

COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

JASON KREMER)	
)	
COMPLAINANT)	
)	CASE NO.
V.)	2026-00090
)	
NORTHERN KENTUCKY WATER DISTRICT)	
)	
DEFENDANT)	

ORDER

This issue arises from a complaint filed on April 6, 2026, by Jason Kremer against Northern Kentucky Water District (Northern Kentucky District).

On April 6, 2026, Mr. Kremer filed a formal complaint against Northern Kentucky Water District regarding the water service to a single unit of a multi-unit property owned by Kremer Plumbing Services, LLC. Mr. Kremer supplemented the complaint on April 10, 2026 (collectively, the Complaint).

Previously, Mr. Kremer had jointly filed with Kremer Plumbing Services a formal complaint regarding the same property on August 15, 2025.¹ That case was dismissed without prejudice, as a business must be represented in front of the Commission by an attorney licensed to practice law in Kentucky.

¹ Case No. 2025-00286, *Jason Kremer and Kremer Plumbing Services, LLC. v. Northern Kentucky Water District* (Ky. PSC Nov. 4, 2025), Order.

In his April 6, 2026 filing, Mr. Kremer stated that the subject of the complaint was limited to a single water meter, herein referred to as the 7th meter.² Mr. Kremer stated he intentionally limited his complaint to the 7th meter so the record would be clear that the matter concerned him personally.³ Mr. Kremer stated that, although the property at 7855 Alexandria Pike, Alexandria, Kentucky contains multiple water meters, the 7th meter is the separate and personal responsibility of Mr. Kremer.⁴ During renovations, Mr. Kremer alleges that a representative of Northern Kentucky District removed the 7th meter,⁵ failed to provide identification of the 7th meter after removal⁶, and ignored requests to provide basic documentation addressing the existence of the 7th meter.⁷

Pursuant to KRS 278.260, the Commission has jurisdiction over complaints regarding rates or service.⁸ Commission regulation 807 KAR 5:001, Section 20(1)(c), requires each complaint to state fully, clearly and with reasonable certainty, the act or omission, of which failure to comply is alleged.⁹ Furthermore, 807 KAR 5:001, Section 20(4)(a), requires the Commission to examine the complaint to ascertain if the complaint establishes a *prima facie* case that the utility has violated a statute, regulation, tariff, or

² Jason Kremer Complaint (filed Apr. 6, 2026) at 3, paragraph 1.

³ Jason Kremer Complaint at 3, paragraph 2.

⁴ Jason Kremer Complaint at 3, paragraph 3.

⁵ Jason Kremer Complaint at 3, paragraph 4.

⁶ Jason Kremer Complaint at 3, paragraph 5.

⁷ Jason Kremer Complaint at 3, paragraph 6.

⁸ KRS 278.206.

⁹ 807 KAR 5:001, Section 20(1)(c).

order for which the Commission may grant relief.¹⁰ A complaint establishes a *prima facie* case when, on its face, it states sufficient allegations that, if uncontradicted by other evidence, would entitle the complainant to the requested relief. If a complaint fails to establish a *prima facie* case, it may be dismissed.

By Order dated April 29, 2026, the Commission was unable to determine whether the complaint established a *prima facie* case but held that the allegations supported further investigation into the merits of the complaint. Therefore, in order to receive additional information needed to assist the Commission in making a determination of whether the complaint established a *prima facie* case, Commission Staff's First Request for Information (Staff's First Request) was sent to Northern Kentucky District as part of its April 29, 2026 Order.¹¹

Northern Kentucky District responded to Staff's First Request on May 8, 2026, and addressed the claim of the 7th meter. Northern Kentucky District stated it had conducted a thorough search of all account records, billing records, meter inventory, work order, and service histories associated with the property, and no record of a 7th meter, 7th meter account nor were they able to identify a 7th service connection.¹² Northern Kentucky District provided account information for the six accounts identified for the property that Mr. Kremer alleges includes a 7th service connection. To date, the Complaint does not identify an account number for the 7th meter and Northern Kentucky District has indicated that they do not have record of an account number or other records for the 7th meter.

¹⁰ 807 KAR 5:001, Section 20(4)(a).

¹¹ Order (filed Apr. 29, 2026).

¹² Northern Kentucky District Response to Commission Staff's First Request for Information (Staff's First Request) at 7.

Based on the information above, the Commission finds that the Complaint fails to comply with the requirements of 807 KAR 5:001, Section 20(1)(c), by failing to establish a *prima facie* case that the utility has violated a statute, regulation, tariff, or order for which the Commission may grant relief. The Complaint does not state fully, clearly and with reasonable certainty, an act or omission by Northern Kentucky District of which failure to comply is alleged. Nor does Mr. Kremer currently allege a violation of a regulation, Commission Order, tariff or statute by Northern Kentucky District.

In accordance with 807 KAR 5:001, Section 20(4)(a)(1), the Commission finds that Mr. Kremer' should be granted 20 days from the service date of this Order to amend the Complaint so to establish a *prima facie* case complying with 807 KAR 5:001, Section 20(1). Failure to file a properly file a timely amended complaint in this case that establishes a *prima facie* case will result in dismissal without prejudice. This Order should be served through the U.S. Postal Service, Certified Mail, Return Receipt Requested, and First-Class Mail upon Mr. Jason Kremer at the address listed in the complaint.

IT IS THEREFORE ORDERED that:

1. The complaint filed by Jason Kremer is dismissed for failing to state a *prima facie* case.
2. Jason Kremer shall have 20 days from the date of service of this Order to file an amended complaint with the Commission that conforms to the requirements of 807 KAR 5:001, Section 4(4), Section 20(1), and that states a *prima facie* case.
3. Failure to file a properly filed timely amended complaint in this case, which establishes a *prima facie* case in compliance with 807 KAR 5:001, Section 20, shall result in dismissal without prejudice.

4. The amended complaint may be filed with the Commission by U.S. Postal Service mail to 211 Sower Boulevard, Frankfort, Kentucky 40601-8294, or by email to PSCED@ky.gov. Case number 2026-00090 shall be included in all filings with the Commission.

5. A copy of this Order shall be served on Mr. Jason Kremer, by U.S. Postal Service, Certified Mail, Return Receipt Requested, and First-Class Mail at 7855 Alexandria Pike, Alexandria, Kentucky 41001. Service shall be considered complete on the first day the U.S. Postal Service attempts delivery of the certified mail.

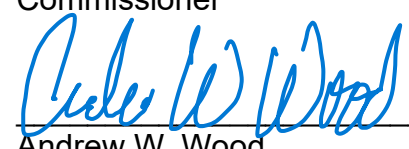
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Entered on this 11th day of June, 2026.

PUBLIC SERVICE COMMISSION



Angle Hatton
Chair

Mary Pat Regan
Commissioner

Andrew W. Wood
Commissioner

Barry L. Mayfield
Commissioner

ATTEST:



Linda C. Bridwell, PE
Executive Director

Service List for 2026-00090

* Jason Kremer
11099 Pleasant Ridge Road
Alexandria, KY 41001

* Northern Kentucky Water District
2835 Crescent Springs Road
P. O. Box 18640
Erlanger, KY 41018-0640