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2003 PUBLIC SERVICE COMMISSION CUSTOMER INQUIRIES AND COMPLAINTS

<u>DATE RECEIVED</u>	<u>ACKNOWLEDGED DATE TO PSC</u>	<u>NAME ADDRESS</u>	<u>NATURE OF COMPLAINT/INQUIRY</u>	<u>COMPANY CONCLUSION</u>	<u>DATE/FINAL WRITTEN RESPONSE</u>
2/4/2003	2/5/2003	Lori Adams 3266 Pimlico Py. Lexington, KY 40517 859-272-0321 Log # 20030360	Customer states that she had an unusually high bill and had KAWC test the meter. She was told that the meter tested OK, but says KA will not give her a copy of the test results or any other information about the test.	The customer's billed usage showed a high usage during Sep. 2002 when the house was vacant and under repairs. Neither the customer nor could KAWC determine the reason for the increased usage. KAWC did test the meter and the test results were within the established PSC guidelines. I agreed that KAWC would adjust the bill due to the usage being 0 the month prior to and after the high usage. Customer is satisfied.	2/11/2003
2/12/2003	2/13/2003	Edwin Hershey 3701 Mossbridge Wa. Lexington, KY 40514 859/223-0828 (home) 859/425-2209 (work) Log # 20030431	Customer states that he received a high bill that he called to dispute. He was told they would check the reading, but have not done so. The disputed amount was automatically deducted from his checking account and is going to cause overdrafts. He wants the matter resolved.	The customer's meter reading was estimated. An order was made on 2/6/03 to obtain an actual reading. This order was not worked until 2/13/03. However the customer's bank account was drafted for the full amount. The customer's bill was adjusted from \$165.44 to \$42.36. A refund of the draft in the amount of \$123.08 was requested returned to the customer on 2/17/03. I have talked with the customer to explain the situation and he is satisfied.	2/17/2003

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3/4/2003	3/5/2003	Mikesh Singhel 2208 Guilford Ln. Lexington, KY 40513 859/224-0622 Log # 20030889	The customer is disputing usage from Nov to Jan whereas his meter was changed. Consumer is requesting an adjustment and also the availability to read his meter. He stated that he does not feel that the utility has been honest regarding his usage / readings. Please research and advise.	The customer's meter was changed to a radio read meter, as this address is located in a subdivision that has all radio read meters installed. The problem actually occurred in setting this account up for billing. A regular read meter was installed originally and the in reading was entered as 0000. The actual in reading should have been 0021. Two credit adjustments have been made to the account for the December and January billings. The account now has a credit balance of \$144.72.	3/25/2003

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3/12/2003	3/24/2003	Andrew Holmes 1088 Stowbridge Ln. Lexington, KY 40515 No Phone Given Log # 20030169	The customer says he contacted KAWC in May 2002 to cancel service because he sold his house. Customer says KAWC never cancelled service as requested and continued to bill him. Customer says that he has now been turned over to collections. Customer says he has made numerous calls to KAWC but nothing was ever done. Customer wants all charges billed after May 14, 2002, to be credited and his account removed from collections.	The entry date on this complaint is dated 1/14/03, but no documentation of this complaint was received by KAWC until 3/12/03. The customer did contact us by letter on 4/17/02 and requested a change in the mailing address for his bill. This letter cannot be located, but an electronic note of this was put on his account on that date. The customer called 7/8/02 and requested the service be disconnected. He stated to the clerk that he had called earlier to have this done, but it was not. There is no entry on the account from 4/17/02 to 7/8/02. Since I cannot locate the letter, I have assumed the letter contained the disconnect date and have removed all charges made to this account after 5/14/02. The collection agency has been notified of this action and to remove from their files any information regarding collection of this account.	3/25/2003
06/09/03	07/08/03	Gerald Slatin 3350 Pimlico Parkway Lexington, KY # 20032040	Customer states that his past 3 months billing have been identical. Customer is questioning correctness of bills.	Although complaint dated 06/09/03, KAWC didn't receive until 07/03/03. Faxed copies of customer's accounts receivable screen and billed usage history to PSC for 2-year period. Billed usage history showed that the 3 months in question were all actual readings.	07/08/03

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06/09/03	06/09/03	Michael Ison 1983 Malvern Road Lexington, KY 40504 859-276-5439 # 20032032	Customer states he received a bill for \$4875 for water and sewer; KAWC adjusted to \$256. Received bill in May for actual reading in amount of \$580 for water and sewer.	Faxed copies of customer's accounts receivable screen and billed usage history to PSC for 2-year period. KAWC actually made 2 adjustments adjusting off a total of 1161 ccf on April bill and adjusted off 70 ccf on May bill.	06/09/03
05/21/03	05/21/03	Koreana Restaurant 2350 Woodhill Drive,#20 Lexington, KY 40509 859-268-8781 # 200361784	Customer states she has high bill; normal bill amount runs \$40. May's bill was for \$874. Had plumber check plumbing and found minor toilet leak; plumber stated meter hand was turning constantly.	KAWC adjusted off 204 ccf of 213 ccf bill on 05/21/03. Customer called again 06/18/03 saying her bill was still too high. Bambi Floyd tried calling customer back 06/19/03 but couldn't reach her.	06/19/03
06/11/03	07/03/03	Peggy Sturgill 3400 B Tishoff Court Lexington, KY 40502 859-269-2462 #20032078	Customer is renter and residence has experienced severe water leak. Feels landlord is responsible for water lines.	Although complaint dated 06/11/03, KAWC didn't receive until 07/03/03. Faxed copy of accounts receivable screen to PSC showing high bill at time of leak plus adjustments on sewer and water per H/L policy. Told customer that we would not shut off pending resolution with LL. LL is responsible for water lines, so he and tenant needed to work out. LL finally paid o/s amount on leak on 09/20/03 via route transfer.	07/03/03

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07/01/03	07/03/03	Monroe Justice 2076 Fallon Road Lexington, KY 40504 859-278-4313	Customer concerned about lack of actual readings. Also concerned he has to pay for monthly meter charge of \$7.31	Although complaint dated 07/01/03, KAWC didn't receive information until 07/03/03. Faxed copies of billed usage history screen to PSC on 07/03/03 showing where all readings were actual readings, not estimated. May bill was overread and 15ccf was adjusted off. Previous 4 usages were very low. Also advised PSC via email of 07/03/03 that meter charge is in our PSC-authorized tariff and everyone pays for meter charge regardless of whether there is usage or not.	07/03/03
05/16/03	07/03/03	Ms. Toni Brockmeyer 181 N. Hanover Avenue Lexington, KY 40502 859-268-2615 * 26031736	Customer is 'suspicious' of KAWC billing practices; feels she is not receiving accurate bills in terms of usage and that KAWC is consistently estimating her account.	Although PSC date of complaint is 05/16/03 KAWC didn't information until 07/03/03. PSC was faxed copies of billed usage history showing actual readings. Customer was also called back but wasn't satisfied with explanation of her usage; usage was not out of line for 2 people in household. She wanted call back from the 'man' in C/S (Larry Burns) but was informed that he would be out for another month; customer indicated she would wait for his call. Let PSC know this; Mr. Burns is now out on short-term disability through the end of the year.	07/03/03
08/26/03	8/26/2003	Mrs. David Winters 2157 Winning Colors Lexington, KY 40509 859-293-2022 * 26033318	Customer complaining of low water pressure.	KAWC ran pressure test on customer's line on 08/27/03. Results showed problem in her system. Customer contacted builder to set up appointment with plumber to resolve.	8/27/2003

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09/03/03	09/18/03	Mrs. David Marksbury 1113 Crescent Avenue Lexington, KY 40503 859-224-9591 #20033469	Customer complaining of estimated readings and high bill as a result.	Customer's meter box located near University of Kentucky where there is high percentage of student housing and students park on street covering meter box. On 09/03/03 meter reading supervisor called customer to visit site. On 09/08/03 called customer to request permission to relocate meter box behind their hedge row; relocation completed 09/11/03.	09/19/03
09/30/03	09/30/03	Naser Alamdari S/A 462-1/2 Kenton Ave Lexington, KY 40502 859-252-0002 #20032756	Customer stated KAWC refused to repair leak on KAWC side of meter and that KAWC is also double billing.	KAWC repaired OC leak 07/18/03. During period service in customer's name there had been only 1 ccf of usage which we adjusted off as courtesy but he's still responsible for meter charge and landfill charges regardless of whether there's usage or not. Email containing this explanation and screenprint of account receivable screen sent to PSC 09/30/03.	09/30/03
09/30/03	09/30/03	Naser Alamdari See previous entry. #20033892	Customer complaining about 462-1/2 Kenton Avenue leak and 340 Scott Street leak.	Please see previous entry regarding Kenton Avenue. Regarding 340 Scott Street, there has never been a leak at that service address; 8 ccf was adjusted at this address due to being over estimated. An email to this effect was sent to PSC on 09/30/03.	09/30/03

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	10/1/13/03	Tamara McNeace Alexandria Dr Lexington, KY	2286 Customer contacted KAW regarding no water pressure Had reported several times but had gotten no response.	Stacy spoke with Ms McNeace, Field Rep was there on 10/8/2003 and measured 64 lbs of pressure at the meter Per rep a door knob notice was left informing customer of findings Suggested to customer that problem must be internal/on customer side	11/19/2003
	10/24/2006	Tim Tabor Old Frankfort Pike Owenton KY	695 Customer states that they have very low water pressure	Per Angie True, Carol Tudor spoke with Mr. Tabor He is a customer who calls on a regular basis with one issue or another. Carol took care of him	11/19/2003
	12/4/2003	John Allen 788 Leesburg Rd Georgetown Ky	Customer states that he did not receive his last 2 bills and his late notice was sent to the wrong address. The service was shut off for non payment	Reviewed account and mailing address was corrected. Reconnect fee fo \$24.00 was waived. Complaint was forwarded to Angie True in Tri-Village office. Meter was set but the service has to be redone.	12/18/2003
12/17/2003	12/17/2003 12/29/03	Carol Hughes 1213 Leaning Oak Owenton, KY	Customer paid and is waiting for new meter to be set Called to inquire about delay	Randy, field rep, spoke with customer. Everything is good to go. Meter was left off, customer will turn water on when ready.	12/17/2003
		Mark Perraut 3109 Tates Creek Rd. Lexington KY	Customer received a bill for \$3664.00. Customer is very upset and has never received a bill of this amount	Customer was billed for zero usage for 2002 and 2003. We agreed to adjust the bill to average since we failed to bill the account correctly We adjusted the usage to 113ccf Customer was sent a corrected bill.	1/2/2004

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12/22/04	12/22/04	Kimberly Derrickson 195 Hedgewood CT Lexington Ky 40509 859/3358610 #20044761	Wanted a hold on account but she didn't live up to her arrangement .	We made arrangement for a hold on her account but she didn't honor her arrangement We made a second arrangement and she was to come in and make an payment on her account of 74 00 on 12/27/2004 in order for her account not to be turn off for non pay She has not paid a bill since she has been here in September	12/22/04
12/20/04	12/20/04	Jonathan Abrams 1073 West Secretariat Dr Danville Ky 40422 859/5836318 #1195	Billing/Not receiving a bill	When Mr Abrams moved he said he never got a bill only acall from the collection agency He found out his mail was return not deliverable and he said customer service was rude He wanted us to know what happen He paid the bill	12/20/04
12/8/04	12/8/04	Mark Boggs Beshear Ct Lexington Ky 40515 263-4420 #20044584	605 Digging in front of his house and not being notified 859-	mr boggs was upset we didn't let him know we were going to be digging in front of his house We check it was acontractor not the water company on 120804 at 605 not 608.Call Handling Supervisor will address therep who handled his call	12/15/04
12/7/04	12/7/04	Janice Luce 116 River Run Ct. Georgetown Ky 40324 5025704639 #20044577	Upset about billing	Ms Luce thinks we are over billing her We sent out to get a reading because we estimated her bill .it was over estimated . This account is due to be billed in Jan. we will make sure it is read and we will review the bill for accuracy before billed	12/11/04
11/29/04	11/29/04	Shonatta Hendrickson 660 Smugglers Notch Dr Lexington Ky 40509 8592630753 #20044468	Billing/EFT	Ms Hendrickson upset about over draft on her account we drafted out of her account 6 times for 3 amounts but they came back insufficient funds. We ask for her bank statements to see if we created the problem ,but we are yet to receive the statements Without the statements we can cant determine if we created the problem	12/14/04
11/23/04	11/23/04	Thomas B. Walker 788 Kingsbury Rd Lexington Ky 40509 8592639900 #200404426	Zero usage and Billing	MR Thomas B Walker upset we are billing him for zero usage, he wants a corrected bill sent Bill sent in December	12/3/04
11/23/04	11/23/04	Bob Lefevers 3100 Rolling Hills CT Lexington Ky 40516 8592995339 #200404431	Billing/Meter Charge	Mr Lefevers was inquiring about meter charge how many years he had paid a meter charge and how often we change meters . He also wanted the price per meter	11/30/04

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11/3/04	11/8/04	Diane Wettenkamp 309 Chase Place Lexington Ky 40503 859-278-1248 #20043787	Customer questioning conflicting bills	Have tried to contact customer by phone numerous times and have left message on phone asking for return call but have had no response from customer	11/8/04
11/3/04	11/3/04	Cecelia Moberly 225 Old Georgetown Rd Lexington Ky 40508 859-225-4200 #20044172	Disconnected for non-pay/Medical Statement	Customer complaining that she has faxed her medical statement many times and KAW stating not received KAW has medical statement and the water to her address was restored pm of same day	11/5/04
11/3/04	11/3/04	Cameron S Schaeffer 2051 Manor Dr Lexington Ky 40502 859/3354742 12-0416139-0	Billing/Adjustment for a leak	Ms Schaeffer wanted an adjustment on account and she sent in a letter to see about an adjustment. But we turn down her for an adjustment on her account for a leak and one time courtesy. WE did reconsider and we did give her an adjustment	11/3/04
11/1/04	11/2/04	Lewis Sargent 753 Glendover Rd Lexington KY 40502 #20041887	Problem with bills/poor customer service/can't get thru on phone	Spoke with customer--had already reached customer service and resolved problem with bills--had tried to call on high volume day--forwarded message to customer service center to check on the phone continually ringing with no recorded message	11/3/04
10/29/04	11/3/04	Roxanne Martin 2601 Old Frankfort Pike Lexington Ky 40510 859-338-1212 #20044132	Customer complaint that KAW will not supply water to her	Ms Martin had received water from a line across private property owned by Marehaven Farm. Marehaven Farm was sold to Cutter Homes for development and Ms Martins line was severed. Stacy Owens and Paul Rookard both explained that Ms Martin will now need to work with other property owners in the area or pay for a main extension to her property to have a water supply from Kaw ; Ms Martin understands her options.	11/3/04
10/19/04	10/18/04	James Callico 4390 Clearwater Way #206 Lexington, KY 40515	meter not being read by KA	touch pad was not working correctly. After repairs were made the meter read 236 billing customer for all that usage on his current bill. All 236 units should not be billed to mr. calico. Will adjust his current bill to an average of 6ccf per month for a total of 19 months will request billing to adjust bill to 114 ccf. spoke with mr. calico and he is agreeable to this arrangement	10/19/04
10/4/04		Christine Keifer 2429 Prescott Ln Lexington KY 40511 859-246-7472 #20043674 Acct# 426624	additional adjustment	sewer adjustment given, entire first bill adjusted off	10/4/04

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9/28/04	9/28/04	Eric Bachman-Johnson 2472 Cincinnati Rd Georgetown Ky 40324 502/8634297 #20043710	Billing/Estimated Readings	We were estimating his bill and when we read his account the bill was high. We corrected the automatic meter and gave him an \$50.00 adjustment on his account.	9/29/04
9/27/04	9/28/04	Ken Ware UMAC Inc 1241 Lexington Rd Georgetown KY 502-868-0787 #20043683	installation crew breaking appointments-3 delays	WMattingly called Ware-explained breakdown of trailer carrying the pipe	9/28/04
9/27/04	9/28/04	Joy Spectrum Properties 100 Mercer Ct Lexington KY 40511 859-254-0509 #20043691	major delay in meter settings due to "missing" inspection stickers	email and phone call to state plumber office, follow-up call to Joy of Spectrum, all stickers received	9/28/04
9/24/04	9/24/04	Christine Keifer 2429 Prescott Ln Lexington KY 40511 859-246-7472 #20043674	billed for days not valid; fax not going through to CSC after numerous attempts	bill adjusted; correct area code given	10/1/04
9/23/04	9/23/04	Kendall Seaton 1676 Linstead Dr Lexington KY 40504 859-278-8348 #20043661	request for second leak bill adjustment denied; payment at office denied; 800# not working	request for 2nd leak bill adjustment reconsidered and given; email letter sent to CSC explaining "non-acceptance" of payment and 800# not working; Seaton to be contacted to explain lobby payment process	9/27/04
9/14/04	9/14/04	Leslie Newman 2456 Woodhill Dr Lexington KY 40509 859-312-4845 #20043514	bill too high for rental unit leased by tenant Kiesha Wright-request for new meter and search for leak	new meter installed to test water flow and old meter tested-will adjust bill after repair of leak in commode	10/1/04
9/1/04	9/1/04	Paul Manley 155 Wabash Dr Lexington KY 40503 859-278-4286 #20043344	difficulty in getting through to the local service office to locate the water cut-off valve	CSC had issued an order-water shut off for repairs-Ms Manley called and satisfied	9/1/04

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8/27/04	8/27/04	Doug Crabtree 1401 Pleasant Ridge Dr Lexington KY 40509 859-421-6099 #20043280	long hold time with CSC-needed service turned on	Order entered and service in his name 8/31/04; call-in simulation to CSC shows longest time on hold was 56 seconds	8/27/04
7/26/04	7/26/04	Harold Marino 457 Georgetown St Lexington, KY 40508 859-243-0676 #20042800	Billed twice for different address (547 Georgetown St) than his own (457 Georgetown St)	Address corrected and will only receive bills for 457 Georgetown St from hereon; 547 Georgetown St account adjusted to zero	7/26/04
7/15/04	7/15/04	Joseph Stewart 2211 Bahama Rd Lexington, KY 40509 859-293-2408 #200402619	Burst meter - called at 7:30am, 9:30am, 10:30am and 11:30am and no response	Supervisor received complaint at 12:15pm - field rep replaced burst meter at 1:30pm. The delay was caused by (1) order entered as "verify leak in meter" and not as emergency, (2) the 8:30am field rep re-routed the order in with his others, (3) the supervisor receiving complaint at noon	7/15/04
6/18/04	6/18/04	<u>Charles Britt</u> <u>505-A & 505-B Lisa Ave.</u> <u>Lexington, KY 40505</u> <u>859-269-6855</u> <u>#20042256</u>	Request that KA correct their records to show 505-A & 505-B Lisa Dr and not as 505 Lisa Dr. & 503 Lisa Dr but KA cannot change the addresses due to LFUCG enhanced 911 Systems project with regards to address changes and the owner was supposed to have been notified by LFUCG of such address changes	LFUCG to notify owner of new addresses	6/21/04
5/25/04	5/25/04	Lewis Sargent 753 Glendover Rd Lexington KY 40502 #20041887	questions to customer service call center regarding rate increases, fees, and effects on his account not answered satisfactorily; too many darn questions just to access his account.	apology letter sent explaining in detail the rates and fees involved and reason for needing more customer information than just the account number to access an account	5/26/04
5/21/04	5/21/04	Alma Blair contact Louise Preston 132 Beltline Ave Lexington KY 40503 859-275-1969 #20041827	monthly bill too high; request to meet at sister's home (330 Stratford) to discuss the matter ignored	email response to Cummins explaining leak and charge for excess water usage showed up in next bill - Cummins assumed to get back with customer explaining the requirement to send KA plumbing repair receipt in order for her bill to be adjusted; no policy in KA to physically meet with customer to resolve matter.	5/21/04
5/5/04	5/5/04	Ronald Duke 539 Springhill Dr Lexington KY 40503 859-373-9082 #20041588	inconvenient customer service-bill payment procedure very difficult; high fees involved	email response to Rhody/PSC explaining new Customer Service Call Center system, several options to pay bill and past bills and reconnection fees.	5/5/04

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5/4/04	6/3/04	Helen Danser 3175 Paris Pike Lexington KY 40511 606-364-4537 #29007166	over charges for multiple months - March 2003 and March 2004	water leak; credit adjustment to account May 4, 2004 after pipe repair	6/18/04
5/3/04	5/3/04	Cutrophie Harkless 756 Breathitt Lexington KY 40508 859-246-0343 #20041548	service disconnection request by phone not met- resulted in outstanding bill	adjusting the bill will be considered upon receiving a notarized statement from property owner showing date of vacancy from property involved	5/5/04
5/3/04	5/3/04	Sue Ann Bland 107 Lonetta Lexington KY 40505 859-226-0039 #20041537	disconnection date too early-bill not due till two days later	upon payment of past due bill which had resulted in her service being shut off, an order has been sent to restore service; the "two days later" due bill was for the current bill	5/3/04
5/3/04	5/3/04	Robert McIntosh 210-212 Elkhorn Meadows Georgetown KY 40324 502-863-5977 #20041536	water pressure too strong causing too frequent water heater valves popping off-pressure over the tariff allowable 150 psi	pressure reducer valve ordered and installed May 10-KA aware that this residential area has that problem and expects the installation of the pressure reducer valve to fix the problem for all addresses in that area.	5/6/04
4/28/04	4/28/04	Nancy Gormley 106 Venice Park Lexington KY 40503 859-509-7777 #20041476	Venice Park not included in Boil Water Alert	supervisor called customer explaining that her area water was fine (therefore the reason why her area did not receive the alert to boil water) but that she did not have water because the main that was shut down for repairs also serviced her area; supervisor will advise the crew to notify all customers affected in similar future situations.	4/28/04
4/27/04	4/27/04	Ron Whitmer 134 Gaybourne Wy Versailles KY 40383 859-873-7947 #20041446	48-hr service response unacceptable-sudden high surges in water pressure	service order dispatched 4/27 and field rep checked pressure with psi meter and flushed out lines-customer satisfied per field rep	4/28/04
4/23/04	4/23/04	Joyce L Arthur 1027 N Broadway Lexington KY 40505 w-859-381-3030 #20041422	payment type received by KA wrongly recorded resulting in account showing a non-payment and in turn causing a shut down on her service and has to pay reconnect fee	supervisor spoke with customer-fee credited to account-difference paid by phone-account put on hold to avoid shut down.	4/23/04

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4/19/04	4/19/04	James Bowers, Jr. 945 Deer Crossing Lexington KY 40509 859-263-3944 #20041338	unaware of old debt-got recorded in Credit Bureau Report-needs to be taken off	upon receipt of old bill payment, supervisor faxed a letter to PSC stating bill had been paid and credit be cleared-KA Collection Agency to process clearance and contact Credit Bureau.	4/20/04
4/7/04	4/7/04	Ewing Brown 824 Sunset Dr Lexington KY 40502 859-268-4286 #20041204	payment posted not early enough-service shut down; next rate hearing	email to PSC explaining best ways and options to pay specially when close to due date; payment posted 4/8-reconnect fee waived; schedule for next rate hearing still TBD	
3/24/04	3/24/04	Timothy Scully 2124 St Teresa Dr Lexington KY 40502 859-269-2478 #20041025	water pressure bad-broken valve-broken appointments	field rep did diagnostics 3/24-customer satisfied-KA assumes that customer has internal problem?	3/26/04
3/23/04	3/23/04	Frank and Mary Tatman 1137 Boxwood Dr Lexington KY 40511 859-231-8015 #20041013	leak-KA promise to credit account	supervisor sends adjustment letter to customer and credits account	3/23/04
3/18/04	3/18/04	<u>Helen Danser</u> <u>3175 Paris Pike</u> <u>Lexington KY 40511</u> <u>606-364-4537</u> <u>#20040952</u>	very high bills	meter read and correct-no leaks-agree to set up payment arrangement-no justification for account adjustment	5/2/04
3/5/04	3/5/04	Eunice Fizer contact Barbara Fizer 115 Wilton Ave Lexington KY 40508 859-252-0801 #20040807	bill not received-account name different from service address individual	customer account service data corrected and backbilled	3/8/04
3/4/04	3/25/04	David Marksbury 1113 Crescent St Lexington KY 40503 859-224-9591 #20040801	need to know actual amount of water usage	meter reader unfamiliar with the area and meter location; actual reading done 3/4/04-adjustment letter sent to customer 3/5/04.	3/26/04

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3/4/04	3/4/04	Mrs. Delmas Bryant 230 Coldell Dr Lexington KY 40509 859-335-3175 #20040802	service disconnected	payment received and posted the next day-service restored-reconnect fee waived	3/4/04
3/2/04	3/2/04	Earl Baker 148 Chantilly St Lexington KY 40504 859-523-0888 #20040763	service disconnection notice not received and refusal to pay reconnect fee	service reconnected-customer informed of policies regarding making payments on shut off due date and information needed by customer service	3/2/04
3/1/04	3/1/04	Gail Ray 128 Malibu Canyon Georgetown KY 40324 502-867-1539 #20040743	wants correct billing and not estimates	meter code corrected to insure proper code reading in the system-future bills should be correct-account credited	3/2/04
2/24/04	2/24/04	Kim Brown 459 Carlisle Ave Lexington KY 40505 859-948-6604 #20040675	service disconnected-payment made on same date as shut off due date	service reconnected-customer informed of policies regarding making payments on shut off due date and information needed by customer service	2/24/04
2/11/04	2/11/04	Lola Randolph 145 Avon Ave Lexington KY 40505 859-254-2274 #20040519	cannot pay bill-\$2,026.01	account on hold-bill adjusted-setup to share neighbor's water-no charge to both parties-contractor to renew service line-water to be turned on-checks for leaks-submission of repair receipts	2/11/04
2/5/04	2/5/04	Andrew Slone 200 Blue Ribbon Ln Lexington KY 40511 859-230-9925 #20040445	meter locked-pay unpaid balance by tenant	supervisor called customer-apologized for misinformation-lock removed 2/5/04-CSC advised to follow-up with Rep who spoke with customer	2/10/04
1/30/04	1/30/04	Mary Ramnes 2221 Jasmine Dr Lexington KY 40504 859-277-0871 #20040366	monthly incorrect readings-no customer service at local office	spoke with customer-old meter replaced-bill adjusted	2/5/04

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1/29/04	1/29/04	Valerie Campbell 715 Dogwood Ln Winchester KY 40391 859-749-0783 #20040354	service disconnected	CSC explains to customer there is a 48-hr processing time for checks to clear-reconnect fee waived-service reconnected 1/29/04	2/2/04
1/27/04	1/27/04	Frank Cranfill 206 Jesselin Dr Lexington KY 40503 859-277-0098 #20040309	wrongly billed	final bill adjusted-supervisor call to customer explaining the effects of existing landlord agreements in relation to selling property	1/28/04
1/23/04	1/23/04	Demya/LaDonna Bell 210 Mouases Wy Lexington KY 40515 859-335-0041 #20040274	no connection service	service connected 1/23/04	1/23/04
1/22/04	1/22/04	Mrs Clark Wright, Sr. contact Ronald Henry 648 Elm Tree Ln Lexington KY 40508 859-233-9467 #20040252	break in water line-emergency type	water off at 3:10 same day-service rep to meet with brother	1/22/04
1/21/04	1/21/04	Rita Jones 169 St Margaret Dr Lexington KY 40502 859-269-7392 #20040235	bill too high	adjusted letter sent to customer 1/22/04	1/22/04
1/16/04	1/16/04	Marjorie Pell contact Lloyd Bennett 2120 St. Michael Dr Lexington KY 40502 859-269-5405 #20040199	bill too high	account reviewed-old system readings and new system readings compared-everything in order in relation to average usage for one person per month-account adjustment pending	1/20/04
1/14/04	1/14/04	Stephanie Manley 405 Verna Dr Winchester KY 40391 859-737-5344 #20040167	bills too high-leak in meter-credit account	account reviewed-account credited-"quick coupler" needed tightening	1/16/04

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1/13/04	1/13/04	Toni Brockmeyer 181 N Hanover Ave Lexington KY 40502 859-268-2615 #20040153	meter not being read by KA	supervisor sends meter reading history to PSC for both old and new systems showing consistency of usage-CSC supervisor to call customer	1/15/04

2005 PUBLIC SERVICE COMMISSION CUSTOMER INQUIRIES AND COMPLAINTS

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12/20/05	12/20/05	Maria Fitzpatrick 310 Hampton Ct #2 Lexington KY 40508 859- 268-6313 #200503875	Billing-Error-Double water usage-request credit	Not Justified-Credit given-bill corrected- Left message with Mr Fitzpatrick-will fax ltr to her attn also	12/22/05
12/13/05	12/13/05	Bryan Wall 4401 Rivard Ln Lexington Ky 40509 859-268-6313 #200503790	Billing-Error-High summer consumption- request credit and a refund	Not Justified-Credit given-left on acct- will be cleared by 2/05-no refund given- OK with him	12/13/05
12/12/05	12/12/05	Brian Rogers 1024 Hudson Ave Lexington KY 40511 859- 327-3793 #20053781	Billing-Paid bill by credit card-couldn't get thru to give rec't info-Water was turned off upset withthis method	Not Justified-Adj credit card fee 1.50-He was previous cut off 4 times last yr- Mailed a current bill-still a P/D	12/13/05
12/12/05	12/12/05	Wolmac Farms Virginia Gilbert 3395 Paris Pike Lexington KY 40511 859- 293-0181 #200503768	Other-She wa concerned about the water quality-Clothes ans dishes have film on them- would like this looked into	Not Justified-She received info on Ky water-a solution is to put vinegar into the dishwasher to remove calcium fim-Cust satisfied	12/16/05
12/12/05	12/12/05	Greg/Wilma White 793 Wyndam Hills Dr Lexington KY 40514 859-252-6664 #200503762	Maintenance-Cust requests an actual read of the meter-no more estimates	Not Justified-Meter checked 12/12 found auto meter had a missing digit in our sys-adjusted acct-adised Cust- Satisfied	12/13/05
12/12/05	12/14/05	Jim Michner 834 Winchester Rd Lexington KY 40505 859-806-1932 #20053789	Other-Request service to be turned on-need a call prior so he can meet KAW-Upset because we did not return his calls-Advised he lost a sale of the property-Wanted a credit and acct closed out	Not Justified-Billed for no usage meter charges and fee only-agreed to adj to zero-out final bill	12/13/05

12/08/05	12/08/05	Sheryl Burns Contact- Karen Ball-Lex Health Dept 353 Nelson Ave Lexington KY 40508 859-288-2377 #200503739	Other-Disconnection-non-pay Karen called advised she to pay for Ms Burns bill-concerned her water is turned on-ASAP-She is a dialysis patient	Not Justified -Water turned on 11:40 AM 12/8 within 20 min	12/08/05
11/29/05	11/29/05	Scott Seymour 218 Southport Lexington KY 40503 859- 277-3652 #200503651	Maintenance -Cust called concerned heard water running, KA came out advised they would fix-He could not get resolved-ice built up on the sidewalk-was told first is was KA problem, then next-His problem-call a plumber-He's extremely upset	Not Justified -Crew repaired houseline on 11/29/05-adj 2 highest bills based on his average prior to the leak	12/08/05
11/28/05	11/28/05	Gerald Walters 103 Spy Glass Dr Georgetown KY 40324 #200503636	High Billing -KA Advised this was from back usage-she requests an explanation	Not Justified -Adj bill to cover 12 months of usages not billed-Setting Cust with a pmt plan for the next 12 months-Gtown Municipal notified also	12/08/05
11/17/05	1/19/2006	Connie Badgett 3322 Cove Lake Dr Lexington KY 40515	Billing -Charges on account not in her name- Water turned off-She advised paid landlord, he was responsible for this charge	Not Justified -Kaw lobby security did assist her, by fax to cust service of a landlord agreement-The payment was made & service restored	1/19/06
11/15/05	11/16/05	Karen/Scott Russell 657 Rosewood Dr Sides A & B Lexington Ky 40505	They bought an apt bldg in Aug-Apts were rented with tenants having their own water-Tenants moved out-cust request on in his name for repairs-billed activation fee for each apt-He does not understand why he must pay and why so much	Supervisor at local office spoke with him-explained fee was part of rate increase that went into affect Dec 2004-He stated we were gauging cust and felt fee was way too excessive-He belongs to a landlord assoc and members have voiced the same concern-Offered to have Rep from KAWC speak with group and discuss issues-He will send ltr to Supervisor's attention about the group	11/4/05

11/2/05	11/3/05	Taras Realty Dev Contact- Gary Dillingham 4693 Ironbridge Dr Lexington Ky 40515	High bill-paid 1/2-1st time he was made aware of this when he got a call from collections-He told them he would make payment by end of Oct-He kept getting calls for the payment-He felt that he was being harrassed after payment was made and posted-He wanted to complain and was given address in Illinois and told to address "Correspondence"	Supervisor at local office spoke with him this AM and apologized-He explained his frustration with the contined calls from our collection agency even after the bill had been paid-Gave him the advocate # where he can reach a supervisor or another rep here at our local office-He was satisfied-This complaint was fwd to collections mgr and regional liaison for further follow up	11/4/05
11/2/05	11/3/05	Leroy Owens 2225 Ford Hampton Rd Winchester Ky 40391	He called back regarding his bill that he wanted to be sure it was adjusted	Cancelled and rebilled with correct information for old and new meter	11/9/05
11/1/05	11/1/05	Ray Brown 790 Abbott Lexington Ky 40502	Questions on sewer use tax on his bill calculated-unable to reach live person ion Ky-AM-wants a call back	He received a call back-satisfied-He expressed frustration with the IVR sys when trying to reach a CSR-Exp that we are constantly trying to improve the sys to better customer friendly	11/4/05
11/1/05	11/3/05	Raymond Gagliardi 2308 Abbeywood Rd Lexington Ky 40515	Line leaking is damaging his yard-Advised he has reported several times-Each time has been told someone would be out in 24hrs-Still not fixed-He's unable to contact a supervisor	11/22/05-Followed up with him and everything was taken care of-the work order states a cre repaired a burst meter on 11/09/05-Problem resolved-customer satisfied	11/9/05
10/27/05	10/28/05	Mr Robert Heidel 2343 Harrodsburg Rd Lexington Ky 40504	Did not get envelope with bill	Mailed ltr apology plus several envelopes	10/28/05
10/27/05	10/28/05	Richard Saunders 3603 Keystone Ct Lexington Ky 40517	Disconnection(reconnect was not done within 24 hrs)	Reset meter-turned customer on-has water-same day	10/29/05
10/19/05	10/20/05	Ms Camisha Young 229 Race St Lexington Ky 40508	She asked for service to be turned off,but continued to be billed	Checked her acct-she didn't ask for final-but off for repairs-made arrangement for payment on acct-no adj given	10/20/05
10/18/05	10/19/05	Teater Trucking Co	Contractors with Hydrant meters and he was told we don't issue them now-wanted to know why they have a hydrant meter and a tap meter	Fred White called cust-explained this a special circumstance-reason landscaping we contacted the developer and request meter to be returned	10/20/05

10/13/05	10/14/05	Matthew Jarvis 102 Oxford Ct Benton Lexington Ky 40205	Automated sys didn't work, says he was paying for our equipment, not working and we didn't adj his bill correctly	Adj his bill-mailed bill and ltr showing correction- Satisfied	10/14/05
10/5/05	10/6/05	Dean Whitlow 212 Robin Dr Winchester Ky 40391	Bill high 857.89-never over 40 00	ERT not working properly-Field rep read meter for final bill, he reported ERT not working-He read the meter-got a reading-adj bill	10/28/05
9/29/05	9/30/05	Mr Tom McKune Broadbill Ct Georgetown Ky 40324	100 Had low pressure-believed with the new subdivision it would get worse	Stacy had Wayne(Dist Super) to ck-Water Quality, 1 pump was not on-turned on-pressure was fine	10/7/05
9/20/05	9/21/05	Michael Francis Hinton Sadieville Rd Sadieville Ky 40370	450 He was set up, we did not turn on his meter from his new tap	We never turn on new taps-We had the service man turn on	9/22/05
9/19/05	9/20/05	Linda Bennett Rapid Run Lexington Ky 40505 #712	3901 fees on bill	Explained we don't bill her for ater-comes thru apt complex-she to talk with tenant services	9/21/05
9/18/05	9/19/05	Allen Robert 706 Brookhill Dr Lexington Ky 40502	Mrs could not reach CS-had complaint about landlord agreements	Stacy and Susan got her Landlord agreement worked outand her reading on her service	9/21/05
9/8/05	9/8/05	KGR Mgt Suite 12 Lexington , KY 40511 Attn: Cindy 859-494-9566	Billing-Per Cindy, She requests activation fees to stop, billing to be corrected, requests all activation fees to be credited.	Not Justified-Per Stacy, Cindy faxed all required info to our Correspondence Supervisor, who reviewed the accounts, made corrections as needed and credited activation fees where applicable, Less mess to call if she should have any future problems.	10/7/05
9/8/05	9/9/05	Mr Floyd Faulkner Clare Winchester Ky 40391	192 Water was bad, had to let run 10 mins before using-a main break at end of road also	Repaired a leak 9/9/05-Some cust were without water-Stacy called him-he advised his water was clear and declined to let water quality come out	9/10/05
9/1/05	9/2/05	Phylis McDaniel Southridge Dr Lexington Ky 40505	540 Ms Daniel had a plumber say her pressure problem comes from crimp in line-we ran pressure test-she has internal problem-customer felt she had more pressure after repairs- Wayne	We repaired Crio in line, she has internal problem-Wayne Mattingly with her 9/13/05	9/13/05
9/1/05	9/1/05	John Roberts Drake Ln Lexington Ky	105 His property was damaged when our contractor put new service in	We contacted our contractor, sod was replaced	9/2/05

8/16/05	8/17/05	JD Harper Sons Inc Contact-Kaye Myers office mgr 151 Payne St Lexington Ky 40508	High bill-estimated acct-we failed to follow up with his acct+D6	We installed a radio read meter and cut his bush back to gain access to meter box-adj his 2 bills and mailed correct bills	12/25/05
8/15/05	8/16/05	Kurt Hardin Clays Mill Rd Lexington	1892 Broken arrangement	Customer was to pay 138 19 and 24 00 fee to get service on this-4th time cut off for nonpay	8/16/05
8/12/05	8/12/05	Delmar Jones Lyle Rd Georgetown Ky 40324	425 Bill estimate every month	Update-we got an email from Carol for a follow-up on biling for Mr Jones	8/12/05
8/8/05	8/8/05	Jeffrey Quarles Owenton Rd Frankfort Ky 40601	15480 Refusal to provide service(access)	Peaks water turned him down so he wants to sign with us-we are looking into if we can but he has not returned our calls	11/20/05
8/7/05	8/8/05	John McNece 2286 Alexandria Dr Lexington Ky 40504 859- 278-9889	Called about the taste and smell of the water	Water quality phoned her about the flush program-she was satisfied	8/11/05
8/7/05	8/8/05	Arleen Fowler 1033 S Limestone Apt 5 Lexington Ky 40503	Cust confused on high billing-outlet leak-acct will be adj-acct on hold	We will adj billfor outlet leak-Stacy called cust recording didn't leave a mess-called again-line bzy	8/9/05
8/1/05	8/1/05	Delmar Jones Lyle Rd Georgetown Ky 40324	425 Bill estimate every month	Will read his acct in 3 days and issue a new bill to keep him on billing cycle-we did put account on hold	8/2/05
8/1/05	8/2/05	Leroy Owens 2225 Ford Hampton Rd Winchester Ky 40391	High Bill	No leaks-meter tested ok per Fred White-No adj-mailed ltr	8/3/05
7/25/05	7/26/05	Dorothy Spurlock	She has no water since yesterday when a water main broke at the corner of Loudon and Carneal. Crew worked till 2 PM	Valve was off, we turned back on service	7/26/05
7/20/05	7/22/05	Ortiz Brandon 1103 Richmond Rd #5 Lexington, KY	No Water, We had made 3 tries to turn water on 9:25 PM. 3:48 PM, 9:30 PM	We turned on after 3 tries, He has water	7/26/05
7/20/05	7/21/05	Mildred Short Greenbrier Rd Lexington KY 40503	106 Upset about 24 00 Activation Fee	Stacy called Ms Short re she wanted the fee waived. We mailed her a Landlord agreement form, which is not back yet. She wanted my Boss#, but has not called back	7/21/05

7/13/05	7/14/05	Vernon Betty 2203 Storey Ct Lexington Ky 40515	Water was turned off 3 times for no reason, she wants an explanation	Corrected the meter, water would not be shut off again	7/18/05
6/28/05	6/29/05	Charity Hatfield 1200 Plymouth Ct Lexington Ky	Her water was turned off	She pays online, had moved, never contacted her bank, re the address, she took care of this, water was on	6/29/05
6/10/05	6/10/05	Janet Tucker 417 Johnson Ave Lexington Ky 40508 859-389-8575 #200501836	Overbilled	Letter sent to customer and acct credited	6/15/05
6/6/05	6/7/05	Kathy Caudill / Artique Custom Homes 3205 Cherry MeadowPath Lexington Ky	Leak in front of house, wanted us to repair, advised we don't do house lines, it was Columbia Gas contractor hit a line and made repairs. We advised will make an adjustment when repaired	We will adjust when repairs are done	6/10/05
5/27/05	5/27/05	Charles Anness 116 Carolyn Ln Nicholasville Ky 40356 859-887-9079 #200501713	Activation fee charge	Explained to cust this is a newly-approved fee and advised her to sign up for the Landlord agreement to avoid future activation fees for rental properties; 6/6 cust still not satisfied	5/27/05
5/6/05	5/23/05	Carolyn Means 231 Pasadena Dr Lexington Ky 40503 859-278-7803 #200501533	Bill miscalculated based on rate increase	Letter sent explaining the rate increase calculation	5/27/05
4/27/05	4/27/05	Mrs Ralph Stevens 1708 Bahama Rd Lexington Ky 40509 859-299-7323 #20051430	High bill	Overbilling Adjustment to be given and leak adjustment after proof of leak repairs submitted to kawc	4/28/05
4/25/05	4/25/05	Davina Jackson 3169 Pimlico Pkwy Lexington Ky 40517 859-552-0115	Disconnection	Cust to pay past due and reconnection fee, water turned on 4/25	4/25/05
4/18/05	4/19/05	WC King 1692 Bahama Rd Lexington Ky 40509 859-293-1692 #200501319	Bill too high	Adjusted bill and credited acct	4/19/05
4/14/05	4/19/05	Steve/Sara McClain 120 Meadowview Georgetown Ky 40324 #200501296	Estimated Meter reading	Ltr sent to cust, will do actual reading, left mess with cust	4/25/05

4/13/05	4/13/05	Timothy Givens c/o Yvonne 837 Meadow Ln Lexington Ky 40505 859-254-4471 #20051277	Payment plan-disconnection notice	Cust agree to pay 4/14 and 5/2, disconnection notice to be cancelled	4/13/05
4/12/05	4/12/05	Kirk Hardin 1892 Clays Mill Rd Lexington Ky 40503 859- 277-4216 #200501259	Disconnections	Fee credit will be applied for the 1st occurrence	4/12/05
3/30/05	4/1/05	Connie Llyod 3348 Fox Den Cir Lexington Ky 40515 859-273-9374	High bill	Bill adjusted, advised cust	4/1/05
3/18/05	3/21/05	Sharon Roark Lakefront Dr Lexington Ky 40517 859-433-3676 #20051044	1088 High bill	Call and Ltr sent explaining denial of request for adjustment	4/1/05
2/18/05	2/18/05	Kyle Grizz contact Vicky(mother) 2076 Regency Rd Lexington Ky #200500697	High bill-location was vacant	meter tested-Ok, no leaks, continue with bill amount	2/25/05
2/18/05	3/1/05	Daryl Shields Parkers Mill Rd Lexington Ky 40502 859-224-1109 #200500703	3787 charged activation fee for 2 properties falling under the landlord agreement	Ltr sent to cust to submit addresses to be included with his properties	3/1/05
2/10/05	2/10/05	Nathan Gasparac Killarney Dr Winchester Ky 40391 CBR#859-771-5334 #200500579	166 Location to pay bill	Left voice msg where to pay and to call in payment receipt # with CS	2/10/05
2/1/05	2/2/05	Daryl Shields Parkers Mill Rd Lexington Ky 40502 859-224-1109 #20050418	3787 Activation fee charges on 3 property units	Spoke with cust-sent landlord agreement form to inc all units to avoid activation fees	2/2/05
1/31/05	2/3/05	George W Clapp Feck Ln Nicholasville Ky 40356	530 Collection Agency-unpaid bills on property sold 4 yrs ago-no notification from KAWC-poor CS	Ltr to cust-charges removed-credit bureau to clear record within 60 days	2/3/05

1/6/05	1/6/05	Wesley B Witt, Inc Big Run Rd Unit 7 Lexington Ky 40503 859-296-5558 #20050095	220 Sudden increase in bill	Meter tested-Ok, no leaks, no tie-up with another unit; FW spoke with client-will pay 50% unexplainable	1/26/05
1/6/05	1/6/05	Clark Wright Gloria Henry 648 Elm Tree Ln Lexington Ky 40508 CBR#859-233-9467 #200500025	Contact- Check not accepted-charged a fee-returned counter ck	Copy of ck sent to contact showing the counter ck had no bank acct# on the check to pull funds from; fee remains	1/6/05
1/6/05	1/6/05	Lola Randolph Avon Ave Lexington Ky 40505 859-254-2274 #200500061	445 Monthly payment plan amt increased	Ltr sent-payment plan reworked to avoid paying more monthly	1/6/05
1/5/05	1/7/05	Janice Lamarr Pennebarker Dr Lexington Ky 40511 859-293-6909 #20050066	1010 Re-connect date not met	Spoke with cust-explained series of events why water could not be left on-meter running-no one home-back next day-someone home-left water on 1/5	1/7/05

2006 PUBLIC SERVICE COMMISSION CUSTOMER INQUIRIES AND COMPLAINTS

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6/19/06	6/19/06	Irvin Bullock 2517 Cincinnati Rd Georgetown, KY 859-494-9836	Billing -Cust advised Kawc working up the street on a main water break, excess water usage & water stream ran down his back yard. He requests his account to be credited and feels Kawc should be responsible for the repair work.	Not Justified -Per Fred W Kawc determined leak on property was not caused by the main break, will not reimburse the plumbers bill. Gave a 75% adj 304 03 for a hidden leak adj & ltr sent to Cust notifying him of the adj	6/28/06
6/15/06	6/15/06	Kevin McDaniel 1980 Cottonwood Dr Lexington, KY 859-509-0985	Billing -Cust advised there has been a leak at corner of Forsythe & Cottonwood, on the of house by the garage for over a year, it's a Health Hazard. Kawc has been aware of this problem.	Not Justified -Service Leak was repaired 6/16/06. Stacy spoke with Mrs. McDaniel re the repair, she was satisfied Kawc put down seed & straw where the leak was repaired. Cust will advise if grass does not grow.	6/29/06
6/6/06	6/6/06	Franklin Wood 1801 Dahlia Dr Lexington, KY 40505 502-863- 0176	Billing -Cust requests water to be turned on. This is rental property. that a previous tenant left owing a bill.	Not Justified -Per stacy, set the owner up and have the water turned on 6/8/06	6/8/06
5/30/06	5/30/06	Danny Thorton/Ricky French Gill Branch Rd, Owenton, KY 401359	Billing -Cust requests a meter to be installed. Cust applied for service, but was removed by Kaw, because they didn't think anyone lived there. Cust make weekly visits there.	Not Justified -Per Carol Tudor-Supervisor in that area, she advises Cust has not paid his fee, also involved, this requires a creek crossing, which an Engineer is working on, Cust needs to get recorded legal easements to run his service line and to set his meter. Carol has advised the Cust several times of this matter.	6/1/06
5/30/06	5/30/06	James Dougherty 669 Wilderness Rd Lexington. KY 40509 859-254-9538	Billing -Cust says he is unable to reach a live Representative at Kawc	Not Justified -Stacy Spoke with Sheila Dougherty, She advised he probably wanted the automatic draft stopped. Stacy advised this must be done in writing, then sent to Cust Service or brought into the office.	5/30/06
5/17/06	5/17/06 5/19/06 6/15/06	Andrew Wicklow Attn: River Oaks Mgt 205 Codell Dr Lexington, KY 40509 859-268-4200	Billing -Cust had a large leak, repairs are still being done, He request a reasonable payment agreement on the balance of the account	Not Justified -Kaw to meet in field with crew to check for leaks. Possible leak on Cust side. An agreement has been reached for payment. Kawc tested meters at 215 & 205 Codell Dr. A ltr of meter test will be sent to River Oaks Mgt. One acct will be adjusted, still a problem on the cust side	6/28/06

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5/3/06	5/3/06	Bhatt Rhamesh 1000 Rain Ct Lexington, KY 40515 859-245-6254	Billing -Cust states there is a pipe break, in his front yard, on the Kawc side. Water has been running for a month, Cust has called everyday, but nothing has been done about this. His yard is flooded.	Not Justified -Kawc checked 5/4, 5/8, found no leaks, Crew contacted Div of sewer to have them come out & check for a sewer leak. A notice & mess was left for the Cust if any questions should arise. 5/10 LFUCG says problem is at the meter. 5/24 Kawc dug up service line @1000 Rain Ct that served 1004/1008 Rain Ct-Leak was a 1/2" pin hole that leaked 1/2 gal per min-We renewed his plastic line before his started leaking & replaced leaking line for 1004/1008 & moved the connection point to our main up to their property line.	5/24/06
5/1/06	5/1/06	Mark Hoskins 2443 Lady Bedford Pl Lexington, KY 40509 859-396-5706 2006-01398	Billing -Cust requests info re new service availability to a new subdivision he is going to moving to, He to explain, no one can give him his info.	Not Justified - Greg T called Cust, left mess Greg in our new development tel Cust. Cust satisfied.	5/3/06
4/13/06	4/13/06	Carolyn Raybould 2604 Our Native Ln Lot 9 Lexington, KY 40510 859-277-5658	Billing -KAW dug a hole on their property to make a connection across the street. they said they would fix it & sow seed, she called 4 times, It's April, not done.	Not Justified -4/14/06 New Services Contractor completed job, checked next day to make sure OK-Less mess for Cust to call if not satisfied.	4/18/06
4/12/06	4/12/06	Pratt's Lawn and Landscaping, Inc 722 Sims Rd Georgetown, KY 40324 502-570-0910	Billing -Bookkeeper claims bill too high, due to delayed back billing, from a loading station.	Justified -Various reasons why back billed from last summer, these accts left undone due to a Clerk leaving, it took time & effort to process these accts for billing-Calculation used was incorrect, we are issuing a new bill-left mess 4/13/06 12:20 PM.	4/13/06
4/6/06	4/6/06	Phoenix Transportation Paul Wade 335 E Yusen Dr Georgetown, KY 40324 502-863-0108	Billing -Cust complaints high bill, automated meter was not reading correct-back bill.	Justified -Stacy adv Cust, meter had malfunctioned and was not discovered until recently. Agreed 50% adjustment on acct-which will be shared with Delaplain sewer Authority & they should adj their bill also.	4/10/06
3/31/06	3/31/06	Dan Vantrees 3813 Forest Green Dr Lexington KY 40517	Billing -Cust reported a leak 3 & half weeks ago, wished to have a small leak resolved.	Justified -Kaw informed Cust that leak was his neighbors, His neighbor is taking steps to repair, This Cust was satisfied at end of conversation.	3/31/06
3/29/06	3/29/06	Eddie Gilkison 345 Calloway White Rd Winchester Ky 40391 859-744-3911	Billing -Cust upset over high bill, No leaks on property, but turned off valve to barn which did stop a leak per Cust-adj given, but req more.	Justified - Per Fred White agreed to do an additional one-time courtesy adjustment. Customer received 4 consecutive estimates allowing for leak to not be discovered sooner.	3/30/06
3/27/06	3/27/06	Julia Hankinson 2840 Michelle Park Lexington, KY 40511 859-254-8507	Billing -Incorrect billing-Cust talked to Cust Service with no satisfaction.	Justified -Stacey adv Cust her Cust # was incorrectly applied, Stacey verified acct corrected & gave her number if another bill would occur-Cust satisfied.	3/27/06
3/24/06	3/24/06	Roof Lighting- Barry Guy 2570 Palumbo Dr Lexington Ky 40509 859-292-6269	Billing -Cust has tried to have water turned on for 2 weeks-faxed req many times-no help from Cust Service.	Not Justified -Stacey could not reach Cust-Left mess to call-Water was turned on imm-Lease agreement was faxed-Cust was left again number to call Stacey, if any further issues.	3/27/05

FINAL

<u>DATE RCVD</u>	<u>ACKNOWLEDGED DATE TO PSC</u>	<u>NAME ADDRESS Complaint#</u>	<u>NATURE OF COMPLAINT/INQUIRY</u>	<u>COMPANY CONCLUSION</u>	<u>RESPONSE</u>
3/20/06	3/20/06	Kathy Thurston 280 Larch Ln Lexington, KY 40511 859-259-0880	Billing -High bill-Cust complains high bill	Not Justified -Cust could not be reached, gave her a 1 time courtesy adj on the disputed bill-sent ltr & adj bill to Cust	3/22/06
3/7/06	3/7/06	James Graves 143 Idle Hour Dr Lexington, KY 40502 859-266-8595	Billing -Cust had a leak, his complaint was of Cust Service responsive & inadequate handling	Not Justified -Stacey talked to Cust, Investigated acct & credit was due & given Cust satisfied	3/9/06
3/6/06	3/10/06	Pamela Beckett 340 Jansen Trace Owenton KY 40359 513-287-2360	Billing -Water disconnected due to construction in area-Cust upset over no notification	Not Justified -Customer has a "Private Property" sign in yard, Customer wasn't notified like others, The distribution Guys did not go back on her property. Carol Tudor, Supervisor in Owenton handled customer complaint	3/14/06
2/23/06	2/23/06	Sharon Hayes 707 Headley Ave Lexington, KY 40508	Billing -Cust questions her billing-requests credit & assistance-Cust on disability & having difficult time	Not Justified -Stacy investigated prior billing & a leak adj credit was issued, pay arrangements was arranged, copies of bills were provided to the Cust & KAW has attempted all necessary provisions for this Cust	2/24/06
2/13/06	2/13/06	Sandra Coleman 541 1/2 Maryland Ave Lexington, KY 40508 859-699-3391	Billing -Cust questions her billing-questions estimates, wants info on amt of water used & how to get meter read	Not Justified -Water was cut off-Both Stacey & Fred W spoke to Cust to Explain her bill, est was in 2004-& meter not tied in with neighbors, she paid 100 on bill, LFUCG pd sewer, Social Worker -Black Church Coalition will help-Adj on acct also-water was restored	3/19/06
2/8/06	2/8/06	Bee Shavers 1200 Kennecott Wy Lexington, KY 40514	Billing -Cust advised his yard eroded due to KAW water lines-Afraid of someone getting hurt	Not Justified -KAW crew still out & will barricade the area posing danger-Tel Cust. left mess-Area fill w/dirt by crew, left door hanger for Cust	2/8/06
2/6/06	2/6/06	Ron Hall	Billing -Requests sewer billing explanation	Not Justified -Stacy spoke with Mr Hall-explained sewer charges-He understood, Cust satisfied	2/6/06
2/3/06	2/21/06	Alfred Durham 1384 Fontaine Rd Lexington, KY 40502	Billing -High bill-Cust wants meter re-read & was unsuccessful reaching Cust service	Not Justified -This was re-read & checked for leaks on 2/6/06- Meter was read correctly & were no leaks Cust was not ava on day of service, left mess for Cust to call if any questions Bill has been paid	2/21/06
1/25/06	1/26/06	Russell Myers 3633 Leisure Creek Ct Lexington, KY 40517	Billing -Customer upset over placement of Fire Hydrant in his front yard He claims only 3 feet from front door	Not Justified -Stacy fwd this to our New Development Team The city advises us on where the hydrants go This hydrant is 54' from the front door. LFUCG requests hydrants to be installed based on the need for the particular area Cust was not home. when we	1/27/06
1/23/06	1/27/06	Acme Signs Attn: Mary Kramer 524 Lagonda Ave Lexington, KY 40505	Billing -High-Cust requests a leak adjustment- She had claimed Cust Service Reps were rude to her	Not Justified -Stacy tried to contact her several times-but unsuccessful-Will continue to follow-up and will advise on the situation-Closed contact-Account has been final-Never spoke with Cust	1/27/06

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1/18/06	1/23/06	Henry Layton 3340 Wood Valley Ct Lexington, KY 40502	Billing -High Consumption-Bills were too high- Cust states we did show up to check his leaks	Not Justified -Stacy spoke with Cust- He faxed repair bills-acct credited 111.70 leaving a bal of 286 51-He agreed to make 2 installments-Cust satisfied	1/23/06