

American stated that it has had no further contact with the complainant, that the account was closed on October 12, 2025, and that full and final payment was made on October 30, 2025, leaving a zero balance.⁴ Kentucky-American indicated that, based on these facts, it considered the matter resolved.⁵

The complainant did not respond to Staff's most recent data requests seeking an update regarding the status of the dispute.⁶ The lack of response indicates that the complainant is no longer actively pursuing the complaint or that the matter has otherwise been resolved.

Pursuant to KRS 278.260(2), the Commission may dismiss a complaint without a hearing if, in its opinion, a hearing is not necessary in the public interest or for the protection of substantial rights.⁷ Because the account has been closed and paid in full, there is no remaining billing dispute for the Commission to adjudicate, and without participation from the complainant, the Commission lacks a basis to continue developing the record or granting additional relief. The Commission finds that the complaint is no longer in controversy and should be dismissed.

IT IS THEREFORE ORDERED that:

1. The complaint is dismissed.
2. This case is closed and removed from the Commission's docket.

⁴ Kentucky-American's Response to Staff's Third Request for Information (Response to Staff's Third Request) (filed May 1, 2026), Items 1-2.


⁵ Response to Staff's Third Request, Item 2(a).

⁶ Staff's First Request for Information to Morgan Taylor.

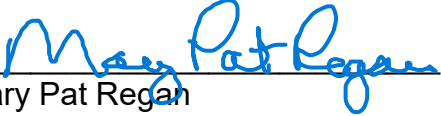
⁷ KRS 278.260(2).

Entered on this 15th day of May, 2026.


PUBLIC SERVICE COMMISSION



Angie Hatton
Chair



Mary Pat Regan
Commissioner



Andrew W. Wood
Commissioner

ATTEST:



Linda C. Bridwell, PE
Executive Director

Service List for 2023-00155

Morgan Taylor
4464 Stuart Hall Blvd.
#5102
Lexington, KY 40509

* Kentucky-American Water Company
2300 Richmond Road
Lexington, KY 40502

* Kentucky-American Water Company
Kentucky-American Water Company
2300 Richmond Road
Lexington, KY 40502