

COMMONWEALTH OF KENTUCKY  
BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

SANDY MORROW	)	
	)	
COMPLAINANT	)	
	)	CASE NO.
V.	)	2024-00297
	)	
GARRARD COUNTY WATER ASSOCIATION, INC.	)	
	)	
DEFENDANT	)	

O R D E R

Garrard County Water Association, Inc. (Garrard County Water) is hereby notified that it has been named as a Defendant in a formal complaint filed on September 9, 2024, a copy of which is attached as an Appendix to this Order and incorporated herein. Sandy Morrow alleged in her complaint that an employee of Garrard County Water, in concert with her neighbor, engaged in fraudulent conduct that caused her to waste money on unnecessary plumbing work that adversely affected her water service and resulted in low water pressure. She claimed that the employee, acting as meter reader for Garrard County Water, was unqualified and used his position as meter reader to set up the alleged fraudulent scheme, and, that when she reported the incident, the utility manager acted unreasonably in responding to her complaint.

LEGAL STANDARDS

The Commission has jurisdiction pursuant to KRS 278.260 over complaints as to rates or services of any utility. 807 KAR 5:001, Section 20(1)(c), requires a complaint to

state “[f]ully, clearly, and with reasonable certainty, the act or omission” that the complaint alleges the utility failed to comply with and facts, with details, of the alleged failure. In accordance with 807 KAR 5:001, Section 20(4)(a), the Commission examines a complaint to determine whether the complaint establishes a *prima facie* case and conforms to the administrative regulation. A complaint establishes a *prima facie* case when, on its face, it states sufficient allegations that, if uncontradicted by other evidence, would entitle the complainant to the requested relief.

If a complaint establishes a *prima facie* case and conforms to the administrative regulation, 807 KAR 5:001, Section 20(4)(b), provides that the Commission shall serve an order upon the person complained of and require that the matter complained of be satisfied, or that the complaint be answered in writing within ten days from the date of service of the order.

If a complaint fails to establish a *prima facie* case or conform to the administrative regulation, 807 KAR 5:001, Section 20(4)(a)(1), provides that the complainant be notified and provided an opportunity to amend the complaint within a specified time. Additionally, 807 KAR 5:001, Section 20(4)(a)(2), provides that if the complaint is not amended within the time that the Commission grants, then the complaint shall be dismissed

## DISCUSSION AND FINDINGS

Most of Ms. Morrow’s claims are based on the alleged conduct and deceit of her neighbor and the utility employee acting in his private capacity as plumbing contractor. The Commission finds that Ms. Morrow should be notified that the allegations that specifically relate to her neighbor and the utility employee acting in his private capacity, as presented do not establish a *prima facie* case against the utility. The Commission

finds that Ms. Morrow should be afforded an opportunity to amend the complaint within ten days of the date of this order.

The Commission further finds that Ms. Morrow's complaint regarding the conduct of the employee, acting as meter reader, and of the utility manager, and regarding the alleged low water pressure does comply with procedural requirements and establishes a *prima facie* case against Garrard County Water. The Commission finds that pursuant to 807 KAR 5:001, Section 20, Garrard County Water should satisfy these claims or file a written answer to the complaint within ten days from the date of service of this Order. The Commission directs Garrard County Water to the Commission's July 22, 2021 Order in Case No. 2020-00085<sup>1</sup> regarding filings with the Commission.

IT IS THEREFORE ORDERED that:

1. Garrard County Water shall satisfy the claims regarding the conduct of the district employee, acting as meter reader, and of the utility manager, and regarding the alleged low water pressure or file a written answer to the complaint within ten days from the date of service of this Order.

2. Sandy Morrow shall have ten days from the date of service of this Order to amend her claims regarding the alleged conduct and deceit of her neighbor and the utility employee acting in his private capacity as plumbing contractor. Any amendment shall show why Garrard County Water is responsible for the act of her neighbor and the utility employee acting in his private capacity as plumbing contractor.

<sup>1</sup> Case No. 2020-00085, *Electronic Emergency Docket Related to the Novel Coronavirus COVID-19* (Ky. PSC July 22, 2021), Order (in which the Commission mandated the use of the electronic filing procedures found in 807 KAR 5:001, Section 8, except for *pro se* formal complaints filed against utilities).

3. If Sandy Morrow does not amend her complaint within the time allowed to show why the district should be held responsible for the conduct of her neighbor and the utility employee acting in his private capacity as plumbing contractor, these claims shall be dismissed.

4. A copy of this Order shall be served by U.S. mail, via certified mail with return receipt requested, on Sandy Morrow at 1274 Bryants Camp Road, Lancaster, KY 40444.

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PUBLIC SERVICE COMMISSION

Chairman

Vice Chairman

Commissioner

ATTEST:

Linda Birdwell *LB*  
Executive Director



Case No. 2024-00297

APPENDIX

APPENDIX TO AN ORDER OF THE KENTUCKY PUBLIC SERVICE  
COMMISSION IN CASE NO. 2024-00297 DATED MAY 29 2025

THIRTY-EIGHT PAGES TO FOLLOW

COMMONWEALTH OF KENTUCKY  
BEFORE THE PUBLIC SERVICE COMMISSION

In the matter of:

Sandy Morrow  
(Your Full Name)  
COMPLAINANT  
VS.  
Garrard County Water Assoc.  
(Name of Utility)  
DEFENDANT

RECEIVED  
SEP 09 2024  
PUBLIC SERVICE  
COMMISSION

COMPLAINT

The complaint of Sandy Morrow  
(Your Full Name) respectfully shows:

- (a) Sandy Morrow  
(Your Full Name)  
1274 Bryants Lane Rd Lancaster, Ky 40444  
(Your Address)
- (b) Garrard County Water Association  
(Name of Utility)  
315 Lexington Road Lancaster, Ky 40444  
(Address of Utility)
- (c) That: See attached statement pages 1-9  
(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

Sandy Monson

vs.

Lancaster County Water Assoc.

Page 2 of 2

Wherefore, complainant asks

See attached page

Relief (1-3)

(Specifically state the relief desired.)

Dated at Lancaster, Kentucky, this 27<sup>th</sup> day

(Your City)

of August, 2024

(Month)

Sandy Monson  
(Your Signature\*)

N/A

(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.

Attached Statement  
from Sandy Morrow  
page 1 of 9

To:

Rosemary Tutt and legal  
and when ~~it~~ <sup>it</sup> may  
concern Public Services Commission

On Oct. 26, 2023 I returned home  
and my next door neighbor (William (Bill Bryant))  
was waiting for me at my water meter. He had  
the steel drain off and he yelled at me to  
say "The water meter guy, Sammy was checking  
a meter up the road for a new home being built  
and they weren't receiving much pressure so they  
came by each house and checking and that the  
water meter worker said I have a water leak".  
He showed me the meter as it was turning. I  
went inside, but first I ask him why the  
water employee didn't leave a notice on my door,  
or if he was coming back to make sure I knew,  
but William said "he told me to make sure I  
informed you, because he had to go back to that new  
house."

This neighbor (William) kept following me around  
on the parameters of my property, (he and his wife).  
He soon came to me with a phone number and  
said to call this plumber and he will give me  
a good deal and that he ~~was~~ <sup>was</sup> a licensed  
plumber and he has known him all of his  
life.

Since I had to have my leak fixed, that he was going to have Mr. Marce give us new spigots (which are both together in concrete) because he said they have to be dug up at the end of the job, when he fixes the pipe leak and he stated he would pay for half of it. I was stressed out and I said "I am hoping when he checks it that it isn't an underground pipe leak". Mr. Bryant seemed excited and elated as I was feeling very stressed at the situation. He then knocked on my door a couple hours later and told me that he spoke to Mr. Marce and he said "Do not turn off the water valve downstairs because he will turn it off when he arrives".

Once Mr. Mar and his son arrived, he immediately went to Mr. Bryant's driveway and they were laughing and he had a cup of coffee in his hand. I said "oh do I not have a pipe leak?". Mr. Mar said yes you do and I said "where" and he pointed to my front yard and said "right there in the ground" then he took off with Mr. Bryant across the road as I was trying to ask him questions. He only answered me that he would be back to fix the underground pipe leak on Monday at 9:00 am.

This meant I had to worry and wait all weekend long and he didn't have a sense of urgency and was evasive. He and his son and one other guy arrived on Mon. around 9:30 a.m. and immediately Mr. Morce was on the excavator running it and there was no way for me to speak to him. He only waved at me and continued excavating. He had parked his vehicle in Mr. Bryant's drive. I was there the entire day and after lunch Mr. Morce did not return. He sent his son back to finish the job. The entire process was around 6 hours, but they never seemed to be where Mr. Morce pointed to say I had the underground water leak. They were close to the end of my property and beginning of Mr. Bryant's as Mr. Bryant was with them the entire time. Mr. Bryant came and told me that the bill was paid and he had a check writer to Mr. Morce for \$300 and he said that was for the spigots and I owed \$300 for Mr. Morce fixing the pipe leak underground. I seen him give Mr. Son my \$300 cash, but he put the check back in his own pocket.

I immediately called the water company

to inform them I had my underground water leak fixed by a plumber and I wanted to know if my bill was going to be extremely high and if they would be able to give me some sort of discount or break, since I had it fixed. She said they didn't give discounts but that it did not appear I had any kind of leak.

I was so confused by the way Mr. Mr. Bryant acted and by the water employees who answered the phone, so I immediately went to the water company and asked to speak to the manager. Shawn (the manager) came to the front, I explained to him what was going on and he said before I could finish "yes we did have a water meter employee out on your road that day (checking meters and his name is Sammy. Maria I said the plumber who did the work to correct the underground pipe leak was named Sammy and Shawn said "yes Sammy he is our employee and he does excavating, also and he described Sammy's excavator and I said "yes".

I told Shawn I was confused because the lady said I didn't have a leak and I described the way Mr. Maria acted and I was surprised to



find out that Mr. <sup>Sammy</sup> ~~Marcere~~ was the water meter employee who had come by to say I had a leak, was also the one who answered the phone call and never mentioned that and he was also the one who came to fix the leak.

Shawn ask the cashier to look up how many gallons of water I used and she said 10,500 on 10 and I said "Does that indicate an underground water pipe leak?" Shawn said, "not necessarily." I asked if he would investigate and find out what he did, because I had no idea what he did underground because he wouldn't talk to me and that I was waiting all day to get a receipt and speak w/ him but that he never returned.

Shawn immediately started to walk away and said I will call "Mr. <sup>Sammy</sup> Marcere" and get back w/ you. I waited 3 days and Shawn never returned a phone call to let me know what he found out.

I text Mr. Marcere and told him I needed a receipt. He immediately called me and said he knew I went in and complained to Shawn and was upset and that he didn't appreciate it. I informed him that I was

a new home owner and that I had a right to know exactly what pipes he repaired or took out or put in my yard and where to know and to be up to code and in case if I sell it again, so I can tell the new owners.

He informed me that he replaced my spigot along w/ Mr. Bryant's. I told him I never asked for that and he said in a few years you would have needed one. I told him that he told me I had an underground water pipe leak. He said "If a licensed plumber had done the work, you would have paid a lot more than \$300 and I said you and Mr. Bryant said you were a licensed plumber. I attached the text correspondence after we hung up from Mr. Marcey and I.

I called Shawn after this and after he never called me and I told him that they had lied to me and that I never had a water leak and that Mr. Bryant wanted a new spigot, which meant taking mine out of concrete, also and that Mr. Marcey got an excavating job out of it and that they lied about the pipe leak to get me to pay the bill and that Mr. Marcey was waiting

for my phone call, pretending not to know and never mentioned he was also the water meter employee. I also told Shawn that Mr. Bryant had multiple hoses (water) running up my property (mostly buried) but visible going to his property and that I had seen him attach different bottles of chemicals, like weed eater killer to the same hose and I was concerned about cross contamination and what they did to my pipes when they dug underground. Shawn was rude to me and told me, he spoke w/ both of them and they did me a favor and that Mr. Morice is a good guy and Mr. Bryant had never done anything to him and he had known them both for a long time. I told him it wasn't about him, it was about what they did w/ the water unethically.

Shawn said it has nothing to do with the water company and I said "yes it does because Mr. Morice is your employer and the one who said I had a leak and he said "he is not an employee, he is a contractor". I informed him, that it is the same thing. He said "that is between you all, if he was stealing water from us, I would be upset

and do something, but I suggest you got a "bib lock" for your new spigot and then he hung up the phone.

I have not had hardly any water pressure since this. My bathroom sink upstairs barely drips out a few drips of water when handles are turned to the max. My showers used to be high pressure prior to Mr. Mar digging in the ground and now they have extremely low pressure and the shower and sink in the downstairs drip constantly. Immediately, the very next week, water came up through the shower and overflowed into my bathroom and kitchen.

I live by myself and was rarely home and my water bill was usually 90, 95, 100 per month and it wasn't until after no one would help me, I eventually was able to cut the water hoses on my property, he had hidden that my bill went down to \$25 a month.

Mr. Marrier never one time stepped in my house to turn the water off, as Mr. Bryant stated two days earlier he would be doing when he arrived.

(9)

Mr. Sammy Marper is not a licensed plumber. They worked (digging) for around 6 hours. He did 3 hours and gets lunch, his son did the other 3 hours and he is not a licensed plumber, either.

I do not know what all they did underground. I don't know if they tied our pipes together, as it was shortly after, when I discovered Mr. Bryant had been stealing my water w/ the illegal water holes buried in my ground and underneath my house going to his house. Sammy Marper would not talk to me at all in person.

This is why I expressed to Sharon the manager that I had a right to know what they did underground to my pipes. He refused to help me in any way and actually was rude and tried to lie along with it. I hardly have any water pressures whatsoever and prior to this occurrence, my water pressure was great.

End of Statement

only Manna

8/27/24

## Relief requested :

Shawon is the manager and is responsible for maintaining and managing water supply. He has been negligent and allowed his workers to pose risks associated with his negligence.

He actually should not have this position any longer, as it is clear that he chooses and will continue to choose negligence over honesty and integrity for water customers.

He allowed Mr. Marce and other individuals to get by with conducting work on water pipes without proper permits or license. He knows it is illegal.

Therefore, I would ask that he send a licensed plumber to my property to dig up the work that his employee did and see if they tied our pipes together and diverted the water system and to see if he damaged the integrity of the pipes & structure. For the plumber to re-do it correctly so as to not lead to any further possible potential risk of contamination of water supply for my residents, potential water outages, leaks or breaks, which could have occurred due to untrained, unqualified workers.

12083

Additionally, I am asking for my \$300 back and for the difference in bills once I figured out the situation, when he refused to help me and my bill decrease from \$95 to around \$25, as he allowed Mr. Bryant to NOT Pay.

$$\begin{array}{r} 95 \\ -25 \\ \hline 70 \end{array}$$

x 11 months

$$\begin{array}{r} 770 \\ \hline \end{array}$$

Also, he should be trained in any situation that residents, customers should be listened to as we see a lot and when we report suspicious or unauthorized activity on any part of the water supply infrastructure or address illegal activity, it should be and must be taken seriously with an imminent response of urgency, not with no call back, then a lie, then favouring one person, then hang up.

I also have proof of recording of Mr. Bryant admitting Mr. Marcy was the water employee who came out and said I had a water leak. I can provide it needed

I am almost certain Mr. Marce tied our lines together and directed the water system. I have hardly any pressure and no water in upstairs sink and now here. At dinner time, I barely have a little pressure to wash my car.

Since in the past month I have uncovered that Mr. Bryant has even his electric hardwired into my panel box, also. They immediately came to investigate when I called and alerted them, as Shawn should have. I have no doubt that he had Mr. Marce permanently perform work for his water to benefit him, as the electric is buried through the ground, also. Mr. Marce and his son were there for over 6 hours.

I know it is against the law to perform plumbing work in Ky without a license and Shawn knows this also. I did not give him permission to do the water spout. It is illegal to open lid except for workers.

I know it is illegal to even dig without calling 811 prior, and Shawn knows this too. So he allowed his worker to break the laws.

End of relief statement

Sandy Monroe



8:54

SOS



November 14, 2023  
2:10 PM

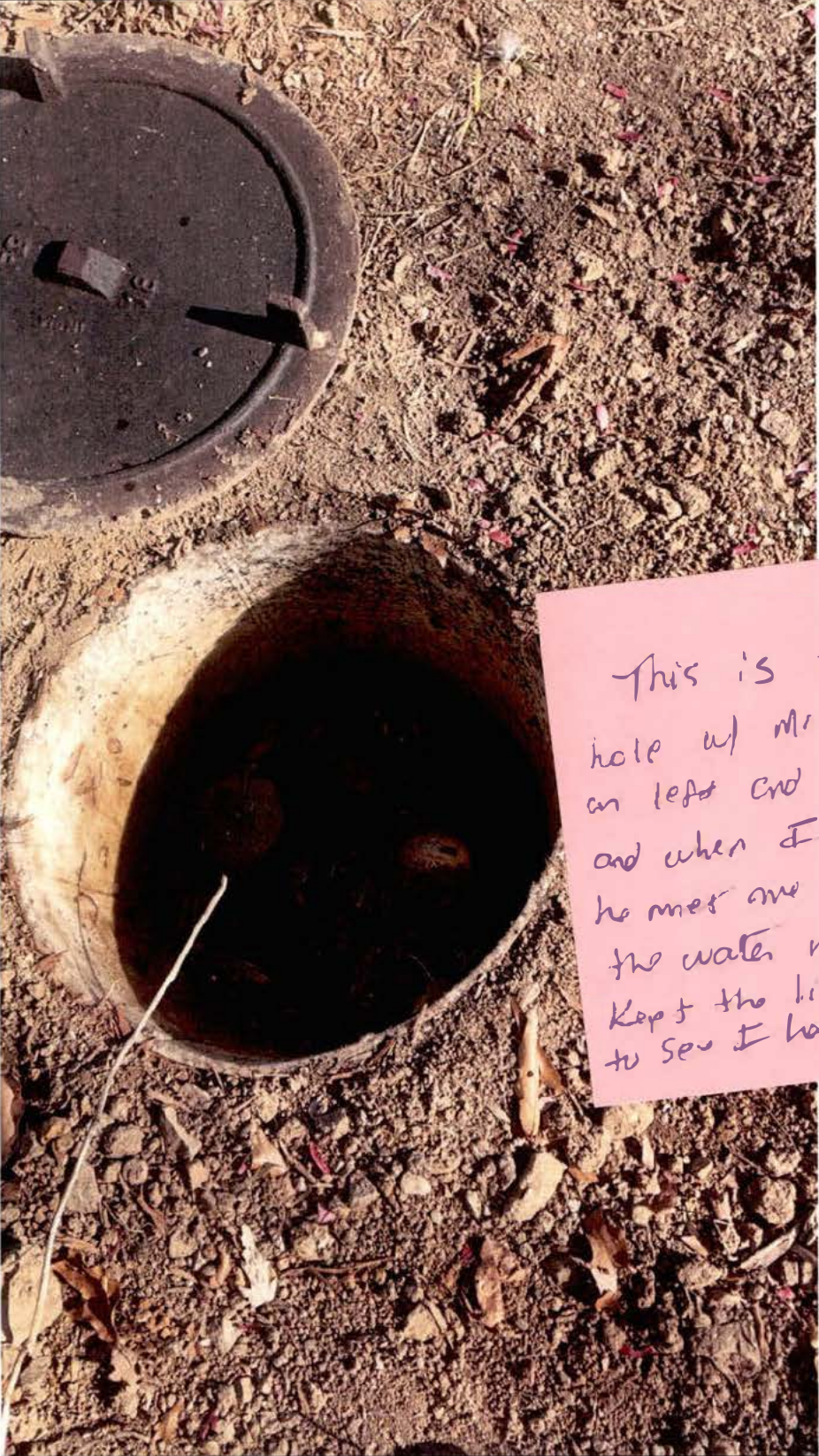
Edit



pictures of  
water hoses  
buried in the  
ground even  
when they did  
the dissiy

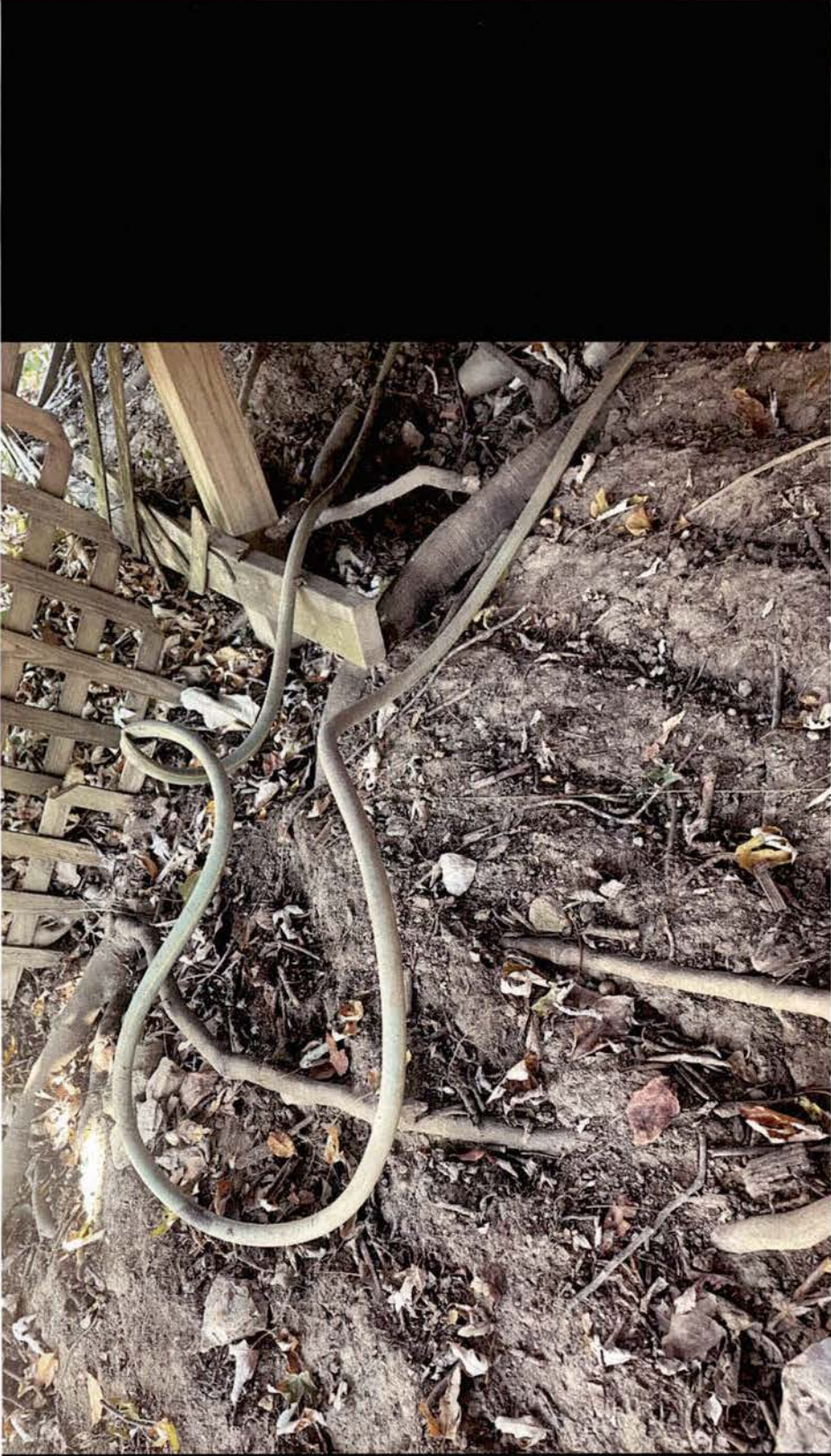






This is the meter  
hole w/ Mr. Bryant  
on left and mine on right  
and when I came home,  
he met me there and said  
the water meter employee  
kept the lid off for me  
to see I had a leak.





4:27

SOS

< 11



iMessage  
Thu, Oct 26 at 6:12 PM

Sandy  
1274 Bryant's  
Camp Rd

Tue, Nov 14 at 1:07 PM

This is Sandy and I  
need an itemized  
receipt for the work  
I paid, for my taxes  
please  
1274 Bryant's  
Camp Rd

He just asked for my  
address on the day I  
called him.

But below he never  
gave me a receipt or any  
paperwork to sign. He  
wouldn't talk to me. I had  
to ask him and he sent this

+

Text Message



4:27

SOS

&lt; 11



What is you last  
name Sandy for  
the invoice

Gossett

# INVOICE

ammyMarsee

PO Box 121  
Bryantowne  
N.Y. 10510  
(855) 330-4301  
s.ammymarsee@gmail.com

To: Sandy Gossett

Invoice Num 306  
Date Nov 14, 2023  
Due Date Dec 14, 2023  
Terms 30 days

description	Quantity	Rate	Amount
replace water hydrant. Labor and materials	1	\$300.00	\$300.00
indicates non-taxable item thank you for your business.			
Subtotal			\$300.00
Tax (0%)			\$0.00
Total			\$300.00
Paid			\$300.00
Balance Due			\$0.00



Tue, Nov 14 at 4:27 PM

+

Text Message



4:28

SOS



[Redacted Name]

Tue, Nov 14 at 4:27 PM

I did not ask for water hydrant only to be replaced I was under the assumption that you were correcting the underground pipe leak that was supposedly leaking. That's exactly what I called u about I told you that Bill gave me your number and that



Text Message





4:28 ↗

SOS 🔋



he said a water meter employee came by that day and said that I had a water pipe leak and left he the hole off so I could see the meter and the arrow turning that he said the water meter employee seen. I specifically asked you to come check it to see IF I had a pipe leak . I told you that bill said his was an iron



Text Message



4:28

50% 



pipe and his brother put a pvc underground and that I didn't even know where it could be coming from because I had no water puddles anywhere .

I did not call you to replace mine and bills water hydrant only. I've always had a drip from it my water hose at times when the water hose isn't on correctly or if the



Text Message





4:28

SOS 



lever was not pled  
back all the way  
down, there was  
not one thing  
wrong with my  
spout I used it  
every single day.  
So it's fine, I paid u  
for what you did  
and I was on my  
honest part but  
you know that the  
hydrant was not  
leaking enough to  
warrant a full blown  
escalation because  
you knew it did not  
as u said today.



Text Message





Even if that were the case , I would not have had only that work done. I don't need it that bad . I asked you if there was a pipe leak and you said yes and I said where and you said underground and walked away with Bill therefore, on Monday, I assumed that you were digging and replacing ir fixing the pipe leak



Text Message





underground I had zero idea that u weee only replacing two water spouts. He said before his didn't work right. Mine was one hundred percent fine for me for what I needed. I was tricked so both of you benefited, he got his new spout he has been wanting and u got a job and the only way



Text Message



4:29

SOS



he could get it was  
get the concrete  
up , so what better  
way to pretend I  
have a water leak  
underground and a  
utility employee  
said so too plus  
they all had their  
ear stuck to my  
spout and to call  
the one guy they  
knew and u agreed  
by not even  
touching a single  
thing You had  
coffee in your hand  
that day you came



Text Message





coffee in your hand  
that day you came  
to asses my  
apparent pipe leak  
so and there you  
go,, he got his new  
spout , u got 300  
or 600 I'm sure he  
never paid a dime  
to u , just me and I  
got the bill for  
something I NEVER  
needed at all. I  
actually had no  
clue that you also  
worked at the  
water company  
when I went there.



Text Message



4:30

SOS



I hope u learn a lesson that when u think u can trust people to not get causing in their lies think again because you could have a had good honest new customer u have never met but everyone thought I was stupid because I'm a girl , but I really am far from being dumb. The honest thing to do is pay me my



Text Message



4:30

SOS 



money back and  
have him pay you  
for the work he  
wanted done and  
stood with your  
crew for 6 hours as  
you did it, and if  
that doesn't  
happen then God  
above seen it all  
and when people  
cheat others, you  
always lost more in  
a different way and  
plus I would  
Just hate to know  
that I was that kind  
of person to rip off



Text Message



4:32 1



a lady who worked just as hard as you say u do and bought a home on her own and know that at Christmas time you had to go along with a full blown dishonest trick just to get a measly three hundred dollars . I would rather have zero dollars than to have a dishonest character. I hope you don't associate with all your



Text Message





2:45

SOS  



customers as you did me! But I'm sure u don't and I know he did not pay you either because that job was not worth 600 . All u did was dig up some dirt and bust some concrete and put back what was already there. You did zero pipe work and where is my old spout? I wanted to keep it but I never seen it



Text Message



4:32



Mon, Nov 20 at 1:01 PM

If I do not have my 300 back for you pretending to do busted pipe in my yard but yet working for Mr. Bryant to give him a new faucet on a plot to extort money from Me for payment for services I did not give permission , I will make a report

I really have no



Text Message



4:32



I really have no  
idea where you've  
come up with all  
this. I did. Exactly  
what I said we  
were going to do  
Make whatever  
report you feel  
necessary. I did  
not speak to Mr  
Bryant prior to you  
calling me because  
of a leak We fixed  
your leak which  
required replacing  
the hydrant  
because that is  
what was looking



Text Message



4:32



what was leaking.  
There was no  
conspiracy  
involved. You  
do whatever you  
feel necessary. I  
am as honest a  
person as you will  
ever deal with and  
personally take  
offense to being  
accused of wrong  
doing. Keep up  
the harassment  
and I will file my  
own harassment  
paperwork against  
you.



Text Message



4:32



accused of wrong  
doing. Keep up  
the harassment  
and I will file my  
own harassment  
paperwork against  
you.

Have a good day

I will file a report  
and I did speak  
with Mr Bryant and  
he said that you  
the Meter guy  
came to my  
Property that day  
and told him that I



Text Message



4:32

SOS



I will file a report  
and I did speak  
with Mr Bryant and  
he said that you  
the Meter guy  
came to my  
Property that day  
and told him that I  
had a leak by the  
water arrow  
moving fast and I  
have it on  
recording of him  
saying it and you  
admitted I did not  
have an  
underground pipe  
Leak which u were



Text Message





2:43

SOS  



the pipe leak underground I had zero idea that u weee only replacing two water spouts. He said before his didn't work right. Mine was one hundred percent fine for me for what I needed. I was tricked so both of you benefited, he got his new spout he has been wanting and u got a job



Text Message



4:33

SOS



saying it and you admitted I did not have an underground pipe Leak which u were only permitted to check by me and lied about. When we all three got to court then the truth will Be told. He said you came by that day and said I had a leak and you are the one I called.

Read 11/20/23



Text Message



Sandy Morrow  
1274 Bryants Camp Road  
Lancaster, KY 40444

\*Garrard County Water Association, Inc.  
315 Lexington Road  
P. O. Box 670  
Lancaster, KY 40444