DOC11R

Case Management System - KY Public Service Commission

Complaint Cases Before the Commission as of November 08, 2026

2024-00350 RECEIVED: 10/28/24 FILED: 10/28/24 FINAL: 04/01/26 REOPENED: SUSPENSION DATE:

CASE NATURE: Charles Douglas Chambers, Complainant; Kentucky-American Water Company, Defendant

CASE CODE
Complaints - Rates

UTILITIES:
Kentucky-American Water Company

INDEX OF EVENTS:

04/01/26	Final Order Entered: 1. Mr. Chambers' formal complaint is dismissed and is removed from the Commission's docket. 2. A copy of this Order shall be served on the Complainant, Charles Douglas Chambers, by U.S. Postal Service Certified Mail, Return Receipt Requested, and First-Class Mail at 645 Lakeshore Drive, Lexington, KY 40502.
09/30/25	PSC Notice of Filing of Meter Test Report
08/11/25	Order Entered: 1. A ruling on Kentucky-American's motion to dismiss the complaint is deferred. 2. Kentucky-American shall make the meter in place at the premises during the period in question available to Commission Staff for testing. 3. Each party may serve upon any other party requests for information no later than August 15, 2025. 4. Each party shall respond to any request for information from another party no later than August 29, 2025. 5. Requests for information and responses to requests for information shall comply with 807 KAR 5:001, Section 12. 6. All parties shall file a request for hearing, if any, supported by a detailed statement of factual issues to be raised therein no later than September 12, 2025.
04/30/25	Charles Douglas Chambers Response to Kentucky-American Water Company's Motions to Dismiss
04/18/25	Kentucky-American Water Company Answer and Motion to Dismiss
04/08/25	Order Entered: 1. Kentucky-American shall satisfy the matters complained of or file a written answer to the complaint within ten days from the date of service of this Order. 2. A copy of this Order shall be served by U.S. Postal Service mail, first-class, on Charles Douglas Chambers at 645 Lakeshore Drive, Lexington, KY 40502.
10/29/24	Acknowledge Receipt of Filing
10/28/24	Charles Douglas Chambers v. Kentucky-American Water Company

---

Total Number of Cases: 1