

2-25-2016 RECEIVED

To: Kentucky Public Service Commission

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PUBLIC SERVICE
COMMISSION

My name is James Larry Mitchell I live
at 1615 Fort Sumter Drive, Lexington, Ky. 40505

I am writing this letter in response to
a letter that I received from Kentucky American
Water requesting a 15.2 percent rate increase
in water rates.

Over the past several years our water rate in
Lexington has doubled. My wife and I live
on a fixed income and I don't understand
how you can expect us to survive. We are very
responsible financially and we just keep cutting
to make ends meet. We are not on any
government assistance programs.

Example: Our School board raises property
taxes every year at least 2.5%. The schools
and utility companies need to learn to live
with in their income, just like I have to do.

I have lived in my house for forty-three years. In November of 2015, my water lines started to pop. I called Kentucky American Water to see if they had made any changes in the water pressure. The Customer Service Representative that I talked with was one of the most arrogant people, and refused to tell me if they had made any changes in the water pressure.

I explained that I have lived here for forty-three years, and have never experienced this problem. He said that they make changes, but again refused to tell me what these changes are.

I called a plumber, and he explained that the water pressure had been increased and that I need to install a water reducer pressure valve in my home. Or the pressure would break my water lines. I had the valve installed at a cost of 375.00. If the water lines break it would have flooded my house. We should have been notified by American Water.

Kentucky American Water also has a habit on their Billing of stating the Meters has been read when all they're doing is charging the same amount as they charged you in the same month last year.

When I installed the water reduces pressure valve, I lowered my pressure by 20%. My Bill was lower for the next two months, I January of 2016 my bill went back up to match my January of 2015. We had also put in place other water saving methods, but the Bill stayed the same.

So now I have started reading my own water meters to keep them honest,

Suggestions:

1. The Kentucky American Water needs to improve their Customer Service. I know that we have no other choice, but they could treat their customers with respect.
2. With all of the new technologies would you think that it should help them to operate more efficient, and to cut cost?
3. The State of Kentucky needs to have inspectors that will make sure that Kentucky American is Billing Customers fairly.

Please do not grant them a 15.2 percent rate increase,
Sincerely,
James Larry Mitchell