

COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

SHERRY L. BASORE)	
)	
COMPLAINANT)	CASE NO.
)	2018-00312
V.)	
)	
KENTUCKY-AMERICAN WATER COMPANY)	
)	
DEFENDANT)	

ORDER

On September 13, 2018, Sherry L. Basore filed a complaint against Kentucky-American Water Company (Kentucky-American). On October 9, 2018, the Commission entered an Order requiring Kentucky-American, as the Defendant in this case, to satisfy the complaint or file a written response within ten days from the date of entry of the Order. The Commission received Kentucky-American's response on October 19, 2018. On October 29, 2018, the Commission issued an order giving Ms. Basore 14 days to file with the Commission any reply she wished to make to Kentucky-American's response.

Ms. Basore responded on November 6, 2018, by emailing a letter to the Consumer Services Branch of the Public Service Commission wherein she stated she had received most of the relief she had originally requested in her complaint and expressed her satisfaction with the Commission's handling of the matter. However, this letter was not filed into the case record and did not state directly that she wished to withdraw her complaint.

The Commission finds that Sherry Basore should be provided an opportunity to file her response into the case record. The Commission requests that if Ms. Basore is ready to withdraw her complaint she should state so directly in her response.

IT IS THEREFORE ORDERED that within 14 days of the date of entry of this Order Sherry Basore may file with the Commission any reply to Kentucky-American's response, and to provide the Commission with any additional information that she feels is relevant.

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By the Commission

ENTERED
JAN 16 2019
KENTUCKY PUBLIC
SERVICE COMMISSION

ATTEST:


Executive Director

Case No. 2018-00312

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