

Andy Beshear  
Governor

Rebecca W. Goodman  
Secretary  
Energy and Environment Cabinet



Commonwealth of Kentucky  
**Public Service Commission**  
211 Sower Blvd.  
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Frankfort, Kentucky 40602-0615  
Telephone: (502) 564-3940  
[psc.ky.gov](http://psc.ky.gov)

Angie Hatton  
Chair

Mary Pat Regan  
Commissioner

Andrew W. Wood  
Commissioner

January 13, 2026

## PARTIES OF RECORD

Re: Case No. 2025-00256

Notice is given to all parties that the attached email correspondence with Kevin Lowe from Mountain Water District has been filed into the record of this proceeding.

If you have any comments you would like to make regarding the contents of the document, please do so within five days of receipt of this letter. If you have any questions, please contact John Park, Staff Attorney III at [John.Park@ky.gov](mailto:John.Park@ky.gov).

Sincerely,

  
Linda C. Bridwell, PE  
Executive Director

Attachment

## **Bramblett, Andrea (PSC)**

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**From:** Kevin Lowe <klowe@mtwater.org>  
**Sent:** Friday, October 17, 2025 10:22 AM  
**To:** Thomas, Brian (PSC)  
**Subject:** RE: case #2025-00256

**This Message Originated from Outside the Organization**

This Message Is From an External Sender.

Report Suspicious

I appreciate the information. Have a great day!

**Thank You,  
Kevin Lowe  
Mountain Water District**

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**From:** Thomas, Brian (PSC) <Brian.Thomas@ky.gov>  
**Sent:** Friday, October 17, 2025 9:42 AM  
**To:** Kevin Lowe <klowe@mtwater.org>  
**Subject:** RE: case #2025-00256

Mr. Lowe,

All actions occurring in the case may be reviewed in the case file on the Commissions website, here is a link to the case file: [Case No. 2025-00256](#). I am unable to provide a time frame for when the case will be completed.

Thank you,

**Brian**  
Ky. Public Service Commission  
(502) 564-3940

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**From:** Kevin Lowe <klowe@mtwater.org>  
**Sent:** Friday, October 17, 2025 9:37 AM  
**To:** Thomas, Brian (PSC) <Brian.Thomas@ky.gov>  
**Subject:** RE: case #2025-00256

Mr. Thomas,

Has there been any progress made on the case at this point? Is there any time frame for when the case is expected to be completed?

**Thank You,  
Kevin Lowe  
Mountain Water District**

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**From:** Thomas, Brian (PSC) <[Brian.Thomas@ky.gov](mailto:Brian.Thomas@ky.gov)>  
**Sent:** Friday, October 17, 2025 9:18 AM  
**To:** Kevin Lowe <[klowe@mtwater.org](mailto:klowe@mtwater.org)>  
**Subject:** RE: case #2025-00256

Mr. Lowe,

Thank you for the update regarding the customer account at issue in PSC Case No.: 2025-00256.

PSC Staff will upload this information to the file, so it can be considered in the administration of the case and informs the customer of the information submitted regarding the complaint.

Once this information is reviewed along with the other information in the file, an Order will be issued and served upon the water district and the customer addressing the progress of the complaint.

Thank you,

**Brian**  
Ky. Public Service Commission  
(502) 564-3940

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**From:** Kevin Lowe <[klowe@mtwater.org](mailto:klowe@mtwater.org)>  
**Sent:** Friday, October 17, 2025 8:38 AM  
**To:** Thomas, Brian (PSC) <[Brian.Thomas@ky.gov](mailto:Brian.Thomas@ky.gov)>  
**Subject:** case #2025-00256

Mr. Thomas,

I was given your name as the contact regarding case 2025-00256 for Terry LeMaster v. Mountain Water District. Is there any update on the status of this case? It appears that Ms. LeMaster has repaired her leak as her bill month usage has returned to normal with the exception of her past due balance for the time frame that she had the leak. It is my understanding that the issue was that she felt we caused the leak by moving the meter base. We have no record of moving her meter base. We have gps coordinates for each meter base in our system and those coordinates for her meter haven't changed since we began collecting those in 2019. Any update would be greatly appreciated.

**Thank You,  
Kevin Lowe  
Mountain Water District**

\*Terri Lemaster  
P. O. Box 612  
Belfry, KY 41514

\*Mountain Water District  
6332 Zebulon Highway  
P. O. Box 3157  
Pikeville, KY 41502-3157