

COMMONWEALTH OF KENTUCKY

BEFORE THE PUBLIC SERVICE COMMISSION
CASE NO. 2008-00563

RECEIVED

MAR 20 2009

PUBLIC SERVICE
COMMISSION

In the Matter of:

**Application of Kentucky Water
Service Corporation of Kentucky
For An Adjustment of Rates**

REQUEST TO INTERVENE

Comes the undersigned, pro se, and respectfully moves the Commission to allow her to intervene in the above styled action. The undersigned is a resident of Clinton, Kentucky and a customer of Kentucky Water Service Corporation of Kentucky, (hereinafter referred to as **WSCK**).

The undersigned requests she be allowed to intervene to present both her arguments and objections and those of the rate payers of Clinton and the surrounding area to WSCK's outrageous rate increase request. The distance to Frankfort and the health and financial ability to travel to Frankfort makes it impossible for the vast majority of WSCK's West Kentucky customers to travel to Frankfort. The trip of almost three hundred miles would require an overnight stay. Clinton is a village of fewer than one thousand souls, many of whom are on fixed incomes or living below the poverty line.

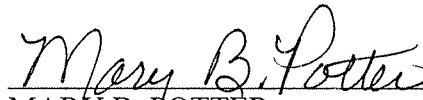
The undersigned has personal knowledge of the service provided by WSCK and especially by its billing program which is included in the "Phoenix" program referred to in WSCK's rate increase application. The billing package is inefficient and has resulted in multiple bills going out for the same period in the same month. The undersigned and

others have overpaid their bills because of the faulty billing procedure. At least one client of the undersigned was informed that WSCK's policy was to keep the overpayment and let the bill catch up later. No interest on the overpayment was offered or provided.

WSCK is a component of AIG, Inc. which has benefited from a \$170 billion dollar bailout by the American taxpayer. AIG's mismanagement is not the primary issue before this body. But the mismanagement of the parent company is repeated by its subsidiary. The undersigned has observed the mismanagement and waste of WSCK since the purchase of the new accounting/customer service program in 2008. The expensive purchase was preceded by the closing of the local office in Clinton which resulted in, not better service, but worse. The new accounting system resulted in bills arriving as many as three times in one month. Customers in Clinton have been confused, frustrated and angry since WSCK instituted its new and improved management strategy. The strategy and computer program had the opposite effect to improved service.

One rationale presented by WSCK is that a rate increase will allow WSCK to "earn a range of common equity cost ratio of 11.60% to 12.10%" according to their financial analyst. (Line 5, Page 3 of Direct Testimony of Pauline M. Ahern). Such a request for its stockholders is out of step with current economic conditions and a slap to the American taxpayer, whose bailout of AIG allows WSCK to continue on its present course. Few, if any, investors in the current market expect a 12% return. The citizens of Clinton, many of whom are elderly and living on fixed incomes, can ill afford to finance overblown technology and runaway profit taking.

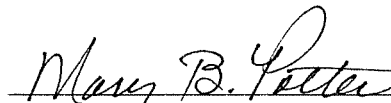
The undersigned requests that the Commission allows her to intervene in this action and to deny the requested rate increase to Water Service Company of Kentucky.



MARY B. POTTER
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1-270-653-3312

CERTIFICATE OF SERVICE

I hereby certify a true and correct copy of the foregoing Request to Intervene was served upon Water Service Corporation of Kentucky by first class mailing, postage prepaid, to its counsel of record: John N. Hughes, Esq., 124 West Todd St., Frankfort, Kentucky, 40601, to John Hoy, Water Service of Kentucky, 2335 Sanders Road, Northbrook, Illinois, 60062 and to David Spenard, Esq., Office of the Attorney General, 1024 Capital Center Drive, Suite 200, Frankfort, Kentucky, 40601 this 17th day of March, 2009.



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