

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

On January 4, 2019, William Ellis Bollinger III (Mr. Bollinger) tendered a formal complaint (Complaint) with the Commission against Kentucky-American Water Company (Kentucky-American) in which he alleges that Kentucky-American has overcharged him for water that he did not use.<sup>1</sup> Mr. Bollinger states that after Kentucky-American replaced the water meter his bill “went down to a normal usage.”<sup>2</sup> In order to remedy this situation, Mr. Bollinger requests that Kentucky-American be required to reimburse him \$350 dollars for the alleged overcharged water consumption.<sup>3</sup>

Pursuant to 807 KAR 5:001, Section 20(4)(a), upon receipt of a formal complaint the Commission must determine whether the complaint states a *prima facie* case. To

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<sup>1</sup> Complaint at unnumbered page 1.

<sup>2</sup> Complaint at unnumbered pages 1–2.

<sup>3</sup> Complaint at unnumbered page 2.

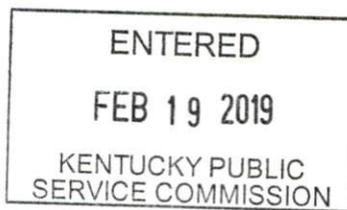
establish a *prima facie* case under 807 KAR 5:001, Section 20(1)(c), the complaint must state:

Fully, clearly, and with reasonable certainty, the act or omission, of which complaint is made, with a reference, if practicable, to the law, order, or administrative regulation, of which a failure to comply is alleged, and other matters, or facts, if any, as necessary to acquaint the commission fully with the details of the alleged failure.

Based on a review of the Complaint, the Commission is unable to determine at this time whether the Complaint establishes a *prima facie* case. In order to support his claim against Kentucky-American, the Commission finds that Mr. Bollinger should file, within 30 days of the date of this Order, copies of all water bills issued to Mr. Bollinger by Kentucky-American that support the allegations made in the Complaint. When filing a paper containing personal information, Mr. Bollinger should, in accordance with 807 KAR 5:001, Section 4(10), encrypt or redact the paper so that personal information, including an account number or Social Security number, cannot be read.

IT IS THEREFORE ORDERED that within 30 days of the date of this Order, Mr. Bollinger shall file copies of all water bills issued to Mr. Bollinger by Kentucky-American that support the allegations made in the Complaint.

By the Commission



ATTEST:

  
Executive Director

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

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

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