

COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION
CASE NO. 2013-00383

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PUBLIC SERVICE
COMMISSION

In the Matter of:

OZARK AND KIM SLONE

COMPLAINANTS

VS.

SOUTHERN WATER & SEWER DISTRICT

DEFENDANT

**SOUTHERN WATER & SEWER DISTRICT'S RESPONSE TO COMMISSION
STAFF'S SECOND REQUEST FOR INFORMATION**


Comes the Defendant, by counsel, and hereby responds to the Commission Staff's
Second Request for Information as follows:

- 1) Southern Water & Sewer District's policy and procedure is to initially send a bill stating that payment is due by the 20th of the month. If bill is not paid, a reminder is sent by the 15th of the following month, stating that service could be disconnected if the bill is not paid in full.
- 2) For removal of the water meter, Southern Water & Sewer District's policy and procedure is to send a disconnect crew to the residence to collect the delinquent amount. If the delinquent amount is not collected, then service is disconnected.
- 3) It is the policy of Southern Water & Sewer District to remove a setter only as a last resort to prevent theft of service.
- 4) Southern Water & Sewer District disconnected the water service at 36 Tackett Branch in June 2010.

- 5) The definite date Southern Water & Sewer District removed the setter from 36 Tackett Branch is not on file. The date is approximately several days before the formal complaint was filed in 2013.
- 6)
 - a. The water meter was disconnected in June 2010. The setter was removed in 2013.
 - b. The water meter and setter were removed on different dates pursuant to the policy described herein in responses 1 and 2. The setter was removed due to continuous theft of service.
- 7) The amount of payment delinquency existing was \$135.26 for a period of two months that payment was in arrears at 36 Tackett Branch when Southern Water & Sewer District disconnected water service for 36 Tackett Branch.
- 8) The amount of payment delinquency existing was \$135.26 for a period of two months that payment was in arrears at 36 Tackett Branch when Southern Water & Sewer District removed the water meter for 36 Tackett Branch.
- 9) At the time the setter was removed at 36 Tackett Branch, no payment had been made since 2010.
- 10) The cost to install a water meter is a \$40.00 service fee.
- 11) The cost to install a setter is \$750.00.
- 12) Yes, the cost of installing a setter includes the cost of installing the water meter.
- 13) No statements or other written correspondence was mailed to 36 Tackett Branch between July 2010 and June 2012.

- 14) No records exist for the information requested. However, refer to responses to Commission Staff's First Request for Information, which contains responses detailing the personal recollection of Manager Dean Hall.
- 15) No such records exist of any documents signed by Ozark and Kim Slone regarding water service at 36 Tackett Branch.

Respectfully submitted,

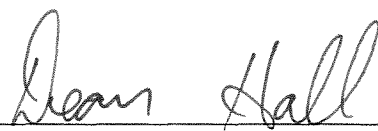


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Counsel—Southern Water & Sewer District

CERTIFICATION

I, Dean Hall, do hereby certify that this response is true and accurate to the best of my knowledge, information, and belief formed after a reasonable inquiry.



DEAN HALL
MANAGER