

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)	

O R D E R

On March 7, 2002, a periodic inspection was made of Peaks Mill Water District (Peaks Mill) by Commission Staff. As noted in the periodic inspection report, the office of Peaks Mill is located in a personal residence, with office hours one day a week from 8:00 a.m. to 5:00 p.m.

Peaks Mill has gross annual revenues in excess of \$250,000. Administrative Regulation 807 KAR 5:006, Section 13(1)(b)(1), mandates that each water utility having annual operating revenues of \$250,000 or more shall make the designated representative available during the utility's established working hours not fewer than seven (7) hours per day, five (5) days per week, excluding holidays.

On April 16, 2002, Peaks Mill requested permission to deviate from the requirements of Administrative Regulation 807 KAR 5:006, Section 13(1)(b)(1), stating that its office currently is located in a personal home with office hours less than the normal working day-time hours. Peaks Mill also maintains a 24-hour-per-day emergency number for its customers.

Administrative Regulation 807 KAR 5:001, Section 14, provides for a deviation from these regulations upon good cause shown.

On August 1, 2002, Commission Staff held an informal conference with representatives of Peaks Mill in which the requirements of the regulation were discussed. Peaks Mill agreed that it would prepare a schedule of office hours to comply with the requirements of the regulation and, after approval by its board, would submit it to the Commission for approval.

On September 17, 2002, Peaks Mill filed with the Commission an agreement setting forth its board-approved office hours as 8:00 a.m. to 3:00 p.m., Monday through Friday, excluding holidays. The Commission finds that the agreement filed by Peaks Mill is in compliance with the regulation and that Peaks Mill's request for a deviation is now moot.

IT IS THEREFORE ORDERED that:

1. Peaks Mill shall post its office hours as agreed.
2. Within 30 days of the date of this Order, Peaks Mill shall file with the Commission a tariff sheet setting out its office hours.
3. This case is closed and shall be removed from the Commission's docket.

Done at Frankfort, Kentucky, this 30th day of September, 2002.

By the Commission

ATTEST:


Executive Director

