

COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

JOINT APPLICATION OF CORIX UTILITIES)	
(ILLINOIS) LLC; HYDRO STAR, LLC;)	
UTILITIES, INC.; AND WATER SERVICE)	CASE NO.
CORPORATION OF KENTUCKY FOR THE)	2012-00133
TRANSFER AND ACQUISITION OF)	
CONTROL PURSUANT TO KRS 278.020)	

ORDER

This matter arises upon the motion of the Water Service Corporation of Kentucky (Water Service Kentucky), filed December 15, 2020, for waiver of a previously ordered condition¹ that it host annual public meetings in the city of Clinton, Kentucky, and the city of Middlesboro, Kentucky, to provide a forum for customers to communicate with utility management. Water Service Kentucky cites employee and public safety concerns related to hosting a local public meeting due to the current COVID-19 State of Emergency. Water Service Kentucky stated that a virtual meeting would not be inclusive to its customer demographics. The Commission finds that such a waiver is reasonable. However, the Commission cautions Water Service Kentucky to utilize other means to improve customer communication with its customers, including, but not limited to, bill inserts, social media, and other cost-effective means of communication. The Commission, being otherwise sufficiently advised, finds that Water Service Kentucky's motion for waiver should be granted.

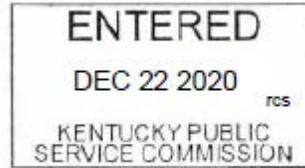
¹ August 13, 2012 Order at 11.

IT IS HEREBY ORDERED that:

1. The motion of Water Service Kentucky for waiver of the condition that it host a public meeting in the city of Clinton, Kentucky, and the city of Middlesboro, Kentucky, in 2020 is granted.

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By the Commission



ATTEST:

A handwritten signature in blue ink that reads "Linda C. Andwell". The signature is written in a cursive style and is positioned above a horizontal line.

Executive Director

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