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Case Management System - KY Public Service Commission

Complaint Cases Before the Commission as of November 19, 2026

2024-00412 RECEIVED: 12/23/24 FILED: 12/23/24 FINAL: 09/17/26 REOPENED: SUSPENSION DATE:

CASE NATURE: Elwood Russell, Complainant; Garrison-Quincy-Ky-O-Heights Water District, Defendant

CASE CODE
Complaints - Rates

UTILITIES:
Garrison-Quincy-Ky-O-Heights Water District

INDEX OF EVENTS:

09/17/26	Final Order Entered: 1. This case is dismissed without prejudice. 2. A copy of this Order shall be served by U.S. Postal Service, First-Class Mail and Certified Mail, Return Receipt Requested, on Elwood Russell at 190 Tar Camp Road, Garrison, Kentucky 41141. 3. This case is closed and removed from the Commission's docket.
07/28/26	Order Entered: 1. Complainant shall have 20 days from the service date of this Order to file a response affirming that the complaint is still contested and responding to Commission Staff's First Request for Information. 2. If Complainant does not respond within 20 days, the case shall be dismissed and removed from the Commission's docket. 3. A copy of this Order shall be served by U.S. Postal Service, First-Class Mail and Certified Mail, Return Receipt Requested, on Elwood Russell at 190 Tar Camp Road, Garrison, Kentucky 41141.
04/06/26	COMMISSION STAFF'S FIRST REQUEST FOR INFORMATION TO GARRISON-QUINCY-KY-O-HEIGHTS WATER DISTRICT
04/02/26	COMMISSION STAFF'S FIRST REQUEST FOR INFORMATION TO ELWOOD RUSSELL
03/18/26	Order Entered: 1. The procedural schedule set forth in the Appendix to this Order shall be followed. 2. Garrison-Quincy District and the Complainant shall respond to all requests for information propounded by Commission Staff, whether identified on the procedural schedule or otherwise, as provided in those requests. 3. When filing a paper with the Commission, Garrison-Quincy District shall file an electronic copy in accordance with the electronic filing procedures set forth in 807 KAR 5:001, Section 8. Electronic documents shall be in portable document format (PDF), shall be searchable, and shall be appropriately bookmarked. The Commission directs Garrison-Quincy District to the Commission's July 22, 2021 Order in Case No. 2020-000851 regarding filings with the Commission. 4. A copy of this Order shall be served on Elwood Russell by U.S. Postal Service First Class mail at 190 Tar Camp Road, Garrison, Kentucky 41141.
09/03/25	Garrison-Quincy-KY-O-Heights Water District Answer to Complaint
08/14/25	Order Entered: 1. Garrison-Quincy District shall satisfy the matters complained of or file a written answer to the complaint within ten days from the date of service of this Order. 2. If Garrison-Quincy District files a written answer to this complaint, it shall, along with its answer, include documentation of estimated and actual water meter readings since January 1, 2024, as well as any correspondence it has had with the Complainant regarding this issue. Any written answer shall be served upon the Complaint at the address set forth in ordering paragraph 3. 3. A copy of this Order shall be served by U.S. Postal Service First Class mail, on Elwood Russell at 190 Tar Camp Road, Garrison, Kentucky 41141.
12/30/24	Acknowledge Receipt of Filing
12/23/24	Elwood Russell v. Garrison-Quincy-Ky-O-Heights Water District

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Total Number of Cases: 1