

COMMONWEALTH OF KENTUCKY  
BEFORE THE PUBLIC SERVICE COMMISSION

In the matter of:

Elwood Russell )  
 (Your Full Name) )  
 COMPLAINANT )  
 VS. )  
Garrison - Quincy - KY OH Heights Water )  
 (Name of Utility) )  
 DEFENDANT )

RECEIVED  
DEC 23 2024  
PUBLIC SERVICE  
COMMISSION

COMPLAINT

The complaint of Elwood Russell respectfully shows:  
(Your Full Name)

(a) Elwood Russell  
(Your Full Name)

190 Tar Camp Rd Garrison, Ky 41141  
(Your Address)

(b) Garrison Quincy - Ky - OH Heights Water  
(Name of Utility)

P.O. Box 279 Garrison, Ky 41141  
(Address of Utility)

(c) That: Our water bill has went from \$40 monthly  
(Describe here, attaching additional sheets if necessary,

to \$80+ monthly in the past couple of years. Our usage  
the specific act, fully and clearly, or facts that are the reason

went from 4500 gal to 6-7 thousand a month. It  
and basis for the complaint.)

just doesnt make sense that we were told that we

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Formal Complaint

Elwood Russell vs. Carison Quincy-Ky-0 Heights Water

Page 2 of 2 ~~I~~ personally don't think they are reading our meter monthly, they are estimating it.

had to have a leak. I knew we did not. We did not use no more water than we ever did. Then they (the water company) read our meter twice this month and they called us and told us we used 4100 gal of water for the month. so where did the leak go? why is the usage now right?

Wherefore, complainant asks So why have I been paying these high  
(Specifically state the relief desired.)

It was read on Dec, 16 2024

→ Water bills when I did not use the water? We would like to be back-dated compensated on all those bills because we did not use that water. For at least the last 6 months.

Dated at Carison, Kentucky, this 16 day  
(Your City)

of December, 2024  
(Month)

Elwood Russell  
(Your Signature\*)

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

12-16-24  
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.

\* When they came to check the meter, they did not come to the door to let anyone know they were checking it and to not run water. (they were suppose to)