

COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

TARIFF FILING OF WEBSTER COUNTY WATER)	
DISTRICT TO IMPLEMENT THE SERVLIN LEAK)	CASE NO.
PROTECTION PROGRAM)	2019-00048

COMMISSION STAFF'S FIRST REQUEST FOR INFORMATION
TO WEBSTER COUNTY WATER DISTRICT

Webster County Water District (Webster District), pursuant to 807 KAR 5:001, shall file with the Commission the original and an electronic version of the following information. The information requested is due within ten days of the date of this request. Responses to requests for information in paper medium shall be appropriately bound, tabbed, and indexed. Electronic documents shall be in portable document format (PDF), shall be searchable, and shall be appropriately bookmarked.

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.

Webster District shall make timely amendment to any prior response if it obtains information that 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 Webster

District fails or refuses to furnish all or part of the requested information, Webster 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. When filing a document containing personal information, Webster District shall, in accordance with 807 KAR 5:001, Section 4(10), encrypt or redact the document so that personal information cannot be read.

1. Provide a detailed explanation of the proposed ServLine Leak Protection Program.
2. Explain in detail the relationship between ServLine and Webster District.
3. Provide a detailed description of ServLine, including, but not limited to: corporate structure; business model; and years in existence.
4. Provide verification that ServLine is authorized to conduct business in Kentucky.
5. Provide a listing of the states in which ServLine operates, the utilities with which ServLine partners; the programs that ServLine offers for each utility, the utilities for which the ServLine program is “opt out”, and the utilities for which the ServLine program is “opt in.”
6. State whether Webster District will enter into a written contract with ServLine or any independent party. If yes, provide a copy of the contract.

7. State whether Webster District considered implementing the ServLine program as an opt-in program instead of an opt-out program. If so, explain why Webster District decided to offer the program as an opt-out program.

8. Refer to the ServLine Information Flyer that was mailed to Webster District's customers on February 6, 2019.

a. Indicate whether Webster District has received any customer feedback from the mailing of this flyer. If so, indicate how many customers contacted the utility regarding the program and how many indicated that they wished to decline protection.

b. State whether line repair and replacement will be completed by Webster District employees.

c. Explain why commercial customers that are served by a meter size larger than two inches are not eligible for the Leak Protection Program.

d. State whether the Line Protection Program is a separate program from the Leak Protection Program. If so, explain.

e. State whether the phone number (888) 204-7681 will be monitored by district employees 24 hours a day, seven days a week.

f. Explain why there is a 30-day waiting period for those who enroll after March 1, 2019.

9. Describe how the ServLine program would be beneficial to both customers and Webster District.

10. Refer to the November 8, 2018 Board Minutes of Webster District.

a. Provide a copy of the quote received from ServLine.

b. The Board minutes indicate that Webster District selected Option 3. Provide the details of the other options that were considered.

c. The Board minutes indicate that Option 3 offered residential and commercial customers \$2,500 in coverage.

(1) State whether the \$2,500 is an annual or lifetime limit.

(2) Explain what happens if a customer incurs repair costs in excess of \$2,500.

11. Refer to proposed tariff sheet 39. The proposed tariff sheet does not contain any language concerning the \$2,500 benefit coverage limit as stated in the November 8, 2018 board minutes. Provide a revised tariff sheet including this condition.

12. Explain whether there is any financial risk for Webster District in offering the ServLine program.

13. State whether Webster District will be obligated to make any payments to ServLine.

14. Explain the extent of customer responsibility for payment of a higher-than-normal water bill resulting from a leak covered under this program.

15. Describe the process under which a customer would apply for and receive a leak adjustment.

16. State whether Webster District will provide additional information to its customers with details of the proposed program if the Commission approves the program. If so, provide the information that will be provided to Webster District's customers.

17. If customers have complaints about the program, state whether they will contact Webster District directly or if they will contact ServLine.

18. Provide all calculations and state all assumptions made in establishing the \$1.80 per month amount determined for the residential customers participating in the program.

19. Provide all calculations and state all assumptions made in establishing the \$5.00 per month program cost for the commercial customers.

20. Provide all calculations and state all assumptions made in establishing the \$10.00 per month program cost for the multiple occupancy commercial customers.

21. Provide a list of the expenses and the amount of each expense incurred by Webster District to provide the proposed service.

22. Explain why the proposed service would not be a disincentive to customers to maintain their facilities properly.

23. Webster District proposed the tariff revisions as new non-recurring charges through the Commission's electronic Tariff Filing System. The proposed charges are recurring monthly charges. Explain how the proposed charges comply with 807 KAR 5:006, Section 1(6), Section 9, and 807 KAR 5:011, Section 10.

24. Explain what services a Webster District customer will receive from the ServLine program, beyond those directly related to leak repair.

for 
Gwen R. Pinson
Executive Director
Public Service Commission
P.O. Box 615
Frankfort, KY 40602

DATED MAR 18 2019

cc: Parties of Record

Case No. 2019-00048

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