

COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

In the matter of:

Jason W. Ashcraft)

(Your Full Name))

COMPLAINANT)

VS.)

Monroe County Water Dept.)

(Name of Utility))

DEFENDANT)

RECEIVED

JUL 19 2024

PUBLIC SERVICE
COMMISSION

COMPLAINT

The complaint of Jason W. Ashcraft respectfully shows:
(Your Full Name)

(a) _____
(Your Full Name)

525 County Farm Rd. Tompkinsville, KY

(Your Address)

(b) Monroe County Water Dept.

(Name of Utility)

205 Capp Harlan Rd. Tompkinsville, KY

(Address of Utility)

(c) That: MCWD is over billing me for water usage I did not

(Describe here, attaching additional sheets if necessary,

consume and for which there is no rational explanation for.

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

They are not responding to my requests to investigate or

and basis for the complaint.)

provide a correction to the over billed amount and late fees

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Formal Complaint

Jason W. Ashcraft

vs.

Monroe Cty. Water District

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that have been accrued for a month. This issue is now one month old.

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

Make the correction to the billing and refund any over charges or late fees which have been accrued.

Respond to customer's concerns and be proactive to resolving issues.

Dated at Tompkinsville, Kentucky, this 19 day of July

2024 (Month)

(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.

807 KAR 5:001. Rules of Procedure.**Section 19. Formal Complaints.**

- (1) **Contents of complaint.** Each complaint shall be headed "Before the Public Service Commission," shall establish the names of the complainant and the name of the defendant, and shall state:
 - (a) The full name and post office address of the complainant;
 - (b) The full name and post office address of the defendant; and
 - (c) Fully, clearly, and with reasonable certainty, the act or thing done or omitted to be done, of which complaint is made, with a reference, if practicable, to the law, order, or administrative regulation section and subsection, of which a violation is claimed, and other matters, or facts, if any, as necessary to acquaint the commission fully with the details of the alleged violation. The complainant shall specifically establish the relief desired.
- (2) **Signature.** The complaint shall be signed by the complainant or his or her attorney, if applicable, and if signed by an attorney, shall show the attorney's post office address. **A complaint by a corporation, association, or another organization with the right to file a complaint, shall be signed by the entity's attorney.**
- (3) **Number of copies required.** When the complainant files his or her original complaint, the complainant shall also file two (2) more copies than the number of persons or corporations to be served.
- (4) **Procedure on filing of complaint.**
 - (a) Upon the filing of a complaint, the commission shall immediately examine the same to ascertain if it establishes a prima facie case and conforms to this administrative regulation.
 1. If the commission is of the opinion that the complaint does not establish a prima facie case or does not conform to this administrative regulation, the commission shall notify the complainant or his or her attorney to that effect, and opportunity shall be given to amend the complaint within a specified time.
 2. If the complaint is not amended within the time or the extension as the commission, for good cause shown, shall grant, the complaint shall be dismissed.
 - (b) If the complaint, either as originally filed or as amended, establishes a prima facie case and conforms to this administrative regulation, the commission shall serve an order upon the person complained of, accompanied by a copy of the complaint, directed to the person complained of and requiring that the matter complained of be satisfied, or that the complaint be answered in writing within ten (10) days from the date of service of the order, provided that the commission may, in particular cases, require the answer to be filed within a shorter or longer period.
- (5) **Satisfaction of the complaint.** If the defendant desires to satisfy the complaint, he or she shall submit to the commission, within the time allowed for satisfaction or answer, a statement of the relief which the defendant is willing to give. Upon the acceptance of this offer by the complainant and with the approval of the commission, further proceedings shall not be taken.
- (6) **Answer to complaint.** If the complainant is not satisfied with the relief offered, the person complained of shall file an answer to the complaint, with certificate of service on other endorsed parties, within the time specified in the order or the extension as the commission, for good cause shown, shall grant.
 - (a) The answer shall contain a specific denial of the material allegations of the complaint as controverted by the defendant and also a statement of new matter constituting a defense.
 - (b) If the answering party does not have information sufficient to enable him or her to answer an allegation of the complaint, the answering party may so state in the answer and place the denial upon that ground.