

RECEIVED

FEB 03 2020

PUBLIC SERVICE COMMISSION

COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

In the matter of:

<u>ROBERT D. HOBDY</u>)
(Your Full Name))
COMPLAINANT)
VS.)
<u>KENTUCKY AMERICAN WATER COMPANY</u>)
(Name of Utility))
DEFENDANT)

COMPLAINT

The complaint of ROBERT D. HOBDY respectfully shows:
(Your Full Name)

(a) ROBERT D. HOBDY
(Your Full Name)

603 IVY CT LEXINGTON KY 40505
(Your Address)

(b) KENTUCKY AMERICAN WATER COMPANY
(Name of Utility)

2300 RICHMOND RD LEXINGTON KY 40502
(Address of Utility)

(c) That: I OWN A RENTAL PROPERTY AT 672 ANNISTON DR.
(Describe here, attaching additional sheets if necessary,

LEXINGTON KY 40505. THE PROPERTY WAS VACANT AND WATER
the specific act, fully and clearly, or facts that are the reason

SERVICE WAS ESTABLISHED IN MY NAME FOR THE PERIOD
and basis for the complaint.)

OF OCTOBER 30, 2019 THROUGH DECEMBER 12, 2019.

Continued on Next Page

Formal Complaint

ROBERT P. HOB DY vs. KENTUCKY AMERICAN WATER COMPANY

Page 2 of 2

I RECEIVED A BILL FOR 10/30 - 11/15/2019 SHOWING 748
GALLONS OF USE. I RECEIVED A BILL FOR FENDL SERVICE FOR
THE PERIOD OF 11/16 - 12/12/2019. THIS BILL SHOWED A USE
OF 27,676 GALLONS. THE PROPERTY WAS VACANT AND THERE
ARE NO WATER LEAKS IN THE PROPERTY. * SEE CONTINUATION
ON ATTACHED SHEET *

Wherefore, complainant asks THAT KENTUCKY AMERICAN WATER
(Specifically state the relief desired.)

COMPANY ADJUST THE BILL FOR THE PERIOD OF 11/16 - 12/12/2019
TO A USE OF 1188 GALLONS WHICH WOULD REFLECT THE AVERAGE
USAGE OF 44 GALLONS PER DAY DURING THE PERIOD OF
10/30 - 11/15/2019

Dated at LEXINGTON, Kentucky, this 30th day
(Your City)

of JANUARY, 2020.
(Month)


(Your Signature*)

NONE
(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.

Attachment: Facts and Basis of Complaint

I was in the property during the month of November performing maintenance and occasionally during the first part of December until it was rented on the twelvth of December. The only water use was to wash out painting equipment and for occasional bathroom use. The meter reading for the first period went from 270 to 271. In the second billed period it went from 271 to 308. The water meter was read by Kentucky American Water Company on 12/26/2019 for verification and it had gone from 308 to 309 for the period of 12/12-12/26/2019. As previously stated there are no leaks in the water lines from the meter to the residence or inside the residence and the property was vacant prior to the new tenant establishing service in their name. I have contacted Kentucky American Water Company by phone on two occasions and online twice to try to resolve this matter. Additonally I also spoke to the Director of Operations Mr. Robert Sherman by phone and in person at Kentucky American Water Company to Mr. Joshua Riley a "Customer Advocate" in order to resolve this matter. Kentucky American Water Company has tested the water meter and informed me that it was functioning properly. They tested it at the property. They did not remove it for testing which would be more conclusive since it is my contention that it malfunctioned when it was in place at the property. They were unable however to retrieve a "data log" from the water meter that would show when the 27,676 gallons were used. It is my understanding that the water meter in question has been removed and replaced by another water meter at the property. Kentucky American Water Company has insisted throughout my attempts to resolve this matter that there is no error in the water meter readings but I believe this to be totally false based on the circumstances described. Since they were unable to retrieve a data log of the use of the 27,676 gallons I contend they were not used and the meter malfunctioned creating a false reading.



WE KEEP LIFE FLOWING™

Service Address:

ROBERT HOBDY
672 ANNISTON DR
LEXINGTON, KY 40505-2346



THANK YOU FOR BEING OUR CUSTOMER.

Important Account Messages

- This is your final bill for service and your account is now closed. Should you need to restore service at this location or another area served by American Water, please give us a call or use My Account for fast and easy self service.
- Tired of buying stamps and writing checks? Enroll in Auto Pay and your bill will be paid on time, every time directly from your bank account. To enroll, register or log on to My Account at amwater.com/myaccount.

For more information, visit www.kentuckyamwater.com



View your account information or pay your bill anytime at: www.amwater.com/MyAccount



Pay by Phone*: Pay anytime at 1-855-748-6066
*A convenience fee may apply



Customer Service: 1-800-678-6301
M-F 7:00am to 7:00pm – Emergencies 24/7

Please retain bottom portion with your payment. DO NOT send cash. Retain upper portion for your records. 001061/001061/002121 ACXPEF ETM1C00001 1 (ACXPEF0010010610102100)

**** FINAL BILL ****



WE KEEP LIFE FLOWING™

PO Box 790247
St Louis, MO 63179-0247

Service to: 672 ANNISTON DR
LEXINGTON, KY 40505-2346



001061 1 AV 0.380 01061/001061/002121 6 02 ACXPEF 001
 ROBERT HOBDY
 603 IVY CT
 LEXINGTON KY 40505-2326

Monthly Statement

Account No. [REDACTED]

Total Amount Due:	\$193.47
Payment Due By:	January 2, 2020

Billing Date: December 16, 2019
Service Period: Nov 16 to Dec 12 (27 Days)
Total Gallons: 27,676

Account Summary – See page 3 for Account Detail

Prior Billing:	\$41.68
Payments - Thank You!	\$41.68
Balance Forward:	\$0.00
Service Related Charges:	\$182.52
Taxes:	\$10.95
Total Amount Due:	\$193.47

Account No. [REDACTED]

Total Amount Due:	\$193.47
Payment Due By:	January 2, 2020

If paying after 1/2/20, pay this amount: \$203.14

Amount Enclosed \$



KENTUCKY AMERICAN WATER
PO BOX 790247
ST LOUIS, MO 63179-0247

Meter Reading and Usage Summary

Meter No.	Measure	Size	From Date	To Date	Previous Read	Current Read	Meter Units	Billing Units	Total Gallons
H012676594	100 CF	5/8"	11/16/2019	12/12/2019	271 (A)	308 (A)	37	276.76	27,676

A = Actual E = Estimate

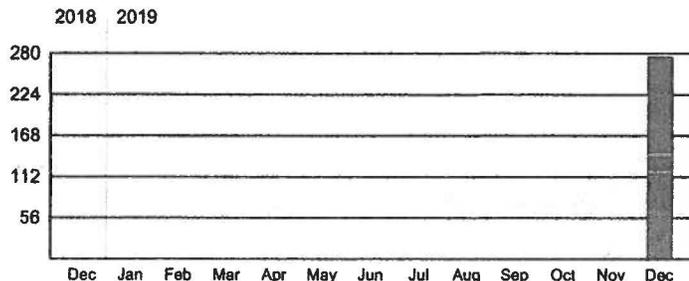
1 CF = 7.48 gallons

1 Billing Unit = 100 gallons

Total Gallons: 27,676

Billed Usage History (graph shown in 100 gallons)

- 27,676 gallons = usage for this period
- 0 gallons = usage for same period last year



Account Type: Residential

Average daily use for this period is: (27 days)

1,025
gallons

Year to Date Billed Usage: 28,424 gallons

Account Detail

Account No. [REDACTED]

Service To: 672 ANNISTON DR LEXINGTON, KY 40505-2346

Prior Billing	41.68
Payments	-41.68
Total payments as of Nov 25. Thank you!	
Balance Forward	0.00
Service Related Charges - 11/16/19 to 12/12/19	
Water Service	174.33
Water Service Charge	15.00
Water Usage Charge (276.76 x \$0.5757)	159.33
Other Charges	8.19
KRA Withdrawal Fee (276.76 x \$0.0296)	8.19
Total Service Related Charges	182.52
Taxes	10.95
Franchise Taxes (\$182.52 x 3.000%)	5.48
School District Tax (\$182.52 x 3.000%)	5.47
Total Current Period Charges	193.47

Total Amount Due



\$193.47

Understanding Your Bill

The information below defines some of the new terms you may find on your bill:

- **Service Related Charges:** This section includes charges for services related to water, wastewater and fire protection. If applicable, credits and debits for correction to previously billed charges are itemized in this section.
- **Fees and Adjustments:** This section provides details related to additional charges or adjustments for the service period referenced. Fees, when applicable, would include items such as service activation and late payment charges.
- **Pass Through Charges:** Charges in this section, when applicable, are separated from other service related charges to provide visibility into what portion of your bill is being remitted to other entities. Payment received for these charges does not remain with American Water. While we may bill and collect for them, the payments received are passed along to other companies and agencies.
- **Billing Units:** One billing unit equals 100 gallons of water used. If the meter serving your property measures your water use in cubic feet or a different unit of measure, we convert the usage to gallons to make it easier to understand.
- **Average Daily Use:** The gallons shown in the water droplet above represent your average daily water use for the current billing period. Tracking the amount of water you use can help you manage your overall water use from month to month.
- **Still have questions?** We are here to help. Our customer service representatives are available M-F, 7 a.m. to 7 p.m. More information on understanding your bill and charges can also be found on our website. See the link below.





WE KEEP LIFE FLOWING™

Service Address:

ROBERT HOB DY
672 ANNISTON DR
LEXINGTON, KY 40505-2346



THANK YOU FOR BEING OUR CUSTOMER.

Important Account Messages

- Want more convenience and less clutter? Try paperless billing. We send an email when your bill is available for viewing and include an option to pay. It's simple to sign up, just register or log into My Account at amwater.com/myaccount and make the selection for paperless billing.
- This bill reflects an extended or partial billing period. As a result, a portion of your charges may be prorated accordingly to represent actual days of service received. Please refer to Account Detail for more information.

For more information, visit www.kentuckiamwater.com

Monthly Statement

Account No. [REDACTED]

Total Amount Due: **\$41.68**

Payment Due By: **December 4, 2019**

Billing Date: November 18, 2019
 Service Period: Oct 30 to Nov 15 (17 Days)
 Total Gallons: 748

Account Summary – See page 3 for Account Detail

Prior Billing:	\$17.60
Payments - Thank You!	\$17.60
Balance Forward:	\$0.00
Fees and Adjustments:	\$28.00
Service Related Charges:	\$12.91
Taxes:	\$0.77
Total Amount Due:	\$41.68

CONF. #
379812813



View your account information or pay your bill anytime at: www.amwater.com/MyAccount



Pay by Phone*: Pay anytime at 1-855-748-6066
**A convenience fee may apply*



Customer Service: 1-800-678-6301
M-F 7:00am to 7:00pm – Emergencies 24/7

Please retain bottom portion with your payment. DO NOT send cash. Retain appropriate for your records. 002595/007777 ACXK0N ETM1C00001 1 (ACXK0N0010025950103100)

Account No. [REDACTED]

Total Amount Due: **\$41.68**

Payment Due By: **December 4, 2019**

If paying after 12/4/19, pay this amount: **\$43.76**

Amount Enclosed \$



WE KEEP LIFE FLOWING™

PO Box 790247
St Louis, MO 63179-0247

Service to: 672 ANNISTON DR
LEXINGTON, KY 40505-2346



002595 1 AV 0.380 02595/002595/007777 11 03 ACXK0N 001
 ROBERT HOB DY
 603 IVY CT
 LEXINGTON KY 40505-2326

KENTUCKY AMERICAN WATER
 PO BOX 790247
 ST LOUIS, MO 63179-0247

Meter Reading and Usage Summary

Meter No.	Measure	Size	From Date	To Date	Previous Read	Current Read	Meter Units	Billing Units	Total Gallons
H012676594	100 CF	5/8"	10/30/2019	11/15/2019	270 (A)	271 (A)	1	7.48	748

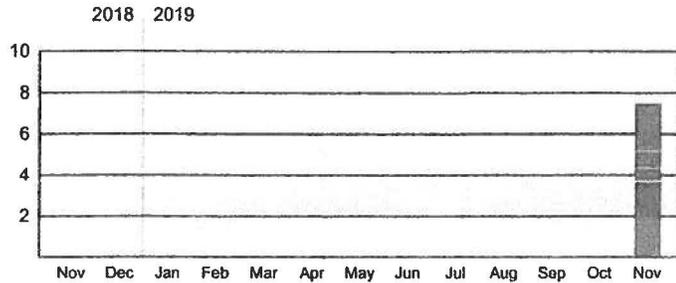
A = Actual E = Estimate

1 CF = 7.48 gallons 1 Billing Unit = 100 gallons

Total Gallons: 748

Billed Usage History (graph shown in 100 gallons)

- 748 gallons = usage for this period
- 0 gallons = usage for same period last year


Next Scheduled Read Date: on or about December 12, 2019
Account Type: Residential

 Average
daily use for
this period is:
(17 days)

44
gallons

Year to Date Billed Usage: 748 gallons

Account Detail

Account No. [REDACTED]

Service To: 672 ANNISTON DR LEXINGTON, KY 40505-2346

Prior Billing	17.60
Payments	-17.60
Total payments as of Jan 25. Thank you!	
Balance Forward	0.00
Fees and Adjustments	28.00
Service Activation Fee	28.00
Service Related Charges - 10/30/19 to 11/15/19	
Water Service	12.69
Water Service Charge	8.38
Water Usage Charge (7.48 x \$0.5757)	4.31
Other Charges	0.22
KRA Withdrawal Fee (7.48 x \$0.0296)	0.22
Total Service Related Charges	12.91
Taxes	0.77
Franchise Taxes (\$0.00 x 3.000%)	0.39
School District Tax (\$0.00 x 3.000%)	0.38
Total Current Period Charges	41.68

Total Amount Due

\$41.68
Understanding Your Bill

The information below defines some of the new terms you may find on your bill:

- **Service Related Charges:** This section includes charges for services related to water, wastewater and fire protection. If applicable, credits and debits for correction to previously billed charges are itemized in this section.
- **Fees and Adjustments:** This section provides details related to additional charges or adjustments for the service period referenced. Fees, when applicable, would include items such as service activation and late payment charges.
- **Pass Through Charges:** Charges in this section, when applicable, are separated from other service related charges to provide visibility into what portion of your bill is being remitted to other entities. Payment received for these charges does not remain with American Water. While we may bill and collect for them, the payments received are passed along to other companies and agencies.
- **Billing Units:** One billing unit equals 100 gallons of water used. If the meter serving your property measures your water use in cubic feet or a different unit of measure, we convert the usage to gallons to make it easier to understand.
- **Average Daily Use:** The gallons shown in the water droplet above represent your average daily water use for the current billing period. Tracking the amount of water you use can help you manage your overall water use from month to month.
- **Still have questions?** We are here to help. Our customer service representatives are available M-F, 7 a.m. to 7 p.m. More information on understanding your bill and charges can also be found on our website. See the link below.

 For more information about your charges and rates, please visit:
<https://amwater.com/kyaw/rates>
