

COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

JASON W. ASHCRAFT)	
)	
COMPLAINANT)	
)	
V.)	CASE NO.
)	2024-00233
MONROE COUNTY WATER DISTRICT)	
)	
DEFENDANT)	

ORDER

On July 19, 2024, Jason W. Ashcraft tendered a formal complaint against Monroe County Water District (Monroe District), alleging that Monroe District improperly billed him for water that he did not consume. Mr. Ashcraft alleges that he should only be billed a corrected amount and should be compensated for any late fees that have accrued due to this matter.

LEGAL STANDARD

Commission regulation 807 KAR 5:001, Section 20, governs the filing of a formal complaint. In accordance with 807 KAR 5:001, Section 20(1)(c), a complaint must state “[f]ully, clearly, and with reasonable certainty, the act or omission” that the complaint alleges the utility failed to comply with and facts, with details, of the alleged failure. In accordance with 807 KAR 5:001, Section 20(4)(a), the Commission examines a complaint to determine whether the complaint establishes a prima facie case and conforms to the administrative regulation. 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 or conform to the administrative regulation, 807 KAR 5:001, Section 20(4)(a)(1) provides that the complainant be notified and provided an opportunity to amend the complaint within a specified time. Additionally, 807 KAR 5:001, Section 20(4)(a)(2) provides that if the complaint is not amended within the time that the Commission grants, then the complaint shall be dismissed.

DISCUSSION AND FINDINGS

In his complaint, Mr. Ashcraft alleged that Monroe District improperly billed him for water that he did not use. However, he did not provide any bills to the Commission with his complaint. Based on a review of the complaint at that time, the Commission was unable to determine whether the complaint established a prima facie case because there were allegations, but not documents regarding the basis for the bills. Because the allegations supported further investigation into the merits of the complaint, the Commission found that Mr. Ashcraft should file, within 20 days of service of the Order, certain information to support his claim, including copies of his Monroe District bills from February 2024 through July 2024.

On September 11, 2024, Mr. Ashcraft emailed a response to the September 10 Commission Order stating that he no longer has time to dedicate to the complaint process, did not respond with copies of his bills, nor requested a Commission meter test.

IT IS THEREFORE ORDERED THAT:

1. Mr. Ashcraft's formal complaint and this case shall be dismissed with prejudice.

2. A copy of this Order will be mailed via certified mail to Mr. Ashcraft at 525 County Farm Road, Tompkinsville, Kentucky 42167.

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PUBLIC SERVICE COMMISSION



Chairman



Commissioner



Commissioner

ATTEST:

Executive Director

ENTERED
JAN 30 2025
AH
KENTUCKY PUBLIC
SERVICE COMMISSION

*Jason W. Ashcraft
525 County Farm Road
Tompkinsville, KENTUCKY 42167

*Monroe County Water District
205 Capp Harlan Road
Tompkinsville, KY 42167