

In the Matter of:

CASE NO. 96-333

Don Mills
Executive Director

B

COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

JULIE DAVENPORT
(Your Full Name)
COMPLAINANT
VS.
Ky American Water Co.
(Name of Utility)
DEFENDANT

RECEIVED

JUL - 3 1998

PUBLIC SERVICE
COMMISSION

96-333

C O M P L A I N T

The complaint of Julie Ann Davenport respectfully shows:
(Your Full Name)

(a) Julie Ann Davenport
(Your Full Name)

2161 Westmont Ct. Lex Ky.
(Your Address)

(b) Ky American Water Co.
(Name of Utility)

Richmond Rd Lex. Ky.
(Address of Utility)

(c) That: I feel I am being charged
(Describe here, attaching additional sheets if

for an error on someone's part,
necessary, the specific act, fully and clearly, or facts

and since the water company can't
that are the reason and basis for the complaint.)

figure it out, I have to pay.

Continued on Next Page

Formal Complaint

Julie Davenport vs Ky Am Water Co.
(Your Name) (Utility Name)

Page 2

I'm not trying to get out of
paying a bill, I'm paid to current
except for the amount in
question.
See attached

Wherefore, complainant asks I believe the balance
(Specifically state the
should be cleared, since no proof I'm
relief desired.)
at fault. Or large % of balance cleared

Dated at Lexington, Kentucky, this 7th day
(Your City)
of July, 1996
(Month)

Julie Davenport
(Your Signature)

(Name and address of attorney, if any)

March 22, 1996

Lee Vescio
CSR Supervisor
Kentucky-American Water Company
2300 Richmond Road
Lexington, KY 40502



RE: [REDACTED]

Dear Ms. Vescio:

I have once again received a notice telling me that my water will be shut off if payment of \$252.44 is not received by 3/29/96. I guess I can't understand that since the water company can not explain the reason that my water bill was so high that I should just give you \$252.44. Well I have a real problem with this!

November 7 95 - Someone from your office called and told us our water usage was higher than normal. She told me the proper procedures to check and see if I had a leak.

12/2/95 - we called and explained that we did not see any type of leaks at all after checking as we were instructed and would someone come out and check our meter again. An employee of yours came and checked our meter and said that he could not detect any leak and the meter was not running when we had our water turned off.

12/4/95 - we called a plumber and he checked everything that we checked and could not find a leak either.

12/18/95 - I spoke with yourself and you said they could test our meter.

12/19/95 - they checked our meter at your location

2/7/96 - I received a letter stating they couldn't find anything wrong with my meter and that when it was checked on 11/21/95, that up to 1/29/96 that we seemed to be as we had in the past. (How did the high water usage end when nothing had even been done on our part, and I believe the call I got was after 11/21/95)

Well here is the big question, where did the water go and who used it and why is it my responsibility to pay for an unanswered problem it seems that is with the water company?

Our water bill is quite large I think for 3 people anyway at the present time, but I have gotten use to paying it and will continue to do so. Only I'm not going to pay for an error I feel that has happened on your behalf.

My personal friend is an attorney and says that we do have rights and to pay this bill it would have to be proved that we did indeed use the water.

Please get back with me and make sure you put my account back on "hold" or whatever it is called while we are questioning this bill. It is not fair to turn our water off when the portion that we know we used has been paid in full.

I can be reached before 10:30 am and after 3:30 pm at 224-4136.

Sincerely,

Julie Davenport



Kentucky-American Water Company

2300 Richmond Road • Lexington, Kentucky 40502 • (606) 269-2386 • Fax (606) 268-6327

Lee Vescio
Customer Service Supervisor

February 7, 1996

Ms. Julie Davenport
2161 Westmont Court
Lexington, KY 40513

Dear Ms. Davenport:

I'm sorry I wasn't able to reach you by phone on Wednesday, February 7, concerning your meter test results. The meter test form enclosed shows that the meter tested within the Public Service Commission's guidelines for accuracy.

The meter reading when we billed your account on November 21, 1995, was 1257. On January 29, 1996, we removed the meter for testing and the reading was 1279 which indicates a usage of 12 100 cubic feet in 38 days. If you continue to average this usage over the 90-day billing period, your next bill should average approximately 28 100 cubic feet which is in line with your normal average of 32 100 cubic feet.

If you should have any questions concerning the test or your usage, please contact me at 268-6305. Your next billing is scheduled for approximately February 29. We ask that you have the balance of \$252.44 paid by this date.

Sincerely,

Lee Vescio
Customer Service Supervisor

LV/cjd

Enclosure

KENTUCKY - AMERICAN WATER COMPANY

Used 12 ccf in 38 days = 28 ccf 90 days

JAN 29 1996

METER SHOP

***** OFFICE USE ONLY *****

Customer Name: Tulre Davenport
 Service Address: 2161 Westmont CT
 Meter: Size 3/4 Make B Number 088220433

Account Number: [REDACTED]
 Service Number: 75615
 Test Scheduled: Date 1-29-96 Time Anytime

	GPM	Readings Beginning	Readings Ending	Percent of Accuracy	Required Accuracy
Low Flow:	<u>3/4</u>	<u>4500</u>	<u>4600</u>	<u>100</u>	90% -- 101%
Intermediate Flow:	<u>4</u>	<u>4600</u>	<u>4701</u>	<u>101</u>	98.5% - 101.5%
Maximum Flow:	<u>40</u>	<u>4701</u>	<u>5112</u>	<u>101.1</u>	98.5% - 101.5%

 * IF ANY OF THE TESTS ABOVE ARE NOT WITHIN THE REQUIRED *
 * ACCURACY LIMITS THEN FURTHER TESTING IS REQUIRED BELOW. *

Flow Rate % of Capacity	GPM	Readings Beginning	Readings Ending	Percent of Accuracy
25%	_____	_____	_____	_____
50%	_____	_____	_____	_____
75%	_____	_____	_____	_____

Average of all 3 tests: _____

Less Standard: -100%

Equals % of Error: _____ Fast _____ Slow _____

Before Test Reading: _____ After Test Reading: _____

Customer Witness? YES _____ NO _____

*** IF PERCENT OF ERROR IS GREATER THAN 2% THEN COMPLETE THE APPROPRIATE SECTION BELOW ***

Length of time error is known to exist: _____

FAST METER basis for refund: _____

Amount of refund: _____

SLOW METER basis for additional bill: _____

Amount of additional bill: _____

COMMENTS: _____

Copy to: Customer Service Supt.--Inside
 Customer Service Supt.--Outside
 Customer with letter

Meter Envelope
 Service File
 PSC Complaint File

Meter Dept File
 Billing Dept File

* * *

FINAL REMINDER
NOTICE

* * *

Dear Customer,

As of JUN.17,1996, our records show your payment has not been received. Please call our office immediately if you have any questions. If payment is not in our office by JUN.28,1996, your service may be disconnected on JUL.01,1996, without further notice. If water service is discontinued, to restore service, you must pay a reconnection fee and, in some cases, a deposit, in addition to the past due charges.

For information on local agencies to assist you in paying this bill, please call *ASK US* at 606-255-2374.

If someone at this address has an existing illness which would be affected by having the water service discontinued, please call our office for details about getting a health certificate that will allow time for other arrangements to be made.

6/26 - per letter - on hold

\$252.44 AMOUNT DUE

DUE DATE - 06-28-96

For questions about your bill please call
In an emergency call

606-268-6300
606-269-2395

Account Number [REDACTED]
Service For - DAVENPORT JULIE D
2161 WESTMONT CT
Service Number 75615

SERVICE PROVIDED BY:

KENTUCKY - AMERICAN
WATER COMPANY
2300 RICHMOND ROAD
LEXINGTON, KY 40502

*** FINAL REMINDER ***
NOTICE

Dear Customer,

As of MAR.18,1996, our records show your payment has not been received. Please call our office immediately if you have any questions. If payment is not in our office by MAR.29,1996, your service may be disconnected on APR.01,1996, without further notice. If water service is discontinued, to restore service, you must pay a reconnection fee and, in some cases, a deposit, in addition to the past due charges.

For information on local agencies to assist you in paying this bill, please call *ASK US* at American Red Cross, 606-255-2374.

If someone at this address has an existing illness which would be affected by having the water service discontinued, please call our office for details about getting a health certificate that will allow time for other arrangements to be made.

\$252.44 AMOUNT DUE

DUE DATE - 03-29-96

For questions about your bill please call 606-268-6300
In an emergency call 606-269-2395

SERVICE PROVIDED BY:

Account Number: [REDACTED]
Service For - DAVENPORT JULIE D
2161 WESTMONT CT
Service Number 75615

KENTUCKY - AMERICAN
WATER COMPANY
2300 RICHMOND ROAD
LEXINGTON, KY 40502





KENTUCKY - AMERICAN
WATER COMPANY
2300 RICHMOND ROAD
LEXINGTON, KY 40502

ACCOUNT NUMBER

AMOUNT DUE

\$352.44

DUE DATE

12-29-95

DAVENPORT JULIE D
2161 WESTMONT CT
LEXINGTON KY 40513-1221



KY-AMERICAN WATER CO.
P.O. BOX 75159
BALTIMORE MD 21275-0159



Service address:
2161 WESTMONT CT

PLEASE MAKE CHECKS PAYABLE TO KAWC
AND INDICATE ACCOUNT NUMBER ON CHECK

FINAL REMINDER

RETURN THIS PORTION WITH PAYMENT.

DEAR CUSTOMER,

AS OF DEC.19,1995,OUR RECORDS SHOW YOUR PAYMENT HAS NOT BEEN RECEIVED. PLEASE CALL OUR OFFICE IMMEDIATELY IF YOU HAVE ANY QUESTIONS. IF PAYMENT IS NOT IN OUR OFFICE BY DEC.29,1995, SERVICE MAY BE DISCONNECTED ON JAN.02,1996, WITHOUT FURTHER NOTICE. IF WATER SERVICE IS DISCONTINUED, TO RESTORE SERVICE, YOU MUST PAY A RECONNECTION FEE AND, IN SOME CASES, A DEPOSIT, IN ADDITION TO THE PAST DUE CHARGES.

FOR INFORMATION ON LOCAL AGENCIES TO ASSIST YOU IN PAYING THIS BILL, PLEASE CALL *ASK US* AT AMERICAN RED CROSS, 606-255-2374.

IF SOMEONE AT THIS ADDRESS HAS AN EXISTING ILLNESS WHICH WOULD BE AFFECTED BY HAVING THE WATER SERVICE DISCONTINUED, PLEASE CALL OUR OFFICE FOR DETAILS ABOUT GETTING A HEALTH CERTIFICATE THAT WILL ALLOW TIME FOR OTHER ARRANGEMENTS TO BE MADE.

Service to: [REDACTED]
DAVENPORT JULIE D
2161 WESTMONT CT

AMOUNT OF LAST BILL
Payments, Mar. 14, 1996, Thank You
Prior Balance May 24, 1996

392.71
140.27CR
252.44

BILLING PERIOD

Feb. 21, 96 TO May 21, 96

Date Billed 05-28-96

Service for 90 Days

Next Reading on/about Aug. 21

CURRENT WATER CHARGES

Water Charge

82.04

OTHER CHARGES

LFUCG Sewer Charge

42.96

Franchise Tax, Svc Class 6

1.66

Fayette County Tax, Svc Class 6

2.49

KRA Withdrawal Fee, Svc Class 6

.97

Total current charges

130.12

Your Prior Balance was

252.44

TOTAL AMOUNT DUE

\$382.56

METER READING INFORMATION

Meter no. Meter size

088220433 1 inch

Present-Actual 131200

Prior 128600

Cubic Feet Usage 2600

Equivalent Gallons 19,500

Average water usage for
this period 217 gals a day.

PREVIOUS PERIOD USAGE

21,750 GALLONS

SAME PERIOD LAST YEAR

20,250 GALLONS

#1118
6/1
130.12

MESSAGES TO YOU FROM KENTUCKY - AMERICAN

If you have questions or concerns, please contact our office. Office
Hours 8:00 am to 4:30 pm M-F Phone 606-268-6300 or 1-800-678-6301,
EMERGENCY - 606-269-2395.

KENTUCKY RIVER CLEAN SWEEP - Interested in helping clean up the Kentucky
River? Plan to participate in the 6th Annual Kentucky River Clean Sweep on
Saturday, June 1, 1996, from 9:00 AM - 3:00 PM at the Clays Ferry Dock.
Contact Sylvia Shackelford of the LFUCG at 258-3400 for more information.

Brochures on tips to conserve water are available in our lobby.

Service to: [REDACTED]
DAVENPORT JULIE D
2161 WESTMONT CT

AMOUNT OF LAST BILL
Payments, Dec. 29, 1995, Thank You
Prior Balance Feb. 26, 1996

352.44
100.00CR
252.44

BILLING PERIOD

Nov. 21, 95 TO Feb. 21, 96

Date Billed 02-27-96

Service for 92 Days

Next Reading on/about May 21

CURRENT WATER CHARGES

Water Charge

86.45

OTHER CHARGES

LFUCG Sewer Charge

48.36

Franchise Tax, Svc Class 6

1.75

Fayette County Tax, Svc Class 6

2.63

KRA Withdrawal Fee, Svc Class 6

1.08

Total current charges

140.27

Your Prior Balance was

252.44

TOTAL AMOUNT DUE

\$392.71

METER READING INFORMATION

Meter no. Meter size

088220433 1 inch

Present-Actual 128600

Prior 125700

Cubic Feet Usage 2900

Equivalent Gallons 21,750

Average water usage for
this period 236 gals a day.

PREVIOUS PERIOD USAGE

122,250 GALLONS

SAME PERIOD LAST YEAR

23,250 GALLONS

#1121

3/7

140.27

MESSAGES TO YOU FROM KENTUCKY - AMERICAN

If you have questions or concerns, please contact our office. Office
Hours 8:00 am to 4:30 pm M-F Phone 606-268-6300 or 1-800-678-6301,
EMERGENCY - 606-269-2395.

Brochures on tips to conserve water are available in our lobby.

BILLING PERIOD
Aug-21 TO Nov-21 (92 days)
Billing date 11-29-95
Next reading on/about Feb-21

AMOUNT OF LAST BILL

Payment-Thank You
Prior balance due

\$133.53

\$133.53-

\$.00

METER INFORMATION

Meter no. Meter size
088220433 1

CURRENT WATER CHARGES

\$283.53

METER READING INFORMATION

Present-Actual 125700
Prior 109400
Cubic feet usage 16300
Gallon usage 122250

OTHER CHARGES

LFUCG sewer charge \$48.36
KRA withdrawal fee CL6 \$6.07
Fayt Co tax-svc CL6 \$8.69
Franchise tax-svc CL6 \$5.79
Total current charges \$352.44
Your prior balance was \$.00
TOTAL AMOUNT DUE \$352.44

Dec 4, plumber inspected
both toilets.

12/18 Peggy-
month usage -
shill call Wed.

PREVIOUS PERIOD USAGE
20,250 GALLONS
SAME PERIOD LAST YEAR
27,750 GALLONS

} Decrease

KENTUCKY - AMERICAN
WATER COMPANY
2300 RICHMOND ROAD
LEXINGTON, KY 40502

Service to: DAVENPORT JULIE D
2161 WESTMONT CT

Average water usage for
this period 1329 gal a day

Service number: 75615
Account number: [REDACTED]

MESSAGES TO YOU FROM KENTUCKY - AMERICAN

If you have questions or concerns, please contact our office. Office
Hours 8:00 am to 4:30 pm M-F Phone 606-268-6300 or 1-800-678-6301,
EMERGENCY - 606-269-2395.

Brochures on tips to conserve water are available in our lobby.

12/19 ckd our meter

Lee Vesio

5/95 215gl 8/95 215gl day

268-6305

11/95 260gl day

1/2