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**Case Management System - KY Public Service Commission***Regular Cases Before the Commission as of February 24, 2020***2019-00093**

RECEIVED: 03/08/19

FILED: 03/08/19

FINAL:

REOPENED:

SUSPENSION DATE:

CASE NATURE: Earl D. Ison, Jr. and Brenda C. Ison, Complainants; Kentucky-American Water Company, Defendant

**CASE CODE**

Complaints - Service

**UTILITIES:**

Kentucky-American Water Company

**INDEX OF EVENTS:**

02/18/20 Order Entered: Within 20 days of the date of this Order, the Complainants shall file additional information into the record that would assist in establishing a prima facie case, or the complaint will be dismissed without prejudice.

02/13/20 Kentucky-American Water Company Response to Commission Staff Third Request for Information

02/07/20 Commission Staff's Third Request for Information to Kentucky-American Water Company

10/21/19 Kentucky-American Water Company's Response to Commission Staff's Second Request for Information

10/10/19 Commission Staff's Second Request for Information to Kentucky-American Water Company

07/25/19 Kentucky-American Water Company Response to Commission Staff First Request for Information

07/15/19 Commission Staff's First Request for Information to Kentucky-American Water Company

05/10/19 Kentucky-American Water Company's Response to Complainant's Complaint

05/02/19 Order Entered: 1. Within ten days of the date of entry of this Order, Kentucky-American shall file a detailed response to the Complaint. Kentucky-American's response shall include the disputed billing amount, copies of all bills from Mr. and Ms. Ison's account from December 2018 to the present, and a statement as to whether the old water meter was tested for accuracy, including the results of any testing. 2. A party filing a paper containing personal information shall, in accordance with 807 KAR 5:001, Section 4(10), encrypt or redact the paper so that personal information cannot be read. 3. Documents of any kind filed with the Commission in the course of this proceeding shall also be served on all parties of record.

03/14/19 Acknowledge Receipt of Filing

03/08/19 Earl D. Ison, Jr. and Brenda C. Ison v. Kentucky-American Water Company

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 Total Number of Cases: 1