

COMMONWEALTH OF KENTUCKY  
BEFORE THE PUBLIC SERVICE COMMISSION

In the matter of:

Kathryn A. Ehrsam )  
(Your Full Name) )  
COMPLAINANT )

VS.

KY American Water Co. )  
(Name of Utility) )  
DEFENDANT )

RECEIVED

FEB 01 2023

PUBLIC SERVICE  
COMMISSION

COMPLAINT

The complaint of Kathryn A Ehrsam respectfully shows:  
(Your Full Name)

(a) Kathryn A Ehrsam  
(Your Full Name)

2396 Abbeywood Rd Lexington KY 40515  
(Your Address)

(b) KY American Water Co.  
(Name of Utility)

P.O. Box 6029 Carol Stream, IL 60197-6029  
(Address of Utility)

(c) That: Falsely charged an extremely large  
(Describe here, attaching additional sheets if necessary,

water bill that is in no way possible for one  
the specific act, fully and clearly, or facts that are the reason  
woman to use. A plumber came out to checked the  
and basis for the complaint.)

home, everything was fine. No leaks, everything was  
dry. If I used as much water as they  
are claiming that I used, I could fill my neighbors  
swimming pool up 4 times. I do laundry once a

Continued on Next Page

Formal Complaint

Kathryn Ehrsam vs. KY American Water

Page 2 of 2

week. Run the dishwasher once a week. No guests, just me  
my basement is dry, my front + backyards are dry. All of  
this + the plumbing has been checked by the plumber  
This bill is wrong. I am being falsely charged  
+ KY American Water is unwilling to listen + help.  
They have promised return calls but they never come.

The bill  
was sent  
to Account  
Resolution  
on Jan. 10th  
but again  
no response.  
Case #  
1058261533

Wherefore, complainant asks the water bill needs  
(Specifically state the relief desired.)

to be reduced to a reasonable  
amount based on prior + current  
bills. (about \$76.<sup>00</sup>)

Dated at Lexington, Kentucky, this 26<sup>th</sup> day  
(Your City)  
of January, 2023  
(Month)

Kate A. Ems  
(Your Signature\*)

\_\_\_\_\_  
(Name and address of attorney, if any)

1-26-23  
Date

\*Complaints by corporations or associations, or any other organization having the right to file a complaint, must be signed by its attorney and show his post office address. No oral or unsigned complaints will be entertained or acted upon by the commission.



WE KEEP LIFE FLOWING™

Service Address:

KATHRYN EHRSAM
2396 ABBEYWOOD RD
LEXINGTON, KY 40515-1272

THANK YOU FOR BEING OUR CUSTOMER

Important Account Messages

- Thank you for being a long time customer! We work hard every day to deliver water service that is safe, reliable, and affordable -- our customers deserve nothing less.
• Want more convenience and less clutter? Try paperless billing. We send an email when your bill is available for viewing and include an option to pay. It's simple to sign up, just register or log into My Account at amwater.com/myaccount and make the selection for paperless billing.

For more information, visit www.kentuckyamwater.com

View your account information or pay your bill anytime at: www.amwater.com/MyAccount

Pay by Phone: Pay anytime at 1-855-748-6066 \*A convenience fee may apply

Customer Service: 1-800-678-6301 M-F 7:00am to 7:00pm - Emergencies 24/7

KENTUCKY AMERICAN WATER
PO BOX 6029
CAROL STREAM, IL 60197-6029



P.O. BOX 91623
RANTOUL IL 61866-8623

Service to: 2396 ABBEYWOOD RD
LEXINGTON, KY 40515-1272

Handwritten notes: DO COVA # 11-25-22, CBCTV 80



001319 1 AV 0.452 01319/001319/002637 6 02 VC1TH0 001
KATHRYN EHRSAM
2396 ABBEYWOOD RD
LEXINGTON KY 40515-1272

Got my bill 11-14-22

PAY

Statement

6012551001

Account No [Redacted]

\$780.50

Payment Due By:

November 28, 2022

Billing Date:

November 10, 2022

Service Period:

Oct 09 to Nov 04 (27 Days)

Total Gallons:

114.44

Account Summary - See page 3 for Account Details

Table with 2 columns: Description and Amount. Rows include Prior Billing (\$76.50), Payments - Thank You! (\$76.50), Balance Forward (\$0.00), Service Related Charges (\$736.50), Taxes (\$44.10), and Total Amount Due (\$780.50).

Handwritten note: Account summary.

001319 002637 VC1TH0 ETM1000001

VC1TH001001001

Account No. 1012-210007432849

\$780.50

Payment Due By:

November 28, 2022

If paying after 11/28/22, pay this amount:

\$818.50

Amount Enclosed \$

55.00



KENTUCKY AMERICAN WATER
PO BOX 6029
CAROL STREAM, IL 60197-6029

Handwritten calculation: 725.56 - 101.95 = 623.31

### Meter Reading and Usage Summary

Meter No.	Measure	Size	From Date	To Date	Previous Read	Current Read	Meter Units	Billing Units	Total Gallons
090541050N	100 CF	5/8"	10/09/2022	11/04/2022	670 (A)	823 (A)	153	1,144.44	114,444

A = Actual E = Estimate

1 CF = 7.48 gallons

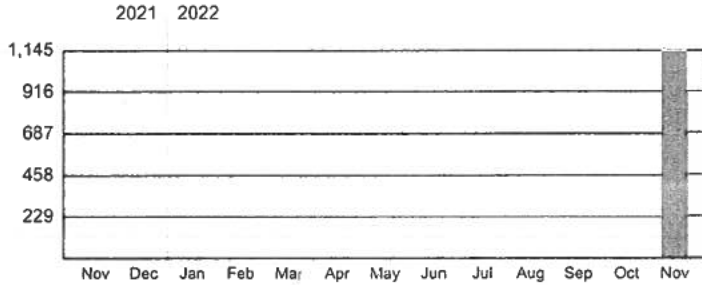
1 Billing Unit = 100 gallons

Total Gallons:

114,444

#### Billed Usage History (graph shown in 100 gallons)

- 114,444 gallons = usage for this period
- 1,496 gallons = usage for same period last year



Next Scheduled Read Date: on or about December 06, 2022  
Account Type: Residential

Average daily use for this period is: (27 days)

**4,239**

Year to Date Billed Usage: 169,796 gallons

#### Account Detail

Account No. [REDACTED]

Service To: 2396 ABBEYWOOD RD LEXINGTON, KY 40515-1272

Prior Billing	76.53
Payments	-76.53
Total payments as of Oct 25. Thank you!	
Balance Forward	0.00
Service Related Charges - 10/09/22 to 11/04/22	
<b>Water Service</b>	
Water Service Charge	673.85
Water Usage Charge (1,144.44 x \$0.5757)	658.85
<b>Other Charges</b>	
QIP Surcharge Water (\$673.85 x 4.61%)	31.06
KRA Withdrawal Fee (1,144.44 x \$0.0275)	31.47
<b>Total Service Related Charges</b>	<b>736.38</b>
<b>Taxes</b>	
Franchise Taxes (\$736.38 x 3.000%)	22.09
School District Tax (\$736.38 x 3.000%)	22.09
<b>Total Current Period Charges</b>	<b>780.56</b>

Total Amount Due



**\$780.56**

#### Understanding Your Bill

The information below defines some of the new terms you may find on your bill:

- **Service Related Charges:** This section includes charges for services related to water (or wastewater) service. If applicable, credits and debits for correction to previously billed charges are itemized in this section.
- **Fees and Adjustments:** This section provides details related to additional charges or adjustments for the service period referenced. Fees, when applicable, would include items such as service activation and late payment charges.
- **Surcharges:** Surcharges are used to recover changes to costs that occur between ratemaking cycles. Common surcharges include Purchased Water, Consolidated Expenses, Conservation, Intervenor Compensation and Payment Assistance.
- **Billing Units:** One billing unit equals 100 gallons of water used. If the meter serving your property measures your water use in cubic feet or a different unit of measure, we convert the usage to gallons to make it easier to understand.
- **Average Daily Use:** The gallons shown in the water droplet above represent your average daily water use for the current billing period. Tracking the amount of water you use can help you manage your overall water use from month to month.
- **Still have questions?** We are here to help. Our customer service representatives are available M-F, 7 a.m. to 7 p.m. More information on understanding your bill and charges can also be found on our website. See the link below.

Para obtener asistencia con la traducción de su factura, comuníquese con nuestro Centro de Servicio al Cliente, de lunes a viernes de 7 a.m. a 7 p.m.



JOSH

AUG BILL \$116.47

499 GALS 30 DAYS

PREV READ 635  
CURRENT READ 658 } 23

SEPT BILL \$31.63

70 GALS IN 32 DAYS

PREV READ 655  
CURRENT READ 658 } 3

OCT BILL 76.53

281 GALS 32 DAYS

PREV READ 658  
CURRENT READ 670 } 12

NOV BILL \$780.56

4239 GALS 27 DAYS

PREV READ 670  
CURRENT READ 823 } 153

DEC BILL 156.56

273 GAL USED 34 DAYS

PREV ~~CURRENT~~ READ 823  
CURRENT READ 835 } 12

# Vitronic

SEWER BILL 968.21 } \$187.057  
H2O BILL - 780.56 / 114,444 GALS  
27 DAYS 4239 GALS H2O/DAY

PLUMBER ✓ SAID NO LEAK  
ANYWHERE PLUMBER BILL  
SHOULD HAVE BEEN 78.56  
AND NOT \$780.56

11-29 METER CHANGED  
JOSH CALLED SAID METER  
WAS RIGHT.

11-14 TALKED TO LOUIE  
ON PAYMENT PLAN \$78/mo.  
LAST BILL 34 DAYS 273 GALS.  
THIS BILL WILL BE HIGHER C  
COMPANY + SHOWERS DISHWASHER  
ETC.

SEWER BILL 1057.64

- 968.21

889.43 THIS MO.

WHY IS SEWER BILL HIGHER?

Got 1st Bill Nov 14th for  
\$780.56 for 10-9-11-4  
27 days said I used  
114,444 GALS of H<sub>2</sub>O -  
4239 GALS A DAY.  
MY PLUMBER CAME OUT  
CHECKED FOR LEAK NO LEAK.  
THINKS BILL SHOULD HAVE  
BEEN \$78.56 AND NOT \$780.56.  
I HAVE BEEN FIGHTING THIS  
SINCE I RECEIVED MY BILL  
ON NOV 14th -

TALKED TO JUSTIN RILEY HAS  
NEW METER PUT IN - SAID  
OLD METER WAS ACCURATE HOW  
DO WE KNOW THAT.

HAVE TRIED TO TALK TO A  
SUPERVISOR SINCE 1-10-23.  
THEY ARE NEVER AVAILABLE -  
ALWAYS IN MEETINGS OR AT  
LUNCH.

I SENT A LETTER TO ICY

PUBLIC SERVICE COMMISSION  
ON DEC 30, 2022.

ON JAN 3, 2023 THEY  
RESPONDERS SAID I WAS  
RESPONSIBLE FOR BILL.

THERE IS NO WAY I COULD  
EVER USE THAT MUCH H<sub>2</sub>O.

ON JAN 10M IT WAS SENT  
TO ALL RESOLUTIONS

CASE # 1058261533 THEY  
WERE SUPPOSED TO CALL ME  
BACK IN 3-5 DAYS HEARD  
NOTHING.

CALLED KAWC AGAIN ON 1-18-23  
SOMEONE WAS SUPPOSED TO GET  
BACK TO ME THAT DAY - NO  
CALL.

CALLED KAWC AGAIN 1-20-23  
FINALLY GOT TO TALK TO  
ROSEMARY FROM KY PUBLIC  
SERVICE COMMISSION. SHE WILL  
SENT ME PAPERS TO FILE A



COMPLAINT. I DON'T  
UNDERSTAND WHY I HAVE TO  
FIX THESE OUT SINCE I  
EMAILED A LETTER ON 12/30/22  
NOTHING WAS DONE & IF  
IT WAS JUST KNOT ON  
FIRE.

I LIVE IN MY HOUSE  
ALONE - RUN MY DISH  
WASHER 1X A WEEK  
LAUNDRY 1X WEEK  
NO ONE COULD USE THAT  
MUCH H<sub>2</sub>O EVEN IF THERE  
WAS A LEAK WITHIN THERE  
ISNT.

NO ONE SEEMS TO BE  
ABLE TO HELP.

From: PSC Consumer Inquiry <PSC.Consumer.Inquiry@ky.gov>  
Subject: RE: KY PSC Utility Inquiry  
Date: Jan 3, 2023 at 8:38:20 AM  
To: [REDACTED]

Thank you for contacting the KY Public Service Commission.

Kentucky-American Water has followed the proper procedure. The first thing we would advise would be for you to check with a plumber, which you have. The second thing we would advise would be to check your meter, which they have. If the meter tested accurate, then you are responsible for the bill.

Joshua Riley is a supervisor so you were speaking to the correct person. Putting you on a payment plan was the best solution in this case.

---

**From:** KY Public Service Commission <pscfilings@ky.gov>  
**Sent:** Friday, December 30, 2022 9:31 AM  
**To:** PSC Consumer 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 Friday, December 30, 2022 at 9:31 AM

-----  
Name: Kathryn Ehram  
Address: 2396 Abbevwood Rd.  
City: Lexington  
State: KY  
Zip Code: 40515  
Phone number where you can be reached: [REDACTED]  
Home phone: [REDACTED]

Utility Name: Kentucky American Water Company

State the nature of your concern: November bill (For October use) was \$780.56; for 27 days, used 4,239 gallons of water. Typical bill is usually around \$75 (for October bill--Sept use was \$76, with about 281 gallons used for 32 days). A plumber came out to check and said there were no leaks anywhere. I live alone and nothing out of the ordinary water use happened at this time. The plumber said even if I had a swimming pool, this much water would not have been used. Then I called KAW and talked to Joshua Riley--they came out and took the old meter out and did a meter testing. They replaced it with a new meter and then said the bill was accurate after testing it. I called back and talked again to Joshua Riley and asked to speak to a supervisor. He said he was "as high as it went" and put me on monthly payments.

Have you contacted the utility about the problem: Yes

From: kate ehram [REDACTED]  
Subject: KAW address  
Date: Dec 30, 2022 at 9:36:19 AM  
To: Kate [REDACTED]

**Kentucky Public Service Commission**

**Address:** P.O. Box 615, 211 Sower Boulevard, Frankfort, Kentucky 40602-0615

**Phone:** (502) 564-3940, **Fax:** (502) 564-3460, **Hotline:** 1-800-772-4636

**Office Hours:** Monday - Friday 8am - 5pm

---

From: KY Public Service Commission pscfilings@ky.gov  
Subject: KY PSC Utility Inquirv  
Date: Dec 30, 2022 at 9:31:15 AM  
To: [REDACTED]

Below is the result of your feedback form. It was submitted by  
[REDACTED] on Friday, December 30, 2022 at 9:31 AM

Name: Kathrvn Ehrsam

Address: 2396 Abbeywood Rd.

City: Lexington

State: KY

Zip Code: 40515

Phone number where you can be reached: [REDACTED]

Home phone [REDACTED]

Utility Name: Kentucky American Water Company

State the nature of your concern: November bill (For October use) was \$780.56; for 27 days, used 4,239 gallons of water. Typical bill is usually around \$75 (for October bill--Sept use was \$76. with about 281 gallons used for 32 days). A plumber came out to check and said there were no leaks anywhere. I live alone and nothing out of the ordinary water use happened at this time. The plumber said even if I had a swimming pool, this much water would not have been used. Then I called KAW and talked to Joshua Riley--they came out and took the old meter out and did a meter testing. They replaced it with a new meter and then said the bill was accurate after testing it. I called back and talked again to Joshua Riley and asked to speak to a supervisor. He said he was "as high as it went" and put me on monthly payments.

Have you contacted the utility about the problem: Yes

----- This is a Copy of the  
email sent to KY Public Service Commission Consumer Services Division. This  
email is automatically generated please do not reply to this email address.



WE KEEP LIFE FLOWING™

Service Address:  
KATHRYN EHRSAM  
2396 ABBEYWOOD RD  
LEXINGTON, KY 40515-1272

**THANK YOU FOR BEING OUR CUSTOMER**

**Important Account Messages**

- Thank you for being a long time customer! We work hard every day to deliver water service that is safe, reliable, and affordable – our customers deserve nothing less.
- Want more convenience and less clutter? Try paperless billing. We send an email when your bill is available for viewing and include an option to pay. It's simple to sign up, just register or log into My Account at [amwater.com/myaccount](http://amwater.com/myaccount) and make the selection for paperless billing.

For more information, visit [www.kentuckyamwater.com](http://www.kentuckyamwater.com)

**Statement**

Account No [REDACTED]

Total Amount Due: **\$780.56**

Payment Due By: **November 28, 2022**

Billing Date: November 10, 2022  
 Service Period: Oct 09 to Nov 04 (27 Days)  
 Total Gallons: 114,444

**Account Summary – See page 3 for Account Detail**

Prior Billing:	<b>\$76.53</b>
Payments - Thank You!	\$76.53
Balance Forward:	<b>\$0.00</b>
Service Related Charges:	\$736.38
Taxes:	\$44.18
Total Amount Due:	<b>\$780.56</b>

- View your account information or pay your bill anytime at: [www.amwater.com/MyAccount](http://www.amwater.com/MyAccount)
- Pay by Phone\*: Pay anytime at 1-855-748-6066 \*A convenience fee may apply
- Customer Service: 1-800-678-6301 M-F 7:00am to 7:00pm – Emergencies 24/7
- KENTUCKY AMERICAN WATER  
PO BOX 6029  
CAROL STREAM, IL 60197-6029

Please return bottom portion with your payment. DO NOT send cash. Retain upper portion for your records. 001319002637 VC1TH0 ETM IC00001 (VC1TH0001001319010200)



P.O. BOX 91623  
RANTOUL, IL 61866-8623

Service to: 2396 ABBEYWOOD RD  
LEXINGTON, KY 40515-1272

001319 1 AV 0.452 01319/001319/002637 6 02 VC1TH0 001  
KATHRYN EHRSAM  
2396 ABBEYWOOD RD  
LEXINGTON KY 40515-1272



Got my bill  
11-14-22



PAY

Account No [REDACTED]

Total Amount Due: **\$780.56**

Payment Due By: **November 28, 2022**

If paying after 11/28/22, pay this amount: **\$849.59**

CAMER  
11-14-22  
DON'T PAY  
FULL AMT

Amount Enclosed \$

55.00



KENTUCKY AMERICAN WATER  
PO BOX 6029  
CAROL STREAM, IL 60197-6029

\$725.56  
- 101.95  
8623.31

**Meter Reading and Usage Summary**

Meter No.	Measure	Size	From Date	To Date	Previous Read	Current Read	Meter Units	Billing Units	Total Gallons
090541050N	100 CF	5/8"	10/09/2022	11/04/2022	670 (A)	823 (A)	153	1,144.44	114,444

A = Actual E = Estimate

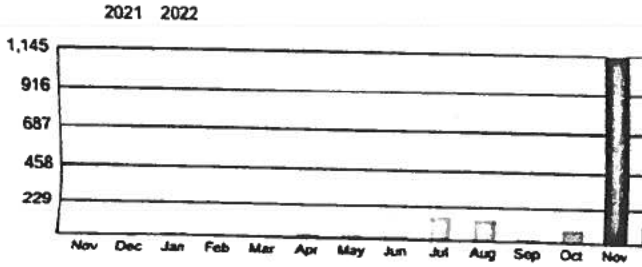
1 CF = 7.48 gallons 1 Billing Unit = 100 gallons

Total Gallons: 114,444

**Billed Usage History (graph shown in 100 gallons)**

- 114,444 gallons = usage for this period
- 1,496 gallons = usage for same period last year

Next Scheduled Read Date: on or about December 06, 2022  
Account Type: Residential



Average daily use for this period is: **4,239** gallons (27 days)

Year to Date Billed Usage: 169,796 gallons

**Account Detail**

Service To: 2396 ABBEYWOOD RD LEXINGTON, KY 40515-1272

Account No. [REDACTED]

Prior Billing	76.53
Payments	-76.53
Total payments as of Oct 25. Thank you!	-76.53
<b>Balance Forward</b>	<b>0.00</b>

**Service Related Charges - 10/09/22 to 11/04/22**

<b>Water Service</b>	<b>673.85</b>
Water Service Charge	15.00
Water Usage Charge (1,144.44 x \$0.5757)	658.85
<b>Other Charges</b>	<b>62.53</b>
QIP Surcharge Water (\$673.85 x 4.61%)	31.06
KRA Withdrawal Fee (1,144.44 x \$0.0275)	31.47
<b>Total Service Related Charges</b>	<b>736.38</b>
<b>Taxes</b>	<b>44.18</b>
Franchise Taxes (\$736.38 x 3.000%)	22.09
School District Tax (\$736.38 x 3.000%)	22.09
<b>Total Current Period Charges</b>	<b>780.56</b>

**Total Amount Due** ➔ **\$780.56**

**Understanding Your Bill**

The information below defines some of the new terms you may find on your bill:

- Service Related Charges:** This section includes charges for services related to water (or wastewater) service. If applicable, credits and debits for correction to previously billed charges are itemized in this section.
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Para obtener asistencia con la traducción de su factura, comuníquese con nuestro Centro de Servicio al Cliente, de lunes a viernes de 7 a.m. a 7 p.m.

For more information about your charges and rates, please visit: <https://amwater.com/kyaw/rates>

From: **doNotReply@amwater.com**  
Subject: **Payment Confirmation**  
Date: **Dec 6, 2022 at 1:59:52 PM**  
To: [REDACTED]

**Dear Kathryn Ehram,**

**Thank you for your payment to American Water. Below you will find a summary of the transaction, including the confirmation number for your payment. Your payment has been received and may already be reflected on your account. All payments will post to accounts within the next business day. Thank you for being a valued customer of American Water.**

**Confirmation Number: 839308591**  
**Payment Date: Dec 06, 2022 1:59:47 PM**  
**Payment Amount: \$100.00**  
**Processing Fee: \$1.95**  
**Total Amount Charged: \$101.95**

**Contact Information**

**Contact's First Name: Kathryn**  
**Contact's Last Name: Ehram**  
**ZIP code: 40515**  
**Daytime Phone Number: [REDACTED]**  
**Email Address: [REDACTED]**

**Account Information**

**Company: Kentucky American Water**  
**Account Number: [REDACTED]**  
**Payment Method: Credit Card**

**Payment Method Information**

**Card Type: American Express**  
**Card Number: [REDACTED]**  
**Card Holder Name: Kathryn Ehram**

**Please do not reply to this e-mail, as we are not able to respond to messages sent to this address. To ensure delivery, please add [MyH2OOnline@amwater.com](mailto:MyH2OOnline@amwater.com) to your address book.**

**Are you a paperless billing customer? If so, thanks for helping us protect our environment and a precious natural resource – water! If not, please consider signing up the next time you log into your My H2O Online account.**