

COMMONWEALTH OF KENTUCKY  
BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

GLENIS W. BLAIR	)	
	)	
COMPLAINANT	)	
	)	
V.	)	CASE NO. 2007-00502
	)	
APPALACHIAN WASTE CONTROL	)	
	)	
DEFENDANT	)	

ORDER TO SATISFY OR ANSWER

*Appalachian Waste Control is hereby notified that it has been named as a defendant in a formal complaint filed on December 4, 2007, a copy of which is attached hereto as Appendix A.*

IT IS THEREFORE ORDERED that:

1. Pursuant to 807 KAR 5:001, Section 12, Appalachian Waste Control shall satisfy the matters complained of or file a written answer to the complaint within 10 days from the date of service of this Order.
2. The Commission's Executive Director shall serve a copy of this Order on the individuals and entities on the service list for Case No. 2006-00569.<sup>1</sup>
3. 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.

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<sup>1</sup> Case No. 2006-00569, An Investigation into the Condition and Management of Appalachian Waste Control, Inc.

Done at Frankfort, Kentucky, this 14th day of January, 2008.

By the Commission

ATTEST:

  
Deputy Executive Director

Case No. 2007-00502

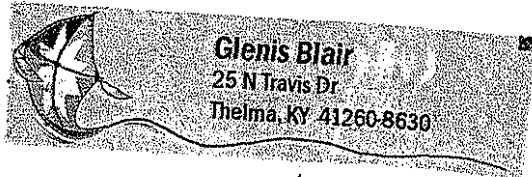
APPENDIX A

APPENDIX TO AN ORDER OF THE KENTUCKY PUBLIC SERVICE  
COMMISSION IN CASE NO. 2007-00502 DATED JANUARY 14, 2008

RECEIVED  
DEC 04 2007  
PUBLIC SERVICE  
COMMISSION  
2007-506

COMMONWEALTH OF KENTUCKY  
BEFORE THE PUBLIC SERVICE COMMISSION

In the matter of:



Glenis W. Blair  
(Your Full Name)

COMPLAINANT

VS.

Appalachian Waste Control  
(Name of Utility)

DEFENDANT

COMPLAINT

The complaint of Glenis W Blair respectfully shows:  
(Your Full Name)

(a) \_\_\_\_\_  
(Your Full Name)

25 N. Travis Dr. Thelma, Ky 41260  
(Your Address)

(b) Appalachian Waste Control (Nashville)  
(Name of Utility)

Box 2656 Rt. 2039 Hazard Ky. 41222  
(Address of Utility)

(c) That: Billed for services that are not available  
(Describe here, attaching additional sheets if necessary.)

System is not working or is  
the specific act, fully and clearly, or facts that are the reason

not being pump out as stated  
and basis for the complaint.)

by Spence Williams when I talked  
to him, also I am being billed for

Formal Complaint

vs.

Page 2 of 2

months that I have paid \$15.50.  
Plant has been inspected for a  
long period of time (years) and  
I don't feel I owe on any billed sent to  
me until we have proper service.  
I also don't want my water shut off.

Wherefore, complainant asks

(Specifically state the relief desired.)

When we get proper service, I will  
start paying the appropriate amount. I live alone  
and my water bill is minimal every month. I should not  
pay as much as people with 4, 6, 8, 2 living in homes.

Dated at Dubonia, Kentucky, this 3 day  
(Your City)

of December, 2007  
(Month)

Glenn W Blaw  
(Your Signature)

(Name and address of attorney, if any)

## **807 KAR 5:001. Rules of procedure.**

### **Section 12. Formal Complaints.**

(1) **Contents of complaint.** Each complaint shall be headed "Before the Public Service Commission," shall set out the names of the complainant and the name of the defendant, and shall state:

(a) *The full name and post office address of the complainant.*

(b) *The full name and post office address of the defendant.*

(c) *Fully, clearly, and with reasonable certainty, the act or thing done or omitted to be done, of which complaint is made, with a reference, where practicable, to the law, order, or section, and subsections, of which a violation is claimed, and such other matters, or facts, if any, as may be necessary to acquaint the commission fully with the details of the alleged violation. The complainant shall set forth definitely the exact relief which is desired (see Section 15(1) of this administrative regulation).*

(2) **Signature.** The complaint shall be signed by the complainant or his attorney, if any, and if signed by such attorney, shall show his post office address. Complaints by corporations or associations, or any other organization having the right to file a complaint, must be signed by its attorney and show his post office address. No oral or unsigned complaints will be entertained or acted upon by the commission.

(3) **Number of copies required.** At the time the complainant files his original complaint, he must also file copies thereof equal in number to ten (10) more than the number of persons or corporations to be served.

#### **(4) Procedure on filing of complaint.**

(a) Upon the filing of such complaint, the commission will immediately examine the same to ascertain whether it establishes a prima facie case and conforms to this administrative regulation. If the commission is of the opinion that the complaint does not establish a prima facie case or does not conform to this administrative regulation, it will notify the complainant or his attorney to that effect, and opportunity may be given to amend the complaint within a specified time. If the complaint is not so amended within such time or such extension thereof as the commission, for good cause shown, may grant, it will be dismissed.

(b) If the commission is of the opinion that such complaint, either as originally filed or as amended, does establish a prima facie case and conforms to this administrative regulation, the commission will serve an order upon such corporations or persons complained of under the hand of its secretary and attested by its seal, accompanied by a copy of said complaint, directed to such corporation or person and requiring that the matter complained of be satisfied, or that the complaint be answered in writing within ten (10) days from the date of service of such order, provided that the commission may, in particular cases, require the answer to be filed within a shorter time.

(5) **Satisfaction of the complaint.** If the defendant desires to satisfy the complaint, he shall submit to the commission, within the time allowed for satisfaction or answer, a statement of the relief which he is willing to give. Upon the acceptance of this offer by the complainant and the approval of the commission, no further proceedings need be taken.

(6) **Answer to complaint.** If satisfaction be not made as aforesaid, the corporation or person complained of must file an answer to the complaint, with certificate of service on other parties endorsed thereon, within the time specified in the order or such extension thereof as the commission, for good cause shown, may grant. The answer must contain a specific denial of such material allegations of the

complaint as controverted by the defendant and also a statement of any new matter constituting a defense. If the answering party has no information or belief upon the subject sufficient to enable him to answer an allegation of the complaint, he may so state in his answer and place his denial upon that ground (see Section 15(2) of this administrative regulation).

## 807 KAR 5:001. Rules of procedure.

### Section 15. Forms.

(1) In all practice before the commission the following forms shall be followed insofar as practicable:

- (a) Formal complaint.
- (b) Answer.
- (c) Application.
- (d) Notice of adjustment of rates.
- (2) Forms of formal complaint.
- (3) Form of answer to formal complaint.
- (4) Form of application.
- (5) Form of notice to the commission of adjustment of rates



Before the Public Service Commission

(Insert name of complainant) )  
Complainant )  
vs. ) No. \_\_\_\_\_  
(Insert name of each defendant) ) (To be inserted by  
Defendant ) the secretary)

COMPLAINT

The complaint of (here insert full name of each complainant) respectfully shows:

(a) That (here state name, occupation and post office address of each complainant).

(b) That (here insert full name, occupation and post office address of each defendant).

(c) That (here insert fully and clearly the specific act or thing complained of, such facts as are necessary to give a full understanding of the situation, and the law, order, or rule, and the section or sections thereof, of which a violation is claimed).

WHEREFORE, complainant asks (here state specifically the relief desired).

Dated at \_\_\_\_\_, Kentucky, this \_\_\_\_\_ day  
of \_\_\_\_\_, 19 \_\_\_\_\_.

\_\_\_\_\_  
(Name of each complainant)

\_\_\_\_\_  
(Name and address of attorney,  
if any)

TERMINAL: 8

PAINTSVILLE CITY UTILITIES  
ACCOUNT DAILY TOTALS  
FOR 01/25/02 THRU 09/25/07

GLENNIS BLAIR  
25 N. TRAVIS DR.

number of records: 96  
services: W

	age-1	age-2	age-3	total
current balance	-17.37	0.00	0.00	-17.37

date	item	amount	running total
1/25/02	A/R BALANCE AT TIME OF BILLING	-14.54	-14.54
1/25/02	BILLING	6.90	-7.64
2/26/02	BILLING	6.90	-0.74
3/26/02	BILLING	6.90	6.16
4/05/02	PAYMENTS	-6.16	0.00
4/25/02	BILLING	6.90	6.90
5/01/02	ADJUSTMENTS (D)	-13.84	-6.94
5/24/02	BILLING	6.90	-0.04
5/25/02	BILLING	6.90	6.86
7/09/02	PAYMENTS	-25.00	-18.14
7/24/02	BILLING	9.31	-8.83
8/23/02	BILLING	8.71	-0.12
9/25/02	BILLING	6.90	6.78
0/09/02	PAYMENTS	-30.00	-23.22
0/24/02	BILLING	6.90	-16.32
1/26/02	BILLING	6.90	-9.42
2/26/02	BILLING	6.90	-2.52
1/22/03	BILLING	7.51	4.99
2/04/03	PAYMENTS	-25.00	-20.01
2/25/03	BILLING	6.90	-13.11
3/26/03	BILLING	6.90	-6.21
4/25/03	BILLING	6.90	0.69
5/07/03	PAYMENTS	-20.00	-19.31
5/23/03	BILLING	6.90	-12.41
5/24/03	BILLING	9.31	-3.10
7/24/03	BILLING	6.90	3.80
8/06/03	PAYMENTS	-20.00	-16.20
8/26/03	BILLING	7.20	-9.00
9/25/03	BILLING	27.20	18.60
0/01/03	PAYMENTS	-30.00	-11.40
0/27/03	BILLING	6.90	-4.50
1/25/03	BILLING	6.90	2.40
2/02/03	PAYMENTS	-22.00	-19.60
2/26/03	BILLING	6.90	-12.70
1/28/04	BILLING	6.90	-5.80
2/24/04	BILLING	6.90	1.10
3/01/04	PAYMENTS	-21.10	-20.00
3/25/04	BILLING	6.90	-13.10
4/26/04	BILLING	6.90	-6.20
5/26/04	BILLING	6.90	0.70
5/02/04	PAYMENTS	-21.00	-20.30
5/25/04	BILLING	10.30	-10.00
7/27/04	BILLING	12.03	2.03
8/05/04	PAYMENTS	-30.00	-27.97
8/26/04	BILLING	10.30	-17.67
9/24/04	BILLING	10.30	-7.37
0/26/04	BILLING	10.30	2.93
1/02/04	PAYMENTS	-25.00	-22.07

*Copy of proof of my water Bill over the years shouldn't be charged \$56.25 a month for sewer sewer even if the plant is working properly, although it isn't working at all. The service is being not done as declared to Squire Wilkins*

PAINTSVILLE CITY UTILITIES  
 ACCOUNT DAILY TOTALS  
 FOR 01/25/02 THRU 09/25/07

GLENNIS BLAIR  
 25 N. TRAVIS DR.

number of records: 96  
 services: W

current balance		age-1	age-2	age-3	total
		-17.37	0.00	0.00	-17.37
date	item			amount	running total
1/24/04	BILLING			10.30	-11.77
2/27/04	BILLING			10.30	-1.47
1/26/05	BILLING			10.30	8.83
2/08/05	PAYMENTS			-30.00	-21.17
2/23/05	BILLING			10.64	-10.53
3/28/05	BILLING			10.64	0.11
4/11/05	PAYMENTS			-25.00	-24.89
4/26/05	BILLING			10.64	-14.25
5/25/05	BILLING			10.64	-3.61
6/24/05	BILLING			10.64	7.03
7/11/05	PAYMENTS			-20.00	-12.97
7/26/05	BILLING			10.64	-2.33
8/24/05	BILLING			10.64	8.31
9/14/05	PAYMENTS			-25.00	-16.69
9/26/05	BILLING			10.64	-6.05
10/25/05	BILLING			10.64	4.59
1/01/06	PAYMENTS			-35.00	-30.41
1/25/06	BILLING			10.64	-19.77
2/27/06	BILLING			10.64	-9.13
1/25/06	BILLING			10.64	1.51
2/08/06	PAYMENTS			-25.00	-23.49
2/24/06	BILLING			11.00	-12.49
3/28/06	BILLING			11.00	-1.49
4/26/06	BILLING			11.00	9.51
5/16/06	LATE CHARGES			0.95	10.46
6/18/06	PAYMENTS			-30.00	-19.54
6/25/06	BILLING			11.00	-8.54
7/26/06	BILLING			11.00	2.46
8/11/06	PAYMENTS			-2.46	0.00
8/27/06	BILLING			11.00	11.00
9/02/06	ADJUSTMENTS (L)			-37.54	-26.54
9/28/06	BILLING			11.00	-15.54
10/25/06	BILLING			11.00	-4.54
11/25/06	BILLING			13.32	8.78
12/15/06	PAYMENTS			-35.00	-26.22
1/28/07	BILLING			11.00	-15.22
2/26/07	BILLING			11.00	-4.22
3/24/07	BILLING			11.00	6.78
4/01/07	PAYMENTS			-30.00	-23.22
4/26/07	BILLING			11.28	-11.94
5/27/07	BILLING			11.28	-0.66
6/25/07	BILLING			11.28	10.62
7/02/07	PAYMENTS			-35.00	-24.38
7/29/07	BILLING			11.28	-13.10
8/26/07	BILLING			11.28	-1.82
9/27/07	BILLING			12.70	10.98
10/07/07	PAYMENTS			-40.00	-29.12
11/28/07	BILLING			11.75	-17.37