

COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

CHARLES DOUGLAS CHAMBERS)	
)	
COMPLAINANT)	
)	CASE NO.
V.)	2024-00350
)	
KENTUCKY-AMERICAN WATER COMPANY)	
)	
DEFENDANT)	

ORDER

On October 28, 2024, Charles Chambers filed a formal complaint against Kentucky-American Water Company (Kentucky-American) in which he alleged that he is a residential customer of Kentucky-American and that in July 2024 he received a water bill that was 10 times what the typical bill is and showed a monthly usage of 7,000 gallons. Chambers asked for his bill to be adjusted.

On April 8, 2025, the Commission issued an Order finding that the complaint stated a prima facie case and complied with procedural requirements, and ordering Kentucky-American to satisfy or answer the complaint. On April 18, 2025, Kentucky-American filed an answer and motion to dismiss the complaint. Kentucky-American stated that the meter data logs for service to Chambers' premise showed an elevated usage during the second half of July 2024 and the first part of August 2024. Kentucky-American further stated that it tested the meter in place at the premises during the period in question and that the meter met all applicable accuracy requirements. Kentucky-American argued that the

meter test results create a rebuttable presumption that the registered water usage reflects the amount of water that flowed through the meter, and that Chambers has not overcome this presumption.

On April 30, 2025, Chambers filed a response to the motion to dismiss in which he claimed that a Kentucky-American employee had indicated that the meter was not functioning properly, and that measured water usage returned to normal after the meter was replaced. Chambers also filed a copy of a voicemail from a person identifying himself as from the water company indicating that the water meter registered usage during a period when no one was at the residence. Chambers claimed that three different plumbers inspected their plumbing for leaks and found none. Chambers did not contest the meter test results filed by Kentucky-American.

The Commission finds that a ruling on Kentucky-American's motion to dismiss should be deferred, and that Kentucky-American should make the meter in place at the premises during the period in question available to Commission Staff for testing. The Commission further finds that each party should be afforded the opportunity to serve requests for information from the other party, and that the time for the parties to make and respond to requests for information should be established. Commission Staff may also serve requests for information pursuant to 807 KAR 5:001, Section 12(b). Finally, the Commission finds that a deadline should be established for any party to request a formal hearing on this matter.

IT IS THEREFORE ORDERED that:

1. A ruling on Kentucky-American's motion to dismiss the complaint is deferred.

2. Kentucky-American shall make the meter in place at the premises during the period in question available to Commission Staff for testing.

3. Each party may serve upon any other party requests for information no later than August 15, 2025.

4. Each party shall respond to any request for information from another party no later than August 29, 2025.


5. Requests for information and responses to requests for information shall comply with 807 KAR 5:001, Section 12.

6. All parties shall file a request for hearing, if any, supported by a detailed statement of factual issues to be raised therein no later than September 12, 2025.

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PUBLIC SERVICE COMMISSION


Chairman


Commissioner


Commissioner

ATTEST:


Executive Director

*Kentucky-American Water Company
2300 Richmond Road
Lexington, KY 40502

*Charles D. Chambers
645 Lakeshore Drive
Lexington, KY 40502