

COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

ELECTRONIC INVESTIGATION OF KENTUCKY-	)	
AMERICAN WATER COMPANY'S ALLEGED	)	CASE NO.
VIOLATION OF A TARIFF AND COMMISSION	)	2022-00299
REGULATIONS REGARDING METERS AND	)	
MONITORING CUSTOMER USAGE	)	

ORDER

On September 27, 2022, the Commission initiated this proceeding to investigate Kentucky-American Water Company's (Kentucky-American) compliance with its tariff, Commission statutes and regulations concerning meters, meter reading, and monitoring customer usage.¹ The Attorney General of the Commonwealth of Kentucky, by and through the Office of Rate Intervention (Attorney General), was granted intervention on October 12, 2022.²

A hearing was held on June 8, 2023.³ At the conclusion of the hearing, the Commission confirmed that the parties would be afforded an opportunity to submit briefs, if desired.⁴ To date, a briefing schedule has not been established. Accordingly, to continue processing this case, should the parties wish to brief their positions, simultaneous initial briefs shall be filed on or before August 28, 2026, and simultaneous response briefs shall be filed on or before September 9, 2026.

¹ Opening Order (Ky. PSC Sept. 27, 2022).

² Order (Ky. PSC Oct. 12, 2022).

³ Order (Ky. PSC Mar. 7, 2023).

⁴ Hearing Video Transcript of the June 8, 2023 Hearing at 16:51:20-16:52:30.

Additionally, on July 11, 2025, Kentucky-American filed an application in Case No. 2025-00240 requesting a Certificate of Public Convenience and Necessity for the installation of advanced metering infrastructure (AMI).⁵ In a final Order entered February 12, 2026, the Commission granted Kentucky-American a certificate to deploy cellular AMI throughout its service territory.⁶

The record in Case No. 2025-00240 includes evidence concerning Kentucky-American's existing automated meter reading system, meter performance and replacement, billing accuracy, leak detection, customer access to usage information, and the operational capabilities of AMI. These subjects overlap with the meter-reading and customer-usage issues under investigation in this proceeding. Incorporating the record of Case No. 2025-00240 before briefing will permit the parties to address any relevant evidence from that proceeding and will promote an informed and efficient resolution of this matter.

The Commission therefore finds that the record of Case No. 2025-00240 should be incorporated by reference into this proceeding. Any material granted confidential treatment in Case No. 2025-00240 should retain that status and be handled in accordance with the applicable confidentiality Orders and 807 KAR 5:001, Section 13(9).

IT IS THEREFORE ORDERED that:

1. The record of Case No. 2025-00240, *Electronic Application of Kentucky-American Water Company for a Certificate of Public Convenience and Necessity for*

⁵ Case No. 2025-00240, *Electronic Application of Kentucky-American Water Company for a Certificate of Public Convenience and Necessity for Installation of Advanced Metering Infrastructure* (filed July 11, 2025).

⁶ Case No. 2025-00240, (Ky. PSC, Feb. 12, 2026), Order.

Installation of Advanced Metering Infrastructure, is incorporated by reference into this proceeding.

2. Any material granted confidential treatment in Case No. 2025-00240 shall retain that confidential status in this proceeding and shall be handled in accordance with the applicable confidentiality Orders and 807 KAR 5:001, Section 13(9).

3. The parties shall file simultaneous initial briefs, if desired, on or before August 28, 2026.

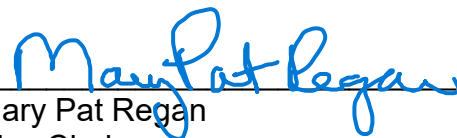
4. Should they choose, the parties shall file simultaneous response briefs on or before September 9, 2026. Response briefs shall be limited to responding to arguments raised in the initial briefs.

5. This matter shall stand submitted for decision on the record at 12:01 a.m. on September 10, 2026.

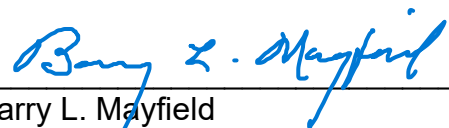
Entered on this 5th day of August, 2026.

PUBLIC SERVICE COMMISSION



Angie Hatton
Chair

Mary Pat Regan
Vice Chair

Andrew W. Wood
Commissioner

Barry L. Mayfield
Commissioner

ATTEST:



Justin McNeil
Executive Director

Case No. 2022-00299

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