**From:** LC Arm [redacted]
**Sent:** Sunday, October 25, 2026 10:49 AM
**To:** PSC Executive Director <PSCED@ky.gov>
**Subject:** Letters from kawc case 2026-00305

RECEIVED
OCT 26 2026
PUBLIC SERVICE COMMISSION

PSC Case # 2026-00305

Re: KAWC

Please add this letter and the attached documents to this case.

KAWC has sent the attached documents to my home twice now, first two documents received on Oct.16, 2026. The second set of two letters was received on Oct 24, 2026. All unsigned, of course, so I have no idea to whom I should speak to have them stop.

Until my interaction with Oscar Garcia, and the complaint I filed against KAWC, I had no questions nor problems with the account information, nor did I make any changes to my personal account information; there was no need as it was shown correctly on my water bill. I did call on 10-16, after receipt of the first two letters and request that the customer rep. Sherry remove my name from being sold to the "underground pipe insurance" companies and any other third-party affiliates. She said she could handle that. I also told her I did not authorize any of my information be changed. The only change I could find was where KAWC moves where they put the period in my name C.K or CK. And that is not something I changed, that is their error or a typo.

Further, the account for my rental property ended on 8-24-2024 when the property was sold and the new owner switched the bill to their name. That account is no longer associated with me and has not been for more than 2 years. Again, this problem only surfaced after I got involved in communicating with Oscar P-Garcia and filed the complaint against KAWC.
I consider these multiple nonsensical requests harassment, and they need to stop. If they made changes, that is on them to fix and to stop changing my account information without notifying me in writing of the changes they made. These did not change: name, address, phone number, email which I very deliberately have not included on record with them other than communicating with Oscar, it is a personal email and not available for their use to advertise to me, account holder name which has been the same since the 1970's, pin or password and requesting to be removed from third party access; which was done on 10-16-2026.
KAWC apparently made some sort of change without notifying me in writing of the changes, which flagged these letters to be sent.
This is bordering on the ridiculous and is indicative of their uncooperative attitude toward their customers. I want it to stop.

CK Armstrong

KENTUCKY
AMERICAN WATER

P.O. Box 2798, Camden, NJ 08101

10/16/2026

ID-24.26

[redacted]

CK. ARMSTRONG
2347 MAPLEWOOD DR
LEXINGTON KY 40503-2274

**For Service To:**
Account Number: [redacted]
Service Address: 2347 Maplewood Dr
Lexington, KY 40503-2274

Dear CK. Armstrong:

This letter is in follow up to your recent request for a change in the name associated with your Kentucky American Water account.

Effective January 1, 2023, Kentucky law requires sales tax to be charged for residential utility services furnished to any location that is not your place of domicile (primary residence). **If this account is your primary residence, you must provide us with the required tax exemption form or forms to claim exemption from sales tax.** (Please use form 51A380 to certify your residence as your domicile. If you are a landlord or owner of a multi-unit dwelling, please also use form 51A381.) These forms are enclosed with this mailing and are also available online at www.kentuckyamwater.com in the Customer Service & Billing section.

Landlords and property managers may claim sales tax exemption for their accounts provided the accountholder and each tenant completes the appropriate tax exemption form. For more information, please visit the Kentucky Department of Revenue's website: https://taxanswers.ky.gov/Sales-and-Excise-Taxes/Pages/Residential-Exemption-Changes.aspx.

Tax exemption forms may be submitted to Kentucky American Water by regular mail at One Water Street, Camden, New Jersey 08102, ATTN: Customer Tax CSO; sending an e-mail to CustomerTaxExemptionProcessing@amwater.com; OR drop off at our office located at 2300 Richmond Road in Lexington, Kentucky, Monday through Friday, between the hours of 9 a.m. and 4 p.m.

Please note: Customers are responsible for making sure that both their water and wastewater service providers receive copies of exemption forms if Kentucky American Water is not their provider for both services. Customers should send applicable form(s) to Kentucky American Water as directed above as well as to the other service provider.

Sincerely,

Kentucky American Water

KENTUCKY
AMERICAN WATER
P.O. Box 2798, Camden, NJ 08101

10/16/2026

10-24-26

[redacted]

CK. ARMSTRONG
2347 MAPLEWOOD DR
LEXINGTON KY 40503-2274

**For Service To:**
Account Number: [redacted]
Service Address: 2347 Maplewood Dr
Lexington, KY 40503-2274

Re: Change Request
2347 Maplewood Dr, Lexington, KY 40503-2274

Dear Customer Armstrong:

Thank you for reaching out to us to update your account information. Having accurate customer data on record allows us to serve you better. We have received the changes and updated your account accordingly.

Protecting customer data is also important to us. As the account holder, we make it a practice to follow-up with you and verify in writing when account changes are made. **There is no need to respond or take any action if you have authorized one or more of the following changes to your account.**

This includes updates to your:

- Mailing address
- Primary or secondary contact phone number(s) and/or fax number
- Email address
- Account holder name (including updates due to marital status changes)
- Password or PIN
- Third-party account access (adding, changing or removing)

**If you did not authorize any changes, please contact us immediately.** We will provide you with any information we have related to the unauthorized change request. You can also view your account information on **MyWater**, your online customer portal, at **www.amwater.com/myaccount**. Not registered? Be sure to have your account number handy.

We appreciate your business and the opportunity to continue serving you, your neighbors and our local communities. If you have any questions, please contact our Customer Service Center at the number listed below Monday through Friday, 7 a.m. to 7 p.m.

Sincerely,

Kentucky American Water Customer Service



ZZ_REDFLGADDRCHG_CR [redacted]