

COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

JASON KREMER)	
)	
COMPLAINANT)	
)	
V.)	CASE NO.
)	2026-00090
NORTHERN KENTUCKY WATER DISTRICT)	
)	
DEFENDANT)	

ORDER

On April 6, 2026, Jason Kremer tendered a formal complaint with the Commission against Northern Kentucky Water District (Northern Kentucky District) concerning removal of a water meter at 7855 Alexandria Pike, Alexandria, Kentucky 41001.¹

Pursuant to Commission regulation in 807 KAR 5:001, Section 20(4)(a), upon receipt of a formal complaint, the Commission must determine whether the complaint establishes a *prima facie* case. A complaint establishes a *prima facie* case when, on its face, it states sufficient allegations that, if uncontradicted by other evidence, would entitle the complainant to the requested relief. If a complaint fails to establish a *prima facie* case, it may be dismissed.

¹ Property identified as 7857 Alexandria Pike on the Campbell County Kentucky PVA Website. Campbell County PVA.

Based upon a review of the tendered complaint, the Commission is unable to determine at this time whether the complaint establishes a *prima facie* case, but the allegations support our further investigation into the merits of the complaint.

The Commission finds that additional information is needed to assist the Commission in making a determination of whether the complaint establishes a *prima facie* case. Therefore, Northern Kentucky District shall file its responses to Commission Staff's request for information, attached to this Order as an Appendix, on or before the date set forth by Commission Staff in the request.

Due to the size of Mr. Kremer's complaint, a copy can be accessed via the PSC website [20260406 Jason Kremer Complaint.pdf](#). Should Northern Kentucky District need a copy sent to inform them of the subject of the complaint and to assist in identifying Mr. Kremer's account, Northern Kentucky District should notify Commission Staff.

IT IS THEREFORE ORDERED that:

1. A copy of this Order shall be served on Northern Kentucky District for the sole purpose of requesting necessary documents to assist the Commission in determining whether the complaint establishes a *prima facie* case.
2. Northern Kentucky District shall respond to Commission Staff's request for information as provided in the Appendix attached to this Order.
3. A copy of this Order shall be served on the Complainant, Jason Kremer, by U.S. Postal Service, First-Class mail, at 11099 Pleasant Ridge Road, Alexandria, Kentucky 41001.

Entered on this 29th day of April, 2026.

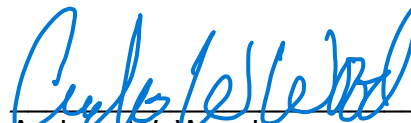
PUBLIC SERVICE COMMISSION



Angie Hatton
Chair



Mary Pat Regan
Commissioner



Andrew W. Wood
Commissioner

ATTEST:



Linda C. Bridwell, PE
Executive Director

APPENDIX

APPENDIX TO AN ORDER OF THE KENTUCKY PUBLIC SERVICE COMMISSION IN CASE NO. 2026-00090 DATED APR 29 2026

COMMISSION STAFF'S FIRST REQUEST FOR INFORMATION TO NORTHERN KENTUCKY WATER DISTRICT

Northern Kentucky Water District (Northern Kentucky District), pursuant to 807 KAR 5:001, shall file with the Commission an electronic version of the following information. The information requested is due on May 8, 2026. The Commission directs Northern Kentucky District to the Commission's July 22, 2021 Order in Case No. 2020-00085¹ regarding filings with the Commission. Electronic documents shall be in portable document format (PDF), shall be searchable, and shall be appropriately bookmarked.

Each response shall include the question to which the response is made and shall include the name of the witness responsible for responding to the questions related to the information provided. Each response shall be answered under oath or, for representatives of a public or private corporation or a partnership or association or a governmental agency, be accompanied by a signed certification of the preparer or the person supervising the preparation of the response on behalf of the entity that the response is true and accurate to the best of that person's knowledge, information, and belief formed after a reasonable inquiry.

Northern Kentucky District shall make timely amendment to any prior response if Northern Kentucky District obtains information that indicates the response was incorrect

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 ordered that for case filings made on and after March 16, 2020, filers are NOT required to file the original physical copies of the filings required by 807 KAR 5:001, Section 8).

or incomplete when made or, though correct and complete when made, is now incorrect or incomplete in any material respect.

For any request to which Northern Kentucky District fails or refuses to furnish all or part of the requested information, Northern Kentucky District shall provide a written explanation of the specific grounds for its failure to completely and precisely respond.

Careful attention shall be given to copied and scanned material to ensure that it is legible. When the requested information has been previously provided in this proceeding in the requested format, reference may be made to the specific location of that information in responding to this request. When applicable, the requested information shall be separately provided for total company operations and jurisdictional operations. When filing a paper containing personal information, Northern Kentucky District shall, in accordance with 807 KAR 5:001, Section 4(10), encrypt or redact the paper so that personal information cannot be read.

1. Verify the number of Northern Kentucky District meters, currently installed or removed, at 7857 Alexandria Pike, Alexandria, Kentucky 41001 since November 1, 2024.
2. Provide a copy of the application for each water meter located at the aforementioned address according to Northern Kentucky District Tariff Sheet No. 5, submitted to Northern Kentucky District since November 1, 2024.
3. Provide a history of each meter at the aforementioned address, including but not limited to type, size, usage, replacement, repairs or upgrades, charge and billing history, and new service requests since November 1, 2024.

4. All other information that Northern Kentucky District deems relevant to the matters raised in Jason Kremer's Complaint.

Service List for 2026-00090

* Jason Kremer
11099 Pleasant Ridge Road
Alexandria, KY 41001

* Northern Kentucky Water District
2835 Crescent Springs Road
P. O. Box 18640
Erlanger, KY 41018-0640