

## Hinton, Daniel E (PSC)

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**From:** Jason Pennell  
**Sent:** Wednesday, February 6, 2019 3:57 PM  
**To:** PSC - Tariffs  
**Subject:** Webster County  
**Attachments:** Webster PG 39.pdf

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Daniel,

We received a request from the Attorney General's office to make a change to section 4(b) to state Commercial customers with a meter larger than 2" were not covered.

Jason Pennell  
Kentucky Rural Water Association  
1151 Old Porter Pike  
Bowling Green, KY, 42104  
Phone: (270) 843-2291

*"Helping Water and Wastewater Utilities Help Themselves"*

### Upcoming Events:

#### Management Conference

February 20 - 21, 2019  
Holiday Inn University Plaza and Sloan Convention Center  
Bowling Green, KY

#### Operator Expo

May 22 - 23, 2019  
Hardin County Fairgrounds  
Glendale, KY

#### 40<sup>th</sup> Annual Conference & Exhibition

August 26 - 28, 2019  
Hyatt Regency Hotel and Lexington Convention Center  
Lexington, KY

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Webster County Water District  
(Name of Utility)

W. **Leak Adjustment.** Residential customers and commercial customers with 2” meter size or less are automatically enrolled in the ServLine Leak Protection Program. The following are the qualifications for leak adjustments:

1. It is the customer's responsibility to keep his plumbing system in good working order.
2. No customer shall receive more than one leak adjustment that could incorporate a maximum of two billing cycles during any twelve (12) month period
3. 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.
4. Adjustments on water bills will NOT be made on the following:
  - a. Residential customers who do not have their own water meter.
  - b. Commercial customers with a meter larger than 2”.
  - c. Industrial customers
  - d. Premises left or abandoned without reasonable care for the plumbing system.
  - e. Leaks on irrigation systems or irrigation lines, leaks in water features such as fountains, etc., leaks on any water lines coming off the primary water service line, plumbing leaks in any structure other than the primary residence.
  - f. Negligent acts such as leaving water running.
  - g. Excess water charges not directly resulting from a qualifying plumbing leak.
  - h. Filling of swimming pools or leaks in swimming pools.
  - i. Watering of lawns or gardens.
5. The UTILITY shall not be obligated to make adjustments of any bills not submitted for adjustment within Ninety (90) days from the billing date.
6. Customers must present proof that a leak has been repaired before an adjustment will be made. (ie, copy of invoice for materials or bill from plumber)
7. In any case where a customer might incur a leak before there is three months of average usage, an adjustment will not be made until they have established three months of average usage.

Any residential customer or commercial customer with 2” meter size or less may decline to participate in our ServLine Leak Protection Program by calling **(888) 204-7681**. Any customer declining to participate in the program will be responsible for the full amount of their water bill with no adjustments being made. The ServLine Leak Protection Program is the only way qualifying leak adjustments will be made for leaks occurring after March 1, 2019.

Residential \$1.80/Month

Commercial Single Occupancy \$5.00/Month

Commercial Multiple Occupancy \$10.00/Month

Note: Protection is offered for commercial customers with 2” meter size or less-does not include master metered habitational.

DATE OF ISSUE January 2, 2019  
Month / Date / Year

DATE EFFECTIVE March 1, 2019  
Month / Date / Year

ISSUED BY /s/ Charles Buchanan  
(Signature of Officer)

TITLE Chairman

BY AUTHORITY OF ORDER OF THE PUBLIC SERVICE COMMISSION

IN CASE NO. \_\_\_\_\_ DATE \_\_\_\_\_

