



Andy Beshear
Governor

John Lyons
Secretary
Energy and Environment Cabinet

Angie Hatton
Chair

Commonwealth of Kentucky
Public Service Commission
211 Sower Blvd.
Frankfort, Kentucky 40601-8294
Telephone: (502) 564-3940
psc.ky.gov

Mary Pat Regan
Vice Chair

Andrew W. Wood
Commissioner

Barry L. Mayfield
Commissioner

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SEP 22 2026

**PUBLIC SERVICE
COMMISSION**

September 22, 2026

Ida Burton
465 Coffman Branch Rd.
Hustonville, KY 40437

Complaint against: East Casey County Water District

Dear Ms. Burton

Please find enclosed formal complaint forms. Please fill them out and email them to PSCED@KY.gov. They will go to our legal department for review.

Sincerely,

Kentucky Public Service Commission
Consumer Services



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KY Public Service Commission (PSC) Consumer Guide to the Formal Complaint Process

The Kentucky Public Service Commission (PSC) was established in 1934 to regulate public utilities in compliance with the adjudicative and rulemaking procedures outlined in Kentucky Revised Statutes (KRS) Chapter 278. The PSC oversees electric, natural gas, water, and telecommunications utilities to ensure safe, reliable, and reasonably priced services for Kentucky residents.

The PSC: Regulates utility companies according to KRS Chapter 278; reviews rates and services; approves tariffs; investigates complaints; conducts hearings; and issues decisions.

Complaint Examples Include: billing disputes; service disconnections; meter concerns; poor service quality; utility tariff rule violations.

A **formal complaint** is a written legal complaint filed with the PSC when a consumer and utility company cannot resolve a dispute through normal customer service or informal complaint procedures.

If filing a formal complaint on behalf of a business or another person, Kentucky law and the requirements of 807 KAR 5:001, Section 4(4), require the complaint to be filed by an attorney licensed to practice law in Kentucky or an attorney who has complied with SCR 3.030(2).

We have included the formal complaint form for your review and completion.

Please include: 1) your name; 2) address; 3) Utility account information; 4) Description of the issue; 5) Requested resolution.

Be sure to include supporting documentation that upholds your basis for the complaint.

The PSC may Request more information; Investigate the complaint; or Schedule a hearing

Once the informal complaint enters a formal complaint process, note that any future communication will only be in the form of an official Order from the PSC.

Consumer Tips:

- ✓ Keep copies of bills and notices
- ✓ Document phone calls and emails
- ✓ Respond promptly to PSC requests
- ✓ Be clear and factual

You may have additional recourse in Circuit or District Court. If you do not receive the result that you want from the PSC, then please consult an attorney for possible further proceedings in Court or with other state agencies.

Kentucky Public Service Commission
211 Sower Boulevard
Frankfort, KY 40602
Phone: (502) 564-3940 Toll-Free: (800) 772-4636
Website: Kentucky Public Service Commission



**COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION**

In the matter of:

Ida Michelle Burton

(Your Full Name)

COMPLAINANT

VS.

East Casey Water District

(Name of Utility)

DEFENDANT

COMPLAINT

The complaint of Ida Michelle Burton respectfully shows:

(Your Full Name)

(a) Ida Michelle Burton

(Your Full Name)

(Your Address)

(Your Email Address)

(b) East Casey County Water District

(Name of Utility)

P.O. Box 56, Liberty, KY 42539

(Address of Utility)

(c) That: See attached sheet

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

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

VS.

Wherefore, complainant asks

(Specifically state the relief desired.)

An immediate Commission Order forcing the utility to completely decouple the accounts, stripping the separate 2023 debt from 8080 KY 49, Liberty, KY entirely off the grandfather's meter ledger to eliminate the predatory threat of a service cutoff.

A mandatory directive forcing all future case materials, service documents, and tracking procedural files to be routed directly to the Complainant's designated email address rather than traditional postal mail to guarantee dynamic household monitoring. Formal enforcement of federal shield laws protecting the Complainant's status as an SSDI recipient, striking down the unwritten office phone deadlines so she can handle her independent past file via a written, state-regulated deferred payment plan on her own terms without utility retaliation against her grandfather's active line. A complete state review of the utility's cross-collection habits to protect local households living on fixed incomes from identical billing intimidation and unauthorized data matching.

Dated at Hustonville Kentucky, this 22nd day of
(Your City)

September, 20 26.
(Month)

Ida Bruton

(Your Signature*)

9/22/26

(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.

(c) That: Complainant acts as a part-time caregiver for her disabled grandfather at 465 Coffman Branch Rd. The grandfather established his water service contract independently in 2022, and the Complainant did not begin staying on the property part-time until 2023. In October 2025, a utility-owned main pressure valve failed, causing a high-pressure blowout surge that destroyed the residential water heater, busted the water line, and generated a massive, unadjusted bill of approximately \$400. The utility recognized fault by replacing the valve and applying a manual 10% discount on that bill, which they fail to mention on the phone Sept. 3rd and only stated a credit in May of last year but failed to process proper permanent repair balances. Five adult eyewitnesses can confirm the line blowout. On Thursday, September 3, 2026, Complainant called to check on the status of the account. The utility office staff engaged in illegal caller ID mapping

and data profiling, matching the phone name presentation ("Michelle Coffman") to an archived, closed 2023 bill from the Complainant's old address at 8080 KY 49, Liberty, KY under the name "Michelle Burton." Without identity verification, the staff refused service, blurted out private third-party debt details regarding the Complainant's parents' old bill. Complainant paid \$614.00 on September 3rd and the office worker stated it was caught up till October. On Friday, September 4, 2026, the office actively called the Complainant back, enforcing an unauthorized verbal phone deadline to settle her separate personal debt by the end of the month. On Tuesday, September 8, 2026, the exact day state offices reopened after Labor Day, the utility manually transferred the Complainant's old 2023 separate address debt straight onto her grandfather's meter. The PSC Worker stated East Casey said "they didn't know I resided here" which

is why they added the old bill. The Complainant didn't know this until a call from a PSC Worker informed her of it. Complainant explicitly states to the Commission that she is not even worried about or pursuing the historical hardware credit anymore. The true focus of this action is the severe emotional distress, anxiety, and constant daily fear of having their essential domestic water supply cut off. Both the Complainant and her elderly grandfather survive strictly on independent, fixed incomes (including SSDI), making unexpected utility account manipulation a direct threat to their basic household survival and health with two young children in the home as well. This manual back-end entry caused his ledger to display a non-zero balance despite true household usage being paid fully current through October, directly violating P.S.C. KY. NO. 1, Original Sheet No. 13, Section H(1) of their own filed state tariff, which strictly mandates: "One bill per meter will be

sent to the customer that signed the Water Service Contract." Due to dividing time between Hustonville and Campbellsville, the Complainant explicitly requests and requires all formal correspondence, notices, and updates regarding this case to be delivered exclusively via email rather than traditional postal mail. The Complainant would like no further contact with East Casey Water District other than paying the monthly bills after hours in the Dropbox.

From: Michelle Coffman [REDACTED]

Sent: Tuesday, September 22, 2026 5:43 PM

To: PSC Executive Director <PSCED@ky.gov>

Subject: Re: East Casey Water District

EAST CASEY COUNTY WATER DIST. PO BOX 56 LIBERTY KY 42539		FIRST CLASS MAIL U.S. POSTAGE PAID LIBERTY KY PERMIT NO. 01	
ACCOUNT SERVICE AT DATES 465 COFFMAN BRANCH RD 08/24/26		Presorted First-Class	
YOUR ACCOUNT IS NOW DELINQUENT NOTICE DATE: 08/24/26		BILL DATE 08/24/26	
CUTOFF DATE: 08/31/26		GROSS BILL DUE AFTER 584.32	
RETURN SERVICE REQUESTED R002 65		CUTOFF DATE: 08/31/26	
GROSS DUE AFTER 584.32		NET DUE NOW 584.32	
RONNEY JOHNSON 465 COFFMAN BRANCH RD HUSTONVILLE KY 40437-9461			

EAST CASEY COUNTY WATER DIST. PO BOX 56 LIBERTY KY 42539		08/27/26		FIRST CLASS MAIL U.S. POSTAGE PAID LIBERTY KY PERMIT NO. 01	
ACCOUNT SERVICE AT DATES 465 COFFMAN BRANCH RD 07/03/26 THRU 08/04/26		Presorted First-Class			
WTR 372900 375500 2600		BILL DATE 08/27/26		NET BILL 614.46	
WATER 29.26		GROSS BILL DUE AFTER 617.39		09/20/26	
SCH TAX .88		RETURN SERVICE REQUESTED			
PREVIOUS BALANCE 584.32		RONNEY JOHNSON 465 COFFMAN BRANCH RD HUSTONVILLE KY 40437-9461			
GROSS DUE AFTER 617.39		NET DUE NOW 614.46			

That \$614.46 amount was paid on September 3rd, 2026