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WATER COMPANY CONCERN:

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COMMISSION

I moved into Clinton at the end of May under a lease that was to start on May 1<sup>st</sup>. I had never lived in Clinton on my own and had never had any bills in my own name. The Water Company told me to call the phone number, 1-800-272-1919, to get my water switched into my name. When I called the number they told me a couple of things:

1. They said I had to fax them a copy of my lease and my driver licenses before they would do anything.

2. They told me I would have to pay a 40.00 Deposit upfront before they would turn my water on. (Even though my water was already on, just not in my name.)

I faxed them the copy of my lease on April 19<sup>th</sup>, and didn't hear anything back from them. I called on the 20<sup>th</sup> and they said they did not receive my lease and license so I would have to resend it. Please note, I do not have a fax machine. It was a lot of trouble to get this done.

While I was fighting with this place in Florida, my water was turned off. My daughter, who at the time was 15 months, lives with me. I finally got in touch with the water company office here in Clinton and told them what was going on and they stated that they have never heard of Florida doing this to a new customer. With that being said, Clinton finally came and turned my water on and told me the deposit would be on my first bill like it is for every other person.

Therefore, it took a week and a lot of stress to get my water on. I don't understand why they would only do this to me, but I was not impressed with the water companies' services at all.

Clinton Resident,

Jennifer Jones 6/22/2011

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