

COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

CONSUMERS WATER DISTRICT'S)	
REQUEST FOR DEVIATION FROM)	CASE NO. 2000-162
ADMINISTRATIVE REGULATION 807 KAR 5:006,)	
SECTION 13(1)(b)(1))	

O R D E R

Consumers Water District has applied for a deviation from Administrative Regulation 807 KAR 5:006, Section 13(1)(b)(1). Having considered the application and being otherwise sufficiently advised, the Commission finds that:

1. Consumers Water District, a water district organized pursuant to KRS Chapter 74, owns and manages facilities in Graves County, Kentucky for the distribution and furnishing of water to the public for compensation.

2. As of December 31, 1999, Consumers Water District provided water service to approximately 1,461 customers.

3. For the calendar year ending December 31, 1999, Consumers Water District had total water operating revenues of \$311,333.

4. Consumers Water District currently has a designated representative available to answer customer questions, resolve disputes and negotiate partial payment plans at its office from 8:00 a.m. to 12:00 noon on normal workdays. It also maintains a 24-hour per day emergency number for its customers.

5. Administrative Regulation 807 KAR 5:006, Section 13(1)(b)(1), provides that each utility must designate at least one representative to be available to answer

customer questions, resolve disputes and negotiate partial payment plans at the utility's office and that "each water and sewer utility having annual operating revenues of \$250,000 or more shall make the designated representative available during the utility's established working hours not fewer than seven (7) hours per day, five (5) days per week, excluding holidays."

6. Administrative Regulation 807 KAR 5:006, Section 13(1)(b)(1), requires that Consumers Water District have a representative available not fewer than 7 hours per day, 5 days per week, excluding holidays.

7. Consumers Water District's compliance with Administrative Regulation 807 KAR 5:006, Section 13(1)(b)(1), would significantly increase its cost of service without significantly improving the quality of its service.

8. Consumers Water District's current operating hours, the present availability of its designated representative, and its use of a 24-hour emergency telephone ensures that the utility renders adequate service to its customers.

9. Good cause exists to grant the requested deviation for a period of 3 years. At the end of that period, Consumers Water District may request extension of the period for the deviation.

IT IS THEREFORE ORDERED that:

1. Subject to the conditions set forth in Ordering Paragraph 2, Consumers Water District is permitted to deviate from the requirements of Administrative Regulation 807 KAR 5:006, Section 13(1)(b)(1), for a period of 3 years from the date of this Order.

2. If, during the period in which the deviation is in effect, Consumers Water District reduces the number of hours that its designated representative is available at its

office to answer customer questions, resolve disputes, and negotiate partial payment plans, then this deviation shall terminate and Consumers Water District shall come into immediate compliance with Administrative Regulation 807 KAR 5:006, Section 13(1)(b)(1).

Done at Frankfort, Kentucky, this 21st day of July, 2000.

By the Commission

ATTEST:

Deputy Wm H. Fowler
Executive Director