

305 N. 28th Street  
Middlesboro, KY 40965  
June 5, 2020

Kentucky Public Service Commission  
211 Sower Boulevard  
P.O. Box 615  
Frankfort, KY 40602

RECEIVED

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PUBLIC SERVICE  
COMMISSION

To Whom It May Concern:

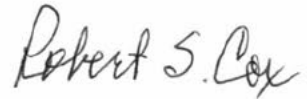
Today I received a communication from Water Service Company of Kentucky, my residential water provider, which appears to announce an increase of more than 45% in my monthly water rate. I wish to request your intervention in this process in order to provide relief for residents of Middlesboro.

Over the past several years there has been a steady increase in our monthly bill for water, sewer, and garbage. Currently it is almost double the rate I paid up to three years ago. A further increase of 45% would provide a financial hardship on my family and my fellow residents. In our case, we are retirees on a limited budget. Does Water Service Company of Kentucky imagine that we will be receiving a 45% rise in income as their rate increases take effect? If so, I must assure them this is not the case.

You may not be aware of the exceedingly cavalier treatment we receive from Water Service Company of Kentucky. Our monthly bill originates in Florida; our payments are sent to an address in Maine; and if we need to speak to an actual person, we are directed to call a number which may be answered by a person in Charlotte, North Carolina; in Las Vegas, Nevada; or in some other distant city. Our mayor, at a public forum held last year, offered Water Service Company free office space, telephone line, and utility service in the city hall building if they would station an employee in Middlesboro to handle our questions or needs in a personal manner. WSC appears not to have accepted Mayor Nelson's offer. In 2017 when I moved to another house in Middlesboro, WSC's disembodied voice on the telephone told me I was expected to wait at home (in a house with no water) from 8 a.m. to 5 p.m., and an employee would come by "at some point" to turn on my water. No other utility services provide such off-handed treatment to customers.

I assume the Public Service Commission's purpose is to ensure that utility customers in Kentucky receive fair and equitable treatment from utility providers. Please intervene in WSC's plans to implement excessive charges on residential water customers.

Yours very truly,

A handwritten signature in black ink that reads "Robert S. Cox". The signature is written in a cursive style with a large, prominent 'R' and 'C'.

Robert S. Cox

Cc: file