

RECEIVED

**PUBLIC SERVICE
COMMISSION**

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) CASE NO. 2026-00148

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NOTICE OF CORRECTIVE ACTION

Comes now Defendant Meade County Water District (the “District”), by and through its undersigned counsel, and respectfully submits this Notice of Corrective Action to apprise the Commission and Complainant, in the interest of full transparency, of an automated billing-system notice recently delivered to Complainant and of the corrective measures the District has undertaken in response. In support, the District states as follows:

I. BACKGROUND

1. This matter is a formal complaint filed by Complainant concerning billing for water service at 165 Diana Lane, Vine Grove, Kentucky 40175. The District filed its Answer on June 25, 2026, and the matter remains pending before the Commission.

2. The dispute concerns charges associated with elevated metered usage during early 2026, which charges remain unresolved and are the subject of this proceeding.

II. THE AUTOMATED BILLING-SYSTEM NOTICE

3. On or about July 20, 2026, an automated “final notice” payment-reminder e-mail (the “Notice”) was generated via the District’s third-party billing and payment platform, InvoiceCloud, and delivered to Complainant. The Notice reflected a balance due that includes the disputed charge at issue in this proceeding. A copy of said Notice is attached hereto.

4. The Notice was system-generated as part of the platform’s ordinary automated billing cycle and was not the product of any intentional or independent collection decision by District personnel directed at Complainant’s account. The District became aware of the Notice only after Complainant brought it to the District’s attention.

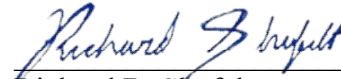
5. The Complainant’s email correspondence identified the Notice as “Notice to Disconnect.” To avoid any ambiguity, these automatic notices are merely a payment reminder tool. These notices are not intended as nor would they constitute a notice of termination or discontinuance of service under 807 KAR 5:006, Section 15. No disconnection of Complainant’s service has occurred, and none is scheduled or contemplated during the pendency of this proceeding.

III. CORRECTIVE ACTION TAKEN

6. The District contacted its billing-software vendor, InvoiceCloud, to cease further automated delinquency and “final notice” communications to Complainant’s account and to flag the account as being in dispute during the pendency of this proceeding.

7. The District is reviewing its billing-platform controls to ensure that accounts subject to a pending Commission complaint are exempted from automated collection and delinquency notices going forward.

Respectfully submitted,

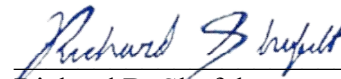


Richard B. Shufelt
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HUMPHREY
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(270) 351-4404
Counsel for Meade County Water District

CERTIFICATE OF SERVICE

I hereby certify that on this 23 day of July, 2026, a true and correct copy of the foregoing was electronically transmitted to the Public Service Commission, with a copy served upon the following by regular mail and email:

Kelley Jeans
165 Diana Lane
Vine Grove, KY 40175
[REDACTED]



Richard B. Shufelt

Meade County Water District KY Invoice# [REDACTED] Notification

From: Meade County Water District KY (no-reply@invoicecloud.net)

To: [REDACTED]

Date: Monday, July 20, 2026 at 01:15 AM CDT



You have a new invoice from Meade County Water District KY!

[OneClickPay using "XX0808"](#)

[View Invoice or Pay Now](#)

Want to be reminded later? [Click here.](#)

Dear Kelley Jeans

**Account
Information**

FINAL NOTICE for service address 165 Diana Lane Vine Grove, KY 40175

Your payment has not been received and this invoice is still pending. If you have already paid this invoice, please disregard this email.

This is the last email notice that you will receive regarding making an on-time payment. Your invoice is available to view and pay online

It is very easy to access your invoice, just click on the **View Invoice or Pay Now** button or log on to our Customer Portal at <https://www.invoicecloud.com/MeadeCountyWaterDistrictKY>.

If you have any questions regarding your account, please email us today at customerservice@meadecountywater.com and include your account number, first name and last name on the account.

Thank you for your payment. We at Meade County Water District KY appreciate your timeliness.

Account Number:

Invoice Number:

Invoice Due Date:

7/10/2026

Balance Due:

\$1,099.87

Please Note: To ensure delivery of account-related email notifications, please add this email to your safe senders list.



Please consider the environment before printing this email

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