

RECEIVED

COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

MAY 12 2017

PUBLIC SERVICE
COMMISSION

In the Matter of:

NORTH MERCER WATER DISTRICT

}
} CASE NO. 2017-00127
}

APPLICATION FOR DEVIATION OF 807 KAR 5:006, SECTION 14(b)(1),
RELATING TO OFFICE HOURS

RESPONSES TO
COMMISSION STAFF'S FIRST REQUEST FOR INFORMATION TO
NORTH MERCER WATER DISTRICT

Comes the North Mercer Water District, by counsel, and in response to the Commission Staff's First Request for Information to North Mercer Water District, dated May 5, 2017, and states as follows:

Request No. 1: Refer to the Application, page 2, paragraph 7.d., which states that "[t]he longer work days allow workers to complete projects in the field."

- a. State whether, if the requested deviation is granted, the hours for the field workers will be the same as the new office hours.

Response: Assuming that the number of employees remains constant, the hours of four of the District's field employees will be the same as the office hours. Currently, North Mercer has two other full-time employees who would work Tuesday through Thursday from 7:00 a.m. until 5:30 pm, and Friday and Saturday, from 7:00 am until 12:00 noon. The District will have a part-time employee required to work one Friday and Saturday each month, for a total work time not to exceed one hundred hours per month. If the number of employees increases, the District will continue to place an adequate number of workers into each rotation to maintain full work crews.

- b. If the hours for field workers will be the same as the new office hours, state what impact, if any, this will have on connections for new service, re-connection of existing service, and service during an emergency.

Response: The proposed schedule will allow field workers to complete tasks on the days these tasks were begun, without incurring overtime. The shorter week with longer days, reduces the start time and clean up time. Projects, such as leak repair/or

making new connections that start later in the day, will be finished the day they are begun. The District will complete customer requests for new service and/or reconnection of existing service, in less than 24 hours. Any customer request received by the end of the day on Thursdays, will be completed by the field crew on Fridays. The proposed schedule will allow the District to offer longer hours of service and customer service six days each week. Emergency calls will be handled by the crew on duty, and if it is off-hours, the District always has a person on call, and that person always has a back up employee. The on call persons and the back up persons are scheduled for the entire year at the beginning of each year, and any changes to the schedule are requested and handled as they appear. All field employees must participate with on call duties. Any employee called out for emergency repair on his/her time off, is paid time and a half. If the call is on a holiday, the employee receives double time pay.

c. If this policy change affects the hours of the field workers, state how this will impact the provision in North Mercer's tariff for Service Charge Investigation (after hours).

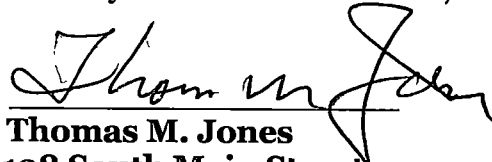
Response: A customer would only be charged for a service call investigation if the District had an emergency call from a customer after hours. The hours will actually be extended, to offer the customer service. The District will provide service without any additional charge to customers for a total of fifty hours per week. Customers will have ten hours of service available Monday through Thursday, and an additional five hours of service on Friday and an additional five hours of service on Saturday.

d. If a customer wishes to schedule a connection or other similar service for which a field worker is required on a Friday, state how this policy will impact the customer.

e.

Response: Any request for customer service on Friday will be handled by field employees on duty between the hours of 7:00 a.m. and 12:00 noon.

This the 12th day of May, 2017.



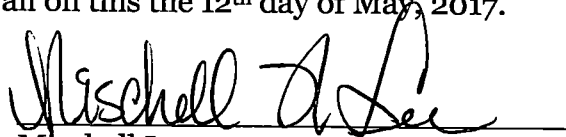
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**ATTORNEY FOR
North Mercer Water District,
108 Main Street
P.O. Box 79
Salvisa, Kentucky 40372**

Verification


I, Mischell Lee, having been duly sworn, state that I am the Manager of the North Mercer Water District, and I am responsible for providing the information set out in the above Responses, and I state that the statements made therein are true and correct to the best of my knowledge and belief, all on this the 12th day of May, 2017.


Mischell Lee

COMMONWEALTH OF KENTUCKY |
| **Sct.**
COUNTY OF MERCER |

Subscribed and sworn to before me by **Mischell Lee** this the 12th day of May, 2017, at Salvisa, Kentucky.

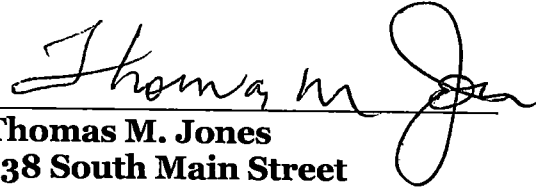
My commission expires: August 1, 2019.


Notary Public
State of Kentucky at Large

Certificate of Service

The undersigned attorney certifies that the original and six copies of the foregoing RESPONSES TO COMMISSION STAFF'S FIRST REQUEST FOR INFORMATION TO NORTH MERCER WATER DISTRICT, dated May 12, 2017, was this day served, by hand delivery, upon the Public Service Commission, Commonwealth of Kentucky, 211 Sower Blvd, P.O. Box 615 Frankfort, Kentucky 40602, with a true copy being hand delivered to the North

Mercer Water District, P.O. Box 79, Salvisa, Kentucky 40372 all on this the 12th day of May, 2017.



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