

Gmail - Comments Regarding KY American Water's Proposed Rate Increase

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Scottie Hexter <scottiehexter@gmail.com>  
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## Comments Regarding KY American Water's Proposed Rate Increase

1 message

Scottie Hexter <scottiehexter@gmail.com>  
To: psc.info@ky.gov, pscfilings@ky.gov

Wed, Feb 3, 2016 at 11:21 AM

I was very upset to learn of Kentucky American Water's filing a proposal with the Kentucky Public Service Commission for a rate increase of approximately 17%, which I just found out about yesterday from a "boilerplate" generic bulk mailing I received. I thought that my big water bills were finally behind me because my 2-month dispute with KY Amer H2O about recent inflated water bills was seemingly resolved by:

### Charlie Boland

Operations Supervisor - Customer Advocacy

Kentucky American Water Company | 2300 Richmond Road | Lexington, KY 40502

Office (859) 268-6314 | Internal 7-533-6314 | Fax (859) 268-6315 | Charles.Boland@amwater.com

He responded to my Better Business Bureau complaint a few days ago, as follows:

After reviewing Ms. Money Penny's data log, we discovered high usage intermittently during the early hours in the morning. It appears to be a toilet leak. We have reached out to Ms. Money Penny regarding these findings and have given her a \$60 courtesy adjustment due to her leak inside her home. Our office has also reached out to the Grand Reserve office asking them to change out the parts allowing the toilet to leak, in an effort to relieve Ms. Money Penny of her leak and high water bills.

(The toilets were repaired yesterday by a maintenance crew member from Grand Reserve @ Pinnacle.)

Then, I received the KY Amer H2O's notice of filing for a rate increase; to add insult to injury, my most recent LGE-KU bill is almost double my previous electric bill, as well!!!

Before I thought of contacting the League of Women Voters to find out what their stance was on KY American Water's proposed rate increase, I sent an online message to the Lexington Herald-Leader to ask them if they were making any plans to do an opinion piece on KY Amer H2O's proposal to raise rates. I asked to what agency or citizen group we could voice our opposition. I asked the same of the League, as well as the Office of the Lexington Mayor and that of our KY State Senator. I am now asking the KY Public Service Commission to take notice of my opposition to this proposed rate increase for the following reasons:

How is a senior citizen on a limited, fixed budget with no increase in Social Security payments for 2016 (and the market tanking for quite a while) supposed to survive, if rate increases like this become even an occasional occurrence, or, God forbid, the norm? As others have undoubtedly done when confronted with unexpectedly higher-than-usual utilities bills, I've tried to cut back on other expenses, so that I can manage to pay my utilities. But will that be enough or even possible? I doubt it, based on past experience.

Isn't there supposed to be a public hearing when rate increases of monopolies like KY Amer H2O are proposed? If so, where and when will this take place? Since I am handicapped and have to use Lextran Wheels as my mode of transportation, I may not be able to attend a late afternoon or evening meeting. So would you please take note of my comments and add them to the public record of other comments regarding Kentucky American Water's rate increase?

As I stated above, we senior citizens are already "treading water" financially speaking, and would appreciate the KY Public Service Commission "throwing us a lifeline" by denying any rate increases to any utilities for the foreseeable future.

Thank you for your consideration.

Sincerely,

*Mary Money Penny*

Mary Money Penny

4390 Clearwater Way, #3203

Lexington, KY 40515