



Mountain Water District  
(Name of Utility)

FOR Entire Service Area  
Community, Town or City  
P.S.C. KY. NO. 3  
ORIGINAL SHEET NO. 10  
CANCELLING P.S.C. KY. NO. 2  
SHEET NO. \_\_\_\_\_

RULES AND REGULATIONS

- A. By order of the Public Service Commission upon formal application by the DISTRICT, and after hearing as provided by commission regulations.
  - B. By issuing and filing on at least thirty (30) days notice to the commission and the public all proposed changes in the Rules and Regulations, as provided by commission regulations.
3. Conflict

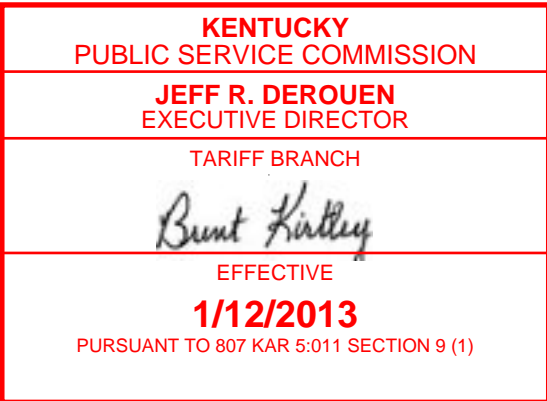
In case of conflict between any provisions of any rate schedule and the schedule of Rules and Regulations the rate schedule shall apply. Also, should the rules contained herein conflict with the rules and regulations of the Public Service Commission, the rules and regulations of the Public Service Commission shall control.

4. Application for Service

Any person, firm, agency or governmental entity within the current boundary of the DISTRICT may request service. Said request must be in writing on a form approved by the DISTRICT.

No request for service shall be granted unless the property of said requestor has public access within a reasonable distance from and existing distribution main of the DISTRICT consistent with the topography of the area. Should the requestor desire to have the existing distribution system extended to serve them, same shall be accomplished as stipulated, hereafter.

DATE OF ISSUE NOVEMBER 14, 2012  
Month / Date / Year  
DATE EFFECTIVE JANUARY 12, 2013  
Month / Date / Year  
ISSUED BY /S/ JOHN COLLINS  
(Signature of Officer)  
TITLE VICE CHAIRPERSON  
BY AUTHORITY OF ORDER OF THE PUBLIC SERVICE COMMISSION  
IN CASE NO. \_\_\_\_\_ DATED \_\_\_\_\_



**CANCELLED**

July 9, 2018

**KENTUCKY PUBLIC  
SERVICE COMMISSION**

Mountain Water District  
(Name of Utility)

FOR Entire Service Area  
Community, Town or City

P.S.C. KY. NO. 3

ORIGINAL SHEET NO. 11

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

SHEET NO.

**RULES AND REGULATIONS**

Should DISTRICT determine that service to requestor is available, each prospective customer desiring water service shall be required to execute and sign the DISTRICT'S standard application for water service before service is supplied by the DISTRICT. A 5/8" x 3/4" meter shall be "the standard customer service meter and should be installed at all points of service unless the customer provides sufficient justification for the installation of a larger meter."

The DISTRICT shall provide for a standard connection (i.e., 5/8" x 3/4" meter) from the DISTRICT'S existing distribution main upon payment of tap fee. An extension of fifty (50) feet or less shall be made by the DISTRICT to its existing utility main without charge, with exception of those connections requiring a road bore or creek crossing for a prospective customer who applies for and contracts to use the service for one (1) year or more with the appropriate guarantee.

**5. Non-Standard Service**

Each prospective customer requiring a non-standard service (i.e., other than a 5/8" x 3/4" meter) shall present to the DISTRICT sufficient justification for same. Insofar as prospective customer requirements may meet those non-standard service presently in effect for DISTRICT same may be applied. An extension shall be made by the DISTRICT to its existing utility main for a prospective customer who applies for and contracts to use the service for one (1) year or more with the appropriate guarantee. The customer shall be charged at actual cost to the DISTRICT for installation of such service.

DATE OF ISSUE NOVEMBER 14, 2012  
Month / Date / Year  
DATE EFFECTIVE JANUARY 12, 2013  
Month / Date / Year  
ISSUED BY /S/ JOHN COLLINS  
(Signature of Officer)  
TITLE VICE CHAIRPERSON  
BY AUTHORITY OF ORDER OF THE PUBLIC SERVICE COMMISSION  
IN CASE NO. \_\_\_\_\_ DATED \_\_\_\_\_

**KENTUCKY  
PUBLIC SERVICE COMMISSION**  
**JEFF R. DEROUEN**  
EXECUTIVE DIRECTOR  
TARIFF BRANCH  
*Brent Kirtley*  
EFFECTIVE  
**1/12/2013**  
PURSUANT TO 807 KAR 5:011 SECTION 9 (1)



FOR Entire Service Area  
Community, Town or City

P.S.C. KY. NO. 3

ORIGINAL SHEET NO. 14

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

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

Mountain Water District  
(Name of Utility)

**RULES AND REGULATIONS**

- D. Waste or misuse of water due to improper or imperfect service pipes and/or failure to keep such pipes in a suitable state of repair.
- E. Tampering with meter, meter seal, service, or valves, or permitting such tampering by others.
- F. Connections, cross-connection, or permitting the same, of any separate water supply to premises which receive water from the DISTRICT.
- G. Non-payment of bills.
- H. When a dangerous condition is found to exist on the customer's or applicant's premises, with reference to the continuation of water service, water service shall be cut off without notice or shall be refused, provided the DISTRICT shall notify the customer of the reason for the discontinuance or refusal and the corrective action to be taken by the applicant or customer before service can be restored.

10. Billing

Bills and notices relating to the conduct of the business of the DISTRICT will be mailed to the customer at the address listed on the user's agreement unless change of address has been filed in writing with the DISTRICT, and the DISTRICT shall not otherwise be responsible for delivery of any bill or notice nor will the customer be

DATE OF ISSUE NOVEMBER 14, 2012  
Month / Date / Year

DATE EFFECTIVE DECEMBER 15, 2012  
Month / Date / Year

ISSUED BY *John Colman*  
(Signature of Officer)

TITLE VICE CHAIRPERSON

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

**KENTUCKY  
PUBLIC SERVICE COMMISSION**

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**JEFF R. DEROUEN  
EXECUTIVE DIRECTOR**

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TARIFF BRANCH

*Brent Kirtley*

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EFFECTIVE  
**12/15/2012**  
PURSUANT TO 807 KAR 5:011 SECTION 9 (1)

**CANCELLED**

July 9, 2018

**KENTUCKY PUBLIC  
SERVICE COMMISSION**

Mountain Water District  
(Name of Utility)

FOR Entire Service Area  
Community, Town or City

P.S.C. KY. NO. 4

ORIGINAL SHEET NO. 15

CANCELLING P.S.C. KY. NO. 3

SHEET NO. 15

RULES AND REGULATIONS

excused from the payment of any bill or any performance required in said notice.

Bills for water service are due and payable at the office of the DISTRICT, or to any designated agent, by the 15<sup>th</sup> day after the date of issue. All accounts not paid in full 5 days after the due date shall be considered past due and an additional charge of 10 percent of the unpaid portion of the bill will be made. Payments may be made in the form of cash, check, credit/debit card, or online at [www.mountainwaterdistrictky.com](http://www.mountainwaterdistrictky.com). Customers choosing to pay by credit/debit card or online shall be assessed a fee at a rate equal to the rate being charged to the DISTRICT to process such transactions. The fee is generally calculated using a formula applied to the balance of the amount being paid, but may be a flat fee per transaction. Prior to processing the transaction, the customer will be informed of the fee amount and, upon request by the customer, the formula employed to arrive at this fee amount.

All bills not paid on or before the past due date shall be deemed delinquent. Any said delinquent bill shall be disconnected fifteen (15) days after the due date, but not before at least five (5) days written notice of termination is provided. Said termination notice shall be exclusive of and separate from the original bill. Included on the notice will be a statement that the DISTRICT plans to terminate service and the date in which the DISTRICT plans to terminate service if the balance is not paid in full. However, if, prior to discontinuance of service, there is delivered to the DISTRICT a written certificate signed by a physician, registered nurse, or a public health officer that, in the opinion of the certifier, discontinuance of service will aggravate an existing illness or infirmity at the affected premises, service shall not be discontinued until the affected resident can make other living arrangements or until thirty (30) days elapse from the time of the DISTRICT'S receipt of said certification, whichever occurs first. Such certificates shall not be accepted in consecutive months.

DATE OF ISSUE May 6, 2013  
Month / Date / Year

DATE EFFECTIVE June 7, 2013  
Month / Date / Year

ISSUED BY *Shanda Jones*  
(Signature of Officer)

TITLE CHAIRPERSON

BY AUTHORITY OF ORDER OF THE PUBLIC SERVICE COMMISSION

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

**KENTUCKY  
PUBLIC SERVICE COMMISSION**

**JEFF R. DEROUEN  
EXECUTIVE DIRECTOR**

TARIFF BRANCH

*Brent Kirtley*

EFFECTIVE  
**6/7/2013**  
PURSUANT TO 807 KAR 5:011 SECTION 9 (1)





Mountain Water District  
(Name of Utility)

FOR Entire Service Area  
Community, Town or City  
P.S.C. KY. NO. 4  
ORIGINAL SHEET NO. 16  
CANCELLING P.S.C. KY. NO. 3  
SHEET NO. 16

RULES AND REGULATIONS

11. Discontinuance of Service by Customer

Any customer having fulfilled their contract terms and desiring to discontinue the water service to their premises for any reason must give notice of discontinuance in writing at the business office of the DISTRICT at least three (3) days prior to the date on which the customer desires to discontinue service. If such notice in writing is not given, a customer shall remain liable for all water used and service rendered to such premises by the DISTRICT until such notice is received by the DISTRICT.

12. Termination or Field Collection Fee

A \$30.00 charge shall be assessed when a DISTRICT representative makes a trip to the premises of a customer for the purpose of terminating service. The charge shall be assessed if the DISTRICT representative actually terminates service or if, in the course of the trip, the customer pays the delinquent bill to avoid termination. The charge shall also be made if the DISTRICT representative agrees to delay termination based on the customer's agreement to pay the delinquent bill by a specific date. The DISTRICT shall make a Termination or Field Collection Charge only once in any billing period. Any disconnection or reconnection as a result of non-payment of service that requires the District to take extraordinary means to perform said disconnection/reconnection (i.e. digging up and re-pavement of blacktop) shall be charged to the customer at actual cost.

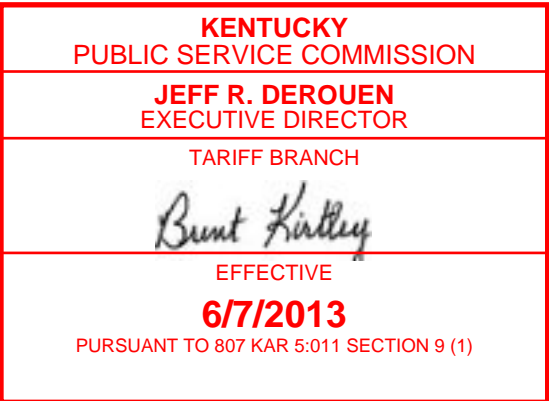
13. Reconnection Fees

Where the water supply to the customer has been discontinued for non-payment of delinquent bills, or where a meter is to be reinstalled for a new customer at the location where one existed previously, a charge of \$30.00 shall be made for reconnection in addition to all delinquent bills and other charges, if any, owed by the customer to the DISTRICT. In instances where the customer pays after three (3) p.m. and would like service connected the same day a charge of \$50.00 shall apply.

14. Turn-On Fee

A Turn-On Charge of \$30.00 shall be assessed for a new service Turn-On, seasonal Turn-On or temporary service. A Turn-On Charge shall not be made for initial installation of service where a tap fee is required.

DATE OF ISSUE May 6, 2013  
Month / Date / Year  
DATE EFFECTIVE June 7, 2013  
Month / Date / Year  
ISSUED BY *Shada Gurns*  
(Signature of Officer)  
TITLE CHAIRPERSON  
BY AUTHORITY OF ORDER OF THE PUBLIC SERVICE COMMISSION  
IN CASE NO. \_\_\_\_\_ DATED \_\_\_\_\_





FOR Entire Service Area  
Community, Town or City  
P.S.C. KY. NO. 3  
ORIGINAL SHEET NO. 21  
CANCELLING P.S.C. KY. NO. 2  
SHEET NO. \_\_\_\_\_

Mountain Water District  
(Name of Utility)

**RULES AND REGULATIONS**

1. Request for adjustment must be signed and submitted by the customer on forms adopted by the DISTRICT.
2. Adjustments shall be made only upon action of the Board of Commissioners of the DISTRICT.
3. Appearance by the customer before the Board of Commissioners is not mandatory for consideration.
4. Any customer may upon written request within twenty (20) days of action by the Board of Commissioners appeal to the Board for reconsideration at the next regular meeting date.
5. An appeal must be presented by the customer or their representative in order that it may be considered.
6. Customer may not have had an adjustment in the previous 12 months.

**18. Method of Adjustment Calculation – Customer Request for Adjustment**

The billing adjustment approved by the Board of Commissioners shall be calculated on an established form as follows:

- A. The customer shall pay, based on the DISTRICT’S current and prevailing water usage rate, for a volume equal to the average monthly usage. The average monthly usage shall be determined by averaging the customer’s metered service for the three months prior to the month of application of adjustment or date of discovery, whichever occurs first.

DATE OF ISSUE NOVEMBER 14, 2012  
Month / Date / Year

DATE EFFECTIVE JANUARY 12, 2013  
Month / Date / Year

ISSUED BY /S/ JOHN COLLINS  
(Signature of Officer)

TITLE VICE CHAIRPERSON

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



**CANCELLED**

July 9, 2018

**KENTUCKY PUBLIC SERVICE COMMISSION**

FOR Entire Service Area  
Community, Town or City

P.S.C. KY. NO. 3

ORIGINAL SHEET NO. 24

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

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

Mountain Water District  
(Name of Utility)

**RULES AND REGULATIONS**

20. Failure of Water Meter

Where a meter is found to be in error, the customer's bill will be adjusted in accordance with Public Service Commission Regulations. Where a meter has ceased to register, the DISTRICT will estimate the monthly bill of the customer for the months that the meter did not operate. The estimated bill will be based upon the previous six months' usage.

21. Right of Access

The customer must agree to donate to the DISTRICT the necessary easements to lay, maintain, repair, or remove such water lines that are the property of the DISTRICT located on the customer's property with the right of ingress-and egress over customer's property. The DISTRICT'S duly authorized representative and/or other duly authorized employee of the State Health Department bearing proper credentials and identification shall be permitted to enter upon all properties for the purpose of inspection, observation, measurement, sampling, and testing, in accordance with the provisions of these Rules and Regulations.

22. Interruption of Service

The DISTRICT will use reasonable diligence in supplying water service, but shall not be liable for breach of contract in the event of, or for loss, injury, or damage to persons or property resulting from interruptions in service, excessive or inadequate water pressure, or

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

<b>KENTUCKY PUBLIC SERVICE COMMISSION</b>
<b>JEFF R. DEROUEN</b> EXECUTIVE DIRECTOR
TARIFF BRANCH

EFFECTIVE <b>1/12/2013</b> PURSUANT TO 807 KAR 5:011 SECTION 9 (1)

**CANCELLED**

July 9, 2018

**KENTUCKY PUBLIC  
SERVICE COMMISSION**

FOR Entire Service Area  
Community, Town or City

P.S.C. KY. NO. 3

ORIGINAL SHEET NO. 27

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

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

Mountain Water District  
(Name of Utility)

**RULES AND REGULATIONS**

26. Relocation of Water Facility

The DISTRICT may, at the request of a customer or other person relocate, change or modify existing DISTRICT owned equipment, mains or appurtenances. Same shall reimburse DISTRICT for such changes at actual cost including appropriate legal, administrative, engineering, and overhead cost.

27. Damage to DISTRICT'S Water System

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 DISTRICT'S water works. Any person violating this provision shall be subject to immediate arrest and/or discontinuation of water service and shall pay the cost of repairing or replacing the property of the DISTRICT and all legal fees.

Any person, firm or organization working in the vicinity or near DISTRICT'S distribution mains or appurtenances may request the DISTRICT to indicate location of same. However, indication by DISTRICT of same does not relieve such person of complete responsibility and liability for any and all damages, liability and loss resulting from any act of such person or his assigns and/or agent.

28. Additional Load

The service connection supplied by the DISTRICT for each customer has a definite capacity, and no addition to the equipment or load connected thereto will be allowed

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TITLE VICE CHAIRPERSON  
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IN CASE NO. \_\_\_\_\_ DATED \_\_\_\_\_

**KENTUCKY  
PUBLIC SERVICE COMMISSION**  
**JEFF R. DEROUEN**  
EXECUTIVE DIRECTOR  
TARIFF BRANCH  
*Brent Kirtley*  
EFFECTIVE  
**1/12/2013**  
PURSUANT TO 807 KAR 5:011 SECTION 9 (1)



**CANCELLED**

July 9, 2018

**KENTUCKY PUBLIC  
SERVICE COMMISSION**

FOR Entire Service Area  
Community, Town or City

P.S.C. KY. NO. 3

ORIGINAL SHEET NO. 30

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

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

Mountain Water District  
(Name of Utility)

**RULES AND REGULATIONS**

The customer shall not sell, donate, give, or allow use of such water to any authorized or unauthorized party.

33. Special Charges

Special charges may be assessed to the customer for returned checks, meter rereads, and meter retests at the specified charges shown below:

- A. A charge of \$25.00 will be made for each check returned to the DISTRICT by the bank.
- B. A charge of \$30.00 will be made to reread a meter at the customers request unless such reread reveals that the initial reading was erroneous. No charge shall be made if the initial reading was erroneous.
- C. A charge of \$30.00 will be made for a meter retest when such test is made at the customers written request unless the meter is found to be faulty. No charge shall be made for a faulty meter, but appropriate adjustments shall be made in accordance with Section 14 of these rules and regulations. If the customer chooses to have an independent test performed they shall be charged at cost.
- D. A charge of \$30.00 shall be made for service investigation during regular working hours if interruption of service or service problem is associated with the customer's own plumbing facility and beyond the DISTRICT'S delivery point and is not caused by a failure of DISTRICT facilities. The charge for investigation after working hours will be \$75.00 per trip. Any maintenance and repair of facilities beyond the DISTRICT'S delivery point is the responsibility of the customer.
- E. When an investigation of facilities on the customer's premises reveals an unauthorized use of the water system, an investigation fee of \$75.00 shall be charged. The actual cost of repairing damage and correcting the improper service connection, if any, shall be charged and the customer's bill shall be charged for the amount of service rendered.

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ISSUED BY /S/ JOHN COLLINS  
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**KENTUCKY  
PUBLIC SERVICE COMMISSION**

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**JEFF R. DEROUEN  
EXECUTIVE DIRECTOR**

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TARIFF BRANCH

*Brent Kirtley*

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**1/12/2013**  
PURSUANT TO 807 KAR 5:011 SECTION 9 (1)