

Andy Beshear  
Governor

Rebecca W. Goodman  
Secretary  
Energy and Environment Cabinet



Commonwealth of Kentucky  
**Public Service Commission**  
211 Sower Blvd.  
P.O. Box 615  
Frankfort, Kentucky 40602-0615  
Telephone: (502) 564-3940  
[psc.ky.gov](http://psc.ky.gov)

Angie Hatton  
Chair

Mary Pat Regan  
Commissioner

Andrew W. Wood  
Commissioner

September 30, 2025

**PARTIES OF RECORD**

Re: Case No. 2024-00350

Notice is given to all parties that the attached Kentucky-American Water Company customer meter test report has been filed into the record of this proceeding.

If you have any comments you would like to make regarding the contents of the document, please do so within five days of receipt of this letter. If you have any questions, please contact John Park, Staff Attorney, at [John.Park@ky.gov](mailto:John.Park@ky.gov).

Sincerely,

A handwritten signature in blue ink that reads "Linda C. Bridwell" followed by the initials "RP".

Linda C. Bridwell, PE  
Executive Director

Attachment



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September 26, 2025

**RE:** Customer Meter Test Report  
**Case No.:** 2024-00350  
**Complainant:** Charles Douglas Chambers  
**Defendant:** Kentucky-American Water Company  
**Test Date:** September 12, 2025  
**Testing Facility:** Louisville Water Company

**Discussion:**

The Division of Inspections (DOI) received a request from the Commission's General Counsel to test Charles Douglas Chambers' water meter. Mr. Chambers filed a formal complaint against Kentucky-American Water Company (Kentucky-American) in Case No. 2024-00350.

On September 12, 2025, Commission staff arrived at Kentucky-American's meter testing facility located at 2300 Richmond Rd., Lexington, KY 40502, to take custody of Mr. Chambers' water meter, SN#27942667. Before taking custody, a visual inspection was conducted on the meter, and it appeared to be in satisfactory condition. The meter was then transported by Commission staff to Louisville Water Company's meter testing facility, located at 4801 Allmond Drive, Louisville, KY 40214 for testing. Louisville Water Company is an independent third-party testing facility. Records indicate that Mr. Chambers' meter was tested by Kentucky-American on August 26, 2024 (Attachment A).

**Findings:**

Louisville Water Company tested the meter in accordance with 807 KAR 5:066, Section 15(2)(a) for a 5/8 x 3/4 positive displacement meter. The meter was tested at the minimum flow rate of 1/4 gallon per minute (gpm), the intermediate flow rate of 2 gpm, and the high flow rate of 15 gpm. At each flow test, the accuracy results were compared with the accuracy requirements prescribed in 807 KAR 5:066, Section 15(2)(a). The accuracy results of this meter test are 99.2% at the minimum flow range, 100.3% at the intermediate flow range and 98.8% at the high flow range (Attachment B).

September 26, 2025

Page 2

These results are within the Commission's accuracy limits for each flow range. If you have any questions regarding this matter, please contact Brian Rice, Division of Inspections, at [Brian.Rice@ky.gov](mailto:Brian.Rice@ky.gov) or 502-330-5986.

**REPORT SUBMITTED BY:**



Brian L. Rice  
Utility Inspector  
Division of Inspections  
Kentucky Public Service Commission

Attachments: A – Kentucky-American's meter test results  
B – Louisville Water Company's meter test results  
C – Chain of Custody Form



Kentucky-American Water Company Meter Test Results

**Kentucky American Water - Customer Meter Test Form****BENCH 1**

CUSTOMER NAME: \_\_\_\_\_ ACCT # \_\_\_\_\_

SERVICE ADDRESS: \_\_\_\_\_ PREMISE # \_\_\_\_\_

METER SIZE: \_\_\_\_\_ NUMBER: \_\_\_\_\_ DATE: \_\_\_\_\_

**FIRST TEST READINGS**

<u>Volume / Test</u>	<u>GPM</u>	<u>Adj. Read</u>	<u>Final Read</u>	<u>Test %</u>	<u>Required Accuracy</u>
____ / LOW	_____	_____	_____	_____	<u>95%-101%</u>
____ / MED	_____	_____	_____	_____	<u>98.5%-101.5%</u>
____ / HI	_____	_____	_____	_____	<u>98.5%-101.5%</u>

**IF ANY OF THE TESTS ABOVE ARE NOT WITHIN THE REQUIRED ACCURACY LIMITS THEN FURTHER TESTING IS REQUIRED BELOW****SECOND TEST READINGS**

<u>Flow % of Capacity / Volume / Test</u>	<u>GPM</u>	<u>Adj. Read</u>	<u>Final Read</u>	<u>Test %</u>	<u>% Accuracy</u>
<u>25% /</u> _____ <u>/ LOW</u>	_____	_____	_____	_____	<u>95%-101%</u>
<u>50% /</u> _____ <u>/ MED</u>	_____	_____	_____	_____	<u>98.5%-101.5%</u>
<u>75% /</u> _____ <u>/ HI</u>	_____	_____	_____	_____	<u>98.5%-101.5%</u>

First Test Series % Average: \_\_\_\_\_ Second Test Series % Average: \_\_\_\_\_

Less Standard: 100% Equal % of Error: \_\_\_\_\_ Fast: \_\_\_\_\_ Slow: \_\_\_\_\_

Before Test Reading: \_\_\_\_\_ After Test Reading: \_\_\_\_\_

Customer Witness? Yes: \_\_\_\_\_ No: \_\_\_\_\_

**IF % OF ERROR IS GREATER THAN 2%, COMPLETE APPROPRIATE SECTION BELOW.**

Length of time error is known to have existed: \_\_\_\_\_

FAST METER basis for refund: \_\_\_\_\_ Amount of refund: \_\_\_\_\_

SLOW METER basis for additional Bill: \_\_\_\_\_ Amount of additional Bill: \_\_\_\_\_

Comments: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Copy To: \_\_\_\_\_ Disputes: \_\_\_\_\_ Meter Tech: \_\_\_\_\_

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Louisville Water Company Meter Test Results

Row 1 Meter 01 Results

Row #:

1

Change Meter #:

1

Current User

BRANDON

Date Installed:

N/A

Date Out Of Service:

Date Tested:

09/12/2025

Serial Number:

27942667

Model:

Badger Model 25 or Model 25

Make:

Badger

Size:

5/8 x 3/4

Address:

645 Lake Shore Drive

Notes1:

Type- Positive Displacement

Notes2:

Customer Requested Test:

Test	Temperature	Volume	GALLONS	FlowRate	GAL/MIN	Begin	End	%
1	73 °F	10.0304		0.25		174937.940	174947.890	99.2%
2	74 °F	10.1515		2.00		174947.890	174958.070	100.3%
3	76 °F	100.6893		15.00		174958.070	175057.590	98.8%
4	0 °F	0.0000		0.00		0.000	0.000	0.0%
5	0 °F	0.0000		0.00		0.000	0.000	0.0%

Back

Chain of Custody Form





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## Meter Standards Laboratory

### CHAIN-OF-CUSTODY FORM FOR WATER METER TEST

Complainant: <u>Doug Chambers</u>	Case No. <u>2024-00350</u>
Utility: <u>Kentucky American Water</u>	Date Filed:
Utility Representative: <u>Jamir Spurgeon</u>	Title: <u>Tech</u>
PSC Representative: <u>Brian Rice</u>	Title: <u>Utility Inspector</u>
Customer Request Test Performed by:	Date of Test: <u>9/12/2025</u>
Location of Test: <u>Kentucky American Water Meter shop</u>	
Location of Meter When Picked Up: <u>Kentucky American Water</u>	
Certified Meter Tester: <u>Eric Mosby</u>	
Condition of Meter: <u>Good shape</u>	

[illegible]

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

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