

COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

EARL D. ISON, JR AND BRENDA C. ISON)	
)	
COMPLAINANTS)	
)	
V.)	CASE NO.
)	2019-00093
)	
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, are to file with the Commission the original and four copies in paper medium of the following information, with a copy to all parties of record. The information requested herein is due within ten days of the date of this request. Responses to requests for information in paper medium shall be appropriately bound, tabbed, and indexed.

Each response shall include the name of the witness responsible for responding to the 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.

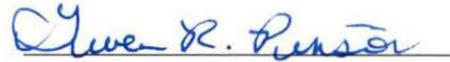
Kentucky-American shall make timely amendment to any prior response if Kentucky-American obtains information which indicates that the response was incorrect when made or, though correct when made, is now incorrect in any material respect. For any request to which Kentucky-American fails or refuses to furnish all or part of the requested information, Kentucky-American 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. Refer to the response to Mr. and Ms. Ison's Complaint filed on May 10, 2019, in which you state that "copies of all bills for service from December 18, 2018 to the present are attached collectively as Exhibit 1." The first bill attached is dated February 7, 2019, and lists its service period as June 22 to January 24 (214 days). Provide an explanation for the unusually long service period on this bill and state whether any accurate monthly bills exist for the period from December 2018 to February 2019. If so, provide copies of those bills.

2. In their Complaint, Mr. and Ms. Ison state that since their meter was replaced on February 7, 2019, it has been inspected three times and that each time the

technician advised Mr. and Ms. Ison and Kentucky-American that the new meter was functioning properly and the replaced meter was not reliable. Provide the name of the technician(s) who performed the three meter inspections after February 7, 2019, the dates of the inspections, and any notes or reports resulting from the inspections.



Gwen R. Pinson
Executive Director
Public Service Commission
P.O. Box 615
Frankfort, KY 40602

DATED **JUL 15 2019**

cc: Parties of Record

*Brenda & Doug Ison
1404 Saddle Club Way
Lexington, KENTUCKY 40504

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

*Elaine K Chambers
Director, Rates and Regulatory
Kentucky-American Water Company
2300 Richmond Road
Lexington, KY 40502