



preparer or the person supervising the preparation of the response on behalf of the entity that the response is true and accurate to the best of that person's knowledge, information, and belief formed after a reasonable inquiry.

West Laurel shall make timely amendment to any prior response if West Laurel obtains information that indicates the response was incorrect when made or, though correct when made, is now incorrect in any material respect. For any request to which West Laurel fails or refuses to furnish all or part of the requested information, West Laurel shall provide a written explanation of the specific grounds for its failure to completely and precisely respond.

Careful attention shall be given to copied material to ensure that it is legible. When the requested information has been previously provided in this proceeding in the requested format, reference may be made to the specific location of that information in responding to this request. When applicable, the requested information shall be separately provided for total company operations and jurisdictional operations. When filing a paper containing personal information, West Laurel shall, in accordance with 807 KAR 5:001, Section 4(10), encrypt or redact the paper so that personal information cannot be read.

1. State whether West Laurel continued to include reference to the late charge on its bills between March 16, 2020, when the Commission directed that late fees be waived, and January 1, 2021, which is the first date that the Commission authorized utilities to resume charging late fees.

2. If West Laurel stopped including reference to the late charge on its bills between March 16, 2020, and January 1, 2021, provide the date that West Laurel reincorporated that late charge language on its bills.

3. If West Laurel included the late charge language on its bills, explain how it notified its customers when the late charge was reinstated.

4. Provide copies of bills issued to Larry Raymond Bailey between March 16, 2020, and April 1, 2021.



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Linda C. Bridwell, PE  
Executive Director  
Public Service Commission  
P.O. Box 615  
Frankfort, KY 40602

DATED SEP 14 2021

cc: Parties of Record

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London, KY 40741

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