

401 Patchen Dr., #12
Lexington, KY 40517
June 5, 2007

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PUBLIC SERVICE
COMMISSION

Public Service Commission
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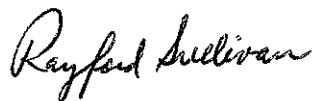
PSC:

I am writing to protest the Kentucky American Water Co.'s rate increase now pending before the PSC. As a customer of Kentucky American, my protest is based on one major factor: customer service.

In this day of "outsourcing" everything, Kentucky American has outsourced its customer service department to God-only-knows-where. I've talked with the outsourced people before and they don't know what a customer is talking about half the time. If it's not a water bill, they're dumb as chickens. Surely, a major utility company such as Kentucky American can afford to have on site a customer service department?

If the PSC grants Kentucky American an increase, then shame on you. You're not really doing your duty. KyAmerican is not a very good utility company.

Sincerely,



Rayford Sullivan

Dear Mr. Sullivan:

Your comments have been received and will be placed into the case file for the Commission's consideration as it deliberates in this matter. Thank you for your interest.

Michael F. Burford
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