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COMMONWEALTH OF KENTUCKY  
BEFORE THE PUBLIC SERVICE COMMISSION

AUG 10 2017

PUBLIC SERVICE  
COMMISSION

In the Matter of:

NORTH MERCER WATER DISTRICT

}  
} CASE NO. 2017-00127  
}

APPLICATION FOR DEVIATION OF 807 KAR 5:006, SECTION 14(b)(1,  
RELATING TO OFFICE HOURS

RESPONSES TO  
COMMISSION STAFF'S SECOND REQUEST FOR INFORMATION TO  
NORTH MERCER WATER DISTRICT

Comes the North Mercer Water District, by counsel, and in response to the Commission Staff's Second Request for Information to North Mercer Water District, dated August 3, 2017, and states as follows:

Request No. 1: State how many office staff work for North Mercer in the building where customer payments are accepted.

Response No. 1: Two office staff members work in the building where customer payments are made. The District Manager also has an office in the same building, but the manager has other responsibilities, and may need to be in another place during office hours. Additionally, North Mercer bills approximately 4600 households per month. Of these, each month, approximately 1000 customers pay by Auto Pay; approximately 500 customers use our drop box; approximately 475 customers use our on-line web payment; approximately 975 customers pay in person or by phone; and the rest, approximately 1650 customers pay by U.S. Mail.

Request No. 2: State whether North Mercer has explored staggering the shifts worked by office personnel so the office would be five days a week and with extended hours.

Response No. 2: North Mercer has explored the possibility of staggering office hours, but this plan will not work with the current number of employees. The office requires two people staffed to handle customer payments, requests, telephone calls, including payments made by phone. North Mercer strives to put customers first and has always had extended hours.

KAR 5:006, Section 14 requires that the utility be available five days a week, seven hours per day, for a total of 35 hours each week, excluding holidays. Under the District's proposal, the North Mercer office is open to the public a total of forty (40) hours per week. Employees stagger their lunch breaks so that someone is available the entire day. Presently the District Manager fills in when one of the office staff is absent due to sickness or vacation.

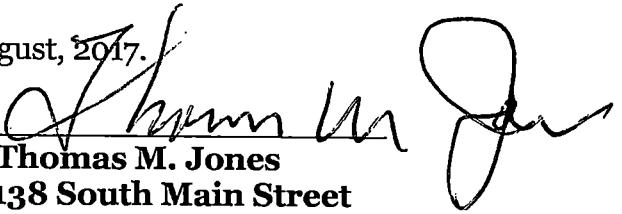
North Mercer has determined that to have the office open five days per week for ten hours, each day, would necessitate the District's hiring of at least one more office clerk, minimally, and maybe two office clerks, to handle employee vacations and sick time.

Request No. 3: Refer to the Application, page 2, paragraph 7, b. State how many customer comments and requests have been received characterizing the present office hours as being inconvenient.

Response No. 3a: All comments about office hours have been oral. Customers have complained that the office is closed, when they leave home to go to work in the morning and closed when they leave work to come home. Many customers work the typical 8:00 a.m. to 5:00 p.m. schedule. Customers have said they wished we were open at a time more convenient for them. The District has made no effort to keep track of the number of these comments, but would state that there have been many such comments or complaints.

Request No. 3b: If they have been made in written or electronic form, provide copies of these comments and requests.

Response No. 3b: There have been no comments in written or electronic form. This the 10<sup>th</sup> day of August, 2017.



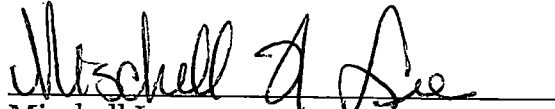
**Thomas M. Jones**  
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**ATTORNEY FOR**  
**North Mercer Water District,**  
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**P.O. Box 79**  
**Salvisa, Kentucky 40372**

**Verification**

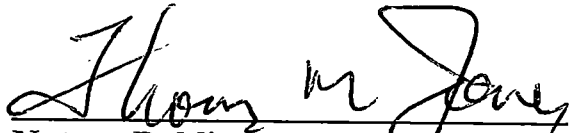
I, Mischell Lee, having been duly sworn, state that I am the Manager of the North Mercer Water District, and I am responsible for providing the information set out in the above Responses, and I state that the statements made therein are true and correct to the best of my knowledge and belief, all on this the 10<sup>th</sup> day of August, 2017.

  
Mischell Lee

**COMMONWEALTH OF KENTUCKY** ]  
] **Sct.**  
**COUNTY OF MERCER** ]

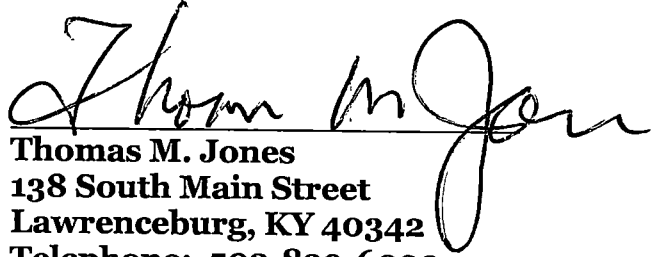
Subscribed and sworn to before me by **Mischell Lee** this the 10<sup>th</sup> day of August, 2017, at Salvisa, Kentucky.

My commission expires: August 1, 2019.

  
Notary Public  
State of Kentucky at Large

**Certificate of Service**

The undersigned attorney certifies that the original and six copies of the foregoing **RESPONSES TO COMMISSION STAFF'S SECOND REQUEST FOR INFORMATION TO NORTH MERCER WATER DISTRICT**, dated August 10, 2017, was this day served, by hand delivery, upon the Public Service Commission, Commonwealth of Kentucky, 211 Sower Blvd, P.O. Box 615 Frankfort, Kentucky 40602, with a true copy being hand delivered to the North Mercer Water District, P.O. Box 79, Salvisa, Kentucky 40372 all on this the 10<sup>th</sup> day of August, 2017.



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