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November 6, 2026
PSC
Complaint against KAWC case 2026-00305

Today I received the second bill from LexServ for Sewer Usage, since the credit was issued by KAWC. I have been waiting for the credit that should have come from LexServ as a result of KAWC overbilling me as the sewer usage naturally was affected. As of today, no credit has come from LexServ because KAWC never notified them. I specifically quizzed Oscar P-G about this very issue, asking him how KAWC would be notifying LexServ that an error had been made and credit would be due for the error, his non answer was "they are aware". This is one more instance of obtuse, lazy, unprofessional behavior from KAWC and in particular Oscar P-G. Any responsible customer advocacy personnel, which he claims to be, would have followed up with LexServ to make sure they were both handling the overbilling error.

I have asked for a credit on the LexServ side that mirrors the time frame from KAWC overbilling, but will not hear from them for approximately 1 to 2 weeks while they investigate. I spoke with Tyler on 11-6-2026 at LexServ about this matter and he indicated that he would send the information to his internal team as an escalated issue. I requested all communication be via email so I have documentation of what is being done.

Please add this letter to the existing complaint I have against KAWC case 2026-00305.

Thank you,
Christy Armstrong