

My name is Rose Baker and I reside at 1012 Pin Oak Drive, Frankfort, Kentucky. My phone number is

My comments are in regard to Kentucky-American Water Company's request for a rate increase. I do not see a case number on the notice.

Each resident in this subdivision is required to install and maintain an E-Pump. Basically chews up all waste from the residence and then pumps out into the sewer. This, in my opinion, leaves little processing for Ky-American. I moved into this house in 2003 and within 3 years had to replace the pump. Could not find any company in Kentucky that sells an e-pump. Only one local plumbing company works on and installs these pumps. I had to pay shipping plus the pump. Once the pump was received the local plumbing company installed it. Cost was around \$3700.

Approximately year and a half or two ago, I once again had to purchase a pump. Contacted the local company informed me that they no longer put new pump in, but repaired the existing one. They said they ordered a part, said they replaced the part and charged me \$695. Found out later that there was never a new part on the pump. Checked paperwork from the local company and found that a small town in Tennessee was the closest place. Being a widow, retired and living on Social Security and Retirement I tried to find some cheaper way to replace the pump. Drove to Tennessee and picked up the pump for \$2100. Back to Frankfort and found a wonderful plumbing company in Lexington who installed it for \$700. For me, this was still a lot. It was most of my monthly income.

Notwithstanding the above, an increase of 152.6% is astonishing. And at this rate, with a yearly increase the cost would be, I believe, around \$107 a month. I could understand an increase of 25 to 30 percent with no increments. It looks as though commercial and industrial companies would fair a lot better than residential home owners.

I beg you to please consider that we have to maintain these pumps which makes their process much easier. No one company should ever receive a 153 percent increase and then keep adding on each year. They may be able to make a good case for an increase, but it would not hold water. This is not the best time in the world to jab middle class and low income individuals. PLEASE DO NOT APPROVE THIS RATE INCREASE.

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