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Public Service
Commission

Thursday, 10 November 2016

Amended Complaint Kentucky Public Service Commission Order for Case 2016-00288 Dated August 22, 2016 (5 pages total)

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1) I respectfully dispute the Kentucky Public Service Commission (KPSC) decision that my late fee did not result in any improper act or omission for the following reasons. Edmonson Co Water (ECW) has no proof that ECW are sending bills out on the day they say they do. This bill could be sent out, days after the day printed on the bill. They could email this bill (like other utilities). Does the KPSC have any desire to require Edmonson Co water to send out the bill in a timely manner?? Again you require me to prove they are not sending it out. If you truly believe the customers of Edmonson Co Water have time to pay their bill in the allowed time, why aren't they required to pay their bill in same time frame?? Why doesn't the KPSC pay their bills in the same time frame??? Why doesn't the KPSC "Tariff" (what ever that is, I understand that a tariff is a tax on imported goods) allow for adequate time for customers to pay their bill?? Does the KPSC "Tariff require that ECW mail their bill?? Does the KPSC Tariff require that ECW have a method to prove their bills are going to their customer in a timely period??? Which complaint statement is uncontroverted. My complaint that I do not have enough time to pay my bill is controverted because it is not possible to the KPSC or ECW to pay their bills using the same bill payment timing requirements as ECW customers have.

2) I have no control, nor is there any proof of the date the ECW bill is mailed. Sending a bill by text or email would prove the date the bill is sent out. I respectfully request the KPSC request from ECW to show that their customers payments are posted on the date they are received. How would you like me to prove that Fifth Third Bank (53) provides the payment to ECW on 53s guaranteed date? I have no trouble with utilities on bill payment because I have more time or they send it by email. Is payment required on the same day of the month or is the payment date based on the number of days from the bill print date?

3) I respectfully ask if the KPSC believes that the ECW online system is secure enough to prevent system "hacking" knowing the problems other online systems have been having? If they are, why wont they step up and reimburse customers for any cost incurred due to "hacking" of their system?? If KPSC thinks it OK for ECW to access customer bank accounts, why isn't it OK for customers to access ECW bank account?? The reason customers need to access ECW bank account is to remediate any ECW errors. It would be unnecessary for ECW to access customer bank accounts if they emailed or texted the bill. The KPSC is penalizing customers for not getting their bills.

4) Why does the KPSC use foreign languages in their reply? Is any language other than English allowed in the complaint (ie., Russian, Chinese, Latin, French)? How many foreign words are allowed in the complaint? Are there only chosen foreign words allowed in the complaint. If so, what are they?

Sincerely

Ken K. Crain