

COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

In the matter of:

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APR 08 2025

PUBLIC SERVICE
COMMISSION

Brenda McCoy)
(Your Full Name))
COMPLAINANT)

VS.

) Mountain Water District)
(Name of Utility))
DEFENDANT)

COMPLAINT

The complaint of Brenda McCoy respectfully shows:
(Your Full Name)

(a) Brenda McCoy
(Your Full Name)

4643 Collins Hwy
(Your Address)

(b) Mountain Water District
(Name of Utility)

P.O. Box 3157 Pkeville, Ky 41502
(Address of Utility)

(c) That: On 2/15/25, my home was flooded. This was a
(Describe here, attaching additional sheets if necessary,

natural disaster that caused my home to become
the specific act, fully and clearly, or facts that are the reason
unlivable. The flood water got into my home, destroying
and basis for the complaint.)

everything. When I received my monthly bill it was

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Formal Complaint

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over \$3,000. The lady I spoke with told me I was responsible
for this bill because the water lines were on my property.
I couldn't control the flood waters. The bill was reduced
after speaking to the manager, by 30%. I paid the \$75,
which was my monthly bill. However, the water meter,
septic system, and lines were all damaged by the flooding.

Wherefore, complainant asks that any amount over the \$75 not
(Specifically state the relief desired.)

be my responsibility to pay. I lost everything I had
in the flood. Receiving an astronomical bill on top
of that when it was totally out of my control due
to the devastation, was like kicking someone
when they're down. I'm on a fixed income and I'm
disabled to work. This makes a true hardship for me.

Dated at Pikeville, Kentucky, this 31 day
(Your City)

of March, 20 25
(Month)

Brenda McCoy
(Your Signature*)

(Name and address of attorney, if any)

Date