

Northeast Woodford Water District
225 A South Main
Versailles KY 40383

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JAN 09 2009

PUBLIC SERVICE
COMMISSION

DATE: January 9, 2009

TO: PSC

FROM: John Davis PHONE: 859-873-7334
Chairman FAX: 859-873-7904

RE: Tammy Rogers
NEWWD Acct # 02-3370-01
PSC Complaint Case No. 2008-00513

In response to the complaint I discussed with Tammy Rogers, the Northeast Woodford Water District had several high water bills and we discussed them at our December 2, 2008 meeting. Customers were treated equally with their complaint. It was decided that Mr. Gatewood, Superintendent of Maintenance, would personally go out and re-read those meters in question. Mrs. Rogers being one of them. In so doing, we ascertained Mrs. Rogers' meter was read correctly. In our conversation, I waived the late fee because there was a complaint and offered a payment plan, if payment was a problem. Also at the meeting, it was discussed about the meter reader, and Mr. Gatewood assured us that the meters were being read and in his checking that he had found no errors. As I explained, I did not know where the water had gone, but it had gone thru her meter. Current reading for this month usage was 6,000 gallons. We deny Mrs. Rogers complaint to "adjust all the bills for this month."



John Davis
Chairman

Northeast Woodford Water District

Steven L. Beshear
Governor

Leonard K. Peters
Secretary
Energy and Environment Cabinet



Commonwealth of Kentucky
Public Service Commission
211 Sower Blvd
P O Box 615
Frankfort, Kentucky 40602-0615
Telephone: (502) 564-3940
Fax: (502) 564-3460
psc ky gov

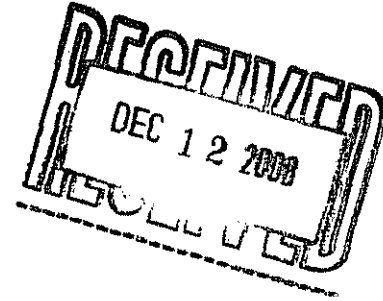
David L. Armstrong
Chairman

James Gardner
Vice-Chairman

John W. Clay
Commissioner

Steele Davis
Northeast Woodford County Water District
225A South Main Street
Versailles, KY 40383

December 11, 2008



RE: Case No. 2008-00513

(Complaints - Rates, Service)

This letter is to acknowledge receipt of initial application in the above case. The application was date-stamped received December 10, 2008 and has been assigned Case No. 2008-00513. In all future correspondence or filings in connection with this case, please reference the above case number.

If you need further assistance, please contact my staff at (502) 564-3940.

Sincerely,

A handwritten signature in cursive script that reads "Stephanie Stumbo".

Stephanie Stumbo
Executive Director

SS/tw