

COMMONWEALTH OF KENTUCKY  
BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

SANDY MORROW	)	
	)	
COMPLAINANT	)	
	)	CASE NO.
V.	)	2024-00297
	)	
GARRARD COUNTY WATER ASSOCIATION, INC.	)	
	)	
DEFENDANT	)	

ORDER

On September 9, 2024, Sandy Morrow filed a complaint against the Garrard County Water Association, Inc. (Garrard County Water), in which she made a variety of accusations against her neighbor, the water association, and a water association employee who also performed plumbing work for her while off-duty. Most of Ms. Morrow's allegations pertain to conduct by the off-duty water association employee and her neighbor.

On May 29, 2025, the Commission entered an Order finding that Ms. Morrow should be notified that the allegations that specifically relate to her neighbor and the utility employee acting in his private capacity, as presented do not establish a *prima facie* case against the utility. The Commission found that Ms. Morrow should be afforded an opportunity to amend the complaint within ten days of the date of the Order. The Commission further found that Ms. Morrow's complaint regarding the conduct of the employee, acting as meter reader, and of the utility manager, and regarding the alleged

low water pressure does comply with procedural requirements and establishes a prima facia case against Garrard County Water. The Commission ordered Garrard County Water to satisfy or answer these claims within ten days of the date of the Order. The Commission served this Order upon both Garrard County Water and Ms. Morrow.

On June 6, 2025, Garrard County Water filed an answer and motion to dismiss. On June 10, 2025, the Commission received a document from Ms. Morrow styled Amendment to Complaint; however, no response to Garrard County Water's answer and motion to dismiss have been filed. On June 30, 2025, the service copy of the satisfy or answer order mailed to Ms. Morrow by certified mail was returned as not deliverable after a failed delivery attempt and being held at the post office for 15 days. The Order was mailed to Ms. Morrow at the address listed on the complaint.


The Commission finds that service of the May 29, 2025 Order on Ms. Morrow was not accomplished and that the Order should be re-served by U.S. Postal Service Certified Mail, Return Receipt Requested, and First-Class Mail. While Ms. Morrow did file a document styled Amendment to Complaint and could have accessed the Order on the Commission's website, the availability of the Order on the website cannot substitute for personal service of a Commission order. Nothing in the document filed by Ms. Morrow references the Order or the specific claims that the Order requested her to address. The Commission finds that the record does not contain any evidence indicating that Ms. Morrow received Garrard County Water's Answer and Motion to Dismiss. The Commission finds that Ms. Morrow should be afforded 20 days from the date of entry of this Order to respond to the Order as well as Garrard County Water's answer and motion to dismiss.

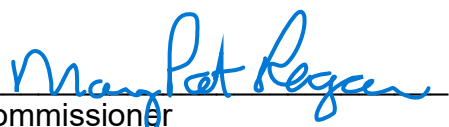
IT IS THEREFORE ORDERED that:

1. The May 29, 2025 Order be re-served by the Commission on Ms. Morrow by the U.S. Postal Service Certified Mail, Return Receipt Requested, and First-Class Mail to 1274 Bryants Camp Road, Lancaster, Kentucky 40444.
2. Ms. Morrow shall have 20 days from the date of entry of this Order to respond to the May 29, 2025 Order.
3. The Commission shall also re-serve a copy of Garrard County Water's answer and motion to dismiss on Ms. Morrow by including a copy in its mailings serving the May 29, 2025 Order.
4. Ms. Morrow shall have 20 days from the date of entry of this Order to respond to Garrard County Water's answer and motion to dismiss.
5. Failure to respond to Garrard County Water's answer and motion to dismiss may be considered grounds for dismissal.

PUBLIC SERVICE COMMISSION

  
Chairman

  
Commissioner

  
Commissioner

ATTEST:

  
Executive Director



Case No. 2024-00297

Sandy Morrow  
1274 Bryants Camp Road  
Lancaster, KY 40444

\*Garrard County Water Association, Inc.  
315 Lexington Road  
P. O. Box 670  
Lancaster, KY 40444