

OCT 12 2026

COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

PUBLIC SERVICE
COMMISSION

In the matter of:

CK Armstrong (Christy)
(Your Full Name) COMPLAINANT

VS.

KAWC
(Name of Utility) DEFENDANT

COMPLAINT

The complaint of CK Armstrong (Christy) respectfully shows:
(Your Full Name)

(a) CK Armstrong (Christy)
(Your Full Name)
2347 Maplewood Dr Lex KY 40503

[REDACTED]
(Your Email Address)

(b) KAWC KY American Water Co
(Name of Utility)
2300 Richmond Rd Lex. KY 40502
(Address of Utility)

(c) That: KAWC has overbilled me for
(Describe here, attaching additional sheets if necessary, the specific act, fully and clearly,
years - possibly as far back as 2013
or facts that are the reason and basis for the complaint.)

Attached

CK Armstrong vs. K AWC

Wherefore, complainant asks

Attached

(Specifically state the relief desired.)

Dated at Lexington Kentucky, this 12th day of
(Your City)

October, 2026
(Month)

Christy R. Armstrong
(Your Signature*)

(Name and Address of Attorney, if any)

Date

Commonwealth of Kentucky PSC Formal Complaint Form 10-12-2026

I have asked for specific information regarding the meter, the billing and the credit that are specific to MY property. I have requested to not be told that the answer lies somewhere in the rules, guidelines and tariff. Those are general rules that do not directly answer what I am asking.

My water usage has been billed at 748 gallons per month since Nov 27 to Dec 31, 2019 service thru July 29, 2026 when the meter was removed, according to the bills I have in my records. The exception being 4 months during this time period when my bill was for 0 water usage, 1 bill for 2244 gals. triple the 748 gal. I had been billed, and 2 bills for double or 1496 gals, I had been previously billed. On July 29, 2026 meter [REDACTED] was removed and replaced with a new meter # [REDACTED].

I have asked many many questions about this gross overcharge and am met with evasive, obtuse unhelpful answers or copies of their tariff, which is not meant to be understood by a layperson. I want direct answers about my specific meter, usage, billing not general company mumbo jumbo.

This is a two part problem, because KAWC somehow gets information to LEXServ which in turn bills me for both a Water Quality Management Fee, based on the water coming into my home and a Sewer User Fee based on the water leaving my home. Neither of which have been correct due to the inaccuracy of the information coming from kawc. Therefore, in addition to being overbilled by kawc, I have also been overbilled by LexServ.

I called kawc on Oct.15, 2021 talked to Quanisha after holding for 39 minutes, asking why my bills were for the same amount of usage (748 gallons) month after month. Asked her how old was the existing meter. Also asked her how the meter is read, she put me on hold to find out and disconnected the call. I called back and after a 37 minute wait, for a human, I gave up. Never heard back from any one at kawc, expected to hear about why the usage was the same, got nothing. Expected the meter to be tested, got nothing on that either, although, it was suggested that the meter should be tested.

I have asked Oscar specific questions about my meter, my bill and kawc policy on meter replacement, meter reading, etc. I get a copy of rules, and tariffs, or that he has already provided the answer or a general answer that does not give me the answer relating to my meter, but general kawc actions or rules. That is NOT helpful, as it doesn't answer questions about my issue. Oscar likes to quote from the company play book and evades all questions that have to do with my specific issue. He likes to say he has answered my questions but he has not, he has given general company acceptable responses not answers to my questions.

I would like to know in laymen's terms the answer to the following only as it pertains to my specific meter-not general terms from the rules and tariffs.

ca

I want written responses as I can not trust any verbal conversations, since the very first one started with the promise of a transcript of our conversation that was not a transcript at all, but his summary of our conversation, not a factual transcript.

I do not want any reference to having already answered the question or reference to the rules, tariffs, or guidelines. Just a simple answer.

I have asked what is the date meter was changed PRIOR to the meter taken out on July 29, 2026?

I have asked for the date of all meter changes and if the meters were tested.

I have asked to have a copy of any other tests done on meters at my residence.

I have asked for monthly billing data from 2002. **I HAVE BEEN TOLD THEY ARE UNABLE TO COMPILE USAGE DATA FOR THE PERIOD 2002 THOUGH 2026.** Not that they do not have it, just that they are unable to compile it.

I have asked what percentage will be used in determining the credit amount of each bill that will be receiving a credit. **I WAS QUOTED A LINE FROM THE RULES AND TARIFFS INSTEAD OF GIVEN A STRAIGHT ANSWER; THE ADJUSTMENT WAS COMPLETED IN ACCORDANCE WITH KAWC APPLICABLE TARIFF.....BLAH, BLAH,BLAH.**

To be fair, I did get a chart, minus any sort of legend to make it understandable as I am not privy to the codes used by kawc. Was told it would "take time to compile all the responses you requested".

I have asked why I was not credited back to 2017 and have been referred to, yet again, the tariffs and rules and mumbo jumbo. When it would have been so much easier to just say, we are only responsible to credit 5 years. In that case, they should go back to 2016 thru Oct 2026. Because I alerted them in 2021 to the redundant billing, and their customer service agent Quintana did nothing.

I have asked how my previous meter was actually read?

Do they actually open the cover and inspect the meter to read the usage in that manner?

Or is some other method used and if so, describe it. By satellite, drone, man on roller skates, how?

I still have not gotten a clear and honest answer to this question. One of the charts sent to me indicates "reason 1" which Oscar wrote means Periodic meter reading" That does not clarify HOW my meter was read each month in the months leading up to the removal in July 2026.

I have asked if the meter in use prior to 7-2026 violated kawc rules of changing out a meter every 6 to 7 years which is what I heard him say to me in our initial convo.

I have asked what the electronic meter reading apparatus looks like that may or may not have been installed on my meter prior to July 29,2026. If it was, when did that happen?

If electronic readings were in use on the meter in place prior to July 29,2026, why oh why did it not catch the redundant readings?

I have asked what meter reading apparatus is on the new meter installed 7-29-26.

What does it look like?

Telling me that "your meter is normally read remotely.....when necessary" is good to know, but is general information. Does not give me the specifics I asked for.

New question: If the new meter is read remotely what does that apparatus look like inside the pit where the meter is contained?

New question-is it designed to catch redundant billings or meter malfunctions?

Because kawc sent or somehow caused LexServ to receive and have erroneous information about my water usage, the subsequent bills from LexServ were inflated as well.

I have asked for a copy of the note, email, memo, used to notify LexServ of the historic overcharge by kawc. Want to know how it is communicated that the past 6 plus years of overbilling should result in a credit from LexServ for a matching time period. This mess was the fault of kawc, not LexServ. Telling me "they have access....." is evasive, a non answer, and not helpful. Direct question requires a direct answer.

For the record, referring me to the guidelines, rules and tariffs is NOT an answer to any of my questions, since I am not a lawyer. I will need direct answers not rules. If my questions are not understood, then question me and I will clarify them.

Since there, hopefully, will be answers to these question, that will likely produce further questions as this mess evolves.

Relief:

Answers to the questions asked.

Credit from 2017 - 5years years prior to the first call about redundant bills made in 2021 + plus the current credit already issued, but no credit for months in 2021 already credited.

If LexServ does not issue credit for the same time frame due to their rules, regs. or whatever; then kawc should be liable for LexServ overbilling based on the erroneous information received from them, and issue a credit to me for that time frame.

ca