

COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

OLDHAM WOODS SANITATION, INC.)	CASE NO.
REQUEST FOR DEVIATION FROM 807 KAR)	2017-00393
5:006 AND 807 KAR 5:011)	

ORDER

On September 17, 2020 Oldham Woods Sanitation, Inc. (Oldham Woods) filed a letter for successive deviation from certain administrative regulations, requesting to continue virtual office operations as approved in the Commission's January 11, 2018 Order. Also, in the January 11, 2018 Order, the Commission directed Oldham Woods to file written notice if it planned to request for a successive deviation no less than three months before the expiration of the deviation granted. Patience Martin, the president of Oldham Woods, submitted a letter to the Commission as an official request to continue the virtual office, and said letter will be deemed a motion by the Commission. This case is opened for the sole purpose of addressing this motion.

On September 28, 2017, Oldham Woods filed a motion requesting Commission approval to deviate from certain administrative regulations, including 807 KAR 5:006, Section 14(1), (1)(b)(2), (1)(c)(1), and (3)(b), which required utilities to provide office space, specific business hours, a telephone, and a designated representative for customer inquiries. As a basis for the decision to grant the deviation, the Commission found that Oldham Woods (1) filed evidence of its contract with a third party that operates the sewer system and provides 24-hour contact for emergency service; (2) filed evidence of its contract with Oldham County Water District to provide customer service in person,

by email, by telephone, and by mail; (3) filed evidence of a post office box and telephone number for customers who have non-emergency customer service questions; (4) filed evidence that the owner and president of the utility will meet with customers by appointment at the plant site or other public location; (5) filed evidence of a website with 24-hour availability for internet-based access to services; and (6) filed evidence of the cost to rent and staff an office. Based upon the specific and substantial evidence of record, the Commission found that Oldham Woods established good cause to allow Oldham Woods to deviate from the regulations regarding maintaining and staffing a physical office because there were sufficient alternatives in place for Oldham Woods' customers to access the utility for emergencies, for billing inquiries, for service issues, and to start or stop utility service.

Because three years have passed and the factual basis underlying the Commission's decision may have changed, the Commission finds that Oldham Woods should file, in a new case, an application requesting to deviate from 807 KAR 5:006, Section 14(1), (1)(b)(2), (1)(c)(1), and (3)(b). Oldham Woods should file support for its request, including the same type of evidence as discussed above, that supports a conclusion that Oldham Woods' customers will have necessary access to utility representatives, such as contractual arrangements with third parties or, for non-emergencies, meeting with utility representatives, to obtain emergency service, make a billing inquiry, to report services issues, and to start or stop utility service.

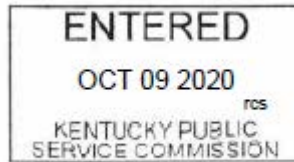
Oldham Woods is reminded that the application must be filed by an attorney licensed to practice law in Kentucky pursuant to 807 KAR 5:001, Section 4(4).

IT IS THEREFORE ORDERED that:

1. The case is opened for the sole purpose of addressing Oldham Woods' September 17, 2020 motion.
2. Oldham Woods shall file, in a new case, an application to deviate from 807 KAR 5:006, Section 14(1), (1)(b)(2), (1)(c)(1), and (3)(b) along with evidence in support of its request as set forth in this Order.
3. This case is closed and removed from the Commission's docket.

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By the Commission



ATTEST:

A blue ink signature, appearing to be "K. O. C.", written in a cursive style over a horizontal line.

Acting Executive Director

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