

RECEIVED

MAY 31 2013

MAY 30, 2013

PUBLIC SERVICE  
KENTUCKY PUBLIC SERVICE COMMISSION  
211 SOWER BOULEVARD  
FRANKFORT, KY 40601

CASE NO. 2012-00520

THE WATER COMPANY'S REQUEST FOR A RATE INCREASE IS ABSOLUTELY APPALLING. I HAVE NEVER THOUGHT MY HIGH READINGS WERE EVEN ACCURATE -- NEITHER DID SOME NEIGHBORS THINK THEIRS WERE EITHER. THESE UTILITY COMPANIES ARE SUBSTANTIALLY ORGANIZED CRIME WITH THEIR RIDICULOUS PRICES. WE HAVE BEEN PAYING \$4.94/MO TO LEX SERV MONTHLY FOR SEVERAL MONTHS UNDER THE GUISE OF WATER QUALITY. THIS MONIES WILL TOTAL OVER \$6,000,000 A YEAR. NOBODY ANSWERS ANY QUESTIONS. THEY GIVE US ANOTHER NUMBER TO DIAL. THEY CAN ALL SAVE MONEY BY CUTTING THEIR ADVERTISING AND MAILING COSTS. THERE'S NO GOOD REASON FOR SUCH NECESSITIES TO HAVE A HIGH ADVERTISING PROFILE.

JEANNE CONNELL  
3441 LAREDO DR UNIT 18