

COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

In the matter of:

Jason Kremer / Kremer Plumbing Services LLC

(Your Full Name)

COMPLAINANT

VS.

Northern Kentucky Water District

(Name of Utility)

DEFENDANT

RECEIVED

AUG 15 2025

PUBLIC SERVICE
COMMISSION

COMPLAINT

The complaint of Jason Kremer / Kremer Plumbing Services LLC respectfully shows:
(Your Full Name)

(a)

(Your Full Name)

7855 Alexander Pike Alexandria KY

(Your Address)

(b) Northern Kentucky Water District

(Name of Utility)

2835 Crescent Springs Road Erlanger KY 41018

(Address of Utility)

(c) That:

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

vs.

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Wherefore, complainant asks _____

(Specifically state the relief desired.)

Dated at Alexandria _____, Kentucky, this 5th day
(Your City)
of August _____, 2025.
(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.

Commonwealth of Kentucky
Before the Public Service Commission

In the matter of:

Jason Kremer (Complainant)

vs.

Northern Kentucky Water District (Defendant)

Complaint

Northern Kentucky Water District has repeatedly failed to properly update account numbers associated with the water meters at our building, despite having sent agents to the property on four separate occasions to replace the meters. Each time, they failed to correctly update their internal account records, resulting in ongoing billing discrepancies with Sanitation District No. 1 (SD1).

Following an asbestos remediation project at our property, Northern Kentucky Water District refused to send an agent a fifth time to access the meters - citing safety concerns due to the remediation, which we acknowledge and understand.

However, in direct contradiction to this safety concern, the District did send a service technician to our building to disconnect water service and, in doing so, the agent forcibly breached the asbestos containment barriers that were in place for health and safety. This act not only compromised the safety of the remediation area, but it also violated their own stated reasoning for not performing a meter update.

We subsequently received a water disconnection notice for Apartment 3. Despite this notice, water service remains active in Apartment 3. The agent instead attempted to disconnect a meter that has

not been in use or connected to any service in over ten years and is not even billed by SD1. This highlights the extent of the ongoing mismanagement and failure to maintain accurate records.

We have made multiple good-faith efforts to resolve this directly with Northern Kentucky Water District. We have communicated with Office Manager Barry Miller, Colleen Medert, Shellie Kruse, Tom Edge, and the Office of the President, Lindsay Rehtin. Despite assurances, including a direct promise of a written explanation justifying their actions, we have received no response.

We also have, on multiple occasions, requested documentation from the District that removes our liability for their employees' exposure to asbestos. The District has acknowledged and promised to provide this documentation, but to date, we have not received it.

This matter remains unresolved, poses an ongoing billing and safety concern, and now requires the formal intervention of the Public Service Commission. We are requesting an immediate investigation into the conduct of Northern Kentucky Water District, clarification on account errors, and a formal resolution requiring the District to correct its internal records and address the unauthorized entry into an asbestos-regulated area.

A handwritten signature in blue ink, appearing to read "Jason Kuen". The signature is fluid and cursive, with a long horizontal stroke at the end.