COMMONWEALTH OF KENTUCKY

BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

BRIAN HOPE	)	
	)	
COMPLAINANT	)	
	)	CASE NO.
V.	)	2026-00127
	)	
GRAYSON COUNTY WATER DISTRICT	)	
	)	
DEFENDANT	)	

O R D E R

On May 7, 2026, Brian Hope (Complainant) tendered a formal complaint with the Commission against Grayson County Water District (Grayson District) regarding an unresolved billing dispute and alleging Grayson District engaged in predatory collection practices following a water loss at Complainant's property.

Pursuant to Commission regulation in 807 KAR 5:001, Section 20(4)(a), upon receipt of a formal complaint, the Commission must determine whether the complaint establishes a *prima facie* case. A complaint establishes a *prima facie* case when, on its face, it states sufficient allegations that, if uncontradicted by other evidence, would entitle the complainant to the requested relief. If a complaint fails to establish a *prima facie* case, it may be dismissed.

Based upon a review of the tendered complaint, the Commission is unable to determine at this time whether the complaint establishes a *prima facie* case, but the

allegations support our further investigation into the merits of the complaint, including the location of the water leak and Grayson District's response to addressing the water leak.

The Commission finds that additional information is needed to assist the Commission in making a determination of whether the complaint establishes a *prima facie* case. Therefore, Grayson District should file its responses to Commission Staff's request for information, attached to this Order as Appendix A, on or before the date set forth by Commission Staff in the request. Grayson District should respond to any additional requests for information propounded by Commission Staff as directed in those requests. Any responses filed in this matter should also be served upon Complainant.

A copy of Brian Hope's complaint is attached to this Order as Appendix B to inform Grayson District of the subject of the complaint and to assist in identifying Complainant's account.

IT IS THEREFORE ORDERED that:

1. A copy of this Order shall be served on Grayson District for the sole purpose of requesting necessary documents to assist the Commission in determining whether the complaint establishes a *prima facie* case.

2. Grayson District shall respond to Commission Staff's request for information as provided in Appendix A attached to this Order.

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

4. A copy of this Order shall be served on the Complainant, Brian Hope, by U.S. certified mail, return receipt requested, and First-Class Mail at 204 Sleepy Hollow Road, Clarkson, Kentucky 42726.

Entered on this 20th 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

APPENDIX A

APPENDIX TO AN ORDER OF THE KENTUCKY PUBLIC SERVICE COMMISSION IN CASE NO. 2026-00127 DATED NOV 20 2026

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

Grayson County Water District (Grayson District), pursuant to 807 KAR 5:001, shall file with the Commission an electronic version of the following information. The information requested is due on December 4, 2026. The Commission directs Grayson District to the Commission's July 22, 2021 Order in Case No. 2020-00085[1] regarding filings with the Commission. Electronic documents shall be in portable document format (PDF), shall be searchable, and shall be appropriately bookmarked.

Each response shall include the question to which the response is made and shall include the name of the witness responsible for responding to the questions related to the information provided. Each response shall be answered under oath or, for representatives of a public or private corporation or a partnership or association or a governmental agency, be accompanied by a signed certification of the preparer or the person supervising the preparation of the response on behalf of the entity that the response is true and accurate to the best of that person's knowledge, information, and belief formed after a reasonable inquiry.

Grayson District shall make timely amendment to any prior response if Grayson District obtains information that indicates the response was incorrect or incomplete when

[1] Case No. 2020-00085, *Electronic Emergency Docket Related to the Novel Coronavirus COVID-19* (Ky. PSC July 22, 2021), Order (in which the Commission ordered that for case filings made on and after March 16, 2020, filers are NOT required to file the original physical copies of the filings required by 807 KAR 5:001, Section 8).

made or, though correct and complete when made, is now incorrect or incomplete in any material respect.

For any request to which Grayson District fails or refuses to furnish all or part of the requested information, Grayson District shall provide a written explanation of the specific grounds for its failure to completely and precisely respond.

Careful attention shall be given to copied and scanned material to ensure that it is legible. When the requested information has been previously provided in this proceeding in the requested format, reference may be made to the specific location of that information in responding to this request. When applicable, the requested information shall be separately provided for total company operations and jurisdictional operations. When filing a paper containing personal information, Grayson District shall, in accordance with 807 KAR 5:001, Section 4(10), encrypt or redact the paper so that personal information cannot be read.

1. Refer to the formal complaint of Brian Hope.[2] Provide the following information regarding the water leak discovered at Brian Hope's (Complainant) address at 204 Sleepy Hollow Road, Clarkson, Kentucky 42726 (Service Address), in December 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 water leak discovery;

d. The date and approximate time Grayson District was notified or became aware of the water leak;

[2] Brian Hope's Complaint (filed May 7, 2026).

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 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. Provide all communications regarding water service to the Service Address, including but not limited to bills, email messages, written communications, and notes of telephonic or other oral communications concerning Grayson District providing service, discontinuing service, performing maintenance, responding to service requests, and/or assessing any late fees for service at the service address for the period of August 2025 through March 2026.

3. Provide copies of all inspection reports regarding water service to the Service Address, including the date and time any inspection was conducted, and whether the property passed inspection.

4. Explain what water leak detection systems, if any, Grayson District currently utilizes in its water systems.

5. Explain any payment plans or billing adjustments Grayson District offered to Complainant to assist him with repayment of the water bill due to the leak at his Service Address in December of 2025.

6. Any other information that Grayson District deems relevant to the matters raised in Brian Hope's complaint.

APPENDIX B

APPENDIX TO AN ORDER OF THE KENTUCKY PUBLIC SERVICE COMMISSION IN CASE NO. 2026-00127 DATED NOV 20 2026

THIRTEEN PAGES TO FOLLOW

Case No. 2026-00127

RECEIVED
MAY 7 2026
PUBLIC SERVICE COMMISSION

COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMISSION

In the matter of:

Brian Scott Hope
(Your Full Name) COMPLAINTANT

VS.

Grayson County Water District
(Name of Utility) DEFENDANT

COMPLAINT

The complaint of Brian Scott Hope respectfully shows:
(Your Full Name)

(a) (Your Full Name)
204 Sleepy Hollow Road Clarkson, Ky.
[redacted]
(Your Email Address)

(b) Grayson County Water District
(Name of Utility)
21 Shull White Road Leitchfield Ky. 42754.
(Address of Utility) 910

(c) That see attached sheets
(Describe here, attaching additional sheets if necessary, the specific act, fully and clearly

or facts that are the reason and basis for the complaint.)
$6000. water dispute

VS

Wherefore, complainant asks Removal $6000. water charged on bill

(Specifically state the relief desired.)

Dated at Louisville Kentucky, this 3rd day of

(Your City)

May, 2026

(Month)

(Your Signature*)

(Name and Address of Attorney, if any)

Date

*Complaints by corporations or associations, or any other organization having the right to file a complaint, must be signed by its attorney and show his post office address. No oral or unsigned complaints will be entertained or acted upon by the commission

THANK YOU FOR SHOPPING AT OUR STORE
ACE386 (17046) LEITCHFIELD KY
496B SOUTH MAIN STREET
LEITCHFIELD, KY 42754
(270) 230-1005

03/28/26 12:49PM LFULKERSON 93 SALE

4068730	2 EA	$4.99 EA	
RDC COUPL GLV 3/4X"3/8"			$9.98
980611	1 EA	.42 EA	*N
LOCAL CHARITY ROUNDUP			$.42

SUB-TOTAL:$ 10.40 TAX: $ .60
TOTAL: $ 11.00
BC AMT: $ 11.00

BK CARD#: [redacted]
MID:**0745 TID:*04
AUTH: 163342 AMT: $ 11.00
Host reference #: [redacted]7 Bat#

Authorizing Network: VISA

Chip Read
CARD TYPE:VISA EXPR: XXXX
AID : A0000000031010
TVR : 8080008000
IAD : 06011203608000
TSI : 6800
ARC : 00
MODE : Issuer
CVM :
Name : VISA DEBIT
[redacted]
AC : D5BA5DE09E81 25E
TxnID/ValCode: 040322

Bank card USD$ 11.00

Total Items:3

==>> JRNL# E48087/386
CUST NO: *386

THANK YOU BRIAN S HOPE
FOR YOUR PATRONAGE

Acct: CASH CUSTOMER

Customer Copy

RETURNS REQUIRE PHOTO ID

Thank you for your donation of $ .42
to CENTER FOR COURAGEOUS KIDS

****
Tell us about your experience today and Enter to win a $500 gift card!
****
To participate
* Visit: TalkTo.AceHardware.com
or text HELPFUL to 223439

* This survey invitation is valid for 72 hours

* Store # 17046
* Survey approximately 5 mins

No purchase necessary. Must be 18 or older to enter sweepstakes. Void where prohibited. See rules at: TalkTo.AceHardware.com

ORDER 14025013 PICK 33622236

BR1 Louisville
P.O. Box 6149
Louisville, KY 40206
502-582-2261

PLUMBERS SUPPLY CO.
Everything Under The Sun.

Page 1 of 1
03/27/2026 15:19:32

* COD ********** COD *

Customer Copy

SOLD TO: 9442

Cash Sale PSC Louisville
4420 Bishop Lane
Louisville, KY 40218
US

SHIP TO: ROUTE: SOUT1

Hope
4420 Bishop Lane
Louisville, KY 40218
US

ORDER DATE	PO NUMBER / JOB #	DATE REQUIRED
03/27/2026	Hope // COD COD COD	03/27/2026

WRITER	DATE SHIPPED	SHIP VIA
REECE.LEANHART		WTG: Waiting

LN	DESCRIPTION	ORDER	B/O	DISP	SHIP	UOM	UNIT PRICE
	Customer Notes:						
1	**JB1576** CP DIVERTER BATH FAUCET JB 1576 **Price change per Eric**	1	0		1 **G21D04**	EA	113.16

	# Bags	# Boxes	# Pieces	# Skids	# Pipe Bundles
Qty:					
Staged:					

Picked By: **Loaded By:**

SUB-TOTAL:	113.16
TAX:	6.79
GRAND TOTAL:	**119.95**

Terms & Conditions:
Shortages must be reported within 48 hours of material receipt. Returns require prior PSC approval, with original sales ticket or invoice #. Rehandling charges apply. Returns subject to manufacturer approval. **Special Order Items:** Non-cancelable and non-returnable unless approved by manufacturer. **Warranty:** Plumbers Supply Co does not manufacture any goods and provides no express warranties. No extended warranties. Disclaims implied warranties. **Payment:** Purchaser agrees to payment terms on account. Overdue balances incur 1.5% monthly Finance Charges. **Assent to Terms:** Seller's obligations contingent on acceptance of these terms by purchaser. Acceptance assumed unless written objection received within 5 days.

* Complete Order *

Pmt.

Executive Director
Kentucky Public Service Commission
RE: Formal Billing Complaint – Scott Hope vs. Grayson County Water District
Service Location: 204 Sleepy Hollow Road, Clarkson, KY

To the Executive Director:

I am filing this formal complaint against the Grayson County Water District regarding an unresolved billing dispute and what I consider to be predatory collection practices following a catastrophic water loss at my property.

I have been a customer of this District for many years, with a historical monthly bill of approximately $18.50. On September 17th, I winterized the property by turning off the trailer's shut-off valve and draining the lines. Due to a knee replacement surgery shortly after, I was unable to return to the property until January 14, 2026.
The core issues of this dispute are as follows:

Failure of the Shut-Off / Potential Tampering: Upon my return, I found interior pipes had burst—an impossibility if the lines had remained unpressurized as I left them. I have attached photographs of the water main area that suggest potential tampering or a failure in the setup that allowed the lines to re-pressurize.
Response Negligence: On December 12, 2025, my bill reached $4,689.77. Despite my contacting the supervisor three separate times, the District waited three full days (until December 15th) to shut the water off at the main, allowing the bill to grow significantly higher.

Coerced Payment Plan: When I contacted the supervisor a fourth time to ask for assistance, I was told the only way to have my water service restored was to agree to a payment plan of $100 per month for 60 months (5 years), in addition to my regular monthly bill. The District refused to offer any adjustment or acknowledge their delay.
Excessive Penalties: The District has applied a $1,047.52 penalty and an additional $452.50 service charge to the account.

I am currently paying this $100 monthly installment only because I was given no other choice to maintain my water service.

I am requesting that the Commission investigate the District's failure to mitigate the leak upon discovery and their refusal to provide a fair adjustment. I seek a full adjustment of the bill to reflect historical usage and a refund of the penalties and installments paid toward this disputed amount.

I have attached all relevant repair receipts and billing records to this email for your review.

Sincerely,
Scott Hope
6610 Huff Lane
Louisville, KY 40216
[redacted]
[redacted]

Grayson County Water District
Customer Maintenance - Ledger

Date : 3/16/2026 03:07:13 PM
User Name : aclemons

Account Number	: [redacted]	**Customer Name**	: SCOTT HOPE	**Status**	: Inactive
Home Phone	: (502) 794-4248	**Work Phone**	:	**Billing Type**	: Normal
Class	: RESIDENTIAL	**Billing Status**	: FINAL BILL SENT	**Billing Cycle**	: CLOSED ACCOUNTS
Address	: 6610 HUFF LN LOUISVILLE, KY 40216-1028				

Service Location : <All>
Listed From : All Periods

Description	Date	Amount	Balance
Charge	2/2/2026	16.85	6220.87
Charge	1/14/2026	1047.52	6204.02
Penalty	1/12/2026	455.32	5156.50
Charge	12/15/2025	4689.77	4701.18
Penalty	12/12/2025	0.99	11.41
Payment	12/11/2025	(10.00)	10.42
Charge	11/19/2025	18.73	20.42
Payment	11/18/2025	(17.46)	1.69
Penalty	11/14/2025	1.69	19.15
Charge	10/17/2025	18.73	17.46
Adjustment	10/3/2025	(20.00)	(1.27)
Charge	9/24/2025	18.73	18.73
Balance Forward...	9/23/2025	0.00	0.00

(1)

YN

GRAYSON COUNTY WATER DISTRICT

21 Shull White Rd.
Leitchfield, KY 42754-9107

Phone: (270) 259-2917
Fax: (270) 200-4302

Account # [redacted]	
Statement Date 11/26/25	

Balance Forward	$0.00
Total Amount Due	$20.42
Due Date	12/11/25
After Due Date Pay	$22.24

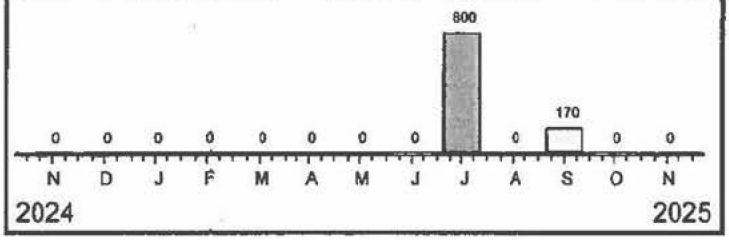
Due Date Does Not Apply to Past Due Balances

Pay by Phone:	(844) 517-9740
Email:	gcwd@graysonwater.com
Office Hours:	Mon - Fri 7:00 - 4:00
Report Outage:	Local (270) 259-2917
Pay Online:	www.graysonwater.com

Service Address: SLEEPYHOLLOW LOT 9

Meter No.	From	To	Days	End Read	Start Read	Gallon Usage
[redacted]	10/02	11/05	34	8970	8970	0

Monthly Usage



Detail of Charges:

Water	18.18
School Tax	0.55
Penalty	1.69
Total Current Charges	**$20.42**
Balance Forward	$0.00
TOTAL DUE FOR THIS LOCATION	**$20.42**

Please return this portion with your payment

Account Number	[redacted]
Due Date	12/11/25
Amount Due	$20.42
After Due Date Pay	$22.24

GRAYSON COUNTY WATER DISTRICT

21 Shull White Rd.
Leitchfield, KY 42754-9107

Phone: (270) 259-2917
Email: gcwd@graysonwater.com
Pay by Phone: (844) 517-9740

T3 P1.28907000125.00125

Scott Hope
6610 Huff Ln
Louisville, KY 40216-1028

Grayson County Water District
21 Shull White Road
Leitchfield, KY 42754-9107

(2)

YN

GRAYSON COUNTY WATER DISTRICT

21 Shull White Rd.
Leitchfield, KY 42754-9107

Phone: (270) 259-2917
Fax: (270) 200-4302

Account # [redacted]
Statement Date 12/26/25

Balance Forward	$10.42
Total Amount Due	$4,701.18
Due Date	01/09/26
After Due Date Pay	$5,156.50

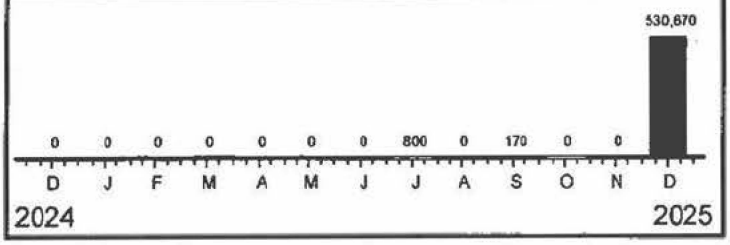
Due Date Does Not Apply to Past Due Balances

Pay by Phone:	(844) 517-9740
Email:	gcwd@graysonwater.com
Office Hours:	Mon - Fri 7:00 - 4:00
Report Outage:	Local (270) 259-2917
Pay Online:	www.graysonwater.com

Service Address: SLEEPYHOLLOW LOT 9

Meter No.	From	To	Days	End Read	Start Read	Gallon Usage
[redacted]	11/05	12/03	28	539640	8970	530670

Monthly Usage



Detail of Charges:

Water	4,553.17
School Tax	136.60
Penalty	0.99
Total Current Charges	**$4,690.76**
Balance Forward	$10.42
TOTAL DUE FOR THIS LOCATION	**$4,701.18**

Please return this portion with your payment

GRAYSON COUNTY WATER DISTRICT

21 Shull White Rd.
Leitchfield, KY 42754-9107

Phone: (270) 259-2917
Email: gcwd@graysonwater.com
Pay by Phone: (844) 517-9740

Account Number	[redacted]
Due Date	01/09/26
Amount Due	$4,701.18
After Due Date Pay	$5,156.50

T2 P1.29976100164.00164

Scott Hope
6610 Huff Ln
Louisville, KY 40216-1028

Grayson County Water District
21 Shull White Road
Leitchfield, KY 42754-9107

GRAYSON COUNTY WATER DISTRICT

21 Shull White Rd.
Leitchfield, KY 42754-9107

Phone: (270) 259-2917
Fax: (270) 200-4302

(3)

YN

Account # [redacted]	
Statement Date 01/27/26	

Balance Forward	$5,156.50
Total Amount Due	$6,204.02
Due Date	02/11/26
After Due Date Pay	$6,305.72

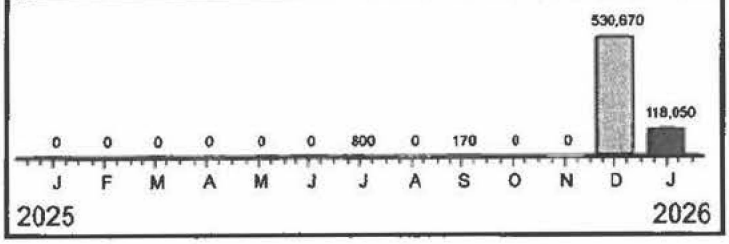
Due Date Does Not Apply to Past Due Balances

Pay by Phone:	(844) 517-9740
Email:	gcwd@graysonwater.com
Office Hours:	Mon - Fri 7:00 - 4:00
Report Outage:	Local (270) 259-2917
Pay Online:	www.graysonwater.com

Service Address: SLEEPYHOLLOW LOT 9

Meter No.	From	To	Days	End Read	Start Read	Gallon Usage
[redacted]	12/03	01/06	34	657690	539640	118050

Monthly Usage



Detail of Charges:

Water	1,017.01
School Tax	30.51
Total Current Charges	**$1,047.52**
Balance Forward	$5,156.50
TOTAL DUE FOR THIS LOCATION	**$6,204.02**

Please return this portion with your payment

GRAYSON COUNTY WATER DISTRICT

21 Shull White Rd.
Leitchfield, KY 42754-9107

Phone: (270) 259-2917
Email: gcwd@graysonwater.com
Pay by Phone: (844) 517-9740

Account Number	[redacted]
Due Date	02/11/26
Amount Due	$6,204.02
After Due Date Pay	$6,305.72

T3 P1.30142600511.00511

Scott Hope
6610 Huff Ln
Louisville, KY 40216-1028

Grayson County Water District
21 Shull White Road
Leitchfield, KY 42754-9107

GRAYSON COUNTY WATER DISTRICT

21 Shull White Rd.
Leitchfield, KY 42754-9107

Phone: (270) 259-2917
Fax: (270) 200-4302

(4)

YN

Account # [redacted]	
Statement Date 02/06/26	

Balance Forward	$6,204.02
Total Amount Due	$6,220.87
Due Date	02/20/26
After Due Date Pay	$6,220.87

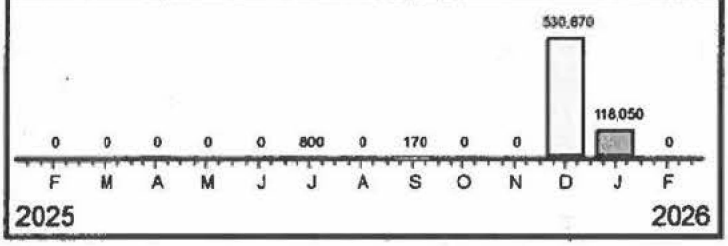
Due Date Does Not Apply to Past Due Balances

Pay by Phone:	(844) 517-9740
Email:	gcwd@graysonwater.com
Office Hours:	Mon - Fri 7:00 - 4:00
Report Outage:	Local (270) 259-2917
Pay Online:	www.graysonwater.com

Service Address: SLEEPYHOLLOW LOT 9

Meter No.	From	To	Days	End Read	Start Read	Gallon Usage
[redacted]	01/06	02/02	27	657690	657690	0

Monthly Usage



THIS IS A FINAL BILL

Detail of Charges:

Water	16.36
School Tax	0.49
Total Current Charges	**$16.85**
Balance Forward	$6,204.02
TOTAL DUE FOR THIS LOCATION	**$6,220.87**

Please return this portion with your payment

GRAYSON COUNTY WATER DISTRICT

21 Shull White Rd.
Leitchfield, KY 42754-9107

Phone: (270) 259-2917
Email: gcwd@graysonwater.com
Pay by Phone: (844) 517-9740

Account Number	[redacted]
Due Date	02/20/26
Amount Due	$6,220.87
After Due Date Pay	$6,220.87

T P.30212900005.00005

Scott Hope
6610 Huff Ln
Louisville, KY 40216-1028

Grayson County Water District
21 Shull White Road
Leitchfield, KY 42754-9107

GRAYSON COUNTY WATER DISTRICT

21 Shull White Rd.
Leitchfield, KY 42754-9107

Phone: (270) 259-2917
Fax: (270) 200-4302

5

YN

Account # [redacted]	
Notice Date: 01/12/26	
Amount Due	5,156.50
Scheduled Disconnect Date	01/23/26

To avoid disconnection, payment must be received before the scheduled disconnect date above.

Service Address: SLEEPYHOLLOW LOT 9

Pay by Phone:	(844) 517-9740
Email:	gcwd@graysonwater.com
Office Hours:	Mon - Fri 7:00 - 4:00
Report Outage:	Local (270) 259-2917
Pay Online:	www.graysonwater.com

PAST DUE NOTICE

Our records indicate that your account is past due. If your payment has already been made, please disregard this notice. If not, your payment should be received by the date shown above or your service will be disconnected.

Before the service(s) is reconnected, the following fees may apply:

Collection Trip	15.00
Reconnect - During Office Hours	30.00
Reconnect - After Office Hours	170.00

Please send us payment for the amount due using the enclosed return envelope. You may also pay your bill at your local Grayson County Water District office. Thank you for your attention to this matter.

IF THIS BILL IS NOT PAID, OR YOU HAVE NOT CONTACTED GRAYSON COUNTY WATER DISTRICT BY THE DISCONNECT DATE, YOUR WATER SERVICE WILL BE DISCONNECTED WITHOUT FURTHER NOTICE.

Please return this portion with your payment

GRAYSON COUNTY WATER DISTRICT

21 Shull White Rd.
Leitchfield, KY 42754-9107

Phone: (270) 259-2917
Email: gcwd@graysonwater.com
Pay by Phone: (844) 517-9740

Account Number	[redacted]
Notice Date	01/12/26
Disconnect Date	01/23/26
Amount Due	5,156.50

T P.30061600082.00082

Scott Hope
6610 Huff Ln
Louisville, KY 40216

Grayson County Water District
21 Shull White Road
Leitchfield, KY 42754-9107









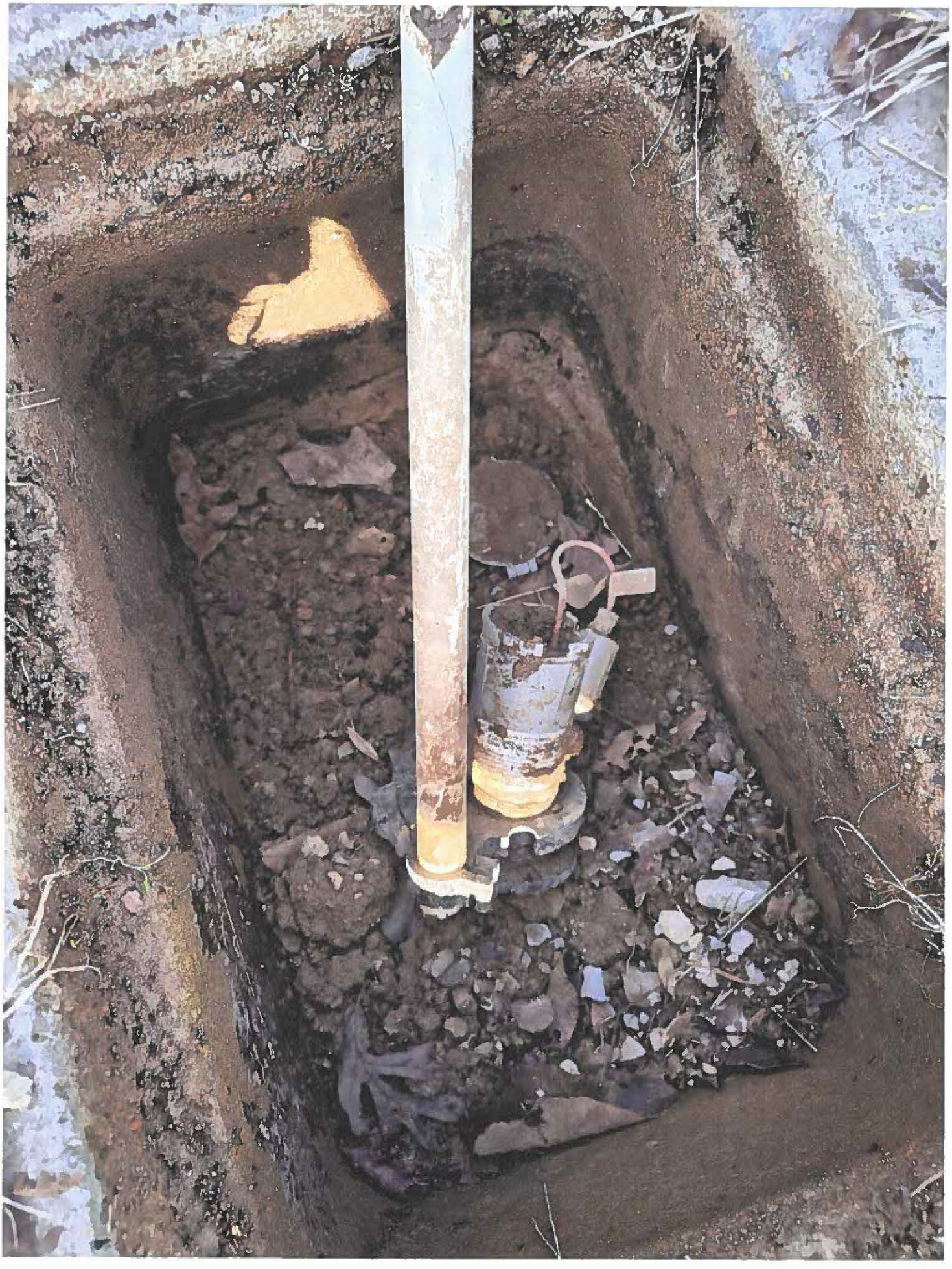
Chrome-Plated Brass Bathcock For ADD A Shower

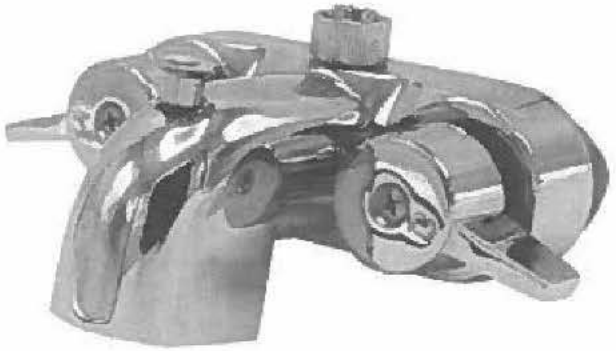
PRODUCT # [redacted]

List Price : $113.16

Available : **693** In Stock

Weight	*2.45 lbs*
Quantity Per Package	*24*
Attribute 3	*Chrome-Plated Die-Cast Spout*
Attribute 4	*3 3/8" Center*
Attribute 5	*3/8" Top connection*











Chrome-Plated Brass Bathcock For ADD A Shower

PRODUCT # [redacted]

List Price : $113.16

Available : **693** In Stock

Weight	*2.45 lbs*
Quantity Per Package	*24*
Attribute 3	*Chrome-Plated Die-Cast Spout*
Attribute 4	*3 3/8" Center*
Attribute 5	*3/8" Top connection*

Service List for Case 2026-00127

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

* Brian S Hope
204 Sleepy Hollow Road
Clarkson, KY 42754

* Brian S Hope
6610 Huff Lane
Louisville, KY 40216

* Denotes served by Email