

**From:** Melnykovych, Andrew (PSC)  
**To:** ["Mary Cromer"](#)  
**Subject:** your comments in case 2016-00142 - Martin County Water District  
**Date:** Monday, August 28, 2017 1:17:00 PM

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Dear Ms. Cromer:

Thank you for your comments on behalf of Teresa Stepp regarding the Kentucky Public Service Commission's investigation of the operating capacity of the Martin County Water District

Your comments in the above-referenced matter have been received and will be placed into the case file for the Commission's consideration.

As you noted, the case number in this matter is 2016-00142. It would be helpful if you would please refer to it in any further correspondence.

The documents in this case are available at [http://psc.ky.gov/PSC\\_WebNet/ViewCaseFilings.aspx?case=2016-00142](http://psc.ky.gov/PSC_WebNet/ViewCaseFilings.aspx?case=2016-00142).

Thank you for your interest in this matter.

**RECEIVED**  
**By Kentucky PSC at 1:19 pm, Aug 28, 2017**

*Andrew Melnykovych*

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**From:** Mary Cromer [REDACTED]  
**Sent:** Thursday, August 24, 2017 10:55 AM  
**To:** PSC - Public Information Officer <PSC.Info@ky.gov>  
**Subject:** Public Comment for Martin County Water District Investigation 2016-142

The comments below are from Teresa Stepp of Warfield, KY. Please include them as public comments for the above referenced investigation. The video attached shows her water pressure on August 18, 2017.

To Whom it May Concern,

My family and I built our home back in 1996 in Collins Creek on the Warfield side of Martin County. Through all of those years, we have had water problems. These are not the norm. It's not just water being turned off occasionally. Not just boil water advisory's. We would definitely not complain if that were the case.

This complaint is being filed because through the years our water issues such as not enough pressure, repeated occurrences of water being turned off for sometimes days at a time, forceful air in

the lines that have repeatedly ruined toilet hardware, gunk that has repeatedly ruined hot water heaters and caused problems with clothes washers, and also discolored and smelly water. All of these issues have escalated and continue to occur more often.

Most recently for example, for five days straight, there was not enough pressure to take a shower so that causes my family to have to travel to another county to shower. This has happened many times in the past few years.

I have an autistic daughter who is not great with change. This includes when we have water issues that are not allowing us to follow schedule with her hygiene routine. This causes her to be upset and have meltdowns which are not pleasant and are not her fault.

We are considering moving and yes, I can say mostly because of the water issues. I know we will have trouble selling our house because of the water issues also. It will be a great relief to be in a place where these things don't happen and we can count on regular water service like people do in surrounding counties and areas.

I pray the issues can be addressed and taken care of so that we won't feel we have to leave a county we have lived in our entire lives.

Thank you.

Sincerely,  
Teresa Stepp

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Mary Varson Cromer  
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[REDACTED]

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