

MAY 01 2025

PUBLIC SERVICE  
COMMISSION

Carolyn Drake  
4194 Munfordville Rd  
Sonora, Ky. 42776  
April 28, 2025

Kentucky Public Service Commission  
PO Box 615  
Frankfort, Ky. 40602

Ref: LaRue County Water District #1 billing practices

Dear Sir or Madam:

On April 28, 2025, my water service was cut off without notice by the LaRue County Water District #1. The supposed reason was non-payment, though my bill was paid via online bank payment on April 7, per my bank confirmation. I am hard pressed to believe that 21 days later, the utility has not received payment, but it is conceivable. My bigger concern is with their stated process for disconnection.

LaRue County Water District # 1 has a policy of sending no late notices at all. Instead, they send a technician to disconnect, with no prior notice, 10 days after due date. Your website FAQs state that utilities may be cut off without notice for dangerous conditions, when ordered to terminate immediately by a governmental office, or for theft. It goes on to say "in all other cases, utilities are required to mail customers a disconnect notice (10 days for electric and gas; 5 days for water sewer and telephone. LaRue County Water District #1 is in violation of this requirement by refusing to send past due or disconnect notices, when 5 days is required. By operating out of compliance they are also profiting by generating reconnection fees, and harming their customers.

Your assistance in resolving this matter would be appreciated.

Sincerely,



Carolyn F. Drake