

COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

BOBBY YOUNG)	
)	
COMPLAINANT)	
)	CASE NO.
V.)	2023-00261
)	
KENTUCKY-AMERICAN WATER COMPANY)	
)	
DEFENDANT)	

ORDER

On August 1, 2023, Mr. Bobby Young tendered a formal complaint with the Commission involving Kentucky-American Water Company (Kentucky-American) alleging that he was overbilled for January and February, 2023, due to a faulty “white box,” which based upon circumstantial evidence, Commission Staff believes to be the AMR/AMI Interface Unit that transmits both proprietary mobile and fixed radio frequency network messages for efficient meter data collection and delivery.

LEGAL STANDARD

Commission regulation 807 KAR 5:001, Section 20, governs the filing of a formal complaint. In accordance with 807 KAR 5:001, Section 20(1)(c), a complaint must state “[f]ully, clearly, and with reasonable certainty, the act or omission” that the complaint alleges the utility failed to comply with and facts, with details, of the alleged failure. In accordance with 807 KAR 5:001, Section 20(4)(a), the Commission examines a complaint to determine whether the complaint establishes a prima facie case and conforms to the

administrative regulation. A complaint establishes a prima facie case when, on its face, it states sufficient allegations that, if uncontradicted by other evidence, would entitle the complainant to the requested relief.

If a complaint fails to establish a prima facie case or conform to 807 KAR 5:001, Section 20(4)(a)(1) of the regulation provides that the complainant be notified and provided an opportunity to amend the complaint within a specified time. Additionally, 807 KAR 5:001, Section 20(4)(a)(2), provides that if the complaint is not amended within the time the Commission grants, then the complaint shall be dismissed.

DISCUSSION AND FINDINGS


In response to the Commission Staff's Request for Information, Kentucky-American did verify that the AMR system in question worked properly and accurately. This was achieved by comparing the usage obtained via the AMR process to the measured usage as shown on the actual meter itself. The AMR system takes the usage data from the meter itself and transmits it electronically to the collection point in a Kentucky-American truck. Any variance between the usage shown on the meter and usage as transmitted via AMR would be a cause for concern. However, as noted above, Kentucky-American made that comparison and there was no variation. This fact indicates that the AMR system was working properly. Kentucky-American also noted that the meter was working properly, as shown by the Kentucky-American meter test results, and confirmed by the Commission's meter test results, as tested by the Commission's testing vendor. Thus, the Commission finds that the Complaint fails to establish a prima facie.


IT IS THEREFORE ORDERED that:


1. Mr. Bobby Young's complaint and this case shall be dismissed with prejudice.
2. A copy of this Order shall be served by U.S. mail, via certified mail with return receipt requested, to Mr. Bobby Young at 1691 Donelwal Drive, Lexington Kentucky 40511.
3. This case is closed and removed from Commission's docket.

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PUBLIC SERVICE COMMISSION


Chairman


Commissioner


Commissioner

ATTEST:


Executive Director



Bobby Young
1691 Donelwal Drive
Lexington, KY 40511

*Kentucky-American Water Company
2300 Richmond Road
Lexington, KY 40502

*Jeffrey Newcomb
Kentucky-American Water Company
2300 Richmond Road
Lexington, KY 40502