

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

**RECEIVED**  
**APR 10 2019**  
**PUBLIC SERVICE**  
**COMMISSION**

April 9, 2019

Kentucky Public Service Commission  
611 Sower Blvd.  
Frankfort, Ky. 40602

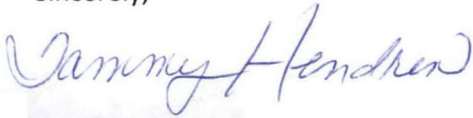
Re: Response to Case 2018-00410

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

COMMONWEALTH OF KENTUCKY  
BEFORE THE PUBLIC SERVICE COMMISSION

RECEIVED

APR 10 2019

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 April 5, 2019

FILED: Filed April 09, 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: 4/9/19

  
\_\_\_\_\_  
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. State whether customers have been notified of Gallatin District's proposal to offer the Eye On Water Application. If so, state whether the proposed fee was included in the notice.
- A-1. Gallatin Water District has not officially notified all customers of its proposal to offer the Eye on Water Application or the proposed fee associated with the application.

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 notice has been provided, indicate whether Gallatin District has received any feedback from Customers and indicate the nature of the feedback.

A-2. Customers who have come into the office to inquire about high water bills have been shown their data usage on the Beacon System. At that time District staff has advised them that we are currently seeking PSC approval to offer them access to this data and that the cost if they are interested would be \$.89 per month. Feedback from those customers has been very positive.

It is also my understanding from our Superintendent Mike Garrett that during the installation of the new meters they had some residents inquire as to why a new meter was being installed. He discussed with them briefly the Beacon System and the capability of being able to monitor their water usage and that feedback was positive as well.

GALLATIN COUNTY WATER DISTRICT  
CASE No. 2018-00410

Response to Commission's Request for information

Question No. 3

Responding Witness: Tammy Hendren

- Q-3. If the Commission rejects Gallatin District's proposal, indicate whether Gallatin District would still offer the Eye On Water Application to customers.
- A-3. No, Gallatin District would not offer the Eye On Water Application to its customers.

GALLATIN COUNTY WATER DISTRICT  
CASE No. 2018-00410

Response to Commission's Request for information

Question No. 4

Responding Witness: Tammy Hendren

- Q-4. If the proposal is approved, indicate how a customer who signs up for the Eye on Water Application would opt out in the future if they no longer wanted access to the Eye on Water Application.
- A-4 Customers who sign up and wish to opt out of the service would simply contact the Water District Office and request a form to opt out of the service.

GALLATIN COUNTY WATER DISTRICT  
CASE No. 2018-00410

Response to Commission's Request for information

Question No. 5

Responding Witness: Tammy Hendren

- Q-5. Explain why customers should have to pay a monthly fee to access the Eye on Water Application.
- A-5. Gallatin District feels that the information provided through the Eye on Water Application would be very beneficial to all customers. The District is not able to monitor a customer's usage 24 hours a day seven days a week but the customer can.

By being able to monitor their water usage and set leak alerts customers can prevent high water bills and possibly property damage. When you consider some of the following scenarios the \$.89 cent monthly fee a customer would pay to have access to their water usage data is minimal in comparison to the cost of a high water bill associated with a leaking toilet, forgetting to turn the hose off, a busted water line, etc.

- Customers with automatic livestock watering systems run the risk of high-water bills as a result of the water system sticking and not shutting off. The watering system could run for several days or weeks and the customer not be aware of it.
- Customers who have seasonal property that are only there during Summer months or weekends run the risk of high water bills due to a toilet sticking and running all week or a line freezing and busting in the winter months.
- Landlords run the risk of potential property damage due to tenants not reporting water leaks.
- Customers with long service lines leading from the meter to their homes may not be aware they have a leak until they receive a high bill.
- Customers who are on a budget can monitor their usage and project their monthly spending on utilities.
- Commercial customers who use a high volume of water in their course of business can project their usage and monitor for possible problems in their system.