

P. S. C. NO. 4

CANCELS

P. S. C. No. 3

SANDY HOOK WATER DISTRICT

OF

SANDY HOOK, KENTUCKY

RATES, RULES and REGULATIONS for FURNISHING  
WATER SERVICE

AT

THREE MILE RADIUS OF ELLIOTT COUNTY COURT HOUSE  
AT SANDY HOOK, KENTUCKY

FILED WITH PUBLIC SERVICE COMMISSION OF KENTUCKY

ISSUED July 10, 1981

EFFECTIVE December 9, 1981

ISSUED BY SANDY HOOK WATER DISTRICT

NAME OF UTILITY

BY

*Joseph W. Conley*  
JOSEPH W. CONLEY  
CHAIRMAN



C 7-88

RULES AND REGULATIONS

The following rules and regulations are hereby adopted, subject to change by the Commission at any time. These rules and regulations are intended to supplement the bond resolution, the rate resolution, and the By-Laws:

1. All taps and connections to the mains of the District shall be made by and/or under the direction and supervision of District personnel.

2. Discontinuance of Service. (1) The utility may refuse or discontinue to serve an applicant or customer under the following conditions:

(a) For noncompliance with its rules and regulations. However, no utility shall discontinue or refuse service to any customer or applicant for violation for violations of its rules or regulations without first having made a reasonable effort to induce the customer or applicant to comply with its rules and regulations as filed with the commission. After such effort on the part of the utility, service may be discontinued or refused only after the customer shall have been given at least forty-eight (48) hours written notice of such intention, mailed at his last known address.

(b) When a dangerous condition is found to exist on the customer's or applicant's premises, the service shall be cut off without notice or refused, provided that the utility notify the customer or applicant immediately of the reasons for the discontinuance or refusal and the corrective action to be taken by the applicant or customer before service can be restored.

(c) When a customer or applicant refuses or neglects to provide reasonable access to the premises for the purpose of installation, operation, meter reading, maintenance or removal of utility property the utility may discontinue or refuse service only after the customer or applicant shall have been given at least fifteen (15) days notice of such intention.

(d) A utility shall not be required to furnish service to any applicant when such applicant is indebted to the utility for service furnished until such applicant shall have paid such indebtedness.

(e) a utility may refuse or discontinue service to a customer or applicant if the customer or applicant does not comply with state, municipal or other codes, rules and regulations applying to such service.

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(2). The utility may discontinue service under the following conditions:

(a) For nonpayment of bills. However, no utility shall discontinue service to any customer for nonpayment of bills (including ~~delated charges~~) without first having made a reasonable effort to induce the customer to pay same. The customer shall be given at least forty-eight (48) hours written notice, but the cut-off shall not be effected before twenty (20) days after the mailing date of the original bill. Such termination notice shall be exclusive of and separate from the original bill. If, prior to discontinuance of service, there is delivered to the utility office payment of the amount in arrears, then discontinuance of service shall not be made, or as to residential services where a written certificate is filed, signed by a physician, a registered nurse or a public health officer.

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that, in the opinion of the person making the certification discontinuance of service will aggravate an existing illness or infirmity of the affected premises, service shall not be discontinued until the affected resident can make other living arrangements or until ten (10) days elapse from the time of the utility's notification.

(b) For fraudulent or illegal use of service. When the utility has discovered evidence that by fraudulent or illegal means a customer has obtained unauthorized service or has diverted the service for unauthorized use or has illegally obtained service without same being properly measured, the service to the customer may be discontinued without notice. The utility shall not be required to restore service until the customer has complied with all rules of the utility and regulations of the commission and the utility has been reimbursed for the estimated amount of the service rendered and the cost to the utility incurred by reason of the fraudulent use.

(3). It shall be the duty of the utility before making service connections to a new customer to ascertain the condition of the meter and service facilities for such customer in order that prior fraudulent use of the facilities, if any, will not be attributed to the new customer, and the new customer shall be afforded the opportunity to be present at such inspection. The utility shall not be required to render service to such customer until all defects in the customer-owned portion of the service, if any, shall have been corrected.

(4). RECONNECTION. For all cases of refusal or discontinuance of service as herein defined, where the cause for refusal or discontinuance has been corrected and all rules and regulations of the utility and the commission have been complied with, the utility shall promptly render service to the customer or applicant.

(5). When advance notice is required, such notice may be given by the utility by mailing by United States Mail, postage prepaid, to the last known address of the applicant or customer.

3. Any customer desiring to discontinue the water service to his premises for any reason must give notice of discontinuance in writing at the business office of the District; otherwise a customer shall remain liable for all water used and service rendered by the District until said notice is received by the District.

4. 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 users agreement unless a 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 excused from the payment of any bill or any performance required in said notice.

5. (A) Bills for water service are due and payable at the office of the District, or to any designated agent, on the date of issue. The past due

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date shall be the tenth day after the date of issue. Bills will be dated and mailed on the first to third of each month.

(B) All bills not paid on or before the past due date shall be deemed delinquent. The District may serve a customer a written final notice of delinquency. If delinquent bill is not paid within ten days after date of final notice, the water supply to the customer may be discontinued without further notice.

(C) Meters will be read monthly between the 26th and 30th of each month.

6. Where water supply to the customer has been discontinued for non-payment of delinquent bills, a charge of \$15.00 will be made for reconnection of water service, but the reconnection will not be made until after all delinquent bills and other charges, if any, owed by the customer to the District have been paid.

7. DEPOSITS. (1) A utility may require from any customer or applicant for service a minimum cash deposit or other guaranty to secure payment of an amount not to exceed two-twelfths (2/12) of the estimated annual bill of such customer or applicant, where bills are rendered monthly or an amount not to exceed three-twelfths (3/12) of the estimated annual bill of such customer or applicant, where bills are rendered bimonthly or an amount not to exceed four-twelfths (4/12) of the estimated bill of such customer or applicant where bills are rendered quarterly.

(2) The utility shall issue to every customer from whom a deposit is received a certificate of deposit, showing the name of the customer, location of initial premises occupied, date and amount of the deposit.

8. All meters shall be installed, renewed, and maintained at the expense of the District and the District reserved the right to determine the size and type of meter used.

9. BILL ADJUSTMENT. (1) Whenever a meter in service is found upon periodic request or complaint test to be more than two percent (2%) fast, additional tests shall be made at once to determine the average error of the meter, Said test shall be made in accordance with the Commission's regulation applicable to the type of meter involved.

(2). If the result of tests on a customer's meter shows an average error greater than two percent (2%) fast, then the customer's bills, for the period during which the meter error is known to have existed, shall be recomputed and the account adjusted on the basis of the test. In the event the period during which the meter error existed is unknown, then the customer's bill shall be recomputed for one-half (1/2) of the elapsed time since the last previous test, but in no case to exceed twelve (12) months. (See exception in subsection (5) of this section. **MAR 18 1982**)

(3). If the result of tests on a customer's meter shows an average error greater than two percent (2%) slow, then the customer's bills, for

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period during which the meter error is known to have existed, may be recomputed and the account adjusted on the basis of the test. In the event the period during which the meter existed is unknown, then the customer's bill may be recomputed for one-half ( $\frac{1}{2}$ ) of the elapsed time since the last previous test but in no case to exceed twelve (12) months.

(4). It shall be understood that when a meter is found to have an error in excess of two percent (2%) fast or slow the figure for calculating the amount of refund or the amount to be collected by the utility shall be that percentage of error as determined by the test; i.e., it is the duty of the utility to maintain the accuracy of its measuring devices as nearly 100 percent as is commercially practicable. Therefore, percent error shall be that difference as between 100 percent and that amount of error as is indicated by the test.

(5). The burden of maintaining measuring equipment so that it will register accurately is upon the utility; therefore, if meters are found upon test to register fast and if time for periodic test has overrun to the extent that one-half ( $\frac{1}{2}$ ) of the time elapsed since the last previous test exceeds twelve (12) months, the refund shall be for the twelve (12) months as specified in subsection (2) of this section and in addition thereto, a like refund for thos months exceeding the periodic test period; provided, however, that the commission may relieve the utility from this requirement in any particular case in which it is shown that the failure to make the periodic test was due to causes beyond the utility's control.

(6) Each utility shall make a reasonable attempt to determine if the amount of consumption for the current billing period for each customer is unduly excessive. If a comparison of consumption indicates a necessity therefor, a test of the customer's meter shall be made, and if the meter is found to register incorrectly to the customer's prejudice more than two percent (2%), the utility shall recalculate the customer's bill in accordance with the foregoing provisions.

(7) When a meter is tested and it is found necessary to make a refund or back bill a customer, the customer shall be notified in substantially the following form:

On \_\_\_\_\_, 19\_\_\_\_, the meter bearing identification No. \_\_\_\_\_ installed in your building located at \_\_\_\_\_ was tested at (on premises or elsewhere) and found to register \_\_\_\_\_% (fast or slow). The meter was tested on \_\_\_\_\_, (periodic, request or complaint) test. Based upon this we herewith \_\_\_\_\_ (change credit) you with the sum of \$ \_\_\_\_\_, which amount has been noted on your regular bill.

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10. When a meter has ceased to register, or meter reading could not be obtained, the quantity of water consumed will be based upon an average of the prior six months consumption and the conditions of water service prevailing during the period in which the meter failed to register.

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11. The District shall make all reasonable efforts to eliminate interruption of service and when such interruptions occur will endeavor to re-establish service with the shortest possible delay. When service is interrupted all consumers affected by such interruption will be notified in advance whenever it is possible to do so.
12. The District shall in no event be held responsible for any claim against it by reason of the breakage of any mains or service pipes or by reason of any interruption of the supply of water caused by the failure of machinery or stoppage for necessary repairs. No person shall be entitled to damages not for any portion of a payment refunded for any interruption of service which in the opinion of the District may be deemed necessary.
13. Customers having boilers and/or pressure vessels receiving a supply of water from the District must have a check valve on the water supply line and a vacuum valve on the steam line to prevent collapse in case the water supply from the District is discontinued or interrupted for any reason, with or without notice.
14. The premises receiving a supply of water and all service lines, meters and fixtures, including any fixtures within said premises, shall at all reasonable hours be subject to inspection by the District.
15. Piping on the premises of a customer must be so installed that connections are conveniently located with respect to the District lines and mains. The customer shall provide a place for metering which is unobstructed and accessible at all times.
16. The customer's service line shall be installed and maintained by the customer at his own expense in a safe and efficient manner and in accordance with the District Rules and Regulations of the Department of Health.
17. If any loss or damage to the property of the District or any accident or injury to persons or property is caused by or results from the negligence or wrongful act of the customer, member of his household, his agent or employee, the cost of the unnecessary repairs or replacements shall be paid by the customer to the District and any liability otherwise resulting shall be that of the customer.
18. Water furnished by the District may be used for domestic consumption by the customer, member of his household, and employees only. The customer shall not sell or give away the water to any other person.
19. All customers shall grant or convey, or shall be caused to be granted or conveyed, to the District a perpetual easement and right-of-way ~~across~~ <sup>over</sup> any property owned or controlled by the customer ~~wherever said easement or right-of-way is necessary for the District water facilities and lines so as to be able to furnish service to the customer.~~ <sup>wherever said easement or right-of-way is necessary for the District water facilities and lines so as to be able to furnish service to the customer.</sup>
20. Complaints may be made to the operator of the system ~~whose address is~~ <sup>whose address is</sup>

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may be appealed to the Board of Commissioners of the District within ten days; otherwise, the operator's decision will be final.

21. The ~~water~~ bills shall be paid at the office of Mattie Redwine, Sandy Hook, Kentucky.

22. SPECIAL CHARGE. (1) A utility may make a reasonable charge for each of the following trips: (a) To read a meter when the customer has failed to read the meter for three (3) consecutive billing periods. This pertains only to those utilities whose customers ordinarily read their own meters.

(b) To collect delinquent bills. This trip may be made only after written notice has been sent to the customer stating that if the bill is not paid by a certain date, the service will be discontinued.

(c) To reconnect a service that has been disconnected for non-payment of bills or for violation of the utility's rules and regulations. This charge may include the cost of disconnecting the service.

(2). The charges, however, shall be applied uniformly throughout the entire area served by the utility, shall be incorporated in the utility's rules and regulations, shall be subject to the approval of the Commission and shall yield only enough revenue to pay the expenses incurred in rendering these services.

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by B. Richmond  
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P.S.C. NO. 4  
 Original SHEET NO. 7  
 CANCELLING P.S.C. NO. 3  
 Original SHEET NO. 7

SANDY HOOK WATER DISTRICT  
 Name of Issuing Corporation

**CLASSIFICATION OF SERVICE**

		RATE PER UNIT
<u>GENERAL SERVICE</u>		
	<u>Gallonage Block</u>	<u>Monthly Rate</u>
(I)	First 2000 gallons	\$ 9.00 minimum
(I)	All over 2000 gallons	1.00 per 1000 gallons
<u>BULK SALES</u>		
(I)	\$2.00 per 1000 gallons	
	The minimum amount under this rate is \$2.00 which shall entitle the purchaser to 1000 gallons of water.	
<u>FIRE HYDRANT RENTAL</u>		
	\$48.00 Annually	
(I)	Meter Connection (Tap-on) Fee	\$300.00
(I)	Service Fee (1)	15.00
(I)	Reconnect Fee	15.00
(I)	Returned check fee	6.00
	(1) This charge shall be applicable for connection of new customers, to cover the cost of discontinuance where service has been discontinued for non-payment of bills or violation of rules, and for meter testing pursuant to 807 KAR 5:006E, Section 19.	
<div style="border: 2px solid red; padding: 5px; display: inline-block;"> <p style="text-align: center; margin: 0;"><b>CHECKED</b>                      Public Service Commission                      MAR 18 1982                      by <u>B. Richmond</u>                      RATES AND TARIFFS</p> </div>		

DATE OF ISSUE July 10, 1981 DATE EFFECTIVE December 9, 1981  
 ISSUED BY Joseph W. Conley TITLE Chairman  
 Issued by authority of an Order of the Public Service Commission of Ky. in  
 Case No. 8313 dated \_\_\_\_\_

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