

Muhlenberg County Water District #3

April 25, 2008

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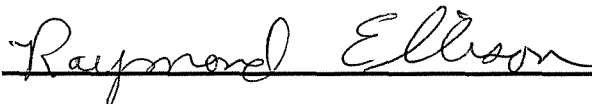
PUBLIC SERVICE
COMMISSION

As commission chairman, I Raymond Ellison, will be responding to the request by the Public Service Commission in response to your case no. 2008-00056.

As the Public Service Commission is aware our water district has an outstanding record of customer service. We have had no complaints in many years. We make every effort to treat each customer with courtesy and respect whether they come to our office or we are at their property. We try every conceivable way to solve a problem without bringing in other entities. However sometimes you just have to try a new way. The problem we are facing is not new but we are looking for a new way to handle it. In this case we have a dog that runs free and "owns" our water meter. We have made many attempts by phone, and certified letter, to have the owner present when the meter reader arrives to read the meter. This has not worked. The meter reader arrives, the dog "owns" the meter, no owner, the meter does not get read. We realize we have the right to terminate service. This is not our objective. Our objective is to read the meter monthly and have a good relationship with the customer. The only way we can terminate service is have the sheriff accompany the meter reader to the property. Now we have the dog (who "owns" the meter), the sheriff and the meter reader. We do not want to hurt the dog, the meter reader or the sheriff deputy. We do not want the customer's neighbors questioning why the police were at the property; we do not want the customer to have to get rid of his dog, all we want is to read the meter. We feel if we can assess a \$25.00 charge each month our meter reader goes to the residence and cannot read the meter this will get the customer's attention. The customer will be billed an estimated bill with the additional \$25.00 charge. If we simply estimate the bill at some point when we finally are able to read the meter the customer and the water district will simply settle up what's due whether it's been over or under read. There is no inconvenience to the customer. However the rest of the customers in our district have paid for countless trips to read that meter. With the \$25.00 charge the customer causing the expense, pays the expense.

This charge will be applied in any instance where we currently have the authority to terminate service due to customers refusal of access.

A review of the PSC annual report shows our water district has not had a rate increase since 1995 other than a pass through from our supplier. We have been able to keep our rates down by providing quality customer service. To us this means those that cause the expense should pay the expense. While the majority of our customers pay on time and provide easy access to our meters and lines, a few don't. Having another method to deal with these increasing costs will allow our district to continue to be one of the best run water districts in the state.



Raymond Ellison, Chairman