

COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

CENTER RIDGE WATER DISTRICT NO. 2)	
_____)	CASE NO.
)	2017-00359
ALLEGED FAILURE TO COMPLY)	
WITH AN ORDER BY THE COMMISSION)	
AND 807 KAR 5:001, SECTION 20(6))	

ORDER

On April 18, 2017, the Commission initiated Case No. 2017-00164, Peggy S. Rose v. Center Ridge Water District No. 2, by entering an Order to Satisfy or Answer (“Order”) directing Center Ridge Water District No. 2 (“Center Ridge”) to either satisfy the matters complained of therein or file a written answer within ten days. The Order was served electronically on Center Ridge on April 18, 2017, at the e-mail address billdtruck@wk.net.¹ No response was received from Center Ridge by the required deadline. Commission Staff (“Staff”) subsequently sent a letter to Center Ridge on June 20, 2017,² to request that Center Ridge file its response, as well as a motion for an extension to file a late response. No answer has been received from Center Ridge to date.

Based on a review of the record in Case No. 2017-00164, and being otherwise sufficiently advised, the Commission finds that 807 KAR 5:001, Section 20(4)(b), requires that when a complaint establishes a *prima facie* case, the Commission “shall serve an

¹ E-mail from Kentucky Public Service Commission to Center Ridge Water District No. 2, Apr. 18, 2017, attached hereto as Appendix A.

² Letter from Kentucky Public Service Commission to Center Ridge Water District No. 2, June 20, 2017, attached hereto as Appendix B. This letter was served via certified mail on June 23, 2017.

order upon the person complained of . . . requiring that the matter complained of be satisfied, or that the complaint be answered in writing within ten (10) days from the date of service of the order” Upon the Commission’s service of such an order, 807 KAR 5:001, Section 20(6), requires that “the defendant shall file an answer to the complaint within the time specified in the order or the extension as the commission, for good cause shown, shall grant.”

In Case No. 2017-00164, Center Ridge failed to timely file a response to the Commission Order of April 18, 2017. To date, Center Ridge has failed to comply with that Order.

The Commission finds that Center Ridge should appear at a hearing on January 9, 2018, at 9:00 a.m. Eastern Standard Time, to show cause, if any, why it should not be subject to the penalties prescribed in KRS 278.990 for failing to file an answer in compliance with the Commission’s April 18, 2017 Order in Case No. 2017-00164.

IT IS THEREFORE ORDERED that:

1. Center Ridge shall appear on January 9, 2018, at 9:00 a.m. Eastern Standard Time, in Hearing Room 1 of the Commission’s offices at 211 Sower Boulevard, Frankfort, Kentucky, to show cause, if any, why it should not be subject to penalties pursuant to KRS 278.990 for failure to satisfy the matters complained of or file a written answer to the complaint in Case No. 2017-00164, as required by 807 KAR 5:001, Section 20(6), and the Commission’s Order entered April 18, 2017, in that case.

2. Pursuant to KRS 278.360 and 807 KAR 5:001, Section 9(a)a, the record of the formal hearing shall be recorded by digital video recording only.

3. The record of Commission Case No. 2017-00164 is made a part of the record by reference only.

4. Any request for an informal conference with Commission Staff to discuss the issues in this case shall be set forth in writing and filed with the Commission within 20 days of the date of this Order.

By the Commission

ENTERED
NOV 02 2017
KENTUCKY PUBLIC
SERVICE COMMISSION

ATTEST:


Executive Director

Case No. 2017-00359

APPENDIX A

APPENDIX TO AN ORDER OF THE KENTUCKY PUBLIC SERVICE
COMMISSION IN CASE NO. 2017-00359 DATED **NOV 02 2017**

Fell, Jennifer (PSC)

From: KY_PSC Filings <PSCFilings@ky.gov>
Sent: Tuesday, April 18, 2017 10:07 AM
To: Fell, Jennifer (PSC); Koenig, Brittany H (PSC); Reid, Sam H (PSC); Smith, Renee C (PSC)
Subject: Item Logged For Case: 2017-00164

Confirmation of Posting.

This notification is sent regarding the recent filing for case# 2017-00164 on 4/18/2017 at 10:07 AM

Filed by: PSC

Date/Time Filed: 4/18/2017 10:07:33 AM

The following Document(s) have been posted to the Case File

Linked below is a document from the Kentucky Public Service Commission from case number 2017-00164. This is an official document and service is rendered based upon this email. Pursuant to KRS 278.380 amended by the Kentucky General Assembly during the 2014 General Session, the electronic delivery of all Kentucky Public Service Commission orders is now allowed. This includes data requests, as well as all other case-related documents. Electronic transmission may include either an electronic version of the order or document or a hyperlink to the order or document on the PSC website. The mailing date of the order or document will be the date of the electronic transmission. Any applicant or party desiring delivery of orders or documents by postal mail may request such delivery on a per case basis from the PSC and demonstrate good cause for the request.

PSC_ORDER File

You are receiving this message as a member of the service list or participating utility on case: 2017-00164 For more information or if you have problems opening a link received through an electronic notice from the Commission, contact the PSC Division of Filings.

Kentucky Public Service Commission
Address: P.O. Box 615 , 211 Sower Boulevard, Frankfort, Kentucky 40602-0615
Phone: (502) 564-3940, Fax: (502) 564-3460
Office Hours: Monday - Friday 8am - 5pm

SERVICE LIST:

Peggy S Rose - - Mailed
Center Ridge Water District No. 2 - billdtruck@wk.net
Center Ridge Water District No. 2 Center Ridge Water District No. 2 - billdtruck@wk.net

APPENDIX B

APPENDIX TO AN ORDER OF THE KENTUCKY PUBLIC SERVICE
COMMISSION IN CASE NO. 2017-00359 DATED **NOV 0 2 2017**



Matthew G. Bevin
Governor

Charles G. Snavely
Secretary
Energy and Environment Cabinet

Commonwealth of Kentucky
Public Service Commission
211 Sower Blvd.
P.O. Box 615
Frankfort, Kentucky 40602-0615
Telephone: (502) 564-3940
Fax: (502) 564-3460
psc.ky.gov

Michael J. Schmitt
Chairman

Robert Cicero
Vice Chairman

June 20, 2017

Center Ridge Water District No. 2
69 Marguerite Boulevard
New Concord, KY 42076

CERTIFIED MAIL
RETURNED RECEIPT REQUESTED

Re: Peggy S. Rose v. Center Ridge Water District No. 2
Case No. 2017-00164

To Whom It May Concern:

Attached please find a copy of the Order to Satisfy or Answer ("Order") the Complaint filed in the matter referenced above. The Order entered by the Commission on April 18, 2017, requires Center Ridge Water District No. 2 ("Center Ridge") to satisfy the matters complained of or file a written answer within ten days. The Order was served on Center Ridge electronically on April 18, 2017, at the email address that is listed in the Commission's official records: billdtruck@wk.net.

No answer has been received to date and the time period to answer has expired. Therefore, Commission Staff request that Center Ridge file an answer within ten days, along with a motion for an extension of time to file the answer, explaining its good cause for the delay in this matter. Commission regulation 807 KAR 5:001, Section 4(4) requires that the answer and motion for an extension of time be filed by an attorney. Should Center Ridge fail to file a timely response, the Commission will pursue further action regarding this matter.

If you have any questions, please contact Jennifer Fell at (502) 782-2585.

Sincerely,

Talina R. Mathews
Executive Director

JLF/ph
Attachment

cc: Parties of Record

COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

PEGGY S. ROSE)	
COMPLAINANT)	
V.)	
CENTER RIDGE WATER DISTRICT NO. 2)	CASE NO. 2017-00164
DEFENDANT)	

ORDER

Center Ridge Water District No. 2 ("Center Ridge") is hereby notified that it has been named as defendant in a formal complaint filed on April 5, 2017, a copy of which is attached as the Appendix to this Order.

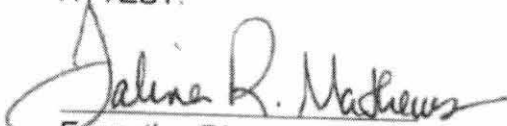
Pursuant to 807 KAR 5:001, Section 20, Center Ridge is HEREBY ORDERED to satisfy the matters complained of or file a written answer to the complaint within ten days from the date of service of this Order.

Should documents of any kind be filed with the Commission in the course of this proceeding, the documents shall also be served on all parties of record. A party filing a paper containing personal information shall, in accordance with 807 KAR 5:001, Section 4(10), encrypt or redact the paper so that personal information cannot be read.

By the Commission

ENTERED
APR 18 2017
KENTUCKY PUBLIC
SERVICE COMMISSION

ATTEST:


Executive Director

APPENDIX

APPENDIX TO AN ORDER OF THE KENTUCKY PUBLIC SERVICE
COMMISSION IN CASE NO. 2017-00164 DATED **APR 18 2017**

COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

RECEIVED

In the matter of:

PEGGY S ROSE
(Your Full Name)
COMPLAINANT

APR 5 2017
Public Service
Commission

VS.

CENTER RIDGE WATER DIST
(Name of Utility)
DEFENDANT

Case No. 2017-00164

COMPLAINT

The complaint of PEGGY S ROSE respectfully shows:
(Your Full Name)

(a) PEGGY S ROSE
(Your Full Name)

210 MIDGETT DR, NEW CONCORD KY 42026
(Your Address)

(b) CENTER RIDGE WATER DIST
(Name of Utility)

1980 BUFFALO RD NEW CONCORD, KY 42026
(Address of Utility)

(c) That: CRWD DID SINGLE OUT AND BILL
(Describe here, attaching additional sheets if necessary,

PEGGY ROSE LATE FEE'S IN THE AMOUNT OF \$35.19
the specific act, fully and clearly, or facts that are the reason

STATING THEY WERE BACK TO DATING 2/2014.
and basis for the complaint.)

MAILED ON 3/10/17 WITH A TAREAT OF DISCONNECT

Continued on Next Page

Page 2 of 2 ON 3/15/17 WITH A RECONNECT FEE OF \$350 :-
 IF NOT PAID LATE FEE OF \$35¹⁹ I HAVE NEVER
 RECEIVED A MONTHLY BILL OR STATEMENT
 SHOWING ANY BALANCES DUE ON MY ACCOUNT
 COMPANY WILL SEND A THREAT OF DISCONNECT
 IF PAYMENT HAS NOT BEEN RECEIVED BY THE 1ST
 SHOWING A \$230 LATE FEE STATES MONTHLY SERVICE
 IS \$22.96 ON 1ST NO GRACE PERIOD AND AS STATED NO
 BILL SENT OUT. HOWEVER IF YOU DO NOT PAY THE
 LATE FEE YOU ARE NOT DISCONNECTED - NOT BILLED
 OR ANYTHING FOR THE "LATE FEE" - I AM THE ONLY PERSON
 MR DUNCAN HAS BACK CHARGED LATE FEES

Wherefore, complainant asks

(Specifically state the relief desired.)

REFUND ALL LATE FEE'S PAID IN THE
AMOUNT OF \$35¹⁹ IN ADDITION TO THE AMOUNT
OF \$161 WHICH WAS A CREDIT ON MY ACCOUNT
IN ADDITION I REQUEST A MONTHLY BILL SENT
OUT A MINIMUM OF 7 DAYS PRIOR TO DUE DATE
OF THE BILL -

Dated at NEW CONCORD, Kentucky, this 30TH day
 (Your City)

of MARCH, 2017
 (Month)

Peggy Rice
 (Your Signature*)

(Name and address of attorney, if any)

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.

March 9 2017

William Duncan
Center Ridge Water Company

In regards to your request for a late fee of \$2.25 on my account for the month of March, my payment was put in your company drop box on 3/3 so I am enclosing for you .09 cents. I arrived and this figure because every month for the past 54 months since I have had your services I have paid my water bill in the amount of \$23.00. That comes to a total of \$2.16 that I have as a credit on my account. So if I deduct my credit amount (to keep you from having to go to the expense of sending me a refund) of \$2.16 from your "late charge" of \$2.25 it comes to .09 cents that I owe you.

I am also notifying you that from this day forward I will deduct .38 cents from your bill for every block of time up to 12 hours and .76 cents for every block of time from 12 to 24 hours that we are without water due to improper, lack of or no maintenance from your company on our water system from my monthly bill. When my power is out I do not pay for service that I do not receive from them since there is no usage so I will apply the same logic to the water service when it is out I do not use any water

Since it is your belief that you should charge a 10% late fee on monthly service with no grace period at all, it is our belief that we should not have to pay for services that we are not receiving in a months' time as well. I also would like a copy of the signed water agreement that shows your company policy on payment and late fees mailed to me as well.

Thank you

Peggy Rose
210 Midgett Dr
New Concord KY 42076

#2

3-10-17 ← MAILED 3/11/17 PM
Peggy Rose

After receiving your letter, I checked your payment history. Your first payment was 2-7-2014 which by the way was late. You have been late 16 times. Inclosed is a copy of your payment history, and a copy of rules and regulations.

16 late FEES	36.80
38 credits X .04	1.52
Credit you typed to your letter	<u>.89</u>
Balance	35.19
Due on or before	<u>3-15-17</u>

If payment is not received no later than 3-15-17 your service will be disconnected
THREAT AGAIN

I am also notifying you from this day forward anyone paying into will pay a late fee, and if not paid by the 15th of each month will be disconnected. If your service is disconnected there is a 350.00 reconnection fee that has to be paid plus outstanding balance before service can be reconnected. Thank you for bringing this to my attention.

EXTRA
Amount
PS

Center Ridge Water
William Duncan

#3

NONE OF THESE BINDING
ARE CONTRACT OR WERE
AGREEMENTS - NOR WERE
THY SIGNED BY ME INDICATING
I WAS AWARE OF ANY OF
THESE CHARGES *file*

P.S.C. KY. NO. _____ 1

CANCELLING P.S.C. KY. NO. _____

CENTER RIDGE WATER DISTRICT, INC

OF

1980 Buffalo Rd

MURRAY, KENTUCKY, 40371
(270) 338-2222

RATES & CHARGES
AND
RULES & REGULATIONS
FOR FURNISHING
WATER SERVICE

AT

CENTER RIDGE LAKE PROPERTIES
ROUTE 6
MURRAY KENTUCKY, 40371

FILED WITH THE
PUBLIC SERVICE COMMISSION
OF
KENTUCKY

DATE OF ISSUE _____
Month Day Year

DATE EFFECTIVE _____
Month Day Year

ISSUED BY *William M. Duncan*

Secretary of District

TITLE *Owner & Operator*

FOR Center Ridge Lake Properties
Community, Town or City

P.S.C. KY NO. 1

Original SHEET NO. 4

CANCELLING P.S.C. KY NO. _____

SHEET NO. _____

Center Ridge Water System
(Name of Utility)

RULES AND REGULATIONS

The following are the rules and regulations of the Center Ridge Water System. The schedule of rates prescribed herein will be uniformly charged to all customers of the utility. No one will receive or be entitled to free service by the utility. No employee or individual commissioner of the utility is permitted to make an exception to these rates, rules, or regulations. These rules and regulations are subject to change by the utility at any time, subject to the approval of the Public Service Commission.

1. All connections will be at the customer's property line, and must have a shutoff valve at said point. The shutoff valve will be installed at the customer's expense.
2. A Tap-on Connection Charge shall be assessed for new service connections. The amount of said charge will be set forth in the rates and charges section of this tariff. This charge will only be made when a new connection is made to the system. A current connection that has a change of ownership will not be assessed the charge.
3. All leaks must be reported immediately. Due to the fact that service is un-metered, there is no incentive for customers repair leaks. Therefore, water service may be disconnected if the customer fails to repair the leak on their side of the property line within forty-eight (48) hours of notification.
4. Each connection will be charged for service, and a single connection can serve no more than one residential or commercial unit.
5. Under no circumstances will a customer be allowed to resell or give away water except under the terms of a special contract executed by the utility and approved by the Public Service Commission. Due to the fact that service is un-metered, failure to comply with this rule will constitute grounds for disconnection of service.
6. All water lines must be underground and not exposed.

DATE OF ISSUE _____
Month, Date, Year

DATE EFFECTIVE _____
Month, Date, Year

ISSUED BY William T. Sumner
Signature of Officer

TITLE Director of operations

BY AUTHORITY OF ORDER OF THE PUBLIC SERVICE COMMISSION
IN CASE NO. _____ DATED _____

??
NO INFORMATION
ms

FOR Center Ridge Lake Properties
Community, Town or City

P.S.C. KY. NO. 1

Original SHEET NO. 3

CANCELLING P.S.C. KY. NO. _____

SHEET NO. _____

Center Ridge Water System
(Name of Utility)

RULES AND REGULATIONS

- 7. All costs associated with lines, leaks, repairs, maintenance, etc. on the customer's property will be the responsibility of the customer.
- 8. The water must be shut off and lines drained prior to freezing weather on any dwelling left unoccupied for more than 72 hours.
- 9. Service can be disconnected due to non-payment, misuse, or non-compliance with the utility's or PSC rules. Due to the fact that service is un-metered, a disconnection of service requires the customer's water line to be physically separated from the system. Before service can be restored, a re-connection fee, in addition to any other fees owed to the utility, must be paid in full. The amount of the reconnection charge is set forth in the rates and charges section of this tariff.
- 10. The shut-off valves outside the water system building are there for the customer's convenience. Tampering with any of the system's property can result in termination of service.
- 11. If a customer sells the property upon which water service is provided, or if a customer moves to a new address, proper notification must be given to the utility.

275.50
Yearly
22.96
Monthly

**ALTERED
CHARGES**

Customers may choose to pay \$275.50 for the entire upcoming year's water usage at once. Otherwise, \$22.96 will be due on the 1st day of each month. If payment has not been received by the 1st day of the month, a delinquency notice will be sent informing the customer that service will be disconnected on the 15th day of the month if payment has not been received by then. In addition, a late payment penalty will be assessed. The amount of said penalty will be set forth in the rates and charges section of this tariff. The bill and the late payment penalty must be paid by the 15th day of the month to avoid disconnection. If water service is disconnected, the bill, the late payment penalty, and the reconnection charge must be paid before service can be restored.

If any of the above rules are not followed, proper notice will be given, and water service will be disconnected.

DATE OF ISSUE _____
Month Day Year

DATE EFFECTIVE _____
Month Day Year

ISSUED BY William M. Duncan
(Signature of Officer)

TITLE Manager & Operator

BY AUTHORITY OF ORDER OF THE PUBLIC SERVICE COMMISSION
IN CASE NO. _____ DATED _____

#6

FOR Southeast Calloway County, Kentucky
Community, Town or City

P.S.C. KY. NO. 1

File Revised SHEET NO. 2

CANCELLING P.S.C. KY. NO. _____

Original Sheet SHEET NO. 2

Center Ridge Water District #3
(Name of Utility)

RATES AND CHARGES

A. RATE:

All Connections

Flat Monthly Rate 22.96

NOTE - Customers may choose to pay 275.58 for the entire year.

ALTERED AMOUNT PPA

B. DEPOSITS:

No deposit is collected at this time.

C. METER CONNECTION/TAP-ON CHARGES:

Connection Charge

\$350.00 Per Connection

NOTE—Meters are not installed on this water system.

D. SPECIAL NON-RECURRING CHARGES:

Re-connection Charge

Late Payment Penalty

Returned Check Charge

EXTREMELY LARGE AMOUNT
\$350.00
10%
20.00

DATE OF ISSUE _____
Month / Day / Year

DATE EFFECTIVE _____
Month / Day / Year

ISSUED BY William M. Hinson
(Signature of Officer)

TITLE Owner of water

BY AUTHORITY OF ORDER OF THE PUBLIC SERVICE COMMISSION

IN CASE NO _____ DATED _____

#7

No times you were late and didn't pay late fee

PEGGY ROSE

District: 2

Service Address:
210 Midgett dr
Newconcord, ky 42076

Date Paid:	Date From:	Date To:	No Months Paid:	Check Number:	Amount Paid:	Comments:
12/27/2004	1/1/2005	1/1/2006	12	5053	\$230.40	12 MO
12/27/2004				5053	\$350.00	RECONNECT
12/1/2005	1/1/2006	1/1/2007	12	5304	\$230.40	12 MO
11/30/2006	1/1/2007	1/1/2008	12	5173	\$230.64	12 MO
12/2/2007	1/1/2008	1/1/2009	12	2089479014	\$230.64	12 mo
11/14/2008	1/1/2009	1/1/2010	12	1106	\$230.64	12 mo
1/1/2010	1/1/2010	1/1/2011	12	2159843785	\$230.64	12 mo
12/23/2010	1/1/2011	1/1/2012	12	2207860151	\$230.64	12 mo
5/23/2011				5940	\$60.88	increase
1/1/2012	1/1/2012	2/1/2012	1		\$30.96	1 mo cr used ++ 8.00 cr left
1/29/2012	2/1/2012	2/1/2013	12	2252779779	\$267.50	12 mo + used cr
1/14/2013	2/1/2013	2/1/2014	12	2295148822	\$275.50	12 mo
2/7/2014	2/1/2014	3/1/2014	1	1071	\$23.00	1 mo
3/1/2014	3/1/2014	4/1/2014	1	1077	\$23.00	1 mo
4/5/2014	4/1/2014	5/1/2014	1	1084	\$23.00	1 mo + 2.25 short
4/30/2014	5/1/2014	6/1/2014	1	1085	\$23.00	1 mo
6/1/2014	6/1/2014	7/1/2014	1	1122	\$23.00	1 mo
7/22/2014	7/1/2014	9/1/2014	2	1133	\$46.00	2 mo
8/30/2014	9/1/2014	10/1/2014	1	1141	\$23.00	1 mo
10/6/2014	10/1/2014	11/1/2014	1	1142	\$23.00	1 mo
11/4/2014	11/1/2014	12/1/2014	1	1143	\$23.00	1 mo
12/1/2014	12/1/2014	1/1/2015	1	1147	\$23.00	1 mo
1/1/2015	1/1/2015	2/1/2015	1	1149	\$23.00	1 mo
2/5/2015	2/1/2015	3/1/2015	1	1150	\$23.00	1 mo
3/1/2015	3/1/2015	4/1/2015	1	1153	\$23.00	1 mo
4/1/2015	4/1/2015	5/1/2015	1	1159	\$23.00	1 mo
5/4/2015	5/1/2015	6/1/2015	1	1161	\$23.00	1 mo
6/2/2015	6/1/2015	7/1/2015	1	1163	\$23.00	1 mo
7/9/2015	7/1/2015	8/1/2015	1	1167	\$23.00	1 mo
7/31/2015	8/1/2015	9/1/2015	1	1168	\$23.00	1 mo
8/29/2015	9/1/2015	10/1/2015	1	1171	\$23.00	1 mo
10/6/2015	10/1/2015	11/1/2015	1	1176	\$23.00	1 mo
11/1/2015	11/1/2015	12/1/2015	1	1177	\$23.00	1 mo
12/1/2015	12/1/2015	1/1/2016	1	1180	\$23.00	1 mo
1/1/2016	1/1/2016	2/1/2016	1	1212	\$23.00	1 mo
1/29/2016	2/1/2016	3/1/2016	1	1214	\$23.00	1 mo
3/1/2016	3/1/2016	4/1/2016	1	1215	\$23.00	1 mo
4/1/2016	4/1/2016	5/1/2016	1	1221	\$23.00	1 mo 1.00 cr
4/30/2016	5/1/2016	6/1/2016	1	1227	\$23.00	1 mo
6/1/2016	6/1/2016	7/1/2016	1	1231	\$23.00	1 mo
6/30/2016	7/1/2016	8/1/2016	1	1239	\$23.00	1 mo
8/9/2016	8/1/2016	9/1/2016	1	1185	\$23.00	1 mo
9/3/2016	9/1/2016	10/1/2016	1	1189	\$23.00	1 mo
10/4/2016	10/1/2016	11/1/2016	1	1192	\$23.00	1 mo

NONE OF THESE SHOW A BALANCE
OWING THAT HAS BEEN CALCULATED FORWARD
B P

11/1/2016	11/1/2016	12/1/2016	1	1193	\$23.00	1 mo
12/2/2016	12/1/2016	1/1/2017	1	1197	\$23.00	1 mo
1/19/2017	1/1/2017	3/1/2017	2	1204	\$46.00	2 mo
3/4/2017	3/1/2017	4/1/2017	1	1241	\$23.00	1 mo
Comments: roses groce sold out to peggy rose 1/15/2014				Total:	\$3,472.84	

March 15 2017.

CENTER RIDGE WATER DISTRICT INC.

William M Duncan owner/operator

*sent to
Mr Duncan
3/15/2017
first mail*

Mr. Duncan

I trust that you took the payment of \$35.19 out of your drop box yesterday 3/14/2017. This I believe to be an illegal action on your part. I also have reported this action to the Kentucky Public Works. I however was advised to pay the charges you stated I owed and further stated that I had only 2 days to pay this or my services would be discounted. This will be investigated by them.

I know for a fact that you are not performing the same billing process as you have done with me to your other customers and this is a discriminatory process. I believe that you are discriminating against me because I asked for the late fee reduction from the overpayments that you had received in the past 3 years I have paid your monthly charge. I have NEVER been asked for "back due balance" on late fees. I am glad that you included a copy of my payment history with your other useless documents that you sent me. The payment history in fact reflects that you have never carried any type of balance owing on my account. Therefore rendering this a paid in full each month account with no previous balance due or collectable. I have submitted in fact all of the documents that you sent to me, even the useless copies of the Rules and Regulations. I assume you sent this to me in place of my request for a document which was signed by me indicating that I was aware of your billing processes. What you sent is not what I asked you for and therefore useless. You have nothing to substantiate that I had any idea about your billing process when in fact I did not. Especially since there was not any issues ever with not paying on the 1st, if a late charge notice was sent it always came after my payment had been put into the payment box. And then never was requested again.

I want you to understand Mr. Duncan I never purposely did not pay you – I missed one payment which I promptly paid not only my missed payment but the next month payment as well. If you notice that was January of 2017 it shows that my payment was received on 1/19/2017..very strange that I received only 1 late notice from your company—did not pay that late notice and never received another one and was not disconnected either. That happened on each and every month that you state that I was late. I however also know that there were many times that your company did not visit the drop box and collect the payments on a daily basis. So how can you possibly count us late if you do not collect payments? You cannot.

Here is a hint for you....SEND A MONTHLY STATEMENT!! Send a statement that says it is due on the 1st if payment is not received by the 5th you have charged a late fee in the amount of \$2.30... If you do not get the payment and late charge by the 10th send them a statement that shows total amount due and tell them they are discounted as of the 15th if payment is not received. Then if they were late and did not pay the late fee but just the normal monthly charge ADD THE LATE FEE ONTO the next month bill. If

#10

they failed to pay by the 15th you need to be prepared to disconnect customers. Empty threats are just that nothing!! This process is not all that difficult to conceive of.

Be like a NORMAL company. I have always found it sketchy that you are able to run your company without having a proper billing system Mr. Duncan or proper notice if you are shutting down water, proper notice if the water needs to be boiled after it has been off due to bacteria issues – we personally DO NOT drink the water you provide, but some people do. I pay my bills every month to the companies that bill me and I typically pay them early—but without a bill that comes in my mailbox each month it tends to slip not only my mind but most of the customers you have as well. Your water company is not what is on my mind 24/7 by any means, so chances of recalling the monthly bill which never comes in the mail, the odds are not good.

You can use the \$35.19 I sent you on your trumped up late fee charges and use it to get yours self a cheap billing software—QuickBooks for DUMMIES is not expensive and you can use it.

I await the response from the Public Service Commission on their findings in this case. Of course if the ruling after checking your company "books" indicates that in fact you did discriminate and you cannot charge me for items that you do not show I owe—as well as not having charged anyone else then I will expect a full refund of the charge I sent to you of \$35.19—plus the amount of \$1.61 which should have been showing as a credit on my account as well.

Rest assured the next payment of my water will be on 4/14 in the amount of \$25.26. Well within your billing process per you Rates and Charges that you sent And the date will be tracked since it is your prerogative to go or not to go out to collect your payments each day.

Thank you,

Peggy Rose

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