

JUL 29 2026

**COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION**

**PUBLIC SERVICE
COMMISSION**

In the matter of:

Eric Wesley Rich

(Your Full Name)

COMPLAINANT

VS.

Kentucky American Water

(Name of Utility)

DEFENDANT

COMPLAINT

The complaint of Eric Wesley Rich respectfully shows:

(Your Full Name)

(a)

Eric Wesley Rich

(Your Full Name)

121 Briarwood Trace, Corbin KY, 40701

(Your Address)

(Your Email Address)

(b)

Kentucky American Water

(Name of Utility)

2300 Richmond Road, Lexington KY, 40502

(Address of Utility)

(c) That: I dispute Kentucky American Water's calculation of an approved leak adjustment.

(Describe here, attaching additional sheets if necessary, the specific act, fully and clearly,
I satisfied all the stated requirements for the leak adjustment, according to the tariff,

or facts that are the reason and basis for the complaint.)

including the required documentation. Although the leak adjustment was approved,

the calculation applied does not reflect the methodology required by the applicable

tariff. A complete statement of the facts, the full basis of complaint, and supporting

VS.

documents are attached and incorporated by reference.

Wherefore, complainant asks I respectfully request that the commission:

(Specifically state the relief desired.)

1. Determine whether Kentucky American Water correctly applied the applicable tariff governing my approved hidden leak adjustment.
 2. If the commission determines that the tariff was not correctly applied, direct Kentucky American Water to recalculate my bill in accordance with the applicable tariff.
 3. Direct Kentucky American Water to plan an administrative stay on, or otherwise recall, the disputed amount from collections while this formal complaint is pending so that no adverse collection activity or credit reporting occurs until the dispute is resolved.
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Dated at Corbin Kentucky, this 29th day of
(Your City)
July, 20 26.
(Month)


(Your Signature*)

(Name and Address of Attorney, if any)

07/29/2026
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.



Basis of Complaint

Eric Rich

Kentuck Public Service Commission

This complaint concerns Kentucky American Water's application of the tariff governing leak adjustments.

The water service was for a rental property where I was not currently residing at the time of the leak. The leak was discovered by the property manager. I contacted Kentucky American Water regarding the unusually high water bills and was provided a leak adjustment request form. I completed the form and submitted the required repair documentation in accordance with the utility's leak adjustment process.

Kentucky American Water subsequently approved my leak adjustment request and issued a written approval letter. The approval letter states that I was "entitled to an adjustment" and sets forth how "leak adjustments are applied" using the calculation methodology set forth in the applicable tariff.

My dispute is not whether the leak adjustment was approved. Kentucky American Water approved the leak adjustment request and issued an approval letter. My dispute is whether the approved leak adjustment was calculated in accordance with the methodology stated in both the approval letter and the applicable tariff.

Despite approving and applying the leak adjustment, Kentucky American Water did not calculate the adjustment in accordance with the applicable tariff. The eligible leak usage appears to have been billed at 75% of the regular water rate rather than 25% of the regular water rate, resulting in an incorrect adjustment.

I qualified for and followed the process required for Kentucky American Water's tariff leak adjustment, submitted the requested documentation, and received a written approval stating that I was entitled to a leak adjustment. Only after I questioned why the adjustment amount was significantly less than required by the applicable tariff was I informed that the adjustment was instead considered a "courtesy" adjustment. Based on the required application process, the approval letter, and the documentation provided, I reasonably understood that the

approved adjustment was the tariff leak adjustment for which I qualified.

After I questioned the calculation, Kentucky American Water did not identify any provision of the applicable tariff supporting its calculation or explaining why the approved leak adjustment was not calculated in accordance with the tariff. I pursued the Commission's informal complaint process in an effort to resolve this matter, but the dispute remains unresolved.

I respectfully request that the Commission review the leak adjustment request, the approval letter, the applicable tariff language, and the billing calculation to determine whether Kentucky American Water correctly applied the applicable tariff. If the Commission determines that the tariff was not correctly applied, I respectfully request that Kentucky American Water be directed to recalculate my bill in accordance with the applicable tariff.



LEAK ADJUSTMENT REQUEST FORM

For Service To: Eric Rich
Account Number: [REDACTED]
Service Address: 3855 Lochdale Terrac 5105
 Lexington, KY 40514-1784

ZZ KYLKADJREO FORM

05/21/2026

ERIC RICH
121 BRIARWOOD TRCE
CORBIN, KY 40701

For Service To:

Account Number:

Service Address: 3855 Lochdale Terrac 5105
Lexington, KY 40514-1784

Dear Eric Rich,

It is important to us, as we know it is to you, that your concerns with a higher-than-expected water bill be reviewed as quickly as possible. When you recently asked about a credit adjustment to your account due to a leak at the property, we reviewed your situation and concluded that you are entitled to an adjustment. An adjustment in the amount of \$1,017.26, which represents 445,700 gallons of water service usage charges from December 27, 2025, through February 25, 2026, and was applied to the above-referenced account. Leak adjustments are applied to the two highest water usage billing statements during the time of the leak at usage 25 % of the billed rate over the average usage on the water usage billing statements during the time of the leak.

If you would like to discuss a possible payment arrangement for your account or have other questions, please contact Customer Care at 1-800-678-6301 Customer Care Agents are available to assist you Monday through Friday, from 7:00 a.m. to 7:00 p.m.

Your effort to repair the water leak at your home will help manage your future water costs and will conserve water as a precious natural resource. Thanks for making the repair a priority. For water saving ideas and leak detection tips, please visit www.amwater.com.

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Esto es un aviso importante sobre su servicio de agua / alcantarilla. Para la ayuda de la traduccion, por favor llamas a Kentucky American Water al numero 1-800-678-6301.

Sincerely,

Kentucky American Water Customer Service



WE KEEP LIFE FLOWING™

Service Address:

ERIC RICH
3855 LOCHDALE TERRAC 5105
LEXINGTON, KY 40514-1784

THANK YOU FOR BEING OUR CUSTOMER**Important Account Messages**

- This is your final bill for service and your account is now closed. Should you need to restore service at this location or another area served by American Water, please give us a call or use My Account for fast and easy self service.
- This bill reflects an extended or partial billing period. As a result, a portion of your charges may be prorated accordingly to represent actual days of service received. Please refer to Account Detail for more information.

For more information, visit www.kentuckyamwater.com



View your account information or pay your bill
anytime at: www.amwater.com/MyAccount



Pay by Phone*: Pay anytime at 1-855-748-6066
*A convenience fee may apply



Customer Service: 1-800-678-6301
M-F 7:00am to 7:00pm – Emergencies 24/7



In Person: We have agreements with several authorized payment locations in our service areas. See the reverse side for more information.



KENTUCKY AMERICAN WATER
PO BOX 6029
CAROL STREAM, IL 60197-6029

▼ Please return bottom portion with your payment. DO NOT send cash. Retain upper portion for your records▼

**** FINAL BILL ****



WE KEEP LIFE FLOWING™



P.O. BOX 91623
RANTOUL, IL 61866-8623

Service to: 3855 LOCHDALE TERRAC 5105
LEXINGTON, KY 40514-1784

ERIC RICH
121 BRIARWOOD TRCE
CORBIN, KY 40701

Statement

Account No. [REDACTED]

Total Amount Due:	\$2,910.17
Payment Due By:	June 8, 2026

Billing Date:

May 21, 2026

Service Period:**Account Summary – See page 3 for Account Detail**

Prior Billing:	\$3,988.47
Payments:	– \$0.00
Balance Forward:	= \$3,988.47
Service Related Charges:	– \$1,017.26
Taxes:	– \$61.04
Total Amount Due:	= \$2,910.17

Account No. [REDACTED]

Total Amount Due:	\$2,910.17
Payment Due By:	June 8, 2026

Amount
Enclosed \$

KENTUCKY AMERICAN WATER
PO BOX 6029
CAROL STREAM, IL 60197-6029

Messages from Kentucky American Water

- *****IMPORTANT WATER QUALITY MESSAGE: 2025** Kentucky American Water annual water quality report is available. This report contains important information about your drinking water. To view your 2025 report, customers in Fayette, Owen, and surrounding counties should go to www.amwater.com/ccr/centralandnorthern.pdf and customers in Millersburg should go to www.amwater.com/ccr/millersburg.pdf To request a paper copy, call 800-678-6301.

What's the best way to reach you?

IN CASE OF AN EMERGENCY

We use a high-speed notification system to quickly alert customers via phone, text and email when water emergencies occur. Visit **MyWater** at amwater.com/mywater to choose how you want to be notified and to enter your contact information.



CUSTOMER SERVICE: 1-800-678-6301

HOURS: M-F, 7am-7pm ▪ **Emergencies:** 24/7
TTY/TDD FOR THE HEARING IMPAIRED : 711
 (and then reference Customer Service number listed above)
LOCAL OFFICE: 2300 Richmond Road in Lexington

SERVICES

- **Go Paperless:** Save time. Save money. Sign up for **Paperless Billing** and **Auto Pay** on MyWater at amwater.com/mywater. Not registered? Log in and be sure to have your account number handy.
- **Water Quality:** We take water quality seriously. When it comes to complying with federal drinking water standards, we consistently score better than the industry average. For a copy of the annual water quality report for your area, visit kentuckyamwater.com. Under Water Quality, select Water Quality Reports.
- **H2O Help To Others:** This program helps low-income customers who qualify with their water bills. For more information, visit kentuckyamwater.com. Under Customer Service & Billing, select Customer Assistance Program.

EXPLANATION OF OTHER TERMS

- **Payment by Check:** Paying by check authorizes American Water to send the information from your check electronically to your bank for payment. The transaction will appear on your bank statement. The physical check will not be presented to your financial institution or returned to you.
- **Estimated Bill:** This occurs when we are unable to read the water meter. Your usage from the same billing period the prior year is used to calculate the estimated bill. The next actual meter reading corrects any over or under estimates.
- **Disputes:** If you have questions or complaints about your bill, please call us at 1-800-678-6301 before the due date. If your bill is unusually high, it may indicate that there is a leak in your plumbing. For tips on how to detect leaks and use water wisely, visit us online. You'll find helpful tools under the Water & Wastewater Information menu. Every drop counts!
- **Rates:** A detailed listing of charges that make up your bill (or a copy of your tariff) is available by contacting Customer Service, visiting us at kentuckyamwater.com, or by visiting our customer lobby at 2300 Richmond Road in Lexington anytime between 9 a.m. to 4 p.m., Monday through Friday.
- **Correspondence:** Please send written correspondence to PO Box 2798, Camden, NJ 08101. Be sure to include your name, account number, service address, mailing address and phone number including area code. Please do not send correspondence with your payment, as it may delay processing your payment and correspondence.

H2O HELP TO OTHERS PROGRAM - lend a hand to customers in need

- ☐ I'm adding a one time contribution of \$_____ with my payment.
- ☐ I'd like to add a recurring contribution to each bill of \$_____. I understand this amount will be added to each bill.

Address Change(s)

Name _____

Address _____

City _____

State _____ Zip Code _____

() _____ ☐ Mobile Number _____

Phone Number _____

E-mail Address _____

Pay your bill in person! To find an authorized payment location near you, please visit www.amwater.com/payment.



799366590496399810001331316214



By accepting or using this barcode to make a payment, you agree to the full terms and conditions, available at www.vanilladirect.com/pay/terms. After successful payment using this barcode you may retrieve your full detailed e-receipt at www.vanilladirect.com/pay/ereceipt.

Account Detail

Account No. [REDACTED]

Service To: 3855 LOCHDALE TERRAC 5105 LEXINGTON, KY

Prior Billing	3,988.47
Payments	0.00
Balance Forward	3,988.47
Service Related Charges - 00/00/00 to 00/00/00	
Leak Adjustment with consumption - 12/27/25 to 02/25/26 - 445,700 gallons adjusted	
 Water Service	-876.42
Water Usage Charge	-876.42
 Other Charges	-140.84
KRA Withdrawal Fee	-140.84
Total Service Related Charges	-1,017.26
 Taxes	-61.04
Franchise Taxes (\$1,017.26- x 3.000%)	-30.52
School District Tax (\$1,017.26- x 3.000%)	-30.52
Total Current Period Charges	-1,078.30
Total Amount Due	\$2,910.17

Understanding Your Bill

The information below defines some of the new terms you may find on your bill:

- **Service Related Charges:** This section includes charges for services related to water (or wastewater) service. If applicable, credits and debits for correction to previously billed charges are itemized in this section.
- **Fees and Adjustments:** This section provides details related to additional charges or adjustments for the service period referenced. Fees, when applicable, would include items such as service activation and late payment charges.
- **Surcharges:** Surcharges are used to recover changes to costs that occur between ratemaking cycles. Common surcharges include Purchased Water, Consolidated Expenses, Conservation, Intervenor Compensation and Payment Assistance.
- **Billing Units:** One billing unit equals 100 gallons of water used. If the meter serving your property measures your water use in cubic feet or a different unit of measure, we convert the usage to gallons to make it easier to understand.
- **Average Daily Use:** The gallons shown in the water droplet above represent your average daily water use for the current billing period. Tracking the amount of water you use can help you manage your overall water use from month to month.
- **Still have questions?** We are here to help. Our customer service representatives are available M-F, 7 a.m. to 7 p.m. More information on understanding your bill and charges can also be found on our website. See the link below.

Para obtener asistencia con la traducción de su factura, comuníquese con nuestro Centro de Servicio al Cliente, de lunes a viernes de 7 a.m. a 7 p.m.

For more information about your charges and rates, please visit:
<https://amwater.com/kyaw/rates>

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Calculation Based on My Understanding of the Tariff and Leak Adjustment Language

The leak adjustment approval letter identifies excess water usage of 447,500 gallons.

The current residential tariff rate referenced in the applicable tariff is \$7.8656 per 1,000 gallons.

My understanding of the leak adjustment language is that excess water usage resulting from an approved hidden leak adjustment is billed at 25% of the applicable tariff rate.

Calculation:

$$\$7.8656 \times 25\% = \$1.9664 \text{ per 1,000 gallons}$$

$$447,500 \text{ gallons} \div 1,000 = 447.5 \text{ units}$$

$$447.5 \times \$1.9664 = \$879.96$$

Based on this calculation, my understanding is that the excess water portion of the bill would be charged, not discounted, approximately \$879.96, plus any charges associated with normal average usage and any other applicable charges.

I am providing this calculation based on the adjustment language contained in the approval letter and tariff that would be applied.