

of phone calls, emails, or letters between Ms. Edwards and North Mercer District regarding the incident, and the work order completed by Ms. Edwards' contractor to shut off her water.

Pursuant to 807 KAR 5:001, Section 20(4)(a), upon receipt of a formal complaint the Commission must determine whether the complaint states a prima facie case. A complaint establishes a prima facie case when, on its face, it states sufficient allegations that, if uncontradicted by other evidence, would entitle the complainant – here, Ms. Edwards, to the requested relief from an act or omission that violated a statute, regulation, Commission Order, or tariff. If a complaint fails to establish a prima facie case, it may be dismissed.

Based upon a review of the complaint, the Commission is unable to determine at this time whether the complaint establishes a prima facie case, but the allegations support further investigation into the merits of the complaint. The Commission finds that Ms. Edwards should file, within 20 days of the date of service of this Order, certain documents to provide support for making a prima facie case. Ms. Edwards may file the documents with the Commission by U.S. mail at P.O. Box 615, Frankfort, Kentucky, 40602-0615, or by email at PSCED@ky.gov.

IT IS THEREFORE ORDERED that:

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.

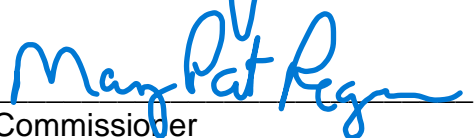
PUBLIC SERVICE COMMISSION



Chairman



Vice Chairman



Commissioner

ENTERED
SEP 08 2023 rcs
KENTUCKY PUBLIC
SERVICE COMMISSION

ATTEST:



Executive Director

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224 West Factory Street
Harrodsburg, KENTUCKY 40330

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