

COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

APPLICATION OF CUNNINGHAM WATER)
DISTRICT REQUESTING DEVIATION FROM)
REQUIREMENTS OF 807 KAR 5:006, SECTION) CASE NO. 2016-00422
14(2))

COMMISSION STAFF'S FIRST REQUEST FOR INFORMATION
TO CUNNINGHAM WATER DISTRICT

Cunningham Water District ("Cunningham District"), pursuant to 807 KAR 5:001, is to file with the Commission the original in paper medium and six copies of the following information. The information requested herein is due within 14 days of the date of this request. Responses to requests for information shall be appropriately bound, tabbed and indexed. Each response shall include the name of the witness responsible for responding to the questions related to the information provided.

Each response shall be answered under oath or, for representatives of a public or private corporation or a partnership or association or a governmental agency, be accompanied by a signed certification of the preparer or the person supervising the preparation of the response on behalf of the entity that the response is true and accurate to the best of that person's knowledge, information, and belief formed after a reasonable inquiry.

Cunningham 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 Cunningham District fails or refuses to furnish all or part of the requested information, it 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. When filling a paper containing personal information, Cunningham shall, in accordance with 807 KAR 5:001, Section 4(10), encrypt or redact the paper so that personal information cannot be read.

1. Provide the following information concerning Cunningham District's office:
 - a. State the location of the office and describe the office facility, including the number of rooms and square footage;
 - b. State whether Cunningham District receives mail at its office;
 - c. State how frequently Cunningham District inspects the payment drop box located at the office for the receipt of payments;
 - d. State whether the telephone number for Cunningham District is for a telephone located within the office;
 - e. State how often the voice mail for the telephone number for Cunningham District is checked for messages;

f. State the uses of the office by Cunningham District employees;

g. State whether Cunningham District is currently in compliance with 807 KAR 5:006, Section 14(1)(b)2, by making a designated representative available during Cunningham District's established working hours not fewer than seven hours per day, one day per week. If Cunningham District is not currently in compliance with 807 KAR 5:006, Section 14(1)(b)2, state the date when Cunningham District was last in compliance with this administrative regulation.

h. State how often Cunningham District currently has a representative or representatives at the office, including the normal hours per day, time of day, and days of the week;

i. State whether Cunningham District's representative utilizes the office for meeting with customers.

2. Provide the following information for the cellular telephone number used by Cunningham District:

a. State the name and position of the contact person or persons for Cunningham District;

b. State whether the contact person at the cellular telephone number has the authority to negotiate and accept partial payment plans;

c. State whether the contact person at the cellular telephone number is trained and sufficiently knowledgeable of Cunningham District's operations to answer questions and resolve disputes; and

d. State whether the contact person at the cellular telephone number is knowledgeable of KRS 278.160(2); KRS 278.225 regarding customer bills and service; 807 KAR 5:001, Section 20; and 807 KAR 5:006.

3. Provide a detailed breakdown of Cunningham District's estimated annual cost of \$4,000 to \$5,000 to hire a new employee to staff its office during office hours.



Talina R. Mathews
Executive Director
Public Service Commission
P.O. Box 615
Frankfort, KY 40602

DATED APR 12 2017

cc: Parties of Record

*Cunningham Water District
7506 US Highway 52
P. O. Box 644
Cunningham, KY 42035

*Eric Young
Cunningham Water District
P. O. Box 644
Cunningham, KY 42035

*Michael W Hogancamp
Calisle County Attorney
Courthouse, 985 US Highway 62, Suite
P.O. Box 249
Bardwell, KENTUCKY 42023