

COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

TARIFF FILING OF GALLATIN COUNTY WATER)	
DISTRICT TO IMPLEMENT A FEE FOR THE EYE)	CASE NO.
ON WATER APPLICATION)	2018-00410

ORDER

On November 13, 2018, Gallatin County Water District (Gallatin District), filed a revised tariff, designated "PSC KY No. 1, 2nd Revised Sheet No. 5," to add a new fee for the Eye On Water Application. A Commission Staff request for information was sent to Gallatin District on November 30, 2018, via electronic mail. Gallatin District's response, which was received on December 6, 2018, via electronic mail and the Commission's electronic Tariff Filing System, is attached as an Appendix to this Order. Gallatin District has proposed an effective date of January 1, 2019, for the revision.

Having reviewed the proposed revision and Gallatin District's response to the November 30, 2018 request for information, the Commission finds that further proceedings are necessary to determine its reasonableness, that these proceedings cannot be completed prior to the effective date of the proposed revision, and that the proposed revision should be suspended pursuant to KRS 278.190(2).

All requests for intervention should be filed by January 10, 2019. As set forth in 807 KAR 5:001, Section 4(11)(a), a person requesting permissive intervention in a Commission proceeding is required to demonstrate either (1) a special interest in the proceedings which is not adequately represented in the case, or (2) that the person

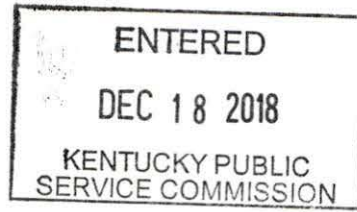
requesting permissive intervention is likely to present issues or develop facts that will assist the Commission in fully considering the matter without unduly complicating or disrupting the proceedings. Further, KRS 278.040(2) requires that a person seeking intervention must have an interest in the rates or service of a utility, as those are the only matters that are subject to the Commission's jurisdiction.

Based on the foregoing, the Commission further finds that any person requesting to intervene in a Commission proceeding must state with specificity the person's special interest that is not adequately represented or the issues and facts the person will present that will assist the Commission in fully considering the matter. A mere recitation of the quantity of water consumed by the movant or a general statement regarding the potential impact of a possible modification of rates will not be deemed sufficient to establish a special interest.

IT IS THEREFORE ORDERED that:

1. Gallatin District's proposed tariff revision is suspended for five months from January 1, 2019, up to and including May 31, 2019.
2. Requests for intervention shall be filed no later than January 10, 2019. Any party who submits a motion to intervene after January 10, 2019, and upon a showing of good cause is granted full intervention, shall accept and abide by the existing procedural schedule, if any.

By the Commission



ATTEST:

For [Signature]

Executive Director

APPENDIX

APPENDIX TO AN ORDER OF THE KENTUCKY PUBLIC SERVICE
COMMISSION IN CASE NO. 2018-00410 DATED **DEC 18 2018**

1
2
3
4
5

[TWENTY PAGES TO FOLLOW]

Hinton, Daniel E (PSC)

From: PSC - Tariffs
Sent: Friday, November 30, 2018 12:22 PM
To: Gallatin County Water District
Subject: Gallatin County Water District Tariff Filing

Tammy,

Staff has looked over the tariff filing submitted by Gallatin County Water District to add the Eye On Application Charge to the tariff. Staff had a couple of requests.

1. Provide a description of the process a customer would go through to sign up for the service (who would they contact to sign up, what is the process of obtaining the application once they sign up, etc.)
2. Provide the benefits a customer signing up for this would receive.
3. Indicate whether there is any cost to the district to provide the information to the customer. If so, provide those costs.

The responses can be e-mailed to me at psc.tariffs@ky.gov.

If you have any questions, please give me a call at (502) 782-2626 or respond to this e-mail.

Thanks.

Daniel

Hinton, Daniel E (PSC)

From:
Sent: Thursday, December 06, 2018 8:26 AM
To: PSC - Tariffs
Subject: FW: Eye on Water
Attachments: beacon advanced metering analytics eyeonwater.pdf; eyeonwater customer facing postcard bea-mf-01038-en.docx

****CAUTION** PDF attachments may contain links to malicious sites. To verify the destination of the hyperlink in an attachment, hover your mouse over the link and verify the link address. If you are unfamiliar with the address or the address looks suspicious, do not click on the link and delete the email immediately. Please contact the COT Service Desk ServiceCorrespondence@ky.gov for any assistance.**

Daniel,

I was trying to send the power point that describes the benefits and sign in process but the file is to big and it keeps rejecting it. I will try and forward it in another email.

Thanks
Tammy

From:
Sent: Wednesday, December 5, 2018 12:34 PM
To: 'PSC - Tariffs' <psc.tariffs@ky.gov>
Subject: FW: Eye on Water

From:
Sent: Wednesday, December 5, 2018 8:47 AM
To: 'PSC - Tariffs' <psc.tariffs@ky.gov>
Subject: Eye on Water

Good Morning Daniel,

I have attached some information about the Eye of Water Application for staff review.

1. The Customer would contact the Water District to sign up for the service. We can notify the customers of the apps. availability by mailing the attached postcard to every customer and positing flyers at the office and/or placing an ad in the local paper.
2. Attached is a power point presentation that Badger prepared for us. It explains the benefits to the customer and outlines the sign up process. Once a customer signs up we are able to generate a report of active users for billing purposes.
3. The cost to the District to see the customer data is .89 cents per month as indicated on the invoice. This cost would be passed on to the customers who request the service.

If you have any questions or need additional information please let me know.

Thanks and have a Great Day!

Tammy



Badger Meter

BEACON® Advanced Metering Analytics EyeOnWater® Consumer Engagement



Direct Water Consumption Data

Gives utility customers direct access to their water consumption data, allowing them to easily view, understand and manage their water usage.

Improved Customer Service

Improved customer service and reduced calls to the utility.

Promotes Water Conservation

Promotes changes in behavior related to water conservation.

EyeOnWater® is a consumer engagement application that goes beyond traditional monthly statements to connect utilities and their customers like never before. Available exclusively through BEACON® AMA, EyeOnWater enables utility customers to view and understand their usage profile through easy-to-understand consumption graphs and provides a simple method to establish alerts to better manage their water use.

Literally putting water usage data in the palm of consumers' hands, EyeOnWater mobile apps bring the power of the online portal to your customer's iOS device or Android smartphone.

Features:

- Secure, cloud-based – ISO 27001 certified and SOC 2 examined for security, availability and confidentiality
- Hourly, daily, monthly, and yearly data and charts
- Temperature and precipitation overlays
- Week-over-week consumption comparisons
- Configurable leak alerts by email or SMS text
- Web-based consumer portal, plus Android and iOS mobile apps

**Better information. Better utility management.
Clearly Better.**

Making Water Visible®

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www.badgermeter.com

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China | Badger Meter | 7-1202 | 99 Hangzhong Road | Minhang District | Shanghai | China 201101 | +86-21-5763 5412



Gallatin County Water District has upgraded your water meter.

Dear Resident of Gallatin County Water District,

As part of our ongoing efforts to improve services to our customers, we are now offering you direct and secure access to your water usage data. The Gallatin County Water Districts Eye On Water suite of available tools includes a secure online website to review and analyze your usage patterns. A consumer smartphone app will be made available after the initial online sign-up.

With these tools, you will be able to view your hourly usage activity, and gain greater understanding and control of the amount of water you use. Gallatin County Water Districts Eye On Water Online provides easy to understand graphs and the ability to establish alerts – including identifying potential leaks. For more information on how to sign up and the cost for this service please contact the office.

□ Gallatin County Water District
4500 Hwy. 455
Sparta, Ky. 41086
859-643-5200



Badger Meter



EyeOnWater® Overview

Tina Odum, P.E.
Solutions Architect
Badger Meter Inc.



Every drop counts.



Benefits

How Does the City Benefit?

- Eliminates old, unreliable infrastructure
 - Lower maintenance
 - Longer service life
- Enhanced Customer Service
 - Helps Eliminate Human Error
 - Minimizes re-reads
 - Information “on tap”
 - Enhanced consumption tracking
- Better Water Accountability
 - Better leak detection
 - Reduce water losses





Benefits

How Do Residents Benefit?


- Promotes Accurate Billing
 - Everyone pays for what they use
- Monitor Your Own Consumption
 - See when and how much water is used
 - Monitor for Leaks or High Usage
 - Get Email & Text alerts
 - Set a Water Budget



660016086 ✕

Leak detected: 17 Gallons per hour.

Online
412 STOCKTON DR, Stockton, CA 95210
16294317 / BADGER M70 1"

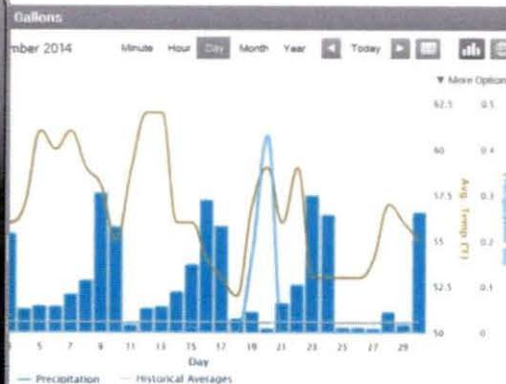
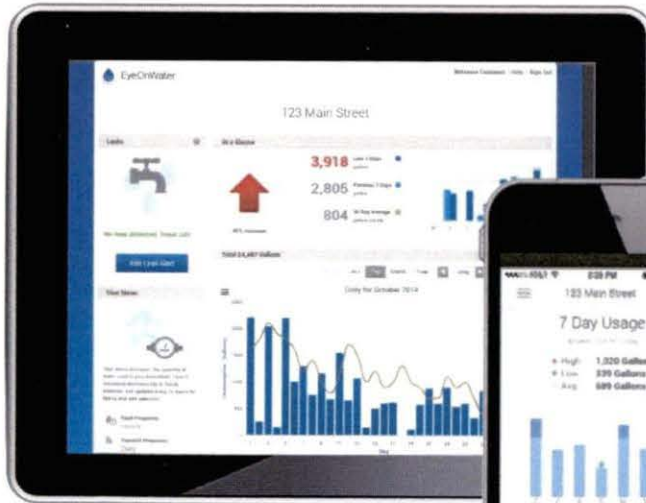
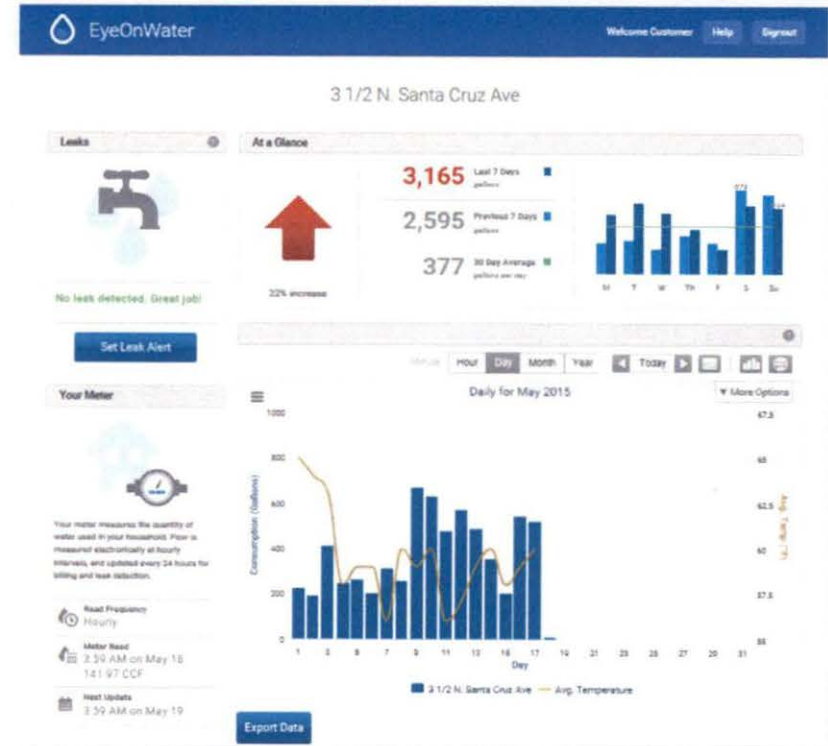




EyeOnWater

- **EyeOnWater**

- Consumer Engagement Website
- Track and analyze consumption
- See how weather affects usage
- Set Leak alerts



123 Main Street

Leaks



No leak detected. Great job!

Edit Leak Alert

Your Meter



Your meter measures the quantity of water used in your household. Flow is measured electronically at hourly intervals, and updated every 24 hours for billing and leak detection.

Read Frequency
Hourly

Transmit Frequency
Daily

Next Update
9:59 AM on Oct 31

At a Glance

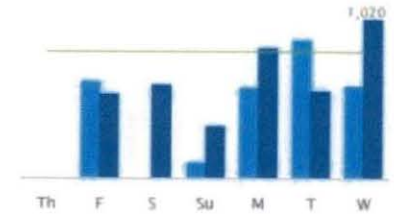


40% increase

3,918 Last 7 Days
gallons

2,805 Previous 7 Days
gallons

804 30 Day Average
gallons per day

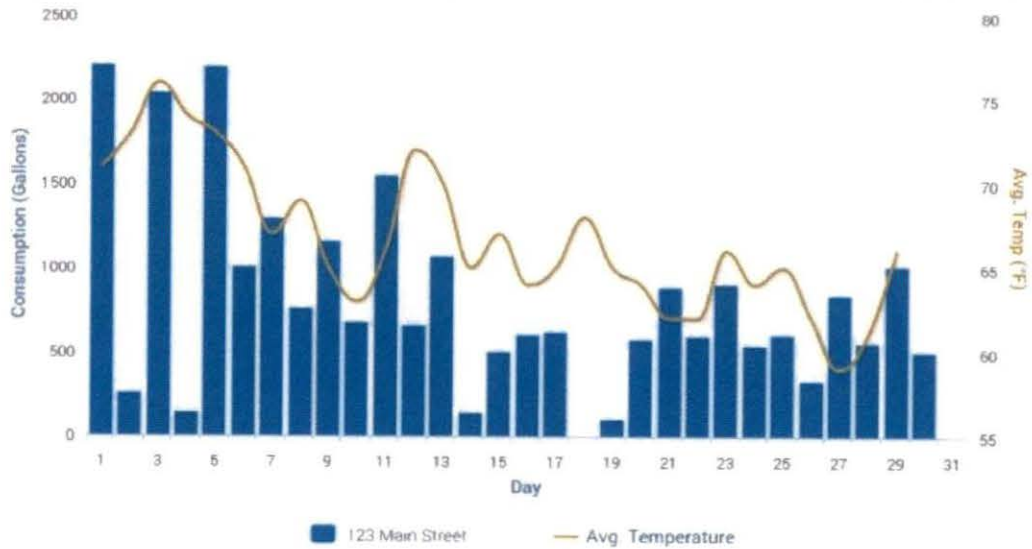


Total 24,487 Gallons

Month Hour Day Month Year Today

Daily for October 2014

More Options



Export Data



WWW.EYEONWATER.COM



[Help](#)

English ▼



Did you know?

Find out your water's energy intensity. Call up your water utility, get total gallons delivered & their electrical bill. Divide.

Email Address:

Password:

[Sign In](#)

[Create Account](#)

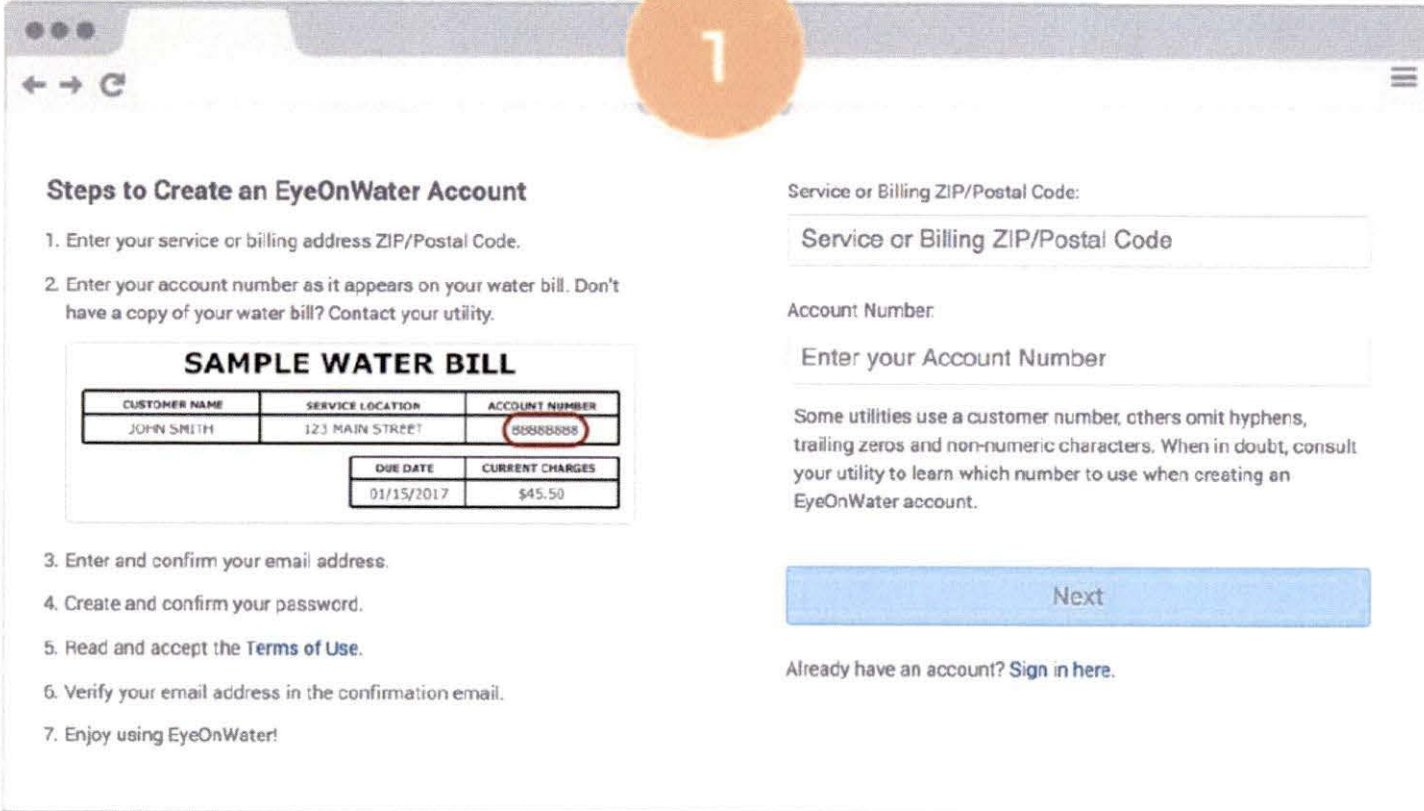
[Forgot Password?](#)



Registration

Enter your Zip Code

Enter your Account #



Steps to Create an EyeOnWater Account

1. Enter your service or billing address ZIP/Postal Code.
2. Enter your account number as it appears on your water bill. Don't have a copy of your water bill? Contact your utility.
3. Enter and confirm your email address.
4. Create and confirm your password.
5. Read and accept the [Terms of Use](#).
6. Verify your email address in the confirmation email.
7. Enjoy using EyeOnWater!

CUSTOMER NAME	SERVICE LOCATION	ACCOUNT NUMBER
JOHN SMITH	123 MAIN STREET	88888888

DUE DATE	CURRENT CHARGES
01/15/2017	\$45.50

Service or Billing ZIP/Postal Code:

Account Number:

Some utilities use a customer number, others omit hyphens, trailing zeros and non-numeric characters. When in doubt, consult your utility to learn which number to use when creating an EyeOnWater account.

[Next](#)

Already have an account? [Sign in here.](#)





Registration

Enter your email address

Create a password

Passwords must have:

- 8 characters (min)
- 1 Upper Case Letter
- 1 Special Character
- 1 Number

Steps to Create an EyeOnWater Account

1. Select your utility by entering your service address ZIP Code.
2. Enter your account number as it appears on your water bill. (Don't have a copy of your water bill? Contact your utility.)
3. Enter and confirm your email address.
4. Create and confirm your password.
5. Read and accept the Terms of Use.
6. Verify your email address in the confirmation email.
7. Enjoy using EyeOnWater!

SAMPLE WATER BILL

CUSTOMER NAME	SERVICE LOCATION	ACCOUNT NUMBER
JOHN SMITH	123 MAIN STREET	88888888

OUR DATE	CURRENT CHARGES
01/15/2017	\$45.50

My EyeOnWater Account

Full Name:
Jonny Goldberg

Email Address:
JonnyGoldberg58@example.com

Confirm Email Address:
JonnyGoldberg58@example.com

Password:
.....

Confirm Password:
.....

I have read the Terms of Use for this application and agree to the provisions.

Next

Already have an account? Sign in here.



Registration

BEACON sends a confirmation email

Did you know?

One in eight people worldwide do not have access to clean water, according to the World Health Organization.

We have sent a verification email to the following address, please open the link in the email and return to this app to complete the sign up process.

Email Address:

JonnyGoldberg58@gmail.com

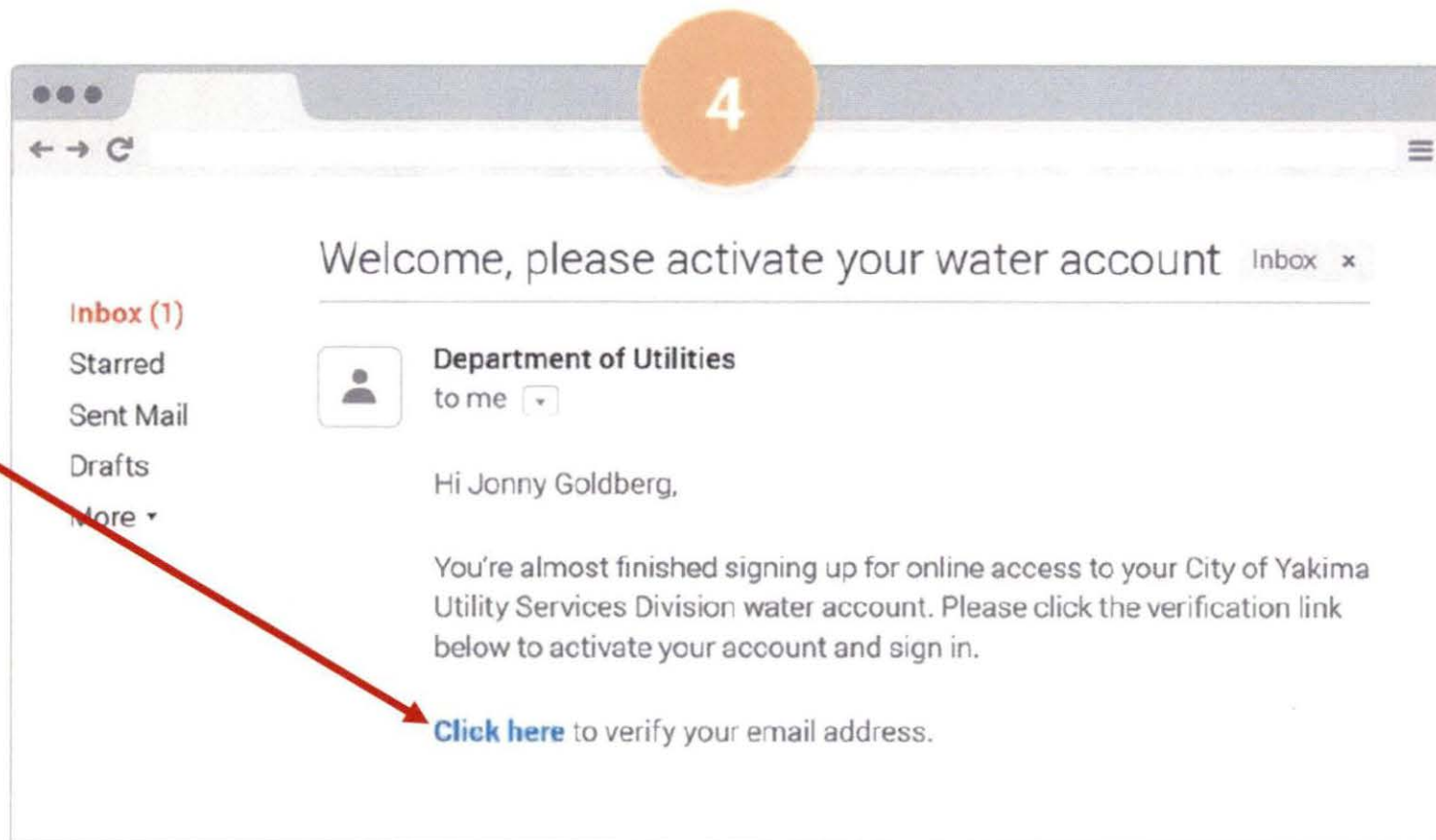
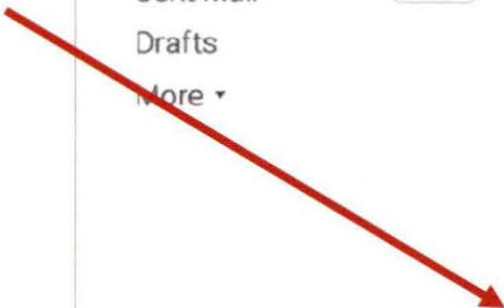
Resend Email





Registration

Click on the link






Registration

Login to see your
consumption reports

5



Did you know?
One in eight people worldwide do not have access to clean water, according to the World Health Organization.

My EyeOnWater Account

Email Address:

Password:

[Sign In](#)

[Create Account](#) [Forgot Password?](#)





123 Main Street

Leaks



No leak detected. Great job!

Edit Leak Alert

Your Meter



Your meter measures the quantity of water used in your household. Flow is measured electronically at hourly intervals, and updated every 24 hours for billing and leak detection

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Next Update
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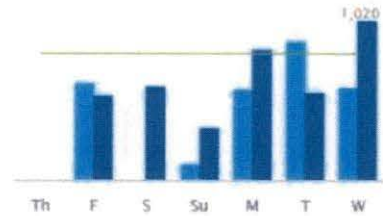


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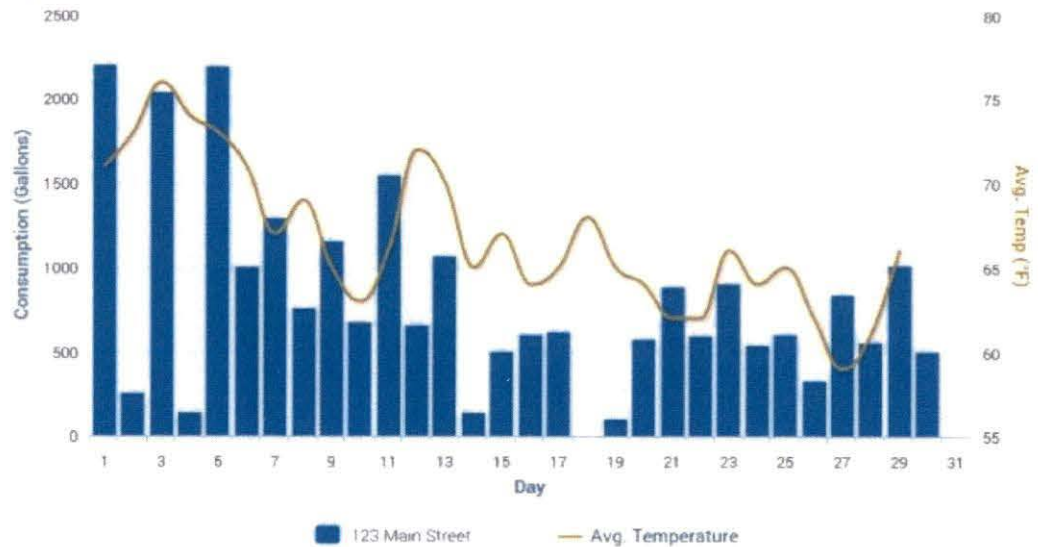


Total 24,487 Gallons

Minute Hour Day Month Year Today

Daily for October 2014

More Options



Export Data





EyeOnWater App

- ***EyeOnWater Goes Where You Go!***
 - EyeOnWater for SmartPhones and Tablets
 - Full functionality
 - Set & receive alerts, view graphs, etc.
 - Apple, Android
 - Apple App Store
 - Google Play Store





Questions / Answers / Discussion



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4500 Highway 455
Sparta, KY 41086

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