COMMONWEALTH OF KENTUCKY

BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

OZARK SLONE AND KIM SLONE COMPLAINANTS V.

SOUTHERN WATER & SEWER DISTRICT

CASE NO. 2013-00383

DEFENDANT

COMMISSION STAFF'S SECOND REQUEST FOR INFORMATION TO SOUTHERN WATER & SEWER DISTRICT

Southern Water & Sewer District ("Southern District"), pursuant to 807 KAR 5:001, is to file with the Commission the original and eight copies of the following information, with a copy to all parties of record. The information requested herein is due no later than 14 days from the date of this request. Responses to requests for information shall be appropriately bound, tabbed, and indexed. Each response shall include the name of the witness responsible for responding to the questions related to the information provided.

Each response shall be answered under oath or, for representatives of a public or private corporation or a partnership or association or a governmental agency, be accompanied by a signed certification of the preparer or person supervising the preparation of the response on behalf of the entity that the response is true and accurate to the best of that person's knowledge, information, and belief formed after a reasonable inquiry. Southern District shall make timely amendment to any prior response if it obtains information which indicates that the response was incorrect when made or, though correct when made, is now incorrect in any material respect. For any request to which Southern District fails or refuses to furnish all or part of the requested information, Southern District shall provide a written explanation of the specific grounds for its failure to completely and precisely respond.

Careful attention should be given to copied material to ensure that it is legible. When the requested information has been previously provided in this proceeding in the requested format, reference may be made to the specific location of that information in responding to this request.

1. State Southern District's policies and procedures for disconnection of water service for delinquent payment.

2. State Southern District's policies and procedures for removal of the water meter.

3. State Southern District's policies and procedures for removal of the setter.

4. State the date Southern District disconnected the water service at 36 Tackett Branch.

5. State the date Southern District removed the setter from 36 Tackett Branch.

6. a. State whether the water meter and setter were removed on the same or different dates.

b. If removed on different dates, explain why the setter was removed.

-2-

7. State the amount of the payment delinquency existing and the number of months that payment was in arrears at 36 Tackett Branch when Southern District disconnected water service for 36 Tackett Branch.

8. State the amount of the payment delinquency existing and the number of months that payment was in arrears at 36 Tackett Branch when Southern District removed the water meter from 36 Tackett Branch.

9. State the amount of the payment delinquency existing and the number of months that payment was in arrears at 36 Tackett Branch when Southern District removed the setter from 36 Tackett Branch.

10. State the cost to install a water meter.

11. State the cost to install a setter.

12. Does the cost of installing the setter include the cost of installing the water meter?

13. Were any statements or other written correspondence mailed to 36 Tackett Branch between July 2010 and June 2012? If the answer is yes, indicate what was mailed, the date it was mailed, and whether the correspondence was returned to sender.

14. Provide a list of complaints of low pressure or no water from other customers in the area around 36 Tackett Branch from July 2010 to the date Southern District removed the setter from 36 Tackett Branch. For each complaint, include the date of the complaint, the specifics of the complaint, the street name of the customer making the complaint, and the resolution of the complaint.

Case No. 2013-00383

-3-

15. Provide copies of all documents signed by Ozark and Kim Slone regarding

water service at 36 Tackett Branch.

Jeff Derouen Executive Director Public Service Commission P.O. Box 615 Frankfort, Kentucky 40602

DATED MAR 2.5 2014

cc: Parties of Record

Tyler J Green 3900 Kentucky Route 550 Hueysville, KENTUCKY 41640

Hubert Halbert District Manager Southern Water & Sewer District 245 Kentucky Route 680 P. O. Box 610 McDowell, KY 41647

Ozark and Kim Slone 26028 KY Route 122 Melvin, KENTUCKY 41650