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Case Management System - KY Public Service Commission*Complaint Cases Before the Commission as of October 16, 2026***2026-00125**

RECEIVED: 05/06/26

FILED: 05/06/26

FINAL:

REOPENED:

SUSPENSION DATE:

CASE NATURE: Cheryl Ethington, Complainant; West Laurel Water Association, Inc., Defendant

CASE CODE

Complaints - Rates, Service

UTILITIES:

West Laurel Water Association, Inc.

INDEX OF EVENTS:

10/08/26	PSC Notice of Filing of Meter Test Report
09/22/26	Cheryl Ethington Supplemental Information to Complaint
08/27/26	West Laurel Water Association, Inc. Response to PSC Order
08/18/26	Order Entered: 1. West Laurel Water shall satisfy the matters complained of or file a written answer to the complaint within ten days from the date of service of this Order. 2. West Laurel Water shall file with its response to the complaint a copy of all meter test records of the meter that measured water service to Ms. Ethington's premises during the period covered by the complaint, including any tests or certifications of the meter before it was placed in service. 3. West Laurel Water shall make the meter that measured water service to Ms. Ethington's premises during the period covered by the complaint available to Commission Staff for testing. 4. A copy of this Order shall be served by the Executive Director or their designee via First Class, U.S. mail on Cheryl Ethington at 636 Rush Road W., London, Kentucky 40244.
05/11/26	Acknowledge Receipt of Filing
05/11/26	Cheryl Ethington v. West Laurel Water Association, Inc.

Total Number of Cases: 1