

COMMONWEALTH OF KENTUCKY  
BEFORE THE PUBLIC SERVICE COMMISSION

MAY 7 2026

PUBLIC SERVICE  
COMMISSION

In the matter of:

Brian Scott Hope

(Your Full Name)

COMPLAINANT

VS.

Grayson County Water District

(Name of Utility)

DEFENDANT

COMPLAINT

The complaint of

Brian Scott Hope

(Your Full Name)

respectfully shows:

(a)

(Your Full Name)

204 Sleepy Hollow Road Clarkson, Ky.



(Your Email Address)

(b)

Grayson County Water District

(Name of Utility)

21 Shull White Road Leitchfield Ky. 42754-9101

(Address of Utility)

(c) That

see attached sheets

(Describe here, attaching additional sheets if necessary the specific act, fully and clearly

or facts that are the reason and basis for the complaint )

6000. water dispute

VS

Wherefore, complainant asks

Removal \$6000. water charged on bill  
(Specifically state the relief desired.)

Dated at Louisville Kentucky, this 3rd day of

(Your City)

May, 2026

(Month)

[Signature]  
(Your Signature)

(Name and Address of Attorney, if any)

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.

THANK YOU FOR SHOPPING AT OUR STORE  
 ACE386 (17046) LEITCHFIELD KY  
 496B SOUTH MAIN STREET  
 LEITCHFIELD, KY 42754  
 (270) 230-1005

03/28/26 12:49PM LFULKERSON 93 SALE

4068730 2 EA \$4.99 EA  
 RDC COUPL GLV 3/4X3/8" \$9.98  
 980611 1 EA .42 EA \*N  
 LOCAL CHARITY ROUNDUP \$ .42

SUB-TOTAL: \$ 10.40 TAX: \$ .60  
 TOTAL: \$ 11.00  
 BC AMT: \$ 11.00

BK CARD#: [REDACTED]  
 MID:\*\*0745 TID:#04  
 AUTH: 163342 AMT: \$ 11.00  
 Host reference #: [REDACTED] 7 Bat#

Authorizing Network: VISA

Chip Read  
 CARD TYPE: VISA EXPR: XXXX  
 AID : A0000000031010  
 TVR : 8080008000  
 IAD : 06011203608000  
 TSI : 6800  
 ARC : 00  
 MODE : Issuer  
 CVM :  
 Name : VISA DEBIT

AC : D5BA5DE09E81 25E  
 TxnID/Va1Code: 040322

Bank card USD \$ 11.00

Total Items: 3



==> JRNL# E48087/386  
 CUST NO: \*386

THANK YOU BRIAN S HOPE  
 FOR YOUR PATRONAGE

Acct: CASH CUSTOMER

Customer Copy

RETURNS REQUIRE PHOTO ID

Thank you for your donation of \$ .42  
 to CENTER FOR COURAGEOUS KIDS

\*\*\*\*\*  
 Tell us about your experience  
 today and Enter to win a \$500  
 gift card!  
 \*\*\*\*\*

To participate  
 \* Visit: TalkTo.AceHardware.com  
 or text HELPFUL to 223439

\* This survey invitation is  
 valid for 72 hours

\* Store # 17046  
 \* Survey approximately 5 mins

No purchase necessary.  
 Must be 18 or older to  
 enter sweepstakes. Void  
 where prohibited. See rules  
 at: TalkTo.AceHardware.com

ORDER 14025013

PICK 33622236



BR1 Louisville

**PLUMBERS SUPPLY CO.**  
 Everything Under The Sun.

P.O. Box 6149  
 Louisville, KY 40206  
 502-582-2261

Page 1 of 1  
 03/27/2026 15:19:32

\* COD \*\*\*\*\* COD \*  
**Customer Copy**

SOLD TO: 9442

SHIP TO: ROUTE: SOUT1

Cash Sale PSC Louisville  
 4420 Bishop Lane  
 Louisville, KY 40218  
 US

Hope  
 4420 Bishop Lane  
 Louisville, KY 40218  
 US

ORDER DATE 03/27/2026	PO NUMBER / JOB # Hope // COD COD COD	DATE REQUIRED 03/27/2026
WRITER REECE.LEANHART	DATE SHIPPED	SHIP VIA WTG: Waiting

LN	DESCRIPTION	ORDER	B/O	DISP	SHIP	UOM	UNIT PRICE
----	-------------	-------	-----	------	------	-----	------------

Customer Notes:							
1	JB1576 CP DIVERter BATH FAUCET	1	0		1	EA	113.16
	JB 1576 Price change per Eric						

Qty:	# Bags	# Boxes	# Pieces	# Skids	# Pipe Bundles

Picked By:	Loaded By:	SUB-TOTAL:	113.16
		TAX:	6.79

<b>GRAND TOTAL:</b>	<b>119.95</b>
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**Terms & Conditions:**  
 Shortages must be reported within 48 hours of material receipt. Returns require prior PSC approval, with original sales ticket or Invoice #. Rehandling charges apply. Returns subject to manufacturer approval. **Special Order items:** Non-cancelable and non-returnable unless approved by manufacturer. **Warranty:** Plumbers Supply Co does not manufacture any goods and provides no express warranties. No extended warranties. Disclaims implied warranties. **Payment:** Purchaser agrees to payment terms on account. Overdue balances incur 1.5% monthly Finance Charges. **Assent to Terms:** Seller's obligations contingent on acceptance of these terms by purchaser. Acceptance assumed unless written objection received within 5 days.

\* Complete Order \*

*Print.*

Executive Director  
Kentucky Public Service Commission  
RE: Formal Billing Complaint – Scott Hope vs. Grayson County Water District  
Service Location: 204 Sleepy Hollow Road, Clarkson, KY

To the Executive Director:

I am filing this formal complaint against the Grayson County Water District regarding an unresolved billing dispute and what I consider to be predatory collection practices following a catastrophic water loss at my property.

I have been a customer of this District for many years, with a historical monthly bill of approximately \$18.50. On September 17th, I winterized the property by turning off the trailer's shut-off valve and draining the lines. Due to a knee replacement surgery shortly after, I was unable to return to the property until January 14, 2026. The core issues of this dispute are as follows:

**Failure of the Shut-Off / Potential Tampering:** Upon my return, I found interior pipes had burst—an impossibility if the lines had remained unpressurized as I left them. I have attached photographs of the water main area that suggest potential tampering or a failure in the setup that allowed the lines to re-pressurize.

**Response Negligence:** On December 12, 2025, my bill reached \$4,689.77. Despite my contacting the supervisor three separate times, the District waited three full days (until December 15th) to shut the water off at the main, allowing the bill to grow significantly higher.

**Coerced Payment Plan:** When I contacted the supervisor a fourth time to ask for assistance, I was told the only way to have my water service restored was to agree to a payment plan of \$100 per month for 60 months (5 years), in addition to my regular monthly bill. The District refused to offer any adjustment or acknowledge their delay.

**Excessive Penalties:** The District has applied a \$1,047.52 penalty and an additional \$452.50 service charge to the account.

I am currently paying this \$100 monthly installment only because I was given no other choice to maintain my water service.

I am requesting that the Commission investigate the District's failure to mitigate the leak upon discovery and their refusal to provide a fair adjustment. I seek a full adjustment of the bill to reflect historical usage and a refund of the penalties and installments paid toward this disputed amount.

I have attached all relevant repair receipts and billing records to this email for your review.

Sincerely,  
Scott Hope  
6610 Huff Lane  
Louisville, KY 40216

[REDACTED]  
[REDACTED]

## Grayson County Water District Customer Maintenance - Ledger

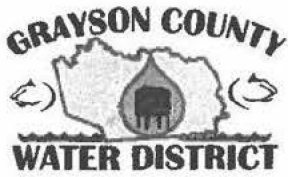
Date : 3/16/2026 03:07:13 PM

User Name : aclemons

<b>Account Number</b> :	[REDACTED]	<b>Customer Name</b> :	SCOTT HOPE	<b>Status</b> :	Inactive
<b>Home Phone</b> :	(502) 794-4248	<b>Work Phone</b> :		<b>Billing Type</b> :	Normal
<b>Class</b> :	RESIDENTIAL	<b>Billing Status</b> :	FINAL BILL SENT	<b>Billing Cycle</b> :	CLOSED ACCOUNTS
<b>Address</b> :	6610 HUFF LN LOUISVILLE, KY 40216-1028				

**Service Location** : <All>  
**Listed From** : All Periods

Description	Date	Amount	Balance
Charge	2/2/2026	16.85	6220.87
Charge	1/14/2026	1047.52	6204.02
Penalty	1/12/2026	455.32	5156.50
Charge	12/15/2025	4689.77	4701.18
Penalty	12/12/2025	0.99	11.41
Payment	12/11/2025	(10.00)	10.42
Charge	11/19/2025	18.73	20.42
Payment	11/18/2025	(17.46)	1.69
Penalty	11/14/2025	1.69	19.15
Charge	10/17/2025	18.73	17.46
Adjustment	10/3/2025	(20.00)	(1.27)
Charge	9/24/2025	18.73	18.73
Balance Forward...	9/23/2025	0.00	0.00



21 Shull White Rd.  
Leitchfield, KY 42754-9107

Phone: (270) 259-2917  
Fax: (270) 200-4302

Pay by Phone:  
Email:  
Office Hours:  
Report Outage:  
Pay Online:

(844) 517-9740  
gcwd@graysonwater.com  
Mon - Fri 7:00 - 4:00  
Local (270) 259-2917  
www.graysonwater.com

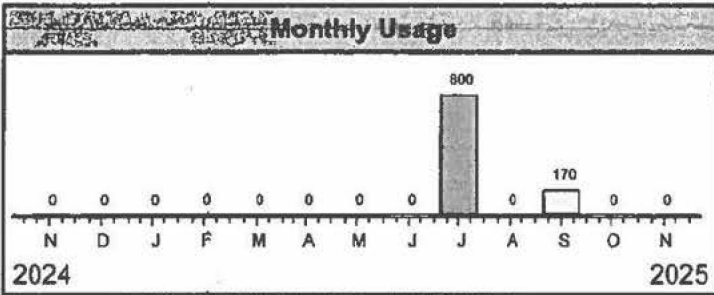


Account #	[REDACTED]
Statement Date	11/26/25

Balance Forward	\$0.00
Total Amount Due	\$20.42
Due Date	12/11/25
After Due Date Pay	\$22.24

Due Date Does Not Apply to Past Due Balances

Service Address: SLEEPYHOLLOW LOT 9						
Meter No.	From	To	Days	End Read	Start Read	Gallon Usage
[REDACTED]	10/02	11/05	34	8970	8970	0



Detail of Charges:	
Water	18.18
School Tax	0.55
Penalty	1.69
<b>Total Current Charges</b>	<b>\$20.42</b>
Balance Forward	\$0.00
<b>TOTAL DUE FOR THIS LOCATION</b>	<b>\$20.42</b>

Please return this portion with your payment



21 Shull White Rd.  
Leitchfield, KY 42754-9107

Phone: (270) 259-2917  
Email: gcwd@graysonwater.com  
Pay by Phone: (844) 517-9740

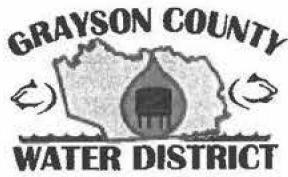
Account Number	[REDACTED]
Due Date	12/11/25
Amount Due	\$20.42
After Due Date Pay	\$22.24



Grayson County Water District  
21 Shull White Road  
Leitchfield, KY 42754-9107



T3 P1.28907000125.00125  
Scott Hope  
6610 Huff Ln  
Louisville, KY 40216-1028



21 Shull White Rd.  
Leitchfield, KY 42754-9107

Phone: (270) 259-2917  
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2

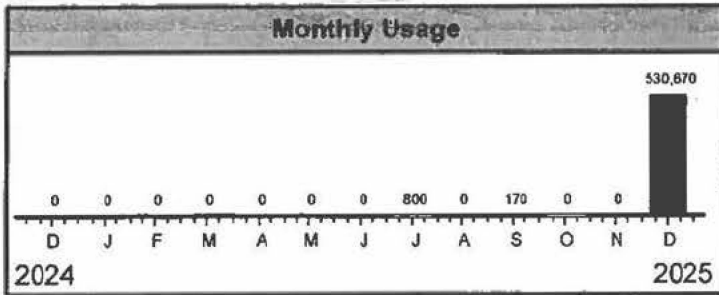


Account #	[REDACTED]
Statement Date	12/26/25

Balance Forward	\$10.42
Total Amount Due	\$4,701.18
Due Date	01/09/26
After Due Date Pay	\$5,156.50

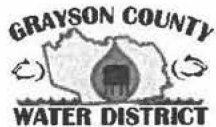
Due Date Does Not Apply to Past Due Balances

Service Address: SLEEPYHOLLOW LOT 9						
Meter No.	From	To	Days	End Read	Start Read	Gallon Usage
[REDACTED]	11/05	12/03	28	539640	8970	530670



Detail of Charges:	
Water	4,553.17
School Tax	136.60
Penalty	0.99
<b>Total Current Charges</b>	<b>\$4,690.76</b>
Balance Forward	\$10.42
<b>TOTAL DUE FOR THIS LOCATION</b>	<b>\$4,701.18</b>

Please return this portion with your payment



21 Shull White Rd.  
Leitchfield, KY 42754-9107

Phone: (270) 259-2917  
Email: gcwd@graysonwater.com  
Pay by Phone: (844) 517-9740

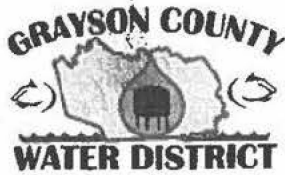
Account Number	[REDACTED]
Due Date	01/09/26
Amount Due	\$4,701.18
After Due Date Pay	\$5,156.50



Grayson County Water District  
21 Shull White Road  
Leitchfield, KY 42754-9107

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Scott Hope  
6610 Huff Ln  
Louisville, KY 40216-1028



21 Shull White Rd.  
Leitchfield, KY 42754-9107

Phone: (270) 259-2917  
Fax: (270) 200-4302

3



Account #	[REDACTED]
Statement Date	01/27/26

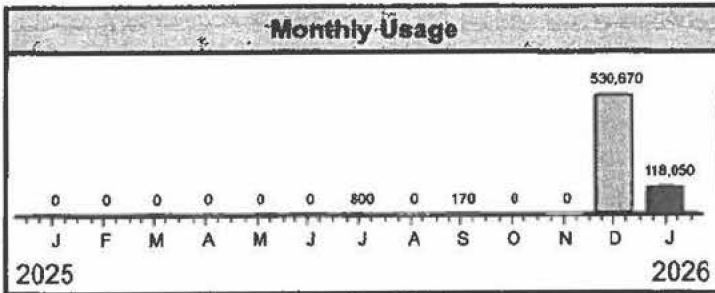
Pay by Phone:  
Email:  
Office Hours:  
Report Outage:  
Pay Online:

(844) 517-9740  
gcwd@graysonwater.com  
Mon - Fri 7:00 - 4:00  
Local (270) 259-2917  
www.graysonwater.com

Balance Forward	\$5,156.50
Total Amount Due	\$6,204.02
Due Date	02/11/26
After Due Date Pay	\$6,305.72

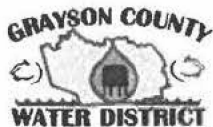
Due Date Does Not Apply to Past Due Balances

Service Address: SLEEPYHOLLOW LOT 9						
Meter No.	From	To	Days	End Read	Start Read	Gallon Usage
[REDACTED]	12/03	01/06	34	657690	539640	118050



Detail of Charges:	
Water	1,017.01
School Tax	30.51
<b>Total Current Charges</b>	<b>\$1,047.52</b>
Balance Forward	\$5,156.50
<b>TOTAL DUE FOR THIS LOCATION</b>	<b>\$6,204.02</b>

Please return this portion with your payment



21 Shull White Rd.  
Leitchfield, KY 42754-9107

Phone: (270) 259-2917  
Email: gcwd@graysonwater.com  
Pay by Phone: (844) 517-9740

Account Number	[REDACTED]
Due Date	02/11/26
Amount Due	\$6,204.02
After Due Date Pay	\$6,305.72

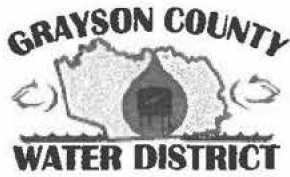


Grayson County Water District  
21 Shull White Road  
Leitchfield, KY 42754-9107



T3 P1.30142600511.00511

Scott Hope  
6610 Huff Ln  
Louisville, KY 40216-1028



21 Shull White Rd.  
Leitchfield, KY 42754-9107

Phone: (270) 259-2917  
Fax: (270) 200-4302

4



Account #	[REDACTED]
Statement Date	02/06/26

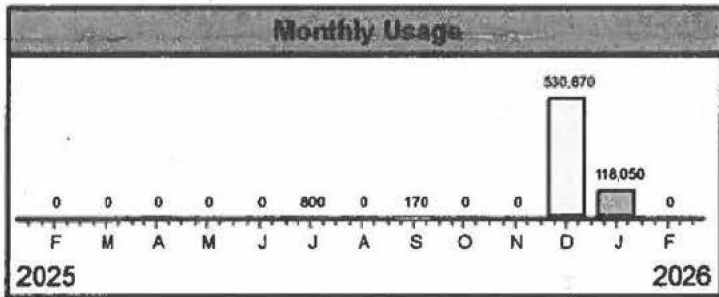
Pay by Phone:  
Email:  
Office Hours:  
Report Outage:  
Pay Online:

(844) 517-9740  
gcwd@graysonwater.com  
Mon - Fri 7:00 - 4:00  
Local (270) 259-2917  
www.graysonwater.com

Balance Forward	\$6,204.02
Total Amount Due	\$6,220.87
Due Date	02/20/26
After Due Date Pay	\$6,220.87

Due Date Does Not Apply to Past Due Balances

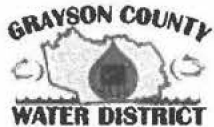
Service Address: SLEEPYHOLLOW LOT 9						
Meter No.	From	To	Days	End Read	Start Read	Gallon Usage
[REDACTED]	01/06	02/02	27	657690	657690	0



Detail of Charges:	
Water	16.36
School Tax	0.49
<b>Total Current Charges</b>	<b>\$16.85</b>
Balance Forward	\$6,204.02
<b>TOTAL DUE FOR THIS LOCATION</b>	<b>\$6,220.87</b>

THIS IS A FINAL BILL

Please return this portion with your payment



21 Shull White Rd.  
Leitchfield, KY 42754-9107

Phone: (270) 259-2917  
Email: gcwd@graysonwater.com  
Pay by Phone: (844) 517-9740

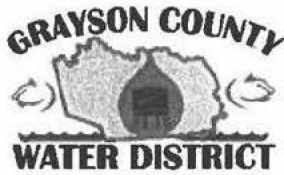
Account Number	[REDACTED]
Due Date	02/20/26
Amount Due	\$6,220.87
After Due Date Pay	\$6,220.87



Grayson County Water District  
21 Shull White Road  
Leitchfield, KY 42754-9107

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Scott Hope  
6610 Huff Ln  
Louisville, KY 40216-1028



21 Shull White Rd.  
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Phone: (270) 259-2917  
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5



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gcwd@graysonwater.com  
Mon - Fri 7:00 - 4:00  
Local (270) 259-2917  
www.graysonwater.com

Account # [REDACTED]  
Notice Date: 01/12/26

Amount Due	5,156.50
Scheduled Disconnect Date	01/23/26

To avoid disconnection, payment must be received before the scheduled disconnect date above.

Service Address: SLEEPYHOLLOW LOT 9

# PAST DUE NOTICE

Our records indicate that your account is past due. If your payment has already been made, please disregard this notice. If not, your payment should be received by the date shown above or your service will be disconnected.

Before the service(s) is reconnected, the following fees may apply:

Collection Trip	15.00
Reconnect - During Office Hours	30.00
Reconnect - After Office Hours	170.00

Please send us payment for the amount due using the enclosed return envelope. You may also pay your bill at your local Grayson County Water District office. Thank you for your attention to this matter.

**IF THIS BILL IS NOT PAID, OR YOU HAVE NOT CONTACTED GRAYSON COUNTY WATER DISTRICT BY THE DISCONNECT DATE, YOUR WATER SERVICE WILL BE DISCONNECTED WITHOUT FURTHER NOTICE.**

Please return this portion with your payment



21 Shull White Rd.  
Leitchfield, KY 42754-9107

Phone: (270) 259-2917  
Email: gcwd@graysonwater.com  
Pay by Phone: (844) 517-9740

Account Number	[REDACTED]
Notice Date	01/12/26
Disconnect Date	01/23/26

**Amount Due** 5,156.50

T P.30061600082.00082

Scott Hope  
8610 Huff Ln  
Louisville, KY 40216

Grayson County Water District  
21 Shull White Road  
Leitchfield, KY 42754-9107



## Chrome-Plated Brass Bathcock For ADD A Shower



PRODUCT # [REDACTED]

List Price : \$113.16

Available : 693 In Stock

**Weight** 2.45 lbs

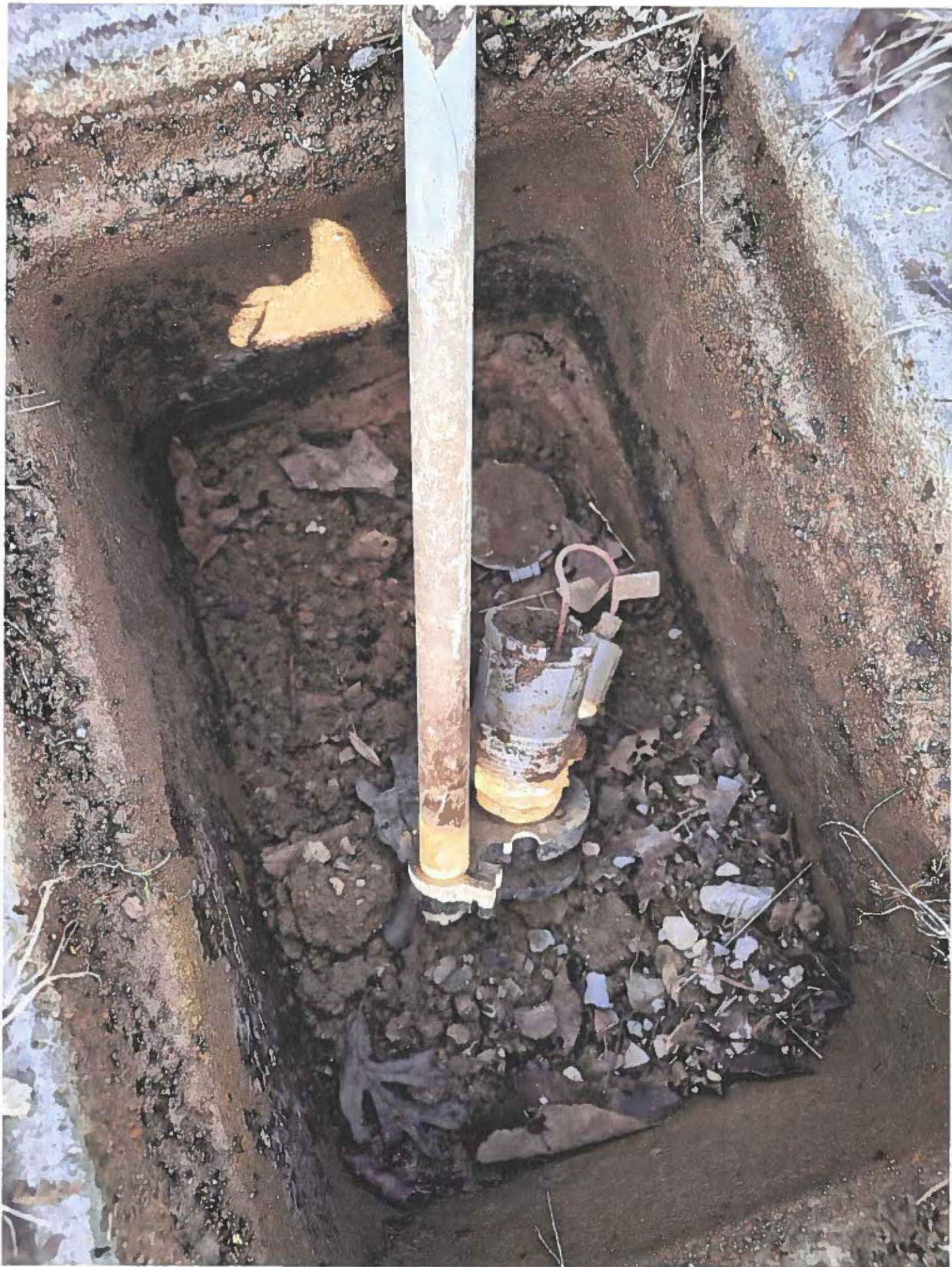
**Quantity Per Package** 24

**Attribute 3** *Chrome-Plated Die-Cast Spout*

**Attribute 4** *3 3/8" Center*

**Attribute 5** *3/8" Top connection*







## Chrome-Plated Brass Bathcock For ADD A Shower



PRODUCT # [REDACTED]

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