

COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

In the matter of:

Sandy Morrow
(Your Full Name)
COMPLAINANT

VS.

Garrard County Water Assoc.
(Name of Utility)
DEFENDANT

RECEIVED

SEP 09 2024

PUBLIC SERVICE
COMMISSION

COMPLAINT

The complaint of Sandy Morrow respectfully shows:
(Your Full Name)

(a) Sandy Morrow
(Your Full Name)

1274 Bryants Camp Rd Lancaster Ky 40444
(Your Address)

(b) Garrard County Water Association
(Name of Utility)

315 Lexington Road Lancaster Ky 40444
(Address of Utility)

(c) That: See attached statements pages 1-9
(Describe here, attaching additional sheets if necessary,

the specific act, fully and clearly, or facts that are the reason

and basis for the complaint.)

Continued on Next Page

Formal Complaint

Sandy Merson vs. Danard County Water Assoc.

Page 2 of 2

Wherefore, complainant asks see attached page ^{Relief of} (1-3)
(Specifically state the relief desired.)

Dated at Lancaster, Kentucky, this 27th day
(Your City)
of August, 2024
(Month)

Sandy Merson
(Your Signature*)

N/A

(Name and address of attorney, if any) Date

*Complaints by corporations or associations, or any other organization having the right to file a complaint, must be signed by its attorney and show his post office address. No oral or unsigned complaints will be entertained or acted upon by the commission.

Attached Statement
from Sandy Morrow
page 1 of 9

To:

Rosemary Tust and legal
and whom it may
concern Public Services Commission

On Oct. 26, 2023 I returned home
and my next door neighbor (William (Bill Bryant))
was waiting for me at my water meter. He had
the steel drain off and he yelled at me to
say "The water meter guy, Sammy was checking
a meter up the road for a new home being built
and they weren't receiving much pressure so they
came by each house and checking and that the
water meter worker said I have a water leak".
He showed me the meter as it was turning. I
went inside, but first I ask him why the
water employee didn't leave a notice on my door,
or if he was coming back to make sure I knew,
but William said "he told me to make sure I
informed you, because he had to go back to that new
house."

The neighbor (William) kept following me around
on the parameters of my property, (He and his wife).
He soon came to me with a phone number and
said to call this plumber and he will give me
a good deal and that he ~~was~~ was a licensed
plumber and he has known him all of his
life.

Since I had to have my leak fixed, that he was going to have Mr. Marce~~ee~~ give us new spigots (which are both together in concrete) because he said they have to be dug up at the end of the job, when he fixes the pipe leak and he stated he would pay for half of it. I was stressed out and I said "I am hoping when he checks it that it isn't an underground pipe leak". Mr. Bryant seemed excited and elated as I was feeling very stressed at the situation. He then knocked on my door a couple hours later and told me that he spoke to Mr. Marce~~ee~~ and he said "Do not turn off the water valves downstairs because he will turn it off when he arrives".

Once Mr. Mar and his son arrived, he immediately went to Mr. Bryant's driveway and they were laughing and he had a cup of coffee in his hand. I said "oh do I not have a pipe leak?". Mr. Mar said yes you do and I said "where" and he pointed to my front yard and said "right there in the ground" then he took off with Mr. Bryant across the road as I was trying to ask him questions. He only answered me that he would be back to fix the underground pipe leak on Monday at 9:00 am

This meant I had to worry and wait all weekend long and he didn't have a sense of urgency and was evasive. He and his son and one other guy arrived on Mon. around 9:30 a.m. and immediately Mr. Marce was on the excavator running it and there was no way for me to speak to him. He only waved at me and continued excavating. He had parked his vehicle in Mr. Bryant's drive. I was there the entire day and after lunch Mr. Marce did not return, he sent his son back to finish the job. The entire process was around 6 hours, but they never seemed to be where Mr. Marce pointed to say I had the underground water leak. They were close to the end of my property and beginning of Mr. Bryant's as Mr. Bryant was with them the entire time. Mr. Bryant came and told me that the bill was 600 and he had a check written to Mr. Marce for \$300 and he said that was for the spigots and I owed \$300 for Mr. Marce, fixing the pipe leak underground. I seen him give Mr. Son my 300 cash, but he put the check back in his own pocket.

I immediately called the water company

to inform them I had my underground water leak fixed by a plumber and I wanted to know if my bill was going to be extremely high and if they would be able to give me some sort of discount or break, since I had it fixed. She said they didn't give discounts but that it did not appear I had any kind of leak.

I was so confused by the way Mr. Bryant acted and by the water employees who answered the phone, so I immediately went to the water company and asked to speak to the manager. Shawn (the manager) came to the front, I explained to him what was going on and he said before I could finish "yes we did have a water meter employee out on your road that day (checking meters and his name is Sammy. Marco I said the plumber who did the work to correct the underground pipe leak was named Sammy and Shawn said "yes Sammy he is our employee and he does excavating, also and he described Sammy's excavator and I said "yes".

I told Shawn I was confused because the lady said I didn't have a leak and I described the way Mr. Marco acted and I was surprised to

find out that Mr. ^{Sammy} ~~Marice~~ was the water meter employee who had come by to say I had a leak, was also the one who answered the phone call and never mentioned that and he was also the one who came to fix the leak.

Shawn ask the cashier to look up how many gallons of water I used and she said 10,500 on 10 and I said "Does that indicate an underground water pipe leak?" Shawn said, "not necessarily. I asked if he would investigate and find out what he did, because I had no idea what he did underground because he wouldn't talk to me and that I was waiting all day to get a receipt and speak w/ him but that he never returned.

Shawn immediately started to walk away and said I will call "Mr. ^{Sammy} Marice" and get back w/ you. I waited 3 days and Shawn never returned a phone call to let me know what he found out.

I text Mr. Marice and told him I needed a receipt. He immediately called me and said he knew I went in and complained to Shawn and was upset and that he didn't appreciate it. I informed him that I was

a new home owner and that I had a right to know exactly what pipes he repaired or took out or put in my yard and where to know and to be up to code and in case if I sell it again, so I can tell the new owners.

He informed me that he replaced my spigot along w/ Mr. Bryant's. I told him I never asked for that and he said in a few years you would have needed one. I told him that he told me I had an underground water pipe leak. He said "If a licensed plumber had done the work, you would have paid a lot more than \$300 and I said you and Mr. Bryant said you were a licensed plumber. I attached the text correspondence after we hung up from Mr. Marcey and I.

I called Shawn after this and after he never called me and I told him that they had lied to me and that I never had a water leak and that Mr. Bryant wanted a new spigot, which meant taking mine out of concrete, also and that Mr. Marcey got an excavating job out of it and that they lied about the pipe leak to get me to pay the bill and that Mr. Marcey was waiting

for my phone call, pretending not to know and never mentioned he was also the water meter employee. I also told Shawn that Mr. Bryant had multiple hoses (water) running up my property (mostly buried) but visible going to his property and that I had seen him attach different bottles of chemicals, like weed eater killer to the same hose and I was concerned about cross contamination and what they did to my pipes when they dug underground. Shawn was rude to me and told me, he spoke w/ both of them and they did me a favor and that Mr. Maricee is a good guy and Mr. Bryant had never done anything to him and he had known them both for a long time. I told him it wasn't about him, it was about what they did w/ the water unethically.

Shawn said it has nothing to do with the water company and I said "yes it does because Mr. Maricee is your employer and the one who said I had a leak and he said "he is not an employee, he is a contractor". I informed him, that it is the same thing. He said "that is between you all, if he was stealing water from us, I would be upset

and do something, but I suggest you get a "big lock" for your new spigot and then he hung up the phone.

I have not had hardly any water pressure since this. My bathroom sink upstairs barely drips out a few drips of water when handles are turned to the max. My showers used to be high pressure prior to Mr. Mar digging in the ground and now they have extremely low pressure and the shower and sink in the downstairs drip consistently. Immediately, the very next week, water came up through the shower and overflowed into my bathroom and kitchen.

I live by myself and was rarely home and my water bill was usually 90, 95, 100 per month and it wasn't until after no one would help me, I eventually was able to cut the water hoses on my property, he had hidden that my bill went down to \$25 a month.

Mr. Mar never one time stepped in my house to turn the water off, as Mr. Bryant stated two days earlier he would be doing when he arrived.

(9)

Mr. Sammy Marice is not a licensed plumber. They worked (digging) for a total of 6 hours. He did 3 hours and after lunch, his son did the other 3 hours and he is not a licensed plumber, either.

I do not know what all they did underground. I don't know if they tied our pipes together, as it was shortly after, when I discovered Mr. Bryant had been stealing my water w/ the illegal water hoses buried in my ground and underneath my house going to his house. Sammy Marice would not talk to me at all in person.

This is why I expressed to Showm the manager - that I had a right to know what they did underground to my pipes. He refused to help me in any way and actually was rude and tried to lie along with it. I hardly have any water pressures whatsoever and prior to this occurrence, my water pressure was great.

End of Statement

Gandy Moron

8/27/24

Relief requested:

Shawm is the manager and is responsible for maintaining and managing water supply. He has been negligent and allowed his workers to pose risks associated with his negligence.

He actually should not have this position any longer, as it is clear that he chooses and will continue to choose negligence over honesty and integrity for water customers.

He allowed Mr. Marces and other individuals to get by with conducting work on water pipes without proper permits or license. He knows it is illegal.

Therefore, I would ask that he send a licensed plumber to my property to dig up the work that his employees did and see if they tied our pipes together and diverted the water systems and to see if he damaged the integrity of the pipes structure. For the plumber to re-do it correctly so as to not lead to any further possible potential risk of contamination of water supply for my residents, potential water outages, leaks or breaks, which could have occurred due to untrained, unqualified workers.

12083

Additionally, I am asking for my \$300 back and for the difference in bills once I figured out the situation, when he refused to help me and my bill decreased from \$95 to around \$25, as he allowed Mr. Bryant to NOT Pay.

$$\begin{array}{r} 95 \\ -25 \\ \hline 70 \end{array}$$

x 11 months

$$\begin{array}{r} \hline 770 \end{array}$$

Also, he should be trained in any situation that residents, customers should be listened to as we see a lot and when we report suspicious or unauthorized activity on any part of the water supply infrastructure or address illegal activity, it should be and must be taken seriously with an imminent response of urgency, not with no call back, then a lie, then favouring one person, then hang up.

I also have proof of recording of Mr. Bryant admitting Mr. Marcey was the water employee who came and said I had a water leak. I can provide if needed

I am almost certain Mr. Marce tied our lines together and directed the water system. I have hardly any pressure and no water in upstairs sink and my basement shower flooded. I barely have a little pressure to wash my car.

Since in the past month I have uncovered that Mr. Bryant has even his electric hardwired into my panel box, also. They immediately came to investigate when I called and alerted them, as Shawn should have. I have no doubt that he had Mr. Marce permanently perform work for his water to benefit him, as the electric is buried through the ground, also. Mr. Marce and his son were here for over 6 hours.

I know it is against the law to perform plumbing work in Ky without a license and Shawn knows this also. I did not give him permission to do the water spout. It is illegal to open lid except for workers.

I know it is illegal to even dig without calling 811 prior, and Shawn knows this too. So he allowed his worker to break the laws

End of relief statement

Sandy Marce



November 14, 2023
2:10 PM

Edit



pictures of
water hoses
buried in the
ground even
when they did
the dissi





This is the meter
hole w/ Mr. Bryant
on left and mine on right
and when I came home,
he met me there and said
the water meter employee
kept the lid off for me
to see I had a leak.



4:27

SOS

< 11



iMessage
Thu, Oct 26 at 6:12 PM

Sandy
1274 Bryant's
Camp Rd

Tue, Nov 14 at 1:07 PM

This is Sandy and I
need an itemized
receipt for the work
I paid, for my taxes
please
1274 Bryant's
Camp Rd



Text Message



He just asked for my
address on the day I
called him.

But below he never
gave me a receipt or any
paperwork to sign. He
wouldn't talk to me. I had
to ask him and he sent this

4:27

SOS

< 11



What is you last name Sandy for the invoice

Gossett

INVOICE
ammy Marsee

PO Box 122
Bryantsville
N.C. 28010
(855) 320-4301
sammy@ammy.com

To Sandy Gossett

Invoice Num 306
Date Nov 14, 2023
Due Date Dec 14, 2023
Terms 30 days

Description	Quantity	Rate	Amount
replace water hydrant. Labor and materials	1	\$300.00	\$300.00

indicates non-taxable item
thank you for your business.

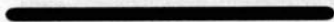
Subtotal	\$300.00
Tax (8%)	\$0.00
Total	\$300.00
Paid	\$300.00
Balance Due	\$0.00



Tue, Nov 14 at 4:27 PM



Text Message



4:28 ↗

SOS 🔋



Tue, Nov 14 at 4:27 PM

I did not ask for water hydrant only to be replaced I was under the assumption that you were correcting the underground pipe leak that was supposedly leaking. That's exactly what I called u about I told you that Bill gave me your number and that



Text Message



4:28 ↗

SOS 🔋



he said a water meter employee came by that day and said that I had a water pipe leak and left he the hole off so I could see the meter and the arrow turning that he said the water meter employee seen. I specifically asked you to come check it to see IF I had a pipe leak . I told you that bill said his was an iron



Text Message



4:28 ↗

SOS 🔋



pipe and his brother put a pvc underground and that I didn't even know where it could be coming from because I had no water puddles anywhere .

I did not call you to replace mine and bills water hydrant only. I've always had a drip from it my water hose at times when the water hose isn't on correctly or if the



Text Message





lever was not pled
back all the way
down, there was
not one thing
wrong with my
spout I used it
every single day.
So it's fine, I paid u
for what you did
and I was on my
honest part but
you know that the
hydrant was not
leaking enough to
warrant a full blown
escalation because
you knew it did not
as u said today.



Text Message



4:28 ↗

SOS 🔋



Even if that were the case , I would not have had only that work done. I don't need it that bad . I asked you if there was a pipe leak and you said yes and I said where and you said underground and walked away with Bill therefore, on Monday, I assumed that you were digging and replacing ir fixing the pipe leak



Text Message



4:29

SOS 

< 11



underground I had zero idea that u weee only replacing two water spouts. He said before his didn't work right. Mine was one hundred percent fine for me for what I needed. I was tricked so both of you benefited, he got his new spout he has been wanting and u got a job and the only way



Text Message





he could get it was
get the concrete
up , so what better
way to pretend I
have a water leak
underground and a
utility employee
said so too plus
they all had their
ear stuck to my
spout and to call
the one guy they
knew and u agreed
by not even
touching a single
thing You had
coffee in your hand
that day you came



Text Message



4:29 ↗

SOS 🔋



coffee in your hand that day you came to asses my apparent pipe leak so and there you go,, he got his new spout , u got 300 or 600 I'm sure he never paid a dime to u , just me and I got the bill for something I NEVER needed at all. I actually had no clue that you also worked at the water company when I went there.



Text Message





I hope u learn a lesson that when u think u can trust people to not get causing in their lies think again because you could have a had good honest new customer u have never met but everyone thought I was stupid because I'm a girl , but I really am far from being dumb. The honest thing to do is pay me my



Text Message



4:30

SOS 



money back and
have him pay you
for the work he
wanted done and
stood with your
crew for 6 hours as
you did it, and if
that doesn't
happen then God
above seen it all
and when people
cheat others, you
always lost more in
a different way and
plus I would
Just hate to know
that I was that kind
of person to rip off



Text Message



4:32 ↗



a lady who worked just as hard as you say u do and bought a home on her own and know that at Christmas time you had to go along with a full blown dishonest trick just to get a measly three hundred dollars . I would rather have zero dollars than to have a dishonest character. I hope you don't associate with all your



Text Message



2:45

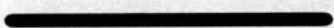
SOS  



customers as you did me! But I'm sure u don't and I know he did not pay you either because that job was not worth 600 . All u did was dig up some dirt and bust some concrete and put back what was already there. You did zero pipe work and where is my old spout? I wanted to keep it but I never seen it



Text Message



4:32



Mon, Nov 20 at 1:01 PM

If I do not have my 300 back for you pretending to do busted pipe in my yard but yet working for Mr. Bryant to give him a new faucet on a plot to extort money from Me for payment for services I did not give permission , I will make a report

I really have no



Text Message



4:32



< 11



I really have no idea where you've come up with all this. I did. Exactly what I said we were going to do Make whatever report you feel necessary. I did not speak to Mr Bryant prior to you calling me because of a leak We fixed your leak which required replacing the hydrant because that is what was looking



Text Message



4:32



what was leaking.
There was no
conspiracy
involved. You
do whatever you
feel necessary. I
am as honest a
person as you will
ever deal with and
personally take
offense to being
accused of wrong
doing. Keep up
the harassment
and I will file my
own harassment
paperwork against
you.



Text Message



4:32



accused of wrong doing. Keep up the harassment and I will file my own harassment paperwork against you.

Have a good day

I will file a report and I did speak with Mr Bryant and he said that you the Meter guy came to my Property that day and told him that I



Text Message



4:32 ↗

SOS 🔋



I will file a report and I did speak with Mr Bryant and he said that you the Meter guy came to my Property that day and told him that I had a leak by the water arrow moving fast and I have it on recording of him saying it and you admitted I did not have an underground pipe Leak which u were



Text Message



2:43

SOS  

 11



the pipe leak underground I had zero idea that u weee only replacing two water spouts. He said before his didn't work right. Mine was one hundred percent fine for me for what I needed. I was tricked so both of you benefited, he got his new spout he has been wanting and u got a job



Text Message



4:33 ↗

SOS 🔋



saying it and you admitted I did not have an underground pipe Leak which u were only permitted to check by me and lied about. When we all three got to court then the truth will be told. He said you came by that day and said I had a leak and you are the one I called.

Read 11/20/23



Text Message

