

against any utility by any person that any rate in which the complainant is directly interest is unreasonable or unjustly discriminatory, or that any regulation, measurement, practice or act affecting or relating to the service of the utility or any service in connection therewith is unreasonable, unsafe, insufficient or unjustly discriminatory, or that any service is inadequate or cannot be obtained, the commission shall proceed, with or without notice, to make such investigation as it deems necessary or convenient.

DISCUSSION AND FINDINGS

Mr. Tropf's complaint stated that he was billed \$1,930.42 for 231,000 gallons during the May 7th to June 5th billing period.⁴ Mr. Tropf stated that he typically only uses 2,000-3,000 gallons a month, so he contacted Kentucky-American.⁵ Mr. Tropf hired American Leak Protection to perform extensive testing, but no leaks were discovered.⁶ On July 23, 2025, Mr. Tropf sent Kentucky-American a letter documenting the findings and requested a refund.⁷ Mr. Tropf stated that Kentucky-American did not respond but a note posted to his online account indicating a pending credit.⁸ On September 22, 2025, after not receiving a check or an official credit, Mr. Tropf received a bill that reversed the credit and charged him two late fees and a return check fee.⁹ Mr. Tropf requested the \$1,930.42 credit and a refund for the two late payments and returned check fee.¹⁰

⁴ Adam Tropf Complaint (Complaint) at unnumbered page 1.

⁵ Complaint at unnumbered page 1.

⁶ Complaint at unnumbered page 1.

⁷ Complaint at unnumbered page 1.

⁸ Complaint at unnumbered page 1.

⁹ Complaint at unnumbered page 1-2.

¹⁰ Complaint at unnumbered page 2.

On January 15, 2026, Kentucky-American responded and requested to dismiss Mr. Tropf's case, stating that the matter had been resolved.¹¹ Kentucky-American stated that the two late payment fees and the returned check fee were credited to Mr. Tropf's account, and he was issued a refund of \$1,873.97.¹² Kentucky-American's records indicated that Mr. Tropf deposited the check on November 13, 2025.¹³ Pursuant to Section 5 of 807 KAR 5:001, ". . . a party to a case shall file a response to a motion no later than seven (7) days from the date of filing of a motion." Presumably because the basis of the Complaint has been satisfied, Mr. Tropf did not file a response to Kentucky-American's dismissal request.

Based on the evidence in the record, the Commission finds that Mr. Tropf's complaint should be dismissed as satisfied, and the case closed. As such, the Commission finds that Kentucky-American's request to dismiss should be granted.

IT IS THEREFORE ORDERED that:

1. Mr. Tropf's complaint is dismissed as satisfied.
2. Kentucky-American's request to dismiss the case is granted.
3. This case is closed and removed from the Commission's docket.

¹¹ Kentucky-American's Response at 1.

¹² Kentucky-American's Response to Staff's First Request, Item 1.

¹³ Kentucky-American's Response to Staff's First Request, Item 1 Attachment.

PUBLIC SERVICE COMMISSION

Chairman

Commissioner

Commissioner

ATTEST:

Executive Director



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