

COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

KRISTYN KATE STASEL	)	
	)	
COMPLAINANT	)	
	)	CASE NO.
V.	)	2025-00197
	)	
HARDIN COUNTY WATER DISTRICT NO. 2	)	
	)	
DEFENDANT	)	

ORDER

This issue arises from a complaint filed on May 23, 2025, by Ms. Kristyn Kate Stasel against Hardin County Water District #2 (Hardin District #2) concerning the disconnection of her water service at 620 Stewart Court, Apt. A, Elizabethtown, Kentucky 42701. In the complaint, Ms. Stasel alleged that Hardin District #2 illegally disconnected her water service during freezing cold temperatures without providing a disconnection notice,¹ that she was forced to pay \$100 in reconnection and penalty fees,² and has since received repeated penalty charges without transparent billing explanation.³ In addition, Ms. Stasel alleged that her initial informal complaint, submitted to the Commission on January 2, 2025, was closed without any notice, request for documentation, or chance to

¹ Complaint (filed May 23, 2025) at 4–5.

² Complaint at 5.

³ Complaint at 6.

respond in violation of 807 KAR 5:006, Section 13(2).⁴ In addition, Ms. Stasel alleged a violation of 807 KAR 5:066, Section 5(2).⁵

In its September 4, 2025 Order, the Commission found the complaint filed by Ms. Stasel did not state fully, clearly and with reasonable certainty an act or omission by Hardin District #2 of which failure to comply is alleged. Nor did Ms. Stasel assert a violation of a regulation, Commission Order, tariff or statute by Hardin District #2.⁶

The Commission further found that Ms. Stasel should be afforded the opportunity to amend her complaint within 20 days of the date of service of the Order in accordance with 807 KAR 5:001, Section 20(4)(a)(1), and file with the Commission by U.S. Postal Service mail or by email.⁷ To ensure Ms. Stasel was served the September 4, 2025 Order stated:

A copy of this Order shall be served on the Complainant, Ms. Kristyn Stasel, by U.S. Postal Service, Certified Mail, Return Receipt Requested, and First-Class Mail, at (1) 600 Bellwood Court, Apt. C4, Elizabethtown, Kentucky 42701; and (2) 620 Stewart Court, Apt. A, Elizabethtown, Kentucky 42701. Service shall be considered complete on the first day the U.S. Postal Service attempts delivery of the certified mail.⁸

⁴ Complaint at 5; 807 KAR 5:006 section 13(2) states “[u]pon request that service be reconnected at a premises subsequent to the initial installation or connection to its service lines, the utility may, subject to subsection (3) of this section, charge the applicant a reconnect fee established in its filed tariff.”

⁵ Complaint at 6; 807 KAR 5:066 Section 5(2) states “(2) Pressure gauges. Each utility shall provide itself with one (1) or more recording pressure gauges to make pressure surveys as required by these rules. These gauges shall be suitable to record the pressure experienced on the utility’s system and shall be able to record a continuous twenty-four (24) hour test. One (1) of these recording pressure gauges shall be maintained for a minimum of one (1) week per month in continuous service at some representative point on the utility’s mains.”

⁶ Order (Ky. PSC Sept. 4, 2025) at 3.

⁷ Order (Ky. PSC Sept. 4, 2025) at 5.

⁸ Order (Ky. PSC Sept. 4, 2025), ordering paragraph 4.

Both attempts to serve Ms. Stasel by U.S. Postal Service, Certified Mail were returned to the Commission, attached as an Appendix to this Order.⁹ No first class mail was returned to the Commission. To date, the 20 days has tolled and no correspondence has been received from Ms. Stasel amending her complaint. Accordingly, the complaint should be dismissed without prejudice and the case closed.

IT IS THEREFORE ORDERED that:

1. Ms. Stasel's formal complaint is dismissed without prejudice.
2. This case is closed and removed from the Commission's docket.

⁹ The information attached was received from the General Administration Division Filings Branch.

PUBLIC SERVICE COMMISSION


Chairman


Commissioner


Commissioner

ATTEST:


Executive Director



Case No. 2025-00197

APPENDIX

APPENDIX TO AN ORDER OF THE KENTUCKY PUBLIC SERVICE
COMMISSION IN CASE NO. 2025-00197 DATED NOV 05 2025

FIVE PAGES TO FOLLOW



Mailer: Kentucky Public Service Commission

Date Produced: 09/23/2025

ConnectSuite Inc.:

The following is the delivery information for Certified Mail™/RRE item number 9214 8901 9403 8331 0217 38. Our records indicate that this item was delivered on 09/22/2025 at 10:16 a.m. in FRANKFORT, KY 40601. The scanned image of the recipient information is provided below.

Signature of Recipient :

PSLR
TR

Address of Recipient :

Z 11 S

Thank you for selecting the Postal Service for your mailing needs. If you require additional assistance, please contact your local post office or Postal Service representative.

Sincerely,
United States Postal Service

The customer reference number shown below is not validated or endorsed by the United States Postal Service. It is solely for customer use.

This USPS proof of delivery is linked to the customers mail piece information on file as shown below:

KRISTYN STASEL
620 STEWART ST
APT A
ELIZABETHTOWN KY 42701-3234

Customer Reference Number: C6174309.37565757
Return Reference Number Case No. 2025-00197



Return address:

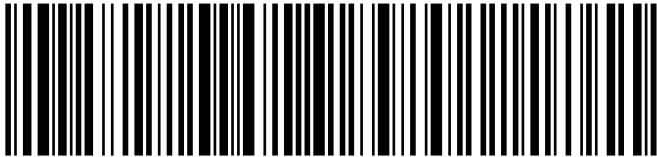
KENTUCKY PUBLIC SERVICE COMMISSION
211 SOWER BLVD.
FRANKFORT KY 40602

Recipient address:

KRISTYN STASEL
620 STEWART ST
APT A
ELIZABETHTOWN KY 42701-3234

MAILING DATE: 09/04/2025
DELIVERY DATE: 09/22/2025

USPS CERTIFIED MAIL



9214 8901 9403 8331 0217 38

USPS Tracking Label Number: 9214 8901 9403 8331 0217 38

USPS Tracking History	Location	Date / Time
PRE-SHIPMENT INFO SENT USPS AWAITS ITEM	FRANKFORT,KY 40602	09/04/2025 09:14
ORIGIN ACCEPTANCE	FRANKFORT,KY 40602	09/08/2025 16:28
PROCESSED THROUGH USPS FACILITY	LOUISVILLE,KY 40221	09/08/2025 17:43
FORWARDED	ELIZABETHTOWN,KY 42701	09/09/2025 07:48
PROCESSED THROUGH USPS FACILITY	LOUISVILLE,KY 40221	09/14/2025 12:25
DELIVERED LEFT WITH INDIVIDUAL	FRANKFORT,KY 40601	09/22/2025 10:16

CUSTOM 1:

DATE PRODUCED: 10/7/2025 2:31 AM

KENTUCKY PUBLIC SERVICE COMMISSION:

The following is information for Certified Mail™/RRE item number:

9214 8901 9403 8331 0204 03

Our records indicate that this item was RETURNED TO SENDER.

ORIGINAL INTENDED RECIPIENT:

KRISTYN STASEL

600 BELLWOOD DR

APT C4

ELIZABETHTOWN KY 42701-2363

The above information represents information provided by the United States Postal Service.

Return Reference Number:



Mailer: Kentucky Public Service Commission

Date Produced: 10/07/2025

ConnectSuite Inc.:

The following is the delivery information for Certified Mail™/RRE item number 9214 8901 9403 8331 0204 03. Our records indicate that this item was delivered on 10/06/2025 at 10:50 a.m. in FRANKFORT, KY 40601. The scanned image of the recipient information is provided below.

Signature of Recipient :

P S C
RW

Address of Recipient :

2115 —

Thank you for selecting the Postal Service for your mailing needs. If you require additional assistance, please contact your local post office or Postal Service representative.

Sincerely,
United States Postal Service

The customer reference number shown below is not validated or endorsed by the United States Postal Service. It is solely for customer use.

This USPS proof of delivery is linked to the customers mail piece information on file as shown below:

KRISTYN STASEL
600 BELLWOOD DR
APT C4
ELIZABETHTOWN KY 42701-2363

Customer Reference Number: C6174309.37565756
Return Reference Number Case No. 2025-00197



Return address:

KENTUCKY PUBLIC SERVICE COMMISSION
211 SOWER BLVD.
FRANKFORT KY 40602

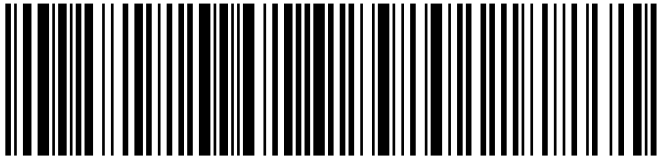


Recipient address:

KRISTYN STASEL
600 BELLWOOD DR
APT C4
ELIZABETHTOWN KY 42701-2363

MAILING DATE: 09/04/2025
DELIVERY DATE: 10/06/2025

USPS CERTIFIED MAIL



9214 8901 9403 8331 0204 03

USPS Tracking Label Number: 9214 8901 9403 8331 0204 03

USPS Tracking History	Location	Date / Time
PRE-SHIPMENT INFO SENT USPS AWAITS ITEM	FRANKFORT,KY 40602	09/04/2025 09:14
ORIGIN ACCEPTANCE	FRANKFORT,KY 40602	09/08/2025 16:28
PROCESSED THROUGH USPS FACILITY	LOUISVILLE,KY 40221	09/08/2025 17:43
NO AUTHORIZED RECIPIENT AVAILABLE	ELIZABETHTOWN,KY 42701	09/09/2025 14:08
REMINDER TO SCHEDULE REDELIVERY	ELIZABETHTOWN,KY 42701	09/14/2025 03:35
PACKAGE RETURN NOTICE GENERATED	ELIZABETHTOWN,KY 42701	09/24/2025 03:20
UNCLAIMED/BEING RETURNED TO SENDER	ELIZABETHTOWN,KY 42701	09/25/2025 08:57
PROCESSED THROUGH USPS FACILITY	LOUISVILLE,KY 40221	09/29/2025 13:24
PROCESSED THROUGH USPS FACILITY	LEXINGTON KY DISTRIBUTION CENTE 40511	10/04/2025 17:36
PROCESSED THROUGH USPS FACILITY	LEXINGTON KY DISTRIBUTION CENTE 40511	10/05/2025 02:42
RETURN TO SENDER TO ORIGINAL SENDER	FRANKFORT,KY 40601	10/06/2025 10:50

CUSTOM 1:

*Kristyn Stasel
620 Stewart Court
Apt. A
Elizabethtown, KY 42701

*Hardin County Water District #2
1951 West Park Road
P. O. Box 970
Elizabethtown, KY 42702-0970