

P.S.C. NO. _____

6th revision SHEET NO. 15

CANCELING P.S.C. NO. _____

SHEET NO. _____

CANCELLED

Laurel Co. Water District #2

Name of Issuing Corporation

November 1, 2022

CLASSIFICATION OF SERVICE

**KENTUCKY PUBLIC
SERVICE COMMISSION**

RULES AND REGULATIONS

RATE
PER UNIT

27. 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 shall conduct a prompt and complete investigation and advise the complainant of its findings. The customer will receive a final decision from the utility no later than (30) days following the date the complaint was made. If the complainant is not satisfied with the utility's decision, the utility will provide written notice to the complainant of his/her 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 (2) years from the date of resolution of the complaint.

28. Sale of Water

Water furnished by the Water District may be used for domestic consumption by the customer's household or business, subject to special service agreements. No customer is allowed to resell water except under the terms of a special contract executed by the utility and approved by the Public Service Commission.

29. Special Charges

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

- A. A charge of \$35.00 will be made for each check returned to the Water District by the bank.
- B. A charge of \$25.00 will be made to reread a meter at the customer's request unless such reread reveals that the initial reading was erroneous. No charge shall be made if the initial reading was erroneous.
- C. A charge of \$25.00 will be made for a meter test when such test is made at the customer's request unless the meter is found to be faulty. No charge shall be made for a faulty meter, but appropriate adjustments shall be made in accordance with Section 14 of these Rules and Regulations.

30. Special User Agreements for Nonstandard Service

Each applicant for nonstandard service shall execute to the Water District an agreement for special service.

DATE OF ISSUE: 08-14-2009

ISSUED BY Ray Wayne Jenkins
Name of Officer

Issued by authority of an Order of the Public Service Commission of Kentucky
Case No. 2009-00192

**PUBLIC SERVICE COMMISSION
OF KENTUCKY**

EFFECTIVE
8/11/2009

PURSUANT TO 807 KAR 5:011

DATE EFFECTIVE: _____
SECTION 9 (1)
an _____

[Signature]
Executive Director

AREA Southern Laurel County & West Knox County

PSC KY NO. _____

6th revision _____ SHEET NO. 16

CANCELLING PSC KY NO. _____

5th Revision _____ SHEET NO. 16

CANCELLED

Laurel Co. Water District #2
(NAME OF UTILITY)
November 1, 2022

**KENTUCKY PUBLIC
SERVICE COMMISSION**

CLASSIFICATION OF SERVICE

RULES AND REGULATIONS

RATE

PER UNIT

SCHEDULE OF SPECIAL CHARGES

The following charges for special services shall be made:

- A. Service Reconnection Charge. A charge of \$50.00 shall be made for all service reconnections made during regular working hours and a \$75.00 charge for reconnections requested and made during overtime hours and holidays, except that there shall be no connection charges made for service on the original installation of facilities.
- B. Additional Trip Charge. A charge of \$25.00 shall be made for a trip to recheck a meter reading when the customer requests the meter to be rechecked for a correct reading and the meter was not a misread, an incorrect address given, to collect a bill, re-inspection, and etc.
- C. Meter Test. Upon request and payment of \$40.00 a customer may have his meter tested provided request by the customer is not more frequent than once each twelve months. If such test shows the meter to be more than two percent (2%) fast, a refund of the \$40.00 charge shall be made and the bill adjusted accordingly. If the periodic testing requirement of 807 KAR 5:066 (17) has not been met for the meter tested, no charge will be made for the test regardless of the results of the test. (I)
- D. PSC Meter Test Complaint. Any customer of the Water District may request a meter test by written application to the Kentucky Public Service Commission. (T)
- E. Late Payment Penalty. A 10% penalty will be assessed to all bills not paid by the due date.
- F. Contribution in Aid of Construction. The established contribution fee is based on the size of the installed metering equipment as noted below: (I)

5/8" x 3/4" meter	-	\$600.00
1" and larger meters	-	Actual Cost of Installation

DATE OF ISSUE 11/1/2019
MONTH / DATE / YEAR

DATE EFFECTIVE 12/1/2019
MONTH / DATE / YEAR

ISSUED BY *Ray W. Jenkins*
SIGNATURE OF OFFICER

TITLE Chairman

BY AUTHORITY OF ORDER OF THE PUBLIC SERVICE COMMISSION

IN CASE NO. _____ DATED _____

**KENTUCKY
PUBLIC SERVICE COMMISSION**

Gwen R. Pinson
Executive Director

Gwen R. Pinson

EFFECTIVE
12/1/2019
PURSUANT TO 807 KAR 5:011 SECTION 9 (1)