

AUG 10 2020

From: [DeWayne Shepherd](#)
To: [PSC Executive Director](#)
Subject: Case # 2020-00085
Date: Monday, August 10, 2020 1:17:08 PM

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COMMISSION

To Whom it May Concern

The only evidence I have to submit is I feel no one has logically looked at this case. The bill in question is for the billing period of January 14, 2019 to February 11, 2019 (29 days). It states I used 62,084 gallons of water in that time frame. Let me give those numbers some perspective:

The Federal Energy Policy Act of 1992 requires that all lavatory (bathroom) faucets sold in the U.S. have a flow rate of no more than 2.2 gallons per minute and shower heads may have a maximum flow rate of 2.5 GPM. If we use those numbers, it would take a bathroom faucet approximately 19.5 days and a shower head approximately 17.2 days of continuous running to use 62,084 gallons of water.

Without measuring the rate of flow of my tub, most run at 4-7 gpm (as there are no federal restrictions on tub flows), using the higher rate of 7gpm, it would take approximately 6.1 days of continuous running to use 62,084 gallons of water.

It would take over 5 large tanker trucks to hold this amount of water, as the larger ones hold approximately 11,600 gallons.

It would take a 30ft x 30ft swimming pool at an even 9ft deep to use this water, I don't have a pool and none of my adjacent neighbors have a pool.

At no time during that month were we away from the house for more than 36 hours at a time, so to say we left a household faucet running for an extended period of time is not plausible. To say someone stole the water from us by filling up 5 tanker trucks is ludicrous.

The water company states that amount of water flowed through the meter, if it did, where did it go? I contend the meter transmitted incorrect data to the meter reader on that day, as the readers just drive by and receive an electronic signal from the meter (as I see them frequently in our neighborhood doing this). The don't physically read a meter or number, so how can they state, with certainty, that it did not transmit incorrect data? It has already been established that part of the meter was faulty and thus the meter was scrapped. Radio interference from other devices has been proven to interfere with garage door openers and other devices, so why not this device?

I did not use 62,084 gallons of water during the period in question. I feel Kentucky American Water basically extorted approximately \$300 from me, as I had no logical recourse, but to pay the bill. I feel the policy of the water company being able to bill for whatever the meter reads with no accountability needs to be amended.

Sincerely

DeWayne Shepherd