

COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

JULIE DAVENPORT)	
)	
COMPLAINANT)	
)	
vs.)	CASE NO. 96-333
)	
KENTUCKY-AMERICAN WATER)	
COMPANY)	
)	
DEFENDANT)	

O R D E R

On July 3, 1996, Julie Davenport filed a complaint against Kentucky-American Water Company ("Kentucky-American") alleging that it erroneously billed her for 122,250 gallons of water for the period August 21, 1995 to November 21, 1995 at a total cost, including fees for sewer usage and taxes, of \$352.44. Kentucky-American responded to the complaint by filing a copy of the test performed on the complainant's meter indicating that the accuracy of the meter was within the tolerances established by Commission Regulation 807 KAR 5:066, Section 15. Kentucky-American further stated that the complainant had paid only \$100 on the contested bill and requested payment of the remaining \$252.44.

On August 27, 1996, the Commission ordered that a public hearing be scheduled on September 11, 1996. The complainant then requested the Commission to reschedule the hearing to accommodate her work schedule. The hearing was rescheduled to

September 19, 1996, but the complainant failed to appear at the hearing to present any evidence in support of her complaint.

Based on the evidence of record and being otherwise sufficiently advised, the Commission finds that the complainant's meter has been shown to be accurate within the tolerances established by Commission regulation. Thus, the bill rendered for the period August 21, 1995 to November 21, 1995 accurately reflects the water consumed during that period and there is no basis to make any downward adjustment to that bill.

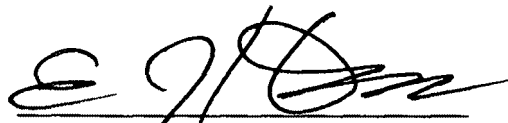
IT IS THEREFORE ORDERED that:

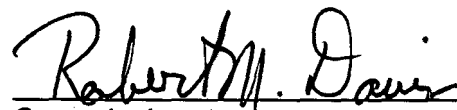
1. This complaint shall be dismissed with prejudice.
2. The complainant should be afforded the opportunity to establish a partial payment plan whereby the past due balance shall be paid within a period not exceeding 12 months.

Done at Frankfort, Kentucky, this 27th day of September, 1996.

PUBLIC SERVICE COMMISSION


Chairman


Vice Chairman


Commissioner

ATTEST:


Executive Director