



2. On or before the date set forth in the procedural schedule, Grayson District shall file its responses to the Commission Staff's request for information, attached to this Order as Appendix B.


3. Grayson District and Complainant shall respond to any additional requests for information propounded by Commission Staff as provided in those requests.

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Entered on this 20th day of May, 2026.

PUBLIC SERVICE COMMISSION

  
\_\_\_\_\_  
Angie Hatton  
Chair

  
\_\_\_\_\_  
Mary Pat Regan  
Commissioner

  
\_\_\_\_\_  
Andrew W. Wood  
Commissioner

ATTEST:

  
\_\_\_\_\_  
Linda C. Bridwell, PE  
Executive Director

APPENDIX A

APPENDIX TO AN ORDER OF THE KENTUCKY PUBLIC SERVICE  
COMMISSION IN CASE NO. 2025-00284 DATED MAY 20 2026

Grayson District shall file responses to initial requests for  
Information no later than.....06/05/2026

All supplemental requests for information to all parties  
shall be filed no later than ..... 06/12/2026

All parties shall file responses to supplemental requests  
for information no later than .....06/26/2026

Last day for parties to request a hearing or submit  
a request for the matter to be decided  
based upon the written record.....07/02/2026

APPENDIX B

APPENDIX TO AN ORDER OF THE KENTUCKY PUBLIC SERVICE  
COMMISSION IN CASE NO. 2025-00284 DATED MAY 20 2026

COMMISSION STAFF'S FIRST REQUEST FOR INFORMATION  
TO GRAYSON COUNTY WATER DISTRICT

1. Refer to the Complaint of Marjorie Patricia English,<sup>1</sup> paragraph (c) and Grayson District's Answer,<sup>2</sup> paragraph 1. Provide the following information regarding the water leak discovered at Marjorie Patricia English's (Complainant) address at 118 Wilson Lane, Leitchfield, Kentucky 42754, in June of 2025:

- a. Describe how the water leak was discovered;
- b. The name of the party who discovered the leak;
- c. The date and approximate time of the discovery;
- d. The date and approximate time Grayson District was notified of this water leak;
- e. Grayson District's response to being notified of the water leak;
- f. The location of the water leak — specifically whether the leak was located on the Complainant's side of the water meter or on the Grayson District's side of the water meter; and
- g. How the leak was addressed, including the date and time it was addressed and by whom.

2. Refer to the Complaint of Marjorie Patricia English, pages 11 and 12 of 20, Meter Maintenance – Transactions - Readings. Explain why Grayson District's water meter indicated

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<sup>1</sup> Marjorie Patricia English Complaint (filed Aug. 20, 2025).

<sup>2</sup> Grayson County Water District Answer to Complaint (filed Nov. 13, 2025).

zero customer usage at 118 Wilson Lane, Leitchfield, Kentucky 42754, from September of 2023 through June of 2026.

3. Refer to Grayson District's admission that "[r]eported billing volumes at 118 Wilson Lane may have been affected by equipment issues since September 2023."<sup>3</sup> Also refer to Grayson District's Answer, paragraph 6, wherein Grayson District stated that "[G]rayson District denies that it failed to properly maintain its equipment or that such alleged failure prevented timely leak detection," and paragraph 11, wherein Grayson District stated that "[G]rayson District has acted fully and consistently with its tariffs and the Filed Rate Doctrine set forth in KRS 278.160..."

a. Explain how Grayson District was not in violation of 807 KAR 5:006, Section 11 3(a)-(c) regarding the meter read failures at 118 Wilson Lane, Leitchfield, Kentucky 42754, from September of 2023 through June of 2025.

b. Explain how Grayson District was not in violation of KRS 278.160, the Filed Rate Doctrine, or its current tariff on file with the Public Service Commission, in particular, Section F., Subsection 3. Monitoring Usage, on tariff Sheet No. 20, effective as of August 15, 2005, regarding the meter read failures at 118 Wilson Lane, Leitchfield, Kentucky 42754, from September of 2023 through June of 2025.

c. Explain why Grayson District failed to monitor Complainant's water usage from September of 2023 through June of 2025.

4. Refer to 807 KAR 5:006, Section 7(5), and Grayson District's current tariff on file with the Kentucky Public Service Commission, paragraph C, subpart 4, Frequency of meter reading, Sheet No. 11, effective as of August 15, 2005.

a. Explain why Grayson District did not identify the meter reading zero water usage by the Complainant from September 2023 through June 2025.

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<sup>3</sup> Grayson County Water District Answer to Complaint (filed Nov. 13, 2025), page 2, paragraph 5.

b. Explain why Grayson District did not identify a water leak of approximately 4.2 gallons per minute<sup>4</sup> at Complainant's address until it was identified by Complainant in June of 2025.

5. Provide all historical meter test records for Grayson District's water meter, Meter/ID Number 236114078, Device # 81636757, Model .63" 7D 10M, with an installation date of July 20, 2017, as required by 807 KAR 5:006, Section 18.

6. Provide each monthly water utility bill for 118 Wilson Lane, Leitchfield, Kentucky 42754 from June of 2025 through April 2026.

7. Provide a copy of the payment plan provided to Complainant that is referenced in Grayson District's Answer, paragraph 3.<sup>5</sup>

8. Refer to Grayson District's Answer, paragraph 5 and paragraph 13. Provide the statute, regulation, or tariff section that states that it is the customer's obligation or responsibility to identify billing or usage irregularities and water suspected water leaks and promptly report them to a utility.

9. Refer to Complaint of Marjorie Patricia English, pages 3 through 6 of 20, Customer Maintenance – Transactions – Non Financial. Given that Complainant used less than 1,500 gallons of water each month for twenty-four months prior to September of 2023, when the water meter began to reflect zero what usage, explain how Complainant could have known, or should have known, that its water meter reading or billing information was incorrect beginning in September of 2023.

10. Refer to Grayson District's Answer, paragraph 13.

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<sup>4</sup> Complaint of Marjorie Patricia English (filed Aug. 20, 2025), page 20 of 20.

<sup>5</sup> Grayson County Water District Answer to Complaint (filed Nov. 13, 2025), page 2, paragraph 3.

- a. Provide all evidence that Complainant did not monitor their water usage.
- b. Provide all evidence that Complainant did not promptly report a suspected

leak.

11. Refer to Grayson District's Answer, paragraph 14. Provide all evidence that Complainant regularly consumed water at, and/or continuously occupied the residence at, 118 Wilson Lane, Leitchfield, Kentucky 42754, from September of 2023 through June of 2025.

12. Refer to Grayson District's Answer, paragraph 9. Also refer to KRS 278.015, KRS 278.040, KRS 278.260, KRS 278.270, KRS 278.280, 807 KAR 5:001, 807 KAR 5:006, 807 KAR 5:011, and 807 KAR 5:066. Explain why the Kentucky Public Service Commission cannot grant the relief requested by the Complainant.

## Service List for 2025-00284

Marjorie P English  
118 Wilson Lane  
Leitchfield, KY 42754

\* Grayson County Water District  
21 Shull White Road  
P. O. Box 217  
Leitchfield, KY 42754