JAN 2 4 2018

#### COMMONWEALTH OF KENTUCKY

BEFORE THE PUBLIC SERVICE COMMISSION

PUBLIC SERVICE COMMISSION

In the Matter of:

NORTH MERCER WATER DISTRICT

} CASE NO. 2017-00127

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

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

On March 10, 2017, North Mercer Water District ("North Mercer") filed an application pursuant to 807 KAR 5:001, Section 22, requesting a deviation from 807 KAR 5:006, Section 14(B)(1), which requires that a utility shall make a designated representative available during the utility's established working hours not fewer than seven hours per day, five days per week, excluding legal holidays.

On October 11, 2017 the KY Public Service Commission ruled, based on the evidence of the record and being otherwise sufficiently advised, that the District should not be allowed to deviate from the requirements of 807 KAR 5:006, Section 14(1)(b)(1). The District's evidence consisted partially of anecdotal reports that the District's customers wanted longer hours, even if only four days per week.

The District respectfully requests that the Public Service Commission reconsider its decision in light of the evidence North Mercer has attached to this request, which substantiates the claim by the District that customers have requested numerous times that the District provide customers with longer hours making bill payment in person more convenient.

As outlined by the Public Service Commission, North Mercer conducted a written survey of customers asking for them to identify office hours they would prefer. Customers could choose office hours offered seven hours a day five days a week or ten hours a day, four days a week. The survey was conducted during office hours during the month of November, 2017. Customers who normally pay their bill in person were asked to complete the survey. The customers who completed the surveys are the customers who will be most greatly impacted by office hours. The District considered mailing out the survey to all customers but felt that the return would be low and the cost to the District would be substantial. Asking the customers, in person, would allow the District to get the customers' immediate response. Every customer who filled out a survey also signed the survey and printed their name and the date. North Mercer collected 134 completed and signed surveys. One hundred and four of the surveys collected responded with a request of four, ten hour days. 30 Customers surveyed requested five seven hour days. True copies of the completed surveys are attached.

78% of the customers surveyed would like North Mercer to offer office hours of 10 hours a day, 4 days a week. 22% would like North Mercer to offer office hours of 7 hours a day, 5 days a week.

North Mercer completed a list of how customers chose to pay during the month of November, 2017, with 4803 active accounts:

2,815 Mail

1,006 Automatic Draft

386 Debit/Credit Card

241 Web Payment

180 Drop Box

175 Walk In

Respectfully Submitted,

This the 24th day of January, 2018.

Thomas M. Jones 138 South Main Street

Lawrenceburg, KY 40342

Telephone: 502-839-6020 Facsimile: 502-839-6029

Electronic Mail:

jonesthomasm@bellsouth.net

ATTORNEY FOR

North Mercer Water District,

108 Main Street

P.O. Box 79

Salvisa, Kentucky 40372

#### Certificate of Service

The undersigned attorney certifies that the original and six copies of the foregoing RESPONSES TO COMMISSION STAFF'S REQUEST FOR INFORMATION TO NORTH MERCER WATER DISTRICT, dated January 24, was this day served, by hand delivery, upon the Public Service Commission, Commonwealth of Kentucky, 211 Sower Blvd, P.O. Box 615 Frankfort, Kentucky

40602, with a true copy being hand delivered to the North Mercer Water District,

P.O. Box 79, Salvisa, Kentucky 40372 all on this the 24th day of January, 2018.

Thomas M. Jones

138 South Main Street

Lawrenceburg, KY 40342

Telephone: 502-839-6020 Facsimile: 502-839-6029

Electronic Mail:

jonesthomasm@bellsouth.net

ATTORNEY FOR

North Mercer Water District, Salvisa, Mercer County, Ken

In an effort to better serve our customers, the North Mercer Water District is conducting a survey of office hours so that we may better serve you.

Please circle below the office hours which you find would be more beneficial to you and your family.

Thank you for your time.

Sincerely, North Mercer Water District

Monday thru Friday 7:30 a.m. – 2:30 p.m.

Monday thru Thursday (CLOSED FRIDAY) 7:30 a.m. – 5:30 p.m.

Margaret & Surger 11-6-17
Signature Date

Moraret A Lunsford
Printed Name

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Theresa Soper.

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Signature

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Regima A, Howard 11-6-17
Signature Date

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Patty Seckley 11/6/7
Signature

Patty Seckley 11/6/17
Printed Name

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Signature	Date
A. J. Seans	
Printed Name	

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Signature Date

Ancela M. Eduards
Printed Name

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Signature Date

Date

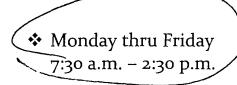
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21.47.1. 11-8-17 Signature Date

Hunburt A. AshTon Printed Name

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Signature

Kimberly De GioVA

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Welissal Well 11-08-17
Signature Date

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Signature

Charles Gray

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Signature 11/8/17

MICHAEC S, PONECC

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Caitlein Dlaton Signature	11/9/17
Signature	Date
Caitlin Deaton Printed Name	

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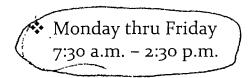
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Michaeld MI Change 11-14-17
Signature Date

Michael A. May Williams

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Signature

Britany Nichols

Rived Name

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Signature Puley 11-6-17
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Signature Date

Printed Name

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Danier W Walesfall
Date

PARREII W WATERFILL

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Signature Date Date Date

Regina A Coulter
Printed Name

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Mary alie Date

Date

Mary Mico Gosh
Printed Name

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J.B. Claunch

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Signature

Josh Dewitt

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Signature 11-6-12
Date

Kristin Day
Printed Name

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Signature Lufter Date

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		11-6-17
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Printed Name		

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Patricia Baker 11-10-16
Signature Date

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William Littman 11-6-17 Signature Date

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Barbara Malina Nov 06, 2017
Signature Date

DARBARA MALINA

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ebecca & SEBRET

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William Musser 11-C-17
Signature Date

William mg ssrc
Printed Name

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Jana Stratton

Date

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V JoHu A. WELdow	)
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Signature Thompson 11-6-17
Signature Date

Linda Thompson

Printed Name

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D.M	Broky .	11-7-17
Signature		Date
Donald	Brandenbug	
Printed Name	~	

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Signature Byrd 11-2-17
Date

Anted Name Joe Byrd

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Signature Nelson 11-9-17

Nelson Date

Renny Nelson

Printed Name

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Hennett R. Peterman 11-14-17
Signature Date

Kenneth R. Peterman Date

Desired Name

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Margie L. Cornish 11/15/17
Signature Date

Margie T. Cornish

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Michael F.	Donahue	7Nov17
Signature	Date	

Michael Donahue

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Fred Heald 11-7-17
Signature Date

FRED 3 Angie Herald

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Signature Bradley H-7 -17

Signature Date

Printed Name

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Signature Washburn

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Rayma Norvell

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Chrewe By 11-7-17
Signature Date

Clarence Byrd Printed Name

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Willa Wills
Signature

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MICHAEL R. CULIGAN

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Marlene Yeager 11/7/17

Printed Name

Marlene Yeager 11/7/17

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Signature

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In an effort to better serve our customers, the North Mercer Water District is conducting a survey of office hours so that we may better serve you.

Please circle below the office hours which you find would be more beneficial to you and your family.

Thank you for your time.

Sincerely, North Mercer Water District

- ❖ Monday thru Friday 7:30 a.m. – 2:30 p.m.
- Monday thru Thursday (CLOSED FRIDAY) 7:30 a.m. 5:30 p.m.

Milliam C. Tain

Signature Date

WILLIAM C. FAIN
Printed Name

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Crystal Woods

Signature

Chystal Woods

Crystal Woods
Printed Name

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Brent Burrus

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Date

11-14-17

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Jared S. Baker

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Howard M. Fallis Jr

Printed Name

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Man A. S. 11- 8-17
Signature Date

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Tamela L. Wesley
Printed Name

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Miles Caf 11-8-17
Signature Date

Nike Cox

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Signature Shoer 11-8-17
Date

James Shouse

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Mile White Norman 11-8-017
Signature Date

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Jackie Sims	11/9/17
Signature	Ďate