

FOR A portion of Jessamine Co., Kentucky
Community, Town or City

P.S.C. KY. NO. 1

Original SHEET NO. 18

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

_____ SHEET NO. _____

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

RULES AND REGULATIONS

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

- a) Late Payment Penalty: Will be assessed on the delinquent amount of the bill, less taxes.
- b) Meter Test Charge: Will be assessed when a customer requests the utility perform a test on the customer's meter to check for accuracy, and the test shows the customer's meter is not more than two percent (2%) fast.
- c) Reconnection Charge: Will be assessed to reconnect service that has been terminated for non-payment of service or for violation of Utility or Public Service Commission rules and regulations, and will include the cost of the service trip for both the disconnection and the reconnection.
- d) Returned Check Charge: Will be assessed when a customer's check is returned, either due to insufficient funds or other reason due to customer fault.

F. Customer Complaints to the Utility. Upon complaint to the utility by a customer at the utility's office, by telephone, or in writing, the utility will make a prompt and complete investigation and advise the complainant of its findings. The utility's operator/manager will make a decision within ten (10) days, which the complainant will then have ten (10) days to appeal to the utility's board of commissioners. The customer will receive a final decision from the utility no later than thirty (30) days following the date 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 Public Service Commission. The utility will also provide the customer with the address and telephone number of the Public Service Commission. The utility will keep a record of all written complaints. This record will show the name and address of the complainant, the date and nature of the complaint, and the adjustment or disposition of the complaint. Records will be maintained for two (2) years from the date of resolution of the complaint.

DATE OF ISSUE 1/18/2002
Month / Date / Year

DATE EFFECTIVE _____
Month / Date / Year

ISSUED BY Carl G. [Signature]
(Signature of Officer)

TITLE Chairman

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

CANCELLED PUBLIC SERVICE COMMISSION
OF KENTUCKY
EFFECTIVE
DEC 2003
MAR 15 2002
PURSUANT TO 807 KAR 5:011,
SECTION 9 (1)
BY: Stephan B. [Signature]
SECRETARY OF THE COMMISSION