

COMMONWEALTH OF KENTUCKY  
BEFORE THE PUBLIC SERVICE COMMISSION

RECEIVED

JUL 25 2016

Public Service  
Commission

In the matter of:

KEN K. CRAIN  
(Your Full Name)  
COMPLAINANT

VS.

EDMONSON CO WATER  
(Name of Utility)  
DEFENDANT

Case No. 2016-00288

COMPLAINT

The complaint of KEN K. CRAIN respectfully shows:  
(Your Full Name)

(a) KEN K. CRAIN  
(Your Full Name)

4780 WOODSHIRE DR. TERRELLAUE IN 47803  
(Your Address)

(b) EDMONSON CO WATER (ECW)  
(Name of Utility)

1128 KY 259 BROOKSVILLE KY 40301  
(Address of Utility)

(c) That ECW DOES NOT PROVIDE THE CUSTOMER  
(Describe here, attaching additional sheets if necessary, ...)

ENOUGH TIME TO PAY THEIR BILL USING BANK ONLINE BILL PAY. THEY ARE ALLOWED BY THE PUBLIC SVC COMMISSION TO PENALIZE THEIR CUSTOMER IF THE CUSTOMER DOES NOT GET THEIR PAYMENT TO ECW 14 DAYS AFTER THE BILL IS MAILED. ECW DOES NOT NOTIFY BY EMAIL AND THEY ARE NOT REQUIRED TO PAY THEIR BILL 14 DAYS AFTER THEIR VENDORS SEND THEM A BILL!  
the specific and fully and clearly or facts that are the reason and basis for the complaint  
Continued on Next Page

~~Ken~~ K. Crain

vs. Edmonson Co Water

SERVICE ADDRESS 928 NOLINE ST RD  
CLARKSON KY 42726

MY BANK (FIFTH THIRD) REQUIRES 4 BUSINESS DAYS TO PAY A BILL FROM THE DATE REQUEST IS RECEIVED.

I DO NOT ALLOW BANK AGENCY INFO BECAUSE OF "HACKING"

- Wherefore, complainant asks
- ① <sup>ECW</sup> THEY SET UP EMAIL BILLING (Specifically state the relief desired)
  - ② THEY ALLOW 21 DAYS TO PAY BILLS
  - ③ THEY RETURN ALL PENALTIES TO THEIR CUSTOMERS WHO WERE NOT ALLOWED TO PAY THEIR BILL ON TIME

Dated at CLARKSON, Kentucky, this 20 day

of JULY, 20 16

Ken K. Crain  
(Your Signature\*)

N/A  
(Name and address of attorney, if any)

N/A  
Date

\*Complaints by corporations or associations, or any other organization having the right to file a complaint, must be signed by its attorney and show his post office address. No oral or unsigned complaints will be entertained or acted upon by the commission.