

CARROLL COUNTY WATER DISTRICT #1

205 MAIN CROSS STREET  
GHENT, KENTUCKY 41045

RATES & CHARGES  
AND  
RULES & REGULATIONS  
FOR FURNISHING  
WATER SERVICE  
IN

CARROLL, GALLATIN AND OWEN COUNTIES  
KENTUCKY

FILED WITH THE  
PUBLIC SERVICE COMMISSION  
OF  
KENTUCKY

DATE OF ISSUE \_\_\_\_\_ November 8, 2019  
Month / Date / Year  
DATE EFFECTIVE \_\_\_\_\_ January 1, 2020  
Month / Date / Year  
ISSUED BY \_\_\_\_\_ /s/ Joe Raisor  
(Signature of Officer)  
TITLE \_\_\_\_\_ Chairperson  
BY AUTHORITY OF ORDER OF THE PUBLIC SERVICE COMMISSION  
IN CASE NO. \_\_\_\_\_ DATED \_\_\_\_\_

<b>KENTUCKY PUBLIC SERVICE COMMISSION</b>
<b>Gwen R. Pinson</b> Executive Director 
<b>EFFECTIVE 1/1/2020 PURSUANT TO 807 KAR 5:011 SECTION 9 (1)</b>

FOR Carroll County, Kentucky  
Community, Town or City

P.S.C. KY. NO. 2  
Original SHEET NO. 1

CANCELLING P.S.C. KY. NO. 2  
SHEET NO. \_\_\_\_\_

Carroll County Water District No. 1  
(Name of Utility)

**I. RATES AND CHARGES**

- A. Monthly Rates
- B. Deposits
- C. Meter Connections/Tap-on Charges
- D. Special Non-Recurring Charges
- E. Purchased Water Rates
- F. Leak Adjustments
- G. Wholesale Water Rates
- H. Fire Departments
- I. Fire Sprinkler

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**II. RULES AND REGULATIONS**

- A. Service Information
- B. Special Rules or Requirements
- C. Billings, Meter Readings, and Related Information
- D. Deposits
- E. Special Non-Recurring Charges
- F. Customer Complaints
- G. Bill Adjustments
- H. Status of Customer Accounts During Billing Disputes

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Executive Director

*Gwen R. Pinson*

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1/1/2020**  
PURSUANT TO 807 KAR 5:011 SECTION 9 (1)

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Original SHEET NO. 2

Carroll County Water District No. 1  
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SHEET NO. \_\_\_\_\_

- I. Customer Request for Termination of Service
- J. Partial Payment Plan N
- K. Customer Relations
- L. Refusal or Termination of Service with Advance Notice T
- M. Refusal or Termination of Service without Advance Notice N
- N. Termination of Service Exceptions N
- O. Meter Testing
- P. Meter Test Records
- Q. Customer Requested Meter Test
- R. Usage Investigation N
- S. Access to Property
- T. Location of Records
- U. Safety Program
- V. System Inspections
- W. Reporting of Accidents, Property Damage, or Loss of Service
- X. Continuity of Service
- Y. Pressures

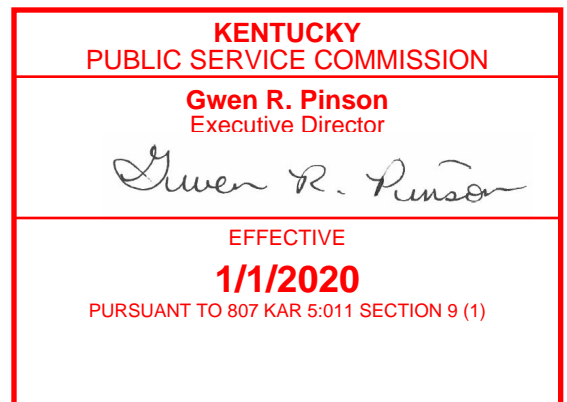
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Carroll County Water District No. 1  
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SHEET NO. \_\_\_\_\_

Z. Service Line and Connections

AA. Leak Adjustments

AB. Ownership of Mains, Services, and Appurtenances

AC. Notification of System Problems

AD. Legal Disclaimers

AE. Fire Departments

AF. Fire Hydrants

AG. Water Main Extensions

AH. Extension Procedures for Developers and/or New Subdivisions

III. ATTACHMENTS

A. ACH Withdrawal of Monthly Utility Bill

B. Leak Adjustment Contract

C. New Service Contract

D. Payment Plan Policy

E. Turn off Request

F. Copy of Bill

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P.S.C. KY. NO. 3  
1<sup>st</sup> Revised SHEET NO. 4

Carroll County Water District No. 1  
(Name of Utility)

CANCELLING P.S.C. KY. NO. 2

ORIGINAL SHEET NO. 4

**SECTION I. RATES AND CHARGES:**

**A. MONTHLY RATES**

**5/8 x 3/4 Meter Tap**

First	1,000 gallons	\$16.50 minimum bill	(I) ↓
Next	9,000 gallons	0.00790 per gallon	
Next	40,000 gallons	0.00555 per gallon	
Over	50,000 gallons	0.00350 per gallon	

**1 Inch Meter Tap**

First	5,000 gallons	\$50.69 minimum bill
Next	5,000 gallons	0.00790 per gallon
Next	40,000 gallons	0.00555 per gallon
All over	50,000 gallons	0.00350 per gallon

**2 Inch Meter Tap**

First	15,000 gallons	\$145.78 minimum bill
Next	35,000 gallons	0.00555 per gallon
All over	50,000 gallons	0.00350 per gallon

**3 Inch Meter Tap**

First	30,000 gallons	\$235.69 minimum bill
Next	20,000 gallons	0.00555 per gallon
All over	50,000 gallons	0.00350 per gallon

**4 Inch Meter Tap**

First	50,000 gallons	\$356.20 minimum bill
All over	50,000 gallons	0.00350 per gallon

**Wholesale Rates**

\$ 0.00262 per gallon

DATE OF ISSUE July 14, 2022  
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TITLE Chairperson

BY AUTHORITY OF ORDER OF THE PUBLIC SERVICE COMMISSION

IN CASE NO. 2021-00475 DATE June 28, 2022

**KENTUCKY  
PUBLIC SERVICE COMMISSION**

**Linda C. Bridwell**  
Executive Director



**EFFECTIVE  
6/28/2022**  
PURSUANT TO 807 KAR 5:011 SECTION 9 (1)

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Original SHEET NO. 5

CANCELLING P.S.C. KY. NO. 2  
SHEET NO. \_\_\_\_\_

Carroll County Water District No. 1  
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**B. DEPOSITS:**

Customers will pay equal deposits in the amount of \$85.00. This amount does not exceed 2/12 of the average annual bill. N, I

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Original SHEET NO. 6

CANCELLING P.S.C. KY. NO. 2  
SHEET NO. \_\_\_\_\_

Carroll County Water District No. 1  
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C. METER CONNECTION/TAP ON CHARGES:

5/8 x 3/4 INCH \$1,040

Any customer desiring a 1" meter or larger shall pay the actual cost of installation of such larger size meter. T

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Carroll County Water District No. 1  
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CANCELLING P.S.C. KY. NO. 2

ORIGINAL SHEET NO. 9

**D. SPECIAL NON-RECURRING CHARGES:**

Late Payment Charge	10%	
Connection Charge	\$17.00	(R)
Connection/Turn On Charge (after hours)	\$118.00	(N)
Disconnection Charge	\$17.00	(R)
Reconnection Charge*	\$17.00	(R)
Reconnection Charge (after hours) *	\$118.00	(R)
Returned Payment Charge	\$7.00	(R)
Service Call/Investigation*	\$17.00	(R)
Service Call/Investigation (after hours) *	\$118.00	(R)
Meter Re-Read Charge	\$17.00	(N)
Meter Test Request	\$17.00	(R)
Damage to Meter Setting or Lid	Actual Cost	
Meter Relocate	Actual Cost	

**\*NOTE-** Regular working hours for the utility's maintenance staff is 7:30 a.m. to 4:00 p.m., Monday through Friday, excluding holidays. Upon customer request, and subject to availability of maintenance staff, services may be performed outside regular working hours at the after-hours rate.

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Original SHEET NO. 8

CANCELLING P.S.C. KY. NO. 2  
SHEET NO. \_\_\_\_\_

Carroll County Water District No. 1  
(Name of Utility)

Credit/Debit Card Policy

All customers may pay their bill by credit or debit card. This method of payment may be made in person at the utility office, online, or by telephone. Customers must have the current month's bill to pay by telephone.

If on the bill due date an attempt to pay with a credit/debit card is made and the card is declined for any reason, payment is still due in full on that date and will be considered late on that date. All late charges will be applied. If a customer is paying on the disconnect day and the card is denied, the same rules as above apply, in addition to service being disconnected.

When a customer makes a payment by credit card, the processor (not the district) will assess a convenience fee for providing this service. Prior to processing the transactions, the customer will be informed of the fee amount.

ACH-Bank Draft/ Automatic Withdraw Policy

All customers may pay their bill by ACH-Bank Draft/Automatic Withdraw. The ACH-Bank Draft/Automatic Withdraw will be scheduled around the 15<sup>th</sup> of each month. Between the 16<sup>th</sup> and the 18<sup>th</sup> of each month the payment will be processed. If for any reason payment is declined the payment will still be due by the 20<sup>th</sup> of the month. All late charges and penalties will apply if payment is not made by the 20<sup>th</sup> of the month.

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ORIGINAL SHEET NO. 9

**E. PURCHASED WATER RATES:**

Carroll County Water District No. 1 only purchases water on an emergency basis.

**F. LEAK ADJUSTMENTS:**

Refer to Section II AA

**G. WHOLESALE WATER RATE:**

Kentucky American Water \$0.00262 Per Gallon (I)

**H. FIRE DEPARTMENTS:**

See Section AE.

**I. FIRE SPRINKLER SYSTEM RATE:**

Not metered \$25.00 per month

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P.S.C. KY. NO. 2  
Original SHEET NO. 10

Carroll County Water District No. 1  
(Name of Utility)

CANCELLING P.S.C. KY. NO. 2  
SHEET NO. \_\_\_\_\_

**SECTION II. RULES AND REGULATIONS:**

The following are the rules and regulations of the Carroll County Water District #1. The schedule of rates prescribed herein will be uniformly charged to all customers of the utility. No one will receive or be entitled to free service by the utility. No employee or individual commissioner of the utility is permitted to make an exception to these rates, rules, or regulations. The rules and regulations are subject to change by the utility at any time, subject to the approval of the Public Service Commission. All customers will be responsible for paying a minimum bill whether any water is used or not as long as a meter is installed on the customer's premises.

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**A. Service Information**

1. Upon request the utility will give its customers or prospective customers such information as is reasonably possible in order that they may secure safe, efficient and continuous service. The utility will inform its customers of any change made or proposed in the character of its service that might affect the efficiency, safety, or continuity of operation.
2. The utility will obtain the approval of the Public Service Commission prior to making any substantial change in the character of the service furnished that would affect the efficiency, adjustment, speed, or operation of the equipment or appliances of any customer. The application will show the nature of the change to be made, the number of customers affected, and the manner in which they will be affected.
3. The utility will inform each applicant for service of each type, class, and character of service available at his/her service location.
4. Upon request the utility will provide the following information to any applicant/customer:
  - a) Reading Meters. Information about the method of reading meters.
  - b) Bill Analysis. A statement of the past readings of a customer's meter for a period of two (2) years.

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CANCELLING P.S.C. KY. NO. 2  
SHEET NO. \_\_\_\_\_

Carroll County Water District No. 1  
(Name of Utility)

**B. Special Rules or Requirements**

1. The utility cannot establish any special rule or requirement without first obtaining the approval of the Public Service Commission.
2. A customer that has complied with Public Service Commission rules and regulations cannot be denied service for failure to comply with the utility's rules that have not been approved by the Public Service Commission.
3. Each prospective customer desiring water service will be required to sign the utility's Water Service Contract before service is supplied by the utility.
4. No customer is allowed to resell water except under the terms of a special contract executed by the utility and approved by the Public Service Commission.

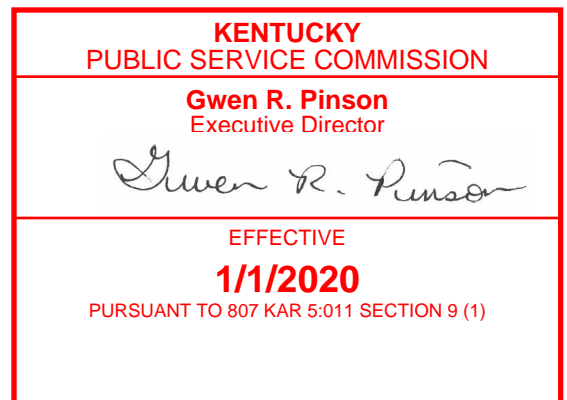
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Carroll County Water District No. 1  
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CANCELLING P.S.C. KY. NO. 2  
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C. Billings, Meter Readings, and Related Information

1. Information on bills. Each bill issued by the utility will clearly show the following, if applicable: class of service; present and last preceding meter readings; date of the present reading; number of units consumed; net amount for service rendered; all taxes; any adjustments; and the gross amount of the bill. The date after which a late payment charge applies to the gross amount will also be indicated. Estimated or calculated bills will be distinctly marked as such. The rate schedule under which the bill is computed will be furnished by providing a place on each bill where a customer may request a copy of the applicable rates. The utility will mail the customer a copy by return first class mail.
2. Bill format. A copy of the utility's billing form will be included in the utility's tariff.
3. Meter readings. Registration of each meter shall read in the same units as used for billing unless a conversion factor is shown on the billing form.
4. Frequency of meter reading. Unless prevented by reasons beyond the utility's control, meter readings will be taken every month. Records will be kept by the utility to ensure that this information is available to Public Service Commission staff and any customer requesting this information. If, due to reasons beyond its control, the utility is unable to read a meter in accordance with this subsection, the utility will record the date and time the attempt was made, if applicable, and the reason the utility was unable to read the meter.
5. Related Information
  - a) Bills and notices related to the utility's business will be mailed to the customer at the address listed on the Water Service Contract unless a change has been filed with the utility in writing. The utility will not otherwise be responsible for delivery of any bill or notice nor will the customer be excused from payment of any bill or any performance required in the notice.

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Carroll County Water District No. 1  
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CANCELLING P.S.C. KY. NO. 2  
SHEET NO. \_\_\_\_\_

- b) Water service will be billed monthly.
- c) Bills are payable and due on the date of issuance.
- d) Payment must be received by the due date, otherwise, the delinquent bill will be assessed the late payment charge approved and on-file with the Public Service Commission. If the due date falls on the weekend or a Holiday the payment will need to be in the night deposit box before the office opens on the following business day.
- e) The late payment charge will be assessed on the delinquent amount of the bill, less taxes and prior late payment charges. Pursuant to Public Service Commission rules and regulations, a late payment charge may be assessed only once on any bill for rendered services.
- f) With the exception of existing connections, the existence of a special contract or unusual circumstances requiring approval of the utility, a single meter can serve no more than one residential or commercial unit on and after the effective date of this tariff.
- g) For existing connections, special contract, or other utility approved situations, where two or more units are being served by one meter, the following rules will apply:
  - 1. One bill per meter will be sent to the customer that signed the Water Service Contract.
  - 2. The bill will consist of a charge in the amount of the utility's minimum bill multiplied by the number of units the meter serves. The amount of water included with a minimum bill will be multiplied by the number of units and deducted from the total amount of consumption. The remaining consumption will be evenly distributed among each unit, added to each unit's minimum bill, with the charges calculated in accordance with the currently approved rate schedule.

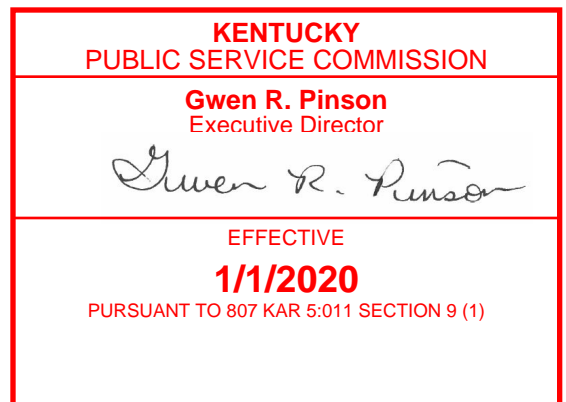
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3. The customer that signed the Water Service Contract will be fully and solely responsible for the charges associated with the connection including payment for all water passing through the meter, regardless of which unit is responsible for the water consumption.

**D. Deposits**

1. Equal Deposits.
2. Waiver of Deposits. The deposit may be waived upon a customer's showing of satisfactory credit or payment history. In determining whether a deposit will be required or waived the following criteria will be considered:
  - a. Previous payment history with the utility. If the customer has no previous history with the utility, statements from other utilities, banks, etc. may be presented by the customer as evidence of good credit.
  - b. Whether the customer has an established income or line of credit.
  - c. Length of time the customer has resided or been located in the area.
  - d. Whether the customer owns the property to be served.
  - e. Whether another customer with a good payment history is willing to sign as a guarantor for an amount equal to the required deposit.
3. Additional deposit requirements. The utility may require a deposit in addition to the initial deposit if the customer's classification of service changes or if there is a substantial change in usage, except that an additional deposit will not be required of a residential customer whose payment record is satisfactory unless the customer's classification of service changes or the deposit is recalculated at the customer's request in accordance with Public Service Commission rules and regulations.

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4. Receipt of deposit. The utility will issue a receipt for every deposit that lists the name of the customer, location of the service or customer account number, date, and amount of deposit.
5. Upon termination of service, the deposit, any principal amounts, and interest earned and owing will be credited to the final bill with any remainder refunded to the customer.
6. Recalculation of deposit. If a deposit is held longer than 18 months, the deposit will be recalculated at the customer's request based on the customer's actual usage. If the deposit on account differs from the recalculated amount by more than \$10.00 for a residential customer or 10 percent for a non-residential customer, the Company may collect any underpayment and shall refund any overpayment by check or credit to the customer's bill. No refund will be made if the customer's bill is delinquent at the time of the recalculation.
7. Interest will accrue on all deposits at the rate prescribed by law beginning on the date of the deposit. Interest accrued will be refunded to the customer or credited to the customer's bill on an annual basis. If interest is paid or credited to the customer's bill prior to twelve (12) months from the date of deposit or the last interest payment date, the payment or credit shall be on a prorated basis.

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**E. Special Non-Recurring Charges.**

1. The utility will collect for special nonrecurring charges to recover customer-specific costs incurred which would otherwise result in monetary loss to the utility or increased rates to other customers to whom no benefits accrue from the service provided or action taken. The utility may establish or change any special nonrecurring charge by applying for Public Service Commission approval of such charge in accordance with the provisions of 807 KAR 5:011, Section 10.
2. Special nonrecurring charges will be applied uniformly throughout the area served by the utility. Such charges will relate directly to the service performed or action taken and only yield enough revenue to pay the expenses incurred in rendering the service.
3. The utility will assess a charge for the following non-recurring services:
  - a) Late Payment Charge: Will be assessed on the delinquent amount of the bill, less taxes and prior late payment charges. Pursuant to Public Service Commission rules and regulations, a late payment charge may be assessed only once on any bill for rendered services.
  - b) Connection/Turn-on Charge: Will be assessed for new service turn-on, seasonal turn-on, temporary service, or transfer of service. The charge will not be made for initial installation of service where a meter connection/tap-on charge is applicable.
  - c) Meter Test Charge: Will be assessed when a customer requests the utility perform a test on the customer's meter to check for accuracy, and the test shows the customer's meter is not more than two percent (2%) fast.
  - d) Disconnection Charge: Will be assessed to disconnect service that has been terminated for non-payment of service or for violation of Utility or Public Service Commission rules and regulations. The charge will also be assessed when a customer requests the meter to be turned off.
  - e) Reconnection Charge: Will be assessed to reconnect service that has been terminated for non-payment of service or for violation of Utility or Public Service

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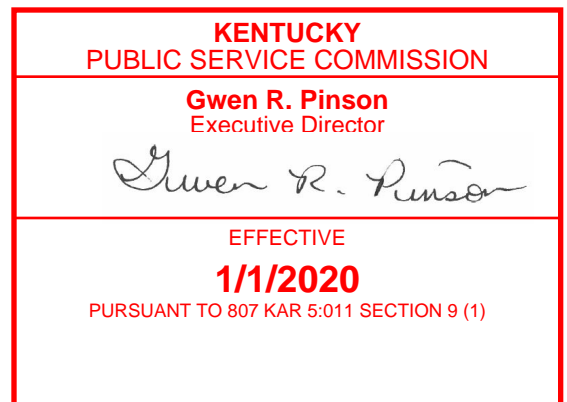
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(Signature of Officer)

TITLE Chairperson

BY AUTHORITY OF ORDER OF THE PUBLIC SERVICE COMMISSION

IN CASE NO. \_\_\_\_\_ DATED \_\_\_\_\_



FOR Carroll County, Kentucky  
Community, Town or City

P.S.C. KY. NO. 2  
Original SHEET NO. 17

Carroll County Water District No. 1  
(Name of Utility)

CANCELLING P.S.C. KY. NO. 2  
SHEET NO. \_\_\_\_\_

Commission rules and regulations. The charge will also be assessed when a customer, who had previously requested their meter to be disconnected, requests the meter to be turned back on.

- f) Returned Payment Charge: Will be assessed when a customer's payment is not honored by the customer's financial institution either due to insufficient funds or other reason when the customer is at fault.
- g) Service Call/Investigation Charge: Will be assessed when a customer requests the onsite presence of utility personnel to investigate a service problem and the problem is a result of the customer's own plumbing facilities, beyond the utility's delivery point, or not caused by failure of utility facilities. This will also include any meter rereads requested by the customer when the original reading is proven to be correct. Any maintenance and repair of facilities beyond the utility's delivery point is the responsibility of the customer.
- h) Damage to Meter Setting or Lid: Will be assessed when a customer maliciously, willfully, or negligently breaks, damages, destroys, uncovers, defaces, or tampers with any structure, appurtenance, or equipment which is part of the District's water works. Any person violating this provision shall be subject to disconnection of water service and shall pay the cost of repairing or replacing the appurtenances as may be determined by a court of law having jurisdiction.
- i) Meter Relocation /Re-setting: Will be assessed when a customer or other authorized person requests that a meter be relocated, changed, modified or re-set a meter that has been removed at the customer's request. Those requesting a change must reimburse the utility for the actual costs incurred, including but not limited to appropriate legal, administrative, engineering, overhead, or other related costs.

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**KENTUCKY**  
**PUBLIC SERVICE COMMISSION**

**Gwen R. Pinson**  
Executive Director

*Gwen R. Pinson*

**EFFECTIVE**  
**1/1/2020**  
PURSUANT TO 807 KAR 5:011 SECTION 9 (1)

FOR Carroll County, Kentucky  
Community, Town or City

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Original SHEET NO. 18

Carroll County Water District No. 1  
(Name of Utility)

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SHEET NO. \_\_\_\_\_

F. Customer Complaints.

A customer may file a complaint with the utility or with the Public Service Commission. If the customer chooses to file the complaint with the utility, it can be made at the utility's office, by telephone, or in writing, whereupon the utility will make a prompt and complete investigation and notify the complainant of its findings. The utility's operator/manager will make a decision within ten (10) days, which the complainant will then have ten (10) days to appeal to the utility's board of commissioners. The customer will receive a final decision from the utility no later than thirty (30) days following the date the complaint was made. If the complainant is not satisfied with the utility's decision, the utility will provide written notice to the complainant of his/her right to appeal the utility's decision by filing a complaint with the Public Service Commission. The utility will keep a record of all written complaints. This record will show the name and address of the complainant, the date and nature of the complaint, and the adjustment or disposition of the complaint. Records will be maintained for two (2) years from the resolution date of the complaint.

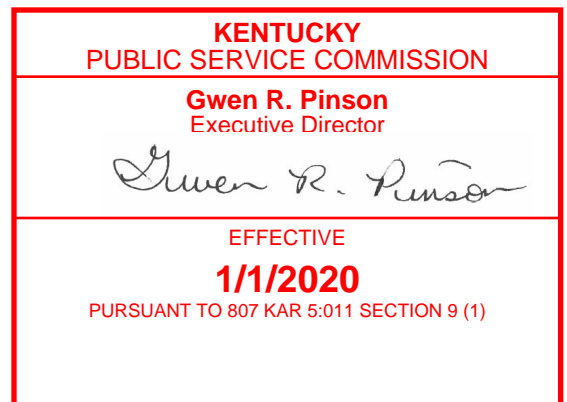
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FOR Carroll County, Kentucky  
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Original SHEET NO. 19

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**G. Bill Adjustments:**

1. Fast or slow reading meter:

- a) If upon periodic test, requested test, or complaint test, a meter in service is found to be more than two (2) percent fast, additional tests will be made to determine the average error of the meter. The tests will be made in accordance with Public Service Commission rules and regulations applicable to the type of meter involved.
- b) If test results on a customer's meter show an average error greater than two (2) percent fast or slow, or if a customer has been incorrectly billed for any other reason, except in an instance where a utility has filed a verified complaint with the appropriate law enforcement agency alleging fraud or theft by a customer, the utility will immediately determine the period during which the error has existed, and will re-compute and adjust the customer's bill to either provide a refund to the customer or collect any under-billed amount.
- c) The utility will readjust the account based upon the period during which the error is known to have existed. If the period during which the error existed cannot be determined with reasonable precision, the time period will be estimated. In all instances of customer over-billing, the customer's account will be credited or the over-billed amount refunded at the discretion of the customer within thirty (30) days after final meter test results. A utility will not require customer repayment of any under-billing to be made over a period shorter than a period coextensive with the under-billing.

- 2. Meter read failure. When a meter has ceased to register, or a meter reading cannot be obtained, the quantity of water to be billed will be based upon an average of six months' consumption. If said meter readings are not available for an entire six month period, the water bill will be estimated by the utility, subject to an upward or downward adjustment once a six month average of actual meter readings can be calculated.

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**KENTUCKY  
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Original SHEET NO. 20

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**H. Status of Customer Accounts during Billing Disputes:**

With respect to any billing dispute, customer accounts shall be considered to be current while the dispute is pending as long as the customer continues to make undisputed payments and stays current on subsequent bills.

**I. Customer's Request for Termination of Service:**

1. Any customer desiring service terminated or changed from one address to another shall give the utility three (3) working days' notice in person, in writing, or by telephone, provided such notice does not violate contractual obligations. The customer will not be responsible for charges for service beyond the three (3) day notice period if the customer provides proper notification and reasonable access to the meter during the notice period. If the customer notifies the utility of his/her request for termination by telephone, the burden of proof is on the customer to prove that service termination was requested if a dispute arises.
2. Upon request that service, be reconnected at any premises subsequent to the initial installation or connection to its service lines, the utility will charge the applicant a deposit as set out in this tariff and approved by the Public Service Commission.

**J. Partial Payment Plans:**

The utility shall negotiate and accept reasonable partial payment plans at the request of residential customers who have received a termination notice for failure to pay, except that a utility is not required to negotiate a partial payment plan with a customer who is delinquent under a previous partial payment plan. Partial payment plans must be mutually agreed upon. Plans which extend for a period longer than thirty (30) days will be in writing and will advise customers that service may be terminated without additional notice if the customer fails to meet the obligations of the plan.

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<b>Gwen R. Pinson</b> Executive Director 
<b>EFFECTIVE 1/1/2020</b> PURSUANT TO 807 KAR 5:011 SECTION 9 (1)

FOR Carroll County, Kentucky  
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P.S.C. KY. NO. 2  
Original SHEET NO. 21

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**K. Customer Relations:**

1. Display of customer rights. The utility will prominently display in the office in which payment is received a copy of Customer's Rights. If a customer indicates to any utility personnel that he is experiencing difficulty in paying a current utility bill, that employee will refer the customer to the designated representative for explanation of the customer's rights.
2. Utility inspections of service conditions prior to providing service. The utility will inspect the condition of the meter and service connections before providing service to a new customer so that prior or fraudulent use of the facilities will not be attributed to the new customer. The new customer will be afforded the opportunity to be present at such inspections. The utility will not be required to render service to any customer until any defects in the customer owned portion of the service facilities have been corrected.
3. Prompt connection of service. The utility will reconnect existing service within twenty-four (24) hours or close of the next business day and will install and connect new service within seventy-two (72) hours or close of the next business day, whichever is later, if the cause for refusal or discontinuance of service has been corrected and the rules and regulations of both the utility and the Public Service Commission have been met.
4. Advance termination notice. When advance termination notice is required, the termination notice will be mailed or otherwise delivered to the last known address of the customer. The termination notice will be in writing, distinguishable and separate from any bill. The termination notice will plainly state the reason for termination, that the termination date will not be affected by receipt of any subsequent bill, and that the customer has the right to dispute the reasons for termination.

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FOR Carroll County, Kentucky  
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P.S.C. KY. NO. 2  
Original SHEET NO. 22

Carroll County Water District No. 1  
(Name of Utility)

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**L. Refusal or Termination of Service with Advance Notice:**

The utility may refuse or terminate service to a customer if the following conditions exist provided the customer has been given proper written notice pursuant to the laws and regulations of the Public Service Commission along with notice of the customer's right to challenge the termination by filing a complaint with the Public Service Commission. Termination of service is in addition to any legal remedies the utility may pursue, and the utility is not required to restore service until the customer has complied with the utility's tariff and the laws and regulations of the Public Service Commission.

1. For noncompliance with the utility's tariff or PSC laws and regulations, the utility may refuse service or terminate service with proper advance notice.
2. For dangerous conditions, the utility may refuse service until any and all dangerous conditions have been properly corrected.
3. For refusal of access, the utility may refuse service or terminate service with proper advance notice.
4. For outstanding indebtedness, the utility may refuse service until the customer has paid the outstanding debt.
5. For noncompliance with state, local, or other codes, the utility may refuse service or terminate service with proper advance notice.
6. For non-payment of bills, a utility may terminate service with proper advance notice.

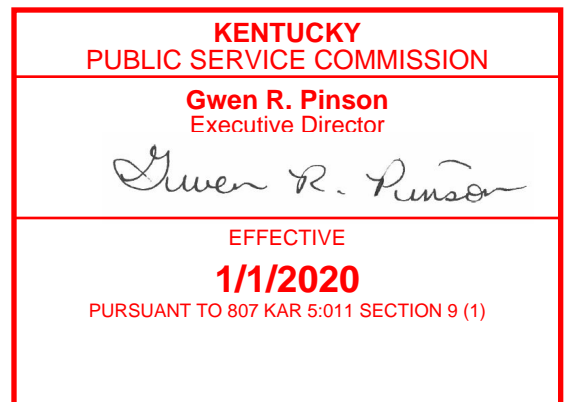
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FOR Carroll County, Kentucky  
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P.S.C. KY. NO. 2  
Original SHEET NO. 23

Carroll County Water District No. 1  
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**M. Refusal or Termination of Service Without Advance Notice.**

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The utility may refuse or terminate service to a customer if the following conditions exist without an advance termination notice. Within 24 hours after termination, the utility shall send written notification to the customer stating the reason(s) for termination and providing notice of the customer's right to challenge the termination by filing a complaint with the Public Service Commission. Termination of service is in addition to any legal remedies the utility may pursue, and the utility is not required to restore service until the customer has complied with the utility's tariff and the laws and regulations of the Public Service Commission.

1. For dangerous conditions relating to the utility's service.
2. Unauthorized service by illegal use or theft.
3. Extensions or additions to an existing service connection that have not been approved by the utility.
4. Misrepresentation in the application or contract as to the property or fixtures to be supplied or additional use to be made of water.
5. Resale of water except under the terms of a special contract executed by the utility and approved by the PSC.
6. Waste or misuse of water due to improper, imperfect, or deteriorated service pipes.
7. Tampering with the meter, meter seal, valves, or other system facilities or permitting any tampering by others.
8. Connections, cross-connections, or permitting the same, of any separate water supply to premises that receive water from the utility.


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<b>KENTUCKY PUBLIC SERVICE COMMISSION</b>
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FOR Carroll County, Kentucky  
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Original SHEET NO. 24

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**N. Termination of Service Exceptions.**

The utility will not terminate service to a customer if the following conditions exist:

1. If payment for services is made. Service will not be terminated to a customer that was sent a termination notice if the customer delivers full payment to the utility prior to the actual termination of service.
2. If a partial payment agreement is in effect. Service will not be terminated for nonpayment if the customer and the utility have entered into a partial payment plan and the customer is meeting the requirements of the plan.
3. If a medical certificate is presented. Service will not be terminated for thirty (30) days beyond the termination date if a physician, registered nurse or public health officer certified in writing that termination of service will aggravate a debilitating illness or infirmity on the affected premises. The utility may refuse to grant consecutive extension for medical certificates past the original thirty (30) days unless the certificate is accompanied by an agreed partial payment plan. The utility will not require a new deposit from a customer to avoid termination of service for thirty (30) day period who presents to the utility a medical certificate certified in writing by a physician, registered nurse, or public health officer.

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<b>Gwen R. Pinson</b> Executive Director <i>Gwen R. Pinson</i>
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FOR Carroll County, Kentucky  
Community, Town or City

P.S.C. KY. NO. 2  
Original SHEET NO. 25

Carroll County Water District No. 1  
(Name of Utility)

CANCELLING P.S.C. KY. NO. 2  
SHEET NO. \_\_\_\_\_

O. Meter Testing.

1. Water meters will be tested before being installed for use by any customer. The water meter will be in good working order and adjusted as close to the optimum operating tolerance as possible, in accordance with Public Service Commission rules and regulations.
2. The utility may have all or part of its meter testing performed by another utility or agency approved by the Public Service Commission. The utility will notify the Public Service Commission of the make, type, and serial number of standards used for testing.
3. The utility cannot place in service any basic measurement standard unless the Public Service Commission has approved the calibration. The Public Service Commission will be notified promptly of the adoption or deletion of any basic standards requiring approval of the calibration.

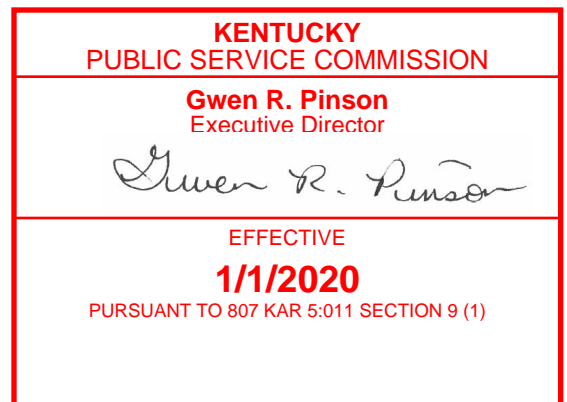
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FOR Carroll County, Kentucky  
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P.S.C. KY. NO. 2  
Original SHEET NO. 26

Carroll County Water District No. 1  
(Name of Utility)

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**P. Meter Test Records.**

1. A complete record of all meter tests and adjustments and data sufficient to allow checking of test calculations will be recorded by the meter tester. Such record will include: information to identify the unit and its location; date of test; reason for such tests; reading before and after test; statement of "as found" and "as left" accuracies sufficiently complete to permit checking of calculations employed; notations showing that all required checks have been made; statement of repairs made, if any; identifying number of meter; type and capacity of the meter; and the meter constant. The complete record tests of each meter will be continuous for at least two (2) periodic test periods and will in no case be less than two (2) years
2. The utility will keep numerically arranged and properly classified records for each meter owned, used and inventoried by the utility. The identification number, date of purchase, name of manufacturer, serial number, type, rating, and name and address of each customer on whose premises the meter have been in service with date of installation and removal will be included in the records. These records will also contain condensed information concerning all tests and adjustments including dates and general results of such adjustments. The records will reflect the date of the last test and indicate the proper date for the next periodic test required by the applicable Public Service Commission rule and/or regulation.
3. Upon completion of adjustment and test of any meter pursuant to Public Service Commission rules and regulations, the utility will affix to the meter a suitable seal in such a manner that adjustments or registration of the meter cannot be altered without breaking the seal.

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FOR Carroll County, Kentucky  
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Carroll County Water District No. 1  
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Q. Customer Requested Meter Test.

1. The utility will make a test of any meter upon written request of any customer if the request is not made more frequently than once every twelve (12) months. The customer shall be given the opportunity to be present at the requested test. If the test shows that the meter was not more than two (2) percent fast, the utility will make a reasonable charge for the test, the amount being approved by the Public Service Commission and set out in the utility's tariff.
2. After having first obtained a test from the utility, any customer may request a meter test by the Public Service Commission upon written application. Such request shall not be made more frequently on one (1) meter than once every twelve (12) months.

R. Monitor Usage/ Usage Investigation.

The utility at least quarterly monitors the customers usage using its billing report. If a customer usage is unduly high and the deviation cannot be explained the utility shall test the customer's meter to determine if the meter shows and average meter error greater than 2 (two) percent fast or slow.

If an investigation of a customer's usage is necessary, the utility will notify the customer by telephone or in person either during or immediately after the investigation of the reasons for the investigation, and of the findings of the investigation

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**KENTUCKY  
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**S. Access to Property.**

1. The utility shall at all reasonable hours have access to meters, service connections, and other property owned by it and located on customer's premises for purposes of installation, maintenance, meter reading, operation, replacement or removal of its property at the time service is terminated. Any employee of the utility whose duties require him/her to enter the customer's premises will wear a distinguishing uniform or other insignias identifying him/her as an employee of the utility, and show a badge or other identification which will identify him/her as an employee.
2. Obtaining easements and right-of-way necessary to extend service will be the responsibility of the utility.
3. All customers must grant, convey, or cause to be granted or conveyed to the utility a perpetual easement and right-of-way across any property owned or controlled by the customer wherever necessary for the utility's facilities in order to provide service.
4. The utility cannot require a prospective customer to obtain easements or right-of-way on property not owned by the prospective customer as a condition for providing service. However, the cost of obtaining easements and right-of-way will be included in the total per foot cost of an extension, and will be apportioned among the utility and customer in accordance with the applicable extension administration regulation.


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<b>KENTUCKY PUBLIC SERVICE COMMISSION</b>
<b>Gwen R. Pinson</b> Executive Director 
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Original SHEET NO. 29

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T. Location of records.

All records required by Public Service Commission rules and regulations will be kept in the office of the utility and will be made available to representatives, agents or staff of the Public Service Commission upon reasonable notice at all reasonable hours.

U. Safety Program.

The utility will adopt and execute a safety program, appropriate to the size and type of its operations. At minimum, the safety program will:

1. Establish a safety manual with written guidelines for safe working practices and procedures to be followed by utility employees.
2. Instruct employees in safe methods of performing their work.
3. Instruct employees who, in the course of their work, are subject to the hazard of electrical shock, asphyxiation or drowning, in accepted methods of artificial respiration.

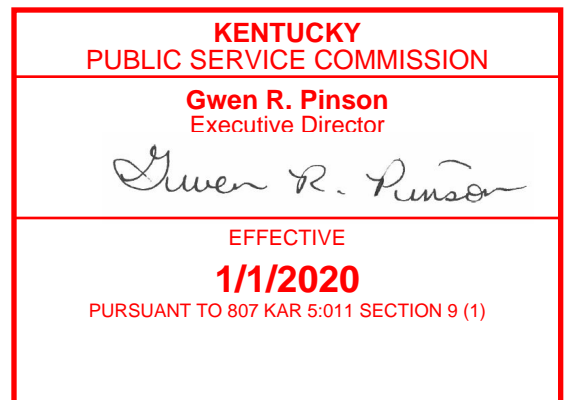
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FOR Carroll County, Kentucky  
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V. System Inspections.

1. The utility will adopt inspection procedures to assure safe and adequate operations of its facilities and compliance with Public Service Commission rules and regulations.
2. Upon receipt of a report of a potentially hazardous condition at any utility facility made by a qualified employee, public official, or customer, the utility will inspect all portions of the system which are the subject of the report.
3. Appropriate records will be kept by the utility to identify the inspection made, deficiencies found and action taken to correct the deficiencies.
4. Inspections. The utility will make systematic inspections of its system in the manner set out below to ensure that the Public Service Commission's safety requirements are being met. These inspections will be made as often as necessary but not less frequently than is set forth below for various classes of facilities and types of inspection.
  - a) The utility will annually inspect all pumping equipment and water storage facilities, including electric power wiring and controls; hydrants, mains, and valves.
  - b) The utility will monthly inspect construction equipment and vehicles for defects, wear, operational hazards, and safety features.


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IN CASE NO. \_\_\_\_\_ DATED \_\_\_\_\_

<b>KENTUCKY PUBLIC SERVICE COMMISSION</b>
<b>Gwen R. Pinson</b> Executive Director 
<b>EFFECTIVE 1/1/2020</b> PURSUANT TO 807 KAR 5:011 SECTION 9 (1)

FOR Carroll County, Kentucky  
Community, Town or City

P.S.C. KY. NO. 2  
Original SHEET NO. 31

Carroll County Water District No. 1  
(Name of Utility)

CANCELLING P.S.C. KY. NO. 2  
SHEET NO. \_\_\_\_\_

W. Reporting of Accidents, Property Damage, or Loss of Service.

1. Within two (2) hours following discovery the utility will notify the Public Service Commission by telephone or electronic mail of any utility related accident which results in:
  - a) Death; or shock or burn requiring medical treatment at a hospital or similar medical facility, or any accident requiring inpatient overnight hospitalization;
  - b) Actual or potential property damage of \$25,000 or more; or
  - c) Loss of service for four (4) or more hours to ten (10) percent or 500 or more of the customers, whichever is less.
2. A summary written report will be submitted by the utility to the Public Service Commission within seven (7) calendar days of the utility related accident.

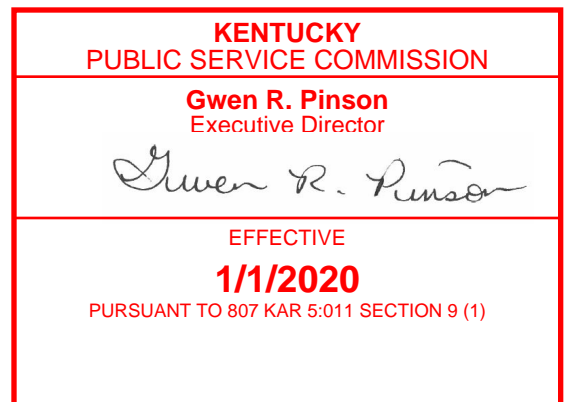
DATE OF ISSUE November 8, 2019  
Month / Date / Year

DATE EFFECTIVE January 1, 2020  
Month / Date / Year

ISSUED BY /s/ Joe Raisor  
(Signature of Officer)

TITLE Chairperson

BY AUTHORITY OF ORDER OF THE PUBLIC SERVICE COMMISSION  
IN CASE NO. \_\_\_\_\_ DATED \_\_\_\_\_





FOR Carroll County, Kentucky  
Community, Town or City

P.S.C. KY. NO. 2  
Original SHEET NO. 32

CANCELLING P.S.C. KY. NO. 2  
SHEET NO. \_\_\_\_\_

Carroll County Water District No. 1  
(Name of Utility)

X. Continuity of Service.

1. Emergency interruptions. The utility will make all reasonable efforts to prevent interruptions of service and when such interruptions occur will endeavor to reestablish service with the shortest possible delay consistent with the safety of its customers and the general public. If an emergency interruption of service affects service to any public fire protection device, the utility will immediately notify the fire chief or other public official responsible for fire protection.
2. Scheduled interruptions. When the utility finds it necessary to schedule an interruption of its service, it will notify all customers to be affected by the interruption, stating the time and anticipated duration of the interruption. Whenever possible, scheduled interruptions will be made at hours of least inconvenience to customers. If public fire protection is provided by mains affected by the interruptions, the utility will notify the fire chief or other officials responsible for fire protection of the interruption, stating the time and anticipated duration. The fire chief or other official responsible for fire protection will be notified immediately upon restoration of service.
3. Record of interruptions. The utility will keep a complete record of all interruptions on its entire system. This record will show the cause of interruption, date, time, duration, remedy and steps taken to prevent recurrence.

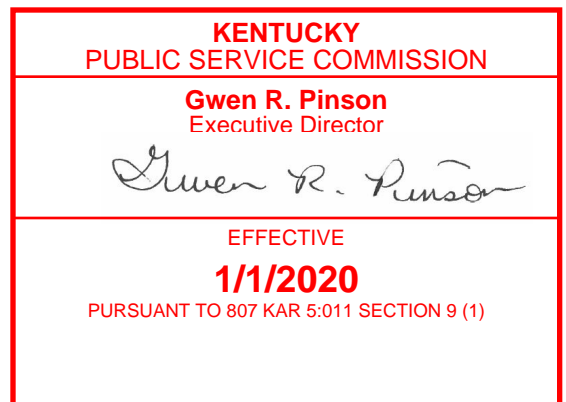
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ISSUED BY /s/ Joe Raisor  
(Signature of Officer)

TITLE Chairperson

BY AUTHORITY OF ORDER OF THE PUBLIC SERVICE COMMISSION  
IN CASE NO. \_\_\_\_\_ DATED \_\_\_\_\_



FOR Carroll County, Kentucky  
Community, Town or City

P.S.C. KY. NO. 2  
Original SHEET NO. 33

Carroll County Water District No. 1  
(Name of Utility)

CANCELLING P.S.C. KY. NO. 2  
SHEET NO. \_\_\_\_\_

Y. Pressures.

1. Standard pressure. The utility will maintain a standard pressure in its distribution system at locations to be designated as the point or points of "standard pressure." The selection of such points will be confined to locations fairly representative of average conditions. In selecting points for fixed standard pressure, the utility may divide its distribution system into districts if division is necessary due to differences of elevation or loss of pressure because of friction, or both, and may either adopt a standard pressure for each division or establish a single standard pressure for its distribution system as a whole. In no case will the constant difference between the highest and lowest pressures in a district for which a standard has been adopted exceed fifty (50) percent of such standard. The utility may, in extenuating circumstances, furnish service that does not comply with the foregoing specifications if the customer is fully advised of the conditions under which average service may be expected. The Public Service Commission, upon investigation, may require improvements when it appears right and proper that such upgrades should be made. In no event will the pressure at the customer's service pipe under normal conditions be allowed to fall below thirty (30) psi nor will the static pressure exceed 150 psi.
2. Pressure surveys. At least once a year the utility will make a survey of pressures in its distribution system of sufficient magnitude to indicate the quality of service being rendered at representative points in its system. Pressure charts for these surveys will show the date and time of beginning and end of the test and the location at which the test was made. Records of these pressure surveys will be maintained at the utility's office and will be made available to the Public Service Commission upon request.

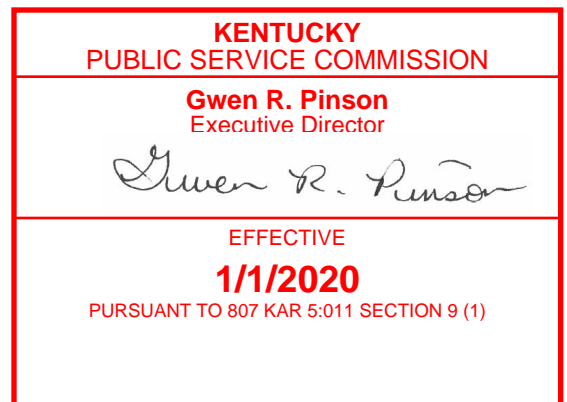
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IN CASE NO. \_\_\_\_\_ DATED \_\_\_\_\_



FOR Carroll County, Kentucky  
Community, Town or City

P.S.C. KY. NO. 2  
Original SHEET NO. 34

Carroll County Water District No. 1  
(Name of Utility)

CANCELLING P.S.C. KY. NO. 2  
SHEET NO. \_\_\_\_\_

Z. Service Lines & Connections.

1. The utility will furnish and install at its own expense for the purpose of connecting its distribution system to the customer's premises that portion of the service connection from its main to and including the meter and meter box. The prospective customer shall apply for and contract to use the water service for a minimum on one (1) year. The utility will recoup this expense from the customer as allowed by KRS 278.0152. N
  
2. In areas where the distribution system follows well-defined streets and roads, the customer's point of service will be located at that point on or near the street right-of-way or property line most accessible to the utility from its distribution system. In areas where the distribution system does not follow streets and roads, the point of service will be located as near the customer's property line as practicable. Prior to installation of the meter the utility will consult with the customer as to the most practical location. If possible, meters will be installed within 10 feet of the existing main or the applicant's property at a point which is closest to the existing water main. N
  
3. Depth of service line. All service lines must be laid at a sufficient depth (a minimum of 24 inches) to prevent freezing during the coldest weather normally experienced except where services are not intended for use during freezing weather and are actually drained during such periods.
  
4. A plumbing permit from the appropriate regulatory agency is required before the utility can establish service on a permanent basis. N
  
5. The applicant/customer must furnish and lay the necessary pipe to make the connection from the point of service to the point of usage and be financially responsible for all costs associated with the installation and maintenance of his/her service line plumbing, including a shut-off valve and one-way check valve, installed on his/her property beginning at the outlet side of the water meter. The service line must be kept in good repair and in accordance with utility and Public Service Commission rules and regulations.

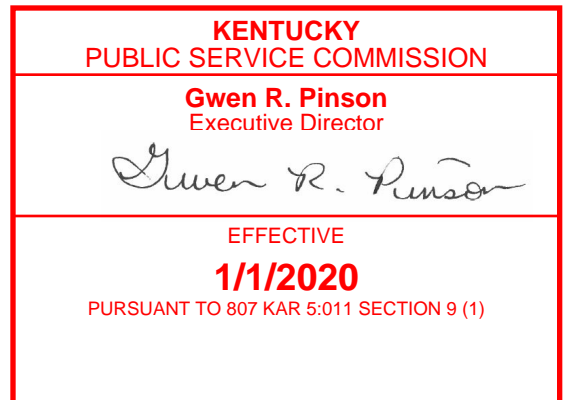
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(Signature of Officer)

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BY AUTHORITY OF ORDER OF THE PUBLIC SERVICE COMMISSION  
IN CASE NO. \_\_\_\_\_ DATED \_\_\_\_\_



FOR Carroll County, Kentucky  
Community, Town or City

P.S.C. KY. NO. 2  
Original SHEET NO. 35

Carroll County Water District No. 1  
(Name of Utility)

CANCELLING P.S.C. KY. NO. 2  
SHEET NO. \_\_\_\_\_

6. The installation and maintenance of the water service line must be in accordance with the rules and regulations of the Kentucky Department of Health.
7. A cross-connection of the utility's system with any other source is strictly prohibited.
8. A well that has or is being used on the premises must be inspected by utility personnel to verify disconnection and separation.
9. Absolutely no galvanized pipe or fittings can be used in the installation.
10. The utility will not set a meter on a customer's service line at a point that does not deliver 30 psi at the meter.
11. If the applicant/customer's point of usage is at a higher elevation than the meter, the customer should consult with a reputable engineering firm to properly size the service line from the meter to the point of usage.
12. Should an applicant/customer desire higher pressure due to location or other need, provisions must be made by the applicant for an individual pressure booster system. The manner of connection, location of cross-connection protection and type is subject to approval by the utility. The utility reserves the right to require discontinuance and disconnection should the private booster system have a detrimental effect on the utility's system.
13. Piping on the premises of the applicant/customer must be installed so that connections are conveniently located with respect to the utility's lines and mains. A place must be provided for metering that is unobstructed and accessible at all times
14. The utility may require the applicant/customer, at his/her own expense, to install a back-flow preventer and/or pressure regulator. The utility will notify customer of any need for an expansion tank.
15. All meters will be installed, renewed, and maintained at the expense of the utility, and the utility reserves the right to approve the size and type of meter used.

N


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IN CASE NO. \_\_\_\_\_ DATED \_\_\_\_\_

<b>KENTUCKY PUBLIC SERVICE COMMISSION</b>
<b>Gwen R. Pinson</b> Executive Director 
<b>EFFECTIVE 1/1/2020</b> PURSUANT TO 807 KAR 5:011 SECTION 9 (1)

FOR Carroll County, Kentucky  
Community, Town or City

P.S.C. KY. NO. 2  
Original SHEET NO. 36

Carroll County Water District No. 1  
(Name of Utility)

CANCELLING P.S.C. KY. NO. 2  
SHEET NO. \_\_\_\_\_

16. All taps and connections to the mains of the utility must be made by and/or under the direction and supervision of the utility personnel and will incur a meter connection/tap-on charge, an amount that has been approved by the Public Service Commission for such service. Payment of this fee is for the privilege of connecting to the water system and the payment of the fee does not constitute the purchase of a water meter.
17. Should an applicant requesting a 5/8" x 3/4" meter require service on the opposite side of the road from the water main, the utility will provide the service at no additional cost to the customer other than the standard meter connection/tap-on charge. All larger size meters will be charged the actual cost of installing the meter, including, the additional costs for crossing the road.
18. Any customer having boilers and/or pressure vessels that receive water from the utility must have a check valve on the water supply line and a vacuum valve on the steam line in order to prevent a collapse were the water supply from the utility to be interrupted or discontinued.
19. Any customer desiring nonstandard service shall pay the cost of any special installation necessary to meet his particular requirements for the service other than standard water taps. This includes fire hydrants, check valves, pressure reducing valves when customer requests pressure less than 100 psi, and surge relief valves.


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<b>KENTUCKY PUBLIC SERVICE COMMISSION</b>
<b>Gwen R. Pinson</b> Executive Director 
<b>EFFECTIVE 1/1/2020</b> PURSUANT TO 807 KAR 5:011 SECTION 9 (1)

FOR Carroll County, Kentucky  
Community, Town or City

P.S.C. KY. NO. 2  
Original SHEET NO. 37

Carroll County Water District No. 1  
(Name of Utility)

CANCELLING P.S.C. KY. NO. 2  
SHEET NO. \_\_\_\_\_

AA. Leak Adjustments. Customers shall be allowed a leak adjustment once every 12 months providing the customer provides documentation that the leak has been repaired. The customer's bill will be based on two components. The first step will be to calculate the customer's average monthly usage over a twelve-month period. If a customer does not have twelve months of usage, the average usage of similar customers and/or data log history will be used at the Manager's discretion. The second step will be to deduct the customer's average monthly usage (as calculated above) from the total amount of water that passed through the meter. The usage calculated in step one will be billed at the utility's regular rates, while the remaining usage will be charged at the district's wholesale water rate.

AB. Ownership of Mains, Services and Appurtenances.

1. All mains, valves, crossings, and other appurtenances are and shall remain the property of the utility, whether installed by the utility or the customer.
2. All service lines from main to the meter with appurtenances are and shall remain the property of the utility, whether installed by the utility or by the customer.
3. The Customer shall install, own, and maintain his/her service line from the meter (or point of delivery) to the point of usage.

AC. Notification of System Problems.

The customer shall notify the utility immediately should the service be unsatisfactory for any reason, or should there be any defects, problems, trouble, or accidents affecting the water system.

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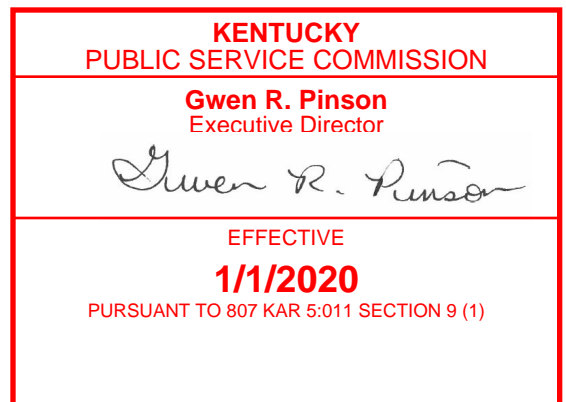
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FOR Carroll County, Kentucky  
Community, Town or City

P.S.C. KY. NO. 2  
Original SHEET NO. 38

Carroll County Water District No. 1  
(Name of Utility)

CANCELLING P.S.C. KY. NO. 2  
SHEET NO. \_\_\_\_\_

**AD. Legal Disclaimers.**

1. The utility shall in no event be held responsible for any claims made against it for reasons of system failure or interruption of service. No persons shall be entitled to damages, nor for any portion of a payment refunded, for any system failure or interruption of service which in the opinion of the utility is deemed necessary.
2. No person shall maliciously, willfully, or negligently break, damage, destroy, uncover, deface, or tamper with any structure, appurtenance or equipment which is a part of the utility's water system. Any person violating this provision will be subject to all legal remedies accorded the district and/or discontinuance of water service and shall pay the cost of repairing or replacing the utility's facilities.
3. If any loss or damage to the property of the utility or any accident or other injury to persons or property is caused by or results from the negligence or wrongful action of a customer, members of his/her household, his/her agent or employee, the cost of necessary repairs or replacements shall be paid by the customer of the utility and any liability otherwise resulting shall be that of the customer.
4. For purposes of fire protection, including any customer's fire protection system, the utility cannot guarantee a water supply at any particular flow rate or pressure. The fire flow may vary depending upon other water demands on the system, various water facility limitations, or other circumstances. The customer will indemnify and hold harmless the utility and its employees from and against all claims, damages, losses, and expenses incurred as a result of insufficient water supply or deficient system facilities.


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<b>Gwen R. Pinson</b> Executive Director 
<b>EFFECTIVE 1/1/2020</b> PURSUANT TO 807 KAR 5:011 SECTION 9 (1)

FOR Carroll County, Kentucky  
Community, Town or City

P.S.C. KY. NO. 2  
Original SHEET NO. 39

Carroll County Water District No. 1  
(Name of Utility)

CANCELLING P.S.C. KY. NO. 2  
SHEET NO. \_\_\_\_\_

**AE. Fire Departments.**

Any city, urban-county, charter county, fire protection district, or volunteer fire protection district may withdraw water from the utility's water distribution system for the purposes of fighting fires or training firefighters at no charge on the condition that it maintains estimates of the amount of water used for fire protection and training during the calendar month and reports the amount of this water usage to the utility no later than the 5<sup>th</sup> day of the following calendar month.

Any city, county, urban-county, charter county, fire protection district, or volunteer fire protection district that withdraws water from the utility's water distribution system for fire protection or training purposes and fails to submit the required report on water usage in a timely manner shall be assessed the cost of the water.

A non-reporting user's usage shall be presumed to be 0.3 percent of the utility's total water sales for the calendar month. A non-reporting user may present evidence of its actual usage to rebut the presumed usage. The utility shall consider this evidence and may adjust the presumed usage amount accordingly.

The non-reporting user shall be billed for the usage at the lowest usage block rate regardless of customer classification that the utility charges.

A non-reporting user shall also be assessed a penalty of **\$40.00** for each failure to submit a report in a timely manner.

**AF. Fire Hydrants**

1. The location, installation, and the responsibility for maintenance of fire hydrants, public and private fire protection facilities, connecting mains, and their ownership may be subject to negotiation between the utility and the applicant/customer. Fire hydrants and public and private fire protection facilities shall be installed as required by the utility and if owned by the utility shall be subject to any conditions the Public Service Commission may impose, based upon the compensation received for this service.


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<b>KENTUCKY PUBLIC SERVICE COMMISSION</b>
<b>Gwen R. Pinson</b> Executive Director 
<b>EFFECTIVE 1/1/2020</b> PURSUANT TO 807 KAR 5:011 SECTION 9 (1)

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FOR Carroll County, Kentucky  
Community, Town or City

P.S.C. KY. NO. 2  
Original SHEET NO. 40

Carroll County Water District No. 1  
(Name of Utility)

CANCELLING P.S.C. KY. NO. 2  
SHEET NO. \_\_\_\_\_

AG. Water Main Extensions.

The utility shall determine the total cost of the proposed water main extension (exclusive of the meter connections) and the total length of the extension. The utility shall pay the portion of the cost of the water main extension equal to 50ft for each applicant for service. That part of the cost not covered by the utility's portion shall be contributed equally by those applicants desiring service on the main extension. Each applicant will also be required to pay the utility's approved connection/tap-on fee for a meter connection to the main extension.

Each year, for a refund period of not less than ten (10) years, the utility shall refund to the customer or customers who paid for the excessive footage the cost of fifty (50) feet of the extension in place for each additional customer connected during the year whose service line is directly connected to the extension installed and not to extensions or laterals there from. Total amount refunded shall not exceed the amount paid by the utility. No refund shall be made after the refund period ends.

AH. Extension Procedures for Developers and/or New Subdivisions.

1. The owner/developer will be responsible for expense of water line and apparatus for the water line extension. The utility will install the water line and upon completion the extension solely becomes property of the utility.
2. If the owner/developer privately installs a water line extension, it has to be engineered and certified by the state. The total expenses will be the responsibility of the owner/developer. Installation will be over seen by the utility and upon approved completion the extension solely becomes the property of the utility.

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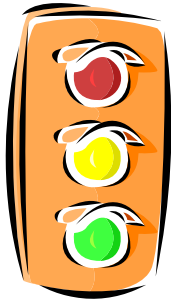
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IN CASE NO. \_\_\_\_\_ DATED \_\_\_\_\_

<b>KENTUCKY PUBLIC SERVICE COMMISSION</b>
<b>Gwen R. Pinson</b> Executive Director 
<b>EFFECTIVE 1/1/2020</b> PURSUANT TO 807 KAR 5:011 SECTION 9 (1)

# Auto Draft Payment Agreement



**STOP**... writing checks for your water bill.

**LOOK**... at how it can be paid AUTOMATICALLY.

**LISTEN**... to all the advantages of *Direct Payment*.

The Carroll County Water District #1 is extremely excited about *Auto Draft Payment* and we are sure you will be just as excited. Just think...No more hassles of check writing, finding a postage stamp or worrying if your payment will reach us on time. When you are out of town, on business or vacation, your water bill will be taken care of.

You will receive a bill each month. Then, you will have ten days to contact our office if you have any questions. After ten days, your electronic transfer will be made.

To sign up, fill in the form below. Enclose this form **with a voided blank check** in your next payment. Please make a copy for your records. Continue to pay your bill as usual until you receive the *Auto Draft Payment* notice on your bill. It will take approximately one month to get your information in the system.

## AUTHORIZATION TO PAY WATER BILL

Name \_\_\_\_\_ Phone \_\_\_\_\_

Address \_\_\_\_\_

Financial Institution \_\_\_\_\_

Type of Account \_\_\_\_\_ Checking/ \_\_\_\_\_ Savings Account Number \_\_\_\_\_

Financial Institution Routing Number \_\_\_\_\_

I (We) hereby authorize Carroll County Water District #1 to initiate monthly debits, beginning next month and continuing each month thereafter, for payment of my water bill and for the financial institution specified by me to pay the amount from my account. I understand that both Carroll County Water District #1 and my financial institution reserve the right to terminate this payment plan or my participation therein. This authority is to remain in effect until revoked by me in writing in such time and in such manner as to afford Carroll County Water District #1 and my financial institution a reasonable opportunity to act on it. I (we) acknowledge that the origination of ACH transactions to my (our) account must comply with the provision of U.S. law.

Date \_\_\_\_\_ Signed \_\_\_\_\_

Carroll County Water District #1  
205 Main Cross  
Ghent, Kentucky 41045  
(502) 347-9500

**KENTUCKY  
PUBLIC SERVICE COMMISSION**

**Gwen R. Pinson  
Executive Director**

**EFFECTIVE**

**1/1/2020**

**PURSUANT TO 807 KAR 5:011 SECTION 9 (1)**

For CCWD use: Customer Acct # \_\_\_\_\_ Date Received: \_\_\_\_\_



Carroll County Water District
205 Main Cross Street Ghent, Kentucky 41045 Phone: 502-347-9500 Fax: 502-347-9333

LEAK ADJUSTMENT REQUEST FORM

Instructions: In order to process your request, this form must be completed, signed, and returned to the office. Attach any supplemental document copies (such as a repair parts receipt, plumber's invoice, or photos) to verify leak fixed.

Account #: \_\_\_\_\_

Name on Account: \_\_\_\_\_

Service Address: \_\_\_\_\_

Date Leak Started: \_\_\_\_\_ Date Leak Fixed: \_\_\_\_\_

Description of Leak / Repair (ex. outside service line broke/replaced, toilet leaking/installed new flapper, etc.)

Three horizontal lines for describing the leak or repair.

Signature of Customer: \_\_\_\_\_

By signing this form, you are accepting all responsibilities that all statements to the extent that facts and matters are true. I fully understand that if found falsifying any information may result in penalties.

Per the Carroll County Water District #1 Tariff Section 2.d.4.: Utility Initiated Termination of Service/ Misrepresentation: Any misrepresentation in the application will constitute rejection of request and possible grounds for termination of service.

Leak adjustments will be calculated per the CCWD #1 Tariff effective 9/1/3 T 64-1115 Article II. Rules and Regulations, Sec.W.1.-5.as submitted to the Public Service Commission.

\*\*\*\*\*

Below information to be completed by CCWD#1 only:

Date Received (stamp below)

Has customer had a leak adjustment within the last 12 months? Yes No

Does customer have a 12-month average? Yes No

Payment / Consumption History Rev.

Was a Work Order generated on this? Yes No

Red-bordered stamp area containing: KENTUCKY PUBLIC SERVICE COMMISSION, Gwen R. Pinson Executive Director, 1/1/2020, and PURSUANT TO 807 KAR 5:011 SECTION 9 (1)

Proudly serving quality water at a great price for our customers of Carroll, Gallatin, and Owen Counties!



**CARROLL COUNTY WATER DISTRICT #1**  
**CONTRACT FOR WATER SERVICE**

THIS CONTRACT made and entered into this \_\_\_\_\_ day of \_\_\_\_\_ 20\_\_\_\_ between \_\_\_\_\_ party of the First Part and **Carroll County Water District #1** party of the Second Part.

WITNESSETH THAT, for and in consideration of the efforts of the party of the Second Part, acting through Water District Commissioners, the party of the First Part agrees to pay a **Connection Fee** of \$ \_\_\_\_\_ at the time of signing this contract, to connect to the water system, and to pay at least a minimum bill monthly thereafter as soon as the \_\_\_ meter is installed by the District and water is made available to the meter, regardless of whether the first party connects to the system. If the meter to be installed is more than (50) fifty feet from the main, then the party of the First Part agrees to pay for the additional materials and labor costs associated with the longer connection. **Deposit Payment:** \$ \_\_\_\_\_ (N)

The party of the First Part agrees to permit the District to lay, maintain, repair, remove and disconnect a service line and meter and read meters at a point on customer's property to be designated by the District for each signed connection with the right of ingress and egress on property. The party of the First Part further agrees to keep their meter vault unobstructed and freely accessible at all times.

The party of the First Part agrees that no other present or future source of water will be connected to any waterline serviced by the District's system and shall eliminate their present or future cross connections in this system. The party of the First Part further agrees to provide the District with a copy of the plumbing permit or schedule a service call for the Water District to inspect service line installation prior to backfill.

A water meter must be installed for each residence and a separate contract executed for each residence unless otherwise approved by the utility.

The Party of the First Part shall install and maintain at his own expense a service line which shall begin at the meter and extend to the dwelling or place of use, with a shut off valve installed downstream of the meter.

The party of the First Part agrees to comply with and be bound by the ARTICLES, BY-LAWS, RULES AND REGULATIONS of the DISTRICT now in force or as hereafter duly and legally supplemented, amended, or changed.

**SERVICE ADDRESS**

**BILLING ADDRESS**

Address: \_\_\_\_\_

Address: \_\_\_\_\_

SS# and/or Driver's License: \_\_\_\_\_

Phone: \_\_\_\_\_

X: \_\_\_\_\_

Employed by: \_\_\_\_\_

(Your signature)

Marital Status: \_\_\_\_\_

**Mail to: Carroll County Water District #1**

**205 Main Cross Street**

**Ghent, KY 41045**

Spouse: \_\_\_\_\_

Maiden Name: \_\_\_\_\_

# in household: \_\_\_\_\_

(including yourself)

**Phone: 502-347-9500**

**Fax: 502-347-9333**

# of adults in household: \_\_\_\_\_

(including yourself)

Names of adults in household: \_\_\_\_\_

Have you ever been a customer of Carroll County Water District? Yes or No

If yes, do you have a balance? Yes or No (Circle One)

**KENTUCKY  
PUBLIC SERVICE COMMISSION**

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**Kent A. Chandler**  
Executive Director

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**EFFECTIVE  
4/6/2020**

PURSUANT TO 807 KAR 5:011 SECTION 9 (1)

Does Applicant reside on the premise? Yes or No (Circle One)

Does Applicant own property? Yes or No (Circle One)

If Applicant does not own property, provide the Property Owner's:

Name: \_\_\_\_\_ Phone Number: (\_\_\_\_) \_\_\_\_\_ - \_\_\_\_\_

Mailing Address: \_\_\_\_\_ City: \_\_\_\_\_ State: \_\_\_\_ Zip: \_\_\_\_\_

Email Address (if available): \_\_\_\_\_

*(If Applicant does not own the property, include a copy of the signed, notarized rental agreement or a written acknowledgement of the property owner that Applicant is authorized to obtain water service at the service location address designated.)*

(N)



<b>KENTUCKY PUBLIC SERVICE COMMISSION</b>
<b>Kent A. Chandler</b> Executive Director

<b>EFFECTIVE 4/6/2020</b> PURSUANT TO 807 KAR 5:011 SECTION 9 (1)

**CARROLL COUNTY WATER DISTRICT #1**

**Time Payment Plan Agreement**

Date \_\_\_\_\_  
Name \_\_\_\_\_  
Account # \_\_\_\_\_

<b>3 NOTES MAXIMUM FOR YEAR</b>	
#1	Date _____
#2	Date: _____
#3	Date: _____

Past Due Balance: \$ \_\_\_\_\_  
Current Bill: \$ \_\_\_\_\_  
Service Fees Due: + \$ \_\_\_\_\_  
Subtotal: \$ \_\_\_\_\_  
Initial Payment made: - \$ \_\_\_\_\_  
Balance Unpaid: \$ \_\_\_\_\_

I, the undersigned, agree to pay the Water Company the amount of \$ \_\_\_\_\_ on his/her unpaid balance according to the following:

\$ \_\_\_\_\_ on \_\_\_\_\_  
\$ \_\_\_\_\_ on \_\_\_\_\_  
\$ \_\_\_\_\_ on \_\_\_\_\_  
\$ \_\_\_\_\_ on \_\_\_\_\_

I agree to have the past due amount and all current bills paid in full no later than \_\_\_\_\_. I understand that if my payments are not made according to the terms of this agreement my service will be **DISCONNECTED WITHOUT FURTHER NOTICE** and disconnection/reconnection fees will be applied accordingly.

A return check, received on the above account at anytime, will result in discontinuance of service without notification. Should it be necessary to disconnect for this reason, FULL AMOUNT of the payment agreement, plus the current bill and service charges must be paid IN FULL in order for service to be restored. Disconnection/Reconnection fees will be applied accordingly.

Customer's Signature: \_\_\_\_\_  
Employee's Signature: \_\_\_\_\_  
Management Approval: \_\_\_\_\_

<b>KENTUCKY PUBLIC SERVICE COMMISSION</b>	
Date: _____	<b>Gwen R. Pinson</b> Executive Director
Date: _____	<i>Gwen R. Pinson</i>
Date: _____	<b>EFFECTIVE</b> <b>1/1/2020</b>
PURSUANT TO 807 KAR 5:011 SECTION 9 (1)	



Carroll County Water District  
205 Main Cross Street Ghent, Kentucky 41045 Phone: 502-347-9500 Fax: 502-347-9333

**Service Turn off Request**

Date: \_\_\_\_\_

Name: \_\_\_\_\_ Account # \_\_\_\_\_

Service Address: \_\_\_\_\_

City/State/Zip: \_\_\_\_\_

Drivers License: \_\_\_\_\_

Must match our records in computer in order to discontinue water service for the above address.

**Forwarding Address**

Name: \_\_\_\_\_

Street: \_\_\_\_\_

Apt. No: \_\_\_\_\_

City/State/Zip \_\_\_\_\_

Phone; \_\_\_\_\_ Email: \_\_\_\_\_

<b>KENTUCKY PUBLIC SERVICE COMMISSION</b>
<b>Gwen R. Pinson</b> Executive Director 
EFFECTIVE <b>1/1/2020</b>

*Proudly serving quality water at a great price* PURSUANT TO 807 KAR 5:011 SECTION 9 (1)  
*for our customers of Carroll, Gallatin, and Owen Counties!*

Carroll County Water District #1 205 Main Cross Ghent, Kentucky 41045  
 Phone: 502-347-9500 Website: www.carrollcountywater.com App: "CCWD ADVISORY"

PRESORTED  
 FIRST CLASS MAIL  
 U.S. Postage Paid  
 Carrollton, KY  
 PERMIT NO. 59

DATES OF SERVICE SERVICE AT					RETURN SERVICE REQUESTED	
CODE	PRESENT	PREVIOUS	USAGE	CHARGES		
					ACCOUNT	PENALTY DATE
					AMOUNT DUE AFTER PENALTY DATE	PAY THIS AMOUNT

TO PAY BY PHONE - CALL (866) 612-4915. TO PAY ONLINE SEE BACKSIDE OF THIS BILL	AMOUNT DUE AFTER PENALTY DATE	PENALTY AFTER DUE DATE	PAY THIS AMOUNT

ACCOUNT	PENALTY DUE
<b>RETURN THIS STUB WITH PAYMENT</b>	

**Carroll County Water District #1**  
 205 Main Cross Ghent, KY 41045  
 Office: (502) 347-9500 Fax: (502) 347-9333  
 Emergency Tel #1: (502) 548-9500  
 Emergency Tel. #2: (502) 548-9501  
 Office Hours: 8:00 - 12:00 / 12:30 - 4:00 Mon - Fri  
 WEBSITE: www.carrollcountywater.com  
 MOBILE APP: CCWD ADVISORY

For all billing inquiries, call the office number.  
 If it's after hours, and related to billing,  
 leave your name, account number or address, phone  
 number, and a detailed message.

**Make Checks Payable To & Remit To:**  
 Carroll County Water District #1  
 205 Main Cross Ghent, KY 41045  
**Office Location:**  
 205 Main Cross Ghent, KY 41045

**RATES AS OF 01/01/2010**  
 First 1,000 Gallons \$13.50 Minimum Bill  
 Next 4,000 Gallons 7.50 Per 1,000 Gallons  
 Next 5,000 Gallons 8.00 Per 1,000 Gallons  
 Next 30,000 Gallons 5.00 Per 1,000 Gallons  
 All over 40,000 Gallons 2.80 Per 1,000 Gallons

**CODE EXPLANATION**  
 WAT - Water Charge  
 ^ - Estimated Reading

**- NOTICE -**  
 We are NOT responsible for Mail Delivery.  
 Checks in Transit and/or Checks lost in Transit.  
 Failure to receive bill does NOT waive your  
 obligation to pay.


Payment is due upon receipt. To avoid late penalty,  
 payment must be processed before the 20th day of  
 the month. Unpaid bills may subject your service to  
**DISCONNECTION**. If service is disconnected, a  
 reconnect fee will be assessed and both must be  
**PAID IN FULL** before service can be restored.

**PLEASE KEEP THIS STUB FOR YOUR RECORDS**

If paying after hours, please use drop box  
 located near the door.

Payments deposited after hours will be  
 credited on the next business day.

To process payment by phone call 866-612-4915  
 or visit website. Electronic payments are  
 processed by third party, allow for minimum of 2  
 business days.

Refer to account number when making  
 any information requests.  
**KENTUCKY PUBLIC SERVICE COMMISSION**  
**RETURN THIS STUB WITH PAYMENT**  
**Gwen R. Pinson**  
 Executive Director  
  
**EFFECTIVE**  
**1/1/2020**  
 PURSUANT TO 807 KAR 5:011 SECTION 9 (1)