

MARY B. POTTER
ATTORNEY AT LAW
113 N. WASHINGTON STREET
CLINTON, KY 42031

RECEIVED

MAY 12 2011

PUBLIC SERVICE
COMMISSION

May 9, 2011

Kentucky Public Service Commission
211 Sower Blvd.
Frankfort KY 40601

Re: Application of Water Service Corporation of Kentucky
Case No. 2010 - 00476

To the Commission –

Please find enclosed the last two months of water bills received by my office and by Kountry Café, the business next door to mine. The most recent bill was received May 9, 2011.

Please note several items:

First, both Kountry Café and this office have a balance due from the previous billing. Note that the balance due date is May 1, 2011. That happens to be a Sunday.

Second, please note that the prior month's bill was due Monday, May 2, 2011. Kountry Café paid their bill at City Hall in Clinton on Friday, April 29th. The bill from this office was mailed on April 29th.

Third, on Kountry Café's bill due on May 2nd, the meter reading states that the business used 688 gallons of water PER DAY for eight days. Kountry Café has two restrooms and a kitchen. If they were using 688 gallons of water a day for a total usage of 5504 gallons, water would be flowing into the street.

On this office's bill for the same period, this office is listed as using 44 gallons of water per day for nine days. That's a total usage of 396 gallons of water. This office has only one bathroom with one sink and one commode. This office is closed on Saturdays and Sundays.

Fourth, note the due date for the May billing is May 26, 2011. That is one full week before the usual billing date of June 2nd. It will put water users having water bills due twice in the same month.

It is my understanding that Utilities, Inc. aka Water Service Corp. of Kentucky, bases its latest rate increase request on the necessity of sharing the cost of the billing and management system with customers.

It is my contention that the billing system is defective. The Company knows or should know it is defective. Customers in Clinton and Middlesboro should not have to bear the expense of a defective product. If they did not know, then the management system is also defective.

I urge the Public Service Commission to deny the requested increase. It is as faulty as the billing system that alleges that payments have not been received on a Sunday, the day before the payments were actually due. It is as faulty as management that sends out water bills due every three weeks.

I also urge the Public Service Commission and the Kentucky Attorney General to take **proactive** steps to protect those who cannot pay their bill by the due date.

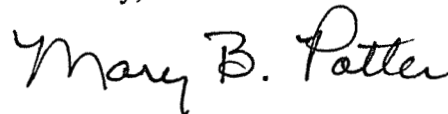
The poor, elderly and those living on one check each month are in danger of having their water service interrupted by the company's stated policy of turning off customers whose bills are late. This policy is not uniformly enforced-which is a benefit to some customers whose payments arrive after the date of the billing.

Others are not so fortunate. When their service is disconnected, they are forced to pay an additional reconnect fee. If the resident cannot pay two bills in one month, they will be further burdened by this fee.

Receiving two bills in one month is an error that annoys this writer, but can be the difference of having an essential service in one's home and not having it.

It is within this Commission's power to protect the public from this careless, predatory utility company.

Sincerely,

A handwritten signature in cursive script that reads "Mary B. Potter".

Mary B. Potter

cc. Utilities, Inc.
KY Attorney General
Hickman Co. Times
Hickman Co. Gazette
West KY Journal
City of Clinton
Kountry Café
file



Water Service Corp of Kentucky
 Phone: (800) 272-1919
 Collections: (800) 272-1919
 Customer Service: (800) 272-1919
 www.uiwater.com

Bill Date	Account Number	Due Date	Please Pay:
04/06/2011	[REDACTED]	5/2/2011	\$90.18

Name **KOUNTRY CAFE** Primary Telephone #
 Service Address **105 N WASHINGTON, CLINTON, KY, 42031**

Activity Since Last Bill

Previous Balance	\$78.65	
Payments received as of 04/06/2011	\$-78.65	
Balance as of 04/06/2011		\$0.00

Commercial Water Service

Commercial Minimum Usage Charge	\$11.64	
Next 4,500 gallons at \$6.59 per 1,000 gallons	\$29.66	
City School Tax at 3%	\$1.24	
Kentucky State Tax at 6%	\$2.48	
Total Commercial Water Service		\$45.02

City of Clinton Commercial Wastewater Service

Kentucky State Tax at 6%	\$2.56	
Total City of Clinton Commercial Wastewater Service		\$45.16

Total Amount Due **\$90.18**

Summary of Service

Meter Reading	Meter #	[REDACTED]
Current	431500	03/23/2011
Previous	427300	02/25/2011
Usage	4,200 Gallons	
Number of Days:	26	

Meter Reading	Meter #	7317
Current	13	03/31/2011
Previous	0	03/23/2011
Usage	13 Units	
Number of Days:	8	
Average Daily Use:	688 Gallons	
Average Daily Cost:	\$11.27	

Billing History
in dollars

Consumption History
in gallons

PAID
 MAY 02 2011
 Water Service Corp. of KY
 PB

The payment for this bill is due upon receipt.
 Make check payable to: Water Service Corp of Kentucky

Messages
 Paperless billing is now available. Please visit our Web Self Service site where you can obtain account information and register for paperless billing.
 The site may be accessed by going to <http://www.uiwater.com/myaccount>.



Water Service Corp of Kentucky
 Phone: (800) 272-1919
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 Customer Service: (800) 272-1919
 www.ulwater.com

Bill Date	Account Number	Due Date	Please Pay:
05/01/2011	[REDACTED]	5/26/2011	\$173.15

Name **KOUNTRY CAFE** Primary Telephone #
 Service Address **105 N WASHINGTON, CLINTON, KY, 42031**

Activity Since Last Bill

Previous Balance	\$90.18
Payments received as of 05/01/2011	\$0.00
Balance as of 05/01/2011	\$90.18

Commercial Water Service

Commercial Minimum Usage Charge	\$11.64
Next 4,000 gallons at \$6.59 per 1,000 gallons	\$26.36
City School Tax at 3%	\$1.14
Kentucky State Tax at 6%	\$2.28
Total Commercial Water Service	\$41.42

City of Clinton Commercial Wastewater Service

Kentucky State Tax at 6%	\$2.35
Total City of Clinton Commercial Wastewater Service	\$41.55

Total Amount Due \$173.15

Summary of Service

Meter Reading	Meter #	[REDACTED]
Current	63	04/28/2011
Previous	13	03/31/2011
Usage	50 Units	
Number of Days:	28	
Average Daily Use:	179 Gallons	
Average Daily Cost:	\$2.96	

Billing History
In dollars

Consumption History
In gallons

The payment for this bill is due upon receipt.
 Make check payable to: Water Service Corp of Kentucky

Messages

Our records indicate the prior balance remains unpaid and your account may be subject to disconnection. Please note the due date on this bill refers to the current bill amount and does not extend the time allowed for payment of the prior balance.
 Paperless billing is now available. Please visit our Web Self Service site where you can obtain account information and register for paperless billing. The site may be accessed by going to <http://www.ulwater.com/myaccount>.

Utilities, Inc.
 PO BOX 160609
 Altamonte Springs, FL 32716

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Account Number: 1111610000
 Due Date: 5/26/2011
 Please Pay: \$173.15

Amount Paid
 \$82.97

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KOUNTRY CAFE
 105 N WASHINGTON
 CLINTON, KY 42031-1232



Water Service Corp of Kentucky
 PO Box 11025
 Lewiston ME 04243-9476



Address correction requested on back



Water Service Corp of Kentucky
 Phone: (800) 272-1919
 Collections: (800) 272-1919
 Customer Service: (800) 272-1919
 www.uiwater.com

Bill Date	Account Number	Due Date	Please Pay:
05/01/2011		5/26/2011	\$50.82

Name **MARY POTTER** Primary Telephone # [REDACTED]
 Service Address **113 N WASHINGTON, CLINTON, KY, 42031**
Activity Since Last Bill
 Previous Balance \$25.41
 Payments received as of 05/01/2011 \$0.00
 Balance as of 05/01/2011 \$25.41
Commercial Water Service
 Commercial Minimum Usage Charge \$11.64
 City School Tax at 3% \$0.35
 Kentucky State Tax at 6% \$0.70
 Total Commercial Water Service \$12.69
City of Clinton Commercial Wastewater Service
 Commercial Minimum Usage Charge \$12.00
 Kentucky State Tax at 6% \$0.72
 Total City of Clinton Commercial Wastewater Service \$12.72
Total Amount Due \$50.82

Summary of Service

Meter Reading	Meter #	
Current	3	04/28/2011
Previous	1	04/01/2011
Usage	2 Units	
Number of Days:	27	
Average Daily Use:	7.41 Gallons	
Average Daily Cost:	\$0.94	

Billing History
in dollars

Consumption History
in gallons

The payment for this bill is due upon receipt.
 Make check payable to: Water Service Corp of Kentucky

Messages

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441061000000000050822

Utilities, Inc.
 PO BOX 160609
 Altamonte Springs, FL 32716



Account Number: [REDACTED] Amount Paid: [REDACTED]
 Due Date: 5/26/2011
 Please Pay: \$50.82

UTI0502E AUTO 5-DIGIT 42031
 7000000472 01.0002.0171 472/1



MARY POTTER
 113 N WASHINGTON
 CLINTON KY 42031-1232

Water Service Corp of Kentucky
 PO Box 11025
 Lewiston ME 04243-9476



Address correction requested on back



Water Service Corp of Kentucky
 Phone: (800) 272-1919
 Collections: (800) 272-1919
 Customer Service: (800) 272-1919
 www.uiwater.com

Bill Date	Account Number	Due Date	Please Pay:
04/06/2011		5/2/2011	\$25.41

Name **MARY POTTER** Primary Telephone # [REDACTED]
 Service Address **113 N WASHINGTON, CLINTON, KY, 42031**

Activity Since Last Bill			
Previous Balance		\$25.41	
Payments received as of 04/06/2011		\$-25.41	
Balance as of 04/06/2011			\$0.00
Commercial Water Service			
Commercial Minimum Usage Charge		\$11.64	
City School Tax at 3%		\$0.35	
Kentucky State Tax at 6%		\$0.70	
Total Commercial Water Service			\$12.69
City of Clinton Commercial Wastewater Service			
Commercial Minimum Usage Charge		\$12.00	
Kentucky State Tax at 6%		\$0.72	
Total City of Clinton Commercial Wastewater Service			\$12.72
Total Amount Due			\$25.41

Summary of Service

Meter Reading	Meter #	[REDACTED]
Current	37200	03/23/2011
Previous	36900	02/25/2011
Usage	300 Gallons	
Number of Days:	26	
Meter Reading	Meter #	7321
Current	1	04/01/2011
Previous	0	03/23/2011
Usage	1 Unit	
Number of Days:	9	
Average Daily Use:	44 Gallons	
Average Daily Cost:	\$2.82	

Billing History
in dollars

Consumption History
in gallons

*pd 4/29/11
#1520*

The payment for this bill is due upon receipt.
 Make check payable to: Water Service Corp of Kentucky

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