

COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

CAROLYN F. DRAKE)	
)	
COMPLAINANT)	
)	
V.)	CASE NO.
)	2025-00138
)	
LARUE COUNTY WATER DISTRICT #1)	
)	
DEFENDANT)	

ORDER

On May 1, 2025, Carolyn F. Drake (Ms. Drake or Complainant) tendered a formal complaint against Larue County Water District #1 (Larue District #1) alleging that Larue District #1 failed to send notice prior to shutting off her water service for non-payment.

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 alleged 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


Based on its review of the complaint, on April 8, 2026, the Commission issued an Order notifying the Complainant that the complaint, as written, did not establish a *prima facie* case. Pursuant to Section 20 of 807 KAR 5:001, the Commission provided the Complainant an opportunity, within 20 days of service of the Order, to amend her complaint with additional information to support her claim. Following the April 8, 2026 Order, Complainant did not submit additional information or evidence sufficient to establish a *prima facie* case within the timeframe provided. Accordingly, the Commission finds this complaint should be dismissed without hearing, as a hearing is not in the public interest or necessary for the protection of substantial rights.

IT IS THEREFORE ORDERED that:


1. The Complainant's formal complaint and this case shall be dismissed without prejudice.
2. This matter shall be removed from the Commission's docket.
3. A copy of this Order shall be served upon Ms. Drake by the U.S. Postal Service First-Class and Certified Mail, Return Receipt Requested, at 4194 Munfordville Road, Sonora, Kentucky 42776.

Entered on this 28th day of May, 2026.

PUBLIC SERVICE COMMISSION




Angie Hatton
Chair



Mary Pat Regan
Commissioner



Andrew W. Wood
Commissioner



Barry L. Mayfield
Commissioner

ATTEST:

 RP

Linda C. Bridwell, PE
Executive Director

Service List for 2025-00138

Carolyn F. Drake
4194 Munfordville Road
Sonora, KY 42776

* Larue County Water District #1
421 Strange Road
Hodgenville, KY 42748