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May 1, 2026

ELECTRONICALLY SUBMITTED VIA E-MAIL

RECEIVED

MAY 1 2026

**PUBLIC SERVICE
COMMISSION**

Linda C. Bridwell
Executive Director
Kentucky Public Service Commission
211 Sower Blvd
Frankfort, KY 40601

Re: Case No. 2023-00155, Morgan Taylor v. Kentucky American Water

Dear Ms. Bridwell:

Enclosed please find Kentucky American Water's submission for filing in this non-electronic case. I hereby certify that: (1) this electronic submission is a true and accurate copy of the original documents in paper medium; (2) the electronic submission has been transmitted to the Commission on May 1, 2026; and (3) Complainant Morgan Taylor has been served with a paper copy of this filing on May 1, 2026 via U.S. Mail.

Very truly yours,

A handwritten signature in blue ink that reads "Lindsey W. Ingram III".

Lindsey W. Ingram III

Enclosure

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

KENTUCKY-AMERICAN WATER COMPANY
CASE NO. 2023-00155
COMMISSION STAFF'S THIRD REQUEST FOR INFORMATION

Witness: Tracie E. Figueroa

1. State whether Kentucky-American has reached any agreement, settlement, or other resolution with the complainant, Morgan Taylor, regarding the issues raised in this proceeding.
 - a. If a resolution has been reached, describe in detail the terms of the resolution, including but not limited to: (1) Any billing adjustments, credits, or refunds applied; (2) Any meter testing, inspections, or repairs performed; (3) Any payment arrangements entered into; and (4) The date on which the resolution was finalized.
 - b. If a resolution has been reached, state whether the complainant has indicated satisfaction with the resolution and whether Kentucky-American considers the matter fully resolved.

Response:

- a. No, but see the response to part b below. Please also refer to KAWC's response to KAW_PSCDR1_NUM001 explaining that Ms. Taylor was not eligible for a billing adjustment.
- b. KAWC has not had any further contact with the complainant. The account was closed on October 12, 2025. Full and final payment was made on October 30, 2025 and the balance is zero. Based on that, KAWC considers this matter resolved.

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2. If no resolution has been reached, state in detail:
 - a. The current status of the dispute;
 - b. Any additional actions taken by Kentucky-American to investigate or address the complainant's concerns; and
 - c. Whether Kentucky-American is continuing efforts to resolve the matter.

Response:

- a. The account was closed on October 12, 2025. Full and final payment was made on October 30, 2025 and the balance is zero. Based on that, KAWC considers this matter resolved.
- b. KAWC has not had any further contact with the complainant.
- c. The account was closed on October 12, 2025.

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3. Provide copies of any correspondence, agreements, account notes, or other documentation reflecting communications between Kentucky-American and the complainant regarding this complaint since the filing of Kentucky-American's last response to Commission Staff's Request for Information filed on June 6, 2024.

Response: KAWC has not had any further contact with the complainant.

VERIFICATION

STATE OF MISSOURI)
) SS:
COUNTY OF ST. LOUIS)

The undersigned, Tracie Figueroa, being duly sworn, deposes and says that she is a Senior Manager Customer Advocacy for Kentucky-American Water Company, that she has personal knowledge of the matters set forth in the accompanying data responses for which she is identified as the responsible witness, and that the answers contained therein are true and correct to the best of her information, knowledge and belief.

Tracie Figueroa

Tracie Figueroa

Subscribed and sworn to before me, a Notary Public in and before said County and State,
this 28th day of ~~May~~, 2026.
April

MB Hercules Mifflin

Notary Public

My Commission Expires:
April 26, 2028

