



Eric Hickman, P.E.
General Manager
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OHIO COUNTY WATER DISTRICT
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August 6, 2026

Kentucky Public Service Commission
211 Sower Boulevard
Frankfort, Kentucky 40602

RE: Case No. 2026-00206

RECEIVED

AUG 6 2026

**PUBLIC SERVICE
COMMISSION**

Ohio County Water District's Response to Supplemental Correspondence Filed by Mr. Rick Murphy

Dear Commission:

Ohio County Water District ("District") respectfully submits this response to the supplemental correspondence filed by Mr. Rick Murphy on August 4, 2026.

The District has reviewed Mr. Murphy's supplemental filing together with its work orders, employee statements, photographs, and prior correspondence previously filed in this matter. While the District respects Mr. Murphy's right to present his concerns to the Commission, it respectfully disagrees with several factual assertions contained in his supplemental correspondence.

Leak History

Mr. Murphy states that the water leak was first reported in June 2022 and that the leak was reported three times over the course of three years.

The District reviewed all available work orders associated with this service location.

Those records reflect:

- A 2020 service order involving only a stuck meter. The work order does not reference a water leak.
- A March 2024 service order reporting a leak on the District's side of the system. District records indicate the leak was repaired.
- A July 11, 2025 service order reporting a leak in the ditch near the customer's meter. The work order reflects that the leak was identified as a District leak and called in for repair. The repair associated with this work order was completed in August 2025 and is the repair that ultimately gave rise to Mr. Murphy's current restoration concerns.

Based upon the District's available records, the District has no work order or other documentation reflecting a leak report in June 2022 or three separate leak reports spanning a three-year period.

Drainage Conditions

Mr. Murphy states there was no drainage tile at the mailbox, that the District failed to resolve the drainage issue, and that standing water resulted from the District's repair work.

The District respectfully disagrees.

As documented in the attached signed statement of Distribution Manager Chad Smith, the original service call occurred because water associated with the leak was unable to drain properly due to restricted drainage in the ditch, causing water to back up and flow across Marvin's Chapel Road.

Mr. Smith further states that while District employees were repairing the leak, Mr. Murphy requested that the crew clean beneath the county road culvert to improve drainage. Because District employees were already on site with excavation equipment, they cleaned the inlet of the county culvert as a courtesy. This work was outside the scope of the water system repair.

Ohio County Water District does not own, operate, or maintain the county road drainage culvert or the downstream (effluent) side of that drainage system. Responsibility for county drainage infrastructure does not rest with the District.

The District therefore respectfully disagrees that the water main repair created the drainage condition described by Mr. Murphy.

Restoration

Mr. Murphy alleges that the District failed to restore his property and destroyed a ninety-year-old sidewalk.

The attached statement of Mr. Smith documents that:

- Following the July 2025 water main repair, District employees returned during late August or September 2025 and spent approximately one-half day restoring the disturbed area and overseeding the yard. Mr. Murphy thanked them for their work.
- During the November 2025 service line repair, excavation was required. As is customary with underground utility repairs, disturbed areas require time to settle before final restoration can be completed. Premature restoration often results in additional settlement and repeated repairs.
- While construction equipment crossed portions of the sidewalk and may have left tire or track marks, Mr. Smith does not recall the sidewalk being cracked, broken, or structurally damaged.

Employee Safety

Although separate from the underlying repair work, the District believes it is appropriate to explain why subsequent communications regarding this property were handled through management and legal counsel.

On November 11, 2025, Distribution Manager Chad Smith personally received a telephone call from Mr. Murphy during which Mr. Murphy became belligerent and threatened that he would "whoop anyone's ass" if Ohio County Water District employees returned to his property. Mr. Smith immediately reported the incident to District management. On November 12, 2025, the District documented the reported threat internally, directed that future communications concerning the property be handled through management, initiated preservation of work orders, photographs, and employee statements, and directed that legal counsel be contacted. These actions were taken months before the present PSC complaint was filed and reflect the District's contemporaneous response to the incident.

The District has a duty to provide a safe workplace for its employees. When threats of physical violence are reported, the District takes those reports seriously, documents them, and responds in a manner intended to protect employee safety while continuing to conduct District business.

Accordingly, District management directed that future communications concerning this property be handled through management and, subsequently, through legal counsel. This decision was made solely to protect employee safety while continuing to address Mr. Murphy's concerns through appropriate channels. It should not be interpreted as a refusal by the District to respond to customer concerns.

Conclusion

Ohio County Water District respectfully submits that the evidence demonstrates:

- The District responded to reported leaks involving District-owned facilities.
- The District repaired those leaks and performed restoration activities.
- The District returned to the property to perform additional restoration following the initial repair.
- District employees provided additional assistance by cleaning the inlet of the county road culvert at Mr. Murphy's request, even though that drainage structure is not owned or maintained by the District.
- The District's work order history does not support the assertion that a leak was first reported in 2022 or that three leak reports occurred over a three-year period.
- Subsequent communications were managed through District management and legal counsel because of threats directed toward District employees, not because the District was unwilling to address Mr. Murphy's concerns.

Ohio County Water District remains committed to operating and maintaining its water system in accordance with Kentucky law, Public Service Commission regulations, and accepted utility practices.

The District respectfully requests that this response and accompanying exhibits be made part of the official record in Case No. 2026-00206.

Respectfully submitted,

A handwritten signature in blue ink, appearing to read "Eric Hickman", is written over the typed name.

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

Exhibits

The District respectfully submits the following exhibits in support of this response:

Exhibit A – Statement of Chad Smith, Distribution Manager, dated August 6, 2026, regarding the repair history, restoration activities, drainage conditions, and November 11, 2025 telephone conversation with Mr. Murphy.

Exhibit B – Ohio County Water District Work Order History for the subject service location, including the 2020 service order (stuck meter), the March 2024 leak repair, and the July 11, 2025 leak report that resulted in the August 2025 repair.

Exhibit C – Ohio County Water District internal incident report email dated November 12, 2025, documenting the reported threat toward District employees, management's response, employee safety directives, preservation of records, and referral to legal counsel.

The District further incorporates by reference the following documents previously filed in this proceeding:

Exhibit D – Correspondence from the District's legal counsel dated June 24, 2026.

STATEMENT OF CHAD SMITH

Distribution Manager

Ohio County Water District

I, Chad Smith, make the following statement based upon my personal knowledge.

1. I am employed by Ohio County Water District as Distribution Manager and have personal knowledge of the repairs performed near 579 Marvin's Chapel Road during 2025.
2. During July 2025, Ohio County Water District repaired a 3-inch PVC water main adjacent to Mr. Rick Murphy's property.
3. Following completion of that repair, I, along with Scotty Crowe, returned to the site during late August or September 2025. We spent approximately one-half day restoring the disturbed area and overseeding the yard. To the best of my knowledge, we left the property in better condition than we found it.
4. In early November 2025, Ohio County Water District repaired a leaking service line serving Mr. Murphy's residence. During that repair, it was observed that drainage associated with the area was restricted because a drainage tile was clogged. Water from the leak had been flowing across Marvin's Chapel Road, and the District had received reports from members of the public regarding the condition prior to making the repair.
5. The service line repair required excavation. As is customary, the disturbed area required time to settle before final restoration could be completed. Premature restoration can result in additional settling and require repeated repairs.
6. While District employees were performing work in the area, Mr. Murphy requested that the crew clean beneath the county road culvert to improve drainage. Because District employees were already on site with excavation equipment, the inlet of the county culvert was cleaned as a courtesy. This work was outside the scope of the water system repair.
7. To my knowledge, Ohio County Water District does not own, operate, or maintain the county road drainage culvert or the downstream (effluent) side of the drainage system.
8. On November 11, 2025, I received a telephone call from Mr. Murphy on my personal cell phone. During that conversation, Mr. Murphy became belligerent and threatened that he would "whoop anyone's ass" if he saw Ohio County Water District employees back on his property. I understood this statement to be a threat of physical violence directed toward District employees.
9. I immediately reported the telephone conversation and threat to General Manager Eric Hickman.
10. Because of the threat, I had concerns for the safety of District employees returning to the property. To my knowledge, District management subsequently directed that future

communications regarding this property be handled through management and legal counsel rather than by field personnel.

11. I have reviewed Mr. Murphy's allegation that Ohio County Water District destroyed a ninety-year-old sidewalk. While excavation equipment crossed portions of the sidewalk and may have left tire or track marks, I do not recall the sidewalk being cracked, broken, or structurally damaged during the work.

I declare under penalty of perjury that the foregoing is true and correct to the best of my knowledge and recollection.

Dated this 6th day of August, 2026.

Chad Smith

Chad Smith

Distribution Manager

Ohio County Water District

Customer Information

Customer No. : 8002840001
Name : Cheryl Watts
Phone : 270 - 274-7855

Location Information

Location No. : 80-02840
Cycle : 01
Route : 80
Address : 579 Marvin's Chapel Road
HARTFORD, Kentucky 42347
UNITED STATES

Service Order Information

Service Order No. 000000013608 **Assigned To :** CHAD SMITH, SCOTTY CROWE
Issue Date & Time : 7/11/2025 8:36 AM **Assigned By :** PAT VANCE
Scheduled Date & Time : 7/11/2025 8:48 AM **Requested By :**

Comments

Service Order Completion Information

Completion Date: 7/11/2025 **Completion Time :** 12:03:00

Completion Comments :

our leak, called in to be located. CS

Task Completion Information

Task No. 1 Service : WATER Service Order Code : LEK Description : Check for Leaks

Task Comments : the ditch by her meter is staying full of water, advised of service charge

Task Completion Comments : our leak

Reading Sequence : 230 Previous Meter Reading : 1,873.000 Previous Meter Read Date : 8/3/2026

Customer Information

Customer No. : 8002840001
Name : Cheryl Watts
Phone : 270 - 274-7855

Location Information

Location No. : 80-02840
Cycle : 01
Route : 80
Address : 579 Marvin's Chapel Road
HARTFORD, Kentucky 42347
UNITED STATES

Service Order Information

Service Order No. 000000012534
Issue Date & Time : 3/6/2024 12:00 AM
Scheduled Date & Time : 3/6/2024 12:00 AM
Assigned To :
Assigned By : CUSI SUPPORT
Requested By :

Comments

Check for leak. They turned off meter. Says the leak is on us. Advised of charge.

Service Order Completion Information

Completion Date: 3/26/2024 Completion Time : 00:00:00

Completion Comments :

AQ/BW read 1864 our leak, called in to fix. 3/6/24 BW/CS/AQ read 1864 fixed shut off.

Task Completion Information

Task No. 1 Service : WATER Service Order Code : LEK Description : Check for Leaks

Task Comments :

Task Completion Comments :

Ohio County Water District
WORK ORDER 9068

Account # 0080-02840-001
Name Murphy, Jackie or Cherly Watts
Address 579 Marvin's Chapel Road Hartford, KY 42347
Telephone (270) 274-7855 **Job #**

Order Date 5/13/2020
Status Next Day Service
Scheduled 05/13/20 10:30 AM
Order Type Meter Stuck

METER#	ERT/INTERNAL ID#	READING	LOCATOR TAG	MAP #	READING IN / OUT
WA 83563275	89548363	1	89548363	6046	

Description

Comment

Requested By SHAWN

Assigned To

Completed By

Start Date 05/13/20 10:30 AM

Completed Date 05/15/20 10:20 AM

Notes LAST USAGE AUGUST 2019 AB/AQ NO ONE LIVING THERE METER IS SHUT OFF

Materials Used on Project:

PVC: _____ ft. Duct: _____ ft. Tubing: _____ ft.
Saddle Size: _____ Corp Stop: _____
Insert: _____ Setter: _____ PRV: _____ Check Valve Type: _____
Gate Valve: _____ Male PVC Adapter: _____ Male Brass Adapter: _____
Box: _____ Lid: _____ Box Ext: _____
PVC Coupling: _____ Duct Coupling: _____ Tubing Coupling: _____
Tee: _____ 90 L: _____ 45: _____ 22 1/2: _____
11 1/4: _____ Clamp Type: _____ Trace Wire: _____

Other Materials Used:

Eric Hickman

Subject: FW: Incident report: 579 Marvin's Chapel - Rick Murphy

From: Eric Hickman
Sent: Wednesday, November 12, 2025 7:55 AM
To: 'Justin Keown' <conwayandkeown@gmail.com>
Subject: FW: Incident report: 579 Marvin's Chapel - Rick Murphy

Good morning Justin,

I wanted to make you aware of an incident involving a customer, **Mr. Rick Murphy (579 Marvin's Chapel)**. He became verbally abusive and made direct threats toward our Distribution Manager, stating he would "whoop anyone's ass" if OCWD employees returned to his property.

We have documented the incident internally, instructed staff not to engage further, and plan to notify the Sheriff's Office. The below email outlines the full details, timeline of repairs, and actions taken.

Please review and advise if there are any additional legal steps or documentation you recommend.

Thanks,



Eric Hickman, P.E.
General Manager
Ohio County Water District
Phone: 270-298-7704
Mobile: 270-519-0885
Email: ehickman@ocwdky.org
124 East Washington Street
Hartford, KY 42347
ocwdky.org

From: Eric Hickman
Sent: Wednesday, November 12, 2025 7:53 AM
To: Sara Vender <svender@ocwdky.org>; Renetta Romero <rromero@ocwdky.org>; Chad Smith <csmith@ocwdky.org>; Valerie Peach <vpetch@ocwdky.org>; Scotty Crowe <scrowe@ocwdky.org>
Subject: Incident report: 579 Marvin's Chapel - Rick Murphy

Good morning,

This email documents the incident Chad Smith briefed me on this morning and Sara's message below that I received on 11/10 regarding Mr. Rick Murphy (579 Marvin's Chapel).

Summary of facts:

- Sara logged a call on **11/10**: "Mr. Rick Murphy called today, requesting you contact him at (270) 315-6101. He said we have been to 579 Marvin's Chapel to repair the yard, but suggested it has not met his expectations. He said he went back today and the yard is 'tore up' again and the sidewalk has been destroyed."

- Chad reports he received an early-morning call on **11/11** on his cell from Mr. Murphy in which Mr. Murphy became belligerent and threatened that he would “whoop anyone’s ass” if he saw OCWD employees back on the property. This language and threat are unacceptable and will not be tolerated.
- History provided by Chad:
 - A main line repair adjacent to the Mr. Murphy’s yard was repaired on July 16 (3” PVC).
 - Sometime in late August or September, Chad and Scotty returned and spent roughly half a day repairing the yard and overseeding; they left the site in better condition than they found it.
 - Last week we repaired a leaking service line to Mr. Murphy’s residence. A drainage tile of Mr. Murphy’s was found to be clogged and the water leaking out of his service line was water going over Marvin Chapel Rd (we had received reports from citizens about this leak and were trying to repair prior to cold weather setting in). That repair required excavation and needs time to settle before permanent yard remediation can be completed. If we rework too soon the trench will settle and require repeated repairs; this is normal construction practice.
- Mr. Murphy indicated he was selling the house but he was not going to be able to do that now with the yard in the condition it is in and also stated he will be contacting a lawyer.

We will:

1. **Have no direct communication** with Mr. Murphy by field staff from this point forward. Any customer contact regarding this property must be routed through the office (CSR or management) so we can control communications and document them. Now that he has threatened our employees and retaining a lawyer, I will contact our lawyer.
2. **Police notification:** Threats of physical harm must be reported. We will notify the Sheriff’s Office regarding the threat. Chad, please confirm information before I file the report.
3. Renetta please add this incident to this customer file and if you personally document incidents of this nature.
4. **Documentation requested from the office staff (please compile and email me):**
 - All CSR call logs and emails related to 579 Marvin’s Chapel and Rick Murphy.
 - Any prior complaint history for this customer and address.
 - Photos, dates/times, and crew names for the main line repair, yard repairs, overseeding, and the service/ drainage repair last week.
 - Any billing or work order records tied to this address.
5. **Documentation requested from Chad:** Please provide a short written statement from you (and Scotty if available) confirming the timeline of repairs, the work performed, crew names, and your account of the phone call and threats. Attach any photos you have of the site before/after and any notes about settlement/required waiting period before yard remediation.
6. **Employee safety:** If any employee receives further threats or observes Mr. Murphy on site being confrontational, they should not attempt to engage. Notify management immediately. We will not send staff to the property alone while the threat is unresolved.
7. **Legal reference:** If Mr. Murphy’s attorney does contact us, please forward any correspondence to me immediately. We will not respond to legal threats without coordinating with counsel.

Chad, thank you for bringing this to me. Your actions to repair the line and restore the area are appreciated.

Thank you,



Eric Hickman, P.E.

General Manager
Ohio County Water District

Phone: 270-298-7704

Mobile: 270-519-0885

Email: ehickman@ocwdky.org

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CONWAY CK KEOWN

ATTORNEYS AT LAW

A. V. CONWAY, II
LICENSED IN KY & TN

124 WEST UNION STREET • POST OFFICE BOX 25
HARTFORD, KENTUCKY 42347
TELEPHONE (270) 298-3231 • FACSIMILE (270) 298-7855
WWW.CONWAYKEOWN.COM

JUSTIN S. KEOWN
LICENSED IN KY

June 24, 2026

Rick Murphy
579 Marvins Chapel Road
Hartford, Kentucky 42347

RE: Ohio County Water District

Dear Mr. Murphy:

As counsel for the Ohio County Water District, I became aware of some concerning actions taken against the employees of said District.

In July, 2025 the District repaired a water leak adjacent to your property. In August, two employees went to this same area to complete the work. Upon completion you contacted the District thanking it for the restoration work.

Unfortunately, in October, 2025 the District was called out to repair a leaking service line adjacent to your residence. The District was required to do additional restoration work.

In November, you called the District questioning why additional excavation work had been performed. District employee, Chad, informed you of the leak and reason for additional work.

At this point, the District informed me that you became very hostile with Chad and informed him you would hurt him if he came onto your property.

Finally, an issue arose again in the area in April, 2026. The issue needed to be addressed and an employee of the District responded. It is my understanding you were upset with the restoration work again and the presence of the employee.

The District prides itself in its work performed including restoration work. If a complaint is received, the District strives to ensure the work is satisfactory. However, District employees should not be subject to threats of harm by simply performing the job duties and responsibilities. As indicated, I was informed of the inappropriate behavior and same will not be tolerated. Any interactions should be respectful and non-threatening.

Based upon the aforementioned, if you have any communication with the District, please contact myself and/or General Manager, Eric Hickman.

Sincerely,

CONWAY & KEOWN, PSC



JUSTIN S. KEOWN

JSK/st