

Commissioners:

Robert Tucker, Chairman
Deborah Duncan
Mike Easley

South Hopkins Water District

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July 18, 2025

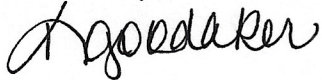
Ms. Linda Bridwell
Executive Director
Public Service Commission
PO BOX 615
Frankfort, KY 40602

Re: Case No. 2023-00018
South Hopkins Water District

Dear Public Service Commission:

I would like to address the District's concerns about our water loss issue. Each month it does indeed increase, no matter how many leaks are detected and repaired. The Water Loss Surcharge that we were ordered to charge our customers to help with this issue is sitting in an account untouched due to not getting timely responses from the Commission. There is also no guidance on what to do with the money and having to answer the same questions over and over again is redundant and proving ineffective. The District is continuing to struggle, and we are getting no answers or direction. I have been waiting since June 17th for an answer to a question I sent in. I have also sent emails on said question and was told "will see what we can do" this was on June 23rd. Customers have voiced concerns regarding the collection of this surcharge and its use as there have been no significant improvements in the District, and we cannot give them updates as we don't have any. Please advise us how we can expedite this process to use these funds as the District is at a stage where timely answers are crucial to our operation. Thank you for your time.

Sincerely,



South Hopkins Water District
Kayla Goodaker-Office Manager
Jon Blalock-Superintendent
Mike Easley- Commissioner

South Hopkins Water District is an equal opportunity provider and employer