

Dear Ms. Cooper :

Your comments have been received and will be placed into the case file for the commission's consideration as it deliberates in this matter. Thank you for your interest.

Andrew Melnykovych
Director of Communications
Kentucky Public Service Commission
(502) 564-3940 x 208

From: PSC - Public Information Officer
Sent: Monday, November 19, 2007 4:43 PM
To: Melnykovych, Andrew (PSC)
Subject: FW: Case #2007-00134

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From: Debbie Guarino[SMTP: E-MAIL ADDRESS REDACTED]
Sent: Monday, November 19, 2007 4:42:26 PM
To: PSC - Public Information Officer
Subject: Case #2007-00134
Auto forwarded by a Rule

To Whom I HOPE it may concern:

I would like to express my opposition to Kentucky American Water's proposal on the above-referenced case for two reasons:

#1 The proposal for Kentucky American Water to tap the Kentucky River near Owenton makes no logical long range sense given the flow of that river in continuing drought conditions; notwithstanding the environmental impact on the surrounding areas and the outrageous financial burden, knowing that in so many years the flow will be insufficient and that a precious resource will be depleted.

#2 In 2003, I was a contract recruiter for Missouri American Water in Alton, IL. I was hired to help staff, orient and train approximately 300+ customer service representatives for a brand new call center. This was accomplished in six months at great effort and expense. Shortly after the center was operational, we in HR were told that representatives from RWE, the company that owned American Water Works, were coming to our facility - purportedly to observe our call-center in full operation. To our sheer horror, the contingent from RWE had come to slash by two-thirds our CSR staff. The announcement was made by 3 gentlemen addressing a cafeteria of around 300 employees - the message simply stated was that the services of nearly 200 CSR's were no longer required and the Human Resources would be handling the exit paperwork. It lasted the better part of 5 minutes. That was it!! Those of us in HR were told precious little else to help us with this mass firing. The bottom line was that the center would not generate enough profit fast enough before RWE could sell it off again. During this

transition, customer complaints were at an all-time high and employee morale at an all-time low. There was no consideration or explanation given to employees -- it made no sense.

When I learned of RWE's (aka Kentucky American Water) plans for our river, I couldn't help but remember my experience with them. Many years later, the thoughtless, profit-driven at all costs corporation still does business in the same way. Once again, it makes no logical sense and it's such a shame to let this continue -- it's not only a shame -- IT'S WRONG!

I certainly hope that many small voices combined speak very loudly to the Kentucky Public Service Commission - Thank you for listening to us.

Sincerely,

Debbie Cooper