

To :

Public Service Commission

Case Number: 2024-00297

Sandy Morrow vs Garrard County Water Association

From:

Sandy Morrow

1274 Bryant's Camp Rd

Lancaster, KY 40444

New Mailing Address:

P.O. Box 201

Monticello, KY 42633

**RECEIVED**

NOV 03 2025

PUBLIC SERVICE  
COMMISSION

**Sandy Morrow**

P.O. Box 201

Monticello, KY 42633

Email: [REDACTED]

Phone: [REDACTED]

**Date:** 10-24-25

**To:**

Public Service Commission

P.O. Box 615

211 Sower Blvd

Frankfort, KY 406022-0615

**Subject:** Response to Commission's Order and Objection to Garrard Water's Motion to Dismiss

Dear Commissioners,

I am writing to formally object to **Garrard Water's motion to dismiss** my complaint and to reiterate the serious misconduct, misrepresentation, and regulatory violations that warrant full investigation and hearing by the Public Service Commission.

This matter involves a Garrard Water employee who, acting under the authority and representation of the company, performed plumbing work at my residence based on a false claim that there was a major water leak. I later discovered that this employee is **not a licensed plumber**, yet he routinely performs plumbing work **for Garrard Water both during work hours and off the clock**. This pattern shows that Garrard Water is fully aware of and compliant with using an unlicensed individual to perform plumbing work, in direct violation of applicable state regulations.

Because this employee regularly performs these duties on behalf of Garrard Water, his actions cannot be dismissed as a personal side job. He was operating within the scope of his employment, using the company's authority and reputation to mislead me. Therefore, Garrard Water is directly responsible for his conduct and any resulting harm.

Further, **Shawn Smith** the manager at Garrard Water, has provided **false and misleading information** to the Commission. He submitted a photograph claiming it reflected my water pressure at a "perfect" level, close to one year later, even though I have **no water service** due to Garrard Water's failure to act. Also, claiming he wasn't aware, when also the public service commission complaint stated this as reason for complaint. This deliberate misrepresentation to a

regulatory body is evidence of a coordinated effort to conceal misconduct and avoid accountability.

Garrard Water's motion to dismiss seeks to evade responsibility for these serious violations and deny my right to due process. Dismissing this matter without a hearing would reward deceit and undermine the integrity of the regulatory process.

**I formally object to Garrard Water's motion to dismiss** and respectfully request that the Commission:

1. **Deny Garrard Water's motion to dismiss** and allow this matter to proceed to a full investigation and evidentiary hearing.
2. **Require all involved parties, including Shawn Smith, and the employee in question, to testify under oath** regarding their actions and statements made to the Commission.
3. **Investigate Garrard Water's use of unlicensed individuals to perform plumbing work** and determine whether the company has violated any statutes or public utility regulations.
4. **Examine the false PSI report** submitted by Garrard Water and determine whether it was intentionally fabricated to mislead the PSC in his attempt to pretend compliance nearly one year later and to mislead PSC to dismiss the case.

This case involves not only personal harm but also serious public interest concerns about honesty, consumer protection, and the lawful conduct of a regulated utility. I ask the Commission to uphold my right to due process, ensure that all parties are held accountable under oath, and protect the integrity of PSC proceedings.

Sincerely,  
Sandy Morrow

A handwritten signature in cursive script, reading "Sandy Morrow", is written over a horizontal line.

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