

COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

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

COMMISSION STAFF'S FIRST REQUEST FOR INFORMATION
TO KENTUCKY-AMERICAN WATER COMPANY

Kentucky-American Water Company (Kentucky-American) pursuant to 807 KAR 5:001, is to file with the Commission an original and seven copies in paper medium of the following information, with a copy to all parties of record. The information requested herein is due within 14 days of the entry of this request for information. Responses to requests for information in paper medium shall be appropriately bound, tabbed, and indexed.

Each response shall include the name of the individual responsible for responding to questions related to the information provided. Each response shall be answered under oath or, for representatives of a public or private corporation or a partnership or association or a governmental agency, be accompanied by a signed certification of the preparer or the person supervising the preparation of the response on behalf of the entity

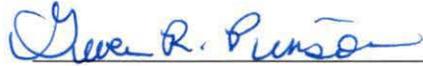
that the response is true and accurate to the best of that person's knowledge, information, and belief formed after a reasonable inquiry.

Kentucky-American shall make timely amendment to any prior response if it obtains information which indicates that the response was incorrect when made or, though correct when made, is now incorrect in any material respect. For any request to which Kentucky-American fails or refuses to furnish all or part of the requested information, it shall provide a written explanation of the specific grounds for its failure to completely and precisely respond.

Careful attention shall be given to copied material to ensure that it is legible. When the requested information has been previously provided in this proceeding in the requested format, reference may be made to the specific location of that information in responding to this request. When applicable, the requested information shall be separately provided for total company operations and jurisdictional operations. When filing a paper containing personal information, Kentucky-American shall, in accordance with 807 KAR 5:001, Section 4(10), encrypt or redact the paper so that personal information cannot be read.

1. Provide copies of all bills that Kentucky-American issued to Mr. Bollinger in 2018.
2. Answer the following questions based upon the limited bills that Mr. Bollinger filed into the pending case record on March 4, 2019.
 - a. Explain why some of the bills that were issued by Kentucky-American to Mr. Bollinger in 2018 were estimated and not actual meter reads.

- b. Explain why the bill that Kentucky-American issued to Mr. Bollinger with a due date of July 2, 2018, states that the billing period is “Dec 20 to May 18 (150 Days).”
- c. Explain whether the 2018 bills that were issued prior to the July 2, 2018, bill were based upon actual or estimated meter reads.
- d. Explain why the bill with the due date of July 2, 2018, states, “Total Amount Cancelled -487.39.”
- e. Explain why, in addition to Kentucky-American issuing a bill to Mr. Bollinger with the due date of July 2, 2018, Kentucky-American issued a second bill to Mr. Bollinger in July with a due date of July 11, 2018.



Gwen R. Pinson
Executive Director
Public Service Commission
P.O. Box 615
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DATED AUG 22 2019

cc: Parties of Record

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