

## Customer Transactions

MAR 27 2020 AH

Account: 109379 LEWIS, JAMES

From 1/1/2019 12:00:00 AM To 3/31/2020 11:59:59 PM

PUBLIC SERVICE  
COMMISSION

Account Number	Transaction Type	Date Posted	Amount	Due/Applied	Reference	Previous Reading	Present Reading	Usage	Location	Balance
	Balance Forward	01/01/2019	\$99.15	\$0.00	Balance Forward				41-00080	\$99.15
	Payment Checkfree	01/03/2019	-\$99.15	-\$99.15					41-00080	\$0.00
	WATER	01/18/2019	\$103.58	\$0.00	Charges	328420	340640	12,220	41-00080	\$103.58
						12/05/2018	01/07/2019			
	Utility Tax - WATER	01/18/2019	\$3.11	\$0.00	Tax Charges				41-00080	\$106.69
	Payment Checkfree	01/24/2019	-\$106.69	-\$106.69					41-00080	\$0.00
	WATER	02/20/2019	\$113.07	\$0.00	Charges	340640	354130	13,490	41-00080	\$113.07
						01/07/2019	02/07/2019			
	Utility Tax - WATER	02/20/2019	\$3.39	\$0.00	Tax Charges				41-00080	\$116.46
	Payment Checkfree	03/01/2019	-\$116.46	-\$116.46					41-00080	\$0.00
	WATER	03/19/2019	\$104.78	\$0.00	Charges	354130	366510	12,380	41-00080	\$104.78
						02/07/2019	03/06/2019			
	Utility Tax - WATER	03/19/2019	\$3.14	\$0.00	Tax Charges				41-00080	\$107.92
	Payment Checkfree	03/29/2019	-\$107.92	-\$107.92					41-00080	\$0.00
	WATER	04/19/2019	\$102.84	\$0.00	Charges	366510	378630	12,120	41-00080	\$102.84
						03/06/2019	04/03/2019			
	Utility Tax - WATER	04/19/2019	\$3.09	\$0.00	Tax Charges				41-00080	\$105.93
	JESS CO 911 FEE	04/19/2019	\$4.75	\$0.00	Charges				41-00080	\$110.68
	PENALTY - WATER	05/07/2019	\$10.59	\$0.00					41-00080	\$121.27
	CREDIT CARD FEE -	05/08/2019	\$4.40	\$0.00					41-00080	\$125.67
	Payment Credit Card	05/08/2019	-\$125.67	-\$125.67					41-00080	\$0.00
	WATER	05/21/2019	\$39.07	\$0.00	Charges	378630	382250	3,620	41-00080	\$39.07
						04/03/2019	05/06/2019			
	Utility Tax - WATER	05/21/2019	\$1.17	\$0.00	Tax Charges				41-00080	\$40.24
	JESS CO 911 FEE	05/21/2019	\$4.75	\$0.00	Charges				41-00080	\$44.99
	Payment Checkfree	05/28/2019	-\$44.99	-\$44.99					41-00080	\$0.00
	WATER	06/19/2019	\$189.45	\$0.00	Charges	382250	406070	23,820	41-00080	\$189.45
						05/06/2019	06/05/2019			
	Utility Tax - WATER	06/19/2019	\$5.68	\$0.00	Tax Charges				41-00080	\$195.13
	JESS CO 911 FEE	06/19/2019	\$4.75	\$0.00	Charges				41-00080	\$199.88
	PENALTY - WATER	07/08/2019	\$19.51	\$0.00					41-00080	\$219.39
	CREDIT CARD FEE -	07/10/2019	\$6.50	\$0.00					41-00080	\$225.89
	Payment Credit Card	07/10/2019	-\$223.79	-\$223.79					41-00080	\$2.10
	WATER	07/19/2019	\$118.15	\$0.00	Charges	406070	420240	14,170	41-00080	\$120.25
						06/05/2019	07/03/2019			
	Utility Tax - WATER	07/19/2019	\$3.54	\$0.00	Tax Charges				41-00080	\$123.79
	JESS CO 911 FEE	07/19/2019	\$4.75	\$0.00	Charges				41-00080	\$128.54
	PENALTY - WATER	08/05/2019	\$12.17	\$0.00					41-00080	\$140.71
	CREDIT CARD FEE -	08/09/2019	\$4.40	\$0.00					41-00080	\$145.11
	Payment Credit Card	08/09/2019	-\$145.11	-\$145.11					41-00080	\$0.00
	WATER	08/20/2019	\$181.15	\$0.00	Charges	420240	441710	21,470	41-00080	\$181.15
						07/03/2019	08/06/2019			
	Utility Tax - WATER	08/20/2019	\$5.43	\$0.00	Tax Charges				41-00080	\$186.58
	JESS CO 911 FEE	08/20/2019	\$4.75	\$0.00	Charges				41-00080	\$191.33
	PENALTY - WATER	09/06/2019	\$18.66	\$0.00	WATER PENALITIE				41-00080	\$209.99
	CREDIT CARD FEE -	09/13/2019	\$6.50	\$0.00					41-00080	\$216.49
	Payment Credit Card	09/13/2019	-\$216.49	-\$216.49					41-00080	\$0.00
	WATER	09/19/2019	\$231.62	\$0.00	Charges	441710	469710	28,000	41-00080	\$231.62
						08/06/2019	09/05/2019			
	Utility Tax - WATER	09/19/2019	\$6.95	\$0.00	Tax Charges				41-00080	\$238.57

\* Indicates Charges that are not finalized

## Customer Transactions

Account: 109379 LEWIS, JAMES

From 1/1/2019 12:00:00 AM To 3/31/2020 11:59:59 PM

Account Number	Transaction Type	Date Posted	Amount	Due/Applied	Reference	Previous Reading	Present Reading	Usage	Location	Balance
██████	JESS CO 911 FEE	09/19/2019	\$4.75	\$0.00	Charges				41-00080	\$243.32
██████	CREDIT CARD FEE -	10/01/2019	\$6.50	\$0.00					41-00080	\$249.82
██████	Payment Credit Card	10/01/2019	-\$249.82	-\$249.82					41-00080	\$0.00
██████	WATER	10/18/2019	\$182.94	\$0.00	Charges	469710	491410	21,700	41-00080	\$182.94
						09/05/2019	10/03/2019			
██████	Utility Tax - WATER	10/18/2019	\$5.49	\$0.00	Tax Charges				41-00080	\$188.43
██████	JESS CO 911 FEE	10/18/2019	\$4.75	\$0.00	Charges				41-00080	\$193.18
109379	Payment Checkfree	10/23/2019	-\$193.18	-\$193.18					41-00080	\$0.00
██████	WATER	11/19/2019	\$353.97	\$0.00	Charges	491410	535320	43,910	41-00080	\$353.97
						10/03/2019	11/06/2019			
██████	Utility Tax - WATER	11/19/2019	\$10.62	\$0.00	Tax Charges				41-00080	\$364.59
██████	JESS CO 911 FEE	11/19/2019	\$4.75	\$0.00	Charges				41-00080	\$369.34
██████	Payment Checkfree	12/03/2019	-\$369.34	-\$369.34					41-00080	\$0.00
██████	WATER	12/19/2019	\$136.57	\$0.00	Charges	535320	551070	15,750	41-00080	\$136.57
						11/06/2019	12/04/2019			
██████	Utility Tax - WATER	12/19/2019	\$4.10	\$0.00	Tax Charges				41-00080	\$140.67
██████	JESS CO 911 FEE	12/19/2019	\$4.75	\$0.00	Charges				41-00080	\$145.42
██████	Payment Checkfree	12/26/2019	-\$145.42	-\$145.42					41-00080	\$0.00
██████	WATER	01/22/2020	\$176.24	\$0.00	Charges	551070	571910	20,840	41-00080	\$176.24
						12/04/2019	01/07/2020			
██████	Utility Tax - WATER	01/22/2020	\$5.29	\$0.00	Tax Charges				41-00080	\$181.53
██████	JESS CO 911 FEE	01/22/2020	\$4.75	\$0.00	Charges				41-00080	\$186.28
██████	Payment Checkfree	02/05/2020	-\$204.43	-\$204.43					41-00080	-\$18.15
██████	WATER	02/19/2020	\$201.09	\$0.00	Charges	571910	595940	24,030	41-00080	\$182.94
						01/07/2020	02/05/2020			
██████	Utility Tax - WATER	02/19/2020	\$6.03	\$0.00	Tax Charges				41-00080	\$188.97
██████	JESS CO 911 FEE	02/19/2020	\$4.75	\$0.00	Charges				41-00080	\$193.72
██████	CREDIT CARD FEE -	03/03/2020	\$4.40	\$0.00					41-00080	\$198.12
██████	Payment Credit Card	03/03/2020	-\$198.12	-\$198.12					41-00080	\$0.00
██████	WATER	03/18/2020	\$178.11	\$0.00	Charges	595940	617020	21,080	41-00080	\$178.11
						02/05/2020	03/09/2020			
██████	Utility Tax - WATER	03/18/2020	\$5.34	\$0.00	Tax Charges				41-00080	\$183.45
██████	JESS CO 911 FEE	03/18/2020	\$4.75	\$0.00	Charges				41-00080	\$188.20
██████	Payment Checkfree	03/24/2020	-\$188.20	-\$188.20					41-00080	\$0.00
Total Transactions: 69		Total Amount: \$0.00		Total Usage: 288,600						

Location Number

41-00080

Service Address

2120 CLEAR CREEK RD NICHOLASVILLE, KY 40356

11/06/2019 - 12/04/2019  
2120 CLEAR CREEK RD, NICHOLASVILLE KY

Balance Forward: 11/30/2019			369.34
12/03/19 Payment Checkfree			-369.34
WAT 551,070	535,320	15,750	136.57
Utility Tax - WATER			4.10
12/19/19 JESS CO 911 FEE			4.75

1/ 1/2020  
\$159.49 \$145.42

\$159.49 \$14.07 \$145.42

109379 1/ 1/2020 JAMES LEWIS  
2120 CLEAR CREEK RD  
NICHOLASVILLE, KY 40356-9754

002456 

12/05/2018 - 1/07/2019  
2120 CLEAR CREEK RD, NICHOLASVILLE KY - ..... AUTO

Balance Forward: 12/31/2018			99.15
01/03/19 Payment Checkfree			-99.15
WAT 340,640	328,420	12,220	103.58
Utility Tax - WATER			3.11

2/ 1/2019  
\$117.36 \$106.69

\$117.36 \$10.67 \$106.69

2/ 1/2019 JAMES LEWIS  
2120 CLEAR CREEK RD  
NICHOLASVILLE, KY 40356-9754



1/07/2019 - 2/07/2019  
2120 CLEAR CREEK RD, NICHOLASVILLE KY - ..... AUTO

Balance Forward: 01/31/2019			0.00
WAT 354,130	340,640	13,490	113.07
Utility Tax - WATER			3.39

3/ 1/2019  
\$128.11 \$116.46

\$128.11 \$11.65 \$116.46

3/ 1/2019 JAMES LEWIS  
2120 CLEAR CREEK RD  
NICHOLASVILLE, KY 40356-9754



2/07/2019 - 3/06/2019  
2120 CLEAR CREEK RD, NICHOLASVILLE KY .....AUTO

Balance Forward: 02/28/2019 116.46  
03/01/19 Payment Checkfree -116.48  
WAT 366,510 354,130 12,380 104.78  
Utility Tax - WATER 3.14

4/ 1/2019  
\$118.71 \$107.92

\$118.71 \$10.79 \$107.92

4/ 1/2019

JAMES LEWIS  
2120 CLEAR CREEK RD  
NICHOLASVILLE, KY 40356-9754



3/06/2019 - 4/03/2019  
2120 CLEAR CREEK RD, NICHOLASVILLE KY .....AUTO

Balance Forward: 03/31/2019 0.00  
WAT 378,630 366,510 12,120 102.84  
Utility Tax - WATER 3.09  
04/19/19 JESS CO 911 FEE 4.75  
FOR QUESTIONS ON 911 FEE CALL CO  
CLERK 859-885-4500

5/ 1/2019  
\$121.27 \$110.68

\$121.27 \$10.59 \$110.68

5/ 1/2019

JAMES LEWIS  
2120 CLEAR CREEK RD  
NICHOLASVILLE, KY 40356-9754



4/03/2019 - 5/06/2019  
2120 CLEAR CREEK RD, NICHOLASVILLE KY .....AUTO

Balance Forward: 04/30/2019 110.68  
05/07/19 PENALTY - WATER 10.59  
05/08/19 CREDIT CARD FEE - WATER 4.40  
05/08/19 Payment Credit Card -125.67  
WAT 382,250 378,630 3,620 39.07  
Utility Tax - WATER 1.17  
05/21/19 JESS CO 911 FEE 4.75  
911 fee ? call 859-885-4500

6/ 1/2019  
\$49.01 \$44.99

\$49.01 \$4.02 \$44.99

6/ 1/2019

JAMES LEWIS  
2120 CLEAR CREEK RD  
NICHOLASVILLE, KY 40356-9754



5/06/2019 - 6/05/2019  
2120 CLEAR CREEK RD, NICHOLASVILLE KY

Balance Forward: 05/31/2018 0.00  
WAT 406,070 382,250 23,820 189.45  
Utility Tax - WATER 5.68  
06/19/19 JESS CO 911 FEE 4.75

AUTO

7/ 1/2019

\$219.39 \$199.88

\$219.39 \$19.51 \$199.88

7/ 1/2019

JAMES LEWIS  
2120 CLEAR CREEK RD  
NICHOLASVILLE, KY 40356-9754



6/05/2019 - 7/03/2019  
2120 CLEAR CREEK RD, NICHOLASVILLE KY

Balance Forward: 06/30/2019 199.88  
07/08/19 PENALTY - WATER 19.51  
07/10/19 CREDIT CARD FEE - WATER 6.50  
07/10/19 Payment Credit Card -223.79  
WAT 420,240 406,070 14,170 116.15  
Utility Tax - WATER 3.54  
07/19/19 JESS CO 911 FEE 4.75

AUTO

8/ 1/2019

\$140.71 \$128.54

\$140.71 \$12.17 \$128.54

8/ 1/2019

JAMES LEWIS  
2120 CLEAR CREEK RD  
NICHOLASVILLE, KY 40356-9754



7/03/2019 - 8/06/2019  
2120 CLEAR CREEK RD, NICHOLASVILLE KY

Balance Forward: 07/31/2019 128.54  
08/05/19 PENALTY - WATER 12.17  
08/09/19 CREDIT CARD FEE - WATER 4.40  
08/09/19 Payment Credit Card -145.11  
WAT 441,710 420,240 21,470 181.15  
Utility Tax - WATER 5.43  
08/20/19 JESS CO 911 FEE 4.75

AUTO

9/ 1/2019

\$209.99 \$191.33

\$209.99 \$18.66 \$191.33

9/ 1/2019

JAMES LEWIS  
2120 CLEAR CREEK RD  
NICHOLASVILLE, KY 40356-9754



8/06/2019 - 9/05/2019  
2120 CLEAR CREEK RD, NICHOLASVILLE KY

Balance Forward: 08/31/2019		191.33		
09/06/19 PENALTY - WATER		18.66		
09/13/19 CREDIT CARD FEE - WATER		6.50		
09/13/19 Payment Credit Card		-216.49		
WAT 469,710 441,710	28,000	231.62		
Utility Tax - WATER		6.95		
09/19/19 JESS CO 911 FEE		4.75		10/ 1/2019
			\$267.18	\$243.32

\$267.18 \$23.86 \$243.32

JAMES LEWIS  
2120 CLEAR CREEK RD  
NICHOLASVILLE, KY 40356-9754

10/ 1/2019



9/05/2019 - 10/03/2019  
2120 CLEAR CREEK RD, NICHOLASVILLE KY

Balance Forward: 09/30/2019		243.32		
10/01/19 CREDIT CARD FEE - WATER		6.50		
10/01/19 Payment Credit Card		-249.82		
WAT 491,410 469,710	21,700	182.94		
Utility Tax - WATER		5.49		
10/18/19 JESS CO 911 FEE		4.75		11/ 1/2019
			\$212.02	\$193.18

\$212.02 \$18.84 \$193.18

JAMES LEWIS  
2120 CLEAR CREEK RD  
NICHOLASVILLE, KY 40356-9754

11/ 1/2019



10/03/2019 - 11/06/2019  
2120 CLEAR CREEK RD, NICHOLASVILLE KY

Balance Forward: 10/31/2019		0.00		
WAT 535,320 491,410	43,910	353.97		
Utility Tax - WATER		10.62		
11/19/19 JESS CO 911 FEE		4.75		12/ 1/2019
			\$405.80	\$369.34

\$405.80 \$36.46 \$369.34

JAMES LEWIS  
2120 CLEAR CREEK RD  
NICHOLASVILLE, KY 40356-9754

12/ 1/2019



## 2. Work Orders Associated with 2120 Clearcreek Road.

Mr. James Lewis acknowledged that he had a leak. There were no work orders to be made. There was nothing for us to check.

**JESSAMINE-SOUTH ELKHORN  
WATER DISTRICT**

To Whom it may Concern,

We do not write down every conversation, this is my recollection of the conversation. I do not have a date that we talked that this conversation occurred. When I talked to 2120 clear creek, James Lewis I don't think I had the meter technician go out and recheck his meter because Mr. Lewis told me that he did have a leak. When we got to talking about the once in a life time leak adjustment he then got upset because one had already been taken. He then told me he was going to call PSC and tell them how wrong it was because it had been taken a long time ago.

Sincerely,

*M. Henderson*

Melissa Henderson

*March 27, 2020*



**LEXINGTON-SOUTH ELKHORN WATER DISTRICT**  
200 West Maple  
Nicholasville, Kentucky 40356  
Phone: (606) 885-9314

October 16, 1998

Mr. Dan Y, Shearer  
2120 Clear Creek  
Nicholasville, KY 40356

RE: Account No. [REDACTED]

Dear Mr. Shearer:

We would like to advise that we have adjusted your account for the large water leak which you had.

This is a one time adjustment for catastrophic leaks and we are happy to advise that we have credited your account with \$172.61.

If you have any questions, do not hesitate to call.

Sincerely,

JESSAMINE-SOUTH ELKHORN WATER DISTRICT

Glenn T. Smith  
Manager

EMB

DAN SHEARER JR

9-22-98

~~212.67~~  
172.61

The "excessive" amount of water we used this month was due to a leak under a concrete slab at the barn.

We did not know of this leak until Mr. Tom Smith advised us of a leak somewhere when he read the meter.

Is there any way some type of adjustment could be made on this bill?

We appreciate your consideration.

Dan Shearer

JESSAMINE-SOUTH ELKHORN WATER DISTRICT  
200 W. MAPLE ST., NICHOLASVILLE, KY. 40356

RETURN POSTAGE GUARANTEED

MESSAGE  
FOLLOW KY-AM WATER SHORTAGE RESPONSE PLAN  
LOCATION

02121 CLEAR CREEK PIKE

PLEASE RETURN THIS STUB WITH YOUR PAYMENT

ACCOUNT NO	FROM	TO	DUE
	08/05	09/10	09/30/98
	PREVIOUS	USAGE	CURR CHG
WA 369780	202240	167540	60710
WD		167540	1823

SHEARER, DAN Y.  
2120 CLEAR CREEK  
NICHOLASVILLE, KY.  
40356

AMOUNT REMITTED:

BAL. FWD.	THIS BILLING	TOTAL DUE	ACCOUNT	DUE
000	625.33	625.33	I -0006450-	09/30/98

THIS BILL DUE UPON RECEIPT — 10% PENALTY AFTER 30TH OF MONTH  
RETAIN THIS PORTION FOR YOUR RECORDS

TOTAL DUE

625.33

167,540  
19,000 - 88.20  
148,540 311.94  
400.64  
X.03  
12.0192  
400.64  
12.02  
412.66  
400.6  
452.72

625.33  
452.72  
212.67  
172.61

## CUSTOMER COMPLAINT

DATE: 1/17/20

NAME: James Lewis

ADDRESS: 2120 ClearCreek

### COMPLAINT

Customer Contacted PSC because he wanted a second leak adjustment. Case No. 2020-00017.

We cannot go against our Tariff. If we deviate from our tariff it will show favoritism, which is not allowed, per PSC guidelines.

### DATE & RESOLUTION

1/30/20 - I talked with Brittany Koenig PSC Attorney and explained in our tariff about the once in a lifetime leak adj. She agreed we were in compliance.

Andy Beshear  
Governor

Rebecca W. Goodman  
Secretary  
Energy and Environment Cabinet



Commonwealth of Kentucky  
**Public Service Commission**  
211 Sower Blvd.  
P.O. Box 615  
Frankfort Kentucky 40602-0615  
Telephone: (502) 564-3940  
Fax: (502) 564-3460  
psc.ky.gov

Michael J. Schmitt  
Chairman

Robert Cicero  
Vice Chairman

Talina R. Mathews  
Commissioner

*James Lewis*

January 17, 2020

*PSC.  
Attorney  
Brittany  
Koenig*

## PARTIES OF RECORD

RE: Case No. **2020-00017**

(Complaints - Rates)

James Lewis, Complainant; Jessamine-South Elkhorn Water District, Defendant

This letter is to acknowledge receipt of initial filing in the above case. The filing was date-stamped received January 13, 2020 and has been assigned Case No. 2020-00017. In all future correspondence or filings in connection with this case, please reference the above case number. Public comments and responses to public comments regarding this case may be viewed on the Commission's web site at <https://psc.ky.gov>.

All documents submitted to the Commission in this proceeding must comply with the rules of procedure adopted by the Commission found in 807 KAR 5:001. Any deviation from these rules must be submitted in writing to the Commission for consideration as required by 807 KAR 5:001 (22). Additionally, confidential treatment of any material submitted must follow the requirements found in 807 KAR 5:001 (13).

Pursuant to the 2014 revisions to KRS 278.380, beginning on July 16, 2014, the Commission shall use electronic means to deliver orders. Please ensure a proper email address is included for each person to be included on the Commission's official service list.

Materials submitted to the Commission which do not comply with the rules of procedure, or that do not have an approved deviation, are subject to rejection by Commission pursuant to 807 KAR 5:001 (3). In order to insure cases are processed in a timely manner and accurate reliable records are created, please make sure that the rules of procedure are followed. Should you have any questions, please contact Renee Smith in the Filings Branch at 502-564-3940.

*1/30/20 - Talked to Brittany Koenig Attorney  
She said we did the right thing following tariff.  
Sincerely,  
She will contact customer  
to explain tariff. If she  
needs us to do anything  
she will contact us.*

*Gwen R. Pinson*  
Gwen R. Pinson  
Executive Director

GP/AH

James Lewis  
2120 Clear Creek Rd.  
Nicholasville, KENTUCKY 40356

\*Jessamine-South Elkhorn Water District  
802 S Main Street  
P. O. Box 731  
Nicholasville, KY 40356

## COMMONWEALTH OF KENTUCKY

## BEFORE THE PUBLIC SERVICE COMMISSION

In the matter of:

RECEIVED

James Lewis  
 (Your Full Name)  
 COMPLAINANT

JAN 13 2020

PUBLIC SERVICE  
COMMISSION

VS.

Jessamine SouthElkhorn Water  
 (Name of Utility)  
 DEFENDANT

COMPLAINT

The complaint of JAMES LEWIS respectfully shows:  
 (Your Full Name)

(a) James Lewis  
 (Your Full Name)

2120 Clearcreek Rd Nicholasville Ky  
 (Your Address)

(b) Jessamine SouthElkhorn Water Dist  
 (Name of Utility)

602 S Main St Nicholasville Ky 40356  
 (Address of Utility)

(c) That: I asked for a pardon on my water  
 (Describe here, attaching additional sheets if necessary,  
bill, I have had a major water leak  
 the specific act, fully and clearly, or facts that are the reason  
for months and asked for the final water bill  
 and basis for the complaint.)

to be waived... My previous water bills have been →

Continued on Next Page

Formal Complaint

James Lewis vs. Jessamine South Elkhorn Water

Page 2 of 2

in the #200~~00~~ Range and only asked to waive  
the one bill? South Elkhorn Water told me that they  
will do nothing for me because they do a grace 1 time  
per property..... That was back in 1989 or something  
like that?

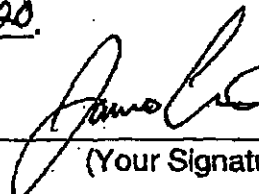
Wherefore, complainant asks \_\_\_\_\_

(Specifically state the relief desired.)

I would like to be Refunded the \$369.34  
check made to James Lewis at 2120 Clearcreek

Dated at Nicholsville, Kentucky, this 9 day  
(Your City)

of Jan, 2020.  
(Month)

  
(Your Signature\*)

\_\_\_\_\_  
(Name and address of attorney, if any)

\_\_\_\_\_  
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.



FOR District's Service Area  
Community, Town or City

P.S.C. KY. NO. 2

SHEET NO. 38

Jessamine-South Elkhorn Water District  
(Name of Utility)

CANCELLING P.S.C. KY. NO. \_\_\_\_\_

SHEET NO. \_\_\_\_\_

RULES & REGS

N 35. LEAK ADJUSTMENTS:

PSC Rules and Regulations do not require a utility to offer a leak adjustment although a utility may choose to offer such a policy. This utility chooses to offer a leak adjustment under the following conditions:

1. The customer must request a leak adjustment in writing to the utility.
2. The customer must provide a written statement or other proof showing the leak has been repaired.
3. The customer bill will be based on two components. The first step will be to calculate the customer's average monthly usage over the prior twelve-month period. The second step will be to deduct the customer's average monthly usage (as calculated above) from the total amount of water that passed through the meter. The usage calculated in step one will be billed at the utility's regular rates, while the remaining usage will be charged at the leak adjustment rate as shown below. All water passing through the meter must be accounted and paid for by the customer. Therefore, the customer will owe the amount of his/her average bill plus the amount due for the remaining water billed at the leak adjustment rate.
4. The leak adjustment rate will be the rate the district pays for water plus ten percent (10%).
5. If meter readings are not available for an entire twelve-month period, the water bill will be estimated by the utility, subject to an upward or downward adjustment once a twelve-month average of actual meter readings can be calculated.
6. Only one (1) leak adjustment will be made for any service location.
7. There will be no adjustments for irrigation water losses.

DATE OF ISSUE February 22, 2008  
Month / Date / Year

DATE EFFECTIVE March 24, 2008  
Month / Date / Year

ISSUED BY L. T. McKee  
(Signature of Officer)

TITLE CHAIRMAN

BY AUTHORITY OF ORDER OF THE PUBLIC SERVICE COMMISSION  
IN CASE NO. \_\_\_\_\_ DATED \_\_\_\_\_

PUBLIC SERVICE COMMISSION  
OF KENTUCKY  
EFFECTIVE  
3/24/2008  
PURSUANT TO 807 KAR 5:011  
SECTION 9 (1)

By Stephanie R. Hunter  
Executive Director

FOR District's Service Area  
Community, Town or City

P.S.C. KY. NO. 2

SHEET NO. 38

Jessamine-South Elkhorn Water District  
(Name of Utility)

CANCELLING P.S.C. KY. NO. \_\_\_\_\_

SHEET NO. \_\_\_\_\_

RULES & REGS

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Month / Date / Year  
ISSUED BY [Signature]  
(Signature of Officer)  
TITLE CHAIRMAN  
BY AUTHORITY OF ORDER OF THE PUBLIC SERVICE COMMISSION  
IN CASE NO. \_\_\_\_\_ DATED \_\_\_\_\_

PUBLIC SERVICE COMMISSION  
OF KENTUCKY  
EFFECTIVE  
3/24/2008  
PURSUANT TO 807 KAR 5:011  
SECTION 9 (1)

By [Signature]  
Executive Director

COMMONWEALTH OF KENTUCKY  
BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

JAMES LEWIS	)	
	)	
COMPLAINANT	)	
	)	
V	)	CASE NO.
	)	2020-00017
JESSAMINE SOUTH ELKHORN WATER	)	
DISTRICT	)	
	)	
DEFENDENT	)	

ORDER

Jessamine-South Elkhorn Water District (Jessamine-South Elkhorn District) is hereby notified that it has been named as defendant in a formal complaint (Complaint) filed on January 13, 2020, a copy of which is attached as the Appendix to this Order. The Complaint alleges that the Complainant, James Lewis, experienced a major water leak and asked for the water bill to be waived. Mr. Lewis claims Jessamine-South Elkhorn District only allows one bill adjustment for a water leak per property, which allegedly was given in 1989 for the complainant's property. Based upon a review of the Complaint, the Commission finds there is insufficient information upon which to determine whether Mr. Lewis has established a prima facie case. Upon the parties filing the additional information requested below, the Commission will determine what further action to take in this matter.

IT IS THEREFORE ORDERED that:

1. Pursuant to 807 KAR 5:001, Section 20, Jessamine-South Elkhorn District is to satisfy the matters complained of or file a written answer to the Complaint within ten days from the date of entry of this Order.

2. Within ten days of the date of service of this Order, Jessamine-South Elkhorn District shall file evidence of the date of the start of service for the Complainant, copies of bills rendered for 2019; copies of any work orders associated with 2120 Clearcreek Road, Nicholasville, Kentucky, for 2019; copies of recorded communications with James Lewis or other residents of 2120 Clearcreek Road, Nicholasville, Kentucky, for 2019; and evidence of the adjusted bill Jessamine-South Elkhorn District granted to previously for the property.

3. Within ten days of the date of service of this Order, Mr. Lewis shall file a copy of the deed of the property, including the date Complainant obtained legal ownership of 2120 Clearcreek Road, Nicholasville, Kentucky.

4. Documents of any kind filed with the Commission in the course of this proceeding shall also be served on all parties of record.

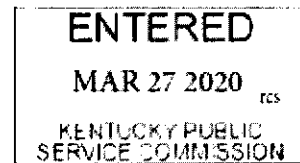
5. All documents shall be filed by electronic mail at the following address: [PSCED@ky.gov](mailto:PSCED@ky.gov).

6. Pursuant to the Commission's Order in Case No. 2020-00085, issued March 16, 2020, Jessamine South-Elkhorn district SHALL NOT FILE the original paper copy of all requested information at this time, but rather will file original paper copies within 30 days of the lifting of the current state of emergency. All responses shall be appropriately bound, tabbed, and indexed.

7. If any document filed contains personal information shall, in accordance with 807 KAR 5:001, Section 4(10), encrypt or redact the filing so that personal information cannot be read.

[REMAINDER OF PAGE INTENTIONALLY LEFT BLANK]

By the Commission



ATTEST:

Executive Director

Case No. 2020-00017

APPENDIX

APPENDIX TO AN ORDER OF THE KENTUCKY PUBLIC SERVICE  
COMMISSION IN CASE NO. 2020-00017 DATED MAR 27 2020

TWO PAGES TO FOLLOW

COMMONWEALTH OF KENTUCKY  
BEFORE THE PUBLIC SERVICE COMMISSION

In the matter of:

RECEIVED

James Lewis

(Your Full Name)

COMPLAINANT

JAN 13 2020

PUBLIC SERVICE  
COMMISSION

VS.

Jessamine SouthElkhorn Water

(Name of Utility)

DEFENDANT

COMPLAINT

The complaint of JAMES LEWIS respectfully shows:  
(Your Full Name)

(a) James Lewis  
(Your Full Name)

2120 Cloacreek Rd Nicholasville Ky  
(Your Address)

(b) Jessamine SouthElkhorn Water Dist  
(Name of Utility)

602 S Main St Nicholasville Ky 40356  
(Address of Utility)

(c) That: I asked for a pardon on my water  
(Describe here, attaching additional sheets if necessary,  
bill, I have had a major water leak  
the specific act, fully and clearly, or facts that are the reason  
for months and asked for the final water bill  
and basis for the complaint.)

to be waived... My previous water bills have been →

Continued on Next Page



Formal Complaint

James Lewis vs. Jessamine South Elkhorn Water

Page 2 of 2

in the #2000~~00~~ Range and only asked to waive  
the one bill? South Elkhorn Water told me that they  
will do nothing for me because they do a grace 1 time  
per property..... That was back in 1989 or something  
like that?

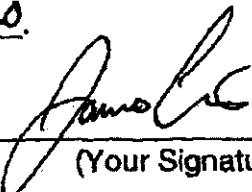
Wherefore, complainant asks \_\_\_\_\_

(Specifically state the relief desired.)

I would like to be Refunded the \$369.34  
check made to James Lewis at 2120 Cloacacreek

Dated at Nicholsville, Kentucky, this 9 day  
(Your City)

of Jan, 2020.  
(Month)

  
(Your Signature\*)

\_\_\_\_\_  
(Name and address of attorney, if any)

\_\_\_\_\_  
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.

\*James Lewis  
2120 Clear Creek Rd.  
Nicholasville, KENTUCKY 40356

\*Jessamine-South Elkhorn Water District  
802 S Main Street  
P. O. Box 731  
Nicholasville, KY 40356