

From: [Bruner, Brandon S \(PSC\)](#) on behalf of [PSC-Executive Director](#)
To: [REDACTED]
Subject: Case No. 2020-00160 - Water Service Corporation of Kentucky
Date: Friday, July 17, 2020 3:38:00 PM

John Moore,

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

-----Original Message-----

From: PSC - Public Information Officer <PSC.Info@ky.gov>
Sent: Wednesday, July 15, 2020 5:06 PM
To: PSC-Executive Director <PSCED@ky.gov>
Subject: FW: Water Service Corporation of Kentucky

-----Original Message-----

From: John Moore [REDACTED]
Sent: Wednesday, July 15, 2020 11:20 AM
To: PSC - Public Information Officer <PSC.Info@ky.gov>
Subject: Water Service Corporation of Kentucky

Ref: Case # 2020-00160

I live in Middlesboro, Kentucky and my water provide is Water Service Corporation of Kentucky. They are asking for a minimum increase of 43% in utility rates. Two years ago they were given a rate increase of 34%. Such a large increase is exorbitant for any area, but especially an area where the average household income is below poverty level. Just two years after another very large increase invites outrage. There have not been any improvements to service, significant infrastructure

improvements or similar to my knowledge to justify two large rate increases two years apart.

Please note that I oppose this increase, and implore you to not allow it to go through. There is no other option for water in our area. We were given less than 30 days notice, the notice included the wrong city name (Clinton KY), therefore many thought it did not apply to us, and as previously stated - a very large increase was approved just two years ago.

Please let me know if you need anything else from me.

John Moore



From: [Bruner, Brandon S \(PSC\)](#) on behalf of [PSC-Executive Director](#)
To: [REDACTED]
Subject: Case# 2020-00160
Date: Friday, July 17, 2020 3:39:00 PM

Joe Holder, Jr,

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, July 15, 2020 5:06 PM
To: PSC-Executive Director <PSCED@ky.gov>
Subject: FW: Case# 2020-00160

From: Joe Holder [REDACTED]
Sent: Wednesday, July 15, 2020 3:00 PM
To: PSC - Public Information Officer <PSC.Info@ky.gov>
Subject: Case# 2020-00160

15, July 2020
Public service commission
Frankfort, KY 40606

Re: water service corporation of Kentucky
Case# 2020-00160

Dear Sir/Madam

I live in Middlesboro, Kentucky, and my water provider is water service corporation of Kentucky. They are asking for a minimum increase of 43%, two years ago they received a 34% increase.

As a current water service customer, I oppose this increase, this increase is excessive and ridiculous, especially during this time of lost jobs. As far as I know, we are not receiving any additional services for this increase. This increase would bring a lot of financial hardships to customers in this area.

Please do not allow any increase!

Thank you,
Joe Holder, Jr

Joe Holder, Jr
PO Box 571
Middlesboro, Ky 40965
[Sent from Yahoo Mail for iPhone](#)

From: [Bruner, Brandon S \(PSC\)](#) on behalf of [PSC-Executive Director](#)
To: [REDACTED]
Subject: Case No. 2020-00160 - Middlesboro water rate increase
Date: Friday, July 17, 2020 3:41:00 PM
Attachments: [doc02431120200716144004.pdf](#)

Robert B Lawton,

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, July 16, 2020 4:31 PM
To: PSC-Executive Director <PSCED@ky.gov>
Subject: FW: Middlesboro water rate increase

****CAUTION** PDF attachments may contain links to malicious sites. Please contact the COT Service Desk ServiceCorrespondence@ky.gov for any assistance.**

From: Bob Lawton <[REDACTED]>
Sent: Thursday, July 16, 2020 3:49 PM
To: PSC - Public Information Officer <PSC.Info@ky.gov>
Subject: Middlesboro water rate increase

****CAUTION** PDF attachments may contain links to malicious sites. Please contact the COT Service Desk ServiceCorrespondence@ky.gov for any assistance.**

As a resident of Middlesboro, and customer of wsc of ky, I implore you not to raise our water rates again. We just had a rate increase of more than one third recently. The water service and sewer service are completely unavailable to customers for service issues.

There have been NO significant improvements in 20 years here.

attache this letter as response to their misleading letter notifying us of rate increases to "Clinton" residents.

Their deceptive practices are not appreciated.

Sincerely,

Robert B Lawton

03 July 2020

Public Service Commission
PO Box 615
Frankfort, Ky 40602

RE: Water Service Corporation of Kentucky
Case#: 2020-00160

Dear Sir/Madam,

I live in Middlesboro, Kentucky, and my water provider is Water Service Corporation of Kentucky. They are asking for a minimum increase of 43%. Two (2) years ago they received a 34% increase, but we have not seen any difference in our service or water.

The notice posted in the local paper, and also just received in our bill, was very misleading as it says ... our customers in Clinton. This is not Clinton. This is Middlesboro.

As a current water service customer, I oppose this increase, as this increase is excessive, especially during this time of lost jobs. As far as I know, we are not receiving any additional services for this increase.

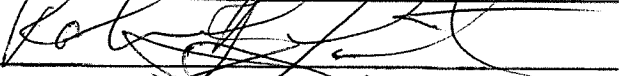
Water quality is fine in Middlesboro, but if you need help with an issue, it is next to impossible to talk with anyone at the 1-800 number. Most of the time the system disconnects you and you have to start all over. This is after having been on hold for 30 minutes to an hour.

Please do not allow ANY increase!

PRINTED NAME:

Robert B. Pawton

SIGNATURE:



PHYSICAL ADDRESS:

218 N 25th St. M'boro KY

40965

From: [Bruner, Brandon S \(PSC\)](#) on behalf of [PSC-Executive Director](#)
To: [REDACTED]
Subject: Case No. 2020-00160 - Water Service Corporation of Kentucky
Date: Friday, July 17, 2020 3:43:00 PM
Attachments: [LogoforSignature_f0423a4e-9c43-48cb-b16f-fef7f8725068.png](#)
[Facebook_05aa59d8-c955-4227-8618-c33cc5f8e92c11111111.png](#)
[twitter_7fcdc6a1-f39e-4b2d-bd99-bb6de1205ba811111111.png](#)
[instagram_c66f2b5c-c990-4dc5-bd1d-291b34b32eb511111111.png](#)
[linkedin_14090569-bd54-437d-a333-20ad8977cc1911111111.png](#)
[Pinterest_e5ecec5b-a161-4520-800e-d1e6b954253b11111111.png](#)
[doc04853020200717082828.pdf](#)
[image002.png](#)

Jessica Hickman,

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: Friday, July 17, 2020 11:11 AM
To: PSC-Executive Director <PSCED@ky.gov>
Subject: FW: Water Service Corporation of Kentucky Case#: 2020-00160

****CAUTION** PDF attachments may contain links to malicious sites. Please contact the COT Service Desk ServiceCorrespondence@ky.gov for any assistance.**

From: Jessica Hickman <[REDACTED]>
Sent: Friday, July 17, 2020 9:12 AM
To: PSC - Public Information Officer <PSC.Info@ky.gov>
Subject: Water Service Corporation of Kentucky Case#: 2020-00160

****CAUTION** PDF attachments may contain links to malicious sites. Please contact the COT Service Desk ServiceCorrespondence@ky.gov for any assistance.**

Please see the attached form.

Jessica Hickman , *Training Specialist*
Commercial Bank

6710 Cumberland Gap Parkway, Harrogate, TN 37752
[REDACTED]



COMMERCIAL BANK
Life. Made Better.



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-----Original Message-----

From: [REDACTED] >
Sent: Friday, July 17, 2020 8:29 AM
To: Jessica Hickman <[REDACTED]>
Subject:

ECOSYS M3540idn
[00:17:c8:2e:0e:7d]

03 July 2020

Public Service Commission
PO Box 615
Frankfort, Ky 40602

RE: Water Service Corporation of Kentucky
Case#: 2020-00160

Dear Sir/Madam,

I live in Middlesboro, Kentucky, and my water provider is Water Service Corporation of Kentucky. They are asking for a minimum increase of 43%. Two (2) years ago they received a 34% increase, but we have not seen any difference in our service or water.

The notice posted in the local paper, and also just received in our bill, was very misleading as it says ... our customers in Clinton. This is not Clinton. This is Middlesboro.

As a current water service customer, I oppose this increase, as this increase is excessive, especially during this time of lost jobs. As far as I know, we are not receiving any additional services for this increase.

Water quality is fine in Middlesboro, but if you need help with an issue, it is next to impossible to talk with anyone at the 1-800 number. Most of the time the system disconnects you and you have to start all over. This is after having been on hold for 30 minutes to an hour.

Please do not allow ANY increase!

PRINTED NAME: Dustin Hickman

SIGNATURE: Dustin Hickman

PHYSICAL ADDRESS: 914 E Cumberland Ave

From: [Bruner, Brandon S \(PSC\)](#) on behalf of [PSC-Executive Director](#)
To: [REDACTED]
Subject: Case No. 2020-00160 - Water price increase
Date: Friday, July 17, 2020 3:45:00 PM

Dusten Mason,

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: Friday, July 17, 2020 2:31 PM
To: PSC-Executive Director <PSCED@ky.gov>
Subject: FW: Water price increase

From: Dusten Mason <[REDACTED]>
Sent: Friday, July 17, 2020 1:46 PM
To: PSC - Public Information Officer <PSC.Info@ky.gov>
Subject: Water price increase

I am a resident of Middlesboro Ky by the name of Dusten Mason. I live at 215 Armadale Ave and I (along with my entire family) wish to oppose the proposed water rate increase brought forth by the Water Service Corporation of KY Case #2020-00160.

Get [Outlook for iOS](#)

From: [Bruner, Brandon S \(PSC\)](#) on behalf of [PSC-Executive Director](#)
To: [REDACTED]
Subject: Case No. 2020-00160 - Water bill increase!
Date: Friday, July 17, 2020 3:47:00 PM
Attachments: [FB_IMG_1594999281623 \(003\).pdf](#)

Brian Rice,

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: Friday, July 17, 2020 2:31 PM
To: PSC-Executive Director <PSCED@ky.gov>
Subject: FW: Water bill increase!

From: Brian Rice [REDACTED]
Sent: Friday, July 17, 2020 11:30 AM
To: PSC - Public Information Officer <PSC.Info@ky.gov>
Subject: Water bill increase!

I hereby, sign my digital signature to approve this form! We do not need this increase in the water bill! If this email can't be accepted, then please tell me what I need to do! Thanks! Brian Rice

03 July 2020

Public Service Commission
PO Box 615
Frankfort, Ky 40602

RE: Water Service Corporation of Kentucky
Case#: 2020-00160

Dear Sir/Madam,

I live in Middlesboro, Kentucky, and my water provider is Water Service Corporation of Kentucky. They are asking for a minimum increase of 43%. Two (2) years ago they received a 34% increase, but we have not seen any difference in our service or water.

The notice posted in the local paper, and also just received in our bill, was very misleading as it says ... our customers in Clinton. This is not Clinton. This is Middlesboro.

As a current water service customer, I oppose this increase, as this increase is excessive, especially during this time of lost jobs. As far as I know, we are not receiving any additional services for this increase.

Water quality is fine in Middlesboro, but if you need help with an issue, it is next to impossible to talk with anyone at the 1-800 number. Most of the time the system disconnects you and you have to start all over. This is after having been on hold for 30 minutes to an hour.

Please do not allow ANY increase!

PRINTED NAME: _____

SIGNATURE: _____

PHYSICAL ADDRESS: _____

*Angela M Goad
Assistant Attorney General
Office of the Attorney General Office of Rate
700 Capitol Avenue
Suite 20
Frankfort, KENTUCKY 40601-8204

*James W Gardner
Sturgill, Turner, Barker & Moloney, PLLC
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*John Horne
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Frankfort, KENTUCKY 40601-8204

*Larry Cook
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c/o Water Service Corp
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