

COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

In the matter of:

Richard Hall Jouett

(Your Full Name)

COMPLAINANT

VS.

Kentucky American Water Company

(Name of Utility)

DEFENDANT

RECEIVED

APR 03 2023

PUBLIC SERVICE
COMMISSION

COMPLAINT

The complaint of Richard Hall Jouett respectfully shows:
(Your Full Name)

(a) Richard Hall Jouett
(Your Full Name)
2379 Harrods Pointe Trace, Lexington, KY 40514
(Your Address)

(b) Kentucky American Water Company
(Name of Utility)
2300 Richmond Road, Lexington, KY 40502
(Address of Utility)

(c) That: Kentucky American Water Company issued my monthly billing
(Describe here, attaching additional sheets if necessary,
statement on 2/3/2023 reflecting a consumption rate over triple for the same
the specific act, fully and clearly, or facts that are the reason
period from the same period one year ago and after many weeks of research
and basis for the complaint.)
no reasonable explanation has been offered

Continued on Next Page

Formal Complaint

Richard Hall Jouett vs. Kentucky American Water Company

Page 2 of 2

I have attached copies of all pertinent information, including an organized timeline of events and communications. In addition, I would refer to an article published in the Lexington Herald Leader on 2/22/2023 by Aaron Mudd. This article sites many examples of problems similar to my experience. When I brought this to the attention of the KAWC Customer Advocate, Erica's only response was that she was not employed by KAWC in December. Note that my post on the social, ** Wherefore, complainant asks for reasonable adjustment to my bill to reflect (Specifically state the relief desired.) the normal usage at our address for the past 34 years except for this one 20 hour period.

** neighborhood application, NEXTDOOR has received nearly 150 reactions and comments along with over 13,000 views

Dated at Lexington, Kentucky, this 29th day of March, 20 23.

Richard Jouett (Your Signature*)

(Name and address of attorney, if any)

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.

KY PSC Utility Inquiry

From: KY Public Service Commission (pscfilings@ky.gov)

To: [REDACTED]

Date: Tuesday, March 21, 2023 at 10:46 PM EDT

Below is the result of your feedback form. It was submitted by (rhjouett@aol.com) on Tuesday, March 21, 2023 at 10:45 PM

Name: Richard Jouett

Address: 2379 Harrods Pointe Trace

City: Lexington

State: Kentucky

Zip Code: 40514

Phone number where you can be reached: [REDACTED]

Home phone: [REDACTED]

Utility Name: Kentucky American Water

State the nature of your concern: Richard H. Jouett 2379 Harrods Pointe Trace Lexington, Kentucky 40514 [REDACTED]

[REDACTED] KAWC Account No. [REDACTED] Re: Billing Period 12/28/2022 – 1/30/2023 February 2, 2023 • Received monthly email advising that my new statement is available for viewing. • Statement showed consumption of 6732 gallons, more than 3 times the amount used during the same period one year prior. • Inspected all sources of water usage in the house, all faucets, sinks, toilets, dishwasher, washing machine, hot water heater and surveyed the yard above outside water pipes. • Called KAWC to request assistance. 1st available inspection appointment set for 2/17/23. February 17, 2023 • KAWC representative came out to read our meter. He did not call in advance. I only knew he was here because I looked out our side window. He told me that the meter appears to be functioning properly and offered that he would request a data log for the period in question. I was told to expect to hear from someone locally within 72 business hours. February 24, 2023 • When I still had not heard from my data log request, I called what I thought was the local Lexington, KY office at (859) 269-2386 but was connected to a customer service call center in North Carolina. The folks in this office can quote company policy and procedure, but are not equipped or authorized to give customer service. I insisted that I wanted to speak with someone in the Lexington, KY office to no avail. March 1, 2023 • I wrote and mailed a letter to the Lexington, KY office of KAWC detailing my frustrating experience thus far. • At this point, I am simply trying to be able to discuss this matter with someone in our local office who is likely to be familiar with the local environment and proceedings. • I received a phone call from Erica Schreffler in the Customer Advocacy department in the Lexington, KY office. She assured me that she would forward me a copy of the data log for a 90 day period ending at the end of the billing period in question. March 7, 2023 • I received an email from Customer Advocate Erica Schreffler with an attachment showing the data log dated from 9/13/2022 – 3/3/2023. The print out is 170 pages and not in a format that shows the actual consumption amounts. Erica resent an attachment showing the consumption amounts. The data log shows a major spike in our consumption during a 20-hour period from 14:47 on 1/18/23 until 10:47 on 1/19/23 showing a consumption of 2,940 gallons. March 10 – 16, 2023 • Several emails with Erica. She has stated several times that KAWC is not able to determine where the water goes after it passes through the meter, but apparently there was a significant event on 1/19/2023. I agreed to schedule a meter replacement and testing on March 20, 2023. March 20, 2023 • Technician Richard Young arrived and replaced the meter. March 21, 2023 • Received email from Erica stating that our meter passed the bench test which means it was functioning correctly. Comments • We have lived at this address since our house was built in 1989. The meter reading for the 20-hour period in question is extremely excessive. KAWC admits that they do not have an explanation for the cause, but there was a significant event during this period. • What could explain that for 34 years, our consumption has remained consistent before and after the period in question and has resumed at the same rate for two months since. • Research of both the news media and social media indicates that there was some type of incident with some equipment at KAWC in December 2022 and according to the technician at our house today, there are still over 300 unresolved cases as a result. • We have spent considerable personal time and resources to determine that we do not have a leak on our property. • KAWC insists that because their tests indicate the meter was working properly, they are not responsible for the unexplained, excessive amount of water supposedly consumed during the 20 hour period in question. Yet, they are aware of a significant event that occurred in December 2022 that adversely affected 1000's of customers. Unanswered Question • How could we have possibly consumed nearly 3,000 gallons of water in just 20 hours? And yet our consumption rate is currently near 75 gallons per day or 2500 per billing period. After the 20 hour period in question passed, our consumption rate returned to what has been normal for 34 years. Don't you think we would know if we used that much water in such a short period of time?

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.

502-564-3460

Richard H. Jouett
2379 Harrods Pointe Trace
Lexington, Kentucky 40514

March 1, 2023

Kentucky American Water
2300 Richmond Road
Lexington, Kentucky 40502

Re: Account # [REDACTED] - Case # [REDACTED]

I am writing today to review the status of my request to investigate my recent meter reading.

On 2/2/23 while out of town for two weeks I received an email alerting me that my current statement was available online. I immediately noticed that our water consumption usage amount for January 2023 was more than triple the same period in 2022. Realizing that we were out of town for at least 5 days during that billing period, I was very concerned that we could have encountered a leak somewhere. I called my neighbor who has access to our home and immediately went to our house and conducted an inspection both inside and outside and found nothing suspicious. I called Kentucky American Water to report these findings and request further investigative inspection be conducted. I was informed that the earliest appointment would be in 15 days on 2/17/23 and that I would receive a phone call from the representative. Further, he would need access to the yard and inside of the house, specifically the location of our main water shut off valve. I never received a phone call on 2/17/23 and it was only because I looked outside and saw your company truck that I knew to go outside and see what this person was doing. He said that there is nothing wrong with the meter and that it is functioning properly. He suggested I do a dye test on each toilet to determine if we have an otherwise undetectable leak. Those tests all proved negative. He offered that he was going to request a daily usage report for the previous 3 months and that someone from our local office would be in contact within 72 business hours.

I was not contacted as promised so I called the tollfree number for customer service. These folks are not given the tools and resources to handle this type of customer service issue. Again, I was promised that someone from our local office would reach out to me. I called again today, still no answers as to what is going on, saying it can take up to 30 days to complete such an investigation. Then why was I told to expect to be contacted by someone in our local office? Why was I informed that I would receive a daily usage report within 72 hours? Why was I told to be prepared to show the meter reading representative the location of our main shut off valve?

I have attached a copy of the current reading information found on my profile page online. It clearly shows that the billing period in question is way off and has since returned to a more normal reading. I am the customer here, yet I have found it necessary to spend my time and resources to defend myself. Where is the spirit of sincere customer service? Like everywhere else I turn these days, everyone has become so impersonal. I or my family have been water customers here in Lexington for well over 100 years and I have been the sole resident at my current address since this house was built in 1989. We are talking about a spike in my water bill of \$25 and sewer bill through LFUCG of \$30. Why should it take nearly 6 weeks to determine where the problem is? Why is it so difficult for someone in the local office who knows far more about this matter to reach out to me?

Let me conclude by saying that I spent all of my adult life working in customer service, so I dislike writing a letter like this as much as you for receiving it. I look forward to your prompt response.

Sincerely,

Richard H. Jouett

Richard H. Jouett
2379 Harrods Pointe Trace
Lexington, Kentucky 40514

KAWC Account No. [REDACTED]

Re: Billing Period 12/28/2022 -- 1/30/2023

February 2, 2023

- Received monthly email advising that my new statement is available for viewing.
- Statement showed consumption of 6732 gallons, more than 3 times the amount used during the same period one year prior.
- Inspected all sources of water usage in the house, all faucets, sinks, toilets, dishwasher, washing machine, hot water heater and surveyed the yard above outside water pipes.
- Called KAWC to request assistance. 1st available inspection appointment set for 2/17/23.

February 17, 2023

- KAWC representative came out to read our meter. He did not call in advance. I only knew he was here because I looked out our side window. He told me that the meter appears to be functioning properly and offered that he would request a data log for the period in question. I was told to expect to hear from someone locally within 72 business hours.

February 24, 2023

- When I still had not heard from my data log request, I called what I thought was the local Lexington, KY office at (859) 269-2386 but was connected to a customer service call center in North Carolina. The folks in this office can quote company policy and procedure, but are not equipped or authorized to give customer service. I insisted that I wanted to speak with someone in the Lexington, KY office to no avail.

March 1, 2023

- I wrote and mailed a letter to the Lexington, KY office of KAWC detailing my frustrating experience thus far.
- At this point, I am simply trying to be able to discuss this matter with someone in our local office who is likely to be familiar with the local environment and proceedings.
- I received a phone call from Erica Schreffler in the Customer Advocacy department in the Lexington, KY office. She assured me that she would forward me a copy of the data log for a 90 day period ending at the end of the billing period in question.

March 7, 2023

- I received an email from Customer Advocate Erica Schreffler with an attachment showing the data log dated from 9/13/2022 – 3/3/2023. The print out is 170 pages and not in a format that shows the actual consumption amounts. Erica resent an attachment showing the consumption amounts. The data log shows a major spike in our consumption during a 20-hour period from 14:47 on 1/18/23 until 10:47 on 1/19/23 showing a consumption of 2,940 gallons.

March 10– 16, 2023

- Several emails with Erica. She has stated several times that KAWC is not able to determine where the water goes after it passes through the meter, but apparently there was a significant event on 1/19/2023. I agreed to schedule a meter replacement and testing on March 20, 2023.

March 20, 2023

- Technician Richard Young arrived and replaced the meter.

March 21, 2023

- Received email from Erica stating that our meter passed the bench test which means it was functioning correctly.

Comments

- We have lived at this address since our house was built in 1989. The meter reading for the 20-hour period in question is extremely excessive. KAWC admits that they do not have an explanation for the cause, but there was a significant event during this period.
- What could explain that for 34 years, our consumption has remained consistent before and after the period in question and has resumed at the same rate for two months since.
- Research of both the news media and social media indicates that there was some type of incident with some equipment at KAWC in December 2022 and according to the technician at our house today, there are still over 300 unresolved cases as a result.
- We have spent considerable personal time and resources to determine that we do not have a leak on our property.
- KAWC insists that because their tests indicate the meter was working properly, they are not responsible for the unexplained, excessive amount of water supposedly consumed during the 20 hour period in question. Yet, they are aware of a significant event that occurred in December 2022 that adversely affected 1000's of customers.

Unanswered Question

- How could we have possibly consumed nearly 3,000 gallons of water in just 20 hours? And yet our consumption rate is currently near 75 gallons per day or 2500 per billing period. After the 20 hour period in question passed, our consumption rate returned to what has been normal for 34 years. Don't you think we would know if we used that much water in such a short period of time?

Re: Billing Period 12/28/2022 – 1/30/2023 Kentucky American Water February 2, 2023 • Received monthly email advising that my new statement is available for viewing. • Statement showed consumption of 6732 gallons, more than 3 times the amount used during the same period one year prior. • Inspected all sources of water usage in the house, all faucets, sinks, toilets, dishwasher, washing machine, hot water heater and surveyed the yard above outside water pipes. • Called KAWC to request assistance. 1st available inspection appointment set for 2/17/23. February 17, 2023 • KAWC representative came out to read our meter. He did not call in advance. I only knew he was here because I looked out our side window. He told me that the meter appears to be functioning properly and offered that he would request a data log for the period in question. I was told to expect to hear from someone locally within 72 business hours. February 24, 2023 • When I still had not heard from my data log request, I called what I thought was the local Lexington, KY office at (859) 269-2386 but was connected to a customer service call center in North Carolina. The folks in this office can quote company policy and procedure, but are not equipped or authorized to give customer service. I insisted that I wanted to speak with someone in the Lexington, KY office to no avail. March 1, 2023 • I wrote and mailed a letter to the Lexington, KY office of KAWC detailing my frustrating experience thus far. • At this point, I am simply trying to be able to discuss this matter with someone in our local office who is likely to be familiar with the local environment and proceedings. • I received a phone call from Erica Schreffler in the Customer Advocacy department in the Lexington, KY office. She assured me that she would forward me a copy of the data log for a 90 day period ending at the end of the billing period in question. March 7, 2023 • I received an email from Customer Advocate Erica Schreffler with an attachment showing the data log dated from 9/13/2022 – 3/3/2023. The print out is 170 pages and not in a format that shows the actual consumption amounts. Erica resent an attachment showing the consumption amounts. The data log shows a major spike in our consumption during a 20-hour period from 14:47 on 1/18/23 until 10:47 on 1/19/23 showing a consumption of 2,940 gallons. March 10 – 16, 2023 • Several emails with Erica. She has stated several times that KAWC is not able to determine where the water goes after it passes through the meter, but apparently there was a significant event on 1/19/2023. I agreed to schedule a meter replacement and testing on March 20, 2023. March 20, 2023 • Technician Richard Young arrived and replaced the meter. March 21, 2023 • Received email from Erica stating that our meter passed the bench test which means it was functioning correctly. Comments • We have lived at this address since our house was built in 1989. The meter reading for the 20-hour period in question is extremely excessive. KAWC admits that they do not have an explanation for the cause, but there was a significant event during this period. • What could explain that for 34 years, our consumption has remained consistent before and after the period in question and has resumed at the same rate for two months since. • Research of both the news media and social media indicates that there was some type of incident with some equipment at KAWC in December 2022 and according to the technician at our house today, there are still over 300 unresolved cases as a result. • We have spent considerable personal time and resources to determine that we do not have a leak on our property. • KAWC insists that because their tests indicate the meter was working properly, they are not responsible for the unexplained, excessive amount of water supposedly consumed during the 20 hour period in question. Yet, they are aware of a significant event that occurred in December 2022 that adversely affected 1000's of customers. Unanswered Question • How could we have possibly consumed nearly 3,000 gallons of water in just 20 hours? And yet our consumption rate is currently near 75 gallons per day or 2500 per billing period. After the 20 hour period in question passed, our consumption rate returned to what has been normal for 34 years. Don't you think we would know if we used that much water in such a short period of time?



WE KEEP LIFE FLOWING™

Service Address:

RICHARD JOUETT
2379 HARRODS POINTE TRLR
LEXINGTON, KY 40514-1449

THANK YOU FOR BEING OUR CUSTOMER

Important Account Messages

- Want to get to know us better? Visit www.kentuckyamwater.com to learn more about the services we provide.
- 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.

For more information, visit www.kentuckyamwater.com

Statement

Total Amount Due:	\$61.59
Payment Due By:	February 21, 2023
Thank you for using AutoPay. Payment will be automatically deducted on the bill due date.	
Billing Date:	February 02, 2023
Service Period:	Dec 28 to Jan 30 (34 Days)
Total Gallons:	6,732

Account Summary – See page 3 for Account Detail

Prior Billing:	\$36.59
Payments - Thank You!	\$36.59
Balance Forward:	\$0.00
Service Related Charges:	\$58.09
Taxes:	\$3.50
Total Amount Due:	\$61.59



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



Pay by Phone*: Pay anytime at 1-855-748-6068
*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 8029
CAROL STREAM, IL 60197-6029

▼ Please return bottom portion with your payment. DO NOT send cash. Retain upper portion for your records. ▼



WE KEEP LIFE FLOWING™



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

Service to: 2379 HARRODS POINTE TRLR
LEXINGTON, KY 40514-1449

RICHARD JOUETT
2379 HARRODS POINTE TRCE
LEXINGTON, KY 40514-1449

Total Amount Due:	\$61.59
Payment Due By:	February 21, 2023

If paying after 2/21/23, pay this amount **\$64.67**

Amount Enclosed \$ **Paid Electronically on Due Date**

KENTUCKY AMERICAN WATER
PO BOX 8029
CAROL STREAM, IL 60197-6029

WE KEEP LIFE FLOWING™

Meter Reading and Usage Summary

Meter No.	Measure	Size	From Date	To Date	Previous Read	Current Read	Meter Units	Billing Units	Total Gallons
H013252546	100 CF	5/8"	12/28/2022	01/30/2023	543 (A)	552 (A)	9	67.32	6,732

A = Actual E = Estimate

1 CF = 7.48 gallons

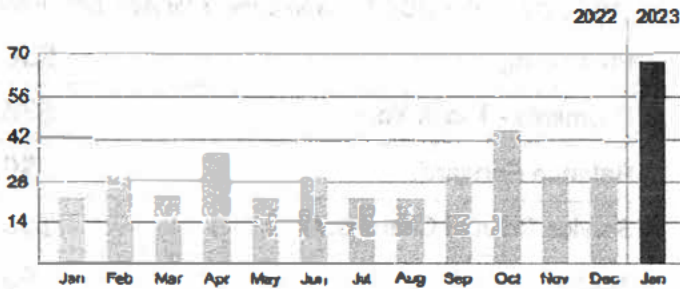
1 Billing Unit = 100 gallons

Total Gallons:

6,732

Billed Usage History (graph shown in 100 gallons)

- 6,732 gallons = usage for this period
- 2,244 gallons = usage for same period last year


 Next Scheduled Read Date: on or about February 23, 2023
 Account Type: Residential

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

198
 gallons

Year to Date Billed Usage: 6,732 gallons

Account Detail

Service To: 2379 HARRODS POINT TRLR LEXINGTON, KY 40514-1449

Prior Billing		36.59
Payments		-36.59
Total payments as of Jan 17. Thank you!		-36.59
Balance Forward		0.00
Service Related Charges - 12/28/22 to 01/30/23		
Water Service		53.76
Water Service Charge		15.00
Water Usage Charge	(67.32 x \$0.5757)	38.76
Other Charges		4.33
QIP Surcharge Water	(\$53.76 x 4 61%)	2.48
KRA Withdrawal Fee	(67.32 x \$0.0275)	1.85
Total Service Related Charges		58.09
Taxes		3.50
Franchise Taxes (\$58.09 x 3.000%)		1.75
School District Tax (\$58.09 x 3.000%)		1.75
Total Current Period Charges		61.59

Total Amount Due

\$61.59
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 charges 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.

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