

COMMONWEALTH OF KENTUCKY

BEFORE THE PUBLIC SERVICE COMMISSION

In the matter of:

RECEIVED

Kristyn Kate Stasel
 (Your Full Name)

COMPLAINANT

MAY 23 2025

PUBLIC SERVICE
COMMISSION

VS.

Hardin County Water District #2
 (Name of Utility)

DEFENDANT

COMPLAINT

The complaint of Kristyn Stasel respectfully shows:
 (Your Full Name)

(a) Kristyn Stasel
 (Your Full Name)

620 Seward Ct Apt A Elizabethtown KY
 (Your Address)

(b) Water - HCWD2
 (Name of Utility)

1951 West Park Rd Elizabethtown KY 42701
 (Address of Utility)

(c) That: Attached breakdown of
 (Describe here, attaching additional sheets if necessary,
illegal fees and disconnect.
 the specific act, fully and clearly, or facts that are the reason

and basis for the complaint.)

Continued on Next Page

VS.

Page 2 of 2

Wherefore, complainant asks

See Attached pages
(Specifically state the relief desired.)

Dated at Elizabeth, Kentucky, this 17th day

(Your City)

of May, 20 25

(Month)

[Signature]
(Your Signature)

(Name and address of attorney, if any)

5/17/25
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.

Kristyn Stasel
620 Stewart St, Apt A
Elizabethtown, KY 42701
[REDACTED]

April 11, 2025

Kentucky Public Service Commission
211 Sower Blvd
Frankfort, KY 40601

Subject: Escalated Utility Complaint – Hardin County Water District No. 2 / Noncompliance with PSC Procedures

To Whom It May Concern,

This is a formal escalation of my utility complaint originally submitted to the Public Service Commission on December 30, 2024, regarding Hardin County Water District No. 2. Despite receiving an automated confirmation email, I have never received a response, case number, or investigation notice from your agency.

This is in direct violation of 807 KAR 5:006 Section 13, which requires the PSC to ensure utility companies provide a written response to customer complaints within 10 business days. My January 30, 2025 follow-up letter to the utility also received no response. This demonstrates not only the utility's disregard for state regulation, but also a breakdown in consumer protections enforced by the PSC.

Key Violations:

- Water was shut off on 12/31/24 during subfreezing temperatures, violating 807 KAR 5:066 Section 5(2)
- No disconnection notice was given
- Forced to pay over \$100 in reconnection and penalty fees
- Repeated penalties charged without transparent billing explanation
- PSC never responded or compelled compliance from the utility

Requested Action:

1. Open an official case file and assign a case number
2. Require Hardin County Water District No. 2 to submit a full response
3. Investigate whether ongoing penalty and billing practices violate tariff or statutory guidelines
4. Provide written PSC findings to me within 14 days

I am including a full copy of my original complaint and timeline. Please confirm receipt and provide a response.

Sincerely,
Kristyn Stasel

Formal Complaint – Unlawful Disconnection, Procedural Violations, and Improper Closure of Prior Case – Hardin County Water District No. 2

Complainant: Kristyn Stasel

Address: 620 Stewart St, Apt A, Elizabethtown, KY 42701



Date: May 13, 2025

To:

Kentucky Public Service Commission

211 Sower Blvd.

Frankfort, KY 40601

Dear Public Service Commission,

I am submitting this formal complaint regarding Hardin County Water District No. 2 for:

1. Unlawful disconnection of water service during freezing weather
2. Failure to provide legally required notice
3. Improper handling and closure of my original PSC complaint without my consent
4. Excessive reconnection fees and lack of billing transparency

1. Disconnection Timeline and Violations

My water service was disconnected on **December 31, 2024**, despite the fact that my next bill, dated **December 20, 2024**, was not due until **January 8, 2025**. No disconnection notice was posted at my residence, and I received **no written or electronic notification** of a pending shutoff.

This action violates **807 KAR 5:006 Section 13**, which requires utilities to issue proper notice and allow time for response.

It also directly violates **807 KAR 5:066 Section 5(2)**, which prohibits disconnection when temperatures are forecast to fall below 32°F within the next 24 hours. At the time of disconnection, temperatures were already below freezing. Just a few days later, on **January 4, 2025**, a state of emergency was declared by Governor Andy Beshear due to dangerous winter weather.

2. Financial Impact

I was forced to pay a **\$100 reconnection fee** on the same day, during an active winter freeze, and without legal notice. This caused serious financial disruption at the beginning of the month, interfering with my ability to cover other essential bills, including rent. I am requesting a **full reimbursement of that \$100 reconnection fee** and removal of any associated penalties.

3. Improper Closure of Prior PSC Complaint

I submitted an **informal complaint to the PSC on January 2, 2025**. That complaint was closed within 24 hours **without any notice to me, any request for documentation, or any chance to respond**. I later learned through written communication from the utility that one of their representatives, **Beth Boone**, spoke directly with PSC staff and my case was closed based on that conversation.

I was never contacted by the PSC prior to closure, nor did I authorize or request my complaint to be withdrawn. The closure was made without due process, in contradiction of **807 KAR 5:006 Section 13(2)**, which allows for customer response and resolution through proper channels.

● On **April 14, 2025**, I submitted a written follow-up and asked to have the case re-opened or formally escalated. That outreach is what finally resulted in the paper complaint form I am submitting today.

4. Utility Behavior and Ongoing Concerns

Hardin County Water District No. 2 has consistently failed to provide transparency in billing, offers no online itemization of charges, and has treated my prior attempts at resolution with either **dismissive or unprofessional conduct**. My written requests for explanation were ignored. I was treated rudely in person and on the phone when attempting to resolve this matter directly. The lack of oversight has left me - and likely other ratepayers - exposed to disconnection and financial harm without recourse.

Requested Action

I am requesting that the Public Service Commission:

- Reimburse the **\$100 reconnection fee** Issue a formal finding that Hardin County Water District No. 2 violated **807 KAR 5:066 Section 5(2)** and **807 KAR 5:006 Section 13**.
- Investigate the utility's billing practices, penalty structure, and disconnection procedures.
- Prevent future PSC complaint closures without documented input from the consumer.

I have also filed related complaints with the **Better Business Bureau (BBB)** and **Consumer Financial Protection Bureau (CFPB)** for public documentation with my ongoing issues with Hardin County Water District No. 2. This complaint is focused solely on **violations under Kentucky utility law** and PSC procedural obligations.

Thank you for your time and attention to this matter. I am willing to provide billing records, emails, or any supporting documents if requested. Please keep all communication in writing. I appreciate your time in looking into this matter.

Sincerely,
Kristyn Stasel

EMAIL COMMUNICATION DOCUMENTATION

Dear Ms. Boone,

Thank you for your message. I need to formally respond regarding your statement that my previous complaint to the Kentucky Public Service Commission was closed on January 3, 2025, just one day after I submitted it. To this day, I have not received any written notification from either your office or the PSC that the case was closed, nor was I provided any resolution or explanation. As I understand it, PSC procedure allows ten business days for the utility to respond, and I was never given the opportunity to review or respond to whatever was allegedly submitted.

Given that the original complaint involved a winter shutoff during freezing temperatures, it is extremely concerning that it would be dismissed without review or communication. I would like clarification from your office on the following:

Who submitted the utility's response to the PSC on January 3

What information or documentation was included

Why none of that information was shared with me as the complainant

I am also sharing this correspondence with the Attorney General's Consumer Protection Division. I expect a response within ten business days.

Sincerely,
Kristyn Stasel

620 Stewart St, Apt A
Elizabethtown, KY 42701

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From: Beth Boone <bboone@hcwd2.org>
Sent: Monday, April 14, 2025 9:56:01 AM
To: Kristyn Kate [REDACTED]
Cc: Shaun Youravich <youravich@hcwd2.org>; psc.consumer.inquiry@ky.gov
<psc.consumer.inquiry@ky.gov>; consumer.protection@ky.gov <consumer.protection@ky.gov>
Subject: Re: SECOND FORMAL COMPLAINT - Unlawful Disconnection, Fee Demands, and Lack of Response

Good morning, Ms. Stasel.

My records indicate that you submitted a PSC complaint on January 2, 2025. I collaborated with the PSC on this matter, and it was determined that Hardin County Water District No. 2 operated within normal and acceptable parameters. I also called and spoke with you on the phone on the same day the complaint was filed. The PSC closed the complaint on January 3, 2025.

Regarding your letter dated January 30, 2025, I apologize, but I never received it. Was this letter related to the closed complaint dated January 2, 2025, or is this a new issue that still needs addressing? If you would like to send me the details, I would be happy to take a look at them.

Thanks,
Beth Boone



Beth Boone | Hardin Co. Water District No. 2

Accounts Receivable & Collections Manager

Phone: 270-737-1056 Ext. 235

Email: bboone@hcwd2.org

This message may contain confidential and/or proprietary information and is intended for the intended recipient. Any use by others is strictly prohibited.

From: Kristyn Kate [REDACTED]

Sent: Friday, April 11, 2025 8:32 PM

To: Shaun Youravich <syouravich@hcwd2.org>; Customer Care <customercare@hcwd2.org>; Payments <payments@hcwd2.org>; psc.consumer.inquiry@ky.gov <psc.consumer.inquiry@ky.gov>; consumer.protection@ky.gov <consumer.protection@ky.gov>

Subject: SECOND FORMAL COMPLAINT - Unlawful Disconnection, Fee Demands, and Lack of Response

April 11, 2025

Hardin County Water District No. 2

Attn: Board of Commissioners and General Manager

1951 W Park Rd

Elizabethtown, KY 42701

To Whom It May Concern,

This letter constitutes a second formal complaint regarding your disconnection of my water service

on December 31, 2024, during freezing temperatures, and your continued refusal to provide a written response to my January 30, 2025 letter. I have also filed a formal complaint with the Kentucky Public Service Commission.

Key concerns include:

- Illegal disconnection during winter in violation of 807 KAR 5:066 Section 5(2)
- No written disconnection notice provided

- Penalties and reconnection fees charged despite payment less than one billing cycle late
- Verbal cancellation of autopay refused due to policy not disclosed in writing
- Poor treatment from customer service staff, documented through recordings
- Steady, unjustified increases in monthly charges and penalty fees
- No itemized breakdown of charges provided upon request
- Ongoing financial burden despite a two-person household with minimal usage

Your failure to respond within the time required by 807 KAR 5:006 Section 13 constitutes a violation of your obligations. I am requesting:

1. A full refund of all penalties and reconnection fees paid
2. A written explanation and itemized breakdown of all charges since November 2023
3. Confirmation of policy changes impacting autopay and disconnection procedures
4. A written response from the General Manager or Board within 10 business days

Failure to respond will result in further legal escalation and additional formal complaints.

A certified copy of this has been sent as well.

Sincerely,

Kristyn Stasel
620 Stewart St, Apt A
Elizabethtown, KY 42701
[REDACTED]

	08/06/2024	Pay			\$-43.69	\$0.00
	07/22/2024	Bill	8038422	08/08/2024	\$43.69	\$43.69
	07/03/2024	Pay			\$-37.36	\$0.00
	07/01/2024	Deposit Interest			\$-2.44	\$37.36
	06/21/2024	Bill	7815044	07/08/2024	\$39.80	\$39.80
	06/06/2024	Pay			\$-32.99	\$0.00
	05/22/2024	Bill	7596717	06/08/2024	\$32.99	\$32.99
	05/06/2024	Pay			\$-31.04	\$0.00
	04/09/2024	Bill	7079199	05/06/2024	\$31.04	\$31.04








Water receipt

From Kristyn Stasel [REDACTED]

Date Thu 5/15/2025 5:10 PM

To Kristyn Stasel [REDACTED]

Showing 21-40 of 240 items.

	Date	Type		Bill #	Due Date	Total	Balance
	11/05/2024	Pay				\$-37.41	\$0.00
	10/22/2024	Bill		8830370	11/08/2024	\$37.41	\$37.41
	10/04/2024	Pay				\$-42.68	\$0.00
	09/20/2024	Bill		8619393	10/08/2024	\$42.68	\$42.68
	09/05/2024	Pay				\$-43.69	\$0.00
	08/22/2024	Bill		8266489	09/08/2024	\$43.69	\$43.69
	08/06/2024	Pay				\$-43.69	\$0.00

	12/12/2024	Pay			\$42.68	\$54.68
	12/12/2024	Adjust		12/08/2024	\$12.00	\$12.00
	12/09/2024	Pay			\$-42.68	\$0.00
	11/22/2024	Bill	9085818	12/08/2024	\$42.68	\$42.68
	11/18/2024	Pay			\$-49.41	\$0.00
	11/13/2024	Adjust		11/08/2024	\$12.00	\$49.41
	11/13/2024	Pay			\$37.41	\$37.41



02/10/2025

Penalty

9627619

02/08/2025

\$3.21

\$35.34



01/22/2025

Bill

9627619

02/08/2025

\$32.13

\$32.13



12/31/2024

Pay

\$-134.20

\$0.00



12/30/2024

Adjust

9085818

12/08/2024

\$40.00

\$134.20



12/20/2024

Bill

9290399

01/08/2025

\$39.52

\$94.20



12/12/2024

Pay

\$42.68

\$54.68



12/12/2024

Adjust

12/08/2024

\$12.00

\$12.00



12/09/2024

Pay

\$-42.68

\$0.00



11/08/2024

Bill

9085818

12/08/2024

\$12.00

\$12.00






	04/21/2025	Pay			\$-46.92	\$40.00
	04/09/2025	Penalty	10220053	04/08/2025	\$4.48	\$86.92
	03/21/2025	Bill	10220053	04/08/2025	\$44.79	\$82.44
	03/11/2025	Pay			\$-40.00	\$37.65
	03/10/2025	Penalty	9898818	03/08/2025	\$3.85	\$77.65
	02/21/2025	Bill	9898818	03/08/2025	\$38.46	\$73.80
	02/10/2025	Penalty	9627619	02/08/2025	\$3.21	\$35.34
	01/22/2025	Bill	9627619	02/08/2025	\$32.13	\$32.13
	12/31/2024	Pay			\$-134.20	\$0.00

Account

[Back to Account Details](#)

Account History

Showing 1-20 of 240 items.

	Date	Type	Bill #	Due Date	Total	Balance
	05/09/2025	Penalty	10589536	05/08/2025	\$4.06	\$84.64
	04/22/2025	Bill	10589536	05/08/2025	\$40.58	\$80.58
	04/21/2025	Pay			\$-46.92	\$40.00
	04/09/2025	Penalty	10220053	04/08/2025	\$4.48	\$86.92
	04/01/2025	Bill	10220053	04/08/2025	\$44.70	\$82.44

Sent from my iPhone