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OCT 24 2017

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COMMISSION

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**October 10, 2017**

**Kentucky Public Service Commission  
P O Box 615  
211 Sower Blvd  
Frankfort, Ky. 40602-0615**

**Attn: Gwen R. Pinson, Executive Director**

**Greetings:**

**RE: COMPLAINT**

Earlier this year the Kentucky American Water Company closed its local office in Owenton, Kentucky. Via an oral agreement between the City and the Company, employees of the City of Owenton, are collecting utility bills for an added fee of \$2.00 per bill.

Granted this is a very unusual agreement and puts to issue several questions among which are:

The authority of the Public Service Commission to review this oral operating agreement.

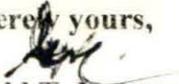
The public interest in the closing this branch office and having no Company employees to assist customers as their needs may determine.

The access by non Company personnel to Company computer files and records of customers which may compromise protected information.

I believe the interest of the public is not served by utilities and governments in dealing in such a vague and questionable manner.

**Thank you for your kind assistance in these matters.**

Sincerely yours,

  
Gerald T. Kemper