Kentucky American Water Written Procedures
for Compliance with KPSC Regulations

Each year, Kentucky American Water internal counsel and Kentucky American Water Sr. Manager of Rates and Regulatory will coordinate an audit of Kentucky American Water's compliance with KPSC statutes and regulations. This will include meeting with all operational leads to review compliance including the Vice President Operations. The attached spreadsheet will be completed. The results will be provided to the President for review. Semi-annually, a meeting will be held to review audit results. Kentucky American Water internal counsel, or his/her designee, will contact the KPSC's general counsel on a semi-annual basis to determine if any Commission statutes or regulations have been revised. The results of that communication will be reported at the semi-annual meeting.

January 2018

Kentucky American Water
Regulatory Compliance Review
2017

Kentucky Administrative Regulations
TITLE 807
ENERGY AND ENVIRONMENT CABINET - PUBLIC SERVICE COMMISSION

	Department	Assigned to	Compliant Y N N/A		Date Reviewed	Document of Compliance	Document Location	Comments
Chapter 5 Utilities								
001 Rules of procedure			Central	Northern				
1-19) Definitions, Rate Case Filing Requirements	Rates	Linda Bridwell						
20) Formal Compaints (4)(b) complaint shall either be satisfied or answered in writing within 10 days of the order	Customer Service	Amy Caudill						
21) Informal Complaints (2)(a) utility shall acknowledge referral of complaint and shall report on efforts to contact complainant within three (3) business days of the referrral, or a lesser period if the complaint involves an emergency situation or otherwise would be detrimental to the public interest (3) Upon resolution of the informal complaint, the utility shall notify the commission's division of consumer services.	Customer Service	Amy Caudill						
006 General rules								
3) Utility Contact Information. 1) Utility shall notify the commission in writing of: (a) the address of its main corporate and Kentucky offices, including street address and post office box, city, state and zip code; (b) The name, telephone number, facsimile number, and mailing address of the person who serves as its primary liaison with the commission regarding its operations; and (c) Its electronic mail address. (2) The electronic mail address shall be accessed at least once weekly and is capable of receiving electronic mail up to five MB (3) Notify the commission in writing of a change within 10 days of the change.	Rates	Linda Bridwell						
4) Reports. (1) File gross operating revenue report on or before March 31 annually (2) Financial and statistical reports filed annually by March 31 electronically (3) Financial statement audit reports filed by September 30 each year (5) Report of terminations for nonpayment of bills filed no later than August 15 and cover the period ending June 30 (6) Record and report retention - all records and reports shall be retained in accordance with the uniform system of accounts (7) Each report shall be accompanied by a transmittal letter	Rates/Customer Service	Linda Bridwell Amy Caudill						
5) Service Information (3) The utlity shall inform each applicant for service of each type, class and character of service available at each location	Customer Service	Amy Caudill						
6) Special Rules or Requirements (3)© The cost of obtaining easements shall be included in the total per foot cost of an extension and shall be apportioned amont the utility and customer in accordance with 5:066.	Engineering	Brent O'Neill						
7) Billings, Meter Readings, and Information. Bills shall include date bill was issued, class of service, present and last preceding meter readings, date of the present reading, number of units consumed, meter constant, net amount for service, all taxes, adjustments, grosss amount of the bil, date after which a penalty may apply, and if bill is estimated or calculated. (1)(b) The rate schedule shall be posted on the website and shall be furnished by either printing on the bill, publishing it in newspaper of general circulation, mailing it to each customer once each year or providing a place on each bill for a customer to indicate the customer's desire for a copy and mailed by first class mail. (3) Bill format shall be included in its tariffed rules (4) Registration of each meter shall read in the same units as used for billing unless a conversion factor is shown, (5)(a) read customer meters at least quarterly (d) if unable to read a meter in accordance with this subsection, the utility shall record the date and time the attempt was made, and the reason the utility was unable to read the meter.	Customer Service/Field Services	Amy Caudill David Treece						
8) Deposits								
9) Nonrecurring Charges 2) included in tariff and applied uniformly throughout the area served turn-on charge for new service, seasonal or temporary, not made for initial installation if a tap fee is applicable (b) Reconnect charge that has been terminated for nonpayment Customers who qualify under Section 16 exempt from reconnect charge Returned payment charge Late payment charge if a customer fails to pay by the due date. May only be assess once on rendered services	Rates/Customer Service	Linda Bridwell Amy Caudill						

10) Customer Complaints to the Utility (1) Utility shall make a prompt and complete investigation (2) The utility shall keep a record of all written complaints and shall be maintained for two years from the date of resolution (4) If a written complaint is not resolved, the utility shall provide written notice to the customer of his or her right to file a complaint with the commission and shall provide the customer with contact information for the commission	Customer Service	Amy Caudill						
11) Bill Adjustment (1) additional test made in accordance with 5:066 (2) if test results show an error greater than two percent determine period the error existed, recompute the bill and readjust the account; if the time period cannot be determined, use estimated or historical data, customer's account shall be corrected within 30 days, (3) utility shall monitor usage per its tariff and test meter if deviation is detected (4) The utility shall notify customer in writing if usage investigation and meters found in error greater than 2 % shall be stored at a secure location for 6 months (5) Customer notification shall be in writing complying with regulation language (see regulation) (6) Customer account is considered current while a dispute is pending and undisputed payments are made	Customer Service	Amy Caudill						
12) Status of Customer Accounts During Billing Dispute. Accounts shall be current during investigation other than section 11 if customer continues to make undisputed payments	Customer Service	Amy Caudill						
13) Customer Request for Termination of Service (1) Customer shall not be responsible for charges for service beyond 3 days notice of termination in writing, customer shall have burden of proof of telephonic request	Customer Service	Amy Caudill						
14) Utility Customer Relations (1) Shall post and maintain regular business hours and provide representative available to assist (a) maintain a telephone, publish the number in all service areas, permit customers to contact without charge (b) Designated representatives. at least one representative shall be availabe to answer questions, resolve disputes and negotiate partial payment plans at the utility's office and shall make the designated representative available during the utility's established working hours not fewer than seven hours per day, five days per week (c) Each utility shall prominently display in each office open to the public for customer service and shall post on its website, a summary of the customer's rights pursuant to this section (2) Partial payment plans. Each utility shall negotiate and accept reasonable partial payment plans at the request of residential customers who have received a termination notice (3) Each water and sewer utility shall inspect the condition of its meter and service connections before making service connections to a new customer. The customer shall be afforded the opportunity to be present at the inspections (4) the utility shall reconnect existing service within 24 hours and shall connnect new service within 72 hours if the cause for refusal or discontinuance of service has been corrected (5) Termination notice shall be mailed to customer's last known address in writing, distinguishable and separate from a bill. It shall state reason for termination	Customer Service/External Affairs	Amy Caudill Susan Lancho						
15) Refusal or Termination of Service only for noncompliance with tariffed rules or the commissions administrative regulations and must make reasonable effort to obtain customer compliance and given 10 days written termination notice (b) For dangerous conditions and may be done immediately (c) for refusal of access given at least 10 days notice (e) for noncompliance with state, local or other codes with 10 days notice For nonpayment of bills 2. shall mail customer five days' written notice and not be terminated before 20 days after mailing date of the original unpaid bill 4. Shall not prevent discontinuing service if sewer service provider requests discontinuance of water service (g) for illegal use or theft of service withhout advance notice but shall send within 24 hours after termination written notification of the reasons for termination and customer's right to challenge (2) Shall not terminate if payment is made, a payment agreement is in effect or a medical certificate is presented	Customer Service	Amy Caudill						
17) Meter Testing shall be done as established in 5:066. Before being installed for use the meter shall be tested and in good working order as established in 5:066, Section 15 (2) (a) - (b). (3) A utility shall not place in service a basic measurement standard required by Chapter 5 unless th ecalibration has been approved by the commission. Meter testers must be certified by the commission and shall perform tests as necessary to determine the accuracy of the utility's meters	Field Services	David Treece						

18) Meter Test Records (1) A complete record shall be recorded by the meter tester and include: information to identify the unit and its location, date of tests, reason for tests, readings before and after test, statemone of "as found" and "as left accuracies sufficiently complete, notations showing all required checks have been made, statement of repairs made, identifying numbe ro fthe meter, type and capacity of the meter and the meter constant. (b) The complete record of tests of each meter shall be continuous for at least 2 periodic test periods and shall in no case be less than 2 years. (2) Historical records hall be kept for each meter that it own including identification number, date of purchase, manufacturer, serial number, type, rate and name and address of each customer on whose premises the meter has been in service with date of installation and removal. These records shall contain condensed information concerning all test and adjustment including dates and general results. (3) upon completion of adjustment and test a utility shall affix to the meter a seal that adjustmentors or registratin cannot be altered without breaking the seal (4) a utility may store the information in a computer storage and retrieval system upon notification to the commission and a back-up copy shall be retained.	Field Services	David Treece						
19) Request Tests (1) A utility shall make a test if not made more frequently than once each 12 months, the customer shall be given the opportunity to be present, if the tests show meter accuracy is within th elimits allowed, the utility may make a reasonable charge for the test if in tariff, the meter shall be kept in a secure location for 6 moths (2) after having first obtained a test from the utility, a customer may request a meter test by the commission.	Field Services	David Treece						
20) Access to Property 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. Employees whose duties require him to enter the customer's premises shall wear a distinguishing uniform or other insignia, identifying him as an employee of the utility, and show a badge or other identification that shall identify him as an employee of the utility.	Field Services	David Treece						
23) System Maps and Records - each utility shall have maps at its principal office within the state and shall be available - operating districts, rate districts, communities served, location and size of transmission lines, distribution lines and service connections, location and layout of all principal items of plant, dateof construction of all items of plant by year and month (2) in each division or district office there shall be availabel information relative to the utility's system that will enable the local representative to furnish necessary information regarding the rendering of serivice	Engineering	Brent O'Neill						
24) Location of Records. All records required shall be kept in the office of the utility and shall be made available to the commisision upon reasonable notice at all reasonable hours.	Legal	David Hinkson						
25) Safety Program. Each utility shall adopt and execute a safety program, establish a safety manual for safe working practices and procedures to be followed by utility employees, instruct employees in safe mthods of performing their work, and instruct employees in accepted methods of artificial respiration.	Risk Management	Brad Kinckiner						
26) Inspection of Systems (1) a utility shall adopt inspection procedures and shall file these with the commission for review (2) Upon receipt of a report of a potentially hazardous condition at a utility facility, the utility shall inspect all protions of the system that are the subject of the report. (3) Appropriate records shall be kept to identify the inspection made, the date and time of the inspection, the person conducting the inspection, deficiencies found, and action taken to correct the deficiencies. (6) Water utility inspections. Each water utility shall make annual inspections of all structures pertaining to source of supply for their safety and physical and structural integrity incuding dams, intake and traveling screens. The utility shall inspect annually all structures pertaining to purification for their safety, physical and structural integrity, and for leaks including sedimentation basins, filters, and clear wells; chemical feed equipment; pumping equipment and water storage facilities, including electric power wiring and controls; and hydrants, mains meters, meter settings and valves; and the utility shall inspect monthly construction equipment and vehicles. 8) Sewage utility inspections shall be made in the manner established in 5:071	Production/Field Services	Justin Sensabaugh David Treece						
27) Reporting of Accidents, Property Damage or Loss of Service 1) within 2 hours of discovery the utility shall notify the commission by telephone or electronic mail of a utility related accident that results in death or shock or burn requiring medical treatment at a hospital or any accident requiring inpatient overnight hospitalization; Actual or potential property damage of $25k or more Loss of service for 4 hours or more to 10 percent or 500 or more of the utility's customer, whichever is less (2) A summary written report shall be submitted within 7 calendar days of the accident	Legal/Risk Management	David Hinkson Brad Kinckiner						
007 Filing and notice requirements for a generation and transmission cooperative or a distribution cooperative to decrease rates or for a distribution cooperative to change rates to reflect a change in the rates of its wholesale supplier								
011 Tariffs								

2) General. (2) Each utility shall maintain a complete tariff with the commission. (3) A utility furnishing more than one (1) type of service (water and electricity for example) shall file a separate tariff for each type of service. (4) A utility shall make available a paper or electronic copy of the utility's current tariff for public inspection in the utility's office or place of business. (5) A utility that maintains a Web site for its utility operations shall: (a) Make available on that Web site for public viewing and downloading a copy of the utility's current tariff for each type of service that it provides; or (b) Place on that Web site a hyperlink to the location on the commission's Web site where the tariff has been posted.	Customer Service/External Affairs	Amy Caudill Susan Lancho						
3) Format. (1) A new tariff or revised sheet of an existing tariff filed: Printed or typewritten; 8 1/2 by 11 inches in size; In type no smaller than nine (9) point font, except headers and footers, which shall be in type nosmaller than eight (8) point font. (2) Tariff Form-1. The first sheet of a tariff shall be on Tariff Form-1, shall be used as the tariff's cover page, and shall contain: The utility's name, mailing address, street address of the utility's principal office if different from the mailing address, and Web site if applicable; In the upper right-hand corner, the commission tariff number and, if applicable, the cancelled commission tariff number; type of service offered; area served; The date of issue and date on which the tariff is to become effective; The signature of the representative of the utility authorized to issue tariffs; and the signatory's title or position. (3) Tariff Form-2. With the exception of the first sheet of the tariff, which shall be on Tariff Form-1, all other tariff sheets shall be on Tariff Form-2 with same info and If applicable, a statement that the tariff is "Issued by authority of an Order of the Public Service Commission in Case No._____ Dated _____, 20___". (4) Each tariff sheet has a blank space at its bottom right corner at least (3.5) inches from the right of the tariff sheet by (2.5) inches from the bottom of the tariff sheet to allow space for the commission to affix the commission's stamp.	Rates	Linda Bridwell						
4) Contents of Schedules. (1) Each rate schedule shall state the city, town, village, or district in which rates are applicable. (2) The following information shall be shown in each rate schedule, if applicable, under the following captions in the order listed:(a) Applicable: show the territory covered;(b) Availability of service: show the classification of customers affected;(c) Rates: list all rates offered;(d) Minimum charge: state the amount of the minimum charge, the quantity allowed (if volumetrically based), and if it is subject to a late payment charge;(e) Late payment charge: state the amount or reference the tariff section containing the amount;(f) Term: if a tariff provision or a contract will be effective for a limited period, state the term; and(g) Special rules: list special rules or requirements that are in effect covering this tariff.(3) Each rate schedule shall state the type or classification of service available pursuant to the stated rates, by using language similar to "available for residential lighting" or "available for all purposes." (4) For a tariff in which a number of rate schedules are shown available for various uses, each rate schedule shall be identified either by:(a) A number in the format "Schedule No.(b) A group of letters, with a designation indicating the type or classification of service for which the rate schedule is available. (5) A tariff may be further divided into sections.								
5) Filing Requirements	Rates	Linda Bridwell						
6) Tariff Addition, Revision or Withdrawal A new tariff shall be issued by Order of the Commission	Rates	Linda Bridwell						
8) Notice. Requirements for notice to public, public notice shall not be removed from place of business until the tariff becomes effective Notice mailed or newspaper Proof of Notice Notice Content	Rates	Linda Bridwell						
9) Statutory Notice to Commission	Rates	Linda Bridwell						
11) Adoption Notice A utility shall file an adoption notice if a change of ownership or control of a utility occurs, the person operating the business going forward shall adopt, ratify and make as its own the predecssor's rates, classification and requirements on file with the commission (5) Within 10 days after filing of an adoption notice the utility shall issue the tariffof the predecessor or tariff it proposeds into effect (7)(b) if a new tariff is to be effective, the successor utility shall provide notice.	Rates	Linda Bridwell						
12) Posting Tariffs, Administrative Regulations, and Statutes Each utility shall display a placard that states the the utility's tariff and applicable administrative regulations and statutes are available for public inspection (2) Shall provide a suitable table or desk in its office on which it shall make available for public viewing: (1) A copy of all effective tariffs and supplements (b) A copy of all proposed tariff revisions (KRS Chapter 278 KAR Chapter 5 Information shall be made available in electronic and non-electronic format	Customer Service	Amy Caudill						
013 Management and operation audits	Rates	Linda Bridwell						

016 Advertising	External Affairs	Susan Lancho						
022 Gas safety and service								
023 Control of drug use in gas operations								
026 Gas service; gathering systems								
027 Gas pipeline safety; reports of leaks								
031 Gas well determinations								
041 Electric								
046 Prohibition of master metering								
051 Electric consumer information								
054 Small power production and cogeneration								
056 Fuel adjustment clause								
058 Integrated resource planning by electric utilities								
061 Telephone								
062 Changing primary interexchange carrier; verification procedures								
063 Filing requirements and procedures for proposals to construct antenna towers or co-locate antennas on an existing structure for cellular telecommunications services or personal communications	Production	Justin Sensabaugh						
064 Telephone depreciation filing procedure								
066 Water								
Section 2. Information Available to Customers. A utility shall provide the following information to any customer upon request: (1) Characteristics of water. A description in writing of chemical constituents and bacteriological standards of the treated water as required by the Natural Resources Cabinet. (2) Rates. A schedule of rates for water service applicable to the service to be rendered to the customer. (3)Reading meters. Information about method of reading meters. (4) Bill Analysis. A statement of past readings of a customer's meter for a period of 2 years	Customer Service	Amy Caudill						
Section 3. Quality of Water. (1) Any utility furnishing water service for human consumption or domestic use shall conform to all legal requirements of the Natural Resources Cabinet for construction and operation of its water system as pertains to sanitation and potability of the water. (2) Water supply. In absence of comparable requirements of the Natural Resources Cabinet, water supplied by any utility shall be:(a) Adequately protected by artificial treatment to include continuous disinfection throughout the distribution system;(b) Free from objectionable color, turbidity, taste, and odor; and(c) From a source reasonably adequate to provide a continuous supply of water. (3) Operation of supply system.(a) Sanitary conditions. The water supply system, including wells, reservoirs, pumping equipment, treatment works, mains, and service pipes shall be free from sanitary defects.(b) Potable water connections. No utility shall make a physical connection between its distribution system and that of any other water supply unless the other water supply maintains a safe sanitary quality in accordance with this administrative regulation, and the utility provides notice to the commission prior to any such interconnections.(c) Algae growth. The growth of algae in water at the source of supply, in reservoirs or other basins, and in water mains, shall be controlled by proper treatment.(d) Well integrity. Utilities obtaining water supplies from driven or drilled wells must maintain the tightness of well casings and provide protection at the ground surface to prevent infiltration of water other than that from strata tapped by such wells. Wells shall be a minimum of 300 feet from any source of pollution.	Engineering/Field Services/Production/Water Quality	Brent O'Neill David Treece Justin Sensabaugh Dorothy Rader						
Section 4. Continuity of Service. (1) Emergency interruptions. Each utility shall make all reasonable efforts to prevent interruptions of service and when such interruptions occur shall endeavor to reestablish service with the shortest possible delay consistent with the safety of its consumers and the general public. If an emergency interruption of service affects service to any public fire protection device, the utility shall immediately notify the fire chief or other public official responsible for fire protection. (2) Scheduled interruptions. If any utility finds it necessary to schedule an interruption of its service, it shall notify all customers to be affected by the interruption, stating the time and anticipated duration of the interruption. Whenever possible, scheduled interruptions shall be made at hours of least inconvenience to customers. If public fire protection is provided by mains affected by the interruptions, the utility shall 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 shall be notified immediately upon restoration of service. (3) Standby equipment. The utility shall have available standby pumps capable of providing the maximum daily pumping demand of the system for use when any pump is out of service. (4) Storage. The minimum storage capacity for systems shall be equal to the average daily consumption. (5) Record of interruptions. Each utility shall keep a complete record of all interruptions on its entire system or on major divisions of that system. This record shall show the cause of interruption, date, time, duration, remedy and steps taken to prevent recurrence.	Engineering/Field Services/Production	Brent O'Neill David Treece Justin Sensabaugh						

Section 5. Pressures 1) Standard pressure. Each utility shall adopt and maintain a standard pressure in its distribution system. In no case shall 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. In the interpretation of this rule it shall be understood that in districts of widely varying elevations or low customer density a utility may undertake to furnish a service which does not comply with the foregoing specifications if the customer is fully advised of the conditions under which average service may be expected. At no time shall pressure under normal conditions fall below thirty (30) psig nor shall the static pressure exceed 150 psig. (2) Pressure gauges. Each utility shall provide itself with one (1) or more recording pressure gauges to make pressure surveys. These gauges shall be suitable to record the pressure experienced on the utility's system and shall be able to record a continuous twenty-four (24) hour test. One (1) of these recording pressure gauges shall be maintained for a minimum of one (1) week per month in continuous service at some representative point on the utility's mains. (3) Pressure surveys. At least once annually, each utility shall 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 shall 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 shall be maintained at the utility's principal office in Kentucky and shall be made available to the commission upon request.	Field Services/Engineering	David Treece/Brent O'Neill						
Section 6. Water Supply Measurement (1) Measuring devices. Each utility shall install a suitable measuring device at each source of supply so that a record may be maintained of the quantity of water produced by each source. (2) Records. The quantity of water produced or purchased for resale to customers from each source of supply shall be determined on a monthly basis. The volumes of water distributed to customers and the volume used by the utility shall be determined in the same manner. Twelve (12) month totals of the volumes produced or purchased from each source of supply, distributed to customers, and used by the utility shall be recorded separately and transmitted to the commission in the utility's annual report to the commission. (3) Unaccounted-for water loss. Except for purchased water rate adjustments for water districts and water associations, and rate adjustments pursuant to KRS 278.023(4), for rate making purposes a utility's unaccounted-for water loss shall not exceed fifteen (15) percent of total water produced and purchased, excluding water used by a utility in its own operations. Upon application by a utility in a rate case filing or by separate filing, or upon motion by the commission, an alternative level of reasonable unaccounted-for water loss may be established by the commission. A utility proposing an alternative level shall have the burden of demonstrating that the alternative level is more reasonable than the level prescribed in this section	Production	Justin Sensabaugh						
Section 7. Standards of Construction Design and construction of the utility's facilities shall conform to good standard engineering practice. Plans and specifications for water supplies shall be prepared by an engineer registered in Kentucky, with the submitted plans bearing the engineer's seal. The utility's facilities shall be designed, constructed and operated so as to provide adequate and safe service to its customers and shall conform to requirements of the Natural Resources Cabinet with reference to sanitation and potability of water.	Engineering	Brent O'Neill						
Section 8. Distribution Mains (1) Depth of mains. Water mains shall be placed a minimum of 24 inches below ground level and protected to prevent freezing during the coldest weather, and to prevent damage by traffic. (2) Dead ends. Dead ends shall be minimized by making appropriate tie-ins whenever practicable. Where dead ends occur they shall be provided with a fire hydrant, if flow and pressure are sufficient, or with an approved flushing hydrant or blowoff for flushing purposes. Flushing devices shall be sized to provide a velocity of at least 2.5 feet per second in the water main being flushed. No flushing device shall be directly connected to any sewer. Mains with dead ends shall be flushed at least once each year but more often if necessary. (3) Segmentation of system. Valves or stopcocks shall be provided at reasonable intervals in the mains so that repairs may be made with the least possible interruption of service. (4) Disinfection of water mains. All new mains shall be thoroughly disinfected before being connected to the system. The method of disinfecting shall comply with requirements of the Natural Resources Cabinet. (5) Grid systems. Wherever feasible the distribution system shall be laid out in a grid.	Engineering	Brent O'Neill						

Section 9. Service Lines (1) Size of service line. The size, design, material and installation of the service line shall conform to such reasonable requirements of the utility as may be incorporated in its rules and administrative regulations. The minimum size of the line is 3/4 inch. (2) Depth of service line. All service lines shall be laid at a depth sufficient 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. (3) Inspection of service line. In the installation of the service line, the utility shall require the customer to leave the trench open and pipe uncovered, and the utility shall inspect the line to determine it is free from any tee, branch connection, irregularity or defect. The utility may substitute for its inspection an inspection by the appropriate state or local plumbing inspector, if proof of that inspection is presented to the utility by the customer.	Engineering	Brent O'Neill						
Section 10. Construction Requirements. (1) The system shall be adequate to deliver all reasonable water requirements of its customers (2) Distribution system. (a) Minimum pipe sizes. The distribution system shall be of adequate size and so designed in conjunction with related facilities to maintain the minimum pressures required. The maximum length of any individual small pipe line shall be as follows: 1 inch nominal size Circulating - 150 feet, Non- circulating - 100 feet 1 1/2 inch nominal size Circulating - 300 feet, Noncirculating - 200 feet 2 inch nominal size - Circulating 500 feet, noncirculating - 250 feet In the case of rural water lines, if hydraulic studies indicate they can comply and can provide adequate flow of water to serve the peak requirements of customers, the above maximum extension lengths may be extended with approval of the commission. (b) Fire protection.1. On or after the effective date of this administrative regulation, fire hydrants may be installed by a utility only if:a. A professional engineer with a Kentucky registration has certified that the system can provide a minimum fire flow of 250 gallons per minute; andb. The system supporting this flow has the capability of providing this flow for a period of not less than two (2) hours plus consumption at the maximum daily rate.2. 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. 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 commission may impose, based upon the compensation received for this service. (3) Transmission systems. Transmission pipe lines from sources of supply shall be designed to deliver in combination with related storage facilities and to the limits of the capacity of those sources of supply the maximum requirements of that portion of the system which is dependent upon such transmission pipe lines.	Engineering	Brent O'Neill						
(4) Water supply requirements. The quantity of water delivered to the utility's distribution system from all source facilities shall be sufficient to supply adequately, dependably and safely the total reasonable requirements of its customers under maximum consumption. (3) Materials. Metallic and nonmetallic materials may be used separately and in combination to construct component parts of a water system including, but not limited to, conduits, pipes, couplings, caulking materials, protective linings and coatings, services, valves, hydrants, pumps, tanks and reservoirs, provided:(a) The material shall have a reasonable useful service life.(b) The material shall be capable of withstanding with ample safety factors the internal and external forces to which it may be subjected in service.(c) The material shall not cause the deterioration of the potability of the water supply.(d) Materials and equipment shall be so selected as to mitigate corrosion, electrolysis and deterioration	Engineering	Brent O'Neill						

Section 11. Extension of Service 1) Normal extension. An extension of 50 feet or less shall be made to an existing distribution main without charge for a prospective customer. (2) Other extensions. (a) When an extension of the utility's main to serve an applicant or group of applicants amounts to more than 50 feet per applicant, the utility may if not inconsistent with its filed tariff require the total cost of the excessive footage over 50 feet per customer to be deposited with the utility by the applicant or the applicants, based on the average estimated cost per foot of the total extension. (b) Each customer who paid for service under such extension shall be reimbursed under 1 of the following plans, which shall be included in the utility's filed tariff: 1. Each year, for a refund period of not less than 10 years, the utility shall refund to the customer or customers who paid for the excessive footage the cost of 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 therefrom. Total amount refunded shall not exceed the amount paid the utility. No refund shall be made after the refund period ends. (3) An applicant desiring an extension to a proposed real estate subdivision may be required to pay the entire cost of the extension. Each year, for a refund period of not less than ten (10) years, the utility shall refund to the applicant who paid for the extension a sum equal to the cost of fifty (50) feet of the extension installed for each new customer connected during the year whose service line is directly connected to the extension installed by the developer, and not to extensions or laterals therefrom. Total amount refunded shall not exceed the amount paid to the utility. No refund shall be made after the refund period ends. (5) Nothing contained herein shall prohibit a utility from making at its expense greater extensions than herein prescribed, provided like free extensions are made to other customers under similar conditions. The conditions under which such extensions will be made shall be stated in the utility's filed tariff.	Engineering	Brent O'Neill						
Section 12. Service Connections (1) Ownership of service. (a) Utility's responsibility. The utility shall 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 utility may recoup this expense from the customer in accordance with KRS 278.0152. (b) In areas where the distribution system follows well-defined streets and roads, the customer's point of service shall 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 shall be located as near the customer's property line as practicable. Prior to installation of the meter the utility shall consult with the customer as to the most practical location. (2) Customer's responsibility. The customer shall furnish and lay the necessary pipe to make the connection from the point of service to the place of consumption and shall keep the service line in good repair and in accordance with such reasonable requirements of the utility as may be incorporated in its rules and administrative regulations.	Field Services	Bambi Floyd						
Section 13. Measurement of Service (1) All water sold by a utility shall be upon the basis of metered volume sales. (2) Unmetered service. If water usage can be readily estimated, the utility may, subject to commission approval, provide unmetered service. (3) All meters used for metered sales shall have registration devices indicating the volume of water measured in either cubic feet or U.S. gallons. Where a constant or multiplier is necessary to convert the meter reading to cubic feet or gallons, the constant shall be indicated upon the face of the meter. (4) Each utility shall adopt a standard method of installing meters and service lines and shall file with the commission a written description and drawings in sufficient detail that the requirements are clearly understandable. Copies of these standard methods shall be made available to prospective customers and contractors or others engaged in the business of placing pipe for water utilization. All meters shall be set in place by the utility.	Field Services	David Treece						

Section 14. Meter Test Facilities and Equipment. (1) Each utility furnishing metered water service shall have the necessary standard facilities, instruments and other equipment for testing its meters in compliance with this administrative regulation. (2) The utility's meter test shop shall, insofar as practicable, simulate actual service conditions of temperature, inlet pressure, and outlet pressure. It shall be provided with necessary equipment, including valves on the inlet and outlet sides of the meter test bench, calibrated tanks, a device for regulating flow, a gauge to measure flow rate, pressure gauges and pressure relief valves. The overall error of the calibrated test tanks shall not exceed three-tenths (.3) of one (1) percent. (3) Test measurement standards. (a) Basic standard. Measuring devices for testing meters shall consist of a calibrated tank for volumetric measurement or a tank mounted upon scales for weight measurement. If a volumetric standard is used, it shall be certified as to its accuracy by the commission within the preceding thirty-six (36) months. If a weight standard is used, the scales shall be tested and calibrated at least once a year and certified as to accuracy by the commission. (b) Size of basic standards. When meters are tested by weight method, utilities whose measure of quantity is the cubic foot shall use test equipment capable of holding not less than one (1) cubic foot of water. Utilities whose measure of quantity is the U.S. gallon shall use equipment holding not less than ten (10) U.S. gallons. (c) Standard meter. With commission approval, a standard meter may be provided and used by any utility for the purpose of testing meters in place. This standard meter shall be tested and calibrated to a basic standard periodically to insure its accuracy within the limits required by this administrative regulation. In any event, such test shall be made at least once every other week while the standard meter is in use and a record of such tests shall be kept by both the utility and, if applicable, the organization doing the meter testing.	Field Services	David Treece						
Section 15. Accuracy Requirements of Water Meters (1) All meters used for measuring the quantity of water delivered to a customer shall be in good mechanical condition and shall be adequate in size and design for the type of service which they measure. (2) All new meters, and any meter removed from service for any cause, shall be tested for accuracy as specified herein prior to being placed in service. (a) The test flow and normal test flow limits for the various types of cold water meters shall be as shown in table in regulations. (b) No new, rebuilt or repaired meter shall be placed in service if the following required tests show that it does not register within the accuracy limits specified in paragraph (a) of this subsection. 1. Meters of the displacement, multijet, compound, fire service and propeller type shall be tested at the minimum, intermediate and high test flow rates. At least 1 additional test shall be performed within the range of flows of compound and fire service meters to determine overall operational efficiency and accuracy of registration. 2. Meters of the Class I and Class II turbine type shall be tested at the minimum and high test flow rates. (3) All meters tested in accordance with the rules for periodic, request or complaint tests, shall be tested in the condition as found in the customer's service prior to any alteration or adjustment. This test shall consist of 3 rates of flow in the minimum, intermediate and high flow range for that type of meter. (4) When upon periodic, request or complaint test, a meter is found to be in error in excess of the limits allowed by the commission's administrative regulations, 3 additional tests shall be made: 1 at 75 percent of rated maximum capacity; 1 at 50 percent of rated maximum capacity; 1 at 25 percent of the rated maximum capacity. The average meter error shall be the algebraic average of the errors of the 3 tests.	Field Services	David Treece						
Section 16. Periodic Tests (1) Each utility shall test periodically all water meters so that no meter will remain in service without test for a period longer than specified in the table in the regulations. (2) Meters of the current and compound type shall be cleaned at a minimum of the frequency listed in subsection (1) of this section for testing. If meters are tested in place at the frequency listed in subsection (1) of this section and during the test are flushed at a high rate of flow, the meter shall be considered to be in compliance with this section. (3) If the number of meters of any type which register in error beyond the limits specified in this administrative regulation is found by the commission to be excessive, then that type shall be tested with such additional frequency as the commission may direct.	Field Services	David Treece						
Section 17. Water Shortage Response Plans	Engineering	Brent O'Neill						
067 Purchased water adjustment for privately-owned utilities								
Procedures for submitting an application for a purchased water adjustment application to commission	Rates	Linda Bridwell						
068 Purchased water adjustment for water districts and water associations								
069 Filing requirements and procedures for federally funded construction project of a water association, a water district, or a combined water, gas, or sewer district								
070 Filing requirements and standards for commission approval of water district commissioner training programs								

071 Sewage	Production	Justin Sensabaugh/ Nathan Clark						
Section 3. Filings with this Commission.	Rates	Linda Bridwell						
Section 4. Information Available to Customers. (1) System maps or records. Each utility shall maintain up-to-date maps, plans, or records of its entire force main and collection systems, with such other information as may be necessary to enable the utility to advise prospective customers, and others entitled to the information, as to the facilities available for serving any locality. (2) Rates, rules, and regulations. A schedule of approved rates for sewage service applicable for each class of customers and the approved rules and regulations of the sewage utility shall be available to any customer or prospective customer upon request.	Production	Justin Sensabaugh/ Nathan Clark						
Section 5. Quality of Service. (1) Each utility shall maintain and operate sewage treatment facilities of adequate size and properly equipped to collect, transport, and treat sewage, and discharge the effluent at the degree of purity required by the health laws of the State of Kentucky, and all other regulatory agencies, federal, state, and local, having jurisdiction over such matters. (2) No sewage disposal company shall be obliged to receive for treatment or disposal any material except sewage as defined by Section 2(7) of this administrative regulation. In compliance with the administrative regulation, the utility shall make all reasonable efforts to eliminate or prevent the entry of surface or ground water, or any corrosive or toxic industrial liquid waste into its sanitary sewer system. A utility may request assistance from the appropriate state, county, or municipal authorities in its efforts, but such a request does not relieve the utility of its aforementioned responsibilities	Production	Justin Sensabaugh/ Nathan Clark						
Section 6. Continuity of Service. (1) Each utility shall make all reasonable efforts to prevent interruptions of service and when such interruptions occur shall endeavor to reestablish service with the shortest possible delay consistent with the safety of its customers and the general public. (2) Whenever any utility finds it necessary to schedule an interruption of its service, it shall notify all customers to be affected by the interruption stating the time and anticipated duration of the interruption. Whenever possible, scheduled interruptions shall be made at such hours as will provide least inconvenience to the customers. (3) Each utility shall keep a complete record of all interruptions on its system. This record shall show the cause of interruption, date, time, duration, remedy, and steps taken to prevent recurrence.	Production	Justin Sensabaugh/ Nathan Clark						
Section 7. Design, Construction, and Operation. (1) The sewage treatment facilities of the sewage utility shall be constructed, installed, maintained and operated in accordance with accepted good engineering practice to assure, as far as reasonably possible, continuity of service, uniformity in the quality of service furnished, and the safety of persons and property. (2) The design and construction of the sewage utility's collecting sewers, treatment plant and facilities, and all additions thereto and modifications thereof, shall conform to the requirements of the Kentucky Department for Natural Resources and Environmental Protection, Bureau of Environmental Quality, Division of Water Quality. (3) The capacity of the sewage utility's sewage treatment facilities for the collection, treatment and disposal of sewage and sewage effluent must be sufficiently sized to meet all normal demands for service and provide a reasonable reserve for emergencies. (4) Each sewage utility shall adopt procedures for inspection of its sewage treatment facilities to assure safe and adequate operation of its facilities and compliance with commission rules. These procedures shall be filed with the commission. Unless otherwise authorized in writing by the commission, the sewage utility shall make inspections of collecting sewers and manholes on a scheduled basis at intervals not to exceed one (1) year, unless conditions warrant more frequent inspections and shall make inspections of all mechanical equipment on a daily basis. The sewage utility shall maintain a record of findings and corrective actions required, and/or taken, by location and date.	Production	Justin Sensabaugh/ Nathan Clark						
Section 8. Service Pipe Connections. (1) The sewage utility shall install and maintain that portion of the service pipe from the main to the boundary line of the easement, public road, or street, under which such main may be located. (2) (a) The customer shall install and maintain that portion of the service pipe from the end of the sewage utility's portion into the premises served. (b) Requirements for customer's service pipe. That portion of the service pipe installed and maintained by the customer shall conform to all reasonable rules of the utility. It shall be constructed of materials approved by the sewage utility and installed under the inspection of the sewage utility. (3) A sewer service pipe shall not be laid in the same trench with a water pipe. (4) If a governmental agency requires an inspection of the customer's plumbing, the sewage utility shall not connect the customer's service pipe until it has received notice from the inspection agency certifying that the customer's plumbing is satisfactory.	Production	Justin Sensabaugh/ Nathan Clark						
075 Treated sewage adjustment for water districts and water associations	Production	Justin Sensabaugh						
076 Alternative rate adjustment procedure for small utilities	Rates	Linda Bridwell						

080 Procedural and filing requirements and safeguards concerning nonregulated activities of utilities or utility affiliates Sec tion 2. Annual Reports Relating to a Nonregulated Activity of an Affec ted Utility or Its Affiliate. (1) An affected utility shall file with the commission, by March 31 of each calendar year, a report.	Legal	David Hinkson						
Sec tion 3. Filing of the Cost Allocation Manual and Amendments.	Legal	David Hinkson						
Sec tion 4. Notice of Establishment of New Nonregulated Activity. (1) Within ten (10) days of establishing a new nonregulated activity, an affected utility shall file with the commission a written notice that (a) Briefly describes the new nonregulated activity; and (b) States whether the new nonregulated activity is proposed to be classified as an incidental nonregulated activity.	Legal	David Hinkson						
Section 6. Disclaimer to be Employed When an Affiliate of an Affected Utility Uses the Utility's Name, Trademark, Brand, or Logo. The disclaimer used by an affiliate of an affected utility shall comply with the following requirements: (1) The disclaimer shall state that "(affiliate's name) is not the same company as (utility's name). (Affiliate's name) is not regulated by the Kentucky Public Service Commission. You do not have to buy (the affiliate's) (products or services, as applicable) in order to continue to receive quality regulated services from the utility."; (2) If an affiliate of an affected utility uses the utility's name, trademark, brand, or logo in a print format, the disclaimer shall appear in capital letters on the first page or at the first point where the utility's name, trademark, logo or brand appears; (3) If an affiliate of an affected utility uses the utility's name, trademark, brand, or logo in a televised format, the disclaimer shall appear at the first point at which the utility's name, trademark, logo, or brand appears; and (4) If an affiliate of an affected utility uses the utility's name in an audio format, the disclaimer shall be spoken at the close of the advertisement.	Legal	David Hinkson						
090 System development charges for water utilities	Rates	Linda Bridwell						
095 Fire protection service for water utilities	Engineering/Field Services	Brent O'Neill/David Treeces						
Section 2. A utility may enter into a special contract with a customer regarding the allocation of costs for system improvements necessary for private fire protection service.	Engineering/Field Services	Brent O'Neill/David Treeces						
Section 3. A utility shall require a customer requesting private fire protection service to bear the cost of constructing a private fire service line that runs from the water utility's distribution or transmission main through the customer's property. The utility shall own and be responsible for the maintenance, repair, and replacement of the portion of a private fire service line that extends from the utility's distribution or transmission main to the utility's easement. The customer shall own and be responsible for the maintenance, repair, and replacement of the remaining portion of the line.	Engineering/Field Services	Brent O'Neill/David Treeces						
Section 4. A utility shall permit a customer to connect a private fire protection system to a service line that serves the customer for other purposes, including domestic consumption, if the connection to the service line for the fire suppression system is on the customer's side of the customer's metering point.	Engineering/Field Services	Brent O'Neill/David Treeces						
Section 5. Rates for Private Fire Protection Services. (1) A utility shall not assess a rate for private fire protection service that includes a component for water usage unless that component is based upon a customer's actual usage. (2) A utility shall not assess a separate charge or fee for private fire protection service if the customer's private fire protection system is directly connected to a service line that serves the customer for other purposes. (3) A utility shall assess a rate for service to a fire protection system that is separately connected to the utility's distribution system and that does not receive water service for any other purpose. The rate shall recover, at least, the cost of: (a) Depreciation and debt service or return on utility investment in the utility facilities that directly connect the utility's main to the fire protection system; (b) Expenses associated with periodic inspections to ensure against unauthorized use; (c) Expenses associated with meter reading and billing, if a meter is installed for the fire protection system; and (d) Expenses for maintenance, repairs, and inspection on the utility facilities that directly connect the utility's main to the fire protection system.	Engineering/Field Services	Brent O'Neill/David Treeces						
Section 6. A utility shall require a customer who receives private fire service through an unmetered connection to report: (1) At least annually, his reasonable estimate of water usage for flushing, testing, or other purposes and the basis for his estimate; and (2) Within one (1) month after the service's use to fight a fire, his estimate of the water usage to fight the fire and the basis for his estimate.	Engineering/Field Services	Brent O'Neill/David Treeces						
Section 7. (1) As a condition of service, a utility shall require a customer who connects a private fire protection system to the utility's facilities, either directly or indirectly, to install double-acting backflow preventers. (2) A utility shall have access to a customer's premises at all reasonable hours to inspect the customer's private fire protection system to ensure compliance with subsection (1) of this section.	Engineering/Field Services	Brent O'Neill/David Treeces						

Section 8. Fire Sprinkler Systems. (1) A utility shall provide service dedicated solely to a fire sprinkler system without the use of metering equipment unless good cause related to the delivery or use of the service exists. If a utility installs a metered service for a fire sprinkler system, it may assess a fee for the cost of its installation that includes the cost for service tap, meter, and meter vault. (2) A utility may require a customer who connects a fire sprinkler system to its water distribution system to make repairs upon or improvements to his fire sprinkler system to correct any deficiency, defect or problem noted in any report of a test or inspection required by 815 KAR 10:060. (3) A utility may require a customer who connects a fire sprinkler system to its water distribution system to report: (a) The location of the fire sprinkler system; (b) A change in the fire sprinkler system's operating status; (c) The performance of required maintenance on the fire sprinkler system; and (d) The results of any test or inspection of the fire sprinkler system required by 815 KAR 10:060. (4) A utility providing service that complies with 807 KAR 5:066, Section 5(1), shall not be required to increase water pressure levels to support fire sprinkler systems unless the commission finds an increase is reasonable and necessary.	Engineering/Field Services	Brent O'Neill/David Treeces						
Section 9. A utility that permits a fire department to withdraw water from its water distribution system for fire protection and training purposes at no charge or at reduced rates shall: (1) Require a fire department to submit quarterly reports demonstrating its water usage for the quarter; and (2) State in its tariff the penalty to be assessed for failure to submit the reports required.	Engineering/Field Services	Brent O'Neill/David Treeces						
100 Board application fees								
110 Board proceedings								
120 Applications for certificate of public convenience and necessity for certain electric transmission lines								