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Case Management System - KY Public Service Commission

Regular Cases Before the Commission as of November 08, 2026

2023-00108 RECEIVED: 03/28/23 FILED: 03/28/23 FINAL: 12/08/23 REOPENED: SUSPENSION DATE:

CASE NATURE: Virginia B. Edwards, Complainant; North Mercer Water District, Defendant

CASE CODE
Complaints - Rates

UTILITIES:
North Mercer Water District

INDEX OF EVENTS:

12/08/23	Final Order Entered: 1. Ms. Edwards' complaint is dismissed for failure to state a prima facie case. 2. The case is closed and removed from the Commission's docket. 3. A copy of this Order shall be served on Ms. Edwards by U.S. certified mail, return receipt requested at 224 W. Factory Street, Harrodsburg, Kentucky 40330.
09/28/23	North Mercer Water District Response to Commission Order
09/18/23	Virginia B. Edwards Response to Commission Order
09/08/23	Order Entered: 1. North Mercer District shall respond to this request for documents within 20 days of service of this Order by providing the following: a. The circumstances that caused the pipe(s) to break, if known to North Mercer District; b. The date and time of the incident, if known to North Mercer District; c. The date and time North Mercer District first learned of the incident; d. A copy of the work order to shut off Ms. Edwards' water; e. Any documentation of phone calls, emails, or letters between Ms. Edwards and North Mercer District regarding the incident. f. Copies of any bills to Ms. Edwards regarding the alleged incident; g. A summary of any in person or telephone conversations between North Mercer District and Ms. Edwards regarding the alleged incident. 2. A copy of this Order shall be served on North Mercer District for the sole purpose of requesting necessary documents to assist the Commission in determining whether the complaint establishes a prima facie case. 3. A copy of this Order shall be served on Ms. Edwards by U.S. certified mail, return receipt requested at 224 W. Factory Street, Harrodsburg, Kentucky 40330. 4. North Mercer District shall serve a copy of its response on Ms. Edwards at 224 W. Factory Street, Harrodsburg, Kentucky 40330. 5. North Mercer District shall respond to any additional requests for information propounded by Commission Staff, as provided in those requests.
09/08/23	Order Entered: 1. Within 20 days of the date of service of this Order, Ms. Edwards shall file with the Commission: a. An explanation of the circumstances that caused the pipe(s) to break; b. The date and time of the incident; c. The length of the incident; d. The location of the broken pipe; e. A copy of the work order done by Ms. Edwards' contractor to shut off her water. f. Any documentation of phone calls, emails, or letters between Ms. Edwards and North Mercer District regarding the incident. g. Copies of any bills from North Mercer District regarding the alleged incident; h. A summary of any in person or telephone conversations with North Mercer District regarding the alleged incident. 2. Ms. Edwards shall file the documents required in ordering paragraph 1 with the Commission by U.S. mail at P.O. Box 615, Frankfort, Kentucky, 40602-0615, or by email at PSCED@ky.gov. 3. Ms. Edwards shall respond to any additional requests for information propounded by Commission Staff, as provided in those requests. 4. A copy of this Order shall be served on Ms. Edwards by U.S. certified mail, return receipt requested at 224 W. Factory Street, Harrodsburg, Kentucky 40330. 5. Nothing contained in this Order shall prevent the Commission from entering further Orders in this matter.
03/29/23	Acknowledge Receipt of Filing
03/28/23	Virginia B. Edwards v. North Mercer Water District

Total Number of Cases: 1