

COMMONWEALTH OF KENTUCKY  
BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

LEON G. MEEKS	)	
	)	
COMPLAINANT	)	
	)	CASE NO.
V.	)	2010-00156
	)	
KENTUCKY-AMERICAN WATER COMPANY	)	
	)	
DEFENDANT	)	

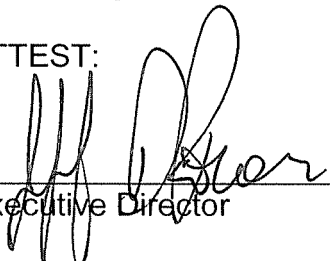
ORDER TO SATISFY OR ANSWER

Kentucky-American Water Company ("KAWC") is hereby notified that it has been named as defendant in a formal complaint filed on April 9, 2010. The Commission ordered Complainant, Leon G. Meeks, to provide additional details of his complaint, which he filed on June 3, 2010. Copies of both the complaint and Mr. Meeks' response are attached hereto.

Pursuant to 807 KAR 5:001, Section 12, KAWC is HEREBY ORDERED to satisfy the matters complained of or file a written answer to the complaint within 10 days of the date of service of this Order.

Should documents of any kind be filed with the Commission in the course of this proceeding, the documents shall also be served on all parties of record.

ATTEST:

  
Executive Director

By the Commission

ENTERED *M*  
JUN 10 2010  
KENTUCKY PUBLIC  
SERVICE COMMISSION

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COMMONWEALTH OF KENTUCKY  
BEFORE THE PUBLIC SERVICE COMMISSION

In the matter of:

L. G. Meeks  
(Your Full Name)  
COMPLAINANT  
VS.  
Kentucky American Water  
(Name of Utility)  
DEFENDANT

RECEIVED  
APR 09 2010  
PUBLIC SERVICE  
COMMISSION  
2010-00156

COMPLAINT

The complaint of Leon G. Meeks  
(Your Full Name) respectfully shows:

(a) \_\_\_\_\_  
(Your Full Name)

Physical 2640 Cynthia Rd. Georgetown Ky 40324  
Mailing 107 Frazier Ct " " " "  
(Your Address)

(b) Kentucky American Water  
(Name of Utility)

P.O Box 321880 Pittsburgh, PA. 15250-7880  
(Address of Utility)

(c) That: Dispute of Bill due to water company  
(Describe here, attaching additional sheets if necessary,  
for equipment malfunction for 17 months  
2007-2008

the specific act, fully and clearly, or facts that are the reason

Cannot come to an agreement about  
and basis for the complaint.)  
dispute.

(I am told consumer has to take  
total responsibility regardless  
of circumstances surrounding  
the issue.

Continued on Next Page

Formal Complaint

L. G. Meeks vs. Kentucky American  
Water Company

Page 2 of 2

Wherefore, complainant asks I would at least think  
(Specifically state the relief desired.)

think water <sup>company</sup> take half of  
responsibility for problem + charges  
at hand. If their equipment had not  
malfunctioned we would have known  
there was a problem before we did.

Dated at Georgetown, Kentucky, this 5 day  
(Your City)

of April, ~~19~~ 2010  
(Month)

L. G. Meeks by daughter  
(Your Signature) Sherry Wright

(Name and address of attorney, if any)

COMMONWEALTH OF KENTUCKY  
BEFORE THE PUBLIC SERVICE COMMISSION

RECEIVED

JUN 03 2010

PUBLIC SERVICE  
COMMISSION

In the Matter of:

LEON G. MEEKS	)	
	)	
COMPLAINANT	)	
	)	
V.	)	CASE NO.
	)	2010-00156
KENTUCKY-AMERICAN WATER COMPANY	)	
	)	
DEFENDANT	)	

O R D E R

On April 9, 2010, Leon G. Meeks filed a formal complaint against Kentucky-American Water Company ("Kentucky-American"). Pursuant to 807 KAR 5:001, Section 12(1)(c), a complainant must state

[f]ully, clearly, and with reasonable certainty, the act or thing done or omitted to be done, of which complaint is made, with a reference, where practicable, to the law, order, or section, and subsections, of which a violation is claimed, and such other matters, or facts, if any, as may be necessary to acquaint the commission fully with the details of the alleged violation.

In his complaint, Mr. Meeks merely states that there is a "dispute of bill due to water company for equipment malfunction for 17 months" and that the parties cannot come to an agreement about the dispute. He also mentions that "[i]f their [Kentucky-American's] equipment had not malfunctioned, we would have known there was a problem before we did," but there is no indication as to what problem was discovered.

*(A) we did state the problem very clearly. We stated we had leaks in our pipes that could not be resolved because before 17 mo. we had no way of knowing they were there, because of the malfunction of water co. meter + equipment malfunction. (you can't fix something if you don't know there is a problem)!*

The Commission finds that Mr. Meeks has not provided sufficient details in his complaint to satisfy the requirements of 807 KAR 5:001, Section 12(1)(c). At the very least, Mr. Meeks should provide information as to the nature of the <sup>(B)</sup>equipment malfunction that is referenced in the complaint, a description of the "problem" that could <sup>(C)</sup>have been discovered earlier had no equipment malfunction occurred, and the <sup>(D)</sup>total amount in dispute. <sup>(B)</sup> Meter was not working. <sup>(C)</sup> Leaks in our lines. This could have been corrected long before 17 mo. if the meter was working. <sup>(D)</sup> \$1,685.57.

When the Commission finds that the complaint "does not conform to this administrative regulation, it will notify the complainant or his attorney to that effect, and opportunity may be given to amend the complaint within a specified time." 807 KAR 5:001, Section 12(4)(a).

IT IS THEREFORE ORDERED that:

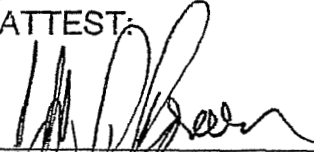
1. Mr. Meeks shall have 21 days from the date of this Order to provide additional details of the alleged violation by Kentucky-American.
2. If no additional information is filed in writing within 21 days of the date of this Order, this case shall be closed and removed from the Commission's docket.

In summary: We as consumers have to take responsibility for our equipment, so KAWC should do the same & step up to the plate & do the right thing. We were told there would be a hearing! We deserve one & we are requesting one.

By the Commission

ENTERED  
MAY 14 2010  
KENTUCKY PUBLIC SERVICE COMMISSION

ATTEST:

  
Executive Director

Thank You!  
S. K. Meeks  
Sharon Wright (daughter)

Leon G Meeks  
107 Frazier Court, 1C  
Georgetown, KY 40324

Nick O Rowe  
President  
Kentucky-American Water Company aka Kentucky  
2300 Richmond Road  
Lexington, KY 40502