

**Rattlesnake Ridge Water District**  
Serving Areas of Carter, Elliott and Lawrence Counties

Case No. 2007-00484

Member KRWA

P.O. Box 475  
Grayson, Kentucky 41143-0475

(606) 474-7570  
Fax (606) 474-8531  
E-Mail rrwd@alltel.net

RECEIVED

NOV 19 2007

PUBLIC SERVICE  
COMMISSION

November 5, 2007

Beth A. O'Donnell, Executive Director  
KY Public Service Commission  
P. O. Box 615  
Frankfort, KY 40602

**RE: Formal Application for Tariff Revisions & to increase certain non-recurring charges.**

This is an application to revise language and certain non-recurring charges for the Rattlesnake Ridge Water District. Attached is the non-recurring charge cost justifications and the proposed new tariff.

Rattlesnake Ridge Water District is not requesting a water rate increase at this time. However, increased costs attributable to certain non-recurring charges can no longer be absorbed by the District. The customers affected by these increases will be the customers that cause the District to incur these additional expenses.

The additional revenue generated from the proposed tariff revisions does not exceed by five (5) percent the total revenues provided by all miscellaneous and nonrecurring charges for a recent twelve (12) month period.

The District has previously filed income statements and balance sheets with the Public Service Commission. These income statements and balance sheets are currently on file with the Commission.

The District will publish the enclosed public notice of these requested rate revisions in the local newspaper for three consecutive weeks. The first notice has already been published and the newspaper ad is enclosed. We will follow up with a filing of the second and third newspaper ads along with an affidavit from the newspaper verifying that the notice was published for three consecutive weeks.

A copy of this application and related filings has been sent to the Office of the Attorney General, State Capitol Building, Suite 118, Frankfort, KY 40601.

Very truly yours,



Billy A. Gilbert

BAG/lec  
Enclosure



## NOTICE

Rattlesnake Ridge Water District proposes to make the following revisions to its schedule of charges. The proposed effective date for the change is January 1, 2008.

	<u>CURRENT</u>	<u>PROPOSED</u>	<u>% CHANGE</u>
Refundable Deposit	\$ 50.00	\$ 65.00	30
Termination Charge/ Field Service		45.00	
Reconnect Charge	25.00	45.00	80
After Hours Reconnection		55.00	
Meter Test		50.00	
Service Investigation		45.00	
After Hours Service Investigation		55.00	
Meter Reading Recheck Charge		45.00	

The charges/rates contained in this notice are the charges/rates proposed by the Rattlesnake Ridge Water District. However, the Public Service Commission may order charges/rates to be charged that differ from these proposed charges/rates. Such action may result in charges/rates for consumers other than the charges/rates in this notice.

Any corporation, association, body politic, or person may, by motion within thirty (30) days after publication of this fee change, request leave to intervene; and the motion shall be submitted to the Public Service Commission, Post Office Box 615, Frankfort, KY 40602, and shall set forth the grounds for the request including the status and interest of the party.

Interveners may obtain copies of the application and related filings by contacting the water district.

The Water District has available for inspection at its office the proposed changes to its Rules and Regulations. The office is located at 3583 St HWY 1661, Grayson, KY 41143.

This notice is published pursuant to 807 KAR 5:011-Tariffs.

RATTLESNAKE RIDGE WATER DISTRICT

  
\_\_\_\_\_  
BILLY A. GILBERT - CHAIRMAN

FOR Carter, Elliott, Lawrence and Morgan Counties, Kentucky  
Community, Town or City

P.S.C. KY. NO. \_\_\_\_\_

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

RATTLESNAKE RIDGE WATER DISTRICT  
(Name of Utility)

CANCELLING P.S.C. KY. NO. \_\_\_\_\_

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

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**RATES AND CHARGES**

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**5/8 " x 3/4" Meter**

First 1,000 gallons	\$ 12.50 Minimum Bill
Next 4,000 gallons	7.90 per 1,000 gallons
Next 5,000 gallons	6.80 per 1,000 gallons
Next 10,000 gallons	5.80 per 1,000 gallons
Next 20,000 gallons	4.00 per 1,000 gallons
All over 40,000 gallons	3.10 per 1,000 gallons

**3/4 " Meter:**

First 5,000 gallons	\$ 44.00 Minimum Bill
Next 5,000 gallons	6.80 per 1,000 gallons
Next 10,000 gallons	5.80 per 1,000 gallons
Next 20,000 gallons	4.00 per 1,000 gallons
All over 40,000 gallons	3.10 per 1,000 gallons

**1" Meter:**

First 10,000 gallons	\$ 78.00 Minimum Bill
Next 10,000 gallons	5.80 per 1,000 gallons
Next 20,000 gallons	4.00 per 1,000 gallons
All over 40,000 gallons	3.10 per 1,000 gallons

**1 1/2 " Meter:**

First 30,000 gallons	\$ 175.00 Minimum Bill
Next 10,000 gallons	4.00 per 1,000 gallons
All over 40,000 gallons	3.10 per 1,000 gallons

**2" Meter:**

First 50,000 gallons	\$ 254.00 Minimum Bill
All over 50,000 gallons	3.10 per 1,000 gallons

1

DATE OF ISSUE NOVEMBER 8, 2007  
MONTH/DATE/YEAR

DATE EFFECTIVE JANUARY 1, 2008  
MONTH/DATE/YEAR

ISSUE BY Bill Gilbert

TITLE CHAIRMAN

BY AUTHORITY OF ORDER OF THE PUBLIC SERVICE COMMISSION

In case no. \_\_\_\_\_ DATED \_\_\_\_\_

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P.S.C. KY. NO. \_\_\_\_\_

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RATTLESNAKE RIDGE WATER DISTRICT  
(Name of Utility)

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**RATES AND CHARGES**

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**3" Meter:**

First 100,000 gallons

All over 100,000 gallons

\$ 409.00 Minimum Bill

3.10 per 1,000 gallons

**4" Meter:**

First 200,000 gallons

All over 200,000 gallons

\$ 719.00 Minimum Bill

3.10 per 1,000 gallons

**6" Meter:**

First 500,000 gallons

All over 500,000 gallons

\$ 1,649.00 Minimum Bill

3.10 per 1,000 gallons

**Wholesale Rate:**

Kentucky Department of Parks

(Golf Course Only)

\$ 2.10 per 1,000 gallons

**Non-Recurring Charges**

**Connection Fees:**

**Meter Size:**

**Service Connection Charge**

5/8" X 3/4"

3/4"

1"

1 1/2"

2"

3"

Larger than 3"

\$ 700.00

800.00

1,100.00

1,250.00

1,500.00

2,100.00

Actual Cost

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**RATES AND CHARGES**

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Refundable Deposit	65.00
Termination Charge /Field Service	45.00
Reconnect Charge	45.00
After Hours Reconnection	55.00
Meter Test	50.00
Service Investigation	45.00
(After Hours)	55.00
Meter Reading Recheck Charge	45.00

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ISSUE BY Bill Bullard

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(Name of Utility)

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**CLASSIFICATION OF SERVICE**

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**REGULAR WORKING HOURS** are 8:00 a.m. - 5:00 p.m. Monday - Friday (excluding holidays). After hours charge is any other time.

**\*Termination Charge** will be assessed when a utility representative makes a trip to the premises of a customer for the purpose of terminating service. The charge may be assessed if the utility representative actually terminates service or if, in the course of the trip, the customer pays the delinquent bill to avoid termination. The charge may also be made if the utility representative agrees to delay termination based on the customer's agreement to pay the delinquent bill by a specific date.

**\*Reconnect Charge** will be assessed to reconnect a service, which has been terminated for nonpayment of bills or violation of the utility's rules or commission administrative regulations.

**\*After Hours Reconnection charge** will be assessed for any reconnection made after regular business hours.

**\*Meter Test Charge** will be assessed if a customer request their meter be tested and the meter tests show the meter to be less than 2 percent fast.

**\*Service Investigation Charge** will be assessed for each trip for service investigation during regular working hours if interruption of a service or service problem is associated with the customers own plumbing facilities and beyond the Water District delivery point and is not caused by failure of District's facility.

**\*After Hours Service Investigation Charge** will be assessed for each trip for service investigation made after regular business hours.

**\*Meter Reading Recheck Charge** will be assessed when a customer request the meter be rechecked for a correct reading and the meter was not misread.

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ISSUE BY Bill Bell

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RATTLESNAKE RIDGE WATER DISTRICT  
(Name of Utility)

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**-RULES AND REGULATIONS-**

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The following rules and regulations are hereby adopted, subject to change by the Commission at anytime. These rules and regulations are intended to supplement the Bond Resolution, the Rate Resolution, and the By-Laws.

- A. All taps and connections to the mains of the District shall be made by and/or under the direction and supervision of District personnel.
- B. Water service may be discontinued by the District for any violation of any rule, regulation, or condition, and especially for any of the following reasons:
  - 1. Misrepresentation in the application or contract as to the property or fixtures to be supplied or additional use to be made of water.
  - 2. Failure to report to the District additions to the property or fixtures to be supplied or additional use to be made of water.
  - 3. Resale of water.
  - 4. 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.
  - 5. Tampering with meter, meter seal, service, or valves, or permitting such tampering by others.
  - 6. Connection, cross-connection, or permitting the same of any separate water supply to premises which receive water from the District.
  - 7. Non-payment of bills.
- C. Any customer desiring to discontinue the water service to his premises for any reason must give notice of discontinuance in writing or in person at the business office of the District at least three (3) days prior to the date of discontinuance stated in such notice; if such notice in writing is not given, a customer shall remain liable for all water used and service rendered to such premises by the District until such notice is received by the District.

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RATTLESNAKE RIDGE WATER DISTRICT  
(Name of Utility)

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RULES AND REGULATIONS

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- D. Bills and notices relating to the conduct of the business of the District will be mailed to the customer at the address listed on the user's agreement unless 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.
- E. 1. Bills for water service are due and payable at the office of the District or to any designated agent, on the date of issue. Bills will be dated and mailed on the last working day of each month. The past due date shall be the tenth day after the date of issue. After the tenth day a ten per cent (10%) penalty will be accessed.
2. All bills not paid on or before the past due date shall be deemed delinquent. Notices will be mailed giving that customer five (5) days' written notice of intent to terminate. Under no circumstances shall service be terminated before twenty (20) days after the mailing date of the original unpaid bill. The water supply to the customer will be discontinued provided, however, if, prior to discontinuance of service, there is delivered to the District, or to its employee empowered to discontinue service, a written certificate signed by a Physician, a registered nurse, or a public health officer that, in the opinion of the certifier, discontinuance of service will aggravate an existing illness of infirmity on the affected premise 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 District's receipt of said certification, whichever occurs first.
- F. Where the water supply to the customer has been discontinued for nonpayment of delinquent bills, a charge of \$45.00 will be made for reconnection of water service, but the reconnection will not be made until all delinquent bills and other charges, if any, owed by the customer to the District have been paid.
- G. The District may require a minimum cash deposit of \$65.00 or other guarantee to secure payment of bills.

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TITLE CHAIRMAN

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RATTLESNAKE RIDGE WATER DISTRICT  
(Name of Utility)

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**RULES AND REGULATIONS**

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Service may be refused or discontinued for failure to pay the requested deposit. Interest, as prescribed by KRS 278.460, will be paid annually either by refund or credit to the customer's bill, except that no refund or credit will be made if the customer's bill is delinquent on the anniversary date of the deposit.

The deposit may be waived upon a customer's showing of satisfactory credit or payment history, and required deposits will be returned after one (1) year if the customer has established a satisfactory payment record for that period. If a deposit has been waived or returned and the customer fails to maintain a satisfactory payment record, a deposit may then be required. The District may require a deposit in addition to the initial deposit if the customer's classification of service changes or if there is a substantial change in usage. Upon termination of service, the deposit, any principal amounts, and any interest earned and owing will be credited to the final bill with any remainder refunded to the customer.

In determining whether a deposit will be required or waived, the following criteria will be considered:

1. Previous payment history with the District. If the customer has no previous history with the District, statements from other utilities, banks, etc. may be presented by the customer as evidence of good credit.
2. Whether the customer has established income or line of credit.
3. Length of time the customer has resided or been located in the area.
4. Whether the customer owns property in the area.
5. Whether the customer has filed bankruptcy proceedings within the last seven years.
6. Whether another customer with a good payment history is willing to sign as guarantor for an amount equal to the required deposit.

If a deposit is held longer than 18 months, the deposit will be recalculated at the customer's request based on the customer's actual usage. If the deposit on account differs from the recalculated amount by more than \$10.00 for a residential customer or 10 percent for a non-residential customer, the District may collect

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(Name of Utility)

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**RULES AND REGULATIONS**

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any underpayment and shall refund any overpayment by check or credit to the customer's bill. No refund will be made if the customer's bill is delinquent at the time of the recalculation.

Upon the payment of such deposits, the District shall issue to such customer a certificate of deposit, showing the name of the customer, the location of the initial premises occupied by the customer, and the date and amount of the deposit.

- H. All meters shall be installed, renewed, and maintained at the expense of the District, and the District reserves the right to determine the size and type of meter used.
- I. It shall be the policy of the District to test each water meter in accordance with 807 KAR 5:066, Section 17. In addition, upon written request of any customer, the meter serving such customer shall be tested by the District. Such test will be made without charge to the customer if the meter has not been tested within 12 months preceding the requested test; otherwise, a charge of \$50.00 will be made and then only if the test indicates meter accuracy within the limits of 2%.

If a meter is inaccurate in excess of 2%, whether upon periodic testing or upon requested testing, additional tests shall be made at once to determine the average error of the meter, and the adjustment shall be made in the customer's water bills as follows:

- 1. If the result of such tests shows an average error greater than 2% fast, the customer's bill 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. If the period during which the meter error existed cannot be determined, the customer's bill shall be recomputed on one-half (1/2) of the elapsed time since the last previous test, but in no event to exceed 12 months; provided, however, that if time for the periodic test has overrun to the extent of 1/2 of the time elapsed since the last previous test exceed 12 months, the refund shall be for the 12 months specified above, plus those months exceeding the periodic test period; provided, further, that such refund may be limited to the 12 month period if failure to make the periodic test was due to causes beyond the control of the District.

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(Name of Utility)

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**RULES AND REGULATIONS**

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2. If the results of such tests shows an average error greater than 2% slow, the customer's bill 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. If the period during which the meter error existed cannot be determined, 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 event to exceed 12 months.
3. If the result of such tests necessitates making a refund or back billing a customer, the customer shall be notified in writing of the percentage of error, fast or slow, the date(s) of testing and the amount of charge or credit to be shown on the next bill of the customer.
- J. Where 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.
- K. The District shall make all reasonable efforts to eliminate interruption of service and when such interruptions occur will endeavor to establish service with the shortest possible delay. When the service is interrupted all consumers affected by such interruption will be notified in advance whenever it is possible to do so.
- L. The District shall in no event be held responsible for any claims made against it by reason of the breaking of any mains or service pipes or by reason of any other interruption of the supply of water caused by the failure of machinery or stoppage for necessary repairs and no person shall be entitled to damages nor for any portion of a payment refunded for any interruption of service which in the opinion of the District may be deemed necessary.
- M. 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 stream line to prevent collapse in case the water supply from the District is discontinued or interrupted for any reason, with or without notice.
- N. 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.

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**RULES AND REGULATIONS**

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- O. 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.
- P. (1) An extension of the District's Distribution Main of fifty (50) feet or less shall be made without charge (other than the prescribed standard connection charge) for a prospective customer who shall apply for and contract to use service for (1) year or more and who provided a guarantee for such service.
- Q. If any loss or damage to the property of the District or any accident or other injury to persons or property is caused by or results from the negligence or wrongful action of the customer, member of his household, his agent, or employee, the cost of the necessary repairs or replacements shall be paid.
- R. 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 the water to any other person.
- S. All customers shall grant or convey, or shall cause to be granted or conveyed, to the District a perpetual easement and right of way across 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.
- T. Complaints' may be made to the operator of the system whose decision may be appealed to the Commission of the District within ten days; otherwise the operator's decision will be final.
- U. At least once annually the District will monitor the usage of each customer according to the following procedure:
  - 1. The customer's annual usage for the most recent 12 month period will be compared with the annual usage for the 12 months immediately preceding that period.
  - 2. If the annual usage for the two periods are substantially the same or if any difference is known to be attributed to unique circumstances, such as unusual weather conditions, common to all customers, no further review will be done.

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### RULES AND REGULATIONS

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3. If the annual usages differ by 50% or more and cannot be attributed to a readily identified common cause, the District will compare the customer's monthly usage records for the 12-month period with the monthly usage for the same months of the preceding year.
4. If the cause for the usage deviation cannot be determined from analysis of the customer's meter reading and billing records, the District 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.
5. Where the deviation is not otherwise explained, the District will test the customer's meter to determine whether it shows an average error greater than 2 percent fast or slow.
6. The District will notify the customers of the investigation, its findings, and any refunds or back billing in accordance with 807 KAR 5:006, Section 10(4) and (5).

In addition to the annual monitoring, the District will immediately investigate usage deviations brought to its attention as a result of its on-going meter reading or billing processes or customer inquiry.

#### V. FIRE PROTECTION

1. The Water District will install fire hydrants for the City and County fire departments, or others provided the Water District is reimbursed for the cost of installation and the Water District's engineers determine that at the location the fire hydrant is to be installed, a flow rate from the fire hydrant will meet the requirements of the Kentucky Public Service Commission ("PSC").
2. Fire hydrants installed prior to June 7, 1992, that have a flow rate of less than 250 GPM @ 20 psi residual pressure will be identified and the fire department advised in writing of the fire hydrant location.
3. While fire hydrants are provided as a service to the public within the Water District's service area, because of the potential for damage to the Water District's system and unmetered use of water at fire hydrants installed directly on the Water District's water mains, these fire hydrants are only to be

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### **RULES AND REGULATIONS**

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used and operated for fighting fires by the fire departments.

4. As a service to the public within its service area and for the protection of the public welfare, the Water District will furnish water to fight a fire from a fire hydrant connected directly to the Water District's water main at each fire location free of charge for a period not to exceed a total of 4 hour of usage - as defined below in Section H.1. In the event that more than 4 hours of usage occurs in fighting a fire, the owner of the property where the fire occurs shall pay for all of the water used in accordance with the Water District's standard water rate as in effect on the date of the fire and approved by the PSC.
5. Fire hydrants shall not be used by any contractor, property owner, governmental agency, individual, corporation, or others to secure water for any purpose. The use of a fire hydrant by anyone other than properly authorized fire department personnel for fighting a fire shall be considered a "theft of service" and prosecuted in accordance with the laws of the Commonwealth of Kentucky. The user shall pay the Water District a meter investigation charge as set forth in the Water District charges for special services as approved by the PSC, any damages to the Water District's property, and the full cost of the services fraudulently obtained along with all other applicable costs of the Water District allowed under the laws of the Commonwealth of Kentucky.
6. The fire departments utilizing fire hydrants connected to the Water District's water main shall maintain a record of any water used, including the date, location, the time that the fire department began pumping water, the time that the fire department discontinued pumping water, the approximate rate(s) of flow, the length of any interruptions in pumping water, the cause of the fire, and property owner for whom the water was used and shall file a report with the Water District monthly. The record of the fire department in conjunction with the Water District's daily master meter readings and normal daily water usage for the service zone will be used in determining the amount of water used to fight a fire.
7. The District does not guarantee a water supply including the supply to the Customer's fire protection system at any particular flow rate or pressure. The fire flow may vary depending on other water demands on the system, various water facility limitations, or other circumstances (including but not

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DATE OF ISSUE NOVEMBER 8, 2007  
MONTH/DATE/YEAR

DATE EFFECTIVE JANUARY 1, 2008  
MONTH/DATE/YEAR

ISSUE BY Bill Ballant

TITLE CHAIRMAN

BY AUTHORITY OF ORDER OF THE PUBLIC SERVICE COMMISSION  
In case no. \_\_\_\_\_ DATED \_\_\_\_\_

FOR Carter, Elliott, Lawrence and Morgan Counties, Kentucky  
Community, Town or City  
P.S.C. KY. NO. \_\_\_\_\_  
SHEET NO. \_\_\_\_\_  
CANCELLING P.S.C. KY. NO. \_\_\_\_\_  
SHEET NO. \_\_\_\_\_

RATTLESNAKE RIDGE WATER DISTRICT  
(Name of Utility)

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**RULES AND REGULATIONS**

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limited to power failure, water main/line breakage, etc.). The customer will indemnify and hold harmless the District and its employees from and against all claims, damages, losses, and expenses incurred as a result of insufficient water supply including supply to the customer's fire protection system or any failure of the detector check valve installation, metering equipment, and/or appurtenances.

8. For purposes of "FIRE PROTECTION" the following definitions shall apply:
- a. A "fire" as used hereinabove shall include any conflagration on a publicly or privately owned property. An re-ignition of a previously extinguished conflagration on the same property shall be considered a single fire and any fire resulting from the same cause shall be considered a single fire except that a fire on property owned by different persons or entities shall be considered separate fires.
  - b. "Hours of usage" as used hereinabove is measured from the time the fire department begins pumping water at the scene of the fire until the fire department ceases pumping water to the fire. In the event the fire department ceases pumping water for a period of time but later continues pumping to the same fire, the "hours of usage" shall be tolled while no pumping occurs and continue to accumulate after pumping continues. Any partial hours of usage are rounded to the nearest hour.

DATE OF ISSUE NOVEMBER 8, 2007  
MONTH/DATE/YEAR  
DATE EFFECTIVE JANUARY 1, 2008  
MONTH/DATE/YEAR  
ISSUE BY *Bice Bellant*  
TITLE CHAIRMAN  
BY AUTHORITY OF ORDER OF THE PUBLIC SERVICE COMMISSION  
In case no. \_\_\_\_\_ DATED \_\_\_\_\_



# WATER USER CONTRACT

This Water User Contract, made and entered into by and between \_\_\_\_\_ known to and referred to as **Customers**, and **Rattlesnake Ridge Water District**, of P.O. Box 475, Grayson, Kentucky 41143 hereinafter known and referred to as **Water District**:

## WITNESSETH:

The undersigned **Customer** does hereby agree to purchase water from the **Water District** and to pay all initial installation and connection fees, together with all standard monthly water charges which may be fixed by **The Board of Commissioners of the Rattlesnake Ridge Water District** and/or **Utility Regulatory Commission for the Commonwealth of Kentucky**. The **Customer** agrees to pay each consecutive monthly payment, at all appropriate rates, for water service, when due, and to further comply with, and be bound by, the provisions of the policy and/or amendments of the **Water District** together with such rules and regulations as may, from time to time, be adopted by the **Water District**.

The **Customer** agrees to permit the **Water District** to lay, maintain, repair, remove, and disconnect a service line and meter, and read such meter at a point on **Customer's** property to be designated by the **Water District** for each meter, with the right of ingress and egress for these purposes over **Customer's** property, and further to grant a **Water Line Easement to the Water District** for the construction and operation of said water line.

The **Customer** will install and maintain a service at his own expense, which service line will begin at the water meter and extend to the dwelling or other portions of **Customer's** property. The **Customer** assumes responsibility for any damage to metering equipment in making such connection to the meter or water main.

The **Customer** agrees that the water meter may be located at any point along the **Customer's** property, at the closest point to the existing water line, or at some other point which is deemed to be most cost effective to the **Water District**.

The **Water District** agrees to provide to the **Customer**, potable water at reasonable pressure and volume, provided, however, the **Customer** acknowledges that there is no obligation to provide such water service, unless a water main has been constructed and installed, adjacent to, or in proximity with, the property of the **Customer** and further no such service shall be required to be provided until the **Contract** is executed by the duly authorized officer of the **Water District**.

The **Water District** acknowledge receipt of \$700.00 to be applied to the initial installation fee, which total fee will be established by the **Board of Commissioners of the Water District**.

\_\_\_\_\_  
SOCIAL SECURITY #

CUSTOMER \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

\_\_\_\_\_  
TELEPHONE #

This proposal is accepted and this Contract is made on this the \_\_\_\_\_ day  
of \_\_\_\_\_, 20\_\_\_\_\_.

RATTLESNAKE RIDGE WATER DISTRICT  
P.O. BOX 475  
GRAYSON KY 41143

FIRST CLASS MAIL  
U.S. POSTAGE PAID  
GRAYSON KY  
PERMIT NO. 70

ACCOUNT SERVICE AT DATES  
00-0000  
U.S. 60  
03/16/07 THRU 04/16/07  
04/27/07

Presorted First-Class

SVC.	PREVIOUS	CURRENT	USAGE	CODE
WTR	43010	45660	2650	
WATER			25.54	
SCHOOL TAX			0.77	

BILL DATE  
NET BILL

04/27/07  
26.31

GROSS BILL  
DUE AFTER

28.86  
05/10/07

OUR OFFICE WILL BE CLOSED 052807

RETURN SERVICE REQUESTED

GROSS DUE AFTER RESIDENTIAL  
28.86  
05/10/07

NET DUE NOW

26.31

00-0000  
JOHN DOE  
123 EASY STREET  
ANYWHERE, USA 12345

# CERTIFICATE OF DEPOSIT

Rattlesnake Ridge Water District  
P.O. Box 475  
Grayson, Kentucky 41143  
Phone (606) 474-7570

THIS CERTIFIES THAT \_\_\_\_\_  
OF \_\_\_\_\_ HAS PAID A DEPOSIT IN THE  
AMOUNT OF \$ \_\_\_\_\_ FOR \_\_\_\_\_, ON ACCOUNT NUMBER  
\_\_\_\_\_

UPON REMOVAL OF SERVICE, THIS DEPOSIT SHALL BE:

- APPLIED AGAINST ANY BALANCE DUE ON THIS ACCOUNT.  
ANY RESULTING NET BALANCE SHALL BE REFUNDED TO THE CUSTOMER.
- OTHER \_\_\_\_\_

THIS CERTIFICATE OF DEPOSIT IS NONTRANSFERABLE BY THE CUSTOMER AND MUST BE SURRENDERED TO THE RATTLESNAKE RIDGE WATER DISTRICT WHEN SERVICE IS TERMINATED.

THIS FURTHER CERTIFIES THAT A NON-REFUNDABLE SERVICE CONNECT/RECONNECT FEE  
OF \$ \_\_\_\_\_ HAS BEEN PAID.

DATE \_\_\_\_\_ SIGNED \_\_\_\_\_  
Consumer's Name/Social Security Number

DATE \_\_\_\_\_ SIGNED \_\_\_\_\_  
Rattlesnake Ridge Water District Representative

UPON THE CUSTOMER'S REQUEST, THIS DEPOSIT CAN BE RECALCULATED AFTER 12 MONTHS BASED ON ACTUAL USAGE OF THE CUSTOMER. IF THE DEPOSIT ON THE ACCOUNT DIFFERS BY MORE THAN \$10.00 THE UTILITY SHALL REFUND ANY OVER COLLECTION AND MAY COLLECT ANY UNDERPAYMENT.

FOR RESIDENTIAL CUSTOMERS ONLY

**RATTLESNAKE RIDGE WATER DISTRICT  
P.O. BOX 475  
GRAYSON, KENTUCKY 41143  
(606) 474-7570**

**PARTIAL PAYMENT AGREEMENT**

In accordance with the policies of the Rattlesnake Ridge Water District, and in order to either prevent the disconnection of or restore water service in my name, I hereby agree to pay the sum of \$\_\_\_\_\_ today and \$\_\_\_\_\_ per \_\_\_\_\_ on the unpaid balance **PLUS** keep current my regular water payments on the account listed below, until the account is paid up-to-date.

I understand that if at any time I do not make payments exactly as stated, that my water service will be discontinued at the account listed below. I also understand that water service will not be restored until all accounts are paid up-to-date and any necessary Service Charges are paid.

Account Number: \_\_\_\_\_

Customer's Name: \_\_\_\_\_

Address of Delinquent Service: \_\_\_\_\_

Date of Signature: \_\_\_\_\_

Signature: \_\_\_\_\_

RRWD Employee: \_\_\_\_\_

FIRE STATIONS \_\_\_\_\_

UTILITY NAME \_\_\_\_\_

MONTH OF \_\_\_\_\_

STATION LOCATION \_\_\_\_\_

OPERATOR \_\_\_\_\_

ESTIMATED			ESTIMATED		
DAY	GALLONS USED	COMMENTS	DAY	GALLONS USED	COMMENTS
1			16		
2			17		
3			18		
4			19		
5			20		
6			21		
7			22		
8			23		
9			24		
10			25		
11			26		
12			27		
13			28		
14			29		
15			30		
			31		

TOTAL GALLONS (EST.) \_\_\_\_\_

WATER SHORTAGE RESPONSE PLAN  
FOR  
RATTLESNAKE RIDGE WATER DISTRICT

Section 1. Purpose. The purpose of this plan is to provide for the declaration of official phases of water supply shortages and the implementation of voluntary and mandatory water conservation measures throughout the Rattlesnake Ridge Water District in the event a shortage is declared.

Section 2. Definitions. These terms are applicable only for this plan unless specifically noted.

- (a) "Customer" shall mean any person or entity using water for any purpose from the Rattlesnake Ridge Water District water distribution system and for which either a regular charge is made or, in the case of bulk sales, a cash charge is made at the site of delivery.
- (b) "Raw Water Supplies" shall mean all water potentially available to persons in the Rattlesnake Ridge Water District.
- (c) "Treated Water" shall mean water that has been introduced by the Rattlesnake Ridge Water District into its water distribution system, including water offered for sale. Uses of treated water are classified as follows:

Essential Water Uses (Class 1):

The following uses of water, listed by site or user type are essential.

Domestic:

- water necessary to sustain human life and the lives of domestic pets, and to maintain minimum standards of hygiene and sanitation.

Health Care Facilities:

- patient care and rehabilitation, including related filling and operation of swimming pools.

Water Hauling:

- sales of domestic use where not reasonably available elsewhere.

Public Use:

- firefighting
- health and public protection purposes, if specifically approved by health officials.

Socially or Economically Important Uses (Class 2):

The following uses of water, listed by site or user type, are socially or economically important.

Domestic:

- personal, in-house water used including kitchen, bathroom and laundry.

Water Hauling:

- non-domestic, when other sources are not reasonably available elsewhere.

Commercial and Civic Use:

- commercial car and truck washes
- laundromats
- restaurants, clubs and eating places
- schools, churches, motels/hotels and similar establishments

Outdoor Non-Commercial Watering"

- minimal watering of vegetable gardens
- minimal watering of trees where necessary to preserve them.

Outdoor Commercial or Public Watering (using conservation methods and when other sources of water are not available or feasible to use):

- agricultural irrigation for the production of food and fiber or the maintenance of livestock
- watering by arboretums and public gardens of national, state, regional or community significance where necessary to preserve specimens
- watering by commercial nurseries at a minimum level necessary to maintain stock
- watering at a minimum rate necessary to establish or maintain revegetation or landscape plantings required pursuant to law or regulation
- watering of woody plants where necessary to preserve them
- minimal watering of golf course greens

Recreational:

- operation of municipal swimming pools and residential pools that serve more than 25 dwelling units

Air Conditioning

- Refilling for startup at the beginning of the cooling season

- makeup of water during the cooling season
- refilling specifically approved by health officials where the system has been drained for health protection or repair services.

Non-Essential Uses (Class 3):

Any waste of water, as defined herein, is non-essential. The following uses of water, listed by site or user type, are non-essential.

Public Use:

- use of fire hydrants (excluding Class 1 and Class 2 uses), including use of sprinkler caps, testing fire apparatus and fire department drills
- flushing of sewers and hydrants except as needed to ensure public health and safety as approved by health officials

Commercial and Civic Use:

- serving water in restaurants, clubs or eating places, except by customer request
- failure to repair a controllable leak
- increasing water levels in scenic and recreational ponds and lakes, except for the minimum amount required to support fish and wildlife

Ornamental purposes:

- fountains, reflecting pools and artificial waterfalls

Outdoor Non-Commercial Watering:

- use of water for dirt control or compaction
- watering of annual or non-woody plants, lawns, parks, golf course fairways, playing fields and other recreational areas
- washing sidewalks, walkways, driveways, parking lots, tennis courts or other hard surface areas
- washing down buildings or structures for purposes other than immediate fire protection
- flushing gutters or permitting water to run or accumulate in any gutter or street.

Recreational uses other than those specified in Class 2.

Non-Commercial washing of motor and other vehicles.

Air Conditioning (see also class 2 purposes):

- refilling cooling towers after draining



- (d) "Base Entitlement" shall mean the monthly usage for a customer during the same month of the preceding calendar year or the average per customer usage for each class of service during the same month of the preceding year.
- (e) "Curtailed Entitlement" shall mean the monthly usage for a customer after any any curtailment percentage has been applied.
- (f) "Curtailment" shall mean the reduction in entitlement by some percentage to meet anticipated water shortages.
- (g) Water Shortage Response Phases:

"Advisory" shall mean that conditions exist which indicate the potential for serious raw or treated water supply shortages.

"Alert" shall mean the raw or treated water supplies are consistently below seasonal averages, and if they continue to decline, may not be adequate to meet normal need.

"Emergency" shall mean that raw or treated water supplies are below the level necessary to meet normal needs and that serious shortages exist in the area.

"Rationing" shall mean that procedures must be established to provide for the equitable distribution of critically limited raw or treated water supplies, in order to balance demand and limited available to preserve public health and safety.

Section 3. Applicability. The provisions of this plan shall apply to all retail and wholesale customers of the Rattlesnake Ridge Water District. When implemented, this plan becomes the Rattlesnake Ridge Water District Water Shortage Response Regulation.

Section 4. Entitlements. Entitlements shall be established for each customer by adjusting the base entitlement to reflect any known change in usage pattern.

Section 5. Determination of Water Shortage. Water supply and usage shall be monitored on a continuous basis. Unrestricted demand shall be projected from past records and adjusted for changes such as new developments and weather conditions on a regular basis. Water shortages generally occur for two reasons, a reduction in available supplies or a system failure. Each of these has a distinct influence on the nature and duration of the conservation program implemented. Official declaration of a water shortage stage and implementation of the measures necessary to curtail water use shall be approved by the Board of Commissioners.

Section 6. Term of Water Shortage Declaration. Any water shortage declaration shall remain in effect until water supplies of service conditions have returned to normal. A final determination as to terminating a water shortage declaration shall be made by the Board of Commissioners of Rattlesnake Ridge Water District.

Section 7. Water Shortage Stage, Criteria, Conservation and Curtailment Measures.

A. Advisory Stage:

(1) Criteria: A water advisory shall be declared when the amount of treated water or raw water available for treatment is projected to be up to 10% below demand, or there are periods of low water pressure in one or more area of the distribution system due to system failure or inadequacies or the State Division of Water issues a Water Shortage Watch which includes the area from which the Rattlesnake Ridge Water District draws water. (Note: Additional conditions may be added based on local conditions.)

(2) Conservation and Curtailment Measures:

- (a) Declare a Water Shortage Advisor
- (b) Provide proper notice to all customers and to all local news media
- (c) Eliminate all water leaks
- (d) Request voluntary conservation of all non-essential (Class 3) water use
- (e) Request wholesale customers also issue request for voluntary conservation by their customers of all non-essential (Class 3) water use

B. Alert Stage:

(1) Criteria: A water alert shall be declared when the amount of treated water available is projected to be up to 15% below demand, or raw water supplies are consistently below seasonal averages and if they continue to decline, may not be adequate to meet normal needs. (Note: Additional conditions may be added based on local conditions)

(2) Conservation and Curtailment Measures:

- (a) Declare Water Shortage Alert
- (b) Provide proper notice to all customers and to all local news media
- (c) Eliminate all water leaks
- (d) Prohibit all non-essential (class 3) water uses
- (e) Curtail Entitlements to all customers by the same percentage as the projected shortage

- (f) *Begin billing all customers water usage in excess of curtailed entitlement at the normal rate plus an excess usage charge of \$10.00 per 1,000 gallons.*

C. Emergency Stage:

- (1) Criteria: A water Emergency shall be declared when the amount of treated water available is projected to be up to 25% below demand, or there are periods of no water in one or more areas of the distribution system due to lower water supply or raw water supplies below the level necessary to meet normal needs. (Note: Additional conditions may be added based on local conditions)

- (2) Conservation and Curtailment Measures:

- (a) Declare Water Shortage Emergency
- (b) Provide proper notice to all customers and to all local news media
- (c) Eliminate all water leaks
- (d) Prohibit all class 3 uses of water
- (e) Prohibit all class 2 uses of water except domestic uses for kitchen, bathrooms and laundries
- (f) Curtail all commercial and industrial entitlements (except health care facilities) by 100%.
- (g) Curtail residential entitlements by the same percentage as the projected shortage
- (h) Curtail entitlements to all wholesale customers by the same percentage as the projected shortage
- (i) Begin billing all customer water usage in excess of curtailed entitlement at the normal rate plus an excess usage charge of \$15.00 per 1,000 gallons

D. Rationing Stage:

- (1) Criteria: Treated water available is greater than 35% below demand or raw water supplies are below the level necessary to meet essential needs, and in the opinion of Rattlesnake Ridge Water District, mandatory rationing is

required to insure adequate water is available to maintain public health and safety.

(2) Conservation and Curtailment Measures:

- (a) Declare Water Shortage Rationing
- (b) provide proper notice to all customers and to all local news media
- (c) Eliminate all water leaks
- (d) Prohibit all Class 3 and Class 2 uses of water
- (e) Curtail all commercial and industrial entitlement (except health care facilities) by 100%
- (f) Curtail all residential and wholesale entitlements by the same percentage as the projected shortage
- (g) Begin billing customer's water usage in excess of curtailment entitlement at the normal rate plus an excess usage charge of \$20.00 per 1,000 gallons.

Section 8. Enforcement of Water Restriction. Any persons who violates the provisions of this plan, who fails to carry out the duties and responsibilities imposed by this plan or who impedes or interferes with any action undertaken or ordered pursuant to this plan shall be subject to the following:

- (a) If the utility official charged with implementation and enforcement of this Plan learns of any violation of any water use restriction imposed, a written notice of the violation shall be affixed to the property where the violation occurred and mailed to the customer of record. Said notice shall describe the violation and order that it be corrected, cured, or abated immediately or within 48 hours.
- (b) The notice will inform the customer of his or her right to appeal by requesting a hearing before the utility's designee. If a hearing is requested by the customer, he or she shall be given full opportunity to be heard before termination. The governing body shall make findings of fact and decide whether service continue or terminate.
- (c). Any customer whose water service is terminated for violating provisions of this water curtailment plan shall be subject to the approved reconnection fee prior to reconnection of water service.
- (d) The excess usage charge billing provision of this plan shall not be put in

effect if a county or city ordinance containing penalty provisions is in effect to assist enforcement of this plan.

Section 9. Request for Exception.

- (a) Exception to water use restrictions: If compliance with any curtailment measure authorized herein would cause a customer to bear extraordinary hardship, that individual or entity may apply to the Rattlesnake Ridge Water District for an exception. For these purposes, "extraordinary hardship" shall be defined as a condition which may threaten health and safety, or cause property or economic losses, each of which must be shown to be substantially more severe than the sacrifices borne by other users. If extraordinary hardship is found to exist, then an exception shall be granted and a written waiver issued to the customer. If an appeal is made, water service shall be continued until a decision is announced. Any person aggrieved by the decision may file a complaint with the Public Service Commission.
- (b) Exception to curtailment surcharge: Exceptions to excess use charges shall not be considered or granted.

Section 10. Severability. If any provision of this plan is declared invalid by the courts, the remainder of the plan and its applicability to other persons and circumstances shall not be affected by that declaration.

Section 11. Effective Date. This plan shall take effect immediately upon approval by the Public Service Commission.

## SAMPLE PRESS RELEASE

CONTACT: \_\_\_\_\_

TELEPHONE: \_\_\_\_\_

(Community Name), Kentucky – Due to the recent abnormally dry weather condition and little indication of significant rainfall in the foreseeable future, residents of \_\_\_\_\_ (community name) \_\_\_\_\_ should begin conserving water, according to \_\_\_\_\_ (appropriate local official) \_\_\_\_\_. For the month(s) of \_\_\_\_\_, Kentucky received only \_\_\_\_\_ percent of normal rainfall for the comparable period. The 30-day outlook from the National Weather Service calls for more abnormally dry weather (modify to reflect actual situation).

At this time, there is an immediate need to begin voluntary conservation measures by all those affected. According to officials at the state's Division of Water, consumers can cut water use by as much as 15 percent with very little difficulty or discomfort by using the following voluntary water conservation practices:

### Toilets

- If you hear running water in your toilet tank, adjust the leaky float valve or replace the faulty hardware
- Flush only when necessary
- Don't use your toilet as a trash can.
- Install a water filled plastic jug in your toilet tank, without disturbing the flushing mechanism, to reduce the water used per flush.
- Check for leaks by dropping a small amount of food coloring in the upper tank. If color appears in the bowl, you have a leak.

### Showers

- Take fewer and shorter showers.
- Take a "Navy-style" shower: 1) wet down, 2) turn water off, 3) lather, 4) rinse.
- Install flow restrictors, or water saving showerheads.

### Sinks

- Eliminate leaks by replacing old gaskets. A dripping faucet can waste 3,600 gallons a year.
- Install faucet aerators and shut-off valves.

- Don't leave the water running while rinsing, shaving or brushing teeth.
- For food preparation, fill sink and don't let water run.
- Don't let water until it gets cold; instead keep a refrigerated supply for drinking.
- Don't use a garbage disposal.

#### Laundry and Dishwasher

- Use the "water-saver" setting or make sure your machine is set for the most efficient use.
- Only wash with full loads.

#### Gardening

- Hold your garden hose close to the roots of plants so that there's little waste and evaporative waste.
- Water slowly so that the soil soaks up all the water you use.
- Use bath water to water plants
- Avoid watering during peak hours of evaporation and use (12 noon to 8 p.m.).
- Avoid watering on windy days.

#### Also Remember

- Don't let children play with the hose or sprinkler.
- Limit car washing. Use a bucket and a hose with a spay attachment for rinsing.

If everyone cooperates, the water usage in \_\_\_\_\_ (Community Name) \_\_\_\_\_  
Can be cut significantly. If you have any questions or suggestions, please contact  
Rattlesnake Ridge Water District at (606) 474-7570.

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If everyone cooperates, the water usage in \_\_\_\_\_ (Community Name) \_\_\_\_\_  
Can be cut significantly. If you have any questions or suggestions, please contact  
Rattlesnake Ridge Water District at (606) 474-7570.

**NONRECURRING CHARGE COST JUSTIFICATION**

Type of Charge: After Hours Service Investigation

1. Field Expense:

A. Materials (Itemize)

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_ \$ \_\_\_\_\_

B. Labor (Time and Wage)

1.5 hrs @ 16.<sup>55</sup> per hr @ Time & 1/2 37<sup>49</sup>

**Total Field Expense** \$ 37<sup>49</sup>

2. Clerical and Office Expense

A. Supplies

\$ \_\_\_\_\_

B. Labor

\_\_\_\_\_

**Total Clerical and Office Expense** \$ \_\_\_\_\_

3. Miscellaneous Expense

A. Transportation

\$ 19<sup>89</sup>

Avg 41 miles @ .485 cents per mile

B. Other (Itemize)

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Total Miscellaneous Expense** \$ 19<sup>89</sup>

**Total Nonrecurring Charge Expense** \$ 57.<sup>38</sup>

**NONRECURRING CHARGE COST JUSTIFICATION**

Type of Charge: After Hours Reconnection Charge

1. Field Expense:

A. Materials (Itemize)

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_ \$ \_\_\_\_\_

B. Labor (Time and Wage)

1.5 hrs @ 16<sup>65</sup> per hr @ Time & 1/2 37<sup>49</sup>

**Total Field Expense**

\$ 37<sup>49</sup>

2. Clerical and Office Expense

A. Supplies

\$ \_\_\_\_\_

B. Labor

\_\_\_\_\_

**Total Clerical and Office Expense**

\$ \_\_\_\_\_

3. Miscellaneous Expense

A. Transportation

\$ 19<sup>89</sup>

Avg 41 miles @ .485 cents per mile

B. Other (Itemize)

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Total Miscellaneous Expense**

\$ 19<sup>89</sup>

**Total Nonrecurring Charge Expense**

\$ 57.<sup>38</sup>

**NONRECURRING CHARGE COST JUSTIFICATION**

Type of Charge: Reconnet Charge

1. Field Expense:

A. Materials (Itemize)

<hr/>	\$ <hr/>
<hr/>	<hr/>
<hr/>	<hr/>

B. Labor (Time and Wage)

<u>1.5 hrs @ 16<sup>66</sup> per Hr</u>	<u>24<sup>98</sup></u>
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<b>Total Field Expense</b>	<b>\$ <u>24<sup>98</sup></u></b>
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2. Clerical and Office Expense

A. Supplies

\$ 

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B. Labor

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<b>Total Clerical and Office Expense</b>	<b>\$ <hr/></b>
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3. Miscellaneous Expense

A. Transportation

\$ 19<sup>88</sup>

495 Miles @ .495 Cents per Mile

B. Other (Itemize)

<hr/>	<hr/>
<hr/>	<hr/>
<hr/>	<hr/>

<b>Total Miscellaneous Expense</b>	<b>\$ <hr/></b>
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<b>Total Nonrecurring Charge Expense</b>	<b>\$ <u>44<sup>88</sup></u></b>
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## NONRECURRING CHARGE COST JUSTIFICATION

Type of Charge: Termination / Field Service Charge

### 1. Field Expense:

A. Materials (Itemize)

<hr/>	\$ <hr/>
<hr/>	<hr/>
<hr/>	<hr/>

B. Labor (Time and Wage)

<u>1.5 hrs x 16<sup>66</sup> per Hr.</u>	<u>24.<sup>99</sup></u>
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**Total Field Expense**

\$ 24.<sup>99</sup>

### 2. Clerical and Office Expense

A. Supplies

\$ 

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B. Labor

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**Total Clerical and Office Expense**

\$ 

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### 3. Miscellaneous Expense

A. Transportation

\$ 19<sup>88</sup>

*Aug 41 miles @ .485 cents per mile*

B. Other (Itemize)

<hr/>	<hr/>
<hr/>	<hr/>
<hr/>	<hr/>

**Total Miscellaneous Expense**

\$ 

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**Total Nonrecurring Charge Expense**

\$ 44.<sup>88</sup>

Note on transportation expense:

Closest Customer Service: 1 Mile One-Way  
Farthest Customer Service: 40 Miles One-Way

Total: 41 Miles One-Way  
82 Miles Round Trip

Average: 41 Miles Round Trip

Note on Deposit Calculation:

Total Dollar Amount Billed \$117,447.54  
Total Number of Customers Billed 3620

$117,447.54/3620 = \$32.44$  Average Bill  
 $\$32.44 * 2$  Month Average Bill =  $\$64.88$