

COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

WILLIAM ELLIS BOLLINGER III)	
)	
COMPLAINANT)	
)	CASE NO.
V.)	2019-00016
)	
KENTUCKY-AMERICAN WATER COMPANY)	
)	
DEFENDANT)	

ORDER

Kentucky-American Water Company (Kentucky-American) is hereby notified that it has been named as a defendant in a formal complaint (Complaint) filed on January 4, 2019, a copy of which is attached hereto. The Complaint, filed by William Ellis Bollinger III (Mr. Bollinger) states that Kentucky-American has overcharged him for water that he did not use.¹ Mr. Bollinger further asserts that after Kentucky-American replaced the meter, his water usage “went down to a normal usage.”² In order to determine whether the Complaint stated a prima facie case, the Commission issued an Order on February 19, 2019, requiring Mr. Bollinger to submit copies of all water bills issued to Mr. Bollinger by Kentucky-American that support the allegations made in the Complaint. On March 4, 2019, Mr. Bollinger filed his water bills from Kentucky-American into the record.

¹ Complaint at unnumbered page 1.

² *Id.* at 1-2.

Pursuant to 807 KAR 5:001, Section 20, it is HEREBY ORDERED that:

1. Kentucky-American is to satisfy the matters complained of or file a written answer to the complaint within ten days from the date of entry of the Order.

2. 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 personal information cannot be read.

[REMAINDER OF PAGE INTENTIONALLY LEFT BLANK]

By the Commission

ENTERED
JUN 14 2019
KENTUCKY PUBLIC
SERVICE COMMISSION

ATTEST:


Executive Director

Case No. 2019-00016

ATTACHMENT

ATTACHMENT TO AN ORDER OF THE KENTUCKY PUBLIC SERVICE
COMMISSION IN CASE NO. 2019-00016 DATED **JUN 14 2019**

THREE PAGES TO FOLLOW

RECEIVED

JAN 04 2019

PUBLIC SERVICE COMMISSION

COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

In the matter of:

William Ellis Bollinger III
(Your Full Name)
COMPLAINANT

VS.

Kentucky American Water Company
(Name of Utility)
DEFENDANT

COMPLAINT

The complaint of William Ellis Bollinger III respectfully shows:
(Your Full Name)

(a) William Ellis Bollinger III
(Your Full Name)

5875 Paris Pike Rd Georgetown Ky 40324
(Your Address)

(b) Kentucky American Water Company
(Name of Utility)

2300 Richmond Rd Lexington Ky 40502
(Address of Utility)

(c) That: Kentucky American Water
(Describe here, attaching additional sheets if necessary,

has billed me for gallons of water
the specific act, fully and clearly, or facts that are the reason

that I did not use. They replaced
and basis for the complaint.)

the meter and the following reported

Continued on Next Page

Formal Complaint

William Bollinger vs. Kentucky American Water

Page 2 of 2

usage went down to a normal usage.
This is evident by the reported gallons used
on the bill.

Wherefore, complainant asks for a credit of
(Specifically state the relief desired.)

\$ 350⁰⁰ ~~00~~ be applied to the bill for
compensation of overcharged gallons.

Dated at Georgetown, Kentucky, this 31 day
(Your City)

of December, 2018.
(Month)


(Your Signature*)

m/a

(Name and address of attorney, if any)

12-31-18

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.

Attn: Rosemary Tutt

Please attach all previous water bills
and all other documents associated
with this case that you have.

Thank You,

Will Bollinger



William Ellis Bollinger III
5875 Paris Pike Road
Georgetown, KENTUCKY 40324

*Kentucky-American Water Company
2300 Richmond Road
Lexington, KY 40502

*Kentucky-American Water Company
Kentucky-American Water Company
2300 Richmond Road
Lexington, KY 40502