

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

ORDER

Webster County Water District (Webster District) has failed to adequately respond to Commission Staff's First Request for Information. Because of Webster District's failure to adequately respond, the Commission finds that it should issue an Order requiring Webster District's response. Failure to adequately respond to the requested information, or provide a legal basis for failing to respond, may be deemed a violation of this Order and Webster District might be subject to penalties pursuant to KRS 278.990.

IT IS THEREFORE ORDERED that:

1. The information requested is due no later than April 25, 2019.
2. a. 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.
- b. 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.

c. 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.

d. 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.

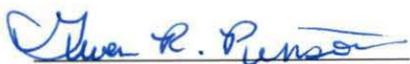
e. Careful attention should be given to copied material to ensure that it is legible.

f. 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.

By the Commission

ENTERED
APR 15 2019
KENTUCKY PUBLIC
SERVICE COMMISSION

ATTEST:


Executive Director

Case No. 2019-00048

APPENDIX

APPENDIX TO AN ORDER OF THE KENTUCKY PUBLIC SERVICE COMMISSION IN CASE NO. 2019-00048 DATED **APR 15 2019**

1. Explain whether the monthly fees will be revised in the future. If so, explain the process that will be used to determine the new fee and how customers will be informed.

2. If a customer opts out of the leak protection program, explain the process the customer would have to go through to sign back up for the program and whether there would be a waiting period.

3. Refer to Webster District's response to Staff's First Request for Information (Staff's First Request), Item 2. Webster District indicates that ServLine will pay Webster District for the leak costs for participating customers up to the agreed limit. Indicate whether ServLine will pay its share of the leak costs at Webster District's regular rates or at a reduced rate.

4. Refer to Webster District's response to Staff's First Request, Item 4. State whether Webster District contacted the Kentucky Department of Insurance to determine if the proposed insurance plan complies with the statutes and regulations governing the provision of insurance in Kentucky.

5. Refer to Webster District's response to Staff's First Request, Item 5. Webster District was nonresponsive to the question citing confidentiality for its reasoning. A utility may request confidential treatment of information provided in a public record such as the present case.

a. Respond to the original request.

b. State whether the 144 utilities are subject to the individual state Utility Commissions.

c. Provide a breakdown of the 144 utilities by type, municipal, investor-owned, non-profit district, and others.

d. Provide the Docket Number and a hyperlink for any proceedings to review/approve the ServLine program, if any, before the Utility Commissions of the states listed.

6. Refer to Webster District's response to Staff's First Request, Item 6.

a. Indicate whether there will be a premium for the insurance policy. If so, indicate the amount of the premium and how often it will be paid.

b. Provide a copy of the policy.

7. Refer to Webster District's response to Staff's First Request, Item 7. Webster District indicates it was the Board of Commissioners decision to offer the leak protection portion on an opt-out basis. If the Commission were to approve the leak protection portion but require that it be on an opt-in basis, indicate whether Webster District would still offer the program to its customers.

8. Refer to Webster District's response to Staff's First Request, Item 8. Webster District was nonresponsive to the question. Respond to the original request.

9. Refer to Attachment E of Webster District's response to Staff's First Request, Item 11. In number 4 it states "In order to qualify for a leak adjustment, the eligible plumbing leak must generate a minimum additional charge of two (2) times the average of the twelve (12) month bill." Indicate whether this is stating that the customer's

bill must be at least two (2) times their average monthly bill calculated over a twelve (12) month period.

a. Refer to Webster District's response to Staff's First Request, Item 14 Webster District indicates that customers are responsible for having the leak fixed and reporting the leak to ServLine. Explain how customers will be informed of the terms of the program and how they will be informed of what their responsibilities will be.

b. Webster District indicates that the customer will be responsible for paying their average monthly bill. Indicate how the average monthly bill will be determined.

10. Refer to Webster District's response to Staff's First Request, Items 18, 19, and 20. Webster District was nonresponsive to the question citing confidentiality for its reasoning. A utility may request confidential treatment of information provided in a public record such as the present case. Respond to the original request or file a petition for confidential treatment conforming to the requirements of 807 KAR 5:001.

11. Refer to Webster District's response to Staff's First Request, Item 16. Attachment F.

a. Confirm that the Line protection program is not being proposed by Webster District in this application.

b. Explain why information being provided to Webster District's customers includes information about a Line protection program.

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