

From: [Bruner, Brandon S \(PSC\)](#) on behalf of [PSC-Executive Director](#)
To: [REDACTED]
Subject: Case number 2020-00160
Date: Friday, June 26, 2020 9:09:00 AM

Judith Long,

Thank you for your comments on the application of Water Service Corporation of Kentucky. Your comments in the above-referenced matter have been received and will be placed into the case file for the Commission's consideration. Please cite the case number in this matter, 2020-00160, in any further correspondence. The documents in this case are available at http://psc.ky.gov/PSC_WebNet/ViewCaseFilings.aspx?Case=2020-00160.

Thank you for your interest in this matter.

Best Regards,

Brandon Bruner
Administrative Branch Manager
Filings Branch
General Administration

Kentucky Public Service Commission
211 Sower Blvd.
Frankfort, KY 40601
502-782-6329

From: PSC - Public Information Officer <PSC.Info@ky.gov>
Sent: Thursday, June 25, 2020 4:09 PM
To: PSC-Executive Director <PSCED@ky.gov>
Subject: FW: Case number 2020-00160

From: Judy Long <[REDACTED]>
Sent: Thursday, June 25, 2020 11:11 AM
To: PSC - Public Information Officer <PSC.Info@ky.gov>
Subject: Case number 2020-00160

I am against our water rates being raised by 43%. The poverty rate in Clinton is nearly 30%. Our whole county qualifies for free lunches at the schools. Many of us are on fixed income and certainly can't afford a tremendous increase in the water rates. I know a family who can't pay for the water service at the current rate. I am afraid that there will be others if this

increase is allowed. Affordable water is a necessity.

Judith Long

215 N. Jefferson St.

Clinton KY 42031



From: [Bruner, Brandon S \(PSC\)](#) on behalf of [PSC-Executive Director](#)
To: [REDACTED]
Subject: Proposed Increase - Case No. 2020-00160
Date: Friday, June 26, 2020 9:08:00 AM
Attachments: [REDACTED]

Shivonne Young,

Thank you for your comments on the application of Water Service Corporation of Kentucky. Your comments in the above-referenced matter have been received and will be placed into the case file for the Commission's consideration. Please cite the case number in this matter, 2020-00160, in any further correspondence. The documents in this case are available at http://psc.ky.gov/PSC_WebNet/ViewCaseFilings.aspx?Case=2020-00160.

Thank you for your interest in this matter.

Best Regards,

Brandon Bruner
Administrative Branch Manager
Filings Branch
General Administration

Kentucky Public Service Commission
211 Sower Blvd.
Frankfort, KY 40601
502-782-6329

From: PSC - Public Information Officer <PSC.Info@ky.gov>
Sent: Wednesday, June 24, 2020 4:58 PM
To: PSC-Executive Director <PSCED@ky.gov>
Subject: FW: Proposed Increase

From: Shivonne Young <[REDACTED]>
Sent: Wednesday, June 24, 2020 4:02 PM
To: PSC - Public Information Officer <PSC.Info@ky.gov>
Subject: Proposed Increase

Proposed Water Increase, see attachment.

This email was scanned by Bitdefender

June 24, 2020

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

Re: **Proposed Increase**

Account# [REDACTED]

To whom it may concern:

I am a resident of Middlesboro Kentucky. I reside at 201 Edgewood Rd. Middlesboro, KY 40965. I have received the Notice of Proposed Increase to water rates.

This letter serves as my request to intervene and adamant opposition to the substantial proposed increase of my water service.

Please feel free to contact me at [REDACTED] if you have any questions.

Regards,

Shivonne Young

From: [Bruner, Brandon S \(PSC\)](#) on behalf of [PSC-Executive Director](#)
To: [REDACTED]
Subject: KY PSC Utility Inquiry - Case No. 2020-00160
Date: Friday, June 26, 2020 9:05:00 AM

Ronnie Carter,

Thank you for your comments on the application of Water Service Corporation of Kentucky. Your comments in the above-referenced matter have been received and will be placed into the case file for the Commission's consideration. Please cite the case number in this matter, 2020-00160, in any further correspondence. The documents in this case are available at http://psc.ky.gov/PSC_WebNet/ViewCaseFilings.aspx?Case=2020-00160 .

Thank you for your interest in this matter.

Best Regards,

Brandon Bruner
Administrative Branch Manager
Filings Branch
General Administration

Kentucky Public Service Commission
211 Sower Blvd.
Frankfort, KY 40601
502-782-6329

From: PSC - Public Information Officer <PSC.Info@ky.gov>
Sent: Wednesday, June 24, 2020 1:50 PM
To: PSC-Executive Director <PSCED@ky.gov>
Subject: FW: KY PSC Utility Inquiry

From: PSC - Consumer Web Inquiry <PSC.Consumer.Inquiry@ky.gov>
Sent: Wednesday, June 24, 2020 12:16 PM
To: PSC - Public Information Officer <PSC.Info@ky.gov>
Subject: FW: KY PSC Utility Inquiry

From: KY Public Service Commission <pscfilings@ky.gov>
Sent: Wednesday, June 24, 2020 12:13 PM
To: PSC - Consumer Web Inquiry <PSC.Consumer.Inquiry@ky.gov>
Subject: KY PSC Utility Inquiry

Below is the result of your feedback form. It was submitted by ([REDACTED]) on Wednesday, June 24, 2020 at 12:12 PM

Name: Ronnie Carter

Address: 1014 Dorchester Ave

City: Middlesboro

State: Ky

Zip Code: 40965

Phone number where you can be reached: [REDACTED]

Home phone:

Utility Name: Water Service company Utilities

State the nature of your concern: Please do not allow the rate increase of water rates In Middlesboro Ky we have been faced with several rate increases in last few years & can see no improvement to our system besides the effects of Covid-19 and so many people out of work and a high unemployment rate in our city we are losing populations due to high utility rates and being a bordering state people are moving to Tn. thanks for looking into this rate increase for our City

Have you contacted the utility about the problem: No

From: [Bruner, Brandon S \(PSC\)](#) on behalf of [PSC-Executive Director](#)
To: [REDACTED]
Subject: KY PSC Utility Inquiry - Case No. 2020-00160
Date: Friday, June 26, 2020 9:03:00 AM

Willa Mae Smith,

Thank you for your comments on the application of Water Service Corporation of Kentucky. Your comments in the above-referenced matter have been received and will be placed into the case file for the Commission's consideration. Please cite the case number in this matter, 2020-00160, in any further correspondence. The documents in this case are available at http://psc.ky.gov/PSC_WebNet/ViewCaseFilings.aspx?Case=2020-00160 .

Thank you for your interest in this matter.

Best Regards,

Brandon Bruner
Administrative Branch Manager
Filings Branch
General Administration

Kentucky Public Service Commission
211 Sower Blvd.
Frankfort, KY 40601
502-782-6329

From: PSC - Public Information Officer <PSC.Info@ky.gov>
Sent: Wednesday, June 24, 2020 1:50 PM
To: PSC-Executive Director <PSCED@ky.gov>
Subject: FW: KY PSC Utility Inquiry

From: PSC - Consumer Web Inquiry <PSC.Consumer.Inquiry@ky.gov>
Sent: Wednesday, June 24, 2020 8:03 AM
To: PSC - Public Information Officer <PSC.Info@ky.gov>
Subject: FW: KY PSC Utility Inquiry

From: KY Public Service Commission <pscfilings@ky.gov>
Sent: Tuesday, June 23, 2020 8:00 PM
To: PSC - Consumer Web Inquiry <PSC.Consumer.Inquiry@ky.gov>
Subject: KY PSC Utility Inquiry

Below is the result of your feedback form. It was submitted by ([REDACTED])
on Tuesday, June 23, 2020 at 7:59 PM

Name: Willa mae smith

Address: 211 Exeter ave

City: Middlesboro

State: Ky

Zip Code: 40965

Phone number where you can be reached: [REDACTED]

Home phone: [REDACTED]

Utility Name: Willa mae smith

State the nature of your concern: I'm on fixed income widowed an can't afford water increase

Have you contacted the utility about the problem: No

From: [Bruner, Brandon S \(PSC\)](#) on behalf of [PSC-Executive Director](#)
To: [REDACTED]
Subject: KY PSC Utility Inquiry - Case No. 2020-00160
Date: Monday, June 22, 2020 10:27:00 AM

Jamey Hopkins,

Thank you for your comments on the application of Water Service Corporation of Kentucky. Your comments in the above-referenced matter have been received and will be placed into the case file for the Commission's consideration. Please cite the case number in this matter, 2020-00160, in any further correspondence. The documents in this case are available at http://psc.ky.gov/PSC_WebNet/ViewCaseFilings.aspx?Case=2020-00160 .

Thank you for your interest in this matter.

Best Regards,

Brandon Bruner
Administrative Branch Manager
Filings Branch
General Administration

Kentucky Public Service Commission
211 Sower Blvd.
Frankfort, KY 40601
502-782-6329

From: PSC - Public Information Officer <PSC.Info@ky.gov>
Sent: Monday, June 22, 2020 8:24 AM
To: PSC-Executive Director <PSCED@ky.gov>
Subject: FW: KY PSC Utility Inquiry

From: PSC - Consumer Web Inquiry <PSC.Consumer.Inquiry@ky.gov>
Sent: Monday, June 22, 2020 7:59 AM
To: PSC - Public Information Officer <PSC.Info@ky.gov>
Subject: FW: KY PSC Utility Inquiry

From: KY Public Service Commission <pscfilings@ky.gov>
Sent: Saturday, June 20, 2020 7:41 PM
To: PSC - Consumer Web Inquiry <PSC.Consumer.Inquiry@ky.gov>
Subject: KY PSC Utility Inquiry

Below is the result of your feedback form. It was submitted by [REDACTED] on Saturday, June 20, 2020 at 7:40 PM

Name: Jamey Hopkins

Address: 211 exter ave

City: Middlesboro

State: KY

Zip Code: 40965

Phone number where you can be reached: [REDACTED]

Home phone:

Utility Name: Jamey Hopkins

State the nature of your concern: I'm low income I receive any help I can from food medical and heating assistance I cant afford water increase

Have you contacted the utility about the problem: No

From: Bruner, Brandon S (PSC) on behalf of PSC-Executive Director
To: [REDACTED]
Subject: RE: Case# 2020-00085
Date: Monday, June 22, 2020 10:24:00 AM
Sensitivity: Confidential

Jennifer Adkins,

Thank you for your comments on the application of Water Service Corporation of Kentucky. Your comments in the above-referenced matter have been received and will be placed into the case file for the Commission's consideration. Please cite the case number in this matter, 2020-00160, in any further correspondence. The documents in this case are available at http://psc.ky.gov/PSC_WebNet/ViewCaseFilings.aspx?Case=2020-00160.

Thank you for your interest in this matter.

Best Regards,

Brandon Bruner
Administrative Branch Manager
Filings Branch
General Administration

Kentucky Public Service Commission
211 Sower Blvd.
Frankfort, KY 40601
502-782-6329

From: Jennifer Adkins [REDACTED]
Sent: Monday, June 22, 2020 3:55 AM
To: PSC-Executive Director <PSCED@ky.gov>
Subject: Case# 2020-00085
Importance: High
Sensitivity: Confidential

I was exploring the website for Water Service Corp of Kentucky and I came across an Order from the Public Service Commission, encouraging water companies to avoid (suspend) disconnection and late fees during the pandemic, i.e. COVID-19. I am delighted to hear this great news, as I am an independent contractor, and have had no work since February 2, 2020, so this Order certainly relieves a little stress. My daughter's college shut down in March and she was forced to move back in with us, therefore, making water consumption slightly higher each month.

I am very interested in learning more about free or reduced rates during the "epidemic or calamity." My husband was let go from his job 2 weeks ago, so we have absolutely no money until unemployment is approved. I received a Notice of Proposed Increase from Water Service Corporation of Kentucky a few days ago. In my opinion, this couldn't have come at a worse time. If I am reading the letter correctly, the increase is almost 50%. However, they are proposing an opt-in, low-income rate, setting a "volumetric charge to \$5.93 per thousand gallons...up to 3,000 gallons per month..." They are also proposing a leak-adjustment policy..."partial credit for underground customer-owned infrastructure."

I implore the Public Service Commission to table the request of Water Service Corp of Kentucky on the issue of rate increases. Instead, come back to that issue six (6) months from now. Watch the economy. If there is a significant decrease in unemployment rates in Kentucky, then approve the increase. Meanwhile, approve the low-income rate AND leak-adjustment policy. Kentuckians are suffering right now with unemployment numbers so high; and the possibility of receiving unemployment insurance or government pandemic compensation (PUA,FPUC) seems hopeless.

I am one of many who would qualify for a low-income rate, and the leak adjustment. In February, we moved into a privately owned single-wide trailer. We did not know there was a pretty big water leak underneath the trailer. Before we moved into the trailer, we lived in a public housing (subsidized) complex, wherein, if there was a water leak, they would take care of the issue in a timely matter. I cannot say that about my current landlord. We moved in at the very end of February. Two adults (my daughter had not moved in at this time), and when I received the first water bill, I knew something was very wrong. I texted the landlord and insisted he call a professional plumber and he outright refused. He wanted my husband to work on the leak in exchange for a reduction in rent for one month. Needless to say, my husband is NOT a handy man. He did the best he could. So, on May 4, 2020 I called Utilities, Inc., and spoke to a gentleman named Mark. I explained the leak issue, requested to speak with his supervisor, and he acted like he was putting me on hold, but instead, he hung up on me. My bill with Utilities, Inc., Account number: [REDACTED], is as follows:

Bill Date Gallon Usage	Residential Service Charges	Average Daily Use	Days Usage	Total
3/19/20 14,200*	\$111.92	568 gallons	25	
4/20/20 28,900*	\$160.63	903.12	32	
5/19/20 7,90	\$52.48	263.33	30	

* I do NOT have a swimming pool, or any other reason to consume this many gallons of water in 1(one) month, except for the leak under the trailer. that of which, my landlord, Mr. Tim Peace, refused to properly repair.

**By this time, my daughter had move in from college. 3 (three) adults consuming water and my bill was 1/3 of what it had been the previous months. The patched-up pipe seemed to be holding.

So, as you can see, a leak-adjustment on my account would be very much appreciated, as well as a reduced rate based on zero income coming into a household of three.

I hope you will consider this letter when you make your decision on the rate increase. Thank you very much.

Jennifer Adkins
 5 Junior Smith Lane
 Middlesboro, Kentucky 40965
 Cell phone: [REDACTED]

From: [Bruner, Brandon S \(PSC\)](#) on behalf of [PSC-Executive Director](#)
To: [REDACTED]
Subject: Case # 2020-00160
Date: Monday, June 22, 2020 10:14:00 AM

Pam Sulfridge,

Thank you for your comments on the application of Water Service Corporation of Kentucky. Your comments in the above-referenced matter have been received and will be placed into the case file for the Commission's consideration. Please cite the case number in this matter, 2020-00160, in any further correspondence. The documents in this case are available at http://psc.ky.gov/PSC_WebNet/ViewCaseFilings.aspx?Case=2020-00160.

Thank you for your interest in this matter.

Best Regards,

Brandon Bruner
Administrative Branch Manager
Filings Branch
General Administration

Kentucky Public Service Commission
211 Sower Blvd.
Frankfort, KY 40601
502-782-6329

From: PSC - Public Information Officer <PSC.Info@ky.gov>
Sent: Sunday, June 21, 2020 2:32 PM
To: PSC-Executive Director <PSCED@ky.gov>
Subject: FW: Case # 2020-00160

From: Pam Sulfridge <[REDACTED]>
Sent: Saturday, June 20, 2020 11:25 PM
To: PSC - Public Information Officer <PSC.Info@ky.gov>
Subject: Case # 2020-00160

June 19th, 2020

Public Service Commission
211 Sower Boulevard
P.O. Box 615

Frankfort, KY 40602

Re: Proposed Increase
Account #: [REDACTED]

To whom it may concern:

I am a resident of Middlesboro, Kentucky. I reside at **104 Kim Lane**, Middlesboro, Kentucky 40965. I have received the Notice of Proposed Increase to water rates.

This letter serves as to intervene and adamant opposition to the substantial proposed increase to my water service.

Please feel free to contact me at [REDACTED] if you have any questions.

Regards,
Pam Sulfridge

*James W Gardner
Sturgill, Turner, Barker & Moloney, PLLC
333 West Vine Street
Suite 1400
Lexington, KENTUCKY 40507

*J. Michael West
Office of the Attorney General Office of Rate
700 Capitol Avenue
Suite 20
Frankfort, KENTUCKY 40601-8204

*Water Service Corporation of Kentucky
c/o Water Service Corp
500 West Monroe Street, Suite 3600
Chicago, IL 60661-3779

*M. Todd Osterloh
Sturgill, Turner, Barker & Moloney, PLLC
333 West Vine Street
Suite 1400
Lexington, KENTUCKY 40507