

COMMONWEALTH OF KENTUCKY  
BEFORE THE PUBLIC SERVICE COMMISSION

In the matter of:

Henry Heston Hacy  
(Your Full Name)  
COMPLAINANT

VS.

Morgan County Water District  
(Name of Utility)  
DEFENDANT

RECEIVED

AUG 14 2024

PUBLIC SERVICE  
COMMISSION

COMPLAINT

The complaint of Henry Heston Hacy respectfully shows:  
(Your Full Name)

(a) Henry Heston Hacy  
(Your Full Name)

2048 Highway 905, West Liberty, KY 41472  
(Your Address)

(b) Morgan County Water District  
(Name of Utility)

10209 Hwy 172, West Liberty, KY 41472  
(Address of Utility)

(c) That: See Attachment: Nature of Concern  
(Describe here, attaching additional sheets if necessary,

the specific act, fully and clearly, or facts that are the reason

and basis for the complaint.)

Continued on Next Page

Formal Complaint

Henry Heston hacy vs. Morgan County Water District

Page 2 of 2

Wherefore, complainant asks Drop current/remaining \$298.22  
(Specifically state the relief desired.)

owed on this account. Information on how to  
download an App to use with the recently installed  
smart meter/gage at this site. Assure all  
water customers are better informed about PRVs  
not just in this water district but all districts  
across the commonwealth.

Dated at West Liberty, Kentucky, this 10th day  
(Your City)

of August, 2024  
(Month)

Henry Heston Hacy  
(Your Signature\*)

\_\_\_\_\_  
(Name and address of attorney, if any)

\_\_\_\_\_  
Date

\*Complaints by corporations or associations, or any other organization having the right to file a complaint, must be signed by its attorney and show his post office address. No oral or unsigned complaints will be entertained or acted upon by the commission.

### **Nature of Concern:**

Utility Service/Charges from July 21, 2023 to August 10, 2024 servicing one (1) rental house and three (3) cattle water tanks at 2315 Highway 705, West Liberty, KY 41472. Account # [REDACTED] (see photos).

Customer has repaired numerous water leaks from mid-August 2023 to mid-June 2024 thinking leaks were the fault of the customers equipment as the water district never informed the owner/customer of any issues. These leaks were not the fault of the customer but that of the water districts faulty water connection equipment and personnel failing to follow the rules of regulations of the Morgan County Water District.

In August and September of 2023, the customer began experiencing water leaks from each of the three cattle water tanks. These were not simutantious leaks and each tank required new water shut off valve seals replaced until all three were repaired. After the three tanks were repaired we continued to have some leakage from all three tanks and we also tried adjusting water levels in the tanks to better regulate leakage as suggested by the manufacturer (Ritchie). This was an uphill battle as we did not know at the time we were working against water district faulty equipment. We did continue to receive high water bills but threw the blame to cattle wasting water while drinking-what stupid thinking! (Side effects of cancer and cancer treatments).

The water bill for the period of November 27, 2023 to December 15, 2023 arrives. Again, high as in previous months but we had just vaccinated all cattle and removed them from the property where the three cattle water tanks were leaking. The cattle were moved to pasture where water is provided by ponds and eventually sold. The water tanks were completely turned off from the MCWD water source on November 15, 2023 because of the leaking and cattle being moved. The only entity using water from this meter was the rental house which normally uses between \$35.00 to \$45.00 per month and the new bill is \$243.01. We now know we have a more serious problem than three cattle water tanks leaking.

We start looking for various water line leaks and found around the back of the rental house soggy soil and upon looking under the house we find a blown incoming water line. We made three attempts to repair the line over two days with each repair causing a new line burst within inches of the previous repair. The plumber helping blamed the water line as probably damaged/weakened during the original installation (see photos). The following work day, January 9, 2024 I requested a one-time water usage adjustment (see leter). On that day MCWD Office Manager, Chemell Holbrook informed me that the water leak had begun in August 2023, and that a service technician was sent out to investigate. This was done without the owner/customer being notified or given the findings of the investigation as per rules/regulations of the MCWD.

We made another plumbing repair (see receipt) in early February, 2024 as the shower faucet was leaking. I also requested a water usage leak extension on February 6, 2024 because the

water leak extended into the next billing cycle (see letter). This letter brought to the attention of Manager, Shannon Elam that a service technician was sent out to investigate the leak without my awareness. Had I been informed we could have figured out that there was something causing all the leaks!

The March 2024 water usage statement arrives for the period of January 18, 2024 to February 17, 2024. Again high usage and a charge of \$164.83 with no cattle and only the rental house using water and all leaks repaired on January 8, 2024. Again, we go to the back of the house expecting to find the same incoming water line leaking but found the hot water tank pressure relief valve overflow tube leaking (see photos). We repaired the hot water tank with a new pressure relief valve (see receipt and photos) and the new valve was also leaking. We now call two professional plumbers and explain the history of the leaks. Both plumbers immediately said MCWD probably had a faulty Pressure Regulator Valve (PRV) and ask that we test the pressure on the incoming water line. One plumber loaned us the test meter and we found the pressure to be almost 150 pounds (see photo). The following day March 4, 2024 I informed the MCWD that we probably had a faulty PRV. I requested to be informed this time when the service technician would arrive so I could witness the results. Sure enough the PRV was faulty. I explained to the technician (Jesse-I think?) that the MCWD had sent out a technician to investigate possible water leaks back in August of 2023 and the district had not informed me of any leaks, as I was desperately trying to stop over flowing cattle water tanks. He said it was not surprising, as they had technicians that would drive out to possible leak sites and never get out of their trucks to investigate. This is pure laziness and contempt of their duties! Had the technician tested the PRV we would not be making this complaint. Later the water district reduced the March statement to \$71.76 after learning about the faulty PRV.

To me this confirmed that the MCWD faulty PRV had indeed lead to the numerous water leaks at the three cattle water tanks, three incoming water line bursts, shower faucet leak, and now the pressure relief valve on the hot water tank. All the fault of the MCWD not following their own rules and regulations as listed in the MCWD Rates & Charges and Rules & Regulations for Furnishing Water Service in Morgan County, Kentucky, Section II. Rules and Regulations, Letter R. Usage Investigation, Monitor Usage/Usage Investigation which reads:

- The utility at least quarterly monitors the customer's usage using its billing report. If a customer usage is unduly high and deviation cannot be explained the utility shall test the customer's meter to determine if the meter shows an average meter error greater than 2 (two) percent fast or slow.
- If an investigation of a customer's usage is necessary, the utility will notify the customer by telephone or in person either during or immediately after the investigation of the reasons for the investigation, and of the findings of the investigation.

This also explains the continuation of high water bills with additional water lines being damaged by high water pressure.

On April 9<sup>th</sup> I spoke to Mr. Elam about the issues I was having at the rental house and that I could not continue to pay high water bills because of the districts faulty PRV causing damage to my water lines and leaking water excessively. He said he understood and I did not have to pay any future water bills until we meet and resolve the issue. He said he would get back with me in a few days to set up a meeting. I never heard back from Mr. Elam, so I called him back on April 25<sup>th</sup> to set a meeting. He was reluctant to the meeting and said there was no more he could do and I needed to pay my bills and if I needed a payment plan he could help me with that. I told him absolutely not, and demanded a meeting.

On April 30<sup>th</sup> I finally meet with Mr. Elam after a very difficult time to get him to agree to discuss this complaint. I believe he thought if he avoided me, I would just go away and pay my bills. I refused and demanded a meeting. I explained the unfairness of having to pay high water bills due to his office not informing me of the leak detected in August 2023. I also provided information showing I had overpaid nearly \$500.00 in water bills and with more statements showing high water usage not yet paid, all because of the districts faulty PRV and the lack of employees not following through with their duties when the leak was detected. We also discussed the cost of plumbing repairs and damage the leaks were causing to the foundation of the house. I informed him that several plumbers had explained to me that when the water pressure reached the 148 pounds in this house, that I could see additional damage to water lines not yet detected. Mr. Elam agreed and said everything in the house would blow out at 150 pounds. Not much difference between 148 pounds and 150 pounds when the pressure should not exceed 50 pounds. I agreed and said this is exactly what his office has caused!

Mr. Elam said the water district was no longer responsible once the new PRV was installed on March 4, 2024. He said he had given me three water usage adjustments and he would not give any more, and he also indicated he was not responsible for his office employees not doing their jobs. I found Mr. Elam to be somewhat rude and disrespectful as I was questioning his office neglect of responsibilities. However, he said he would call the KY Public Service Commission and check to see if there was anything he could do as I had provided him good notes (see attachments) and he would let me know what they said. The following week (June 7), he informed me that the Public Service Commission would not allow the MCWD to adjust my water bills any further and that I could make a complaint to them and he gave me Rosemary Tutt's phone number to call. I immediately make the call to Ms. Tutt and start an informal complaint which she said she would contact MCWD to get information from Mr. Elam concerning the complaint. She also informed me that we could hopefully settle this complaint informally without doing this formal complaint that I am now doing. I made a return call to Ms. Tutt on June 23rd to explain the water district was threatening to turn off my water if she did call to let them know I had made an informal complaint. She did take care of that. However, she said Mr. Elam had not sent any information concerning my complaint. I explained to her that she needed to ask for a copy of the letters requesting water usage adjustments and leakage information/notes that I shared with Mr. Elam on April 30<sup>th</sup>. We further discussed a few updates about my additional leaks and MCWD employee (Donna) providing her some information about water bills going up and down and that my renters had called the MCWD complaining about me questioning them about water usage. The renters informed the district

that it was probably my cattle causing my water bills to go up. But we all now know that it was a faulty PRV and employees not doing their jobs! Ms. Tutt informed me on June 28<sup>th</sup> there was nothing from Mr. Elam that would support any assistance for me. I wonder what Mr. Elam provided, after all the shady actions he has admitted to and reported on in the ~~county~~ newspaper. I therefore informed her that I would make the formal complaint and ~~she said she~~ would send me the form and instructions. She also asks me to make payments on the ~~past four~~ months of water usage that was being questioned by me. We agreed on a fair price (\$40.00) for each month and I made the payment.

Things settle down for one month (3/18/24 to 4/17/24) with water usage about normal ~~with~~ only the rental house using water, but high water bills return again in May. My renters moved out of the rental house at the end of May and while cleaning the house for new renters on June 12, 2024, I could hear spewing water coming from underneath the house and it sounded like it was coming from multiple breaks. I shut off the water and I called a professional plumber to come in as there was lots of water standing under the house and the foundation was starting to shift and settle more. Things are getting worse and I need a better understanding of ~~what~~ water damage has been done to this rental house. On June 15<sup>th</sup> the plumbers arrive ~~and I~~ explain all that has happened to the house before and after finding out about the ~~districts~~ faulty PRV. The head plumber said he had heard about numerous complaints concerning the water district faulty PRVs and other issues. The plumbers find an additional two leaks from under the house and said they were in the soldered fittings on the copper pipe. They would return on June 17<sup>th</sup> to make the repairs at a charge of \$179.00 (see receipt). They also ~~said it~~ was caused by the high pressure finding a weakened spot in the solder. They informed me ~~this~~ could be the end of the leaks but could also just be the beginning of more leaks to come. What a nightmare!

How can a person retired and on a somewhat fixed income afford to pay these expenses that should have never occurred if people had done their jobs! So much contempt! This is unreasonable that a utility company can destroy someone's property with their inactions.

I have personally delayed the submission of this complaint as I needed to find out if we would have any more leaks after the June 17<sup>th</sup> repairs and to be sure the last billing statement (6/21/24 to 7/19/24) due August 10<sup>th</sup> would show normal water usage. It is again back to normal with use of 940 gallons and a charge of \$32.85 which I paid. I also checked under the house on Saturday, August 10<sup>th</sup> for leaks and found none. Therefore, I am hopeful the end is near as far as the leaking goes. Now, if we can settle this complaint as everyone should ~~see~~ I have been wronged by the MCWD.

I really have some hurtful feelings from Mr. Elam's treatment toward me concerning the complaint and the way MCWD personnel did not do their duty to inform me of a leak detected and a technician not checking for faulty equipment, but I understand that changes are occurring in the district with new board members. I hope the Public Service Commission and the ~~MCWD~~ could agree to drop the current/remaining \$298.22 owed on this account and call it even. As I have already overpaid for water use and repair expenses this past year. You should know this

complaint is not just about money but the principle of inactions of the MCWD. I no longer want to be a part of the MCWD \$40,000 per month "bleeding".

Another request that I hope your office can help me with; Mr. Elam had installed at this site a smart water meter/gage that I supposedly could download an App to my phone so I can monitor the daily water usage to help in learning about new leaks before they get out of hand. I have requested this information three times from Mr. Elam and he has never responded. Also, another request, water district customers across the commonwealth need to be informed about these PRVs as I have heard of numerous customers having problems with these. I'm sure they should be replaced every few years but I believe I have the original PRVs on my properties that were installed in 2000. I am 67 years old and have rented, owned, built/subcontracted, and managed properties in three states during my life and this is the first I have ever dealt with a faulty PRV. This issue has stressed me so that I would never wish another person to have to deal with it as I have.

Please feel free to contact me if you have questions or concerns. My phone numbers are [REDACTED] (land) and cell is [REDACTED]

Henry Heston Lacy

**Attachments:**

- Photos
- Receipts
- Notes for April 30<sup>th</sup> Meeting (Modified)
- Water Usage Statements
- Letters to MCWD

## **PHOTOS**

- 1. Rental House**
- 2. 2 Cattle Water Tanks**
- 3. 1 Cattle Water Tank**
- 4. Incoming Water Line Burst (behind short blue/PEX pipe)**
- 5. Hot Water Tank Overflow Pipe Leak**
- 6. New Hot Water Tank Pressure Relief Valve and Parts**
- 7. Pressure Gage Showing Pressure from PRV**















## **RECEIPTS**

- 1. 1/7/24 Three Incoming Water Line Burst Repairs**
- 2. 2/3/24 Shower Faucet Repair Kit**
- 3. 3/1/24 Hot Water Tank Parts (other parts on the receipts were returned)**
- 4. 6/5/24 Two Water Line Leaks Repaired**

# RECEIPT

No. 850662

DATE

1-7-24

FROM

Henry Heston Lacy

\$ 50.00

Fifty Dollars + 10/100

DOLLARS

☐ FOR RENT

☒ FOR

Planting Repair 2315 Hwy 985

ACCT.

50.00

☒ CASH

PAID

50.00

☐ CHECK

DUE

0

☐ MONEY ORDER

☐ CREDIT CARD

FROM H H Lacy TO Seth Chantler

BY: *Seth Chantler*

1152  
F-4101

1

*Rental*

2

**Frederick & May  
Lumber Co. Inc.**

919 Prestonsburg Street  
P.O. Box 218  
West Liberty, KY 41472  
606-743-3136

CASH SALE

ITEM	QTY	SALE/REG	EXT
052151000095	1.00	1.99	1.99

662757 EACH  
DELTA NEW SEAT/SPR KIT  
S

*Shower  
Handles*

SUBTOTAL \$	1.99
TAX \$	0.12
<b>TOTAL \$</b>	<b>2.11</b>

CASH	5.00
CHANGE	2.89

EMPLOYEE	TERM	INV#	TIME	DATE
17	3	235638	10:49	03-Feb-24

We're your source for  
seasonal supplies and  
all your hardware needs.

# INVOICE



SCAN QR CODE FOR LOCAL ONLINE SALES

LOVE'S HOME CENTERS, LLC  
100 KROGER CENTER  
NORLEND, KY 40351 (E06) 780-2200

**SALE**

SALES#: S18002E3 5099602 IRJH-SR: 2341674 03-01-24

7/1133 2 GALLON EXPANSION TANK 39.88  
41.98 DISCOUNT EACH -2.10  
23762 3/4-IN COUPLING CPVC 5010 0.59  
0.62 DISCOUNT EACH -0.03  
23761 1/2-IN COUPLING CPVC 50105 0.86  
0.45 DISCOUNT EACH -0.02

2 @ 0.43

87273 3/4-IN NIP X 2-IN PIPE 20.66  
41.80 DISCOUNT EACH -0.55  
2 @ 10.53

83201 3/4-IN X 2-FT CPVC PIPE 3.26  
3.43 DISCOUNT EACH -0.17

83203 1/2-IN X 2-FT CPVC PIPE 2.07  
1.10 DISCOUNT EACH -0.11

83204 3/4-IN 90D ELL CPVC 50707 2.00  
1.10 DISCOUNT EACH -0.05  
2 @ 1.00

871214 3/4-IN PEX SS CLAMPS 10-P 7.07  
8.28 DISCOUNT EACH -0.41

362341 WTL 2-IN 1/P. RELIEF VAL 27.34  
28.78 DISCOUNT EACH -1.44

818051 3/8-IN 1/2-IN FEMALE 0.53  
0.90 DISCOUNT EACH -0.45

818212 1/2-IN PEX SS CLAMPS 10-P 6.25  
6.50 DISCOUNT EACH -0.33

79260 80 IN X SHINE JAWBY PICKS 17.62 *Cham*  
13.20 DISCOUNT EACH -0.66 *Coine*

877230 3/4-IN HEX NIPPLE 20.66  
10.88 DISCOUNT EACH -0.55

2 @ 10.33

1352891 3/4-INSDX1/2-IN FEMALE 10.30  
9.60 DISCOUNT EACH -0.45

2 @ 9.19

22644 3/4IN 1/2-IN 90D ELL PEX 470 1.42  
0.75 DISCOUNT EACH -0.04

2 @ 0.71

23754 3/8-IN ADAPTER CPVC 602 2.47  
0.62 DISCOUNT EACH -0.13

3 @ 2.49

23758 3/8-IN X 3/4-IN X 1/2-IN 1.03  
1.00 DISCOUNT EACH -0.05  
818060 1/2-IN SDX3/4 IN FEMALE 9.01  
9.40 DISCOUNT EACH -0.47  
818052 3/8-IN SD X 1/2-IN FEMALE 8.53  
8.90 DISCOUNT EACH -0.45  
23764 1/2 IN ALUMINUM 54925/949 2.30  
2.51 DISCOUNT EACH -0.15  
23765 1/2-IN MALE ADAPTER CPVC 0.70  
0.74 DISCOUNT EACH -0.04  
23766 3/4-IN MALE ADAPTER CPVC 0.92  
0.97 DISCOUNT EACH -0.05  
23767 3/4-IN MALE ADAPTER CPVC 0.97  
10.20 DISCOUNT EACH -0.51  
3606367 ROS 500 506 12Y ELEC RES 949.00  
999.00 DISCOUNT EACH -49.92  
107284 LCC SYSTEM USE ONLY 0.00

SUBTOTAL: 1,161.28

TAX: 69.68

INVOICE TOTAL: 1,230.96

LCC: 1,230.96

**TOTAL DISCOUNT: 61.11**

LCC: XXXXXXXX0964 Amount: 1,230.96 AMOUNT: 000000

SHEPHERD REFID:310283 03/01/24 19:53:13

STORE: 1808 TERMINAL: 02 03/01/24 19:57:54

# OF ITEMS PURCHASED: 32

EXCLUDES FEES, SERVICES AND SPECIAL ORDER ITEMS



THANK YOU FOR SHOPPING LOVE'S.  
FOR DETAILS ON OUR RETURN POLICY, VISIT  
LOVES.COM/RETURN  
A WRITTEN COPY OF THE RETURN POLICY IS AVAILABLE  
AT OUR CUSTOMER SERVICE DESK

STORE MANAGER: RONNIE ARNOLD

LOVE'S PRICE PROMISE  
FOR MORE DETAILS, VISIT LOVES.COM/PRICEPROMISE

\* OFFICIAL RULES & WINNERS AT: WWW.LOVES.COM/SURVEY \*

\*\*\*\*\*

STORE: 1808 TERMINAL: 11 03/01/24 19:54:23

3

7

159121

002

6-15-24

SOLO TO		SHIP TO	
Henry Pacy		6-15-24	
ADDRESS		ADDRESS	
2315 Hwy 905			
CITY, STATE, ZIP		CITY, STATE, ZIP	
Westfield Ky 40428		40428	
CUSTOMER ORDER NO.	SOLD BY	TERMS	F.O.B.
1147			
DATE			

ORDERED	SHIPPED	DESCRIPTION	PRICE	UNIT	AMOUNT
		repaired 2 busted			
		water line			
		Due to high	Parts		\$29.00
		water pressure	Labor		\$150.00
		Pay to: Melvin Arnett			
		CK# 1838	Total Due		\$179.00
		MND			

## **Notes for April 30 Meeting (Modified)**

- 1. Water Usage from 12/18/22 to 7/19/24**
- 2. Compensation Considered for Following Dates Water District Did Not Inform Customer of Leak**

81

# Water Usage For 2315 Hwy 205, West Liberty, KY

Acct # [REDACTED] (✓ = Yes / X = No)

Due Date	Usage Dates	Usage	Charge	Cattle	House
Feb '23	12/18/22 to 1/18/23	6760	\$95.30	✓	✓
March '23	1/18/23 to 2/19/23	7000	\$48.02	✓	✓
April '23	2/19/23 to 3/20/23	5580	\$81.94	✓	✓
May '23	3/20/23 to 4/17/23	3230	\$53.74	✓	Reduced to 3/24/23
June '23	4/17/23 to 5/19/23	?	\$52.16	✓	X
July '23	5/19/23 to 6/21/23	5370	\$79.50	✓	X
Aug '23	6/21/23 to 7/21/23	2150	\$93.85	✓	X

## Leaks Began (Repaired 3 Cattle Water Tanks over this time)

Sept '23	7/21/23 to 8/18/23	14,840	\$176.75	✓	New Rod 8/1/23
Oct '23	8/18/23 to 9/21/23	14,650	\$174.76	✓	✓
Nov '23	9/21/23 to 10/24/23	15,490	\$183.10	✓	✓

## Leaks Continue (Repaired 3 water line breaks under house) (Water Valve to Cattle moved 11/1/23)

Dec '23	10/24/23 to 11/27/23	8780	\$112.32	X	✓
Jan '24	11/27/23 to 12/15/23	21,750	\$243.01 (Reduced to \$154.08)	X	✓
Feb '24	12/15/23 to 1/18/24	17,460	\$271.95 (Reduced to \$99.76)	X	✓

## Leaks Continue (Repaired Hot Water Tank + Shower Faucets)

March '24	1/18/24 to 2/17/24	13,700	\$164.83 (Reduced to \$71.76)	X	✓
April '24	2/17/24 to 3/18/24	5,380	\$73.80 (12 days of leaking) (pd \$40)	X	✓

## No Leaks

May '24	3/18/24 to 4/17/24	2840	\$43.11 + \$81.18 late Fee (pd \$40)	X	✓
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# (Water Usage Cont.)

2

<u>Due Date</u>	<u>Usage Dates</u>	<u>Usage</u>	<u>Charge</u>	<u>Cattle</u>	<u>How Paid</u>
	<u>Leaking Again</u> (Two more leaks detected under house) (paid \$40)				
June '24	4/17/24 to 5/20/24	10,110	\$131.38 + \$136.60 late fee	X	✓
July '24	5/20/24 to 6/21/24	14,030	(paid \$40) \$168.27 + \$73.12 late fee	X	new ✓

Paid Water Dist \$40 for each month (April, May, June, July)  
for a total of \$160.00

	<u>No Leaks</u>				
Aug '24	6/21/24 to 7/17/24	940	(paid \$32.85) \$32.85 + \$298.22 late fee	X	new ✓

# Compensation for Over Payment For Dates MCWD Did Not Inform Customer of Leak

(Estimated usage was determined by using water usage statement from 12/18/23 to 2/21/24 just prior to MCWD detecting the leak. Seven (7) months average usage comes to \$79.2 I rounded <sup>up</sup> the average use to \$100.00 to be on the safe side and also some months had no renters living in the house. That may have reduced water usage between \$10 and \$20) (cattle were moved off of property 11/5/23 and only house renters were using water. I used an estimated usage of \$45 the

<u>Due Date</u>	<u>Charged</u>	<u>Estimated Usage</u>	<u>Overpaid</u>
Sept. '23	\$176.75	\$100	\$76.75
Oct. '23	\$174.76	\$100	\$74.76
Nov. '23	\$183.10	\$100	\$83.10
Dec. '23	\$112.32	\$75 (cattle moved off of property)	\$37.32
Jan. '24	\$154.08 (Reduced)	\$45 (No Cattle - Renter Only)	\$109.08
Feb. '24	\$99.76 (Reduced)	\$45 (No Cattle - Renter Only)	\$54.76
March '24	\$71.76 (Reduced)	\$45 (No Cattle - Renter Only)	26.76
April '24	\$73.80 (Reduced to \$40)	\$40 - (Price agreed upon by Public Service Comm.)	-0-
May '24	\$43.16 (Reduced to \$40)	\$40 -	-0-
June '24	\$131.38 (Reduced to \$40)	\$40 -	-0-
July '24	\$168.27 (Reduced to \$40)	\$40 -	-0-
Aug. '24	\$32.85 (Personal Reduction)	\$32.85 (Personal Reduction)	-0-

NOTE: Overpaid MCWD from Sept. 2023 to March 2024 Approximately \$462.53. MCWD is requesting I pay \$298.22 in extra water usage & late fees caused by their faulty PRV and personnel neglecting their duties.

## **Water Usage Statement from 12/18/22 to 7/19/24**

MORGAN COUNTY WATER DISTRICT  
1009 HWY. 172  
WEST LIBERTY, KY 41472  
PHONE: (606) 743-1200

OFFICE HOURS

MONDAY - FRIDAY  
8:00 AM - 4:00 PM

ACCOUNT [REDACTED] 12/18/22 TO 01/16/23

SERVICE AT 2315 Hwy 705

TYPE	PRESENT	PREVIOUS	USAGE	CHARGES
WT	190860	184100	6760	86.83
SC	Surcharge			5.87
LT				2.60

Mailed out 01-20-23  
On line payments available at  
[www.morgankywaterdistrict.com](http://www.morgankywaterdistrict.com)

CLASS	AMOUNT DUE AFTER DUE DATE	DUE DATE	AMOUNT DUE ON OR BEFORE DUE DATE
R01	104.24	02/10/23	95.30

MORGAN COUNTY WATER DISTRICT  
1009 HWY. 172  
WEST LIBERTY, KY 41472  
PHONE: (606) 743-1200

OFFICE HOURS  
MONDAY - FRIDAY  
8:00 AM - 4:00 PM

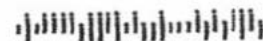
ACCOUNT [REDACTED] 01/18/23 TO 02/19/23

SERVICE AT 2315 Hwy 705

TYPE	PRESENT	PREVIOUS	USAGE	CHARGES
WT	197860	190860	7000	89.47
SC	Surcharge			5.87
LT				2.68

Mailed out 02-24-23  
On line payments available at  
[www.morgankywaterdistrict.com](http://www.morgankywaterdistrict.com)

CLASS	AMOUNT DUE AFTER DUE DATE	DUE DATE	AMOUNT DUE ON OR BEFORE DUE DATE
R01	107.24	03/10/23	98.02



MORGAN COUNTY WATER DISTRICT  
1009 HWY. 172  
WEST LIBERTY, KY 41472  
PHONE: (606) 743-1200

OFFICE HOURS  
MONDAY - FRIDAY  
8:00 AM - 4:00 PM

ACCOUNT [REDACTED] 02/19/23 TO 03/20/23

SERVICE AT 2315 Hwy 705

TYPE	PRESENT	PREVIOUS	USAGE	CHARGES
WT	203440	197860	5580	73.85
SC	Surcharge			5.87
LT				2.22

Mailed out 03-23-23  
On line payments available at  
[www.morgankywaterdistrict.com](http://www.morgankywaterdistrict.com)

CLASS	AMOUNT DUE AFTER DUE DATE	DUE DATE	AMOUNT DUE ON OR BEFORE DUE DATE
R01	89.55	04/10/23	81.94



MORGAN COUNTY WATER DISTRICT  
1009 HWY. 172  
WEST LIBERTY, KY 41472  
PHONE: (606) 743-1200

OFFICE HOURS  
MONDAY - FRIDAY  
8:00 AM - 4:00 PM

ACCOUNT [REDACTED] 03/20/23 TO 04/17/23

SERVICE AT 2315 Hwy 705

TYPE	PRESENT	PREVIOUS	USAGE	CHARGES
WT	208670	203440	3230	46.48
SC	Surcharge			5.87
LT				1.39

Mailed out 04-21-23  
On line payments available at  
[www.morgankywaterdistrict.com](http://www.morgankywaterdistrict.com)

CLASS	AMOUNT DUE AFTER DUE DATE	DUE DATE	AMOUNT DUE ON OR BEFORE DUE DATE
R01	58.53	05/10/23	53.74

## ADDRESS SERVICE REQUESTED

PRESORTED  
FIRST CLASS MAIL  
U.S. POSTAGE PAID  
WEST LIBERTY, KY 41472  
PERMIT NO. 23

PLEASE PRINT OR TYPE IN ALL INFORMATION AND MAIL THIS BILL WITH PREPAID

ACCOUNT		DUE DATE
[REDACTED]		06/10/23
AMOUNT DUE ON OR BEFORE DUE DATE	SAVE THIS	AMOUNT DUE AFTER DUE DATE
52.16	4.63	56.79

PRESORTED FIRST-CLASS  
HENRY HESTON LACY  
2048 HWY. 705  
WEST LIBERTY KY

41472

MORGAN COUNTY WATER DISTRICT  
1009 HWY. 172  
WEST LIBERTY, KY 41472  
PHONE: (606) 743-1204

OFFICE HOURS  
MONDAY - FRIDAY  
8:00 AM - 4:00 PM

ACCOUNT		05/19/23		06/21/23	
SERVICE AT		2315 Hwy 705			
TYPE	PRESENT	PREVIOUS	USAGE	CHARGES	
WT	215140	209770	5370	71.54	
SC	Surcharge			5.87	
LT				2.15	
Mailed out 06-27-23 On line payments available at <a href="http://www.morgankywaterdistrict.com">www.morgankywaterdistrict.com</a>					
CLASS	AMOUNT DUE AFTER DUE DATE	DUE DATE		AMOUNT DUE ON OR BEFORE DUE DATE	
R01	86.93	07/10/23		79.56	

MORGAN COUNTY WATER DISTRICT  
009 HWY. 172  
WEST LIBERTY, KY 41472  
PHONE: (606) 743-1204

OFFICE HOURS  
MONDAY - FRIDAY  
8:00 AM - 4:00 PM

MORGAN COUNTY WATER DISTRICT  
1009 HWY. 172  
WEST LIBERTY, KY 41472  
PHONE: (606) 743-1204

OFFICE HOURS  
MONDAY - FRIDAY  
8:00 AM - 4:00 PM

ACCOUNT		06/21/23 TO 07/21/23		
SERVICE AT 2315 Hwy 705				
TYPE	PRESENT	PREVIOUS	USAGE	CHARGES
WT	222290	215140	7150	91.12
LT				2.73
Mailed out 7-26-23 On line payments available at www.morgankywaterdistrict.com				
CLASS	AMOUNT DUE AFTER DUE DATE	DUE DATE		AMOUNT DUE ON OR BEFORE DUE DATE
R01	103.24	08/10/23		93.89

ACCOUNT		07/21/23 TO 08/18/23		
SERVICE AT 2315 Hwy 705				
TYPE	PRESENT	PREVIOUS	USAGE	CHARGES
WT	237130	222290	14840	171.60
LT				5.15
Mailed out 8-24-23 On line payments available at www.morgankywaterdistrict.com				
CLASS	AMOUNT DUE AFTER DUE DATE	DUE DATE		AMOUNT DUE ON OR BEFORE DUE DATE
R01	104.41	09/10/23		176.75

MORGAN COUNTY WATER DISTRICT  
1009 HWY. 172  
WEST LIBERTY, KY 41472  
PHONE: (606) 743-1204

OFFICE HOURS  
MONDAY - FRIDAY  
8:00 AM - 4:00 PM

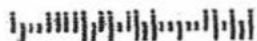
MORGAN COUNTY WATER DISTRICT  
1009 HWY. 172  
WEST LIBERTY, KY 41472  
PHONE: (606) 743-1204

OFFICE HOURS  
MONDAY - FRIDAY  
8:00 AM - 4:00 PM

ACCOUNT [REDACTED] 08/18/23 TO 09/21/23

SERVICE AT 2315 Hwy 705

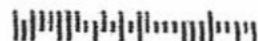
TYPE	PRESENT	PREVIOUS	USAGE	CHARGES
WT	251780	237130	14650	169.67
LT				5.09
Mailed out 9-27-23 On line payments available at <a href="http://www.morgankywaterdistrict.com">www.morgankywaterdistrict.com</a>				
CLASS	AMOUNT DUE AFTER DUE DATE	DUE DATE	AMOUNT DUE ON OR BEFORE DUE DATE	
R01	192.24	10/10/23	174.76	



ACCOUNT [REDACTED] 09/21/23 TO 10/24/23

SERVICE AT 2315 Hwy 705

TYPE	PRESENT	PREVIOUS	USAGE	CHARGES
WT	267270	251780	15490	177.77
LT				5.33
Mailed out 10-27-23 On line payments available at <a href="http://www.morgankywaterdistrict.com">www.morgankywaterdistrict.com</a>				
CLASS	AMOUNT DUE AFTER DUE DATE	DUE DATE	AMOUNT DUE ON OR BEFORE DUE DATE	
R01	201.41	10/26/23	183.10	



MORGAN COUNTY WATER DISTRICT  
1009 HWY. 172  
WEST LIBERTY, KY 41472  
PHONE: (606) 743-1204

OFFICE HOURS  
MONDAY - FRIDAY  
8:00 AM - 4:00 PM

ACCOUNT [REDACTED] 10/24/23 TO 11/27/23

SERVICE AT 2315 Hwy 705

TYPE	PRESENT	PREVIOUS	USAGE	CHARGES
WTE	276050	267270	8780	109.05
LTE				3.27
Mailed out 11-28-23 On line payments available at <a href="http://www.morgankywaterdistrict.com">www.morgankywaterdistrict.com</a>				
CLASS	AMOUNT DUE AFTER DUE DATE	DUE DATE	AMOUNT DUE ON OR BEFORE DUE DATE	
R01	123.55	12/10/23	112.32	



MORGAN COUNTY WATER DISTRICT  
609 HWY. 172  
WEST LIBERTY, KY 41472  
PHONE: (606) 743-1204

OFFICE HOURS  
MONDAY - FRIDAY  
8:00 AM - 4:00 PM

Henry Laey  
7-240-6

ACCOUNT [REDACTED] 11/27/23 TO 12/15/23

SERVICE AT 2315 Hwy 705

TYPE	PRESENT	PREVIOUS	USAGE	CHARGES
WT	297800	278050	21750	235.93
LT				7.08

Mailed out 12-21-23  
On line payments available at  
[www.morgankywaterdistrict.com](http://www.morgankywaterdistrict.com)

\$154.08

154.08  
CIC 1794  
RECEIVED

JAN 11 2024

MORGAN COUNTY WATER DISTRICT

Reduced



MORGAN COUNTY WATER DISTRICT  
609 HWY. 172  
WEST LIBERTY, KY 41472  
PHONE: (606) 743-1204

OFFICE HOURS  
MONDAY - FRIDAY  
8:00 AM - 4:00 PM

MORGAN COUNTY WATER DISTRICT  
609 HWY. 172  
WEST LIBERTY, KY 41472  
PHONE: (606) 743-1204

OFFICE HOURS  
MONDAY - FRIDAY  
8:00 AM - 4:00 PM

ACCOUNT [REDACTED] 12/15/23 TO 01/18/24

SERVICE AT 2315 Hwy 705

TYPE	PRESENT	PREVIOUS	USAGE	CHARGES
WT	315280	297800	17480	198.0
LT				5.81

Mailed out 1-25-24  
On line payments available at  
[www.morgankywaterdistrict.com](http://www.morgankywaterdistrict.com)

\$99.76

ACCOUNT [REDACTED] 01/18/24 TO 02/17/24

SERVICE AT 2315 Hwy 705

TYPE	PRESENT	PREVIOUS	USAGE	CHARGES
WT	328960	315280	13700	160.03
LT				4.80

Mailed out 2-27-24  
On line payments available at  
[www.morgankywaterdistrict.com](http://www.morgankywaterdistrict.com)

71.76

CLASS	AMOUNT DUE AFTER DUE DATE	DUE DATE	AMOUNT DUE ON OR BEFORE DUE DATE
R01	222.15	02/10/24	201.95

CLASS	AMOUNT DUE AFTER DUE DATE	DUE DATE	AMOUNT DUE ON OR BEFORE DUE DATE
R01	181.31	03/10/24	164.83

Reduced

Reduced



WEST LIBERTY, KY 41472  
PHONE: (606) 743-1204

MONDAY - FRIDAY  
8:00 AM - 4:00 PM

ACCOUNT [REDACTED] 02/17/24 TO 03/18/24  
SERVICE AT 23

ADDRESS SERVICE REQUESTED

PRESORTED  
FIRST CLASS MAIL  
U.S. POSTAGE PAID  
WEST LIBERTY, KY 41472  
PSN ID NO. 23

TYPE	PRESENT	PREVIOUS	USAGE	CHARGES
WT	334340	328960	5380	71.65
LT				2.15

PLEASE BRING EITHER BILL TO OFFICE OR MAIL THIS STUB WITH PAYMENT

*March 4 - hook fixed*

*17 Days hook  
13 Non hook*

Mailed out 3-22-24  
On line payments available at  
[www.morgantown.org/district.com](http://www.morgantown.org/district.com)

ACCOUNT	DUE DATE
[REDACTED]	04/10/24
AMOUNT DUE ON OR BEFORE DUE DATE	SAVE THIS
73.80	7.38
	AMOUNT DUE AFTER DUE DATE
	81.18

PRESORTED FIRST-CLASS  
HENRY HESTON LACY  
2048 HWY 705  
WEST LIBERTY KY

41472

CLASS	AMOUNT DUE AFTER DUE DATE	DUE DATE	AMOUNT DUE ON OR BEFORE DUE DATE
R01	81.18	04/10/24	73.80



*Not Paid  
hook Paid \$40*

ACCOUNT  
SERVICE AT

2315 Hwy 705

TYPE	PRESENT	PREVIOUS	USAGE	CHARGES
WT	334340	328960	5380	71.65
LT				2.15

March 4 - leak Fixed

12 Days leak

13 No leak

Mailed out 3-22-24

On line payments available at  
www.morgankywaterdistrict.com

CLASS	AMOUNT DUE AFTER DUE DATE	DUE DATE	AMOUNT DUE ON OR BEFORE DUE DATE
R01	81.18	04/10/24	73.80

ADDRESS SERVICE REQUESTED

PRESORTED FIRST CLASS MAIL  
U.S. POSTAGE PAID  
WEST LIBERTY, KY 41472  
PERMIT NO. 25

PLEASE BRING ENTIRE BILL TO OFFICE OR MAIL THIS STUDY WITH PAYMENT

ACCOUNT	DUE DATE
	04/10/24

AMOUNT DUE ON OR BEFORE DUE DATE	SAVE THIS	AMOUNT DUE AFTER DUE DATE
73.80	7.38	81.18

PRESORTED FIRST-CLASS  
HENRY HESTON LACY  
2048 HWY 705  
WEST LIBERTY KY

41472

Not Paid  
Later Paid \$40

Phone Call to Shannon Elan 4/9/24 (AM)

Do <sup>Not</sup> pay this month per Elan

Will set up meeting to discuss 6+ Months of leaks + how to use new regulator/ App installed on rental house - Never called back!

Phone Call to Sh — Elan 4/25/24. <sup>340</sup>Repeat Mtg!

Appt Tuesday 4/30/24 1:00pm

MORGAN COUNTY WATER DISTRICT  
1009 HWY. 172  
WEST LIBERTY, KY 41472

MORGAN COUNTY WATER DISTRICT  
1009 HWY. 172  
WEST LIBERTY, KY 41472

LOUISVILLE KY 400



ADDRESS CORRECTION REQUESTED

11 APR 2024 PM 3 L

ACCOUNT	CUT-OFF DATE	ACCOUNT	
[REDACTED]	04/25/24	[REDACTED]	04/25/24
	TOTAL AMOUNT DUE		TOTAL AMOUNT DUE
04/24/24	\$81.18	04/24/24	\$81.18
SERVICE AT 2315 Hwy 705			

IMPORTANT

OUR RECORDS INDICATE THAT YOUR ACCOUNT IS PAST DUE. TO AVOID TERMINATION OF SERVICE, PLEASE PAY THE AMOUNT DUE BEFORE THE DUE DATE LISTED ABOVE.

FOR RECONNECTION DURING WORK HOURS, 8 AM - 4 PM, A \$17.40 FEE WILL BE CHARGED TO YOUR ACCOUNT. A DISCONNECT FEE OF \$45.00 WILL APPLY.

IF PAYMENT HAS BEEN MADE, PLEASE ACCEPT OUR THANKS AND DISREGARD THIS NOTICE.

PLEASE PRINT NAME AND ADDRESS ON MAIL, IF NOT WITH PAYMENT

SNGCP

Henry Heston Lacy  
2048 Hwy 705  
West Liberty, KY  
41472

MAIL TO:

11472-723548



ORGAN COUNTY WATER DISTRICT  
208 HWY 705  
WEST LIBERTY, KY 40472  
PHONE: (606) 743-1204

OFFICE HOURS  
MONDAY - FRIDAY  
6:00 AM - 4:00 PM

ACCOUNT [REDACTED] 03/18/24 TO 04/17/24 ADDRESS SERVICE REQUESTED

PRESORTED  
FIRST CLASS MAIL  
U.S. POSTAGE PAID  
WEST LIBERTY, KY 40472  
PERMIT NO. 25

SERVICE AT 2315 Hwy 705

TYPE	PRESENT	PREVIOUS	USAGE	CHARGES
------	---------	----------	-------	---------

BF	Balance Forward			81.18
WT	337180	334340	2840	41.85
LT				124.29

No leaks!

Mailed out 4-24-24  
On line payments available at  
[www.marylandwaterdistrict.com](http://www.marylandwaterdistrict.com)

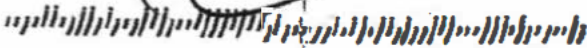
\$43.11  
No usage

ACCOUNT		DUE DATE
[REDACTED]		05/10/24
DUE ON OR BEFORE DUE DATE	SAVE THIS	AMOUNT DUE AFTER DUE DATE
124.29	4.31	128.60

PRESORTED FIRST-CLASS  
HENRY HESTON LACY  
2048 HWY 705  
WEST LIBERTY KY

41472

CLASS	AMOUNT DUE AFTER DUE DATE	DUE DATE	AMOUNT DUE ON OR BEFORE DUE DATE
R01	128.60	05/10/24	124.29



Not Paid  
Later Paid \$40

ADDRESS CORRECTION REQUESTED

13 MAY 2024 PM 4 L

ACCOUNT	CUT-OFF DATE	ACCOUNT	POSTAGE
[REDACTED]	05/24/24	[REDACTED]	postcard
DUE DATE	TOTAL AMOUNT DUE	DUE DATE	AMOUNT
05/23/24	\$128.60	05/23/24	\$128.60
SERVICE AT 2315 Hwy 705			

**IMPORTANT**

OUR RECORDS INDICATE THAT YOUR ACCOUNT IS PAST DUE. TO AVOID TERMINATION OF SERVICE, PLEASE PAY THE AMOUNT DUE BEFORE THE DUE DATE LISTED ABOVE.

FOR RECONNECTION DURING WORK HOURS, 8 AM - 4 PM, A \$17.40 FEE WILL BE CHARGED TO YOUR ACCOUNT. A DISCONNECT FEE OF \$45.00 WILL APPLY.

IF PAYMENT HAS BEEN MADE, PLEASE ACCEPT OUR THANKS AND DISREGARD THIS NOTICE.

1472-603503



PLEASE PRINT NAME AND ADDRESS ON MAILING LABEL

**SNGLP**

Henry Heston Lacy  
2048 Hwy 705  
West Liberty, KY  
41472

MAIL TO:

MORGAN COUNTY WATER DISTRICT  
1009 HWY. 172 -  
WEST LIBERTY, KY 41472  
PHONE: (606) 743-1204

OFFICE HOURS  
MONDAY - FRIDAY  
8:00 AM - 4:00 PM

ACCOUNT [REDACTED]  
SERVICE AT 2315 Hwy 705

04/17/24

05/20/24

ADDRESS SERVICE REQUESTED

PRESORTED  
FIRST CLASS MAIL  
U.S. POSTAGE PAID  
WEST LIBERTY, KY 41472  
PERMIT NO. 25

PLEASE BRING ENTIRE BILL TO OFFICE OR MAIL THIS STUB WITH PAYMENT

TYPE	PRESENT	PREVIOUS	USAGE	CHARGES
BF	Balance Forward			128.80
WT	10110	0	10110	127.55
WTC	337570	337180	390	
LT				3.83

Mailed out 5-23-24

On line payments available at  
[www.morgancountywaterdistrict.com](http://www.morgancountywaterdistrict.com)

*13 1.39*  
*M. W. Case*

ACCOUNT	DUE DATE
[REDACTED]	08/10/24
AMOUNT DUE ON OR BEFORE DUE DATE	SAVE THIS
259.98	13.14
AMOUNT DUE AFTER DUE DATE	273.12

PRESORTED FIRST-CLASS  
HENRY HESTON LACY  
2048 HWY 705  
WEST LIBERTY KY

41472

CLASS	AMOUNT DUE AFTER DUE DATE	DUE DATE	AMOUNT DUE ON OR BEFORE DUE DATE
R02	273.12	08/10/24	259.98



*Not Paid*  
*before Paid #40*

MORGAN COUNTY WATER DISTRICT  
1009 HWY. 172  
WEST LIBERTY, KY 41472

MORGAN COUNTY WATER DISTRICT  
1009 HWY. 172  
WEST LIBERTY, KY 41472

ADDRESS CORRECTION REQUESTED

ACCOUNT	CUT-OFF DATE	ACCOUNT	
[REDACTED]	06/28/24	[REDACTED]	
DUE DATE	TOTAL AMOUNT DUE	DUE DATE	TOTAL AMOUNT DUE
06/25/24	\$273.12	06/25/24	\$273.12
VICE		VICE	
ST		ST	
2315 Hwy 705		2315 Hwy 705	

IMPORTANT

OUR RECORDS INDICATE THAT YOUR ACCOUNT IS PAST DUE. TO AVOID TERMINATION OF SERVICE, PLEASE PAY THE AMOUNT DUE BEFORE THE DUE DATE LISTED ABOVE.

FOR RECONNECTION DURING WORK HOURS, 8 AM - 4 PM, A \$17.40 FEE WILL BE CHARGED TO YOUR ACCOUNT. A DISCONNECT FEE OF \$45.00 WILL APPLY.

IF PAYMENT HAS BEEN MADE, PLEASE ACCEPT OUR THANKS AND DISREGARD THIS NOTICE.

PLEASE BRING ENTIRE BILL TO OFFICE  
OR MAIL THIS STUB WITH PAYMENT

SNGLP  
Henry Heston Lacy  
2048 Hwy 705  
West Liberty, KY  
41472

MAIL TO:



ACCOUNT [REDACTED] 05/20/24 TO 06/21/24

ADDRESS SERVICE REQUESTED

PRESORTED  
FIRST CLASS MAIL  
U.S. POSTAGE PAID  
EAST LIBERTY, KY 41472  
PERMIT NO. 25

SERVICE AT 2315 Hwy 705

TYPE	PRESENT	PREVIOUS	USAGE	CHARGES
BF	Balance Forward			273.12
WT	24140	10110	14030	163.37
LT				4.90
				169.77
Mailed out 6-25-24 On line payments available at <a href="http://www.morgankywaterdistrict.com">www.morgankywaterdistrict.com</a>				
CLASS	AMOUNT DUE AFTER DUE DATE	DUE DATE	AMOUNT DUE ON OR BEFORE DUE DATE	
R02	458.22	07/10/24	441.39	

PLEASE PRINT BEFORE MAIL TO OFFICE OR MAIL THIS STUB WITH PAYMENT

ACCOUNT	DUE DATE
[REDACTED]	07/10/24
441.39	16.83
	458.22

PRESORTED FIRST CLASS  
HENRY HESTON LACY  
2048 HWY 705  
WEST LIBERTY KY

41472



Not Paid  
Water Paid \$40

Tenant [REDACTED]

(Henry Heston Lacy)

Service At 2315 Hwy 205-

<u>Dates</u>	<u>Due Date</u>	<u>Payment</u>
2/17/24 to 3/18/24	4/10/24	\$40.00
3/18/24 to 4/17/24	5/10/24	\$40.00
4/17/24 to 5/20/24	6/10/24	\$40.00
5/20/24 to 6/21/24	7/10/24	\$40.00

Total Payment for Prior Service (7/10/24) chk # 1848  
\$160.00

\* NOTE: Payment is being made as a request from the Public Service Commission for a monthly payment for the on-going complaint against the Morgan County Water District. Monthly payment was agreed on as a fair payment for said property.

Henry Heston Lacy  
7/10/24

MORGAN COUNTY WATER DISTRICT  
1009 HWY. 172  
WEST LIBERTY, KY 41472  
PHONE: (606) 743-1200

OFFICE HOURS  
MONDAY - FRIDAY  
8:00 AM - 4:00 PM

ACCOUNT [REDACTED] TO

SERVICE AT

TYPE	PRESENT	PREVIOUS	USAGE	CHARGES
------	---------	----------	-------	---------

Henry Lacy  
4 months

JUL 10 2024

CLASS	AMOUNT DUE AFTER DUE DATE	DUE DATE	AMOUNT DUE ON OR BEFORE DUE DATE
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MORGAN COUNTY WATER DISTRICT

160.00

40 X 4 \$160

MORGAN COUNTY WATER DISTRICT  
1009 HWY. 172  
WEST LIBERTY, KY 41472

LOUISVILLE KY 400

MORGAN COUNTY WATER DISTRICT  
1009 HWY. 172  
WEST LIBERTY, KY 41472

ADDRESS CORRECTION REQUESTED JUL 2024 PM 4 L

ACCOUNT	CUT-OFF DATE	ACCOUNT	POSTCARD
[REDACTED]	07/29/24	[REDACTED]	07/29/24
DUE DATE	TOTAL AMOUNT DUE	DUE DATE	TOTAL AMOUNT DUE
07/26/24	\$298.22	07/26/24	\$298.22
SERVICE AT	2315 Hwy 705		

### IMPORTANT

OUR RECORDS INDICATE THAT YOUR ACCOUNT IS PAST DUE. TO AVOID TERMINATION OF SERVICE, PLEASE PAY THE AMOUNT DUE BEFORE THE DUE DATE LISTED ABOVE.

FOR RECONNECTION DURING WORK HOURS, 8 AM - 4 PM, A \$17.40 FEE WILL BE CHARGED TO YOUR ACCOUNT. A DISCONNECT FEE OF \$45.00 WILL APPLY.

IF PAYMENT HAS BEEN MADE, PLEASE ACCEPT OUR THANKS AND DISREGARD THIS NOTICE.

SNGL

MAIL TO:

Henry Heston Lacy  
2048 Hwy 705  
West Liberty, KY  
41472

FOR INFORMATION ONLY  
PLEASE DO NOT WRITE TO THIS NUMBER

1472-723548



Account



(Henry Hester Lacy)

Service At 2315 Hwy 705

Dates

6/21/24 to 7/19/24

Due Date

8/10/24

Payment

# 32.85 (CH#185)

\* NOTE: Payment is being made as a request from the Public Service Commission for a monthly payment for the on-going complaint against the Morgan County Water District. This particular monthly payment is based on actual water usage for the aforementioned date. It appears water usage is getting back to normal after numerous repairs from the blow outs caused by the districts faulty Pressure Regulator Valve.

MORGAN COUNTY WATER DISTRICT  
1008 HWY. 172  
WEST LIBERTY, KY 41472  
PHONE: (606) 743-1204

OFFICE HOURS  
MONDAY - FRIDAY  
8:00 AM - 4:00 PM

ACCOUNT [REDACTED] 08/21/24 TO 07/18/24  
SERVICE AT 2315 Hwy 705

ADDRESS SERVICE REQUESTED

PRESORTED  
FIRST CLASS MAIL  
U.S. POSTAGE PAID  
WEST LIBERTY, KY 41  
PERMIT NO. 25

PLEASE BRING ENTIRE BILL TO OFFICE OR MAIL THIS SLIP WITH PAYMENT

TYPE	PRESENT	PREVIOUS	USAGE	CHARGES
BF WT LT	Balance Forward 25080	24140	940	298.22 31.89 0.96
Mailed out 7-24-24 On line payments available at <a href="http://www.morgancountywaterdistrict.com">www.morgancountywaterdistrict.com</a>				
CLASS	AMOUNT DUE AFTER DUES ARE	DUE DATE	AMOUNT DUE ON OR BEFORE DUE DATE	
R02	334.36	08/10/24	331.07	

ACCOUNT	DUE DATE
[REDACTED]	08/10/24
AMOUNT DUE ON OR BEFORE DUE DATE	SAVETHIS
331.07	3.29
334.36	

PRESORTED FIRST-CLASS  
HENRY HESTON LACY  
2048 HWY 705  
WEST LIBERTY KY

41472



MORGAN COUNTY WATER DISTRICT  
205 HWY. 192  
WEST LIBERTY,  
MO 64086

OFFICE HOURS  
MONDAY - FRIDAY  
8:00 AM - 4:00 PM

ACCOUNT

TO

SERVICE AT

TYPE	PRESENT	PREVIOUS	USAGE	CHARGES
H. Lacy				
RECEIVED				
AUG - 9 2024				
Morgan County Water District				
32.85				

CLASS	AMOUNT DUE AFTER DUE DATE	DUE DATE	AMOUNT DUE ON OR BEFORE DUE DATE

## **Letters to MCWD for Water Usage Adjustment**

- 1. January 9, 2024**
- 2. February 6, 2024**

Henry Heston Lacy  
2048 Highway 705  
West Liberty, KY 41472

January 9, 2024

Morgan County Water District  
1009 Hwy 172  
West Liberty, KY 41472

Dear Water District Personnel:

Upon receipt of my water statement (Account [REDACTED] for 2315 Hwy 705, West Liberty KY, 41472, which covers my rental house and cattle water tanks, I knew then there had to be a mistake as all my cattle had been removed from the property on November 15, 2023, and only the rental house was using that county water. The rental house water usage alone is normally \$30.00-\$40.00 monthly and I cover that expense for the renters.

After checking the cattle water tanks and finding no leaks, I knew the leak had to be coming from the rental house or an underground water line. Upon looking under the house I found the incoming water line had several holes and leaking severely. My renter, Seth Chambers is a plumber by trade and assisted me in making repairs. I had the parts already on hand to make the repairs and paid Mr. Chambers \$50.00 cash (see receipt) assisting me with the repairs

Therefore, I am requesting a one-time water usage adjustment for the 2315 Hwy 705 West Liberty, KY 41472, rental property during the 11-27-2023 to 12-15-2023 usage time. Thank you for your consideration.

Sincerely,



Henry Heston Lacy

Attachment:

# RECEIPT

No. 850662

DATE 1-7-24

FROM Henry Heston Lacy

\$ 50.00

Fifty Dollars & 10/100 DOLLARS

FOR RENT

FOR Plumbing Repair 2315 Hwy 985

ACCT. 50.00

PAID 50.00

DUE 0

☒ CASH

☐ CHECK

☐ MONEY ORDER

☐ CREDIT CARD

FROM H H Lacy TO Seth Chantey

BY: *[Signature]*

1152  
F-4161

Henry Heston Lacy  
2048 Highway 705  
West Liberty, KY 41472

February 6, 2024

Shannon Elam, General Manager  
Morgan County Water District  
1009 Hwy 172  
West Liberty, KY 41472

Dear Mr. Elam:

I am requesting an extension of the one-time leak adjustment approved on January 11, 2024 for account [REDACTED] at 2315 Hwy 705, West Liberty KY, 41472. Please see the attached letter provided to Morgan County Water District (MCWD) on that date. This request is a continuation of the one-time water leak adjustment because the water leak repair was not made until January 7, 2024 and the latest billing cycle runs from December 15, 2023 to January 18, 2024, thus an additional 24 days of excessive water usage/loss due to the leak in the latest billing cycle.

You should know that MCWD personnel informed me on January 11, 2024 when providing the aforementioned letter and making payment that the water leak had started in August 2023 and they sent out a service person to investigate. However, I was never informed of the leak and was never suspicious because of drought like weather with cattle drinking county water. I did become suspicious when cattle were removed from the property and water bills continued to be extremely higher than normal.

Is this an ethical way to treat loyal customers? Hopefully you will understand this is the same leak expanding multiple payment cycles and provide an additional adjustment as I feel I was wronged in not being informed of the leak by MCWD.

Please feel free to contact me at my home address or call me at [REDACTED] Thank you for your consideration.

Sincerely,

  
Henry Heston Lacy

Attachment