

SEP 21 2021

PUBLIC SERVICE  
COMMISSION

BEFORE THE KENTUCKY  
PUBLIC SERVICE COMMISSION  
LARRY RAYMOND BAILEY )  
COMPLAINANT )

WEST LAUREL WATER ASSOCIATION, INC. )  
DEFENDANT)

No. 2021-00307

*Electronically Filed*

**WEST LAUREL WATER ASSOCIATION, INC.'S RESPONSE TO COMMISSION  
STAFF'S FIRST REQUEST FOR INFORMATION**

Comes the West Laurel Water Association, Inc. ("West Laurel"), by and through counsel, for its Response to Commission Staff's First Request for Information.

**REQUEST NO. 1:** State whether West Laurel continued to include reference to the late charge on its bills between March 16, 2020, when the Commission directed that late fees be waived, and January 1, 2021, which is the first date that the Commission authorized utilities to resume charging late fees.

**RESPONSE:** West Laurel Water Association, Inc.'s bills remained the same during this time period. Language was not changed as it is preprinted through a third party.

**REQUEST NO. 2:** If West Laurel stopped including reference to the late charge on its bills between March 16, 2020, and January 1, 2021, provide the date that West Laurel reincorporated that late charge language on its bills.

**RESPONSE:** See Response to Request 1.

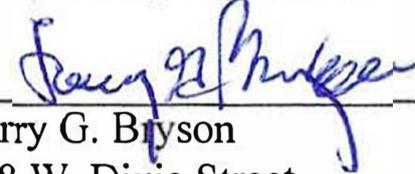
**REQUEST NO. 3:** If West Laurel included the late charge language on its bills, explain how it notified its customers when the late charge was reinstated.

**RESPONSE:** West Laurel did not notify its customers when the late charge was reinstated, West Laurel did not notify its customers that the late charges would be stopped either. Mr. Bailey was late paying his bill on February 19, 2021 and was not charged a late fee. (See attached payment history).

**REQUEST NO. 4:** Provide copies of bills issued to Larry Raymond Bailey between March 16, 2020, and April 1, 2021.

**RESPONSE:** See attached. West Laurel Water Association, Inc. only has access to the billing statements for one year, attached are statements from September 2020, until May 2021.

Respectfully submitted,

  
\_\_\_\_\_  
Larry G. Bryson  
318 W. Dixie Street  
London, KY 40741  
(606) 878-7123  
Email: [lgbryson@windstream.net](mailto:lgbryson@windstream.net)

**VERIFICATION**

I, Dewayne Lewis, state that I have read the foregoing Responses to the Commission Staff's Post-Hearing Request for Information propounded to West Laurel Water Association and that they are true and correct to the best of my knowledge.

  
\_\_\_\_\_  
DEWAYNE LEWIS

STATE OF KENTUCKY     )  
COUNTY OF LAUREL    )

Subscribed and sworn to before me by Dewayne Lewis, on this 20<sup>th</sup> day of September, 2021.

  
\_\_\_\_\_  
NOTARY PUBLIC

My commission expires:  
2-21-2025

Notary ID:  
KY NP 23807

**CERTIFICATE OF SERVICE**

I hereby certify that a true and correct copy of the foregoing was served by electronic mail and/or U.S. Mail, postage paid to the following:

Original:

Public Service Commission  
211 Sower Boulevard  
P.O. Box 615  
Frankfort, Kentucky 40602  
[PSCED@ky.gov](mailto:PSCED@ky.gov)

Copy:

Larry Bailey  
181 Ben Bailey Road  
London, KY 40744

This the <sup>21<sup>st</sup></sup>~~24<sup>th</sup>~~ day of September, 2021.

  
\_\_\_\_\_  
Larry G. Bryson

## West Laurel Water Association Customer History Report

**Service Type** All  
**AR Code** All  
**Beginning Date** 02/28/2020  
**Ending Date** 04/30/2021

**Use Reading Factor**   
**Start Balance With Zero**   
**Print Breakdown By**  Transaction  Service  Taxes  Totals Only  
**Usage Service** None **Print Transaction in Descending Order**

History For Account XXXXXXXXXX Bailey, Raymond

| Trn Date                   | Void | Post By  | Code | Description        | Check # | Amount    | Unapplied | Balance   |
|----------------------------|------|----------|------|--------------------|---------|-----------|-----------|-----------|
| 03/13/20                   |      | Karrie   | CCC  | Credit Card Paymen |         | (\$46.99) | \$0.00    | \$0.00    |
| 03/27/20                   |      | BethAnn  |      | Billing            |         | \$46.10   | \$0.00    | \$46.10   |
| 04/15/20                   |      | Karrie   | CCC  | Credit Card Paymen |         | (\$46.10) | \$0.00    | \$0.00    |
| 04/29/20                   |      | BethAnn  |      | Billing            |         | \$47.86   | \$0.00    | \$47.86   |
| 05/15/20                   |      | Katie    | CCC  | Credit Card Paymen |         | (\$47.86) | \$0.00    | \$0.00    |
| 05/28/20                   |      | BethAnn  |      | Billing            |         | \$51.40   | \$0.00    | \$51.40   |
| 06/15/20                   |      | Karrie   | CCC  | Credit Card Paymen |         | (\$51.40) | \$0.00    | \$0.00    |
| 06/29/20                   |      | BethAnn  |      | Billing            |         | \$44.34   | \$0.00    | \$44.34   |
| 07/14/20                   |      | Katie    | CCC  | Credit Card Paymen |         | (\$44.34) | \$0.00    | \$0.00    |
| 07/30/20                   |      | Stephani |      | Billing            |         | \$48.75   | \$0.00    | \$48.75   |
| 08/14/20                   |      | Katie    | CCC  | Credit Card Paymen |         | (\$48.75) | \$0.00    | \$0.00    |
| 08/31/20                   |      | BethAnn  |      | Billing            |         | \$54.04   | \$0.00    | \$54.04   |
| 09/14/20                   |      | Karrie   | CCC  | Credit Card Paymen |         | (\$54.04) | \$0.00    | \$0.00    |
| 09/29/20                   |      | Stephani |      | Billing            |         | \$85.57   | \$0.00    | \$85.57   |
| 10/13/20                   |      | Karrie   | CCC  | Credit Card Paymen |         | (\$85.57) | \$0.00    | \$0.00    |
| 10/29/20                   |      | BethAnn  |      | Billing            |         | \$42.57   | \$0.00    | \$42.57   |
| 11/12/20                   |      | Karrie   | CCC  | Credit Card Paymen |         | (\$42.57) | \$0.00    | \$0.00    |
| 11/25/20                   |      | BethAnn  |      | Billing            |         | \$53.17   | \$0.00    | \$53.17   |
| 12/08/20                   |      | Karrie   | CCC  | Credit Card Paymen |         | (\$53.17) | \$0.00    | \$0.00    |
| 12/30/20                   |      | BethAnn  |      | Billing            |         | \$37.27   | \$0.00    | \$37.27   |
| 01/15/21                   |      | Karrie   | CCC  | Credit Card Paymen |         | (\$37.27) | \$0.00    | \$0.00    |
| 01/29/21                   |      | BethAnn  |      | Billing            |         | \$43.45   | \$0.00    | \$43.45   |
| 02/19/21                   |      | Katie    | CCC  | Credit Card Paymen |         | (\$43.45) | \$0.00    | \$0.00    |
| 02/26/21                   |      | BethAnn  |      | Billing            |         | \$42.57   | \$0.00    | \$42.57   |
| 03/15/21                   |      | Katie    | CCC  | Credit Card Paymen |         | (\$42.57) | \$0.00    | \$0.00    |
| 03/30/21                   |      | BethAnn  |      | Billing            |         | \$33.57   | \$0.00    | \$33.57   |
| 04/16/21                   |      | tamit    | PNB  | Penalty Billing    |         | \$3.01    | \$0.00    | \$36.58   |
| 04/16/21                   |      | Karrie   | CCC  | Credit Card Paymen |         | (\$36.58) | \$0.00    | \$0.00    |
| 04/29/21                   |      | BethAnn  |      | Billing            |         | \$35.42   | \$0.00    | \$35.42   |
| <b>Total For Selection</b> |      |          |      |                    |         | (\$11.57) | \$0.00    | (\$11.57) |
| <b>Ending Balance</b>      |      |          |      |                    |         | \$0.00    | \$0.00    | \$0.00    |

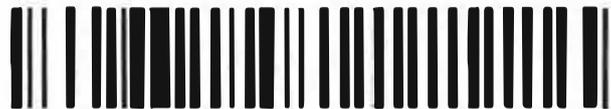
**West Laurel Water Association**

PO Box 726  
London, KY 40743

Return Service Requested

(606) 878-9420  
(800) 551-7965 (Outside London-East Bernstadt Area)

| ACCOUNT #                      |         |
|--------------------------------|---------|
| Net Due On or Before 9/15/2020 | \$54.04 |
| Penalty Amount                 | \$5.05  |
| Pay After 9/15/2020            | \$59.09 |



Raymond Bailey  
181 Ben Bailey Rd  
London, KY 40744-8521

West Laurel Water Association  
P.O. Box 726  
London, KY 40743

IF PAYING AT THE OFFICE PLEASE BRING ENTIRE BILL  
RETURN THIS PORTION WITH PAYMENT

RETAIN THIS SECTION FOR YOUR RECORDS

**West Laurel  
Water Association**  
1670 E. Hal Rogers Pkwy  
PO Box 726  
London, KY 40743

|   |          | ACCOUNT NAME   |                                |         |         |         |  |
|---|----------|----------------|--------------------------------|---------|---------|---------|--|
|   |          | RAYMOND BAILEY |                                |         |         |         |  |
|   |          | ACCOUNT #      | SERVICE ADDRESS                |         |         |         |  |
|   |          |                | 181 BEN BAILEY RD              |         |         |         |  |
| DESCRIPTION   | METER    | READING DATES  | PREVIOUS                       | PRESENT | USAGE   | CHARGES |  |
| WA Water  | 18006348 | 07/10 - 08/07  | 111100                         | 116000  | 4900    | \$49.07 |  |
| E9 E911   |          |                |                                |         |         | \$3.50  |  |
| UT Local Tax  |          |                |                                |         |         | \$1.47  |  |
| The office will be closed September 7th for Labor Day |          |                | Net Due On or Before 9/15/2020 |         | \$54.04 |         |  |
|   |          |                | Penalty Amount                 |         | \$5.05  |         |  |
|   |          |                | Pay After 9/15/2020            |         | \$59.09 |         |  |

**More Ways to Pay**

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**Pay Online at [westlaurelwaterassociation.com](http://westlaurelwaterassociation.com)**  
**Or Stop By And Sign Up For Our Automatic Payment Service**  
**From A Checking Account**

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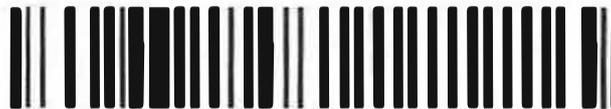
**West Laurel Water Association**

PO Box 726  
London, KY 40743

Return Service Requested

(606) 878-9420  
(800) 551-7965 (Outside London-East Bernstadt Area)

| ACCOUNT #                       |         |
|---------------------------------|---------|
| Net Due On or Before 10/15/2020 | \$85.57 |
| Penalty Amount                  | \$8.21  |
| Pay After 10/15/2020            | \$93.78 |



Raymond Bailey  
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|   |          | ACCOUNT NAME   |                                 |         |         |         |  |
|---|----------|----------------|---------------------------------|---------|---------|---------|--|
|   |          | RAYMOND BAILEY |                                 |         |         |         |  |
|   |          | ACCOUNT #      | SERVICE ADDRESS                 |         |         |         |  |
|   |          |                | 181 BEN BAILEY RD               |         |         |         |  |
| DESCRIPTION   | METER    | READING DATES  | PREVIOUS                        | PRESENT | USAGE   | CHARGES |  |
| WA Water  | 18006348 | 08/07 - 09/10  | 116000                          | 124700  | 8700    | \$79.68 |  |
| E9 E911   |          |                |                                 |         |         | \$3.50  |  |
| UT Local Tax  |          |                |                                 |         |         | \$2.39  |  |
| The office will be closed October 12th for Columbus Day |          |                | Net Due On or Before 10/15/2020 |         | \$85.57 |         |  |
|   |          |                | Penalty Amount                  |         | \$8.21  |         |  |
|   |          |                | Pay After 10/15/2020            |         | \$93.78 |         |  |

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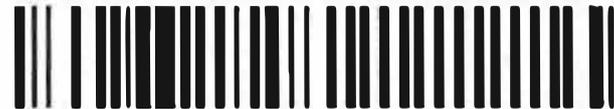
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(800) 551-7965 (Outside London-East Bernstadt Area)

|                                 |  |         |
|---------------------------------|--|---------|
| <b>ACCOUNT #</b>                |  |         |
| Net Due On or Before 11/15/2020 |  | \$42.57 |
| Penalty Amount                  |  | \$3.91  |
| Pay After 11/15/2020            |  | \$46.48 |



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|              |          | ACCOUNT NAME   |                   |         |       |                                 |         |
|--------------|----------|----------------|-------------------|---------|-------|---------------------------------|---------|
|              |          | RAYMOND BAILEY |                   |         |       |                                 |         |
|              |          | ACCOUNT #      | SERVICE ADDRESS   |         |       |                                 |         |
|              |          |                | 181 BEN BAILEY RD |         |       |                                 |         |
| DESCRIPTION  | METER    | READING DATES  | PREVIOUS          | PRESENT | USAGE | CHARGES                         |         |
| WA Water     | 18006348 | 09/10 - 10/06  | 124700            | 128300  | 3600  | \$37.93                         |         |
| E9 E911      |          |                |                   |         |       | \$3.50                          |         |
| UT Local Tax |          |                |                   |         |       | \$1.14                          |         |
|              |          |                |                   |         |       | Net Due On or Before 11/15/2020 | \$42.57 |
|              |          |                |                   |         |       | Penalty Amount                  | \$3.91  |
|              |          |                |                   |         |       | Pay After 11/15/2020            | \$46.48 |

The office will be closed Nov 11 for Veterans Day and Nov 26 & 27 for Thanksgiving

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You **MUST** pay the current bill **PLUS** your arranged amount by the 15<sup>th</sup>  
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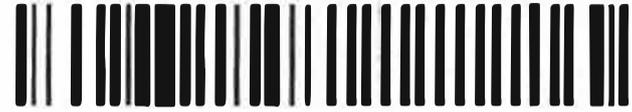
**West Laurel Water Association**

PO Box 726  
London, KY 40743

Return Service Requested

(606) 878-9420  
(800) 551-7965 (Outside London-East Bernstadt Area)

| ACCOUNT #                       |         |
|---------------------------------|---------|
| Net Due On or Before 12/15/2020 | \$53.17 |
| Penalty Amount                  | \$4.97  |
| Pay After 12/15/2020            | \$58.14 |



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|  |          | ACCOUNT NAME   |                                 |         |         |         |
|--|----------|----------------|---------------------------------|---------|---------|---------|
|  |          | RAYMOND BAILEY |                                 |         |         |         |
|  |          | ACCOUNT #      | SERVICE ADDRESS                 |         |         |         |
|  |          |                | 181 BEN BAILEY RD               |         |         |         |
| DESCRIPTION                                  | METER    | READING DATES  | PREVIOUS                        | PRESENT | USAGE   | CHARGES |
| WA Water                                     | 18006348 | 10/06 - 11/09  | 128300                          | 133100  | 4800    | \$48.22 |
| E9 E911                                      |          |                |                                 |         |         | \$3.50  |
| UT Local Tax                                 |          |                |                                 |         |         | \$1.45  |
| The office will be closed December 24 & 25th |          |                | Net Due On or Before 12/15/2020 |         | \$53.17 |         |
|  |          |                | Penalty Amount                  |         | \$4.97  |         |
|  |          |                | Pay After 12/15/2020            |         | \$58.14 |         |

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London, KY 40743

Return Service Requested

(606) 878-9420  
(800) 551-7965 (Outside London-East Bernstadt Area)

| ACCOUNT #                      |         |
|--------------------------------|---------|
| Net Due On or Before 1/15/2021 | \$37.27 |
| Penalty Amount                 | \$3.38  |
| Pay After 1/15/2021            | \$40.65 |



Raymond Bailey  
181 Ben Bailey Rd  
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IF PAYING AT THE OFFICE PLEASE BRING ENTIRE BILL  
RETURN THIS PORTION WITH PAYMENT

RETAIN THIS SECTION FOR YOUR RECORDS

**West Laurel Water Association**  
1670 E. Hal Rogers Pkwy  
PO Box 726  
London, KY 40743

|                                       |          | ACCOUNT NAME   |                                |         |         |         |
|---------------------------------------|----------|----------------|--------------------------------|---------|---------|---------|
|                                       |          | RAYMOND BAILEY |                                |         |         |         |
|                                       |          | ACCOUNT #      | SERVICE ADDRESS                |         |         |         |
|                                       |          |                | 181 BEN BAILEY RD              |         |         |         |
| DESCRIPTION                           | METER    | READING DATES  | PREVIOUS                       | PRESENT | USAGE   | CHARGES |
| WA Water                              | 18006348 | 11/09 - 12/07  | 133100                         | 136100  | 3000    | \$32.79 |
| E9 E911                               |          |                |                                |         |         | \$3.50  |
| UT Local Tax                          |          |                |                                |         |         | \$0.98  |
| The office will be closed January 1st |          |                | Net Due On or Before 1/15/2021 |         | \$37.27 |         |
|                                       |          |                | Penalty Amount                 |         | \$3.38  |         |
|                                       |          |                | Pay After 1/15/2021            |         | \$40.65 |         |

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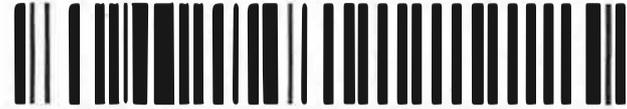
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Return Service Requested

(606) 878-9420  
(800) 551-7965 (Outside London-East Bernstadt Area)

| ACCOUNT #                      |         |
|--------------------------------|---------|
| Net Due On or Before 2/15/2021 | \$43.45 |
| Penalty Amount                 | \$4.00  |
| Pay After 2/15/2021            | \$47.45 |



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|              |          | ACCOUNT NAME   |                   |         |       |                                |         |  |
|--------------|----------|----------------|-------------------|---------|-------|--------------------------------|---------|--|
|              |          | RAYMOND BAILEY |                   |         |       |                                |         |  |
|              |          | ACCOUNT #      | SERVICE ADDRESS   |         |       |                                |         |  |
|              |          |                | 181 BEN BAILEY RD |         |       |                                |         |  |
| DESCRIPTION  | METER    | READING DATES  | PREVIOUS          | PRESENT | USAGE | CHARGES                        |         |  |
| WA Water     | 18006348 | 12/07 - 01/08  | 136100            | 139800  | 3700  | \$38.79                        |         |  |
| E9 E911      |          |                |                   |         |       | \$3.50                         |         |  |
| UT Local Tax |          |                |                   |         |       | \$1.16                         |         |  |
|              |          |                |                   |         |       | Net Due On or Before 2/15/2021 | \$43.45 |  |
|              |          |                |                   |         |       | Penalty Amount                 | \$4.00  |  |
|              |          |                |                   |         |       | Pay After 2/15/2021            | \$47.45 |  |

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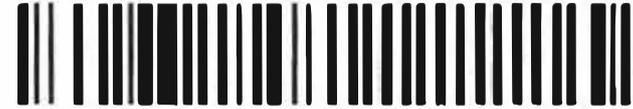
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London, KY 40743

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(800) 551-7965 (Outside London-East Bernstadt Area)

| ACCOUNT #                      |         |
|--------------------------------|---------|
| Net Due On or Before 3/15/2021 | \$42.57 |
| Penalty Amount                 | \$3.91  |
| Pay After 3/15/2021            | \$46.48 |



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1670 E. Hal Rogers Pkwy  
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London, KY 40743

|             |           | ACCOUNT NAME                   |                   |          |         |       |         |
|-------------|-----------|--------------------------------|-------------------|----------|---------|-------|---------|
|             |           | RAYMOND BAILEY                 |                   |          |         |       |         |
|             |           | ACCOUNT #                      | SERVICE ADDRESS   |          |         |       |         |
|             |           |                                | 181 BEN BAILEY RD |          |         |       |         |
| DESCRIPTION |           | METER                          | READING DATES     | PREVIOUS | PRESENT | USAGE | CHARGES |
| WA          | Water     | 18006348                       | 01/08 - 02/10     | 139800   | 143400  | 3600  | \$37.93 |
| E9          | E911      |                                |                   |          |         |       | \$3.50  |
| UT          | Local Tax |                                |                   |          |         |       | \$1.14  |
|             |           | Net Due On or Before 3/15/2021 |                   |          |         |       | \$42.57 |
|             |           | Penalty Amount                 |                   |          |         |       | \$3.91  |
|             |           | Pay After 3/15/2021            |                   |          |         |       | \$46.48 |

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London, KY 40743

Return Service Requested

(606) 878-9420  
(800) 551-7965 (Outside London-East Bernstadt Area)

| ACCOUNT #                      |         |
|--------------------------------|---------|
| Net Due On or Before 4/15/2021 | \$33.57 |
| Penalty Amount                 | \$3.01  |
| Pay After 4/15/2021            | \$36.58 |



Raymond Bailey  
181 Ben Bailey Rd  
London, KY 40744-8521

West Laurel Water Association  
P.O. Box 726  
London, KY 40743

IF PAYING AT THE OFFICE PLEASE BRING ENTIRE BILL  
RETURN THIS PORTION WITH PAYMENT

RETAIN THIS SECTION FOR YOUR RECORDS

**West Laurel  
Water Association**  
1670 E. Hal Rogers Pkwy  
PO Box 726  
London, KY 40743

|   |             | ACCOUNT NAME   |                   |                                |         |         |         |
|---|-------------|----------------|-------------------|--------------------------------|---------|---------|---------|
|   |             | RAYMOND BAILEY |                   |                                |         |         |         |
|   |             | ACCOUNT #      | SERVICE ADDRESS   |                                |         |         |         |
|   |             |                | 181 BEN BAILEY RD |                                |         |         |         |
|   | DESCRIPTION | METER          | READING DATES     | PREVIOUS                       | PRESENT | USAGE   | CHARGES |
| WA  | Water       | 18006348       | 02/10 - 03/12     | 143400                         | 146000  | 2600    | \$29.19 |
| E9  | E911        |                |                   |                                |         |         | \$3.50  |
| UT  | Local Tax   |                |                   |                                |         |         | \$0.88  |
| The office will be close on April 2, 2021 for Good Friday |             |                |                   | Net Due On or Before 4/15/2021 |         | \$33.57 |         |
|   |             |                |                   | Penalty Amount                 |         | \$3.01  |         |
|   |             |                |                   | Pay After 4/15/2021            |         | \$36.58 |         |

**More Ways to Pay**

Now Offering Online Pay By Debit And Credit Cards  
Pay Online at [westlaurelwaterassociation.com](http://westlaurelwaterassociation.com)  
Or Stop By And Sign Up For Our Automatic Payment Service  
From A Checking Account

**\*Customers with signed payment arrangements\***

You MUST pay the current bill PLUS your arranged amount by the 15<sup>th</sup>  
for your payment arrangement to remain valid & avoid disconnection.

*"This institution is an equal opportunity provider, and employer."*

**West Laurel Water Association**

PO Box 726  
London, KY 40743

Return Service Requested

(606) 878-9420  
(800) 551-7965 (Outside London-East Bernstadt Area)

| ACCOUNT #                      |         |
|--------------------------------|---------|
| Net Due On or Before 5/15/2021 | \$35.42 |
| Penalty Amount                 | \$3.19  |
| Pay After 5/15/2021            | \$38.61 |



Raymond Bailey  
181 Ben Bailey Rd  
London, KY 40744-8521

West Laurel Water Association  
P.O. Box 726  
London, KY 40743

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RETURN THIS PORTION WITH PAYMENT

RETAIN THIS SECTION FOR YOUR RECORDS

**West Laurel Water Association**  
1670 E. Hal Rogers Pkwy  
PO Box 726  
London, KY 40743

| ACCOUNT NAME  |          |                   |                                |         |         |         |
|---|----------|-------------------|--------------------------------|---------|---------|---------|
| RAYMOND BAILEY  |          |                   |                                |         |         |         |
| ACCOUNT #   |          | SERVICE ADDRESS   |                                |         |         |         |
| [REDACTED]  |          | 181 BEN BAILEY RD |                                |         |         |         |
| DESCRIPTION   | METER    | READING DATES     | PREVIOUS                       | PRESENT | USAGE   | CHARGES |
| WA Water  | 18006348 | 03/12 - 04/13     | 146000                         | 148800  | 2800    | \$30.99 |
| E9 E911   |          |                   |                                |         |         | \$3.50  |
| UT Local Tax  |          |                   |                                |         |         | \$0.93  |
| The office will be close on May 31st for Memorial Day |          |                   | Net Due On or Before 5/15/2021 |         | \$35.42 |         |
|   |          |                   | Penalty Amount                 |         | \$3.19  |         |
|   |          |                   | Pay After 5/15/2021            |         | \$38.61 |         |

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Go to [www.krwa.org/ccr/westlaurel.pdf](http://www.krwa.org/ccr/westlaurel.pdf) for important information regarding your Annual Drinking Water Quality Report. Call 606-878-9420 to request a copy.

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