

COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

JESSE AND BARBARA ASHBAUGH)
)
COMPLAINANTS)
)
v.) CASE NO. 96-557
)
KENTUCKY TURNPIKE WATER DISTRICT)
)
DEFENDANT)

ORDER TO SATISFY OR ANSWER

Kentucky Turnpike Water District ("Kentucky Turnpike") is hereby notified that it has been named as defendant in a formal complaint filed on November 15, 1996, a copy of which is attached hereto.

Pursuant to 807 KAR 5:001, Section 12, Kentucky Turnpike is HEREBY ORDERED to satisfy the matters complained of or file a written answer to the complaint within 10 days from the date of service of this Order.

Should documents of any kind be filed with the Commission in the course of this proceeding, the documents shall also be served on all parties of record.

Done at Frankfort, Kentucky, this 25th day of November, 1996.

ATTEST:

Don Mills
Executive Director

PUBLIC SERVICE COMMISSION

Linda K. Breckitt
Chairman

E. J. Harlan
Vice Chairman

B. J. Helton
Commissioner

COMMONWEALTH OF KENTUCKY

BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

RECEIVED

Jesse and Barbara Ashbaugh
(Your Full Name)

NOV 15 1996

COMPLAINANT

PUBLIC SERVICE
COMMISSION

VS.

Kentucky Turnpike Water District
(Name of Utility)

Case No. 96-557

DEPENDANT

C O M P L A I N T

The complaint of Barbara Elaine Ashbaugh respectfully shows:
(Your Full Name)

(a) Barbara Elaine Ashbaugh
(Your Full Name)

242 3rd Av Shepherdsville Ky 40165
(Your Address)

(b) Kentucky Turnpike Water District
(Name of Utility)

3396 Burkland Blvd
(Address of Utility)
Shepherdsville Ky 40165

(c) That: I was charged \$20 on my bill
(Describe here) attaching additional sheets if

for a disconnect fee. Even though my
necessary, the specific act, fully and clearly, or facts
water was not disconnected, How can you
be charged for a reconnect fee if it
that are the reason and basis for the complaint.)
was not disconnected to begin with, I
paid my late charge because my bill

Formal Complaint

Barbara E Ashbaugh vs Kentucky Turnpike Water District
(Your Name) (Utility Name)

Page 2

was late I feel they should not be
charging you something they have not
done. It was told that if I did not
pay the \$20 they would come & disconnect
it then it would be 2-3 days before
they could come back & reconnect my water
and I would still have to pay \$20

Wherefore, complainant asks I want my
(Specifically state the

\$20 back
relief desired.) since I was charged
for a water disconnection
and they did not disconnect

I feel this is very wrong to
charge for a service not done.

Dated at Shesherdsville, Kentucky, this 13th day
(Your City)

of November, 1990
(Month)

Barbara Ashbaugh
(Your Signature)