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Case Management System - KY Public Service Commission

Complaint Cases Before the Commission as of March 13, 2026

2025-00256 RECEIVED: 07/28/25 FILED: 07/28/25 FINAL: REOPENED:
SUSPENSION DATE:

CASE NATURE: Terri LeMaster, Complainant; Mountain Water District, Defendant

CASE CODE
Complaints - Service

UTILITIES:
Mountain Water District

INDEX OF EVENTS:

03/04/26	Order Entered: 1. Mountain District shall satisfy or answer Ms. LeMaster's claim that her high-water bill was due to a leak caused by Mountain District's relocation of her meter base within ten days from the date of service of this Order. 2. Ms. LeMaster shall have until March 20, 2026, to amend the complaint regarding the allegation that her neighbor tapped into her meter base. Any amendment shall clarify if Ms. LeMaster contends that her neighbor's alleged actions resulted in her high-water bill and, if so, how Mountain District is responsible for the neighbor's conduct. 3. If Ms. LeMaster fails to amend the complaint as permitted herein, that portion of her complaint regarding the alleged theft of water by her neighbor shall be dismissed. 4. A copy of this Order shall be served by U.S. mail, via certified mail with return receipt requested, on Terri Lemaster, P. O. Box 612, Belfry, KY 41514.
01/13/26	PSC Notice of Filing of E-Mail Correspondence
07/29/25	Acknowledge Receipt of Filing
07/28/25	Terri LeMaster v. Mountain Water District

Total Number of Cases: 1