COMMONWEALTH OF KENTUCKY

BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

KATHLEEN FLETCHER COLLINS	)	
	)	
COMPLAINANT	)	
	)	CASE NO.
V.	)	2026-00060
	)	
MARTIN COUNTY WATER DISTRICT	)	
	)	
DEFENDANT	)	

O R D E R

On January 21, 2026, Kathleen Fletcher Collins (Complainant) filed a complaint alleging that Martin County Water District (Martin County District) refused to disconnect the water service to her residence. On May 6, 2026, the Commission ordered Martin County District to satisfy the matter complained of or file a written answer. On May 15, 2026, Martin County District filed a written answer (Answer). On July 24, 2026, the Commission issued a procedural schedule. On July 31, 2026, Commission Staff issued information requests to Complainant and Martin County District. On August 3, 2026, Martin County District issued an information request to Complainant. Complainant failed to respond to either Commission Staff or Martin County District's information request. On August 11, 2026, Complainant filed a picture of a land deed transfer, stating that she could no longer grant Martin County District an easement because she no longer owned the property in question.

LEGAL STANDARD

Pursuant to KRS 278.260, the Commission has original jurisdiction over complaints as to rates or service of any utility. While no order affecting a rate of service complained of may be entered without a hearing, "[t]he commission may dismiss any complaint without a hearing, if, in its opinion, a hearing is not necessary in the public interest or for the protection of substantial rights."

DISCUSSION AND FINDINGS

Complainant alleged that Martin County District had denied her the right to disconnect water service from her residence.[1] Complainant requested that her $605.21 account balance be removed and all future bills discontinued.[2] Complainant filed multiple supplements to her complaint, including past due balances, paid bills, video footage of the subject property, and land deed transfers. Complainant did not file proof of payment that Martin County District had not already accounted for in its past due calculation.

In its Answer, Martin County District stated that it attempted to disconnect service to Complainant after her request, but Complainant refused to grant Martin County District an easement to disconnect service.[3] Martin County District asserted that it was willing to disconnect service if granted permission to enter upon the subject property.[4] However, Martin County District asserted that it had not miscalculated her bill and expected to

[1] Complaint at 1.

[2] Complaint at 2.

[3] Answer at 1.

[4] Answer at 5.

recover the full amount assessed.[5] In support of its Answer, Martin County District included Complainant's account statement.[6]

Assuming that the Complainant's alleged transfer of property is legitimate and Complainant is no longer able to grant an easement for the subject property, the issue of Complainant's past due balance remains. As of the date of the complaint, Complainant had disputed the past due amount of $605.21. While the Complainant asserted that she was not responsible for the amount owed, she failed to provide evidence that would entitle her to relief, nor any evidence to refute the account statements included in Martin County District's Answer. Furthermore, Complainant failed to provide additional evidence in response to either Commission Staff or Martin County District's information requests.

Based on the foregoing, the Commission finds that the evidence of record failed to establish a violation of an applicable statute, regulation or order upon which to grant Complainant's claim for relief. Accordingly, the Commission finds that the Complaint should be dismissed without hearing, as a hearing is not necessary in the public interest or for the protection of substantial rights.

IT IS THEREFORE ORDERED that:

1. Kathleen Fletcher Collins's complaint is dismissed without prejudice.

2. This case is closed and removed from the Commission's docket.

3. A copy of this Order shall be served by U.S. Postal Service, Certified Mail, Return Receipt Requested, and First-Class mail on Kathleen Fletcher Collins at 3320 Blacklog Road, Inez, Kentucky 41224.

[5] Answer at 2.

[6] Answer, Exhibit E.

Entered on this 19th day of November, 2026.

PUBLIC SERVICE COMMISSION

Angie Hatton
Chair

Mary Pat Regan
Vice Chair

Andrew W. Wood
Commissioner

Barry L. Mayfield
Commissioner

ATTEST:

Justin McNeil
Executive Director

Service List for Case 2026-00060

* Martin County Water District
387 East Main Street, Suite 140
Inez, KY 41224

* Dustin C. Haley
Kinkead & Stilz, PLLC
1505 Carter Ave.
P.O. Box 2008
Ashland, KY 41105

* Kathleen Fletcher
3320 Blacklog Road
Inez, KY 41224

* Denotes served by Email