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PUBLIC SERVICE
COMMISSION

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

February 12, 2019

Kentucky Public Service Commission
611 Sower Blvd.
P.O. Box 615
Frankfort, Ky. 40602

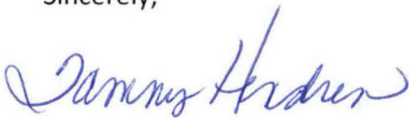
Re: Response to Case 2018-00410

Dear Sir or Madam,

Please find enclosed the original and four (4) bound copies of the requested information for the above referenced case.

If you have any questions or need additional information please feel free to contact the office at the above referenced telephone number.

Sincerely,



Tammy Hendren
Office Manager

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PUBLIC SERVICE
COMMISSION

COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

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

RESPONSE OF
GALLATIN COUNTY WATER DISTRICT

TO

COMMISSION'S REQUEST FOR INFORMATION

DATED JANUARY 29, 2019

FILED: February 12, 2019

COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

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

CERTIFICATION OF RESPONSE OF GALLATIN COUNTY WATER DISTRICT TO
COMMISSION'S REQUEST FOR INFORMATION

This is to certify that I have supervised the preparation of Gallatin County Water District's Commission's Request for Information. The response submitted on behalf of Gallatin County Water District is true and accurate to the best of my knowledge, information, and belief formed after a reasonable inquiry.

Date: 2/12/19



Tammy Hendren, Office Manager
Gallatin County Water District

GALLATIN COUNTY WATER DISTRICT
CASE No. 2018-00410

Response to Commission's Request for information

Question No. 1

Responding Witness: Tammy Hendren

Q-1. Indicate whether Gallatin District is aware of any utilities that use the Eye on Water Application. If so, indicate whether Gallatin District is aware whether any of those utilities are charging their customers for access to the Application.

A-1. Gallatin District is currently not aware of any utilities that use or charge customers for access to the Eye on Water applications.

In reaching out to Tina Master-Odum, P.E., Solutions Architect with Badger Meters we were informed that there are several utilities throughout the United States allowing customers to access the Eye-on-Water Application and web portal. Currently only 1 utility is charging the customer for access to the customer data.

GALLATIN COUNTY WATER DISTRICT
CASE No. 2018-00410

Response to Commission's Request for information

Question No. 2

Responding Witness: Tammy Hendren

- Q-2. If Gallatin District is aware of any utilities charging customers for access to the Application, list the amounts those utilities charge.
- A-2. Based on the information provided to Gallatin District from Tina Master-Odum, P.E., Solutions Architect with Badger Meters the utility that is charging the customer for access to the Eye-On-Water Portal and App is charging \$3.00 per month.

GALLATIN COUNTY WATER DISTRICT
CASE No. 2018-00410

Response to Commission's Request for information

Question No. 3

Responding Witness: Tammy Hendren

Q-3. Indicate whether customers have to contact Gallatin District to sign-up for the Application or whether customers can sign-up directly through the Eye On Water Smart Phone (App) or website (www.eyeonwater.com) without contacting Gallatin District. If customers can sign up directly through the App or website without contacting the District, indicate whether there would still be a charge to the customer.

A-3. The process for signing up for an Eye On Water Account is as follows:

Gallatin District will send a letter announcing the new Eye On Water portal and smartphone apps that they are providing to all customers at their billing address and will include information on the service fee assessed in the letter and on billing statements as well as their online bill pay portal and website. Gallatin District's letter will explain the value added benefits to the customer and how they can access the Eye On Water portal or download the smartphone app to create a login using their zip code and utility account number.

With the new Eye On Water service from Gallatin District, customers can now track their personal water usage online or on their phone on a daily basis which is beneficial in understanding their water usage and budgeting. In addition, the customer is able to set their own leak alerts which will notify them of a potential leak (water running every 15 minutes for 24 hours). Leak alerts allow the customer to set and monitor leaks which can prevent an unexpected high-water bill for something as simple as a leaking flapper on a toilet.

Gallatin District has the capability of deleting a customer from using the Eye On Water portal. Customers who sign on and create an account without first contacting Gallatin District will be blocked from using the service and notified of the fee associated with the service.