

From: [PSC Consumer Inquiry](#)
To: [PSC Public Comment](#)
Subject: FW: KY PSC Utility Inquiry
Date: Tuesday, May 14, 2024 8:50:34 AM

From: KY Public Service Commission <pscfilings@ky.gov>
Sent: Saturday, May 11, 2024 3:56 PM
To: PSC Consumer Inquiry <PSC.Consumer.Inquiry@ky.gov>
Subject: KY PSC Utility Inquiry

Below is the result of your feedback form. It was submitted on Saturday, May 11, 2024 at 3:55 PM

Name: Debora Stacy
Address: [REDACTED]
City: west liberty
State: ky
Zip Code: 41472
Phone number where you can be reached: [REDACTED]
Home phone:

Utility Name: Morgan County Water District

State the nature of your concern: I am writing in response to the PSC hearing on the Morgan County Water District emergency rate increase. I have several concerns in the PSC awarding any more money to a company that is obviously mismanaging their current funds. I run a small business myself and find the overspending of a public service utility gross and inexcusable. When operating a business you have to stay within your budget. Any business losing 70 percent of their product would need to find that immediately or it would put a private business out of business. The biggest problem I have with government entities is they don't work on providing the consumer the service at the lowest price they can. Instead they overspend and then take more money from the consumer to deal with the problem. I think the following reflects poor upper management decisions on how to spend the money. First off I would like to note \$6000 donation given to rent the country club is a ridiculous donation when you are a company struggling. And I'm not sure how this benefited the citizens who pay this utility company for a utility. \$1900 for a career day is ridiculous when you are operating in the red. Hiring 5 employees when you are in the red and behind several months to the company that supplies you with the product that you sell is inexcusable. It was noted in this emergency hearing that they hired those 5 employees to justify the emergency rate case. Also, in September 2023, the board was asked to give more employees but the board tabled it. I believe they were aware they didn't have the money to hire those people. Then, I believe Mr. Elam found a way around it and used Gateway to pay these employees for three months while he worked on the rate increase case to get these employees. They assumed they were getting the rate increase and hired the employees even though they didn't have the funds and was behind on bills to different things including Cave Run Water who supplies the product they sell. The previous GM worked the water district with less than half of the current employees and that GM was paid a lot less. Also, if the Morgan County Water District consumer misses paying their bill 15 days after its due, they cut our supply off. However, the Water District is now several months behind paying Cave Run Water, who supplies the water I use. They claim they haven't received invoices for 2024, but have 2 unpaid invoices from 2023. Why haven't they

paid the 2023 invoices? Would that excuse work for their consumer? Using the Morgan County Water district debit card to make personal purchases is absolutely uncalled for and if this occurred for any other company there would be serious repercussions and possibly fired. I would ask the PSC to look into other employment the GM has had and see if this was a problem there as well. I have heard a couple of times it be said that the newspaper misinformed the public. I went to the meeting held at the Water District and what I heard was much the same as reported in the paper. I have heard it noted several times the public doesn't understand but I believe the public understands better now than they ever have. They understand they are being asked to pay more for something because the spending is outrageous and grossly spent. The money they currently pay is not used to operate the water district efficiently. Another issue, the general manager goes to martial arts training that is expensive and tries to run it by as its for team building. This trainer is his idol if I may note. Again, I'm going to ask how does this benefits the consumer of this utility. I have been told that there has been employees asked to resign because of poor documentation, yet after listening to this hearing, I would say that is a consistent problem with the Water district therefore I question why one employee was put in this position when it is apparent poor documentation is from the head down. I am not sure who is responsible in making sure the consumers money is spent efficiently and non wasteful or who holds the decision makers responsible but my hope is that the PSC will be pursuing looking into this. Also, I think the upper management danced around a lot of questions purposeful. If you are asking for an emergency increase, you should have your ducks in a row, but these ducks were scattered everywhere. They passed the blame to everyone else who wasn't there to defend themselves, from the former bookkeeper, auditors and reporter or the poor public that just doesn't understand. I hope that you will see to it that these people are held accountable and help get the water district an upper management that can efficiently run the Water District in a more efficient and less wasteful way. I thank you for your time and consideration!

Have you contacted the utility about the problem: Yes
