

COMMONWEALTH OF KENTUCKY  
BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

THE APPLICATION OF	)	
PEAKS MILL WATER DISTRICT	)	
FOR A DEVIATION FROM	)	CASE NO. 2002-00158
807 KAR 5:006, SECTION 13(1)(b)(1),	)	
REGARDING UTILITY CUSTOMER	)	
RELATIONS	)	

FIRST DATA REQUEST OF COMMISSION STAFF  
TO PEAKS MILL WATER DISTRICT

On March 7, 2002, Commission Staff conducted a periodic compliance inspection of Peaks Mill Water District ( Peaks Mill ) and filed a report dated March 15, 2002, listing a deficiency concerning Administrative Regulation 807 KAR 5:006, Section 13(1)(b)(1), that Peaks Mill have a designated representative available. In its response to the report, Peaks Mill stated that its office is located in a personal residence, and customers may come to the office at times other than normal business hours. Peaks Mill also stated it has a 24-hour drop box available as well as an answering machine monitored routinely. Peaks Mill has requested a deviation from the requirements of 807 KAR 5:006, Section 13(1)(b)(1).

Pursuant to 807 KAR 5:001, Peaks Mill should file with the Commission the original and six copies of the following information, with a copy to all parties of record. The information requested herein is due on or before July 12, 2002. Each copy of the data requested should be placed in a bound volume with each item tabbed. When a number of sheets are required for an item, each sheet should be appropriately indexed,

for example, Item 1(a), Sheet 2 of 6. Include with each response the name of the person who will be responsible for responding to questions relating to the information provided. Careful attention should be given to copied material to ensure that it is legible. When information requested herein has been previously provided, in the format requested herein, reference may be made to the specific location of said information in responding to this information request. When applicable, the information requested herein should be provided for total company operations and jurisdictional operations, separately.

1. What are the regular business hours of Peaks Mill?
2. a. Who is the present designated representative available to answer customer questions, resolve disputes, and negotiate partial-payment plans at the Peaks Mill office?  
  
b. When is that representative available?
3. Is the present designated representative of Peaks Mill a full-time employee?
4. Is the present designated representative of Peaks Mill at the personal residence available seven hours per day, five days a week, excluding holidays?
5. In regard to the personal residence:
  - a. Where is it located?
  - b. Who owns it?
  - c. What is the business relationship, if any, between the owner of the residence and Peaks Mill?

d. Is the office space in the personal residence separate and apart from the living quarters?

e. Does Peaks Mill pay any rent or other compensation for the office space?

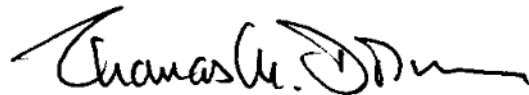
6. Has Peaks Mill considered acquiring a separate office? If yes,

a. Has Peaks Mill considered constructing an office building?

b. Has Peaks Mill considered renting commercial office space?

c. Has Peaks Mill studied the cost of each?

d. State the costs of each.



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Thomas M. Dorman  
Executive Director  
Public Service Commission  
211 Sower Boulevard  
P. O. Box 615  
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DATED: June 21, 2002

cc: Parties of Record