

January 30, 2019

Sherry Basore
393 Southpoint Drive
Lexington, KY 40515

RECEIVED

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PUBLIC SERVICE
COMMISSION

Executive Director
Kentucky Public Service Commission
P.O. Box 615
Frankfort, KY 40602-0615
Case Number 2018-00312
To Whom It May Concern:

I was informed on 1/16/2019 that I was given 14 days to respond to Kentucky-American's response. This would make 1/30/19 the due date.

On 1/28/19, I responded electronically via email to the addressees that had notified me of this requirement. I was then informed by Brandon Bruner that I could not respond via email. I called and voiced my confusion to Nancy Vinsel at the PSC. To recap, I thought it was unfair and confusing that the PSC could, and has corresponded with me on all aspects and notifications of this case. The correspondence even included a paragraph explaining that electronic correspondence was legal. Ms Vinsel explained why my answer must be in writing. Since my 1/28/19 electronic reply could not be accepted, the enclosed paper copy will necessarily be a day or two late.

Sincerely,



Sherry Basore

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Executive Director

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To Whom It May Concern:

I would like to thank the Commission again for their attention to detail. The order acknowledges my response, dated 11/6/18, to the response given by Kentucky American Water. The Commission also requests that if I wished to withdraw my complaint, I say so directly. I feel that this issue should have never happened and/or should have been resolved very quickly. It has unnecessarily wasted my time, the Commission's time and that of Kentucky American Water. Although the points I have made previously are true and valid, I do wish to withdraw my complaint .

Thank you again for all of your help,



Sherry Basore