

From: [Bruner, Brandon S \(PSC\)](#) on behalf of [PSC Executive Director](#)
To: [REDACTED]
Subject: Case 2021-00154
Date: Monday, September 27, 2021 3:45:00 PM

Thank you for your comments on the application of Martin County Water District. Your comments in the above-referenced matter have been received and will be placed into the case file for the Commission's consideration. Please cite the case number in this matter, 2021-00154, in any further correspondence. The documents in this case are available at [View Case Filings for: 2021-00154 \(ky.gov\)](#).

Thank you for your interest in this matter.

From: PSC Public Information Officer <PSC.Info@ky.gov>
Sent: Friday, September 24, 2021 5:14 PM
To: PSC Executive Director <PSC.ED@ky.gov>
Subject: FW: Case 2021-00154

From: PSC Consumer Web Inquiry <PSC.Consumer.Inquiry@ky.gov>
Sent: Wednesday, September 22, 2021 11:30 AM
To: PSC Public Information Officer <PSC.Info@ky.gov>
Subject: FW: Case 2021-00154

From: Barbi Maynard <[REDACTED]>
Sent: Wednesday, September 22, 2021 11:25 AM
To: PSC Consumer Web Inquiry <PSC.Consumer.Inquiry@ky.gov>
Subject: Case 2021-00154

Dear Public Service Commission,

I know that the Martin County Water District is in a desperate state of disrepair. We struggle with daily outages, some lasting days, our water is often dirty, discolored, and/or smells strong. Often the pressure is weak. The WARNINGS that We often get concerning our Health Risk due to Disinfectant Byproducts are frightening. Leaking lines and full blown main line breaks. We stay under a Boil Water Advisory more often than not. It is obvious that much work needs to be done in order to get Martin County Water District updated and upgraded to the level needed to supply the customers with dependable and good quality Water. I beg and plead to you to consider the burden that we are already having to endure just to have the Basic need of WATER. Look at the Human side and think before putting an even larger burden on these Poor People. We paid our bills faithfully yet we have a debt fee. That is no different than if I go to Walmart and buy a shirt and then later they say they didn't pay their supplier so I have to pay them a debt charge for owning the shirt that I bought from them. Yet I pay this fee although I firmly disagree with it. Why keep raising our rates for Undependable Water that we feel that we justifiably is unsafe. As you know a large portion of the county live in Poverty. They struggle Month to Month just to be able to pay bills for Basic Needs. The average income in the county is Under \$17,000 a month. We are Currently paying the Highest Rate in The State. Please think long and hard before you make a choice on whether to punish us even more for things that we DID NOT DO. I fully understand the

situation. The Water Company needs more and more money in order to fix the problems that have taken decades to get to this point. I particularly blame the Public Service Commission for letting it get to this point. Multiple investigations were opened into Martin County Water over the last several decades ending with the Public Service Commission making suggestions then forgetting about us and not following through. There was never anyone at the Public Service Commission that cared enough about the problems to see that they were addressed when the investigation was closed and the suggestions were made to Martin County Water. I know that it was the responsibility of the Water Department to implement these suggestions and the blatantly ignored them. I blame Martin County Water as well as County & State Officials for letting it get to this point. Just please take a moment to consider how your decision will affect us the Customers, the Rate Payers, the Humans that are already struggling just to survive.

Thank You,
BarbiAnn Maynard

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