

COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

CHARLES R. THOMPSON, JR.

COMPLAINANT

v.

KENTUCKY-AMERICAN WATER COMPANY

DEFENDANT

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) CASE NO. 96-499
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O R D E R

IT IS ORDERED that, within 14 days of the date of this Order, Kentucky-American Water Company ("Kentucky-American") shall file the original and 8 copies of the following information with the Commission with a copy to all parties of record. Each copy of the information requested should be placed in a bound volume with each item tabbed. When a number of sheets are required for an item, each sheet should be appropriately indexed, for example, Item 1(a), Sheet 2 of 6. Include with each response the name of the witness who will be responsible for responding to questions relating to the information provided. Give careful attention to copied material to ensure its legibility.

1. How long has Kentucky-American provided water service to the Complainant at 2133 Will Fant Drive, Apartment 3, Lexington, Kentucky?
2. When did Kentucky-American first provide water service to the Complainant at 2133 Will Fant Drive, Apartment 3, Lexington, Kentucky?
3. List for each quarter for the last three calendar years:

- a. the water usage of Account No. [REDACTED]
 - b. the amount billed to Account No. [REDACTED]
 - c. the date on which Kentucky-American billed Account No. [REDACTED]
[REDACTED]
 - d. the amount that Complainant paid.
 - e. the date on which Complainant's payment was received.
4. Provide all correspondence between Complainant and Kentucky-American in which the bill for Account No. [REDACTED] is discussed.
5. When did the Complainant first complain to Kentucky-American about billings for Account No. [REDACTED]?
6. a. Since Complainant first complained to Kentucky-American regarding the bill for Account No. [REDACTED] has Kentucky-American tested the service meter for that account?
- b. If yes,
 - (1) When?
 - (2) What were the results of that test?
 - (3) Provide all documents relating to the test.
 - c. If no, explain why no test was conducted.
7. What is the size of the meter that serves Account No. [REDACTED]?
8. a. As of December 1995, what type of meter did Kentucky-American use to provide water service to Account No. [REDACTED]?
- b. What is the number of the meter that provides water service to Account No. [REDACTED]?

c. Provide all records related to this meter.

9. Before the current complaint, has the Complainant ever complained of service or billing problems? If yes, list and describe each complaint and provide all documents in referring to the complaint.

10. Describe the Complainant's payment history with Kentucky-American.

11. a. List all work that Kentucky-American did on or near 2133 Will Fant Drive, Lexington, Kentucky, during calendar years 1995 and 1996.

b. Provide all work orders, correspondence, memoranda, and other documents that relate to this work.

Done at Frankfort, Kentucky, this 3rd day of December, 1996.

PUBLIC SERVICE COMMISSION


For the Commission

ATTEST:


Executive Director