

COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

CHARLES DOUGLAS CHAMBERS)	
)	
COMPLAINANT)	
)	CASE NO.
V.)	2024-00350
)	
KENTUCKY-AMERICAN WATER COMPANY)	
)	
DEFENDANT)	

ORDER

Kentucky-American Water Company (Kentucky-American) is hereby notified that it has been named as a Defendant in a formal complaint filed on October 28, 2024, a copy of which is attached as an Appendix to this Order and incorporated herein.

The Commission finds that pursuant to 807 KAR 5:001, Section 20, Kentucky-American should satisfy the matters complained of or file a written answer to the complaint within ten days from the date of service of this Order. The Commission directs Kentucky-American to the Commission's July 22, 2021 Order in Case No. 2020-00085¹ regarding filings with the Commission.

IT IS THEREFORE ORDERED that:

1. Kentucky-American shall satisfy the matters complained of or file a written answer to the complaint within ten days from the date of service of this Order.

¹ Case No. 2020-00085, *Electronic Emergency Docket Related to the Novel Coronavirus COVID-19* (Ky. PSC July 22, 2021), Order (in which the Commission mandated the use of the electronic filing procedures found in 807 KAR 5:001, Section 8, except for *pro se* formal complaints filed against utilities).


2. A copy of this Order shall be served by U.S. Postal Service mail, first-class, on Charles Douglas Chambers at 645 Lakeshore Drive, Lexington, KY 40502.

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PUBLIC SERVICE COMMISSION


Chairman

Vice Chairman


Commissioner

ATTEST:


Executive Director

ENTERED
APR 8 2025 jdc
KENTUCKY PUBLIC
SERVICE COMMISSION

APPENDIX

APPENDIX TO AN ORDER OF THE KENTUCKY PUBLIC SERVICE
COMMISSION IN CASE NO. 2024-00350 DATED APR 8 2025

FOUR PAGES TO FOLLOW

RECEIVED

COMMONWEALTH OF KENTUCKY

OCT 28 2024

BEFORE THE PUBLIC SERVICE COMMISSION

PUBLIC SERVICE COMMISSION

In the matter of:

Charles Douglas Chambers
(Your Full Name)

COMPLAINANT

VS.

Kentucky American Water
(Name of Utility)

DEFENDANT

COMPLAINT

The complaint of Charles Douglas Chambers respectfully shows:
(Your Full Name)

(a) Charles Douglas Chambers
(Your Full Name)

645 Lakewood Drive
(Your Address)

(b) Kentucky American Water
(Name of Utility)

2300 Richmond Road, Lexington, Kentucky 40501
(Address of Utility)

(c) That: See attached
(Describe here, attaching additional sheets if necessary,

the specific act, fully and clearly, or facts that are the reason

and basis for the complaint.)

Continued on Next Page

Formal Complaint

The Chambers vs. Kentucky American
Water

Page 2 of 2

Wherefore, complainant asks for a reduction of
(Specifically state the relief desired.)

this water bill to reflect our
"normal" usage as there is
no answer as to why the bill
(usage) is EXTREMELY elevated except
for a dysfunctional meter.

Dated at Lexington, Kentucky, this 14 day
(Your City)

of October, 2024
(Month)

Ray Chambers
(Your Signature)
Melissa Chambers

(Name and address of attorney, if any)

10-14-2024
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.

(No subject)

From Melissa Chambers [REDACTED]

Date Mon 10/14/2024 3:49 PM

To Doug Chambers [REDACTED]

We wanted to write to establish a timeline for the last couple of months at our personal residence 645 Lakeshore Drive. (The Water Company will have a detailed account of what they did). We have as we have spoken to Josh in the advocacy department several times and Oscar in the same department with no resolution. We had a leak in our downstairs toilet in June as water was leaking into our basement. Our plumber came on June 4 and he fixed the leak. We then replaced 2 toilets, one where the leak had happened and one upstairs. I called the water company to see if they had any type of forgiveness program in June and they informed me they do not have any forgiveness program for inside leaks. -In July we got a water bill of over \$700 which is 10 times what our monthly bill is. I called Kentucky American and they couldn't come check the meter until 8/21 and so I had my plumber come and take a look at everything to make sure all was installed properly and not leaking. Upon his inspection, and in his professional opinion nothing was leaking or running and all of our inside plumbing was good. There could not have been a leak inside of this magnitude (7,000 gallons in one day) without us being aware of it. -The water company will have a detailed record of this but they changed out our meter sometime in June, not at our request but they say they do this periodically?? -Kentucky American came out and checked our meter and ran reports of water usage which were VERY inconsistent and Jerry with KAW was stumped as to why this usage was so sporadic and high at times and then low. - They took the meter they had just replaced in June back to their shop and ran diagnostics on it and said it was working fine-again-they will have records of all of this. -They put on a new meter and Jerry came back out on Sept 4 to look at the meter and I had just started the dishwasher and washing machine and the meter was not moving. We then turned on the outside hose and it moved. This also stumped Jerry (who said he has done this for over 20 years). -On Sept. 5 Dauenhaur plumbing came out and found no leaks on the interior of our property. -On Sept 11 American Leak Detector came and ran a leak test on the exterior of our home and found no leaks and looked at all of our interior toilets and found no leaks. The plumber ran tests on 2 of our 4 toilets and they were not leaking at the time. He asked me to wait 30 minutes and turn on the water of the other 2 toilets and see if there was water in the tanks. I did this and there was water which means no leak. So to recap. Our water bill is 10 times what it normally is. We had 3 plumbers conclude that nothing is leaking inside and ALD conclude no leaks are happening on the exterior of the home. There are only 2 people that live at our home and our typical usage is about 160 gallons a day. If you look at the reports from the water company you will see the HUGE variance of this usage in July and August-and we have not done anything different. It seems that this is a problem with the meter as we have 3 professionals saying it is not anything in our home causing this exorbitant amount of water usage-not to mention, the water company employee expressing that this is VERY unusual and inconsistent water usage. I have all of the documentation from 2 plumbers and American Leak Detection I would like to send you. We are asking for forgiveness from these large bills from the Water company as we cannot find any fault of ours to explain this amount of water usage. Thank you for your consideration in this matter. Melissa and Doug Chambers

Melissa Chambers

Berkshire Hathaway Home Services DeMovellan Properties

Realtor®

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

*Charles D. Chambers
645 Lakeshore Drive
Lexington, KY 40502