

COMMONWEALTH OF KENTUCKY  
BEFORE THE PUBLIC SERVICE COMMISSION

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COMMISSION

In the Matter of:

APPLICATION OF SOUTH SHORE WATER )  
WORKS COMPANY TO INCREASE CERTAIN ) CASE NO. 2009-00475  
NONRECURRING CHARGES )

RESPONSE OF SOUTH SHORE WATER WORKS COMPANY TO  
COMMISSION STAFF'S SECOND INFORMATION REQUEST

South Shore Water Works Company ("South Shore") submits an original and six copies of the following responses to the information requests made by the Commission Staff on March 5, 2010. The witness responsible for responding to all of the questions related to the information provided is George Hannah, South Shore's President.

Dated this the 15<sup>th</sup> day of March, 2010.

Respectfully submitted,



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COUNSEL FOR:  
SOUTH SHORE WATER WORKS COMPANY



**SOUTH SHORE WATER WORKS COMPANY**

**REQUEST:**

Describe, with specificity, the conditions under which a duplicate bill charge would apply.

**RESPONSE:**

The duplicate bill charge applies when a customer pays a monthly bill, by mail or in person, without including the return portion of the bill to South Shore. When South Shore issues bills to its customers, the bills clearly require the customers to return a portion of the bill along with payment.

**WITNESS:** George Hannah, President



**SOUTH SHORE WATER WORKS COMPANY**

**REQUEST:**

If the duplicate bill charge is approved by the Commission, state whether the utility would orally provide a customer with the amount of the outstanding bill without assessing the duplicate bill charge.

**RESPONSE:**

South Shore will orally, either in person or by telephone, provide a customer with the outstanding amount of a bill without assessing the duplicate bill charge. The duplicate bill charge will only be assessed under the circumstances described in South Shore's above response to Request No. 1.

**WITNESS:** George Hannah, President



**SOUTH SHORE WATER WORKS COMPANY**

**REQUEST:**

State how many times per month, on average, a duplicate bill charge would have been applied to customers' accounts in the past year.

**RESPONSE:**

South Shore has a record of duplicate bills for the months of January and February 2010. In the month of January 2010 there were 172 duplicate bills. In the month of February 2010 there were 226 duplicate bills. These numbers afford an accurate representation of the range of duplicate bills expected by South Shore in a particular month.

**WITNESS:** George Hannah, President





**SOUTH SHORE WATER WORKS COMPANY**

**REQUEST:**

- a. State whether a duplicate bill would be mailed to a customer.
- b. If yes, state whether South Shore seeks to recover postage costs in the duplicate bill charge.


**RESPONSE:**

- a. There are instances in which South Shore will send duplicate bills to its customers. However, the duplicate bill charge requested by South Shore in this proceeding would not apply to instances in which South Shore is required to send a duplicate bill to a customer. Rather, the duplicate bill charge would apply when a customer pays a bill without including the return portion of their bill along with the payment.
- b. In instances in which South Shore sends a duplicate bill to a customer, it would not apply the duplicate bill charge or seek to recover postage from the customer.

**WITNESS:** George Hannah, President

CERTIFICATION

I, George Hannah, President of South Shore Water Works Company, hereby certify that I prepared the responses to the information requests issued by the Commission Staff on March 5, 2010, and the responses are true and accurate to the best of my knowledge, information, and belief formed after a reasonable inquiry.

  
George Hannah, President  
South Shore Water Works Company