P.S.C. KY. NO. _____

CANCELLING P.S.C. KY. NO. 9700

# SOUTH HOPKINS WATER DISTRICT

OF

129 SOUTH MAIN STREET

DAWSON SPRINGS, KENTUCKY, 42408

## RATES & CHARGES

AND

## RULES AND REGULATIONS

FOR FURNISHING

## WATER SERVICE

AT

HOPKINS COUNTY & CALDWELL COUNTY
KENTUCKY

FILED WITH THE

PUBLIC SERVICE COMMISSION

OF

KENTUCKY

DATE OF ISSUE December 21, 2007
Month/Date/Year

DATE EFFECTIVE _____
Month/Date/Year

ISSUED BY Robert J. Tucker
(Signature of Officer)

TITLE Chairman

PUBLIC SERVICE COMMISSION
OF KENTUCKY
EFFECTIVE
2/1/2008
PURSUANT TO 807 KAR 5:011
SECTION 9 (1)

By Stephanie Stumbo
Executive Director

FOR Dawson Springs, Kentucky
Community, Town or City

P.S.C. KY. NO. _____

Original SHEET NO. 1

South Hopkins Water District
(Name of Utility)

CANCELLING P.S.C. KY. NO. _____

_____ SHEET NO. _____

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TITLE Chairman

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IN CASE NO. _____ DATED _____

PUBLIC SERVICE COMMISSION
OF KENTUCKY
EFFECTIVE
2/1/2008
PURSUANT TO 807 KAR 5:011
SECTION 9 (1)

By Stephanie Stumbo
Executive Director

FOR Dawson Springs, Kentucky
Community, Town or City

P.S.C. KY. NO. _____

Original SHEET NO. 2

South Hopkins Water District
(Name of Utility)

CANCELLING P.S.C. KY. NO. _____

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TITLE Chairman

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PUBLIC SERVICE COMMISSION
OF KENTUCKY
EFFECTIVE
2/1/2008
PURSUANT TO 807 KAR 5:011
SECTION 9 (1)

By Stephanie Stumbo
Executive Director

FOR Dawson Springs, Kentucky
Community, Town or City

P.S.C. KY. NO. 2014-00369

9th Revised SHEET NO. 3

South Hopkins Water District
(Name of Utility)

CANCELLING P.S.C. KY. NO.

8th Revised SHEET NO. 3

## RATES AND CHARGES

A. MONTHLY RATES:

5/8-Inch x ¾-Inch Meter:

| | | |
|---|---|---|
| First | 1,000 gallons | $ 10.54 (Minimum Bill) |
| Next | 9,000 gallons | 5.62 per 1000 gallons |
| Next | 10,000 gallons | 5.23 per 1000 gallons |
| Next | 30,000 gallons | 4.83 per 1000 gallons |
| All Over | 50,000 gallons | 4.09 per 1000 gallons |

1-Inch Meter:

| | | |
|---|---|---|
| First | 10,000 gallons | $ 61.12 (Minimum Bill) |
| Next | 10,000 gallons | 5.23 per 1000 gallons |
| Next | 30,000 gallons | 4.83 per 1000 gallons |
| All Over | 50,000 gallons | 4.09 per 1000 gallons |

2-Inch Meter:

| | | |
|---|---|---|
| First | 20,000 gallons | $113.42 (Minimum Bill) |
| Next | 30,000 gallons | 4.83 per 1000 gallons |
| All Over | 50,000 gallons | 4.09 per 1000 gallons |

3-Inch Meter:

| | | |
|---|---|---|
| First | 50,000 gallons | $258.32 (Minimum Bill) |
| All Over | 50,000 gallons | 4.09 per 1000 gallons |

DATE OF ISSUE September 14, 2015
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ISSUED BY /s/Robert J. Tucker
(Signature of Officer)

TITLE Chairman

BY AUTHORITY OF ORDER OF THE PUBLIC SERVICE COMMISSION
IN CASE NO. 2015-00154 DATE September 11, 2015

KENTUCKY
PUBLIC SERVICE COMMISSION
JEFF R. DEROUEN
EXECUTIVE DIRECTOR
TARIFF BRANCH
Bunt Kirtley
EFFECTIVE
9/11/2015
PURSUANT TO 807 KAR 5:011 SECTION 9 (1)

FOR Dawson Springs, Kentucky
Community, Town or City

P.S.C. KY. NO. _____

Original SHEET NO. 4

South Hopkins Water District
(Name of Utility)

CANCELLING P.S.C. KY. NO. _____

_____ SHEET NO. _____

## RATES AND CHARGES

B. DEPOSITS:

2/12 of the annual or estimated bill of the customer.

DATE OF ISSUE December 21, 2007
Month / Date / Year

DATE EFFECTIVE _____
Month / Date / Year

ISSUED BY _____
(Signature of Officer)

TITLE Chairman

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

PUBLIC SERVICE COMMISSION
OF KENTUCKY
EFFECTIVE
2/1/2008
PURSUANT TO 807 KAR 5:011
SECTION 9 (1)

By _____
Executive Director

FOR Dawson Springs, Kentucky
Community, Town or City

P.S.C. KY. NO. _____

Original SHEET NO. 5

South Hopkins Water District
(Name of Utility)

CANCELLING P.S.C. KY. NO. _____

_____ SHEET NO. _____

## RATES AND CHARGES

C. METER CONNECTION/TAP-ON CHARGES:

| | |
|---|---|
| 5/8 Inch X ¾ Inch | $800.00 |
| All Larger Meters | Actual Cost |

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Month / Date / Year

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(Signature of Officer)

TITLE Chairman

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

PUBLIC SERVICE COMMISSION
OF KENTUCKY
EFFECTIVE
2/1/2008
PURSUANT TO 807 KAR 5:011
SECTION 9 (1)

By Stephanie Stumbo
Executive Director

FOR Dawson Springs, Kentucky
Community, Town or City

P.S.C. KY. NO. _____

1st Revised SHEET NO. 6

South Hopkins Water District
(Name of Utility)

CANCELLING P.S.C. KY. NO. _____

Original SHEET NO. 6

## RATES AND CHARGES

D. SPECIAL NON-RECURRING CHARGES:

| | | |
|---|---|---|
| Connection/Turn-on Charge | | 25.00 |
| Field Collection Charge | | 25.00 |
| Late Payment Penalty | | 10% added |
| Meter Relocation Charge | | Actual cost |
| Meter Reread Charge | | 25.00 |
| Meter Test Charge | | 50.00 |
| Reconnection Charge | | 25.00 |
| Returned Check Charge | | 25.00 |
| Service Call Investigation | | 25.00 |
| | After hours | 35.00 |
| No report of water used by fire departments | | 20.00 |
| Credit/Debit Card Fee: | | Actual cost |

Will be assessed to customers that choose to pay their bill by credit or debit card. This method of payment may be made in person at the utility office or by telephone or online when available.
If on the bill due date an attempt to pay by 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 after that date. All late charges and penalties will be applied. If a customer is paying on our 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/debit card, the utility will assess a fee equal to that charged to the utility by the credit or debit card processing company to process the transaction. This fee is generally calculated using a formula applied to the balance of the amount charged to the credit/debit account 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.

DATE OF ISSUE December 9, 2009
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DATE EFFECTIVE January ~~11~~ 14, 2010
Month / Date / Year

ISSUED BY Robert J. Tucker
(Signature of Officer)

TITLE Chairman

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

PUBLIC SERVICE COMMISSION
OF KENTUCKY
EFFECTIVE
1/14/2010
PURSUANT TO 807 KAR 5:011
SECTION 9 (1)

By _____
Executive Director

FOR Dawson Springs, Kentucky
Community, Town or City

P.S.C. KY. NO.

4th Revised SHEET NO. 7

South Hopkins Water District
(Name of Utility)

CANCELLING P.S.C. KY. NO.

3rd Revised SHEET NO. 7

## RATES AND CHARGES

| | Rate: |
|---|---|
| E. PURCHASED WATER RATES: | |
| Dawson Springs City Water: | |
| All Usage | Cost of production adjusted by annual audit |
| City of Madisonville: | |
| All Usage | Cost of production adjusted by annual audit |
| F. LEAK ADJUSTMENT RATE: | Actual cost of water pumped |
| G. WHOLESALE WATER RATES: | Cost of production plus amortization plus pumping expense X 1.25<br>Current rate is $2.69 per thousand gallons |
| H. FIRE SPRINKLER SYSTEM RATES: | Not applicable |

DATE OF ISSUE October 15, 2014
Month / Date / Year

DATE EFFECTIVE July 1, 2014
Month / Date / Year

ISSUED BY /s/Robert J. Tucker
(Signature of Officer)

TITLE Chairman

BY AUTHORITY OF ORDER OF THE PUBLIC SERVICE COMMISSION
IN CASE NO. 2010-00074 DATED Sept. 22, 2010

KENTUCKY
PUBLIC SERVICE COMMISSION
JEFF R. DEROUEN
EXECUTIVE DIRECTOR
TARIFF BRANCH
Bunt Kirtley
EFFECTIVE
7/1/2014
PURSUANT TO 807 KAR 5:011 SECTION 9 (1)

AREA Dawson Springs Area of Hopkins County

P.S.C. KY. NO. 1

Original SHEET NO. 7.1

South Hopkins Water District
(Name of Utility)

CANCELLING P.S.C. KY. NO.

SHEET NO.

Availability

The Water Audit Recovery Charge shall be assessed to each retail and wholesale customer of the District.

Separate Line Item

The Water Audit Recover Charge shall appear as a separate line on retail and wholesale customers' bills.

Calculation of Charge

The Water Audit Recovery Charge (WARC) shall be calculated as follows:

$WARC = (UP_{DS} + C_{WARC}) + WS_{SH}$ [per 1,000 gallons rate]

$UP_{DS}$ = Underpayments to Dawson Springs for Last Operating Year [Dollars]

= Audited Cost of Water sold by Dawson Springs to the District for the Last Operating Year *less* Cost of Water billed to the District during the Last Operating Year.

$C_{WARC}$ = Over-Collection or Under-Collection of WARC [Dollars]

= Authorized Total Revenue from WARC for Last Operating Year *less* Actual Total Revenue from WARC Collected During Last Operating Year. [This amount may be positive (if collected revenues are less than authorized revenues) or negative (if total collected revenues exceed authorized revenues).]

$WS_{SH}$ = Total Gallons of Water sold by the District during the Last Operating Year.

Recalculation of Charge

Within 30-days of receiving notice from Dawson Springs of the results of its annual audit regarding the cost of water produced at its water filtration plant, the District shall recalculate the WARC to reflect the results of the audit and any over- or under-collections of the WARC for the previous operating year and file a revised tariff sheet setting forth the revised WARC with the PSC as well as work papers used to recalculate the WARC.

Refunds of Overpayments Received from Dawson Springs

Any refunds received from the City of Dawson Springs for overpayment of the cost of water that the District purchased during the Last Operating Year shall be refunded in accordance with 807 KAR 5:068, Section 2(4), and not through the WARC.

Applicable Underpayments

The WARC shall be used to recover all underpayments owed to Dawson Springs under the terms of the 1978 Water Purchase Contract, as amended, for which the District received a notice of underpayment on or after the issuance of the Commission's Order on Rehearing in Case No. 2010-00074.

DATE EFFECTIVE September 22, 2010
Month / Date / Year

ISSUED BY Robert J. Fischer
(Signature)

TITLE Chairman

BY AUTHORITY OF ORDER OF THE PUBLIC SERVICE COMMISSION

IN CASE NO. 2010-00074 DATED 9 / 22 / 2010

KENTUCKY
PUBLIC SERVICE COMMISSION

JEFF R. DEROUEN
EXECUTIVE DIRECTOR

TARIFF BRANCH

Bunt Kirtley

EFFECTIVE

9/22/2010

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

FOR Dawson Springs, Kentucky
Community, Town or City

P.S.C. KY. NO. _____

Original SHEET NO. 8

South Hopkins Water District
(Name of Utility)

CANCELLING P.S.C. KY. NO. _____

_____ SHEET NO. _____

## RULES AND REGULATIONS

II. The following rules and regulations are hereby adopted by the South Hopkins Water District subject to approval and/or change by the Public Service Commission and are in addition to the rules of the Public Service Commission herein after referred to as the "Commission".

A. Service Information.

1. Any resident of the South Hopkins Water District is eligible for water service from the District. The applicant shall be responsible for the cost of any main line extension in excess of 50 feet which is required to provide the requested service.

2. The utility will inform each applicant for service of each type, class and character of service available at his/her location.

3. Upon request the utility will provide the following information to any applicant or customer:

   a) Characteristics of water.

   b) A schedule of rates for water service by class and /or meter size.

   c) Information concerning the method used to read meters.

   d) A statement of the past readings of a customer's meter for a period of 2 years.

4. Water service may be discontinued by the District for violation of any rule, regulation, or condition and especially for any of the following reasons:

   a) Misrepresentation in the application or contract as to the property or fixtures to be supplied or additional use to be made of water.

   b) Failure to report to the District additions to the property or fixtures to be supplied or to additional use to be made of water.

   c) Resale of water.

   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.

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ISSUED BY _____
(Signature of Officer)

TITLE Chairman

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

PUBLIC SERVICE COMMISSION
OF KENTUCKY
EFFECTIVE
2/1/2008
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SECTION 9 (1)

By _____
Executive Director

RULES AND REGULATIONS

e) Tampering with meter, meter seal, service, or valves, or permitting such tampering by others.

f) Connection, cross-connection, or permitting the same, of any separate water supply to premises which receives water from the District.

g) Non-payment of bills.

5. The point of delivery of water is the point where meter is located. All water lines, plumbing and equipment beyond the meter is the responsibility of the customer and shall be maintained by the customer.

B. Special Rules or Requirements.

1. Each prospective customer desiring water service will be required to sign the utility's Water Service Agreement before service is supplied by the utility.

2. Each prospective customer of water service will be required to provide a Plumber's Permit/Certificate or a Farmstead Exemption as required before service is supplied by the utility.

C. Billing, Meter Reading and Related Information.

1. Each bill issued by the utility will show the following:

a) Class of Service.

b) Present and last preceding meter readings.

c) Date of present reading.

d) Number of units (nearest ten (10) gallons) consumed.

e) Net amount for services rendered, all taxes, any adjustments and gross amount of bill.

f) The date after which a late penalty applies to the gross amount

g) Estimated or calculated bills will be distinctly marked as such.



PUBLIC SERVICE COMMISSION
OF KENTUCKY
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2/1/2008
PURSUANT TO 807 KAR 5:011
SECTION 9 (1)

By Stephanie Stumbo
Executive Director

FOR Dawson Springs, Kentucky
Community, Town or City

P.S.C. KY. NO. _____

Original SHEET NO. 10

South Hopkins Water District
(Name of Utility)

CANCELLING P.S.C. KY. NO. _____

_____ SHEET NO. _____

## RULES AND REGULATIONS

2) The rate schedule under which the bill is computed will be furnished by request. Each bill issued provides a place where a customer may request a copy of the applicable rates. The utility will mail the customer a copy by return first class mail upon request.

3) A copy of the utility's billing form is included within this tariff.

4) All meter registers shall read in nearest 10 gallons which shall be the unit used for billing.

5) Meters will be read each month and proper records maintained. If, due to reasons beyond its control, the utility is unable to read meters in accordance with this subsection, the utility will record date and time attempt was made and reason for the inability to read same.

6) Bills and notices will be mailed to the customers at the address listed at time service is requested on the Water Service Agreement unless a change of address 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 the payment of any bill or any performance required in the notice.

7) Water bills will be dated and mailed on the first day of each month.

8) Bills are due and payable on the date of issuance. Bills not paid by the past due date will be deemed delinquent.

9) Payments must be received, not postmarked, by the fifteenth day of the month or the late payment penalty will be assessed. This penalty will be assessed only once on any bill rendered for services.

10) Delinquent bills may result in disconnection of service with the utility applying the customers deposit against the unpaid bill. The customer shall be given at least five (5) days written notice of termination, and at least 20 days shall have passed since the issuance of the original bill.

11) A single meter can serve no more than one residential or commercial unit, except by special agreement or contract, or unusual circumstances requiring approval of the utility.

12) For existing connections, special contracts, or other utility approved situations, where two or more units are being served by one meter, the following will apply:

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ISSUED BY _____
(Signature of Officer)

TITLE Chairman

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

PUBLIC SERVICE COMMISSION
OF KENTUCKY
EFFECTIVE
2/1/2008
PURSUANT TO 807 KAR 5:011
SECTION 9 (1)

By _____
Executive Director

## RULES AND REGULATIONS

A. One bill per meter will be sent to the customer that signed the Water Service Agreement and that customer will be fully and solely responsible for the charges associated with the connection including payment for all water passing through the meter. Billing will be two (2) times the minimum charge for service with regular rates for all usage in excess of two (2) times the minimum allowance.

D. Deposits.

1. To secure payment of bills, the utility may require a minimum cash deposit in the amount of two-twelfths (2/12) of the estimated annual bill of the customer.

2. Recalculation of deposits. If the utility retains the deposit for more than eighteen (18) months, it will notify customers in writing that at customer's request, the deposit will be recalculated every eighteen (18) months based on actual usage of the customer. The notice of deposit recalculation will be included on receipt of deposit. The notice of deposit recalculation will state that if the deposit on account differs more than ten dollars for residential customers or (10) percent for nonresidential customers from the deposit calculated on actual usage, then the utility will refund any overcollection and may collect any underpayment. Refunds will be made either by check or by credit to the customer's bill, except that the utility will not refund any excess deposit if the customer's bill is delinquent at the time of recalculation.

3. The utility will issue a receipt to every customer that pays a deposit. The receipt will show the name of the customer, location of the service or customer's account number, date, and amount of deposit. The recalculation notification required in this section shall be included with the receipt.

4. Deposits are a condition of service. Service may be refused or discontinued if payment of requested deposits is not paid.

5. Interest will be paid on amount deposited under provisions of KRS Chapter 278.460, amendments thereto or successive issues thereof. Interest will be paid annually either by refund or credit to the customer's bill except no refund or credit will be made if the customer's bill is delinquent on the anniversary date of the deposit. 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.

E. Special Non-recurring Charges.

1. The utility will collect for special non-recurring charges to recover customer specific cost incurred which would result in monetary loss to the utility or increase rates to other customers to whom no benefits accrue



PUBLIC SERVICE COMMISSION
OF KENTUCKY
EFFECTIVE
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By Stephanie Stumbo
Executive Director

## RULES AND REGULATIONS

for the service rendered. Such charges will be applied uniformly to all customers and yield sufficient revenue to offset the expenses incurred in providing the service.

2. The utility will assess a charge for the following non-recurring services:

a) A Connection/turn-on charge will be assessed for new service turn-ons, 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.

b) A Field Collection Charge will be assessed when a utility representative goes to the premises of the service connection to terminate service and the customer is on-site and pays the bill to avoid termination of service.

c) A Late Payment Penalty will be assessed on the delinquent amount of the bill, less taxes.

d) A Meter Relocation Charge will be assessed when a customer or other authorized person requests that a meter be removed, relocated, changed or modified. Those requesting a change must reimburse the utility for the actual cost incurred, including but not limited to appropriate legal, administrative, engineering, overhead, or other costs.

e) A Meter Reread Charge will be assessed when requested by a customer when the initial reading is found to be correct.

f) A Meter Test Charge will be assessed when a customer requests the utility to perform a test on customer's meter to check the accuracy and such test reveals the customer's meter is not more than two (2) percent fast.

g) A Reconnection Charge will be assessed to reconnect service that has been terminated for non-payment of service or for violation of utility or Commission rules and regulations and will include the charge for both disconnection and reconnection.

h) A Returned Check Charge will be assessed when a customer's check is returned either due to insufficient funds or other reasons due to customer's fault.



PUBLIC SERVICE COMMISSION
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By Stephanie Stumbo
Executive Director

RULES AND REGULATIONS

i) A Service/Investigation Charge will be assessed when a customer requests on-site 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. All maintenance and repair of facilities beyond the utility's delivery point is the responsibility of the customer.

F. Customer Complaints made to the utility at the utility's office, by phone or in writing, will be promptly investigated and complainant advised of its findings. The utility's manager/operator will make a decision within ten (10) days, after 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 that 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 Commission. The address and phone number of the Commission will be provided the complainant. Records will be maintained of written complaints showing the name and address of the complainant, date and nature of the complaint, and the adjustment or disposition of the complaint. Records will be retained for two (2) years from the date of resolution of the complaint.

G. Bill Adjustments:

1. Fast or slow reading meters:

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 by determine the average error of the meter. The tests will be made in accordance with 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 recompute and adjust the customer's bill to either provide a refund to the customer or collect an additional amount of revenue from the underbilled customer. Any adjustment to the customer's account will be in accordance with the rules and regulations of the Commission pursuant to 807 KAR 5:006 Section 10(2).

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 pre-



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By
Executive Director

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cision, then the time period will be estimated using such data as elapsed time since the last meter test, if applicable, and historical usage data for the customer. If that data is not available, the average usage of similar customer loads will be used for comparison purposes in calculating the time period. If the customer and the utility are unable to agree on an estimate of the time period during which the error existed, the Commission will determine the issue. In all instances of customer overbilling, the customer's account will be credited or the overbilled 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 underbilling to be made over a period shorter than a period coextensive with the underbilling.

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 twelve-months' consumption. If said meter readings are not available for an entire twelve-month period, the water bill will be estimated by the utility, subject to an upward or downward adjustment once twelve months of actual meter readings can be calculated.

3. Monitoring usage. The utility will monitor a customer's usage at least annually in such a way to draw the utility's attention to unusual deviations in a customer's usage.

   a) The customer's annual usage for the most recent twelve (12) month period will be compared with the annual usage for the twelve (12) months immediately preceding that period.

   b) If the annual usage for the two periods differs by less than fifteen percent (15%) or if a higher percentage difference is attributable to a unique circumstance, such as unusual weather conditions, common to all customers, no further review will be done.

   c) If the annual usage for the two periods differs by fifteen percent (15%) or more and cannot be attributed to a readily identified common cause, the utility will compare the customer's monthly usage records for the twelve (12) month period with the monthly usage for the same months of the preceding year.

   d) If the cause for the usage deviation cannot be determined from analysis of the customer's meter reading and billing records, the utility will contact the customer by telephone or in writing to determine whether there have been changes such as different number of household members or work staff, additional or different appliances, changes in business volume, or known leaks in the customer's service line.



PUBLIC SERVICE COMMISSION
OF KENTUCKY
EFFECTIVE
2/1/2008
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e) Where the deviation is not otherwise explained, the utility will test the customer's meter to determine whether it shows an average error greater than two percent (2%) fast or slow.

f) If a customer's usage is unduly high (50% above average) and the deviation is not otherwise explained, the utility will test the customer's meter to determine whether the meter shows an average error greater than two (2) percent fast or slow.

4. The utility will notify the customers of the investigation, its findings, and any refunds or backbilling in accordance with 807 KAR 5:006, Section 10 (4) and (5).

5. In addition to the annual monitoring, the utility will immediately investigate usage deviations brought to its attention as a result of its ongoing meter reading or billing processes or customer inquiry.

6. Customer notification. If a meter is tested and it is found necessary to make a refund or back bill a customer, the customer will be notified in substantially the following form:

On _____, 19____, the meter bearing identification No. _____ installed in your building located at _____(Street and Number) in _____(city) was tssted at _____(on premises or elsewhere) and found to register _____ (percent fast or slow). The meter was tested on _____(Periodic, Request, Complaint) test.

Based upon this we herewith _____(charge or credit) with the sum of $_____, which amount has been noted on your regular bill. If you desire a cash refund, rather than a credit to your account, of any amount overbilled, you must notify this office in writing within seven (7) days of the date of this notice.

H. Status of Customer Accounts. With respect to any billing dispute, the customer account 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.



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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 reconnect fee as set out in this tariff and approved by the Commission.

J. 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. 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.

3. 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.

4. Prompt connection of service. The utility will reconnect existing service within twenty-four (24) hours, and will install and connect new service within seventy-two (72) hours, when the cause for refusal or discontinuance of service has been corrected and the rules and regulations of the utility and Commission have been met.

5. 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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K. Refusal or Termination of Service.

1. The utility may refuse service to a customer under the following conditions:

   a) For noncompliance with utility or Commission rules and regulations. The utility cannot refuse service to any customer for noncompliance without first having made a reasonable effort to obtain customer compliance. After such effort by the utility, service may be refused only after the customer has been given a written notice of refusal stating the reasons for refusal of service.

   b) For dangerous conditions. If a dangerous condition exists which could subject any person to imminent harm or result in substantial damage to the property of the utility or others is found to exist on the customer's premises, then service will be refused. The utility will notify the customer in writing and, if possible, orally for the reasons for refusal of service. Such notice will be recorded by the utility and will include the corrective action to be taken by the customer before service can be provided.

   c) For refusal of access. When a customer refuses or neglects to provide reasonable access to the premises for installation, operation, meter reading, maintenance or removal of utility property, the utility may refuse service. The utility will notify the customer in writing and, if possible, orally for the reasons for refusal of service. Such notice will be recorded by the utility and will include the corrective action to be taken by the customer before service can be provided.

   d) For outstanding indebtedness. The utility will not furnish new service to any customer who is indebted to the utility until that customer has repaid the indebtedness. The utility may refuse service to a customer if there is any adult living in the household who is indebted to the utility.

   e) For noncompliance with state, local, or other codes. The utility may refuse service to a customer if the customer does not comply with state, municipal or other codes, rules, and/or administrative regulations applying to such service. The utility will notify the customer in writing and, if possible, orally for the reasons for refusal of service. Such notice will be recorded by the utility and will include the corrective action to be taken by the customer before service can be provided.

2. Utility Initiated Termination of Service.

   a) The termination notice requirements stated herein will not apply if termination notice requirements to a particular customer or customers are otherwise dictated by the terms of a special contract between the utility and customer which has been approved by the Commission.



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b) When advance termination notice is required, the termination notice shall be mailed or otherwise delivered to the last known address of the customer. The termination notice shall be in writing, distinguishable and separate from any bill. The termination notice shall 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.

c) The utility may terminate service to a customer under the following conditions with an advance termination notice:

1) For noncompliance with utility or Commission rules and regulations. The utility cannot terminate service to any customer for noncompliance without first having made a reasonable effort to obtain customer compliance. After such effort by the utility, service may be terminated only after the customer has been given at least ten (10) days written termination notice.

2) For refusal of access. When a customer refuses or neglects to provide reasonable access to the premises for installation, operation, meter reading, maintenance, or removal of utility property, the utility may terminate service. Such action will be taken only when corrective action negotiated between the utility and customer has failed to resolve the situation and after the customer has been given at least ten (10) days' written notice of termination.

3) For noncompliance with state, local, or other codes. The utility may terminate service to a customer that does not comply with state, municipal, and/or other codes, rules, and regulations that apply to such service. A utility may terminate service only after ten (10) days' written notice of termination is provided unless ordered to terminate immediately by a governmental official.

4) For nonpayment of bills. The utility may terminate service for nonpayment of charges incurred for utility services. The utility may terminate service only after five (5) days' written notice of termination is provided, and after twenty (20) days have elapsed since the mailing date of the original unpaid bill.



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d) The utility may terminate service to a customer if the following conditions exist without an advance termination notice. Within twenty-four (24) hours after such termination, the utility shall send written notification to the customer of the reason(s) for termination upon which the utility relies, and of the customer's right to challenge the termination by filing a formal complaint with the Commission. The utility will not restore service until the customer agrees to comply with all rules and regulations of the utility and Commission.

1) For illegal use or theft of service. The utility may terminate service to a customer without advance notice if it has evidence that a customer has obtained unauthorized service by illegal use or theft. This right of termination is separate from and in addition to any other legal remedies that the utility may pursue for illegal use or theft of service.

2) For dangerous conditions. If a dangerous condition relating to the utility's service which could subject any person to imminent harm or result in substantial damage to the property of the utility or others is found to exist on the customer's premises, then service will be terminated immediately. Upon termination the utility will leave notification at the customer's dwelling and, if possible, orally contact the customer to inform him/her of the reasons for the termination. Such notice will be recorded by the utility and will include the corrective action to be taken by the customer or utility before service can be restored.

3) Unapproved extensions and/or additions. Any extension or additions to an existing service connection that have not been approved by the utility will be considered theft of service, and will constitute grounds for termination of service. This right of termination is separate from and in addition to any other legal remedies that the utility may pursue for illegal use or theft of service.

4) Misrepresentation. Any misrepresentation in the application or contract as to the property or fixtures to be supplied or additional use to be made of water will constitute grounds for termination of service, and the customer shall be liable for any damage to any of the utility's facilities or equipment.

5) Failure to report changes. Failure to notify the utility of additions to the property or fixtures to be supplied or additional use to be made of water will constitute grounds for termination of service.



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6) Resale of water. Under no circumstances will a customer be allowed to resell or give away water except under the terms of a special contract executed by the utility and approval by the Commission. Failure to comply with this rule will constitute grounds for termination of service.

7) Waste or misuse. Waste or misuse of water due to improper or imperfect service pipes and/or failure to keep said pipes in suitable state of repair will constitute grounds for termination of service.

8) Tampering with meter, meter seal, service, valves, or other system facilities, or permitting such tampering by others will constitute grounds for termination of service.

9) Connections, cross-connections, or permitting the same, or any separate water supply to premises that receive water from the utility will constitute grounds for termination of service.

e) 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 certifies in writing that termination of service will aggravate a debilitating illness or infirmity on the affected premises. The utility may refuse to grant consecutive extensions 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 a 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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L. 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 807 KAR 5:022, Section 8(3)(a), 807 KAR 5:041, Section 17(1)(a)-(c) and 807 KAR 5:066, Section 15(2)(a)-(b).

2. The utility may have all or part of its meter testing performed by another utility or agency approved by the Commission. The utility will notify the 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 Commission has approved the calibration. The Commission will be notified promptly of the adoption or deletion of any basic standards requiring approval of the calibration.

4. Meter testers must be certified by the Commission. Certified meter testers will perform tests as necessary to determine the accuracy of the utility's meters and to adjust the utility's meters to the degree of accuracy required by the rules and regulations of the Commission.

M. 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 tests; reason for such tests; readings 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 the meter; type and capacity of the meter; and the meter constant. The complete record of 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 has 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 Commission rule and/or regulation.



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3. Upon completion of adjustment and test of any meter pursuant to 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.

N. Customer Requested Meter Tests.

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 Commission and set out in the utility's tariff.

2. After having first obtained a test from the utility, any customer of the utility may request a meter test by the Commission upon written application. Such request shall not be made more frequently on one (1) meter more than once every twelve (12) months.

O. 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 insignia identifying him/her as an employee of the utility, or show a badge or other identification which will identify him/her as an employee.

2. Obtaining easements and right-of-ways 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 rights-of-way on property not owned by the prospective customer as a condition for providing service . However, the cost of obtaining easements of rights-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 administrative regulation.



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P. Location of Records. All records required by 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 Commission upon reasonable notice at all reasonable hours.

Q. Safety Program. The utility will adopt and execute a safety program, appropriate to the size and type of its opera-Tions. At a 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.

R. System Inspections.

1. The utility will adopt inspection procedures to assure safe and adequate operations of its facilities and compliance with Commission rules and regulations. These procedures will be filed with the Commission for review.

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 subjects 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 insure that the 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 structures pertaining to source of supply for their safety and physical and structural integrity, including dams, intakes, and traveling screens. The utility will semiannually inspect supply wells, their motors and structures, including electric power wiring and controls for proper and safe operation.



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b) The utility will annually inspect all structures pertaining to purification for their safety, physical and structural integrity and for leaks, including sedimentation basins, filters, and clear wells; chemical feed equipment; pumping equipment and water storage facilities, including electric power wiring and controls; hydrants, mains, and valves.

c) The utility will monthly inspect construction equipment and vehicles for defects, wear, operational hazards, lubrication, and safety features.

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

1. Within two (2) hours following discovery the utility will notify the 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 utility's customers, whichever is less.

2. A summary written report will be submitted by the utility to the Commission within seven (7) calendar days of the utility related accident.

T. 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 consumers 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. If 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



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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.

U. 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 Commission, upon investigation, may require improvements when it appears right and proper that such upgrades should be made. In no event, however, will the pressure at the customer's service pipe under normal conditions fall below thiry (30) psig nor will the static pressure exceed 150 psig.

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 Commission upon request.

V. 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 utility will recoup this expense from the customer in accordance with KRS 278.0152.



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FOR Dawson Springs, Kentucky
Community, Town or City

P.S.C. KY. NO. _____

Original SHEET NO. 26

South Hopkins Water District
(Name of Utility)

CANCELLING P.S.C. KY. NO. _____

_____ SHEET NO. _____

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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.

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 set the meter.

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 Commission rules and regulations.

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 disconnecttion and separation.

9. All service lines on the customer's side of the meter must consist of copper or PVC pipe with a rating of no less than 200 psi, and should not be less than ¾ inches.

10. Absolutely no galvanized pipe or fittings can be used in the installation.

11. The utility will not set a meter on a customer's service line at a point that does not deliver 30 ppsi at the meter.

12. 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.

DATE OF ISSUE December 21, 2007
Month / Date / Year

DATE EFFECTIVE _____
Month / Date / Year

ISSUED BY Robert J. Fischer
(Signature of Officer)

TITLE Chairman

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

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13. Should an applicant/customer desire a 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 cross-connection protection and type is subject to approval by the utility. The utility reserves the right to require discontinuance should the private booster system have a detrimental effect on the utility's system.

14. 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.

15. The utility may require the applicant/customer, at his/her own expense, to install a backflow preventor and/or pressure regulator.

16. 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.

17. All taps and connections to the mains of the utility must be made by and/or under the direction and supervision of utility personnel and will incur a meter connection/tap-on charge, an amount that has been approved by the 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.

18. Should an applicant request a 5/8" x ¾" meter that requires 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, when applicable, the additional costs for crossing the road.

19. 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 be interrupted or discontinued.

W. Leak Adjustments. A customer may make a request for a bill adjustment in the event of a hidden underground leak with the following conditions:

1. A hidden underground leak is defined as a leak in the customer service line between the meter and the premises.

2. Upon written request, leak adjustments will be granted to residential and commercial customers.



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3. The customer must provide a plumber's statement or list of materials showing that the leak has been repaired.

4. After verification of repairs by the utility, the bill will be adjusted by comparing the usage during the leak billing period to the average usage for the past twelve billing periods. A reasonable estimate will be used in cases when twelve prior periods of information do not exist.

5. 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. The second step will be to deduct the customer's average monthly usage (as calculated in the 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 per thousand gallon leak adjustment rate, as set forth in the rates and charges portion of the utility's approved tariff. All water passing through the meter must be accounted and paid for by the customer. So the customer will owe the amount of his/her average bill plus the per thousand gallon leak adjustment rate for the remainder of the water that passed through the meter.

6. If meter readings are not available for an entire twelve month period, the water bill will be estimated by the utility, subject to an upward or downward adjustment once a twelve month average of actual meter readings can be calculated.

7. Only one (1) leak adjustment will be made during a twelve month period, and each adjustment may cover a maximum of two (2) billing periods.

8. Plastic pipe for repair of underground water service lines must be certified to withstand a working pressure of 200 lbs. per square inch or greater.

X. Ownership of Mains, Services, and Appurtenances:

1. All mains, fire hydrants, 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 the main to the meter with appurtenances are and shall remain the property of the utility, whether installed by the utility or 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.



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Y. 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.

Z. 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 immediate arrest 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.

AA. Fire Hydrants:

1. In accordance with 807 KAR 5:066 Section 10(2)(b), a new fire hydrant will not be installed unless:

   a) A professional engineer with Kentucky registration has certified that the system can provide a minimum fire flow of 250 gallons per minute, and

   b) The system supporting this flow has the capability of providing this flow for a period of not less than two (2) hours plus consumption at the maximum daily rate.



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## RULES AND REGULATIONS

2. 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 Commission may impose, based upon the compensation received for this service.

AB. Fire Sprinkler Systems. Unless specifically exempted within the utility's approved tariff, all connections to the utility's system must be metered; one exception being fire sprinkler systems, subject to utility inspection and approval. A monthly charge will be assessed for each fire sprinkler system. The charge will be approved by the Commission and included in the rates and charges portion of the utility's approved tariff.

AC. Requirements for New Water Connections.

1. The water line must be buried in a ditch that is at a minimum of 24 inches in depth.
2. The water line must be a minimum of 200 psi.
3. A shut-off valve must be installed.
4. A one-way check valve must be installed.
5. A pressure regulator may be required as prescribed by the utility.
6. There shall be absolutely no galvanized pipe or fittings used in the installation.
7. The water line may be visually inspected by the utility.
8. If a well is being used, it must be disconnected and the utility must inspect to verify separation.

AD. Water Main Extensions.

1. Normal extension. Other than the approved meter connection/tap-on charge, an extension of fifty (50) feet or less shall be made by a utility to its existing distribution main without charge for a prospective customer who shall apply for and contract to use service for one (1) year or more.



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2. Other extensions.

a) When an extension of the utility's main to serve an applicant or group of applicants amounts to more than fifty (50) feet per applicant, the utility may require the total cost of the excessive footage over fifty (50) feet per applicant/customer to be deposited with the utility by the applicant or the applicants, based on the average estimated cost per foot of the total extension. Such deposit shall be refundable to the customer in certain instances, in accordance with 807 KAR 5:066, Section 11(2)(b)2.

b) When an extension of the utility's main to serve an applicant or group of applicants amounts to more than fifty (50) feet per applicant, the utility will require the applicant(s) to sign an agreement between the utility and the property owner (applicant/customer) that specifically define the responsibilities of each party with regards to the extension.

c) Each customer who paid for service under such extension will be reimbursed under the following plan:

For a period of five (5) years after construction of the extension, each additional customer whose service line is directly connected to the extension installed, and not to extensions or laterals therefrom, will be required to contribute to the cost of the extension based on a recomputation of both the utility's portion of the total cost and the amount contributed by the customers. The utility will refund to those customers that have previously contributed to the cost of the extension that amount necessary to reduce their contribution to the currently calculated amount for each customer connected to the extension. All customers directly connected to the extension for a five-(5) year period after it is placed in service must contribute equally to the cost of construction of the extension. In addition, each customer must pay the approved tap-on fee applicable at the time of his/her application for the meter connection. The tap-on fee will not be considered part of the refundable cost of the extension and may be changed during the refund period. After the five-(5) year refund period expires, any additional customer will be connected to the extension for the amount of the approved tap-on fee only. After the five (5) year refund period expires, the utility will be required to make refunds for an additional five (5) year period in accordance with subparagraph 1 of 807 KAR 5:066 Section 11(2)(b).



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3. Nothing contained herein shall be construed to prohibit the utility from making extensions under different arrangements if such arrangements have received the prior approval of the Commission.

4. Upon complaint to and investigation by the Commission a utility may be required to construct extensions greater than fifty (50) feet upon a finding by the Commission that such extension is reasonable and that an extension of fifty (50) feet or less is unreasonable under the circumstances.

AE. Extension Procedures for Developers and/or Subdivisions.

1. Nothing contained herein shall be construed to prohibit the utility from contracting to make extensions under different arrangements if such arrangements have received the prior approval of the Commission.

2. An applicant desiring an extension to a real estate subdivision may be required to pay the entire cost of the extension. Under this plan, annually for a refund period of ten (10) years, the utility will refund to the applicant who paid for the extension a sum equal to the cost of fifty (50) feet of the extension installed for each new customer connected during the year whose service line is directly connected to the extension installed by the developer, and not to extensions or laterals therefrom. Total amount refunded will not exceed the amount paid by the developer. No refund will be made after the refund period ends.

3. The utility may also, upon Commission approval, contract privately with owners and/or developers of subdivisions for the installation of water service for the subject subdivision. The owners/developers, pursuant to these contracts, may extend mains and install water service at their expense. The utility would not accept nor receive any contribution, cost reimbursement, or deposit from any customer (lot owner) in this circumstance and as contemplated by 807 KAR 5:066 Section 11(2)(a), and therefore, 807 KAR 5:066 Section 11(2)(b) (1) or (2) or (3) would not apply to the utility with regard to newly-developed subdivisions.



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AF. FIRE DEPARTMENTS:

Any city, county, urban-county, charter county, fire protection district, or volunteer fire protection district ("User") may withdraw water from the utility's water distribution system for the purpose 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 15th 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 this 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 this 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 $20.00 for each failure to submit a report in a timely manner.

Pumping from 3" stand hydrants is prohibited.



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SECTION 9 (1)

By Stephanie Stumbo
Executive Director

FOR Dawson Springs, Kentucky
Community, Town or City

P.S.C. KY. NO. _____

1st Revised SHEET NO. 35

South Hopkins Water District
(Name of Utility)

CANCELLING P.S.C. KY. NO. _____

Original SHEET NO. 35

## RULES AND REGULATIONS

Computation of Water Audit Recovery Charge

| | | |
|---|---|---|
| Underpayment to supplier | | $49,059 |
| Over/Under Collection for previous year | | 0 |
| Authorized Total Revenue from WARC | | $24,007.61 (retail only) |
| Water Sold | ÷ | 173,612,906 |
| Water Audit Recovery Charge | | $.14 per thousand gallons |

DATE OF ISSUE October 15, 2014
Month / Date / Year

DATE EFFECTIVE October 15, 2014
Month / Date / Year

ISSUED BY Robert J. Tucker
(Signature of Officer)

TITLE Chairman

BY AUTHORITY OF ORDER OF THE PUBLIC SERVICE COMMISSION
IN CASE NO. 2010-00074 DATED Sept. 22,2010

KENTUCKY
PUBLIC SERVICE COMMISSION
JEFF R. DEROUEN
EXECUTIVE DIRECTOR
TARIFF BRANCH
Bunt Kirtley
EFFECTIVE
10/15/2014
PURSUANT TO 807 KAR 5:011 SECTION 9 (1)

# Water User Agreement

This agreement entered between _____,
whose address is _____,
hereinafter called "**user**" and the South Hopkins Water District, Hopkins County, KY, hereinafter called "**supplier**".

Whereas, the **User** desires to purchase water from the **Supplier**, the **User** hereby enters this water user's agreement as required by the Bylaws of the **Supplier.**

Now Therefore, in consideration of the mutual covenants, promises, and agreements herein contained, it is hereby understood and agreed by the parties hereto as follows:

The **Supplier** shall furnish, subject to the limitations set out in its Bylaws, Rules and Regulations now in force or as hereafter amended, such quantity of water the **User** may desire in connection with the property to be served by this agreement. The property to be served is a _____ located on _____.
(residence, mobile home) (street, road, etc.)

The **User** 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. The location of the water meter on the property will be determined by the **Supplier**. The **Supplier** shall purchase and install a cutoff valve and a water meter. The **Supplier** shall have exclusive right to use such cutoff valve and water meter.

The **User** agrees to pay a connection fee of _____ and a meter deposit of _____ to the **Supplier.**

The **User** agrees to comply with and be bound by the Articles, Bylaws, Rules and Regulations of the **Supplier**, now in force or as hereafter duly and legally supplemented, amended or changed. The **User** agrees to pay for water at such rates, time and place as shall be determined by the **Supplier**, and agrees to the imposition of such penalties for noncompliances as set out in the **Supplier's** Bylaws, Rules and Regulations, or which have been or hereafter be adopted and imposed by the **Supplier**.

The **user** agrees that no present or future source of water will be connected to any water lines served by the **Supplier's** water lines and will disconnect from his present water supply prior to connection to and switching to the **Supplier's** system and shall eliminate present or future cross connections in his system.

It is understood and agreed that the **Supplier** reserves the right to determine the size of service connection to be used to supply water to the **User.** A 5/8 inch by ¾ meter will be used unless the **User** contracts for a larger meter. A separate meter must be installed for each residence.
The **Supplier** shall determine the allocation of water to the **User** in the event of a water shortage, and may shut off water to the **User** if he allows a c
made of his service line for the purpose of supplying water to

PUBLIC SERVICE COMMISSION
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12/1/2008
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SECTION 9 (1)
By _____
Executive Director

the total water supply shall be insufficent to meet all of the needs of the **Users**, or in the event there is a shortage of water , the **Supplier** may prorate the water available among the various users on such basis as is deemed equitable by the Governing Body. If at any time the total supply of water should be insufficient to meet the needs of all users, the domestic needs of humanity shall be supplied before the (1) watering of lawns, plants, and gardens and (2) watering of livestock.

The failure of the **User** to pay water charges duly imposed shall result in the automatic imposition of the following penalties:

1. Nonpayment within ten days from the due date will be subject to a penalty of ten percent of the delinquent account.

2. Nonpayment within thirty days from the due date will result in the water being shut off from the **User's** property.

3. In the event it becomes necessary for the **Supplier** to shut off the water from the **User's** property, a fee of $50.00 will be charged for a reconnection of the service.

The **User** agrees to grant to the **Supplier**, its successors and assign a perpetual easement in, over, under and upon land owned by the **User**, with the right to erect, construct, install and lay, and thereafter use inspect, repair, maintain, replace, and remove water pipeline and appurtenant facilities used to provide water service to the **User's** property, together with the right to utilize adjoining lands belonging to the **User** for the purpose of ingress to and egress from the said lands.

In WITNESS WHEREOF, We have executed this agreement this ____ day of _____ _____, 20_____.

WITNESS:

_____ _____
(WATER USER)

_____
(USER'S SPOUSE)

The South Hopkins Water District is an Equal Opportunity p
does not discriminate against any person based upon race, se
any other prohibited basis.

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OF KENTUCKY
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SECTION 9 (1)
By _____
Executive Director

FOR Hopkins and Caldwell Counties, Kentucky
Community, Town or City

P.S.C. KY. NO. _____

SHEET NO. _____

South Hopkins Water District
(Name of Utility)

CANCELLING P.S.C. KY. NO. _____

SHEET NO. _____

# RULES AND REGULATIONS

**SOUTH HOPKINS WATER DISTRICT**
P.O. BOX 487
DAWSON SPRINGS, KY 42408

| ACCOUNT | TO |
|---|---|
| SERVICE AT | |

| TYPE | PRESENT | PREVIOUS | USAGE | CHARGES |
|---|---|---|---|---|
| | | | | |

| CLASS | AMOUNT DUE AFTER DUE DATE | DUE DATE | AMOUNT DUE ON OR BEFORE DUE DATE |
|---|---|---|---|
| | | | |

FORWARDING & ADDRESS CORRECTION REQUESTED

PRESORTED
FIRST-CLASS MAIL
U.S. POSTAGE PAID
DAWSON SPRINGS, KY 42408
PERMIT NO. 2

PLEASE BRING ENTIRE BILL TO OFFICE OR MAIL STUB WITH PAYMENT

| ACCOUNT | DUE DATE |
|---|---|
| | |

| AMOUNT DUE ON OR BEFORE DUE DATE | SAVE THIS | AMOUNT DUE AFTER DUE DATE |
|---|---|---|
| | | |

50900

UNITED SYSTEMS & SOFTWARE, INC. BENTON, KY 42025

270-527-3293

DATE OF ISSUE May 29, 2002
Month / Date / Year

DATE EFFECTIVE July 1, 2002
Month / Date / Year

ISSUED BY Edwin Martin
(Signature of Officer)

TITLE Chairman

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

PUBLIC SERVICE COMMISSION
OF KENTUCKY
EFFECTIVE

JUL 01 2002

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

BY Stephen Bell
SECRETARY OF THE COMMISSION

FOR Hopkins and Caldwell Counties, Kentucky
Community, Town or City

P.S.C. KY. NO. _____

_____ SHEET NO. _____

South Hopkins Water District
(Name of Utility)

CANCELLING P.S.C. KY. NO. _____

_____ SHEET NO. _____

# RULES AND REGULATIONS

**SOUTH HOPKINS WATER DISTRICT**
P.O. BOX 487
DAWSON SPRINGS, KY 42408

**WE ARE NOT RESPONSIBLE FOR U.S. MAIL DELIVERY**

**FAILURE TO RECEIVE BILL DOES NOT WAIVE PAYMENT.**

**RATES AVAILABLE UPON REQUEST**

DATE OF ISSUE May 29, 2002
Month / Date / Year

DATE EFFECTIVE July 1, 2002
Month / Date / Year

ISSUED BY Edwin Martin
(Signature of Officer)

TITLE Chairman

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

**PUBLIC SERVICE COMMISSION OF KENTUCKY EFFECTIVE**

JUL 01 2002

**PURSUANT TO 807 KAR 5:011. SECTION 9 (1)**
BY Stephen Bell
**SECRETARY OF THE COMMISSION**