

Southern District shall make timely amendment to any prior response if it obtains information which indicates that the response was incorrect when made or, though correct when made, is now incorrect in any material respect. For any request to which Southern District fails or refuses to furnish all or part of the requested information, Southern District shall provide a written explanation of the specific grounds for its failure to completely and precisely respond.

Careful attention should be given to copied material to ensure that it is legible. When the requested information has been previously provided in this proceeding in the requested format, reference may be made to the specific location of that information in responding to this request.

1. State Southern District's policies and procedures for disconnection of water service for delinquent payment.
2. State Southern District's policies and procedures for removal of the water meter.
3. State Southern District's policies and procedures for removal of the setter.
4. State the date Southern District disconnected the water service at 36 Tackett Branch.
5. State the date Southern District removed the setter from 36 Tackett Branch.
6.
 - a. State whether the water meter and setter were removed on the same or different dates.
 - b. If removed on different dates, explain why the setter was removed.

7. State the amount of the payment delinquency existing and the number of months that payment was in arrears at 36 Tackett Branch when Southern District disconnected water service for 36 Tackett Branch.

8. State the amount of the payment delinquency existing and the number of months that payment was in arrears at 36 Tackett Branch when Southern District removed the water meter from 36 Tackett Branch.

9. State the amount of the payment delinquency existing and the number of months that payment was in arrears at 36 Tackett Branch when Southern District removed the setter from 36 Tackett Branch.

10. State the cost to install a water meter.

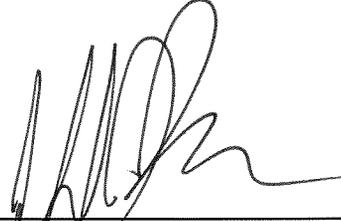
11. State the cost to install a setter.

12. Does the cost of installing the setter include the cost of installing the water meter?

13. Were any statements or other written correspondence mailed to 36 Tackett Branch between July 2010 and June 2012? If the answer is yes, indicate what was mailed, the date it was mailed, and whether the correspondence was returned to sender.

14. Provide a list of complaints of low pressure or no water from other customers in the area around 36 Tackett Branch from July 2010 to the date Southern District removed the setter from 36 Tackett Branch. For each complaint, include the date of the complaint, the specifics of the complaint, the street name of the customer making the complaint, and the resolution of the complaint.

15. Provide copies of all documents signed by Ozark and Kim Slone regarding water service at 36 Tackett Branch.



Jeff Berouen
Executive Director
Public Service Commission
P.O. Box 615
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DATED MAR 25 2014

cc: Parties of Record

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