

COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

ELECTRONIC TARIFF FILING OF HYDEN-) CASE NO.
LESLIE COUNTY WATER DISTRICT) 2021-00071

COMMISSION STAFF'S FIRST REQUEST FOR INFORMATION
OF HYDEN-LESLIE COUNTY WATER DISTRICT

Hyden-Leslie County Water District (Hyden-Leslie District) pursuant to 807 KAR 5:001, is to file with the Commission an electronic version of the following information. The information requested herein is due on April 2, 2021. The Commission directs Hyden-Leslie District to the Commission's March 16, 2020 and March 24, 2020 Orders in Case No. 2020-00085¹ regarding filings with the Commission. The Commission expects the original documents to be filed with the Commission within 30 days of the lifting of the current state of emergency. All responses in paper medium shall be appropriately bound, tabbed, and indexed. Electronic documents shall be in portable document format (PDF), shall be searchable, and shall be appropriately bookmarked.

Each response shall include the name of the witness responsible for responding to the questions related to the information provided. Each response shall be answered under oath or, for representatives of a public or private corporation or a partnership or association or a governmental agency, be accompanied by a signed certification of the preparer or the person supervising the preparation of the response on behalf of the entity

¹ Case No. 2020-00085, *Electronic Emergency Docket Related to the Novel Coronavirus COVID-19* (Ky. PSC Mar. 16, 2020), Order at 5–6. Case No. 2020-00085, *Electronic Emergency Docket Related to the Novel Coronavirus COVID-19* (Ky. PSC Mar. 24, 2020), Order at 1–3.

that the response is true and accurate to the best of that person's knowledge, information, and belief formed after a reasonable inquiry.

Hyden-Leslie District shall make timely amendment to any prior response if Hyden-Leslie District obtains information that indicates the response was incorrect when made or, though correct when made, is now incorrect in any material respect. For any request to which Hyden-Leslie District fails or refuses to furnish all or part of the requested information, Hyden-Leslie District shall provide a written explanation of the specific grounds for its failure to completely and precisely respond.

Careful attention shall be given to copied material to ensure that it is legible. When the requested information has been previously provided in this proceeding in the requested format, reference may be made to the specific location of that information in responding to this request. When applicable, the requested information shall be separately provided for total company operations and jurisdictional operations. When filing a paper containing personal information, Hyden-Leslie District shall, in accordance with 807 KAR 5:001, Section 4(10), encrypt or redact the paper so that personal information cannot be read.

1. Refer to Sheet No. 1.1 of the proposed tariff, which lists Hyden-Leslie District's nonrecurring charges. Explain the circumstances under which the Connection/Turn-On Charge of \$10.44 will be charged.

2. Refer to Sheet No. 1.1 of the proposed tariff, which lists Hyden-Leslie District's nonrecurring charges. Also, refer to Sheet No. 13 of the proposed tariff, subsection (c), Reconnection Charge. Confirm that the reconnection charges of \$10.44

(Regular Hours) and \$53.62 (After Hours) will cover the cost of both disconnecting and reconnecting service.

3. Refer to Sheet No. 5 of the proposed tariff, subsection (h), regarding payments deposited in the night deposit box. Explain why payments made in response to a termination of service notice will not be considered as received on the previous business day.

4. Refer to Sheet No. 5 of the proposed tariff, subsection (i), regarding payments made by credit or debit card.

a. Explain whether the convenience fee goes directly to the card processing company or whether Hyden-Leslie District collects the convenience fee and remits it to the card processing company.

b. Confirm that Hyden-Leslie District no longer charges the late payment charge referenced in this subsection.

5. Refer to Sheet No. 13 of the proposed tariff, subsection (d), regarding the imputed liability of adults residing with customer.

a. Explain why any other adult residing with the customer of record should be liable for payment of services rendered to the customer of record's residence.

b. Explain how Hyden-Leslie District will document the identities of adults residing with the customer of record.

c. Explain whether Hyden-Leslie District will impute liability to such an individual for only the period in which that individual resided with the customer of record or for some other period.

d. If Hyden-Leslie District will impute liability to such an individual only for the period in which the individual resided with the customer of record, state how Hyden-Leslie District will determine whether a given individual resided with the customer of record and for how long that residency lasted in order to impute liability only for services rendered while such an individual was in residence.

6. Reconcile the apparent contradiction of the language in Sheet No. 13, subsection (d) of the proposed tariff with the language in Sheet No. 3, Section 3, subsection (c), which states that a customer contracting for water service with Hyden-Leslie District is responsible for payment of all water service furnished to the premises until such time as the customer properly notifies Hyden-Leslie District to discontinue service for the account,

7. Refer to Sheet No. 23 of the proposed tariff, subsection (e), which states that customers may allocate amounts billed to others provided the sum of the allocations does not exceed the total amount billed.

a. Explain under what circumstances this provision is used and whether Hyden-Leslie District monitors the allocations.

b. If Hyden-Leslie District does not monitor the allocations, given the Commission's recent denial of similar language in Case No. 2018-00261,² explain why this language should remain in the tariff.

² Case No. 2018-00261, *Electronic Application of Duke Energy Kentucky, Inc. for Authority to 1) Adjust Natural Gas Rates 2) Approval of a Decoupling Mechanism 3) Approval of New Tariffs 4) and for All Other Required Approvals, Waivers, and Relief* (Ky. PSC Mar. 27, 2019), Order at 16–17.

8. Refer to Sheet No. 26 of the proposed tariff, which contains the bill format. Confirm that Hyden-Leslie District no longer charges the ten percent late payment penalty listed on the bill format.

9. Refer to the Water User Agreement for New Service Installations.

a. Explain whether a customer is required to provide the name of their spouse to receive service. If so, explain why Hyden-Leslie District needs the name of the spouse.

b. Explain what is meant by the following statement that appears on page one of the agreement: "The District does not guarantee water service will be made available to the User." Provide a list of all conditions or circumstances under which Hyden-Leslie District would not make water service available to an applicant for new service

10. Refer to the Water User Agreement for All Users. Explain whether a customer is required to provide the following information to receive service, and if so, explain why Hyden-Leslie District needs this information:

- a. Marital Status.
- b. Maiden Name.
- c. Spouse Name.
- d. How many residing in home.
- e. Driver's License Number.
- f. Names of household members.

11. Refer to Sheet No. 17 of the proposed tariff, subsection (j). Explain how Hyden-Leslie District would apply this regulation to a request for a new service at a

location within Hyden-Leslie District's service territory at a point where Hyden-Leslie District is unable to deliver a minimum pressure of 30 psi. Include the actions Hyden-Leslie District would take in this circumstance and any options Hyden-Leslie District would present to the customer requesting new service.

12. Provide copies of all customer complaints of low water pressure received by Hyden-Leslie District for the past 36 months. If an investigation was conducted by Hyden-Leslie District in relation to the complaint, provide a copy of all documentation in relation to the investigation, including Hyden-Leslie District's findings in the investigation.

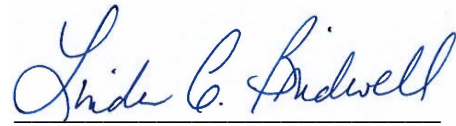
13. State the number of individual booster systems currently operating in Hyden-Leslie District's system.

14. Provide the name, address, date of installation, and any other pertinent information for all customers known by Hyden-Leslie District to have individual booster systems.

15. Refer to Sheet No. 17 of the proposed tariff, subsections (j) through (l). State how Hyden-Leslie District would apply these regulations to a complaint of water pressure below 30 psi at an existing customer's meter.

16. Refer to Sheet No. 21, Section 14, and Sheet No. 22, Section c, subsections (1) through (4) of the proposed tariff. State whether these provisions protect Hyden-Leslie District from liability when Hyden-Leslie District acts with gross negligence.

17. If the answer to Item 16 is in the affirmative, state the legal basis and justification for providing Hyden-Leslie District with such limited liability.

Handwritten signature of Linda C. Bridwell in blue ink.

Linda C. Bridwell, PE
Executive Director
Public Service Commission
P.O. Box 615
Frankfort, KY 40602

DATED MAR 11 2021

cc: Parties of Record

Case No. 2021-00071

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