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**PUBLIC SERVICE
COMMISSION**

Complainant:
Charles Douglas Chambers

Defendant:

Kentucky-American Water company

Case no: 2024-00350

Per our previous complaint we are requesting the commission to reverse the answer and motion to dismiss by the KAW for the following reasons:

-our water usage increased by more than 200% and no changes occurred in the home (no increase in the number of people that lived there, water needs did not change)

-we had 3 certified professionals come to our home to look for a leak both inside and outside and no leak was found in any toilets or lines.

-the KAW employee that came to our home noted verbally to my wife Melissa and by the following attached voicemail that the meter was not functioning properly.

-after the meter was replaced, no changes were made and our usage returned to normal.

Per the technician from KAW's voicemail you can surmise the meter was not functioning properly-he says as much stating that our water usage showed that we used 26 gallons of water in the span of a couple of hours while we were not home as we both had full time jobs 8-5-nothing was left on (dishwasher or washing machine while we are not home).

It is obvious there was a problem with the meter as the 3 professionals found no leaks inside or outside.

We are asking that KAW refund us to our normal usage which is about \$50 a month, we paid \$1200 so we are asking for a refund of \$1,150.

Thank you for your consideration in this matter,

Charles Douglas Chambers
Melissa Chambers