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OF
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MARK D. COLLINS
E-mail: mcollins@johnslawfirm.com

March 19, 2010

JOSEPH E. ROSS
E-mail: jross@johnslawfirm.com

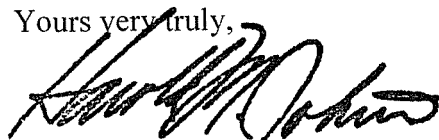
Mr. Jeff Derouen
Executive Director
Commonwealth of Kentucky
Public Service Commission
211 Sower Blvd.
P.O. Box 615
Frankfort, KY 40602-0615

Re: Todd County Water District adv Thomas E. Gupton
Case No. 2010-00045

Mr. Derouen:

The undersigned is the attorney for the Todd County Water District. Enclosed you will find the original and a copy of the Answer to Complaint filed in the above referenced matter. Also enclosed is a self-addressed stamped envelope for your convenience to return a stamped copy to the undersigned. If you have any questions please do not hesitate to contact me.

Yours very truly,



Harold M. Johns

HMJ/bsg

Enclosures: Answer
Self-addressed stamped envelope

cc: Dr. George Brown, Chairman
Mrs. Kathy Conyea, Todd County Water District

RECEIVED

MAR 24 2010

PUBLIC SERVICE
COMMISSION

COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION
CASE NO. 2010-00045

RECEIVED

MAR 24 2010

PUBLIC SERVICE
COMMISSION

In the Matter of:

THOMAS E. GUPTON,

COMPLAINANT,

V.

TODD COUNTY WATER DISTRICT,

DEFENDANT.

ANSWER

Comes the defendant, by counsel, and for its Answer to the Complaint of Thomas E. Gupton and in response to the Commission's Order to Satisfy entered March 12, 2010, and state as follows:


1. The defendant denies generally the allegation of the Complainant's Complaint.

2. Specifically, the Complainant indicates that he was "billed for service which was not available." As set forth in the Complainant's Complaint, the meter box was installed at the property which he owned on or around August 14, 2009 according to the Defendant's records. Thereafter, on September 14, 2009, Mr. Gupton was contacted regarding the Defendant's need to obtain from Complainant a copy of his plumbing construction permit. The plumbing permit was received on or around November 4, 2009. Pursuant to Paragraph 10 of Defendant's Tariff on file with the Commission, regarding a "new tap, the billing for this new service shall begin at the time the District makes the water available to the customer, regardless of whether the consumer is connected to the

meter.” Consequently, the Complainant was billed in a fashion that is consistent with the District’s tariff. From the time the meter box is installed, a minimum billing statement for the water available to the customer is made. For the Commission’s benefits, a copy of the “Todd County Water District of Todd and Logan Counties, Kentucky, Rates, Rules and Regulations for Furnishing Water Service currently on file with the Commission is attached hereto and made a part hereof an Exhibit 1.

WHEREFORE, the Defendant demands the Complaint be dismissed and held for naught; its attorneys’ fees herein expended; and, such other relief to which this Defendant may appear entitled.

This 19th day of March, 2010.




Harold M. Johns
12 Public Square
P. O. Box 746
Elkton, KY 42220-0746
Telephone: 270-265-2912
Fascimile: 270-265-2054
Attorney for Defendant

CERTIFICATE OF SERVICE

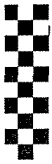
The undersigned hereby certifies that a true and exact copy of the foregoing Answer has been served upon the Plaintiff by mailing a copy of same to:

Mr. Thomas E. Gupton
915 Dumas Drive
Clarksville, TN 37040

This 19 day of March, 2010.



Harold M. Johns



P.S.C. KY No. 8943

Cancels P.S.C. KY No. _____

TODD COUNTY WATER DISTRICT
OF
TODD AND LOGAN COUNTIES, KENTUCKY

RATES, RULES, AND REGULATIONS FOR FURNISHING
WATER SERVICE

IN

Todd County, including the corporate limits of Allensville, and excluding the Cities of Elkton, Trenton, and Guthrie, and the areas served by their water systems. Plus the following territory in Logan County, Kentucky: Beginning at a point one mile South of the Todd and Logan County line on Highway 107; thence East 2.15 miles; thence North 4.75 miles; thence West 2.15 miles to the Todd County line; thence South 4.75 miles to the beginning point.

FILED WITH PUBLIC SERVICE COMMISSION OF
KENTUCKY

Issued August 1, 1984
Revised January 23, 1996

Effective August 10, 1984
Effective February 23, 1996

ISSUED BY: Todd County Water District

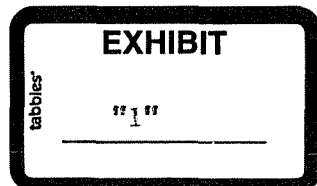
By: *W. George D. Brown*
Chairman

PUBLIC SERVICE COMMISSION
OF KENTUCKY
EFFECTIVE

APR 27 1996

PURSUANT TO 807 KAR 5011.
SECTION 9(1)

BY: *Jonathan C. Neal*
FOR THE PUBLIC SERVICE COMMISSION



TODD COUNTY WATER DISTRICT
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RULES AND REGULATIONS

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PUBLIC SERVICE COMMISSION
OF KENTUCKY
EFFECTIVE

APR 07 1996

PURSUANT TO 807 KAR 5011,
SECTION 9(1)

BY: Gordon D. Neal
FOR THE PUBLIC SERVICE COMMISSION

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PUBLIC SERVICE COMMISSION
 OF KENTUCKY
 EFFECTIVE
 1/1/2008
 PURSUANT TO 807 KAR 5:011
 SECTION 9 (1)

By 
 Executive Director

FOR Todd County, Kentucky
Community, Town or City

P.S.C. KY. NO. 1

1st Revised SHEET NO. 1

CANCELLING P.S.C. KY. NO. 1

Revised SHEET NO. 1

Todd County Water District
(Name of Utility)

RATES & CHARGES

Monthly Water Rates

First 2,000 Gallons	\$20.77	Minimum Bill
Next 8,000 Gallons	10.85	Per 1,000 Gallons
Next 10,000 Gallons	9.73	Per 1,000 Gallons
Next 20,000 Gallons	8.60	Per 1,000 Gallons
Over 40,000 Gallons	7.23	Per 1,000 Gallons

DATE OF ISSUE January 6, 2010
Month / Date / Year

DATE EFFECTIVE March 1, 2010
Month / Date / Year

ISSUED BY Dr. George A. Brown
(Signature of Officer)

TITLE Chairman

BY AUTHORITY OF ORDER OF THE PUBLIC SERVICE COMMISSION
IN CASE NO. 2009-00533 DATED 1/28/2010

KENTUCKY PUBLIC SERVICE COMMISSION
JEFF R. DEROUEN EXECUTIVE DIRECTOR
TARIFF BRANCH _____ <i>Brent Kirtley</i>
EFFECTIVE 3/1/2010 PURSUANT TO 807 KAR 5:011 SECTION 9 (1)

P.S.C. KY No. 8943

Revised Sheet No. 2

Cancelling P.S.C. KY No. _____

Sheet No. _____

Todd County Water District

RULES AND REGULATIONS

This schedule of Rules and Regulations governs the furnishing of water service by the Todd County Water District hereinafter referred to as the District and applies to all service received from the District. No employee or individual commissioners of the District is permitted to made any exception to Rates, Rules or Regulations. All Rules and Regulations are to be in effect so long as they are not in conflict with Public Service Commission Rules and Regulations. The District is further subject to all Rules and Regulations of the Commission even though not contained herein.

1. Scope

This schedule of Rules and Regulations is a part of all contracts for receiving water service from the District, and applies to all service received from the District whether the service is based upon contract, agreement, signed application, or otherwise. A copy of this schedule, together with a copy of the District's schedule of Rates and Charges, shall be kept open inspection at the office of the District. These rules are promulgated under authority granted pursuant to Kentucky Revised Statutes and Administrative Regulations 807 KAR 5. The aforesaid Rules and Regulations are hereby adopted and included the same or herein written now or as may be legally changed from time to time.

2. Revisions

These Rules and Regulations may be revised, amended, supplemented, or otherwise changed from time to time by either of the two following methods:

A. By order of the Kentucky Public Service Commission upon formal application by the District, and after hearing as provided by Commission Regulations set forth in 807 KAR 5:011.

B. By issuing and filing on at least thirty (30) days notice to the Kentucky Public Service Commission and the public all proposed changes in the Rules and Regulations, as provided by Commission Regulations set forth in 807 KAR 5:011.

3. Conflict

In case of conflict between any provision of any rate schedule and the schedule of Rules and Regulations, the rate schedule shall apply. Also, should the rules contained herein conflict with the present rules in effect under 807 KAR 5 as of this date, same shall take precedence over those contained herein.

PUBLIC SERVICE COMMISSION
OF KENTUCKY
EFFECTIVE

APR 07 1996

PURSUANT TO 807 KAR 5:011,
SECTION 9 (1)

DATE OF ISSUE October 1, 1990

DATE EFFECTIVE November 1, 1990

ISSUED BY [Signature]
Name of Officer, Chairman

P O Box 520, Elkton, KY 42720
Address

BY [Signature]
FOR THE PUBLIC SERVICE COMMISSION

P.S.C. KY No. 8943

Revised Sheet No. 3

Cancelling P.S.C. KY No. _____

Sheet No. _____

Todd County Water District

RULES AND REGULATIONS

4. Application for Service

Any person, firm, agency, or governmental entity within the current boundary of the District may request service. Said request must be in writing on a form approved by the District.

No service requested shall be granted unless the property of said applicant is adjacent and contiguous to an existing distribution main of the District. Should the applicant desire to have the existing distribution system extended to serve him, same shall be accomplished as stipulated, hereinafter.

Should the District determine that service to a requester is available, each prospective customer desiring water shall be required to execute and sign the District's application for water service before service is supplied by the District. A 5/8 x 3/4" meter shall be "the standard customer service meter" and should be installed at all points of service unless the customer provides sufficient justification for the installation of a larger meter.

The District shall provide for a standard connection (i.e., 5/8 x 3/4" meter) to a maximum distance of fifty (50) feet from the District's existing distribution main. If the distance is greater than fifty (50) feet, the customer shall be required to pay the cost of installing the main for the additional distance, as a contribution in aid of construction.

5. Non-Standard Service

Each prospective customer requiring a non-standard service (i.e., other than a 5/8 x 3/4" meter) shall present to the District sufficient justification for same.

6. Point of Delivery

The point of delivery is the point where the meter or appurtenance is located on the customer's premises. All water lines, plumbing, and equipment beyond the meter shall be installed and maintained by the customer at his own expense in a safe and efficient manner in accordance with the District's Rules and Regulations and with the regulations of the Department of Health. The District reserves the right to determine the location of the delivery point with full regard to those wishes of the prospective customer.

PUBLIC SERVICE COMMISSION
OF KENTUCKY
EFFECTIVE

APR 07 1996

PURSUANT TO 807 KAR 5011,
SECTION 9 (1)

BY: Charles C. Neal
FOR THE PUBLIC SERVICE COMMISSION

DATE OF ISSUE October 1, 1990

DATE EFFECTIVE November 1, 1990

ISSUED BY George D. Brown
Name of Officer, Chairman

P O Box 520, Elkton, KY 42220
Address

P.S.C. KY No. 8943

Revised Sheet No. 4

Cancelling P.S.C. KY No. _____

Original Sheet No. 4

Todd County Water District

RULES AND REGULATIONS

7. Customer's Service Line

All service lines beyond the metering point should be installed of material consisting of copper or PVC pipe with a rating of not less than 160 psi. The size of service line beyond the point of delivery should not be less than 3/4"; however, a larger size may be needed to provide service. If the customer's point of use is at a higher elevation than the point of delivery, the customer should consult with a reputable engineering firm to size the service line from the point of delivery. 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. In no event should the pressure at the customer's service pipe, under normal conditions, fall below thirty (30) psig, nor shall the static pressure exceed 150 psig, as stated by 807 KAR 5:066, Section 5.

Should a prospective customer request service at a point of delivery which now, or in the future, does not provide a delivery pressure of 30 psi or his requirements, he may make provision for an individual pressure booster system. The manner of connection, location, cross-connection, protection and type is subject to approval by District. The District reserves the right to require discontinuance and disconnection should the private booster system have a detrimental effect on the District's system.

Depth of Service Line- All service lines shall be laid at a depth sufficient to prevent freezing during the coldest weather normally experienced except where services are not intended for use during freezing weather and are actually drained during such periods. Depth shall be no less than 30" in all areas.

Inspection of Service Line - In the installation of a service line, the customer shall leave the trench open and pipe uncovered until it is inspected by the State Plumbing Inspector. The District does require a copy of the State Plumbing Inspector's Plumbing Permit on file for each service before water service begins.

8. Ownership of Mains, Services, and Appurtenances

All mains, fire hydrants, valves, crossings, and other appurtenances are and shall remain the property of the District, whether installed by the District or the customer.

All service lines from main to meter with appurtenances shall be and remain the property of District, whether installed by the District or the customer.

The customer shall install, own, and maintain his service line from meter and/or point of delivery as defined herein.

PUBLIC SERVICE COMMISSION
OF KENTUCKY
EFFECTIVE

DATE OF ISSUE January 23, 1996

DATE EFFECTIVE February 23, 1996 APR 07 1996

ISSUED BY Mr. Harold D. Brown
Name of Officer, Chairman

P O Box 520, Elkton, KY 42220
Address

BY Jordan C. Neal
FOR THE PUBLIC SERVICE COMMISSION

PURSUANT TO 807 KAR 5:011
SECTION 9 (1)

P.S.C. KY No. 8943
 Revised _____ Sheet No. 5
 Cancelling P.S.C. KY No. _____
 _____ Sheet No. _____

Todd County Water District

RULES AND REGULATIONS

9. Discontinuance of Service by District

Water service may be discontinued by the District for violation of any rule, regulation, or condition, and especially for any of the following reasons:

- A. Misrepresentation in the application or contract as to the property or fixtures to be supplied or additional use to be made of water;
- B. Failure to report to the District additions to the property or fixtures to be supplied or additional use to be made of water;
- C. Resale of water or giving away of water;
- D. 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;
- E. Tampering with meter, meter seal, service, or valves, or permitting such tampering by others;
- F. Connection, Cross-connection, or permitting the same, of any separate water supply to premises which receive water from the District;
- G. Non-Payment of bills;
- H. When a dangerous condition is found to exist on the customers' or applicant's premises, with reference to the continuation of water service, water service shall be cut off without notice or shall be refused, provided the District shall notify the customer or applicant immediately of the reasons for the discontinuance or refusal and the corrective actions to be taken by the applicant or customer before service can be restored;
- I. Connecting more than one residence or mobile home to a meter.

10. Billing

Billing and notices relating to the conduct of the business or residence will be mailed to the customer at the address listed on the user's agreement unless 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 payment of any bill or any performance required in said notice.

Bills for water service are payable at the office of the District on the date of issue. The due date shall be the tenth of the month of issue.

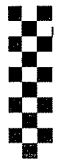
On a new tap-on, the billing for this new service shall begin at the time the District makes water available to the customer, regardless of whether the consumer is connected to the meter.

PUBLIC SERVICE COMMISSION
OF KENTUCKY
EFFECTIVE

APR 07 1996

PURSUANT TO 807 KAR 5.011,

DATE OF ISSUE October 1, 1990 DATE EFFECTIVE November 1, 1990 SECTION 9(1)
 ISSUED BY George A. Brown P O Box 520, Elkton, KY BY: Charles W. Mast
 Name of Officer, Chairman Address FOR THE PUBLIC SERVICE COMMISSION



P.S.C. KY No. 8943

Revised Sheet No. 9

Cancelling P.S.C. KY No. _____

Sheet No. _____

Todd County Water District

RULES AND REGULATIONS

in accordance with the provisions of these Rules and Regulations.

The customer shall convey, or cause to be conveyed, a perpetual easement and right-of-way to the District across any property owned or controlled by the customer whenever said easement or right-of-way is necessary to enable the District to furnish water service to the customer.

19. Interruption of Service

The District will use reasonable diligence in supplying water service, but shall not be liable in the event of , or for any loss, injury, or damage to persons or property resulting from interruptions in service, excessive or inadequate water pressure, or otherwise unsatisfactory service, whether or not caused by negligence. The District does hereby explicitly state that its system is designed for rural domestic consumption and that its provision of connections for fire protection, whether by design or implication, is only for such benefit as said customer may be able to derive from such connection.

The District shall in no event be held responsible for any claim 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 or other reason. No person shall be entitled to damages nor a payment refund for any interruption of service which in the opinion of the District may be deemed necessary.

The District shall make all reasonable efforts to eliminate interruption of service and when such interruptions occur will endeavor to re-establish service with the shortest possible delay. When the service is interrupted, all consumers affected by such interruptions will be notified in advance whenever it is possible to do so.

20. Boilers and/or Pressure Vessels

Customers having boilers and/or pressure vessels receiving a supply of water from the District must have a reduced pressure back-flow preventer and a check valve on the water supply line and a vacuum valve on the stream line to prevent collapse in case the water supply form the District is discontinued or interrupted for any reason, with or without notice. It is the responsibility of the customer to make provisions for protection of this equipment in case of interrupted or intermittent service.

PUBLIC SERVICE COMMISSION
OF KENTUCKY
EFFECTIVE

APR 27 1996

DATE OF ISSUE October 1, 1990

DATE EFFECTIVE November 1, 1990

ISSUED BY George N. Brown
Name of Officer, Chairman

P O Box 520, Elkton, KY 42220
Address

PURSUANT TO 807 KAR 5011,
SECTION 9 (1)
BY: Jordan C. Neel
FOR THE PUBLIC SERVICE COMMISSION

P.S.C. KY No. 8943

Revised Sheet No. 10

Cancelling P.S.C. KY No. _____

Todd County Water District

Sheet No. _____

RULES AND REGULATIONS

21. Backflow Preventers

All services shall have a means of backflow prevention, such type and location subject to approval of District.

The District's standard service shall provide said backflow prevention as a part of its service connection. Special services and fire connections shall have backflow preventers of a type approved by the District, installed at the cost of prospective customer.

22. Cross-Connections

Kentucky Department of Health, Kentucky Public Service Commission and these Rules and Regulations do hereby explicitly state that cross-connection of the District's system with any other source is hereby prohibited.

23. Relocation of Water Facility

The District may, at the request of a customer or other person, relocate, change, or modify existing District owned equipment, mains, or appurtenances. Those requesting shall reimburse District for such changes at actual cost including but not limited to appropriate legal, administrative, engineering, and overhead costs.

24. Damage to District's Water System

No person shall break, damage, destroy, uncover, deface, tamper with, or otherwise alter any structure, appurtenance, equipment, or other property which is a part of the District's water works. Any person violating this provision shall be subject to discontinuation of water service and shall pay all costs of repairing or replacing the property including but not limited to all overhead expenses.

Any person, firm, or organization working around or near the District's distribution mains, appurtenances, or other property may request the District to indicate the location of same. However, location by District of same does not relieve such person of complete responsibility and liability for any and all damages, liability, and loss to the District's property resulting from any act of such person or his assigns and/or agent.

Any damage or injury to persons or property caused by or resulting from the acts of the customer or any other individual in relation to the District's property shall be paid by the customer or other individual including but not limited to all loss, costs, and expenses including attorneys fees and court costs unless otherwise determined by a court of

PUBLIC SERVICE COMMISSION
OF KENTUCKY
EFFECTIVE

DATE OF ISSUE October 1, 1990 DATE EFFECTIVE November 1, 1990 APR 07 1996

ISSUED BY *W. George Brown* P O Box 520, Elkton, KY 42222 PURSUANT TO 807 KAR 5011,
Name of Officer, Chairman Address SECTION 9 (1)

BY: *Jordan C. Neal*
FOR THE PUBLIC SERVICE COMMISSION

P.S.C. KY No. 8943

Revised _____ Sheet No. 11

Cancelling P.S.C. KY No. _____

Sheet No. _____

Todd County Water District

RULES AND REGULATIONS

competent jurisdiction. Said customer or other individual shall indemnify the District from all loss, cost, and expense, including but not limited to attorneys fees and court costs, resulting from or caused by the aforementioned acts.

25. Additional Load

The service connection supplied by the District for each customer has a definite capacity, and no addition to the equipment or load connected thereto shall be allowed except by consent of the District. Failure to give notice of additions or changes in load, and to obtain the District's consent for same, shall render the customer liable to the District for all loss, cost, and expense, for any damage to any of the District's lines or equipment caused by the additional or changed installation.

26. Notice of Trouble

Customer shall notify the District immediately should the service be unsatisfactory for any reason, or should there be any defects, trouble, or accidents affecting the supply of water. Such notices, if verbal, shall be confirmed in writing.

27. Distribution Extensions

The District's policy for the extension of water lines is as described following: The District will approve all extensions when the water supply is adequate and the project can be properly engineered. The financing of distribution extensions are as follows and will be offered in an undiscriminatory manner to all customers under similar conditions.

Option 1-All costs are paid by the Water District from grants or loans acquired for the project.

Option 2-The Water District will pay the cost of materials and the customers of the extension will pay the cost of installation. This option will be used as surplus funds are accumulated by the District.

Option 3-The Water District will make an extension of 50 feet or less to its existing distribution main without charge for a prospective customer who applies for service.

PUBLIC SERVICE COMMISSION
OF KENTUCKY
EFFECTIVE

APR 27 1996

PURSUANT TO 807 KAR 5011,
SECTION 9 (1)

DATE OF ISSUE October 1, 1990

DATE EFFECTIVE November 1, 1990

ISSUED BY [Signature]
Name of Officer, Chairman

P O Box 520, Elkton, KY 42220
Address

BY [Signature]
FOR THE PUBLIC SERVICE COMMISSION

P.S.C. KY No. 8943

Revised Sheet No. 12

Cancelling P.S.C. KY No.

Todd County Water District

Sheet No.

RULES AND REGULATIONS

Option 4-The customers on an extension longer than 50 feet per customer will pay all costs of construction above an initial cost paid by the District for 50 feet per customer, as prescribed in the Public Service Commission extension plan, pursuant to 807 KAR 5:066, Section 11.

The construction of all extensions must conform to the specifications of the District. A designated person or company shall be responsible for the proper completion of a project.

It is the Water District's responsibility to set and maintain meters on an extension for the current tap-on fee paid by each customer of \$50.00 per 5/8 x 3/4" meter. No unused meters will be set. A separate meter for each home is required.

Any person desiring an extension to the District's system shall request in writing in a form approved by the District for such extension.

Nothing contained herein shall be construed to prohibit the District from making extensions under different arrangements provided such arrangements have been approved by the Public Service Commission.

28. Complaints

Complaints may be made to the manager of the system in person or by telephone, whose decision may be appealed to the District Commissioners. Such appeal shall be in writing within ten (10) days of date of decision by manager, which shall also be in writing and dated, stating the nature of the complaint and supporting evidence. Decisions by the District's Commissioners are final subject only to appeal to the Public Service Commission according to the procedures of that body. If a complaint is not resolved, the utility will advise the complainant of his right to file a complaint with the Commission, and will provide the complainant with the address and phone number of the Commission.

29. Sale of Water

Water furnished by the District may be used for domestic consumption by the customer's household or business, subject to special service agreements. The customer shall not sell, donate, give or allow use of such water to anyone except those members of this household or his business whichever is applicable.

30. Contributions in Aid of Construction

The District will accept contributions in aid of construction including but not limited to customer financed extensions to its water system. In addition, such contributions in aid

PUBLIC SERVICE COMMISS
OF KENTUCKY
EFFECTIVE

DATE OF ISSUE October 1, 1990

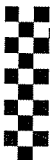
DATE EFFECTIVE November 1, 1990

APR 07 1996

ISSUED BY [Signature]
Name of Officer, Chairman

P O Box 520, Elkton, KY 42220
Address

PURSUANT TO 807 KAR 5.01
SECTION 9(1)
BY: [Signature]
FOR THE PUBLIC SERVICE COMMISS



P.S.C. KY No. 8943
Revised Sheet No. 14
 Cancelling P.S.C. KY No. _____
Original Sheet No. 15

Todd County Water District

RULES AND REGULATIONS

4. Add the gallons of the average usage (item 1) and the gallons of one-half the leak (item 3) and use the total to figure the adjusted bill.

34. Monitoring of Customer Usage

At least once annually the Water 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.
3. If the annual usages differ by 20 percent or more and cannot be attributed to a readily identified common cause, the Water District will compare the customer's monthly 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 customers meter reading and billing records, the Water 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 Water District will test the customers meter to determine whether it shows an average error greater than 2 percent fast or slow.
6. The Water District will notify the customer of the investigation, its findings, and any refunds or backbilling in accordance with 807 KAR 5:006, Section 10(4) and (5).

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

PUBLIC SERVICE COMMISSION
OF KENTUCKY
EFFECTIVE

APR 07 1996

PURSUANT TO 807 KAR 5.011,
SECTION 9 (1)

BY: Jordan C. Neal
FOR THE PUBLIC SERVICE COMMISSION

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