

Public Comments Received for Case Number: 2025-00295
Response Wednesday, June 10, 2026

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, 2025-00295 in any further correspondence.

The documents in this case are available at: [View Case Filings for: 2025-00295 \(ky.gov\)](#).

Received through Public Comments

Tuesday, June 9, 2026

From: Shannon Thompson
City: Versailles
State: KY
Zip: 40383

Comments:

During the week of May 31st, the SWWD had multiple line breaks, two of which occurred on Troy Pike/33. These particular breaks were apparently caused by All Points Broadband contractors, Congruex, digging to place fiber line in areas where SWWD had mis-marked line locations. In both of these instances, water continued to flow for over an hour without any SWWD personnel present to conduct repairs or mitigate water loss. Customers notification was severely delayed. In the instance of the break that occurred on Friday, June 5th, it took SWWD over 7 hours to provide an update to customers after initial notification of the break. Calls to the emergency phone number listed on the SWWD went unanswered and the voicemail box was full, unable to accept messages. Servicing a largely rural area where many customer are also farmers and livestock owners, this lack of communication resulted in many farms going without potable water for not only their households but their animals (in most cases there was no water available at all). There is no information provided on the SWWD site for customers in regards to where they can obtain county or city provided emergency water resources (this information was later provided by James Kay during live FB message several days later).

The SWWD Loss Prevention and Leak Protection Program (3/2026) stipulates a monthly screening of infrastructure in areas known to have high water loss or leaks based on past data.

I ask that PSC review SWWDs reports on the Loss Prevention and Leak Protection Program to ensure compliance, as well as direct SWWD to provide the public with emergency contact information and board meeting minutes on their website to increase transparency.

Service List for 2025-00295

* South Woodford Water District
117-D Crossfield Drive
Versailles, KY 40383

* Barry Dury
South Woodford Water District
117-D Crossfield Drive
Versailles, KY 40383