



OHIO COUNTY WATER DISTRICT

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August 4, 2026

Ms. Becky Bingham
Kentucky Public Service Commission
211 Sower Boulevard
Frankfort, KY 40601

RE: Informal Complaint No. 2026-00206
Complainant: Cheryl Watts
Account No. 8002840001

Dear Ms. Bingham:

Ohio County Water District has reviewed the supplemental complaint submitted by Ms. Cheryl Watts concerning the property located at 579 Marvins Chapel Road. This response supplements the District's previous response dated June 5, 2026, as well as the correspondence issued by the District's legal counsel on June 24, 2026 to original complaint from Mr. Rick Murphy.

The supplemental complaint includes an allegation that the District "messed up the ditch and left no drainage," resulting in standing water in the roadside ditch near the mailbox. The District does not agree with this characterization.

After receiving the supplemental complaint, I again discussed the matter with Distribution Manager Chad Smith, who was directly involved with the original repair. Mr. Smith recalls that the District was originally dispatched to repair a leaking water main in this area. At that time, water from the leak was not draining properly because drainage through the roadside ditch at the driveway culvert appeared to be restricted. As a result, water had backed up in the ditch, ponded near the mailbox, and was flowing across the roadway before District personnel arrived to perform the repair.

Mr. Smith further recalls that while District personnel were performing the water main repair, Mr. Murphy requested that the crew clear debris from beneath the county road culvert so the ditch would drain properly. Because the crew was already excavating in the immediate area, they accommodated his request, which required only a minimal amount of additional work. The District did not create the drainage condition. Rather, District personnel responded to Mr. Murphy's request in an effort to improve an existing drainage issue while completing the necessary water system repair.

RECEIVED

AUG 4 2026

**PUBLIC SERVICE
COMMISSION**

Attached as Exhibit A is a Google Street View image. The image depicts standing water ponding in the roadside ditch at the driveway culvert near the mailbox, consistent with Mr. Smith's recollection that drainage problems existed before the District performed any work in the area.

The District maintains that all excavation performed at this location was necessary to repair and maintain the public water system. Following completion of the repairs, District personnel performed restoration activities, including grading, seeding, and general site restoration. As noted in the District's previous response, a subsequent leaking service line later required additional excavation within the same general area, resulting in additional restoration work.

Based upon the information available, the District is not aware of any evidence indicating that its employees created or worsened the drainage condition alleged in the supplemental complaint. To the contrary, District personnel attempted to improve drainage at the property by clearing the driveway culvert at the property owner's request while completing the water system repair.

Ohio County Water District respectfully submits this supplemental response to address the additional allegations raised in the complaint. The District remains willing to cooperate with the Commission and will provide any additional information requested.

Should the Commission require any additional information, please contact our office.

Respectfully submitted,

A handwritten signature in blue ink, appearing to read "Eric J. Hickman", with a stylized flourish at the end.

Eric Hickman, P.E.
General Manager
Ohio County Water District



CROSS DRAIN UNDER COUNTY ROAD THAT WAS NOT PROPERLY DRAINING. MR. MURPHY ASKED OUR STAFF TO REMOVE THE SEDIMENT BUILD UP TO HELP IT DRAIN.

DRAINAGE PIPE THAT WAS OBSTRUCTED PRIOR TO ANY WORK COMPLETED BY CCWD DISTRIBUTION STAFF