



**Andy Beshear**  
Governor

**Rebecca W. Goodman**  
Secretary  
Energy and Environment Cabinet

Commonwealth of Kentucky  
**Public Service Commission**  
211 Sower Blvd.  
P.O. Box 615  
Frankfort, Kentucky 40602-0615  
Telephone: (502) 564-3940  
Fax: (502) 564-3460  
psc.ky.gov

**Michael J. Schmitt**  
Chairman

**Kent A. Chandler**  
Vice Chairman

**Talina R. Mathews**  
Commissioner

September 23, 2020

**PARTIES OF RECORD**

Re: Case No. 2019-00457

The attached document has been filed in the record of the above-referenced case. If you have any comments you would like to make regarding the contents of the document, please do so within five days of receipt of this letter.

If you have any questions, please contact Nancy J. Vinsel, Assistant General Counsel, at [nancy.vinsel@ky.gov](mailto:nancy.vinsel@ky.gov).

Sincerely

A handwritten signature in blue ink, appearing to read "K. Chandler".

Kent A. Chandler  
Acting Executive Director

njv

Attachment

NORTH MANCHESTER WATER ASSOCIATION

7361 N HIGHWAY 421  
MANCHESTER, KENTUCKY  
40962

RATES & CHARGES  
AND  
RULES & REGULATIONS  
FOR FURNISHING  
WATER SERVICE  
IN

CLAY COUNTY  
KENTUCKY

FILED WITH THE  
PUBLIC SERVICE COMMISSION  
OF  
KENTUCKY

DATE OF ISSUE \_\_\_\_\_ January 2, 2019  
Month / Date / Year  
DATE EFFECTIVE \_\_\_\_\_ February 2, 2019  
Month / Date / Year  
ISSUED BY \_\_\_\_\_ /s/ Steve Davis  
(Signature of Officer)  
TITLE \_\_\_\_\_ President  
BY AUTHORITY OF ORDER OF THE PUBLIC SERVICE COMMISSION  
IN CASE NO. \_\_\_\_\_ DATED \_\_\_\_\_

**KENTUCKY**  
**PUBLIC SERVICE COMMISSION**  
**Gwen R. Pinson**  
Executive Director  
*Gwen R. Pinson*  
EFFECTIVE  
**2/2/2019**  
PURSUANT TO 807 KAR 5:011 SECTION 9 (1)

FOR Clay County, Kentucky  
Community, Town or City

P.S.C. KY. NO. 4  
Original SHEET NO. 1

CANCELLING P.S.C. KY. NO. 3  
SHEET NO. \_\_\_\_\_

North Manchester Water Association  
(Name of Utility)

**I. RATES AND CHARGES**

- A. Monthly Rates
- B. Deposits
- C. Meter Connections/Tap-on Charges
- D. Special Non-Recurring Charges
- E. Purchased Water Rates
- F. Leak Adjustments
- G. Wholesale Water Rates
- H. Fire Departments

**II. RULES AND REGULATIONS**

- A. Service Information
- B. Special Rules or Requirements
- C. Billings, Meter Readings, and Related Information
- D. Deposits
- E. Special Non-Recurring Charges
- F. Customer Complaints
- G. Bill Adjustments
- H. Status of Customer Accounts During Billing Disputes

N  
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DATE OF ISSUE January 2, 2019  
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ISSUED BY /s/ Steve Davis  
(Signature of Officer)

TITLE President

BY AUTHORITY OF ORDER OF THE PUBLIC SERVICE COMMISSION  
IN CASE NO. \_\_\_\_\_ DATED \_\_\_\_\_

<b>KENTUCKY PUBLIC SERVICE COMMISSION</b>
<b>Gwen R. Pinson</b> Executive Director 
<b>EFFECTIVE 2/2/2019</b> PURSUANT TO 807 KAR 5:011 SECTION 9 (1)

FOR Clay County, Kentucky  
Community, Town or City

P.S.C. KY. NO. 4  
Original SHEET NO. 2

CANCELLING P.S.C. KY. NO. 3

SHEET NO. \_\_\_\_\_

North Manchester Water Association  
(Name of Utility)

- I. Customer Request for Termination of Service
- J. Partial Payment Plan
- K. Customer Relations
- L. Refusal or Termination of Service with Advance Notice
- M. Refusal or Termination of Service without Advance Notice
- N. Termination of Service Exceptions
- O. Meter Testing
- P. Meter Test Records
- Q. Customer Requested Meter Test
- R. Monitor Usage/Usage Investigation
- S. Access to Property
- T. Location of Records
- U. Safety Program
- V. System Inspections
- W. Reporting of Accidents, Property Damage, or Loss of Service
- X. Continuity of Service
- Y. Pressures

N

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2/2/2019**  
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FOR Clay County, Kentucky  
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Original SHEET NO. 3

CANCELLING P.S.C. KY. NO. 3  
SHEET NO. \_\_\_\_\_

North Manchester Water Association  
(Name of Utility)

Z. Service Line and Connections

AA. Leak Adjustments

AB. Ownership of Mains, Services, and Appurtenances

AC. Notification of System Problems

AD. Legal Disclaimers

AE. Fire Departments

AF. Fire Hydrants

AG. Water Main Extensions

AH. Extension Procedures for Developers and/or New Subdivisions

N



III. ATTACHMENTS

- A. Leak Adjustment Contract
- B. New Service Contract
- C. Payment Plan Policy
- D. Copy of Bill

DATE OF ISSUE January 2, 2019  
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Original SHEET NO. 4

CANCELLING P.S.C. KY. NO. 3  
SHEET NO. \_\_\_\_\_

North Manchester Water Association  
(Name of Utility)

**SECTION I. RATES AND CHARGES:**

**A. MONTHLY RATES**

**5/8" x 3/4" Meter:**

First 2,000 gallons \$21.60 minimum bill  
All Over 2,000 gallons 6.22 per 1,000 gallons

**1" Meter**

First 5,000 gallons \$40.21 minimum bill  
All Over 5,000 gallons 6.22 per 1,000 gallons

**2" Meter**

First 15,000 gallons \$102.29 minimum bill  
All Over 15,000 gallons 6.22 per 1,000 gallons

**3" Meter**

First 30,000 gallons \$195.42 minimum bill  
All Over 30,000 gallons 6.22 per 1,000 gallons

DATE OF ISSUE March 5, 2018  
Month / Date / Year

DATE EFFECTIVE February 2, 2019  
Month / Date / Year

ISSUED BY /s/Steve Davis  
(Signature of Officer)

TITLE President  
BY AUTHORITY OF ORDER OF THE PUBLIC SERVICE COMMISSION

IN CASE NO. 2017-00466 DATE February 28, 2018

**KENTUCKY  
PUBLIC SERVICE COMMISSION**

**Gwen R. Pinson**  
Executive Director



**EFFECTIVE  
2/2/2019**

PURSUANT TO 807 KAR 5:011 SECTION 9 (1)

FOR Clay County, Kentucky  
Community, Town or City

P.S.C. KY. NO. 4  
Original SHEET NO. 5

CANCELLING P.S.C. KY. NO. 3  
SHEET NO. \_\_\_\_\_

North Manchester Water Association  
(Name of Utility)

**B. DEPOSITS:**

Customers will pay equal deposits in the amount of \$80.00. This amount does not exceed 2/12 of the average annual bill. I

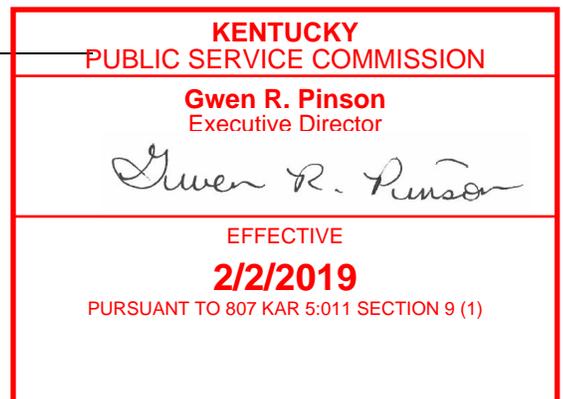
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FOR Clay County, Kentucky  
Community, Town or City

P.S.C. KY. NO. 4  
Original SHEET NO. 6

CANCELLING P.S.C. KY. NO. 3  
SHEET NO. \_\_\_\_\_

North Manchester Water Association  
(Name of Utility)

C. METER CONNECTION/TAP ON CHARGES:

5/8 x 3/4 INCH

\$1,033

I

Any customer desiring a 1" meter or larger shall pay the actual cost of installation of such larger size meter.

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FOR Clay County, Kentucky  
Community, Town or City

P.S.C. KY. NO. 4  
Original SHEET NO. 7

North Manchester Water Association  
(Name of Utility)

CANCELLING P.S.C. KY. NO. 3  
SHEET NO. \_\_\_\_\_

**D. SPECIAL NON-RECURRING CHARGES:**

Late Payment Charge	10%	
Disconnection Charge	\$45.00	N
Reconnection Charge	\$45.00	I
Returned Payment Charge	\$20.00	
Service Call/Investigation	\$45.00	N
Service Call/Investigation (after hours) *	\$55.00	N
Meter Test Request	\$75.00	N
Damage to Meter Setting or Lid	Actual Cost	N
Meter Relocate	Actual Cost	N

\*NOTE- Regular working hours for the utility's maintenance staff is 8:00 a.m. to 4:00 p.m., Monday through Friday, excluding holidays. Upon customer request, and subject to availability of maintenance staff, services may be performed outside regular working hours at the after hours rate.

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2/2/2019**  
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FOR Clay County, Kentucky  
Community, Town or City

P.S.C. KY. NO. 4  
Original SHEET NO. 8

CANCELLING P.S.C. KY. NO. 3  
SHEET NO. \_\_\_\_\_

North Manchester Water Association  
(Name of Utility)

E. PURCHASED WATER RATES:

See contract on file with Manchester

F. LEAK ADJUSTMENTS:

Refer to Section II AA

G. FIRE DEPARTMENTS:

See Section AE.

N  
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FOR Clay County, Kentucky  
Community, Town or City

P.S.C. KY. NO. 4  
Original SHEET NO. 9

North Manchester Water Association  
(Name of Utility)

CANCELLING P.S.C. KY. NO. 3  
SHEET NO. \_\_\_\_\_

**SECTION II. RULES AND REGULATIONS:**

The following are the rules and regulations of the North Manchester Water Association. The schedule of rates prescribed herein will be uniformly charged to all customers of the utility. No one will receive or be entitled to free service by the utility. No employee or individual commissioner of the utility is permitted to make an exception to these rates, rules, or regulations. The rules and regulations are subject to change by the utility at any time, subject to the approval of the Public Service Commission. All customers will be responsible for paying a minimum bill whether any water is used or not as long as a meter is installed on the customer's premises.

**A. Service Information**

1. Upon request the utility will give its customers or prospective customers such information as is reasonably possible in order that they may secure safe, efficient and continuous service. The utility will inform its customers of any change made or proposed in the character of its service that might affect the efficiency, safety, or continuity of operation.
2. The utility will obtain the approval of the Public Service Commission prior to making any substantial change in the character of the service furnished that would affect the efficiency, adjustment, speed, or operation of the equipment or appliances of any customer. The application will show the nature of the change to be made, the number of customers affected, and the manner in which they will be affected.
3. The utility will inform each applicant for service of each type, class, and character of service available at his/her service location.
4. Upon request the utility will provide the following information to any applicant/customer:
  - a) Reading Meters. Information about the method of reading meters.
  - b) Bill Analysis. A statement of the past readings of a customer's meter for a period of two (2) years.

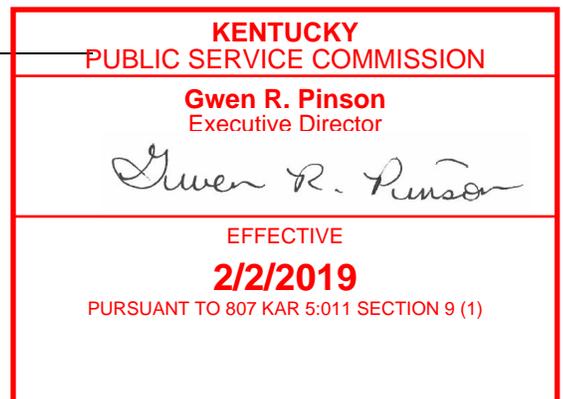
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FOR Clay County, Kentucky  
Community, Town or City

P.S.C. KY. NO. 4  
Original SHEET NO. 10

CANCELLING P.S.C. KY. NO. 3  
SHEET NO. \_\_\_\_\_

North Manchester Water Association  
(Name of Utility)

**B. Special Rules or Requirements**

1. The utility cannot establish any special rule or requirement without first obtaining the approval of the Public Service Commission.
2. A customer that has complied with Public Service Commission rules and regulations cannot be denied service for failure to comply with the utility's rules that have not been approved by the Public Service Commission.
3. Each prospective customer desiring water service will be required to sign the utility's Water Service Contract before service is supplied by the utility.
4. No customer is allowed to resell water except under the terms of a special contract executed by the utility and approved by the Public Service Commission.



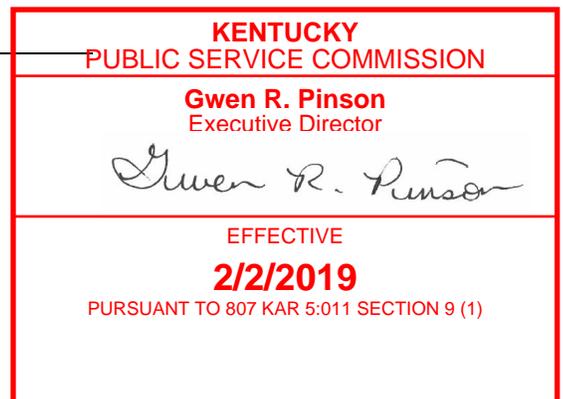
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FOR Clay County, Kentucky  
Community, Town or City

P.S.C. KY. NO. 4  
Original SHEET NO. 11

North Manchester Water Association  
(Name of Utility)

CANCELLING P.S.C. KY. NO. 3  
SHEET NO. \_\_\_\_\_

C. Billings, Meter Readings, and Related Information

1. Information on bills. Each bill issued by the utility will clearly show the following, if applicable: class of service; present and last preceding meter readings; date of the present reading; number of units consumed; net amount for service rendered; all taxes; any adjustments; and the gross amount of the bill. The date after which a late payment charge applies to the gross amount will also be indicated. Estimated or calculated bills will be distinctly marked as such. The rate schedule under which the bill is computed will be furnished by providing a place on each bill where a customer may request a copy of the applicable rates. The utility will mail the customer a copy by return first class mail.
2. Bill format. A copy of the utility's billing form will be included in the utility's tariff.
3. Meter readings. Registration of each meter shall read in the same units as used for billing unless a conversion factor is shown on the billing form.
4. Frequency of meter reading. Unless prevented by reasons beyond the utility's control, meter readings will be taken every month. Records will be kept by the utility to ensure that this information is available to Public Service Commission staff and any customer requesting this information. If, due to reasons beyond its control, the utility is unable to read a meter in accordance with this subsection, the utility will record the date and time the attempt was made, if applicable, and the reason the utility was unable to read the meter.
5. Related Information
  - a) Bills and notices related to the utility's business will be mailed to the customer at the address listed on the Water Service Contract unless a change has been filed with the utility in writing. The utility will not otherwise be responsible for delivery of any bill or notice nor will the customer be excused from payment of any bill or any performance required in the notice.

N  
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**KENTUCKY  
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Executive Director



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2/2/2019**  
PURSUANT TO 807 KAR 5:011 SECTION 9 (1)

FOR Clay County, Kentucky  
Community, Town or City

P.S.C. KY. NO. 4  
Original SHEET NO. 12

CANCELLING P.S.C. KY. NO. 3  
SHEET NO. \_\_\_\_\_

North Manchester Water Association  
(Name of Utility)

- b) Water service will be billed monthly.
- c) Bills are payable and due on the date of issuance.
- d) Payment must be received by the due date, otherwise, the delinquent bill will be assessed the late payment charge approved and on-file with the Public Service Commission. If the due date falls on the weekend or a Holiday the payment will need to be in the night deposit box before the office opens on the following business day.
- e) The late payment charge will be assessed on the delinquent amount of the bill, less taxes and prior late payment charges. Pursuant to Public Service Commission rules and regulations, a late payment charge may be assessed only once on any bill for rendered services.
- f) With the exception of existing connections, the existence of a special contract or unusual circumstances requiring approval of the utility, a single meter can serve no more than one residential or commercial unit on and after the effective date of this tariff.
- g) For existing connections, special contract, or other utility approved situations, where two or more units are being served by one meter, the following rules will apply:
  - 1. One bill per meter will be sent to the customer that signed the Water Service Contract.
  - 2. The customer that signed the Water Service Contract will be fully and solely responsible for the charges associated with the connection including payment for all water passing through the meter, regardless of which unit is responsible for the water consumption.

N  
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FOR Clay County, Kentucky  
Community, Town or City

P.S.C. KY. NO. 4  
Original SHEET NO. 13

CANCELLING P.S.C. KY. NO. 3

SHEET NO. \_\_\_\_\_

North Manchester Water Association  
(Name of Utility)

**D. Deposits**

1. Equal Deposits. The utility requires a cash deposit to secure payment of bills, an equal amount for each class of customers, not exceed two-twelfths (2/12) of the average annual bill of customers. Service may be refused or disconnected if payment of requested deposits is not made.
2. Additional deposit requirements. The utility may require a deposit in addition to the initial deposit if the customer's classification of service changes or if there is a substantial change in usage, except that an additional deposit will not be required of a residential customer whose payment record is satisfactory unless the customer's classification of service changes or the deposit is recalculated at the customer's request in accordance with Public Service Commission rules and regulations.
3. Receipt of deposit. The utility will issue a receipt for every deposit that lists the name of the customer, location of the service or customer account number, date, and amount of deposit.
4. Interest on deposits. Interest will accrue on all deposits at the rate prescribed by law beginning on the date of the deposit. Interest accrued will be refunded to the customer or to the customer's bill on an annual basis.
5. Upon termination of service, the deposit, any principal amounts, and interest earned and owing will be credited to the final bill with any remainder refunded to the customer.
6. Recalculation of deposit. If a deposit is held longer than 18 months, the deposit will be recalculated at the customer's request based on the customer's actual usage. If the deposit on account differs from the recalculated amount by more than \$10.00 for a residential customer or 10 percent for a non-residential customer, the Company may collect any underpayment and shall refund any overpayment by check or credit to the customer's bill. No refund will be made if the customer's bill is delinquent at the time of the recalculation.

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

<b>KENTUCKY PUBLIC SERVICE COMMISSION</b>
<b>Gwen R. Pinson</b> Executive Director 
<b>EFFECTIVE 2/2/2019 PURSUANT TO 807 KAR 5:011 SECTION 9 (1)</b>

FOR Clay County, Kentucky  
Community, Town or City

P.S.C. KY. NO. 4  
Original SHEET NO. 14

North Manchester Water Association  
(Name of Utility)

CANCELLING P.S.C. KY. NO. 3  
SHEET NO. \_\_\_\_\_

**E. Special Non-Recurring Charges.**

1. The utility will collect for special nonrecurring charges to recover customer-specific costs incurred which would otherwise result in monetary loss to the utility or increased rates to other customers to whom no benefits accrue from the service provided or action taken. The utility may establish or change any special nonrecurring charge by applying for Public Service Commission approval of such charge in accordance with the provisions of 807 KAR 5:011, Section 10.
2. Special nonrecurring charges will be applied uniformly throughout the area served by the utility. Such charges will relate directly to the service performed or action taken and only yield enough revenue to pay the expenses incurred in rendering the service.
3. The utility will assess a charge for the following non-recurring services:
  - a) Late Payment Charge: Will be assessed on the delinquent amount of the bill, less taxes and prior late payment charges. Pursuant to Public Service Commission rules and regulations, a late payment charge may be assessed only once on any bill for rendered services.
  - b) Meter Test Charge: Will be assessed when a customer requests the utility perform a test on the customer's meter to check for accuracy, and the test shows the customer's meter is not more than two percent (2%) fast.
  - c) Disconnection Charge: Will be assessed to disconnect service that has been terminated for non-payment of service or for violation of Utility or Public Service Commission rules and regulations. The charge will also be assessed when a customer requests the meter to be turned off.
  - d) Reconnection Charge: Will be assessed to reconnect service that has been terminated for non-payment of service or for violation of Utility or Public Service Commission rules and regulations. The charge will also be assessed when a customer, who had previously requested their meter to be disconnected, requests the meter to be turned back on.

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2/2/2019**  
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FOR Clay County, Kentucky  
Community, Town or City

P.S.C. KY. NO. 4  
Original SHEET NO. 15

North Manchester Water Association  
(Name of Utility)

CANCELLING P.S.C. KY. NO. 3  
SHEET NO. \_\_\_\_\_

- e) Returned Payment Charge: Will be assessed when a customer's payment is not honored by the customer's financial institution either due to insufficient funds or other reason when the customer is at fault.
- f) Service Call/Investigation Charge: Will be assessed when a customer requests the onsite presence of utility personnel to investigate a service problem and the problem is a result of the customer's own plumbing facilities, beyond the utility's delivery point, or not caused by failure of utility facilities. This will also include any meter rereads requested by the customer when the original reading is proven to be correct. Any maintenance and repair of facilities beyond the utility's delivery point is the responsibility of the customer.
- g) Damage to Meter Setting or Lid: Will be assessed when a customer maliciously, willfully, or negligently breaks, damages, destroys, uncovers, defaces, or tampers with any structure, appurtenance, or equipment which is part of the Association's water works. Any person violating this provision shall be subject to disconnection of water service and shall pay the cost of repairing or replacing the appurtenances as may be determined by a court of law having jurisdiction.
- h) Meter Connection/Tap on Charge: Will be assessed for a customer that has requested new service where an existing service is not present
- i) Meter Relocation /Re-setting: Will be assessed when a customer or other authorized person requests that a meter be relocated, changed, modified or re-set a meter that has been removed at the customer's request. Those requesting a change must reimburse the utility for the actual costs incurred, including but not limited to appropriate legal, administrative, engineering, overhead, or other related costs.

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Original SHEET NO. 16

CANCELLING P.S.C. KY. NO. 3  
SHEET NO. \_\_\_\_\_

North Manchester Water Association  
(Name of Utility)

F. Customer Complaints.

A customer may file a complaint with the utility or with the Public Service Commission. If the customer chooses to file the complaint with the utility, it can be made at the utility's office, by telephone, or in writing, whereupon the utility will make a prompt and complete investigation and notify the complainant of its findings. The utility's operator/manager will make a decision within ten (10) days, which the complainant will then have ten (10) days to appeal to the utility's board of commissioners. The customer will receive a final decision from the utility no later than thirty (30) days following the date the complaint was made. If the complainant is not satisfied with the utility's decision, the utility will provide written notice to the complainant of his/her right to appeal the utility's decision by filing a complaint with the Public Service Commission. The utility will keep a record of all written complaints. This record will show the name and address of the complainant, the date and nature of the complaint, and the adjustment or disposition of the complaint. Records will be maintained for two (2) years from the resolution date of the complaint.

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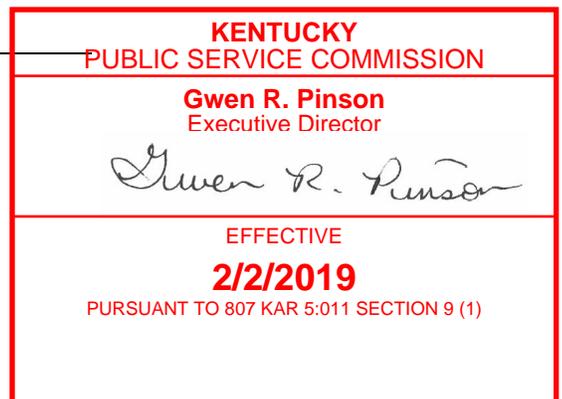
DATE OF ISSUE January 2, 2019  
Month / Date / Year

DATE EFFECTIVE February 2, 2019  
Month / Date / Year

ISSUED BY /s/ Steve Davis  
(Signature of Officer)

TITLE President

BY AUTHORITY OF ORDER OF THE PUBLIC SERVICE COMMISSION  
IN CASE NO. \_\_\_\_\_ DATE



FOR Clay County, Kentucky  
Community, Town or City

P.S.C. KY. NO. 4  
Original SHEET NO. 17

CANCELLING P.S.C. KY. NO. 3  
SHEET NO. \_\_\_\_\_

North Manchester Water Association  
(Name of Utility)

**G. Bill Adjustments:**

1. Fast or slow reading meter:

- a) If upon periodic test, requested test, or complaint test, a meter in service is found to be more than two (2) percent fast, additional tests will be made to determine the average error of the meter. The tests will be made in accordance with Public Service Commission rules and regulations applicable to the type of meter involved.
- b) If test results on a customer's meter show an average error greater than two (2) percent fast or slow, or if a customer has been incorrectly billed for any other reason, except in an instance where a utility has filed a verified complaint with the appropriate law enforcement agency alleging fraud or theft by a customer, the utility will immediately determine the period during which the error has existed, and will re-compute and adjust the customer's bill to either provide a refund to the customer or collect any under-billed amount.
- c) The utility will readjust the account based upon the period during which the error is known to have existed. If the period during which the error existed cannot be determined with reasonable precision, the time period will be estimated. In all instances of customer over-billing, the customer's account will be credited or the over-billed amount refunded at the discretion of the customer within thirty (30) days after final meter test results. A utility will not require customer repayment of any under-billing to be made over a period shorter than a period coextensive with the under-billing.

- 2. Meter read failure. When a meter has ceased to register, or a meter reading cannot be obtained, the quantity of water to be billed will be based upon an average of six months' consumption. If said meter readings are not available for an entire six month period, the water bill will be estimated by the utility, subject to an upward or downward adjustment once a six month average of actual meter readings can be calculated.

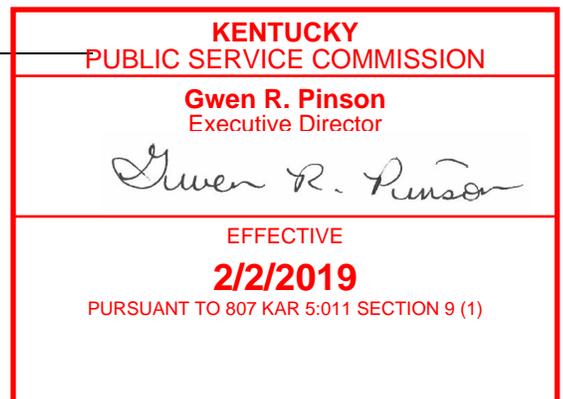
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TITLE President

BY AUTHORITY OF ORDER OF THE PUBLIC SERVICE COMMISSION  
IN CASE NO. \_\_\_\_\_ DATE \_\_\_\_\_



N ↓

FOR Clay County, Kentucky  
Community, Town or City

P.S.C. KY. NO. 4  
Original SHEET NO. 18

North Manchester Water Association  
(Name of Utility)

CANCELLING P.S.C. KY. NO. 3  
SHEET NO. \_\_\_\_\_

**H. Status of Customer Accounts during Billing Disputes:**

With respect to any billing dispute, customer accounts shall be considered to be current while the dispute is pending as long as the customer continues to make undisputed payments and stays current on subsequent bills.

**I. Customer's Request for Termination of Service:**

1. Any customer desiring service terminated or changed from one address to another shall give the utility three (3) working days' notice in person, in writing, or by telephone, provided such notice does not violate contractual obligations. The customer will not be responsible for charges for service beyond the three (3) day notice period if the customer provides proper notification and reasonable access to the meter during the notice period. If the customer notifies the utility of his/her request for termination by telephone, the burden of proof is on the customer to prove that service termination was requested if a dispute arises.
2. Upon request that service, be reconnected at any premises subsequent to the initial installation or connection to its service lines, the utility will charge the applicant a deposit as set out in this tariff and approved by the Public Service Commission.

**J. Partial Payment Plans:**

The utility shall negotiate and accept reasonable partial payment plans at the request of residential customers who have received a termination notice for failure to pay, except that a utility is not required to negotiate a partial payment plan with a customer who is delinquent under a previous partial payment plan. Partial payment plans must be mutually agreed upon. Plans which extend for a period longer than thirty (30) days will be in writing and will advise customers that service may be terminated without additional notice if the customer fails to meet the obligations of the plan.

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

<b>KENTUCKY PUBLIC SERVICE COMMISSION</b>
<b>Gwen R. Pinson</b> Executive Director

<b>EFFECTIVE 2/2/2019</b> PURSUANT TO 807 KAR 5:011 SECTION 9 (1)

FOR Clay County, Kentucky  
Community, Town or City

P.S.C. KY. NO. 4  
Original SHEET NO. 19

North Manchester Water Association  
(Name of Utility)

CANCELLING P.S.C. KY. NO. 3  
SHEET NO. \_\_\_\_\_

**K. Customer Relations:**

1. Display of customer rights. The utility will prominently display in the office in which payment is received a copy of Customer's Rights. If a customer indicates to any utility personnel that he is experiencing difficulty in paying a current utility bill, that employee will refer the customer to the designated representative for explanation of the customer's rights.
2. Utility inspections of service conditions prior to providing service. The utility will inspect the condition of the meter and service connections before providing service to a new customer so that prior or fraudulent use of the facilities will not be attributed to the new customer. The new customer will be afforded the opportunity to be present at such inspections. The utility will not be required to render service to any customer until any defects in the customer owned portion of the service facilities have been corrected.
3. Prompt connection of service. The utility will reconnect existing service within twenty-four (24) hours or close of the next business day, whichever is later, and will install and connect new service within seventy-two (72) hours or close of the next business day, whichever is later, if the cause for refusal or discontinuance of service has been corrected and the rules and regulations of both the utility and the Public Service Commission have been met.
4. Advance termination notice. When advance termination notice is required, the termination notice will be mailed or otherwise delivered to the last known address of the customer. The termination notice will be in writing, distinguishable and separate from any bill. The termination notice will plainly state the reason for termination, that the termination date will not be affected by receipt of any subsequent bill, and that the customer has the right to dispute the reasons for termination.

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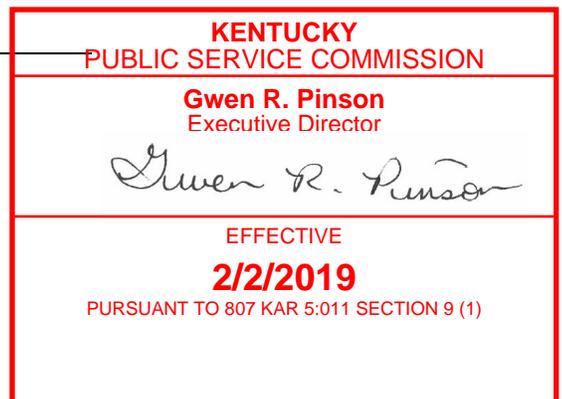
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IN CASE NO. \_\_\_\_\_ DATE \_\_\_\_\_



FOR Clay County, Kentucky  
Community, Town or City

P.S.C. KY. NO. 4  
Original SHEET NO. 20

North Manchester Water Association  
(Name of Utility)

CANCELLING P.S.C. KY. NO. 3  
SHEET NO. \_\_\_\_\_

**L. Refusal or Termination of Service with Advance Notice:**

The utility may refuse or terminate service to a customer if the following conditions exist provided the customer has been given proper written notice pursuant to the laws and regulations of the Public Service Commission along with notice of the customer's right to challenge the termination by filing a complaint with the Public Service Commission. Termination of service is in addition to any legal remedies the utility may pursue, and the utility is not required to restore service until the customer has complied with the utility's tariff and the laws and regulations of the Public Service Commission.

1. For noncompliance with the utility's tariff or PSC laws and regulations, the utility may refuse service or terminate service with proper advance notice.
2. For dangerous conditions, the utility may refuse service until any and all dangerous conditions have been properly corrected.
3. For refusal of access, the utility may refuse service or terminate service with proper advance notice.
4. For outstanding indebtedness, the utility may refuse service until the customer has paid the outstanding debt.
5. For noncompliance with state, local, or other codes, the utility may refuse service or terminate service with proper advance notice.
6. For non-payment of bills, a utility may terminate service with proper advance notice.

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BY AUTHORITY OF ORDER OF THE PUBLIC SERVICE COMMISSION  
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<b>KENTUCKY PUBLIC SERVICE COMMISSION</b>
<b>Gwen R. Pinson</b> Executive Director 
<b>EFFECTIVE 2/2/2019</b> PURSUANT TO 807 KAR 5:011 SECTION 9 (1)

FOR Clay County, Kentucky  
Community, Town or City

P.S.C. KY. NO. 4  
Original SHEET NO. 21

North Manchester Water Association  
(Name of Utility)

CANCELLING P.S.C. KY. NO. 3  
SHEET NO. \_\_\_\_\_

**M. Refusal or Termination of Service Without Advance Notice.**

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The utility may refuse or terminate service to a customer if the following conditions exist without an advance termination notice. Within 24 hours after termination, the utility shall send written notification to the customer stating the reason(s) for termination and providing notice of the customer's right to challenge the termination by filing a complaint with the Public Service Commission. Termination of service is in addition to any legal remedies the utility may pursue, and the utility is not required to restore service until the customer has complied with the utility's tariff and the laws and regulations of the Public Service Commission.

1. For dangerous conditions relating to the utility's service.
2. Unauthorized service by illegal use or theft.
3. Extensions or additions to an existing service connection that have not been approved by the utility.
4. Misrepresentation in the application or contract as to the property or fixtures to be supplied or additional use to be made of water.
5. Resale of water except under the terms of a special contract executed by the utility and approved by the PSC.
6. Waste or misuse of water due to improper, imperfect, or deteriorated service pipes.
7. Tampering with the meter, meter seal, valves, or other system facilities or permitting any tampering by others.
8. Connections, cross-connections, or permitting the same, of any separate water supply to premises that receive water from the utility.

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(Signature of Officer)

TITLE President

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

**KENTUCKY  
PUBLIC SERVICE COMMISSION**

**Gwen R. Pinson**  
Executive Director

*Gwen R. Pinson*

**EFFECTIVE  
2/2/2019**  
PURSUANT TO 807 KAR 5:011 SECTION 9 (1)

FOR Clay County, Kentucky  
Community, Town or City

P.S.C. KY. NO. 4  
Original SHEET NO. 22

CANCELLING P.S.C. KY. NO. 3  
SHEET NO. \_\_\_\_\_

North Manchester Water Association  
(Name of Utility)

**N. Termination of Service Exceptions.**

The utility will not terminate service to a customer if the following conditions exist:

1. If payment for services is made. Service will not be terminated to a customer that was sent a termination notice if the customer delivers full payment to the utility prior to the actual termination of service.
2. If a partial payment agreement is in effect. Service will not be terminated for nonpayment if the customer and the utility have entered into a partial payment plan and the customer is meeting the requirements of the plan.
3. If a medical certificate is presented. Service will not be terminated for thirty (30) days beyond the termination date if a physician, registered nurse or public health officer certified in writing that termination of service will aggravate a debilitating illness or infirmity on the affected premises. The utility may refuse to grant consecutive extension for medical certificates past the original thirty (30) days unless the certificate is accompanied by an agreed partial payment plan. The utility will not require a new deposit from a customer to avoid termination of service for thirty (30) day period who presents to the utility a medical certificate certified in writing by a physician, registered nurse, or public health officer.

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<b>KENTUCKY PUBLIC SERVICE COMMISSION</b>
<b>Gwen R. Pinson</b> Executive Director <i>Gwen R. Pinson</i>
<b>EFFECTIVE 2/2/2019</b> PURSUANT TO 807 KAR 5:011 SECTION 9 (1)

FOR Clay County, Kentucky  
Community, Town or City

P.S.C. KY. NO. 4  
Original SHEET NO. 23

CANCELLING P.S.C. KY. NO. 3  
SHEET NO. \_\_\_\_\_

North Manchester Water Association  
(Name of Utility)

O. Meter Testing.

1. Water meters will be tested before being installed for use by any customer. The water meter will be in good working order and adjusted as close to the optimum operating tolerance as possible, in accordance with Public Service Commission rules and regulations.
2. The utility may have all or part of its meter testing performed by another utility or agency approved by the Public Service Commission. The utility will notify the Public Service Commission of the make, type, and serial number of standards used for testing.
3. The utility cannot place in service any basic measurement standard unless the Public Service Commission has approved the calibration. The Public Service Commission will be notified promptly of the adoption or deletion of any basic standards requiring approval of the calibration.
4. Meter testers must be certified by the Public Service Commission. Certified meter testers will perform tests necessary to determine the accuracy of the utility's meters and to adjust the utility's meters to the degree of accuracy required by the rules and regulations of the Public Service Commission.

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

<b>KENTUCKY PUBLIC SERVICE COMMISSION</b>
<b>Gwen R. Pinson</b> Executive Director 
<b>EFFECTIVE 2/2/2019</b> PURSUANT TO 807 KAR 5:011 SECTION 9 (1)

FOR Clay County, Kentucky  
Community, Town or City

P.S.C. KY. NO. 4  
Original SHEET NO. 24

North Manchester Water Association  
(Name of Utility)

CANCELLING P.S.C. KY. NO. 3  
SHEET NO. \_\_\_\_\_

**P. Meter Test Records.**

1. A complete record of all meter tests and adjustments and data sufficient to allow checking of test calculations will be recorded by the meter tester. Such record will include: information to identify the unit and its location; date of test; reason for such tests; reading before and after test; statement of "as found" and "as left" accuracies sufficiently complete to permit checking of calculations employed; notations showing that all required checks have been made; statement of repairs made, if any; identifying number of meter; type and capacity of the meter; and the meter constant. The complete record tests of each meter will be continuous for at least two (2) periodic test periods and will in no case be less than two (2) years
2. The utility will keep numerically arranged and properly classified records for each meter owned, used and inventoried by the utility. The identification number, date of purchase, name of manufacturer, serial number, type, rating, and name and address of each customer on whose premises the meter have been in service with date of installation and removal will be included in the records. These records will also contain condensed information concerning all tests and adjustments including dates and general results of such adjustments. The records will reflect the date of the last test and indicate the proper date for the next periodic test required by the applicable Public Service Commission rule and/or regulation.
3. Upon completion of adjustment and test of any meter pursuant to Public Service Commission rules and regulations, the utility will affix to the meter a suitable seal in such a manner that adjustments or registration of the meter cannot be altered without breaking the seal.

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FOR Clay County, Kentucky  
Community, Town or City

P.S.C. KY. NO. 4  
Original SHEET NO. 25

CANCELLING P.S.C. KY. NO. 3  
SHEET NO. \_\_\_\_\_

North Manchester Water Association  
(Name of Utility)

Q. Customer Requested Meter Test.

1. The utility will make a test of any meter upon written request of any customer if the request is not made more frequently than once every twelve (12) months. The customer shall be given the opportunity to be present at the requested test. If the test shows that the meter was not more than two (2) percent fast, the utility will make a reasonable charge for the test, the amount being approved by the Public Service Commission and set out in the utility's tariff.
2. After having first obtained a test from the utility, any customer may request a meter test by the Public Service Commission upon written application. Such request shall not be made more frequently on one (1) meter than once every twelve (12) months.

R. Monitor Usage/ Usage Investigation.

The utility at least quarterly monitors the customers usage using its billing report. If a customer usage is unduly high and the deviation cannot be explained the utility shall test the customer's meter to determine if the meter shows and average meter error greater than 2 (two) percent fast or slow.

If an investigation of a customer's usage is necessary, the utility will notify the customer by telephone or in person either during or immediately after the investigation of the reasons for the investigation, and of the findings of the investigation

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

<b>KENTUCKY PUBLIC SERVICE COMMISSION</b>
<b>Gwen R. Pinson</b> Executive Director 
<b>EFFECTIVE 2/2/2019</b> PURSUANT TO 807 KAR 5:011 SECTION 9 (1)

FOR Clay County, Kentucky  
Community, Town or City

P.S.C. KY. NO. 4  
Original SHEET NO. 26

CANCELLING P.S.C. KY. NO. 3  
SHEET NO. \_\_\_\_\_

North Manchester Water Association  
(Name of Utility)

**S. Access to Property.**

1. The utility shall at all reasonable hours have access to meters, service connections, and other property owned by it and located on customer's premises for purposes of installation, maintenance, meter reading, operation, replacement or removal of its property at the time service is terminated. Any employee of the utility whose duties require him/her to enter the customer's premises will wear a distinguishing uniform or other insignias identifying him/her as an employee of the utility, and show a badge or other identification which will identify him/her as an employee.
2. Obtaining easements and right-of-way necessary to extend service will be the responsibility of the utility.
3. All customers must grant, convey, or cause to be granted or conveyed to the utility a perpetual easement and right-of-way across any property owned or controlled by the customer wherever necessary for the utility's facilities in order to provide service.
4. The utility cannot require a prospective customer to obtain easements or right-of-way on property not owned by the prospective customer as a condition for providing service. However, the cost of obtaining easements and right-of-way will be included in the total per foot cost of an extension, and will be apportioned among the utility and customer in accordance with the applicable extension administration regulation.

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TITLE President

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<b>KENTUCKY PUBLIC SERVICE COMMISSION</b>
<b>Gwen R. Pinson</b> Executive Director 
<b>EFFECTIVE 2/2/2019</b> PURSUANT TO 807 KAR 5:011 SECTION 9 (1)

FOR Clay County, Kentucky  
Community, Town or City

P.S.C. KY. NO. 4  
Original SHEET NO. 27

CANCELLING P.S.C. KY. NO. 3  
SHEET NO. \_\_\_\_\_

North Manchester Water Association  
(Name of Utility)

T. Location of records.

All records required by Public Service Commission rules and regulations will be kept in the office of the utility and will be made available to representatives, agents or staff of the Public Service Commission upon reasonable notice at all reasonable hours.

U. Safety Program.

The utility will adopt and execute a safety program, appropriate to the size and type of its operations. At minimum, the safety program will:

1. Establish a safety manual with written guidelines for safe working practices and procedures to be followed by utility employees.
2. Instruct employees in safe methods of performing their work.
3. Instruct employees who, in the course of their work, are subject to the hazard of electrical shock, asphyxiation or drowning, in accepted methods of artificial respiration.

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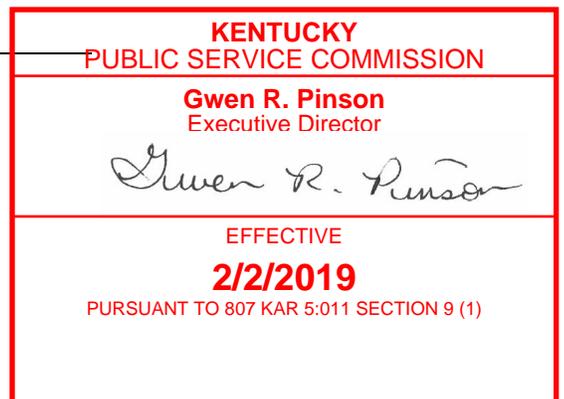
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TITLE President

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



FOR Clay County, Kentucky  
Community, Town or City

P.S.C. KY. NO. 4  
Original SHEET NO. 28

CANCELLING P.S.C. KY. NO. 3  
SHEET NO. \_\_\_\_\_

North Manchester Water Association  
(Name of Utility)

V. System Inspections.

1. The utility will adopt inspection procedures to assure safe and adequate operations of its facilities and compliance with Public Service Commission rules and regulations.
2. Upon receipt of a report of a potentially hazardous condition at any utility facility made by a qualified employee, public official, or customer, the utility will inspect all portions of the system which are the subject of the report.
3. Appropriate records will be kept by the utility to identify the inspection made, deficiencies found and action taken to correct the deficiencies.
4. Inspections. The utility will make systematic inspections of its system in the manner set out below to ensure that the Public Service Commission's safety requirements are being met. These inspections will be made as often as necessary but not less frequently than is set forth below for various classes of facilities and types of inspection.
  - a) The utility will annually inspect all pumping equipment and water storage facilities, including electric power wiring and controls; hydrants, mains, and valves.
  - b) The utility will monthly inspect construction equipment and vehicles for defects, wear, operational hazards, and safety features.

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<b>KENTUCKY PUBLIC SERVICE COMMISSION</b>
<b>Gwen R. Pinson</b> Executive Director <i>Gwen R. Pinson</i>
<b>EFFECTIVE 2/2/2019</b> PURSUANT TO 807 KAR 5:011 SECTION 9 (1)

FOR Clay County, Kentucky  
Community, Town or City

P.S.C. KY. NO. 4  
Original SHEET NO. 29

North Manchester Water Association  
(Name of Utility)

CANCELLING P.S.C. KY. NO. 3  
SHEET NO. \_\_\_\_\_

W. Reporting of Accidents, Property Damage, or Loss of Service.

1. Within two (2) hours following discovery the utility will notify the Public Service Commission by telephone or electronic mail of any utility related accident which results in:
  - a) Death; or shock or burn requiring medical treatment at a hospital or similar medical facility, or any accident requiring inpatient overnight hospitalization;
  - b) Actual or potential property damage of \$25,000 or more; or
  - c) Loss of service for four (4) or more hours to ten (10) percent or 500 or more of the customers, whichever is less.
2. A summary written report will be submitted by the utility to the Public Service Commission within seven (7) calendar days of the utility related accident.

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

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<b>Gwen R. Pinson</b> Executive Director 
<b>EFFECTIVE 2/2/2019</b> PURSUANT TO 807 KAR 5:011 SECTION 9 (1)

FOR Clay County, Kentucky  
Community, Town or City

P.S.C. KY. NO. 4  
Original SHEET NO. 30

CANCELLING P.S.C. KY. NO. 3  
SHEET NO. \_\_\_\_\_

North Manchester Water Association  
(Name of Utility)

X. Continuity of Service.

1. Emergency interruptions. The utility will make all reasonable efforts to prevent interruptions of service and when such interruptions occur will endeavor to reestablish service with the shortest possible delay consistent with the safety of its customers and the general public. If an emergency interruption of service affects service to any public fire protection device, the utility will immediately notify the fire chief or other public official responsible for fire protection.
2. Scheduled interruptions. When the utility finds it necessary to schedule an interruption of its service, it will notify all customers to be affected by the interruption, stating the time and anticipated duration of the interruption. Whenever possible, scheduled interruptions will be made at hours of least inconvenience to customers. If public fire protection is provided by mains affected by the interruptions, the utility will notify the fire chief or other officials responsible for fire protection of the interruption, stating the time and anticipated duration. The fire chief or other official responsible for fire protection will be notified immediately upon restoration of service.
3. Record of interruptions. The utility will keep a complete record of all interruptions on its entire system. This record will show the cause of interruption, date, time, duration, remedy and steps taken to prevent recurrence.

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<b>Gwen R. Pinson</b> Executive Director <i>Gwen R. Pinson</i>
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FOR Clay County, Kentucky  
Community, Town or City

P.S.C. KY. NO. 4  
Original SHEET NO. 31

CANCELLING P.S.C. KY. NO. 3  
SHEET NO. \_\_\_\_\_

North Manchester Water Association  
(Name of Utility)

Y. Pressures.

1. Standard pressure. The utility will maintain a standard pressure in its distribution system at locations to be designated as the point or points of "standard pressure." The selection of such points will be confined to locations fairly representative of average conditions. In selecting points for fixed standard pressure, the utility may divide its distribution system into districts if division is necessary due to differences of elevation or loss of pressure because of friction, or both, and may either adopt a standard pressure for each division or establish a single standard pressure for its distribution system as a whole. In no case will the constant difference between the highest and lowest pressures in a district for which a standard has been adopted exceed fifty (50) percent of such standard. The utility may, in extenuating circumstances, furnish service that does not comply with the foregoing specifications if the customer is fully advised of the conditions under which average service may be expected. The Public Service Commission, upon investigation, may require improvements when it appears right and proper that such upgrades should be made. In no event will the pressure at the customer's service pipe under normal conditions be allowed to fall below thirty (30) psi nor will the static pressure exceed 150 psi.
2. Pressure surveys. At least once a year the utility will make a survey of pressures in its distribution system of sufficient magnitude to indicate the quality of service being rendered at representative points in its system. Pressure charts for these surveys will show the date and time of beginning and end of the test and the location at which the test was made. Records of these pressure surveys will be maintained at the utility's office and will be made available to the Public Service Commission upon request.

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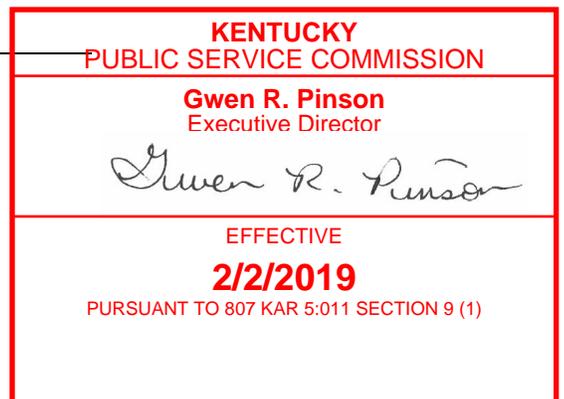
DATE OF ISSUE January 2, 2019  
Month / Date / Year

DATE EFFECTIVE February 2, 2019  
Month / Date / Year

ISSUED BY /s/ Steve Davis  
(Signature of Officer)

TITLE President

BY AUTHORITY OF ORDER OF THE PUBLIC SERVICE COMMISSION  
IN CASE NO. \_\_\_\_\_ DATE



FOR Clay County, Kentucky  
Community, Town or City

P.S.C. KY. NO. 4  
Original SHEET NO. 32

CANCELLING P.S.C. KY. NO. 3  
SHEET NO. \_\_\_\_\_

North Manchester Water Association  
(Name of Utility)

**Z. Service Lines & Connections.**

1. The utility will furnish and install at its own expense for the purpose of connecting its distribution system to the customer's premises that portion of the service connection from its main to and including the meter and meter box. The prospective customer shall apply for and contract to use the water service for a minimum on one (1) year. The utility will recoup this expense from the customer as allowed by KRS 278.0152.
2. In areas where the distribution system follows well-defined streets and roads, the customer's point of service will be located at that point on or near the street right-of-way or property line most accessible to the utility from its distribution system. In areas where the distribution system does not follow streets and roads, the point of service will be located as near the customer's property line as practicable. Prior to installation of the meter the utility will consult with the customer as to the most practical location. If possible, meters will be installed within 10 feet of the existing main or the applicant's property at a point which is closest to the existing water main.
3. Depth of service line. All service lines must be laid at a sufficient depth (a minimum of 24 inches) to prevent freezing during the coldest weather normally experienced except where services are not intended for use during freezing weather and are actually drained during such periods.
4. A plumbing permit from the appropriate regulatory agency is required before the utility can establish service.
5. The applicant/customer must furnish and lay the necessary pipe to make the connection from the point of service to the point of usage and be financially responsible for all costs associated with the installation and maintenance of his/her service line plumbing, including a shut-off valve and one-way check valve, installed on his/her property beginning at the outlet side of the water meter. The service line must be kept in good repair and in accordance with utility and Public Service Commission rules and regulations.

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DATE OF ISSUE January 2, 2019  
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ISSUED BY /s/ Steve Davis  
(Signature of Officer)

TITLE President

BY AUTHORITY OF ORDER OF THE PUBLIC SERVICE COMMISSION  
IN CASE NO. \_\_\_\_\_ DATE

<b>KENTUCKY PUBLIC SERVICE COMMISSION</b>
<b>Gwen R. Pinson</b> Executive Director 
<b>EFFECTIVE 2/2/2019</b> PURSUANT TO 807 KAR 5:011 SECTION 9 (1)



FOR Clay County, Kentucky  
Community, Town or City

P.S.C. KY. NO. 4  
Original SHEET NO. 34

CANCELLING P.S.C. KY. NO. 3

SHEET NO. \_\_\_\_\_

North Manchester Water Association  
(Name of Utility)

16. All taps and connections to the mains of the utility must be made by and/or under the direction and supervision of the utility personnel and will incur a meter connection/tap-on charge, an amount that has been approved by the Public Service Commission for such service. Payment of this fee is for the privilege of connecting to the water system and the payment of the fee does not constitute the purchase of a water meter.
17. Should an applicant requesting a 5/8" x 3/4" meter require service on the opposite side of the road from the water main, the utility will provide the service at no additional cost to the customer other than the standard meter connection/tap-on charge. All larger size meters will be charged the actual cost of installing the meter, including, the additional costs for crossing the road.
18. Any customer having boilers and/or pressure vessels that receive water from the utility must have a check valve on the water supply line and a vacuum valve on the steam line in order to prevent a collapse were the water supply from the utility to be interrupted or discontinued.
19. Any customer desiring nonstandard service shall pay the cost of any special installation necessary to meet his particular requirements for the service other than standard water taps. This includes fire hydrants, check valves, pressure reducing valves when customer requests pressure less than 100 psi, and surge relief valves.

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ISSUED BY /s/ Steve Davis  
(Signature of Officer)

TITLE President

BY AUTHORITY OF ORDER OF THE PUBLIC SERVICE COMMISSION  
IN CASE NO. \_\_\_\_\_ DATE

<b>KENTUCKY PUBLIC SERVICE COMMISSION</b>
<b>Gwen R. Pinson</b> Executive Director 
<b>EFFECTIVE 2/2/2019</b> PURSUANT TO 807 KAR 5:011 SECTION 9 (1)

FOR Clay County, Kentucky  
Community, Town or City

P.S.C. KY. NO. 4  
Original SHEET NO. 35

North Manchester Water Association  
(Name of Utility)

CANCELLING P.S.C. KY. NO. 3  
SHEET NO. \_\_\_\_\_

AA. Leak Adjustments. Addressing the issue of dealing with the adjustment procedures of a customer's bill when he or she has had a water leak, in their lines or plumbing fixtures. When a customer asks for an adjustment, we first take the customer's average usage of water for the past 12 months of which they are charged at our standard rates for whatever size meter that they have, then the amount of water, then the amount of water above their average due to a leak, we only charge an adjusted rate of \$2.90 per thousand plus utility tax that we are required to charge. Customers are permitted 1 leak adjustment every 12 months.

To justify the adjustment amount (\$2.90 per thousand), we buy water from our supplier at a rate of \$2.00 per thousand plus we must consider our pumping and electrical costs, as well as manpower and paper work required to adjust a customer's bill.

This procedure of bill adjustments of water leaks was approved and adopted by the North Manchester Water Association's Board of Directors on January 10, 1995 at the regular monthly meeting to be included in our Rules and Regulations.

AB. Ownership of Mains, Services and Appurtenances.

1. All mains, valves, crossings, and other appurtenances are and shall remain the property of the utility, whether installed by the utility or the customer.
2. All service lines from main to the meter with appurtenances are and shall remain the property of the utility, whether installed by the utility or by the customer.
3. The Customer shall install, own, and maintain his/her service line from the meter (or point of delivery) to the point of usage.

AC. Notification of System Problems.

The customer shall notify the utility immediately should the service be unsatisfactory for any reason, or should there be any defects, problems, trouble, or accidents affecting the water system.

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DATE OF ISSUE January 2, 2019  
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ISSUED BY /s/ Steve Davis  
(Signature of Officer)

TITLE President

BY AUTHORITY OF ORDER OF THE PUBLIC SERVICE COMMISSION  
IN CASE NO. \_\_\_\_\_ DATE

**KENTUCKY  
PUBLIC SERVICE COMMISSION**

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**Gwen R. Pinson**  
Executive Director

*Gwen R. Pinson*

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EFFECTIVE  
**2/2/2019**  
PURSUANT TO 807 KAR 5:011 SECTION 9 (1)

FOR Clay County, Kentucky  
Community, Town or City

P.S.C. KY. NO. 4  
Original SHEET NO. 36

CANCELLING P.S.C. KY. NO. 3

SHEET NO. \_\_\_\_\_

North Manchester Water Association  
(Name of Utility)

**AD. Legal Disclaimers.**

1. The utility shall in no event be held responsible for any claims made against it for reasons of system failure or interruption of service. No persons shall be entitled to damages, nor for any portion of a payment refunded, for any system failure or interruption of service which in the opinion of the utility is deemed necessary.
2. No person shall maliciously, willfully, or negligently break, damage, destroy, uncover, deface, or tamper with any structure, appurtenance or equipment which is a part of the utility's water system. Any person violating this provision will be subject to all legal remedies accorded the Association and/or discontinuance of water service and shall pay the cost of repairing or replacing the utility's facilities.
3. If any loss or damage to the property of the utility or any accident or other injury to persons or property is caused by or results from the negligence or wrongful action of a customer, members of his/her household, his/her agent or employee, the cost of necessary repairs or replacements shall be paid by the customer of the utility and any liability otherwise resulting shall be that of the customer.
4. For purposes of fire protection, including any customer's fire protection system, the utility cannot guarantee a water supply at any particular flow rate or pressure. The fire flow may vary depending upon other water demands on the system, various water facility limitations, or other circumstances. The customer will indemnify and hold harmless the utility and its employees from and against all claims, damages, losses, and expenses incurred as a result of insufficient water supply or deficient system facilities.

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(Signature of Officer)

TITLE President

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

<b>KENTUCKY PUBLIC SERVICE COMMISSION</b>
<b>Gwen R. Pinson</b> Executive Director 
<b>EFFECTIVE 2/2/2019</b> PURSUANT TO 807 KAR 5:011 SECTION 9 (1)

FOR Clay County, Kentucky  
Community, Town or City

P.S.C. KY. NO. 4  
Original SHEET NO. 37

North Manchester Water Association  
(Name of Utility)

CANCELLING P.S.C. KY. NO. 3  
SHEET NO. \_\_\_\_\_

**AE. Fire Departments.**

Any city, urban-county, charter county, fire protection district, or volunteer fire protection district may withdraw water from the utility's water distribution system for the purposes of fighting fires or training firefighters at no charge on the condition that it maintains estimates of the amount of water used for fire protection and training during the calendar month and reports the amount of this water usage to the utility no later than the 5<sup>th</sup> day of the following calendar month.

Any city, county, urban-county, charter county, fire protection district, or volunteer fire protection district that withdraws water from the utility's water distribution system for fire protection or training purposes and fails to submit the required report on water usage in a timely manner shall be assessed the cost of the water.

A non-reporting user's usage shall be presumed to be 0.3 percent of the utility's total water sales for the calendar month. A non-reporting user may present evidence of its actual usage to rebut the presumed usage. The utility shall consider this evidence and may adjust the presumed usage amount accordingly.

The non-reporting user shall be billed for the usage at the lowest usage block rate regardless of customer classification that the utility charges.

A non-reporting user shall also be assessed a penalty of **\$1.00** for each failure to submit a report in a timely manner.

**AF. Fire Hydrants**

1. The location, installation, and the responsibility for maintenance of fire hydrants, public and private fire protection facilities, connecting mains, and their ownership may be subject to negotiation between the utility and the applicant/customer. Fire hydrants and public and private fire protection facilities shall be installed as required by the utility and if owned by the utility shall be subject to any conditions the Public Service Commission may impose, based upon the compensation received for this service.



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

DATE EFFECTIVE February 2, 2019  
Month / Date / Year

ISSUED BY /s/ Steve Davis  
(Signature of Officer)

TITLE President

BY AUTHORITY OF ORDER OF THE PUBLIC SERVICE COMMISSION  
IN CASE NO. \_\_\_\_\_ DATE

<b>KENTUCKY PUBLIC SERVICE COMMISSION</b>
<b>Gwen R. Pinson</b> Executive Director 
<b>EFFECTIVE 2/2/2019</b> PURSUANT TO 807 KAR 5:011 SECTION 9 (1)

FOR Clay County, Kentucky  
Community, Town or City

P.S.C. KY. NO. 4  
Original SHEET NO. 38

North Manchester Water Association  
(Name of Utility)

CANCELLING P.S.C. KY. NO. 3  
SHEET NO. \_\_\_\_\_

**AG. Water Main Extensions.**

The utility shall determine the total cost of the proposed water main extension (exclusive of the meter connections) and the total length of the extension. The utility shall pay the portion of the cost of the water main extension equal to 50ft for each applicant for service. That part of the cost not covered by the utility's portion shall be contributed equally by those applicants desiring service on the main extension. Each applicant will also be required to pay the utility's approved connection/tap-on fee for a meter connection to the main extension.

Each year, for a refund period of not less than ten (10) years, the utility shall refund to the customer or customers who paid for the excessive footage the cost of fifty (50) feet of the extension in place for each additional customer connected during the year whose service line is directly connected to the extension installed and not to extensions or laterals there from. Total amount refunded shall not exceed the amount paid by the utility. No refund shall be made after the refund period ends.

**AH. Extension Procedures for Developers and/or New Subdivisions.**

1. The owner/developer will be responsible for expense of water line and apparatus for the water line extension. The utility will install the water line and upon completion the extension solely becomes property of the utility.
2. If the owner/developer privately installs a water line extension, it has to be engineered and certified by the state. The total expenses will be the responsibility of the owner/developer. Installation will be over seen by the utility and upon approved completion the extension solely becomes the property of the utility.

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DATE OF ISSUE January 2, 2019  
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ISSUED BY /s/ Steve Davis  
(Signature of Officer)

TITLE President

BY AUTHORITY OF ORDER OF THE PUBLIC SERVICE COMMISSION  
IN CASE NO. \_\_\_\_\_ DATE

<b>KENTUCKY PUBLIC SERVICE COMMISSION</b>
<b>Gwen R. Pinson</b> Executive Director

<b>EFFECTIVE 2/2/2019</b> PURSUANT TO 807 KAR 5:011 SECTION 9 (1)

# North Manchester Water Association

7362 North Highway 421  
Manchester, KY 40962  
Telephone: (606) 598-5403

## **HIDDEN UNDERGROUND LEAK ADJUSTMENT FORM**

Name: \_\_\_\_\_

Account Number: \_\_\_\_\_

Address: \_\_\_\_\_

1. Date repairs were made: \_\_\_\_\_
2. Who made the repairs: \_\_\_\_\_
3. List of materials used: \_\_\_\_\_
4. Exact location of the leak: \_\_\_\_\_  
\_\_\_\_\_ Feet from the meter box  
\_\_\_\_\_ Feet from the house.
5. Attach copy of statements or receipts of material used.

I understand that adjustments are figured by the difference between my average water bill and the bill that reflects the leak. The adjustment is then based on what my average water usage would have been and the water metered above that amount that leaked will be charged to me at \$2.90 per thousand which is the lowest rate (which is subject to change) approved by the Public Service Commission for North Manchester Water Association. I further understand that even though an adjustment is to be considered, I am still responsible for the bill and that if I should be disconnected for non-payment, the entire amount plus \$45.00 reconnect fee must be paid before service will be restored and any adjustment made will be credited to my account.

I, also understand that only one leak adjustment will be permitted each 12 (twelve) months. If plastic pipe is used for any repair of underground water service lines, it must be no less than 200 PSI. The use of radiator clamps, king nipples, or the equivalent cannot be accepted. Use only regular plastic pipe clamps and these should be doubled.

I realize that no adjustment will be made until this form (completed in its entirety, signed and dated) and my statements are returned to North Manchester Water Association. The Association reserves the right to inspect your water system for verification.

I hereby verify that I read the information given and that all statements are true and correct, and that the excess usage in by plumbing system has now been corrected.

Signed: \_\_\_\_\_

North Manchester Water Association \_\_\_\_\_

<b>KENTUCKY PUBLIC SERVICE COMMISSION</b>	
<b>Gwen R. Pinson</b> Executive Director	
Date: _____	
Date: _____	EFFECTIVE
<b>2/2/2019</b>	
PURSUANT TO 807 KAR 5:011 SECTION 9 (1)	

# North Manchester Water Association

7362 North Highway 421  
Manchester, KY 40962  
Telephone: (606) 598-5403

Name: \_\_\_\_\_

Physical Address: \_\_\_\_\_

Billing Address: \_\_\_\_\_

Book # \_\_\_\_\_

Page # \_\_\_\_\_

**Meter Tap on Fee**                      **\$1,033.00**  
**Deposit**                                      **\$ 80.00**

- |                                      |     |    |
|--------------------------------------|-----|----|
| 1. Meter Tap on Fee (\$1,033.00)     | Yes | No |
| 2. Deposit (\$80.00)                 | Yes | No |
| 3. Contract                          | Yes | No |
| 4. Easement                          | Yes | No |
| 5. Meter Reading Directions          | Yes | No |
| 6. Rates                             | Yes | No |
| 7. Plumbing Permit                   | Yes | No |
| 8. Line Inspection Record            | Yes | No |
| 9. Agreement Policy                  | Yes | No |
| 10. Meter Installation Material List | Yes | No |
| 11. Leak Adjustment Form             | Yes | No |
| 12. Meter Test Record                | Yes | No |
| 13. Location Residence               | Yes | No |

\_\_\_\_\_  
Customer

\_\_\_\_\_  
I.D. Number

Yes	<b>KENTUCKY</b>
No	<b>PUBLIC SERVICE COMMISSION</b>
Yes	<b>Gwen R. Pinson</b> Executive Director
No	
EFFECTIVE	
<b>2/2/2019</b>	
PURSUANT TO 807 KAR 5:011 SECTION 9 (1)	

# North Manchester Water Association

7362 North Highway 421  
Manchester, KY 40962  
Telephone: (606) 598-5403

## WATER USER CONTRACT

This Water User Contract, made and entered into by and between \_\_\_\_\_ known to and referred to as *Customer*, and North Manchester Water Association, Inc. of Manchester, Kentucky 40962, hereinafter know and referred to as *Water Association*.

## WITNESSETH

The undersigned *Customer* does hereby agree to purchase water from the Water Association, and to pay all initial installation and connection fees, together with all standard monthly water charges which may be fixed by the Board of Directors of the North Manchester Water Association, Inc. and/or Utility Regulatory Commission for the Commonwealth of Kentucky. The *Customer* agrees to pay each consecutive monthly payment, at all appropriate rates, for water service, when due, and to further comply with and be bound by, the provisions of the policy and/or amendments of the *Water Association* together with such rules and regulations as may, from time to time be adopted by the *Water Association*.

The *Customer* agrees to permit the *Water Association* to lay, maintain, repair, remove, and disconnect a service line and meter, and reach such meter at a point on Customer's property to be designated by the *Water Association* for each meter, with the right of ingress and egress for these purposes over *Customer's* property, and further to grant a Water Line Easement to the *Water Association* for the construction and operation of said water line.

The *Customer* will install and maintain a service line at his own expense, which will begin at the water meter and extend to the dwelling or other portions of *Customer's* property, at the closer point to the existing water line, or at some other point which is deemed to be most cost effective to the *Water Association*.

The *Water Association* acknowledges receipt of One Thousand Thirty Three Dollars (\$1,033.00) to be applied to the Initial Installation fee, which total fee will be established by the Board of Directors of the *Water Association*.

This proposal is submitted to the Water Association on the \_\_\_\_\_ day of \_\_\_\_\_.

***This proposal is accepted and this contract is made on this \_\_\_\_\_ day of \_\_\_\_\_.***

\_\_\_\_\_  
Customer

\_\_\_\_\_  
I.D. Number

<b>KENTUCKY PUBLIC SERVICE COMMISSION</b>
<b>Gwen R. Penson</b> Executive Director
<i>Gwen R. Penson</i>
<b>EFFECTIVE</b> <b>2/2/2019</b>
<b>PURSUANT TO 807 KAR 5:011 SECTION 9 (1)</b>

**North Manchester Water Association, Inc.**

**7362 North Highway 421**

**Manchester, KY 40962**

**(606) 598-5403**

**Agreement Policy**

In accordance with the policies of North Manchester Water and in order to either prevent the disconnection of or restore the water service in my name, I hereby agree to pay the sum of \$ \_\_\_\_\_ today and \$ \_\_\_\_\_ per month by the \_\_\_\_\_ day of each month, on the unpaid balance plus keep current my regular water payments on the account listed below, until the account is paid up-to-date.

I understand that if at any time I do not live up to this agreement and make payments exactly as stated, that my service will be disconnected at the account listed below plus any other accounts listed in my name. I also understand that none of these services will be restored until all accounts are paid up-to-date and any necessary Service Charges are paid.

Account Number \_\_\_\_\_

Customer's Name \_\_\_\_\_

Address of Service Delinquent \_\_\_\_\_

Date \_\_\_\_\_

Signature \_\_\_\_\_

NMWA \_\_\_\_\_

**KENTUCKY  
PUBLIC SERVICE COMMISSION**

**Gwen R. Pinson**  
Executive Director



**EFFECTIVE**

**2/2/2019**

**PURSUANT TO 807 KAR 5:011 SECTION 9 (1)**

North Manchester Water Assoc., 7361 N. Hwy. 421, Manchester, KY 40962

Phone: (606) 598 - 5403 Emergency Ph.: (606) 598-8411

ACCOUNT NUM	SERVICE FROM	SERVICE TO	DAYS	PAST DUE AFTER
METER READINGS		USAGE	CHARGE	AMOUNT
PREVIOUS	PRESENT			
<b>WATER BILL</b>				
BILLING PERIOD	DAYS	USAGE		
THIS YEAR				
LAST YEAR				
BASE	RATES PER GALLONS			
PLEASE PAY THIS AMOUNT --A				

PRE-SORTED  
FIRST CLASS MAIL  
U.S. POSTAGE PAID  
MANCHESTER, KY 40962  
PERMIT NO. 17

BILLING DATE	PAST DUE AFTER
ACCT. NUMBER	AMOUNT DUE

**RETURN THIS STUB WITH PAYMENT**  
**ADDRESS SERVICE REQUESTED**

**MONTHLY WATER RATES**

<b>5/8" X 3/4" METER</b>	
First 2,000 Gallons	\$21.60 Minimum Bill
All Over 2,000 Gallons	\$6.22 per 1,000 Gallons
<b>1" METER</b>	
First 5,000 Gallons	\$40.21 Minimum Bill
All Over 5,000 Gallons	\$6.22 per 1,000 Gallons
<b>2" METER</b>	
First 15,000 Gallons	\$102.29 Minimum Bill
All Over 15,000 Gallons	\$6.22 per 1,000 Gallons
<b>3" METER</b>	
First 30,000 Gallons	\$195.42 Minimum Bill
All Over 30,000 Gallons	\$6.22 per 1,000 Gallons

**RATES BASED ON MONTHLY CONSUMPTION**  
A charge of \$25.00 for turning water on or for non-payment. Present this card with payments to First National Bank on or before the 10th of the month. 10 percent added after the 10th. Bill not paid on or before the 20th, water will be cutoff

**KENTUCKY  
PUBLIC SERVICE COMMISSION**

**Gwen R. Pinson**  
Executive Director

*Gwen R. Pinson*

EFFECTIVE  
**2/2/2019**  
PURSUANT TO 807 KAR 5:011 SECTION 9 (1)

Brandon Swafford  
2885 Upper Rader Road  
Manchester, KENTUCKY 40962

\*North Manchester Water Association, Inc.  
7362 N Highway 421  
Manchester, KY 40962

\*Steve Davis  
President  
North Manchester Water Association, Inc.  
7362 N Highway 421  
Manchester, KY 40962

\*Raleigh P. Shepherd  
Attorney at Law  
305 Main Street  
Manchester, KENTUCKY 40962

\*Tabitha Swafford  
2885 Upper Rader Road  
Manchester, KENTUCKY 40962