COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

IN THE MATTER OF:	)	
	)	
	)	
KENTUCKY-AMERICAN WATER COMPANY'S	)	
REQUEST FOR PERMISSION TO DEVIATE	)	**CASE NO. 2016-00394**
FROM 807 KAR 5:006, SECTION 26(6)(b)	)	
	)	

PETITION OF KENTUCKY-AMERICAN WATER COMPANY

In accordance with 807 KAR 5:006, Section 28, Kentucky-American Water Company ("KAW") hereby requests permission from the Commission to deviate from a portion of the requirements of 807 KAR 5:006, Section 26(6)(b). In support of this request, KAW states the following:

1. KAW is a corporation organized and existing under the laws of the Commonwealth of Kentucky with its principal office and place of business located at 2300 Richmond Road, Lexington, Kentucky 40502. KAW can be contacted by e-mail via the e-mail addresses of its counsel set forth below. KAW was incorporated on February 27, 1882, and is currently in good standing in the Commonwealth of Kentucky.

2. KAW is a wholly-owned subsidiary of American Water Works Company, Inc. ("American Water") and is engaged in the distribution and sale of water in its Central Division, consisting of Bourbon, Clark, Fayette, Harrison, Jessamine, Nicholas, Scott, and Woodford Counties and its Northern Division, consisting of Gallatin, Owen, and Grant Counties. KAW currently owns, operates, and maintains potable water production, treatment, storage, transmission, and distribution systems for the purpose of furnishing potable water for residential, commercial, industrial, and governmental users in its

service territory. KAW is also engaged in the collection of wastewater in Owen, Bourbon, Clark, and Franklin Counties.

3. Pursuant to 807 KAR 5:006, Section 28, KAW is requesting a deviation from the requirement in 807 KAR 5:006, Section 26(6)(b), requiring water utilities to annually inspect meters, meter settings, and valves. 807 KAR 5:006, Section 28 allows for deviations from 5:006 when "good cause" is shown. The overarching intent of the inspection requirements set forth in 807 KAR 5:006, Section 26 is to "assure safe and adequate operation of the utility's facilities."[1] KAW's current system of inspecting meters, meter settings, and valves meets this objective, and requiring KAW to adhere to 807 KAR 5:006, Section 26(6)(b) would result in significant and unnecessary expenses. Thus, good cause exists to grant KAW's requested deviation from annual inspection requirements for meters, meter settings, and valves.

4. Currently, KAW's approximately 20,000 valves are inspected according to KAW's valve inspection and exercising program. Plant valves and valves 30" and larger are inspected and exercised annually. Valves that are 16"-24" are inspected and exercised every two years and valves smaller than 16" are inspected and exercised every five years. These inspections include: confirming adequate access to valves; assessing the condition of the valve box, lid and operating nut; and exercising or turning the valves themselves. Any problems are identified and documented and a service request is created for the issue to be promptly resolved. Under this schedule, KAW has had a sound track record of ensuring outages are kept to a minimum and that customers receive safe and reliable service.

[1] 807 KAR 5:006, Section 26(1).

5. Additionally, a valve failure does not present a problematic issue for several reasons. With over 2,000 miles of main, KAW has, on average, a valve every 530 feet. Therefore, in the event one valve fails to operate correctly, another valve located sufficiently nearby can be closed in the event of an emergency. Furthermore, KAW also has equipment necessary to install insertion valves in emergency situations where additional valves are not present.

6. KAW's current system of inspecting meters and meter settings also assures safe and adequate operations. All meters in KAW system are automatic meter read ("AMR") meters that are read using drive-by technology or manually read in the event of an issue with the AMR technology. The installation of AMR meters has eliminated the need for meter boxes to be accessed unless equipment failure occurs and the meter or radio requires repair or replacement. If meters and meter settings are not functioning properly, KAW would either be notified by the customer or be alerted by an abnormal change in a customer's usage. The KAW billing system has triggers in place to provide alerts of potential issues, including two consecutive estimates, three consecutive zero usage reads, or abnormal over or under usage on a bill. Thus, in essence, KAW acquires and analyzes meter functioning data as often as every month when meters are read.

7. In order to perform annual inspections of all valves, meters, and meter settings in accordance with 807 KAR 5:006, Section 26(6)(b), KAW would need significant additional staffing. As set forth in the attached estimate of labor costs alone, performing annual valve and meter inspections would increase the annual labor expenses by $514,149.12 and $274,050, respectively for a total of nearly $800,000. That amount

does not include additional expense that would be incurred as a result of increased transportation and administrative costs nor does it factor in increases that would occur when grossed up for taxes. Therefore, the major benefit that will result from allowing this deviation is a financial savings to customers. If the Commission does not allow this deviation, customers would shoulder nearly $800,000 in additional labor costs alone.

8. 807 KAR 5:006, Section 28 allows for deviations from 5:006 when "good cause" is shown. The Commission has allowed deviation from the requirements of 807 KAR 5:006 when the cost of adhering to a regulation would outweigh the benefit of adherence. For instance, in Case No. 2012-00491, the Commission approved LG&E's requested deviation from 807 KAR 5:006, Section 26(5)(b), which provides the required frequency of residential regulator inspections.[2] In that matter, LG&E stated that performing inspections that adhered to the Commission's regulation would add an incremental cost of approximately $3.5 million annually and instead proposed inspecting the regulators every one, three, or five years in conjunction with other maintenance activities.[3] The Commission noted that LG&E had "provided sufficient evidence that its proposal with regard to the regulator program will provide safe, reliable, and efficient service to its customers" and granted the deviation.[4] Similarly, in Case No. 93-435, the Commission granted a utility's request for deviation from a customer notice requirement in 807 KAR 5:006, finding that "good cause [had] been shown to support the deviation"

[2] *In the Matter of: Application of Louisville Gas and Electric Company to Implement a Gas Regulator Inspection Program and Request for Deviation*, Case No. 2012-00491, Order at 1, 5 (Ky. PSC July 30, 2013).
[3] *Id.* at 4.
[4] *Id.*

because the utility had proposed an "adequate alternative" that was less costly than complying with the regulation.[5]

9. KAW asserts that good cause exists to grant a deviation from 807 KAR 5:006, Section 26(6)(b). KAW's current systems for inspecting meters, meter settings, and valves ensure safe, reliable, and cost-effective service. Requiring KAW to adhere with 807 KAR 5:006, Section 26(6)(b) would result in additional annual labor expense of nearly $800,000. The significant additional costs to customers to inspect valves, meters, and meter settings annually does not support the value added, and thus good cause exists to grant a deviation from the yearly inspection requirements.

WHEREFORE, KAW requests that the Commission approve its request for a deviation from the requirements of Section 26(6)(b) of 807 KAR 5:006 such that meters, meter settings, and valves may be tested using the inspection frequency set forth above.

[5] *In the Matter of: The Request of South 641 Water District for a Deviation from 807 KAR 5:006, Section 7(1)(c)*, Case No. 93-435, Order at 2 (Ky. PSC Nov. 23, 1993).

VERIFICATION

I, Kevin Rogers, Vice President of Operations for Kentucky-American Water Company, do hereby state that the statements made in this Petition are true and accurate to the best of my knowledge.

Kevin Rogers
Vice President of Operations
Kentucky-American Water Company

COMMONWEALTH OF KENTUCKY)

COUNTY OF FAYETTE)

Subscribed, sworn to, and acknowledged before me by, Kevin Rogers, Vice President of Operations for Kentucky-American Water Company, for and on behalf of said corporation, on this 17th day of November, 2016.

My Commission expires: 10/3/2020

NOTARY PUBLIC, State at Large, Ky.

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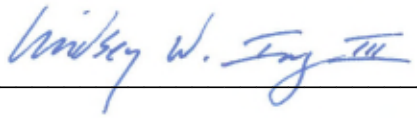
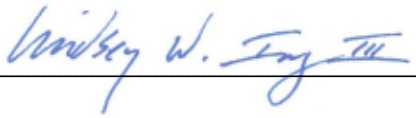
BY: 

Attorneys for Kentucky-American Water Company

CERTIFICATE

This certifies that Kentucky-American Water Company's electronic filing is a true and accurate copy of the documents to be filed in paper medium; that the electronic filing has been transmitted to the Commission on November 18, 2016; that a paper copy of the filing will be delivered to the Commission within two business days of the electronic filing; and that no party has been excused from participation by electronic means.

STOLL KEENON OGDEN PLLC

By 

Attorneys for Kentucky-American Water Company

Kentucky American Water

Estimated Labor Costs for Additional Annual Asset Inspections

Meters - Central Division only	
Total Meters	125,518
Average Meters per Day	200
Number of Days to inspect all meters annually	628
Days per Full-time Equivalent ("FTE")	220
Total FTEs required	2.85

Central Division Valves		
Criticality	Current	Increase to Annual
High (Currently inspected annually)	0.17	0.17
Medium (Currently inspected every 2 years)	0.33	0.66
Low (Currently inspected every 5 years)	1.50	7.50
Total FTEs required	2.00	8.33

Meter Inspections	
	Proposed
Estimated Hourly Rate for Meter Maintenance	$ 38.88
Annual Hours	2,080
Estimated Annual Labor Cost	$ 80,870.40
Additional FTEs - Central	2.85
Additional FTEs - Northern	0.50
Additional Estimated Labor Cost for Annual Meter Inspections	$ 270,915.84

	Valve Inspections	
	Current	Increase to Annual
Estimated Hourly Rate for Valve Maintenance	$ 38.88	$ 38.88
Annual Hours	2,080	2,080
Annual Cost	$ 80,870.40	$ 80,870.40
Additional FTEs - Central	2.00	8.33
Additional FTEs - Northern	0.25	0.25
Additional Estimated Labor Cost for Annual Valve In	$ 181,958.40	$ 693,868.03

Total Estimated Labor Cost Increase	**$ 782,825.47**

Assumptions:

1) Costs only include labor and labor overhead for field services personnel
2) Labor Overhead rate is assumed to be 50% of hourly rate of pay
3) Estimated costs do not include additional transportation, supervisory or administrative expenses
4) Northern Division Meter and Valve Inspections have not been estimated on a per unit calculation due to the increased rural area

COMMONWEALTH OF KENTUCKY
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FROM 807 KAR 5:006, SECTION 26(6)(b)	)	
	)	

CERTIFICATION OF RESPONSES TO INFORMATION REQUESTS

This is to certify that I have supervised the preparation of Kentucky-American Water Company's January 25, 2017 responses to the Commission Staff's Request for Information and that the responses are true and accurate to the best of my knowledge, information and belief formed after reasonable inquiry.

Date: 1/24/17

Kevin Rogers
Vice President of Operations
Kentucky-American Water Company

KENTUCKY-AMERICAN WATER COMPANY
CASE NO. 2016-00394
COMMISSION STAFF'S FIRST REQUEST FOR INFORMATION

Witness: Kevin N. Rogers

1. Provide the following information concerning Kentucky-American 's meters and meter settings:

   a. State whether Kentucky-American conducts periodic inspections of its meters or meter settings.
   b. If Kentucky-American conducts periodic inspections of its meters or meter settings, provide the inspection schedule(s).
   c. If Kentucky-American does not conduct periodic inspections of its meters or meter settings, state whether Kentucky-American has ever conducted periodic inspections of its meters or meter settings and, if applicable, the date(s) the most recent periodic inspections ended.

Response:

a. Kentucky American Water utilizes Automatic Meter Reading (AMR) technology to read meters each month. These meters have diagnostic and monitoring capabilities that allow them to provide customer usage profiling and information regarding register and transmitter issues, potential leaks, reverse flow, zero usage, magnetic tampering and status of the transmitter's battery. They are essentially self-inspecting and provide inspection related data each month as they are read.

b. The collection of diagnostic and monitoring related data each month is the method of inspection utilized by Kentucky American Water.

c. The collection of diagnostic and monitoring related data is currently conducted as part of the reading cycle each month. Kentucky American Water has migrated to a total AMR system and the majority of meters in the system have been changed within the last five years, prompting visual inspection of the entire installation at the time of the change out.

KENTUCKY-AMERICAN WATER COMPANY
CASE NO. 2016-00394
COMMISSION STAFF'S FIRST REQUEST FOR INFORMATION

Witness: Kevin N. Rogers

2. Refer to numbered paragraph 6 of the Petition wherein Kentucky- American states that its "current system of inspecting meters and meter settings also assures safe operations" and provide the following information:

   a. Fully describe Kentucky-American's current system of inspecting meters and meter settings.
   b. State the system of inspections that Kentucky-American will use for its meters and meter settings in the event that the Commission grants Kentucky-American a deviation from the requirement to inspect meters and meter settings as often as necessary but not less frequently than established in 807 KAR 5:006, Section 26(6)(b).
   c. State how Kentucky-American's current system of systematic inspections of its system ensures that Kentucky-American is conducting inspections of its meters and meter settings as often as necessary but not less frequently than established in 807 KAR 5:006, Section 26(6)(b).
   d. Notwithstanding sub-parts a and b, above, state whether Kentucky-American inspects meters and meter settings only upon either being notified by a customer or alerted by an abnormal change in a customer's usage.

Response:

   a. Meters are read each month utilizing drive-by technology via RF communication. The information captured in the RF communication not only provides a reading but it also obtains pertinent information regarding usage, possible leaks, reverse flow, integrity of the register and tampering of the device. This information is exported into the reading software where an error report is created and then it goes to the customer information system that hosts all customer related data. Any alarm that is triggered during the reading process is addressed in our host system as part of the meter edit process which includes an enhanced overview of the information obtained utilizing both current and historical data. When necessary, service orders are generated and worked by Field Service Representatives to resolve issues in the field or confirm that none exist. Billing related orders are dispatched within three days from obtaining a reading, prior to the creation of bills. Other orders are prioritized according to type of issue and criticality as it relates to the impact it has on the integrity of the reading process and customer billing accuracy. This process is the method utilized to monthly inspect all meters and meter settings. Visual inspections of all parts of a service installation are made whenever visits to a premise are required. In 2016, 33% of premises in our

distribution system were inspected in association with the completion of a device related service order.

b. Kentucky American Water will utilize the process as described in the response to part a above. The Company feels that it is aligned with the intent of annual inspections by completing a more frequent (monthly) assessment of the operating condition of the meter which assures that the meter is working properly while driving operational efficiencies to benefit the customers.

c. As described in the response to part a above, Kentucky American Water utilizes a process by which inspections occur monthly thereby exceeding the requirement for annual inspections. This process provides both efficiencies for the customers and ensures that the meters are working properly.

d. See parts a-c above. The monthly assessment of all meters has the potential to identify issues outside of those that are usage related. Kentucky American Water will provide physical inspections when necessary for possible leaks, reverse flow, integrity of the register and tampering of the device obtained as part of the reading process, as all are associated with the meter and setting combination. Even with this thorough check, we will always benefit from information received from our customers and municipal entities to quickly address ever-changing conditions throughout the distribution system.

KENTUCKY-AMERICAN WATER COMPANY
CASE NO. 2016-00394
COMMISSION STAFF'S FIRST REQUEST FOR INFORMATION

Witness: Kevin N. Rogers

3. Fully explain whether it is Kentucky-American's position that an inspection of a meter and meter setting no less frequently than annually does not provide better assurance that the Commission's safety requirements are being met than an inspection of a meter or meter setting based upon a notification from a customer or an alert by an abnormal change in a customer's usage.

Response:

Through our monthly meter reading process, we obtain inspection related information more frequently and as thoroughly as what would be obtained through an annual inspection process. The information obtained monthly potentially leads (when necessary) to service order generation and field visits prompting visual inspections on a timelier basis than those associated with an annual inspection.

KENTUCKY-AMERICAN WATER COMPANY
CASE NO. 2016-00394
COMMISSION STAFF'S FIRST REQUEST FOR INFORMATION

Witness: Kevin N. Rogers

4. Fully explain whether it is Kentucky-American's position that an inspection of a meter and meter setting no less frequently than annually is not necessary to detect tampering, vandalism, and damage to the meter or meter setting.

Response:

Kentucky American Water's automated monthly meter reading provides inspection related information regarding the condition of the meter and whether it has been subjected to tampering. As meter reading technology progresses with the integration of Advanced Metering Systems, we will have more information concerning the meter, its operations, and its attributes available at even shorter intervals without visiting the property. Issues identified by an Advanced Metering System will trigger the creation of "real time" alerts to the Company regarding the condition of the meter and setting. These advancements will make visual inspections even less important in the near future.

KENTUCKY-AMERICAN WATER COMPANY
CASE NO. 2016-00394
COMMISSION STAFF'S FIRST REQUEST FOR INFORMATION

Witness: Kevin N. Rogers

5. State why Kentucky-American did not propose an alternative time period for the minimum frequency of inspections of its meters and meter settings such as a three-year or five-year minimum frequency.

Response:

New metering technology provides diagnostic indicators and alarms to the end user each time the meter is read. Information regarding the integrity of the meter, leak, flow and other information necessary to best serve our customers is provided. For these reasons, our current practice of monthly reading appropriately addresses the need.

KENTUCKY-AMERICAN WATER COMPANY
CASE NO. 2016-00394
COMMISSION STAFF'S FIRST REQUEST FOR INFORMATION

Witness: Kevin N. Rogers

6. Refer to numbered paragraph 4 of the Petition wherein Kentucky- American provided a schedule of its valve inspection and exercising program and provide the following:

   a. Provide the factors that support each proposed valve inspection and exercise interval.
   b. State how Kentucky-American's current system of systematic inspections of its system ensures that Kentucky-American is conducting inspections of its valves as often as necessary but not less frequently than established in 807 KAR 5:006, Section 26(6)(b).

Response:

a. Plant valves and those 30" and larger are inspected annually. They are deemed most critical because they control water from the treatment plant which is the source of supply to the distribution system. Valves 30" and larger typically are of high importance because of the capacity of water they carry and how they impact pressure and flows throughout the system. Having the ability to control large flows is of great significance to the operation.

   Valves 16" to 24" in size are exercised every two years. Although important to the operation, they have less impact on the system and the American Water Practice for Valve Operation, Inspection and Maintenance indicates that two year intervals are sufficient in maintaining the controlling abilities of valves these sizes.

   Valves smaller than 16" have even less impact on operations. American Water Company practice indicates that five year intervals are sufficient for valves of these sizes. Even when found to be defective, valves in this category are the most prevalent in our system and there is, on average, another adjacent valve within 530' that can be utilized for control.

b. Kentucky American Water's current system of inspections provides assurance that our valves are being inspected as often as necessary to ensure the valves and the entire distribution system operate reliably and efficiently. The overarching intent of the inspection requirements is to "assure safe and adequate operation of the utility's facilities."[1] All valve inspections include: confirming adequate

[1] 807 KAR 5:006, Section 26(1).

access to valves; assessing the condition of the valve box, lid and operating nut; and exercising or turning the valves themselves. This process and the schedules described above ensure the intent of the regulation is satisfied. Therefore, the requested deviation is appropriate and will result in avoiding the expense described in Paragraph 7 of the November 18, 2016 Petition in this matter.

KENTUCKY-AMERICAN WATER COMPANY
CASE NO. 2016-00394
COMMISSION STAFF'S FIRST REQUEST FOR INFORMATION

Witness: Kevin N. Rogers

7. Refer to numbered paragraph 5 of the Petition wherein Kentucky- American stated that it "has, on average, a valve every 530 feet" and provide the following information:

   a. State whether some of the valves located adjacent to each other will be on different inspection schedules depending upon their respective sizes.
   b. State why Kentucky-American does not propose to consider the location of a valve as a factor, in addition to the size of the valve, in determining the appropriate inspection interval for the valve.
   c. State how Kentucky-American detects valve damage short of failure and how Kentucky-American detects a complete valve failure.

Response:

   a. Some valves that are in close proximity to one another will be on different inspection schedules, according to size. See the response to Item No. 6 for the explanation as to why different schedules are appropriate.

   b. Location is not the most important factor in determining inspection intervals. Valves of different sizes have distinctive operational characteristics that factor in determining how often they should be inspected and exercised. Larger valves require more attention and investment of personnel resources based on these characteristics. Also, they are more critical to the operational integrity of the distribution system due to the capacity large mains carry and assist in managing adequate pressure and flow. See the response to Item No. 6.

   c. Valve damage is detected through the inspection and exercising process. Each valve has a pre-determined number of turns necessary to fully close it. If it is determined while exercising the valve that the number of turns exceeds this number, it can be concluded that the valve has failed.

COMMONWEALTH OF KENTUCKY
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FROM 807 KAR 5:006, SECTION 26(6)(b)	)	
	)	

CERTIFICATION OF RESPONSES TO INFORMATION REQUESTS

This is to certify that I have supervised the preparation of Kentucky-American Water Company's May 18, 2017 responses to the Commission Staff's Second Request for Information and that the responses are true and accurate to the best of my knowledge, information and belief formed after reasonable inquiry.

Date: 5/15/17

Kevin Rogers
Vice President of Operations
Kentucky-American Water Company

COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

IN THE MATTER OF:	)	
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REQUEST FOR PERMISSION TO DEVIATE	)	**CASE NO. 2016-00394**
FROM 807 KAR 5:006, SECTION 26(6)(b)	)	
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CERTIFICATION OF RESPONSES TO INFORMATION REQUESTS

This is to certify that I have supervised the preparation of Kentucky-American Water Company's May 18, 2017 responses to the Commission Staff's Second Request for Information and that the responses are true and accurate to the best of my knowledge, information and belief formed after reasonable inquiry.

Date: 5/16/17

Linda C. Bridwell

Linda C. Bridwell
Manager Rates and Regulation
Kentucky-American Water Company

KENTUCKY-AMERICAN WATER COMPANY
CASE NO. 2016-00394
COMMISSION STAFF'S SECOND REQUEST FOR INFORMATION

Witness: Kevin N. Rogers

1. Provide a copy of the inspection procedures used to assure safe and adequate operation of the utility's facilities and compliance with KRS Chapter 278 and 807 KAR Chapter 5 that were adopted by Kentucky-American and are currently in force. If the inspection procedures for meters, meter settings, or valves, of any size or type, have been modified since January 1, 2010, state each modification

Response:

Kentucky American Water has adopted inspection procedures for providing assurance that our valves, fire hydrants and meter installations are operable and support public safety. Kentucky American is attaching a copy of the AWW valve inspection practice as part of this response. With the exception to a change in frequency of inspections of large valves, as set forth elsewhere in these responses, these procedures have been in place for years. Based on our institutional knowledge and records we have access to, Kentucky American has operated within these inspection procedures without any deficiency noted by Commission inspections until April, 2016.

Fire Hydrants

Kentucky American Water has a program to inspect every hydrant in the system on an annual basis to confirm that each is operational and that flow rates have not changed. The inspection process entails a visual inspection of all parts, a check for leakage, confirmation that the control valve is fully open and operational and lubrication of threads and moving parts where required. Any identified minor maintenance issues are addressed as part of the inspection process. The hydrant is then flow tested to document and reaffirm where applicable the availability of water to the hydrant in gallons per minute. Any weeds or brush growing around the hydrant are trimmed away and the hydrant is cleaned. All significant repair related issues are reported to the maintenance department of Kentucky American Water for follow up and resolution.

Valve Inspections

Kentucky American Water has adopted a valve inspection and exercise program to ensure that valves of all sizes are inspected and exercised at regularly scheduled intervals. The process includes inspection of the valve box top to assure that it fits securely and the integrity of the frame has not been compromised. The box is then vacuumed clean, when required. Each valve is exercised on a schedule as described in response to Item 6 of the Commission First Request for Information in this case. Each valve is exercised to the full number of turns to assure that it will function reliably. Maintenance concerns identified during this process prompt the creation of work orders that are assigned to the maintenance department for follow up. In addition to the routine valve inspections, Kentucky American Water operates a significant number of its valves each year during

routine distribution line maintenance and construction. While those operations will provide information about the functionality of the valve between inspections, Kentucky American Water does not track how many valves are operated and functioning appropriately outside of the inspection program. Please refer to the attached American Water Policy regarding valve inspections which is confidential and is being filed with a Petition for Confidential Treatment.

Meters Installations

Kentucky American Water uses Automated Meter Reading (AMR) technology to read meters each month. These meters have diagnostic and monitoring capabilities as described in response to Item 1 of the Commission Staff's First Request for Information in this proceeding. Further, meter installations are inspected at intervals that do not exceed mandated periodic meter testing intervals under the PSC regulations. A visual inspection is made of the meter top frame and lid to confirm that it is secure and not damaged. The setter or service line control valve is operated to allow for the changing of the meter, when required. Any maintenance issues observed are documented and submitted to the field maintenance group for resolution. Physical visits associated with service orders are made to premises in our distribution system for reported issues or customer needs, at which time an inspection will occur prior to periodic change out intervals.

All of the procedures described above are in force. The only procedure that has been modified since 2010 is the valve operations. In 2015, Kentucky American determined that the criticality of valves larger than 24" merited an annual inspection, and began to inspect those valves annually. Prior to that time, all valves 16" and larger were inspected every two years. All are designed to assure safe and adequate operation of the asset when required and the processes have been effective without having any negative impact on system reliability or adverse customer related incidents. KAW believes its operating procedures provide the efficiency, safety and reliability that is appropriate for its customers, however KAW recognizes that these procedures may not be in compliance with KRS Chapter 278 and 807 KAR Chapter 5 and is therefore requesting a deviation.

ATTACHMENT FILED
UNDER PETITION FOR CONFIDENTIAL TREATMENT

KENTUCKY-AMERICAN WATER COMPANY
CASE NO. 2016-00394
COMMISSION STAFF'S SECOND REQUEST FOR INFORMATION

Witness: Kevin N. Rogers

2. In a September 2, 2016 letter from David Shehee, Kentucky-American's Superintendent, Water Quality and Environmental Compliance, to Talina R. Mathews, Executive Director of the Commission, regarding the periodic water inspection of Kentucky-American's utility operations and management practices on April 27 and April 28, 2016, Mr. Shehee references a June 17, 2016 meeting between Kentucky-American and the Commission. Provide the name of each participant in the June 17, 2016 meeting.

Response:

The following Kentucky American Water employees met with Mark Rasche, Engineering/Water and Sewer Branch – Kentucky Public Service Commission, June 17, 2016:

Cody Brenneman – Operations Superintendent, Northern Division
Jarold Jackson – Operations Manager, Field Services
Justin Sensabaugh – Operations Manager, Production
David Shehee – Superintendent, Water Quality and Environmental Compliance

KENTUCKY-AMERICAN WATER COMPANY
CASE NO. 2016-00394
COMMISSION STAFF'S SECOND REQUEST FOR INFORMATION

Witness: Kevin N. Rogers

3. Per the general outline for inspection procedures placed on file by Kentucky-American with the Commission, the minimum inspection period for valves and hydrants is stated as "annually." Provide the following:

   a. Identify the individual or individuals who approved the decision to utilize an inspection period of two years for valves between 16-inch and 24-inch and state when the policy became effective.

   b. For each individual identified in sub-part a. of this question, provide the job duties for the individual at the time when the decision was made to utilize an inspection period that is different from the inspection period stated in the inspection procedures placed on file by Kentucky-American with the Commission.

   c. Identify the individual or individuals who approved the decision to utilize an inspection period of five years for valves smaller than 16-inch and state when the policy became effective.

   d. For each individual identified in sub-part c. of this question, provide the job duties for the individual at the time when the decision was made to utilize an inspection period that is different from the inspection period stated in the inspection procedures place on file by Kentucky-American with the Commission.

Response:

   a. Kentucky American Water does not believe that the attached document is a Kentucky American Water document. It appears to be a Commission document upon which someone has written "KY-Am." For example, at the top of the first page, it states "Applicable to all water utilities." Kentucky American Water does not have any records indicating the document was ever created or adopted by Kentucky American Water as its inspection procedures. Nor does Kentucky American Water have any records in its files indicating that this was provided to the Commission by Kentucky American Water as a record of its inspection procedures. The adoption of an inspection interval of two years for 16" and 24" valves was approved on 11/21/2007 by the American Water Practice Development Team utilizing the AWWA Manual M44 as a reference in its development. A copy of this practice was filed in Case No. 2010-00036 in response to Item 154 of the Attorney General's First Data Request, filed April 26, 2010 and is attached to the response to Item 1 of this same Commission Request

for Information. This practice is a continuation of a previous American Water policy from 1992. Based on a review of Kentucky American Water valve inspection records, it appears that Kentucky American Water began utilizing an inspection period of 2 years for valves 16-inch and larger in 1993 or 1994. Due to the longevity of the practice, Kentucky American Water is unable to identify the specific individual or individuals who approved the decision to utilize a two-year inspection period for these valves.

b. While unable to identify the individual or individuals who approved the decision to utilize an inspection period of two years for valves 16-inch and larger, this decision would have been made by a local senior member of the leadership team, in conjunction with operations supervisors who had extensive working knowledge of the operations of the distribution system and the requirements necessary to provide safe and reliable system operations.

c. The adoption of an inspection interval of five years for valves smaller than 16" other than hydrant valves was approved on 11/21/2007 by the American Water Practice Development Team utilizing the AWWA Manual M44 as a reference in its development. This practice is a continuation of a previous American Water policy from 1992. Based on a review of Kentucky American Water valve inspection records, it appears that Kentucky American began utilizing an inspection period of 5 years for valves smaller than 16-inches as far back as 1973 to 1975. Due to the longevity of the practice, Kentucky American Water is unable to identify the specific individual or individuals who approved the decision to utilize a five-year inspection period for these valves.

d. While unable to identify the individual or individuals who approved the decision to utilize an inspection period of five years for valves smaller than 16-inches (except for hydrant valves), this decision would have been made by a local senior member of the leadership team, in conjunction with operations supervisors who had extensive working knowledge of the operations of the distribution system and the requirements necessary to provide safe and reliable system operations.

GENERAL OUTLINE FOR INSPECTION PROCEDURES

Applicable to all Water Utilities

Equipment	Minimum Inspection Period
A. Water Meters (Mastermeters)	Annually
1. Turbine Meters	
2. Compound Meters	
B. Tanks	Annually
1. Standpipes	
2. Elevated Tank	
3. Reservoirs	
C. Wells	Quarterly
1. Infiltration	
2. Pumps	
3. Motors	
D. Valves and Hydrants	Annually
1. Gate Valves	
2. Sluice Valves	
3. Dry-Barrel Fire Hydrants	
4. Wet-Barrel Fire Hydrants	
5. Rubber-Seated Butterfly Valves	
6. Backflow Prevention Device (Double Check Valve Types)	
7. Ball Valves	
8. Swing-Check Valves	
E. Pumping Equipment	Semi-Annually
1. Pump	
2. Motors	
F. Buildings	Annually
1. Conditions: paint, structure, roof, windows	
2. Wiring	
3. Safety Codes	
G. Vehicles	Monthly
1. Fluid Levels	
2. Belts	
3. Lights	
4. Horn	
5. Tires	

WATER STORAGE INSPECTION

Type: ( ) Elevated ( ) Standpipe
( ) Ground Storage ( ) Clearwell

Size: _____ Location: _____

Date Constructed: _____

Type Tank: ( ) Welded Metal ( ) Steel-lined glass
( ) Concrete

SITE:

1. Does site slope away from bank? ( ) Yes ( ) No
2. Is ground soft or soggy? ( ) Yes ( ) No

FOUNDATIONS:

1. Is the concrete foundation cracked? ( ) Yes ( ) No
2. Is the concrete foundation level? ( ) Yes ( ) No
3. Is there a gap between riser base and the concrete?
( ) Yes ( ) No
4. Condition of anchor bolts? ( ) Yes ( ) No

COLUMNS: (Elevated Tanks Only)

1. Is there condensation on columns? ( ) Yes ( ) No
2. Are they straight? ( ) Yes ( ) No
3. Is there any slack in the diagonal X-rods? ( ) Yes ( ) No
4. Condition of bolted connection on riser rods?
( ) Fair ( ) Poor

TANK OR SHELL:

1. Any disfiguration in tank bottom, shell, roof or irregularities in the contour of the steel? ( ) Yes ( ) No
2. Are any weld seams concave? ( ) Yes ( ) No

   a. Are there any rust streaks originating from the weld seams?
   ( ) Yes ( ) No
   b. Any evidence of water leaking from tank? ( ) Yes ( ) No

3. Is there any metal loss by pitting? ( ) Yes ( ) No
4. Condition of finish coat? ( ) Good ( ) Fair ( ) Bad.
5. Condition of intermediate coat? ( ) Good ( ) Fair
( ) Bad
6. Condition of primer coat? ( ) Good ( ) Fair ( ) Bad
7. Amount of surface area showing rust? _____
8. Any water ponding on roof? ( ) Yes ( ) No

ACCESSORIES:

1. Is there a safety climbing device or cage on the ladder:
   ( ) Yes ( ) No
2. Is there a target on tank? ( ) Yes ( ) No

   a. Is it working properly? ( ) Yes ( ) No

3. Does the utility have a climbing harness? ( ) Yes ( ) No
4. How often does the utility climb tank? ( ) day ( ) week
   ( ) month ( ) other _____
5. What is the condition of the overflow?
   ( ) Good ( ) Fair ( ) Poor

   a. Does overflow have a screen or flapper?
      ( ) Screen ( ) Flapper ( ) Neither
   b. Any evidence of cross-connections? ( ) Yes ( ) No
   c. Rip-rap to prevent erosion at end of overflow?
      ( ) Yes ( ) No

COMMENTS: _____

_____

_____

_____

_____

Site Facility Inspection

Treatment Plant
Location:_____

Deficiency

( ) 1.) Does the treatment plant meter raw water?

A.) Source of Water:_____

_____

_____

( ) 2.) Does the treatment plant meter finished water?

3.) Chemical Feed Equipment:_____

_____

_____

( ) 4.) Does the treatment plant meter water used to backflush filters?

Condition of the following:

A. Vents and overflows:_____

_____

B. Valves and gauges:_____

_____

C. Weirs and Sweeps:_____

_____

D. Building - Structures:_____

_____

E. Paint:_____

_____

BUILDING INSPECTION

Building Type: ( ) Concrete ( ) Metal
( ) Frame Construction

Building Purpose: _____

Location: _____

Exterior:

1. Structure condition: ( ) Good ( ) Fair ( ) Poor

2. Roof Type: ( ) Flat ( ) Sloped

   Roof material: _____

   a. Does roof show any signs of leakage?
      ( ) Yes ( ) No
   b. Is the roof guttered? ( ) Yes ( ) No

3. Does structure contain any windows? ( ) Yes ( ) No

   a. Are any windows broken? ( ) Yes ( ) No
   b. Are windows secured with locks or bars?
      ( ) Yes ( ) No

4. Door type: ( ) Wood ( ) Metal

   a. Does door have adequate security? ( ) Yes ( ) No
   b. Are doors in good shape? ( ) Yes ( ) No
   c. Would door prevent general public from entry?
      ( ) Yes ( ) No

5. Does structure need painting?
   ( ) Yes ( ) No ( ) N/A

6. Does structure meet general safety codes?
   ( ) Yes ( ) No

7. Does structure have all wiring in conduit?
   ( ) Yes ( ) No

8. Does structure have a fence? ( ) Yes ( ) No

9. Is access road to structure adequate? ( ) Yes ( ) No

10. Does structure have a sign identifying ownership and who to contact in case of an emergency? ( ) Yes ( ) No

PUMP STATION INSPECTION

Type: ( ) Centrifugal Pump ( ) Axial Flow Pump
( ) Vertical Turbine Pump ( ) Submersible Pump

Location: _____

Number of pumps in station: _____

Size motor: _____ Rating of pump(s): _____

_____

Year pump station was constructed: _____

1. Any visible signs of wear and tear or problem?
( ) Yes ( ) No

   If yes, explain: _____

   _____

2. Are there any coupling alignment problems?
( ) Yes ( ) No

   If yes, explain: _____

   _____

   a. Does coupling require grease? ( ) Yes ( ) No

3. Have bearings been greased? ( ) Yes ( ) No

4. Is there sufficient packing? ( ) Yes ( ) No

5. Are there any violations? ( ) Yes ( ) No

   a. Are all hold-down bolts on pumps and motors tightened properly? ( ) Yes ( ) No

6. Is there an excessive noise from the pump?
( ) Yes ( ) No

   Is there any repainting needed? ( ) Yes ( ) No

   If yes, what area: _____

   _____

   there any visible signs of corrosion?
) Yes ( ) No

   , where: _____

   _____

9. Will one pump meet the demand from customers for water service? ( ) Yes ( ) No

10. Do both pumps need to be operated together?
( ) Yes ( ) No

11. Is there a written inspection record of the pump station?
( ) Yes ( ) No

If yes, how often: _____

Inspection Date:_____

Hydrant Record

Location_____No._____

Type_____ Make_____

Number Outlets_____2-1/2"_____4-1/2" In Service_____

Size of Main_____ Size of Riser_____

Static Pressure_____ Flow Pressure_____

Connected to Grid System?_____ Discharge_____
(Gallons per minimum)

Provided with Street Gate Valve?_____ Give Location:

_____

_____

_____

Remarks:_____

Annual Inspection Report

Date	Flushed	Lubricated	Painted	Repaired	Pentagon	Cap & Chain	Checked by	Remarks

Inspected by:_____ Follow-up Inspected by:_____

VALVE RECORD

ATION _____ NUMBER _____

VALVE LOCATION _____

NO. _____ MAP NO. _____ POLE NO. _____

E _____ MAKE _____ TYPE _____ GEARING _____ BYPASS _____

NS _____ TURNS TO OPERATE _____ SET IN _____ DEPTH OF NUT _____

ARKS _____ (sketch on back if necessary)

MAINTENANCE & INSPECTION REPORT

ATE	WORK DONE	O.K. BY	DATE	WORK DONE	O.K. BY

LOCATION

KENTUCKY-AMERICAN WATER COMPANY
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COMMISSION STAFF'S SECOND REQUEST FOR INFORMATION

Witness: Kevin N. Rogers

4. The inspection procedures that have been placed on file by Kentucky-American with the Commission contain a minimum inspection period for "Water Meters (Mastermeters)." State whether Kentucky-American has inspection procedures for its water meters that are not Mastermeters and, if applicable, provide the inspection procedures.

Response:

Kentucky American Water does not believe that the referenced document is a Kentucky American Water document. It appears to be a Commission document upon which someone has written "KY-Am". For example, at the top of the first page, it states "Applicable to all water utilities." Kentucky American Water does not have any records in its files that the document was ever created or adopted by Kentucky American Water as its inspection procedures. Nor does Kentucky American Water have any records in its files to indicate that the attached document was provided to the Commission as a record of its inspection procedures. Please refer to the response to Item 1 of this same Request for Information for a description of Kentucky American Water's water meter inspection procedure.

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COMMISSION STAFF'S SECOND REQUEST FOR INFORMATION

Witness: Kevin N. Rogers/Linda C. Bridwell

5. Refer to the Estimated Labor Costs in Kentucky-American 's Application and, for the period beginning January 1, 2010, through the present, provide the following:

a. State whether Kentucky-American's rate applications in Case No. 2015-00418[1], 2012-00520[2], and 2010-00036[3] included amounts for forecasted operations labor expenses.

b. For the test year for each rate case application listed in sub-part a. of this question, state whether Kentucky-American's forecasted labor expenses were developed under the assumption that Kentucky-American would conduct inspections of all valves not less frequently than annually. If the response is negative for any of the test years, then state the assumption that was used for that test year.

c. For each rate case application listed in sub-part a, if Kentucky-American based its test year forecasted labor expenses on the assumption that it would not conduct inspections of all valves at least annually, identify the portion(s) of the record in which Kentucky-American disclosed any adjustment or difference in forecasted labor expenses attributable to or a result of the use of a valve inspection schedule through which Kentucky-American was not inspecting all of its valves not less frequently than annually.

d. For each rate case identified in sub-part a., by rate case, identify the individual or individuals responsible for developing Kentucky-American's forecasted labor expenses, and, for each individual, provide the job duties for the individual at the time when the forecasted labor expenses were developed.

Response:

a. Yes, Kentucky-American's rate applications in Case No. 2015-00418, 2012-00520 and 2010-0036 included amount for forecasted operations labor expenses.

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[1] *Application of Kentucky-American Water Company for an Adjustment of Rates* (filed Jan. 29, 2016).

[2] *Application of Kentucky-American Water Company for an Adjustment of Rates Supported by a Fully Forecasted Test Year* (filed Dec. 28, 2012).

[3] *Application of Kentucky-American Water Company for an Adjustment of Rates Supported by a Fully Forecasted Test Year* (filed Feb. 26, 2010).

b. No, the forecasted labor expenses in each of the three rate cases were based on the assumption that Kentucky American Water would conduct inspections of all valves less frequently than annually. The forecasted labor expenses were based on the historical and typical manner of work that was expected to continue in the forecasted test period.

c. For each rate case application listed in sub-part a, Kentucky American Water projected the forecasted labor expenses on the assumptions listed in sub-part b. As identified in the response to Item 4 of this same data request, Kentucky American Water had been utilizing this inspection procedure for at least 25 years or longer. Due to the length of time that Kentucky American Water had been inspecting its valves less than annually, there was no reason to disclose or identify an adjustment or difference in forecasted labor expenses attributable to less than annual inspections because there was no such "adjustment" made for that reason. In testimony regarding operations in each rate case application listed in sub-part a, Kentucky American Water specifically identified ways that it was focusing on driving operational efficiencies while maintaining high customer satisfaction levels, but did not include the valve inspection procedures.

d. In each rate case application listed in sub-part a, the Kentucky American Water Vice-President of Operations worked with the Rates Manager and team to develop the forecasted labor expenses. In Case No. 2010-0036, the Vice-President Operations was Keith Cartier and the Rates Manager was Sheila Miller. In Case No. 2012-00520, the Vice-President Operations was Keith Cartier and the Rates Manager was Linda Bridwell. In Case No. 2015-00418, the Vice-President of Operations was Kevin Rogers and the Rates Manager was Linda Bridwell. In each case, the Vice-President Operations is responsible for the supervision of all operations of Kentucky American Water, including production, field services and customer accounting. The Rates Manager is responsible for developing an accurate forecast of a revenue requirement and presenting it to the Commission in a rate case, as well as compliance for all regulatory matters.

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COMMISSION STAFF'S SECOND REQUEST FOR INFORMATION

Witness: Kevin N. Rogers

6. State whether Kentucky-American conducts visual inspections of its meters and meter settings as often as necessary but not less frequently than annually. If Kentucky-American is not currently conducting visual inspections of its meters and meter settings at least annually, state the date when Kentucky-American was last conducting such inspections not less frequently than annually.

Response:

Kentucky American Water conducts visual inspections of meters and meter settings as often as necessary, but less frequently than annually. The implementation of AMR began in 1998 and minimized the need to physically visit each meter monthly for billing purposes. This implementation of AMR also provided more robust information than a quick visual inspection each month as described in response to Item 1 of the Commission Staff's First Request for Information in this proceeding. This implementation was the start of the migration to a total electronic reading system which included the use of touchpad reading monthly for non-AMR meter settings. Full AMR implementation was completed in 2013 and was discussed in Mr. Keith Cartier's Direct Testimony in Case No. 2012-00520 as an example of operating efficiencies being implemented by Kentucky American Water.[1] Visual inspections of all parts of a meter installation are made whenever trouble coding associated with the reading process is obtained. The information is utilized to generate service orders to have issues addressed by field maintenance personnel.

[1] Direct Testimony of Mr. Keith Cartier, Case No. 2012-00520, p. 15.

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Witness: Kevin N. Rogers

7. Notwithstanding the prior question, state whether Kentucky-American conducts visual inspections of its Mastermeters and their meter settings as often as necessary but not less frequently than annually. If Kentucky-American is not currently conducting visual inspections of its Mastermeters and their meter settings at least annually , state the date when Kentucky-American was last conducting such inspections at least annually.

Response:

Assuming that a Mastermeter is considered a meter used for Sales for Resale customers, Kentucky American Water conducts annual visual inspections as part of a field test on all 4-inch or larger meters. There is one Mastermeter that is a 2-inch meter and it is inspected and replaced on the 4-year cycle as required by KAR 807 KAR 5:066 Section 16 (1). As part of this deviation request, Kentucky American would continue to utilize the AMR technology to relay monthly information about each of the Sales for Resale customers, field test the Mastermeters and visually inspect all of their meter settings on annual basis except for the 2" meter as described above.

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Witness: Kevin N. Rogers

8. Refer to Kentucky-American response to Commission Staff's First Request for Information, Item 6, and provide the following information:

   a. State whether Kentucky-American conducts periodic inspections of its valves, of all sizes, as often as necessary but not less frequently than established in 807 KAR 5:006, Section 26(6)(b).

   b. If Kentucky-American is not conducting periodic inspections of its valves, of all sizes, as often as necessary but not less frequently than established in 807 KAR 5:006, Section 26(6)(b) , state the date when Kentucky-American was last in compliance with 807 KAR 5:006, Section 26(6)(b).

   c. Notwithstanding the request in sub-part b of this question, state whether Kentucky-American has ever conducted inspections of its valves, regardless of size, at a frequency not less frequently than annually. If it was conducting inspections of all of its valves at a frequency not less than annually, state when and explain why Kentucky-American ceased conducting inspections at this frequency.

Response:

   a. Kentucky American Water conducts visual inspections of valves of all sizes as often as necessary, but less frequently than annually.

   b. Historical records dating back to 1971 indicate that Kentucky American Water had a program in place to inspect and exercise valves, but not all of them annually.

   c. Kentucky American Water does not have records indicating that it has ever inspected each valve, regardless of size, on an annual basis. Kentucky American Water has not located any inspection records prior to 1971 and believes that they were discarded.

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COMMISSION STAFF'S SECOND REQUEST FOR INFORMATION

Witness: Kevin N. Rogers

9. Refer to 807 KAR 5:006, Section 26(3), which states: "Appropriate records shall be kept by a utility to identify the inspection made, the date and time of inspection, the person conducting the inspection, the deficiencies found, and action taken to correct the deficiencies." Provide the following:

   a. Kentucky-American's most recent inspection record for each valve 16-inch or larger;

   b. By year, for the years 2010 through 2016, the number of valves larger than 24-inch in Kentucky-American's system, the number of inspections conducted by Kentucky-American of valves larger than 24-inch, and the number of valves found to have deficiencies. By year, for the same period, provide a schedule that summarizes the number of deficiencies found during the inspections by type of deficiency and the action necessary to correct the deficiency.

   c. By year, for the years 2010 through 2016, the number of valve failures or damage in valves larger than 24-inch in Kentucky-American's system discovered during an attempt to use the valve while not conducting an inspection. By year, for the same period, provide a schedule that summarizes the deficiencies determined to be responsible for the failures, the action necessary to correct the deficiency, and whether the valve had been inspected within 12 months prior to the failure.

   d. By year, for the years 2010 through 2016, the number of valves between 16-inch and 24-inch in Kentucky-American 's system, the number of inspections conducted by Kentucky-American of valves between 16-inch and 24-inch, and the number of valves found to have deficiencies. By year, for the same period, provide a schedule that summarizes the number of deficiencies found during the inspections by type of deficiency and the action necessary to correct the deficiency.

   e. By year, for the years 2010 through 2016, the number of valve failures or damage in valves between 16-inch and 24-inch in Kentucky-American's system discovered during an attempt to use the valve while not conducting an inspection. By year, for the same period, provide a schedule that summarizes the deficiencies determined to be responsible for the failures, the action necessary to correct the deficiency, and whether the valve had been inspected within 12 months prior to the failure.

   f. By year, for the years 2010 through 2016, the number of valves smaller than 16-

inch in Kentucky-American's system, the number of inspections conducted by Kentucky-American of valves smaller than 16-inch, and the number of valves found to have deficiencies. By year, for the same period, provide a schedule that summarizes the number of deficiencies found during the inspections by type of deficiency and the action necessary to correct the deficiency.

g. By year, for the years 2010 through 2016, the number of valve failures or damage in valves smaller than 16-inch in Kentucky-American's system discovered during an attempt to use the valve while not conducting an inspection. By year, for the same period, provide a schedule that summarizes the deficiencies determined to be responsible for the failures , the action necessary to correct the deficiency, and whether the valve had been inspected within 12 months prior to the failure.

Response:

a. Please refer to the attachment.

b. Please refer to the attachment.

c. Kentucky American Water does not track the requested information on failures discovered during an attempt to use any particular valve for any reason. Due to the critical nature and size of the valves, Kentucky American was able to gather from talking with field personnel that one 30" valve was found to be deficient while attempting to operate it other than during a routine inspection in 2015. This valve wouldn't fully shut, and had been inspected within the previous 12 months. This is not included in the deficiencies identified in response to part b above.

d. Please refer to the attachment.

e. Kentucky American Water does not track the requested information on failures discovered during an attempt to use any particular valve for any reason. Due to the critical nature and size of the valves, Kentucky American was able to gather from talking with field personnel that one 24" valve was found to be deficient while attempting to operate it other than during a routine inspection in 2015. This valve wouldn't function properly, and had been inspected within the previous 12 months. This is not included in the deficiencies identified in response to part d above.

f. Please refer to the attachment. Kentucky American was able to determine the information during the period from 2012-2016. Please note that in 2012, Kentucky American transferred its asset maintenance program to an electronic program, and Kentucky American has been unable to locate the paper copies of valve inspection records for 2010 and 2011.

g. As mentioned in response to parts c and e above, Kentucky American Water does not track the requested information on failures discovered during an attempt to use any particular valve. As mentioned in part f above, Kentucky American was able to reasonably identify all of the valves, smaller than 16" and not hydrant valves, that required maintenance each year from 2012-2016. However, Kentucky American is unable to determine whether the Company found the deficiency during a routine inspection or during an attempt to operate for another reason. Kentucky American Water is unable to make a reasonably accurate projection by surveying employees due to the large number of valve operations of this size that occur during the course of any given time period.

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Commission's Second Request For Information
Response to Part 9 A

Size	InventoryNumber	Date of Last Inspection	Time	Inspector	Torque	# Turns	Inspection Result
16	14140	5/8/2012	3:26:18 AM	POINDEXD	0	38	Acceptable – No Further Action
16	15031	5/11/2012	3:26:23 AM	HALLEJ	0	50	Acceptable – No Further Action
16	26896	5/11/2012	3:26:20 AM	HALLEJ	0	51	Acceptable – No Further Action
16	3587A	5/23/2012	3:39:05 AM	POINDEXD	0	50	Acceptable – No Further Action
16	PS7109	5/23/2012	3:26:37 AM	POINDEXD	0	0	Acceptable – No Further Action
16	26891	6/13/2012	3:26:23 AM	POINDEXD	200	50	Acceptable – No Further Action
16	26894	6/13/2012	3:26:25 AM	POINDEXD	0	0	Reschedule - Cannot Find/Missing
16	15303S	1/9/2013	4:06:57 AM	POINDEXD	0	37	Acceptable – No Further Action
16	15884S	1/9/2013	4:06:57 AM	POINDEXD	200	37	Acceptable – No Further Action
16	PS15885S	1/9/2013	4:06:58 AM	POINDEXD	0	41	Acceptable – No Further Action
16	PS15887S	1/9/2013	4:06:58 AM	POINDEXD	0	37	Acceptable – No Further Action
16	22969	1/16/2013	3:22:09 AM	RIGGSBW	0	50	Acceptable – No Further Action
16	22971	1/16/2013	3:22:09 AM	RIGGSBW	0	50	Acceptable – No Further Action
16	FS14382S	1/24/2013	3:21:02 AM	RIGGSBW	0	40	Acceptable – No Further Action
16	16667	2/16/2013	3:19:33 AM	RIGGSBW	0	97	Acceptable – No Further Action
16	758	2/16/2013	3:19:28 AM	RIGGSBW	0	91	Acceptable – No Further Action
16	15850	2/22/2013	3:19:19 AM	RIGGSBW	0	0	Reschedule - Cannot Find/Missing
16	PS16114A	2/22/2013	3:19:22 AM	RIGGSBW	0	0	Out of Service
16	16601	2/27/2013	3:20:05 AM	HALLEJ	200	105	Acceptable – No Further Action
16	17780	2/27/2013	3:20:17 AM	HALLEJ	100	50	Acceptable – No Further Action
16	15913A	3/1/2013	3:21:51 AM	RIGGSBW	200	195	Acceptable – No Further Action
16	15914A	3/1/2013	3:21:52 AM	RIGGSBW	200	214	Acceptable – No Further Action
16	7276A	3/11/2013	3:19:41 AM	HALLEJ	400	37	Acceptable – No Further Action
16	26893	6/18/2013	-	-	-	-	Acceptable – No Further Action
16	26050	6/27/2013	3:58:38 PM	KINLEYVE	0	0	Repair - Low Complexity
16	13634W	2/11/2014	1:35:28 PM	RIGGSBW	0	38	Acceptable – No Further Action
16	13639W	2/12/2014	11:25:30 AM	RIGGSBW	0	39	Acceptable – No Further Action
16	13633	4/11/2014	11:00:05 AM	KINLEYVE	100	39	Acceptable – No Further Action
16	13637W	4/11/2014	1:04:44 PM	KINLEYVE	100	39	Acceptable – No Further Action
16	26355	4/11/2014	3:44:30 PM	KINLEYVE	200	37	Acceptable – No Further Action
16	2915A	4/11/2014	8:49:00 AM	KINLEYVE	0	0	Repair - Medium Complexity
16	PS13511A	4/11/2014	4:32:48 PM	KINLEYVE	0	0	Repair - Low Complexity
16	PS2392A	4/11/2014	11:42:50 AM	KINLEYVE	200	172	Acceptable – No Further Action
16	PS2520A	4/11/2014	9:29:05 AM	KINLEYVE	100	48	Acceptable – No Further Action
16	PS10373	1/7/2015	2:00:52 PM	HORNLD	0	37	Acceptable – No Further Action
16	PS10375	1/7/2015	2:38:29 PM	HORNLD	0	31	Acceptable – No Further Action
16	14138	1/20/2015	2:41:47 PM	HORNLD	0	39	Acceptable – No Further Action
16	26879A	1/20/2015	12:43:25 PM	HORNLD	0	95	Acceptable – No Further Action
16	26882	1/20/2015	1:34:43 PM	HORNLD	0	49.5	Acceptable – No Further Action
16	5575A	1/20/2015	1:56:38 PM	HORNLD	0	49.5	Acceptable – No Further Action
16	5576A	1/20/2015	1:58:28 PM	HORNLD	0	49.5	Acceptable – No Further Action
16	15029	1/22/2015	2:35:10 PM	HORNLD	0	30	Acceptable – No Further Action
16	5544A	1/22/2015	2:33:06 PM	HORNLD	250	108	Acceptable – No Further Action
16	5572A	1/22/2015	2:47:47 PM	HORNLD	0	0	Repair - Medium Complexity
16	14137	1/23/2015	12:43:47 PM	HORNLD	100	40	Acceptable – No Further Action
16	14139A	1/23/2015	10:50:24 AM	HORNLD	0	107	Acceptable – No Further Action
16	16060	1/23/2015	1:23:37 PM	HORNLD	100	50	Acceptable – No Further Action
16	5573A	1/23/2015	2:52:36 PM	HORNLD	250	102	Acceptable – No Further Action
16	15030	2/4/2015	2:15:00 PM	HORNLD	100	30	Acceptable – No Further Action
16	26873A	2/4/2015	2:51:36 PM	HORNLD	200	106	Acceptable – No Further Action
16	26874A	2/4/2015	2:53:51 PM	HORNLD	200	106.5	Acceptable – No Further Action
16	16703	2/11/2015	3:05:57 PM	HORNLD	200	100.5	Acceptable – No Further Action
16	16704	2/11/2015	3:07:01 PM	HORNLD	200	100.5	Acceptable – No Further Action
16	26876	2/11/2015	11:03:26 AM	HORNLD	100	49.5	Acceptable – No Further Action
16	26877	2/11/2015	10:59:34 AM	HORNLD	100	49.5	Acceptable – No Further Action
16	13079	2/12/2015	3:04:41 PM	HORNLD	100	39	Acceptable – No Further Action
16	16714	2/12/2015	3:06:15 PM	HORNLD	100	29	Acceptable – No Further Action
16	17602	2/12/2015	2:59:53 PM	HORNLD	100	50	Acceptable – No Further Action
16	20331	2/12/2015	3:02:15 PM	HORNLD	100	99	Acceptable – No Further Action
16	20332	2/12/2015	3:03:26 PM	HORNLD	200	99	Acceptable – No Further Action
16	20333	2/12/2015	3:01:04 PM	HORNLD	150	50	Acceptable – No Further Action
16	15854A	2/13/2015	10:14:20 AM	KINLEYVE	300	221	Acceptable – No Further Action
16	27034A	2/13/2015	11:32:52 AM	KINLEYVE	100	50	Acceptable – No Further Action
16	27035A	2/13/2015	3:09:55 PM	KINLEYVE	0	0	Repair - Medium Complexity
16	27041A	2/13/2015	3:12:17 PM	KINLEYVE	200	212.5	Acceptable – No Further Action
16	27040A	2/23/2015	2:07:48 PM	KINLEYVE	200	211.5	Acceptable – No Further Action
16	7110A	2/23/2015	2:53:16 PM	HORNLD	0	10	Repair - Medium Complexity
16	10524A	2/24/2015	10:59:40 AM	KINLEYVE	300	104	Acceptable – No Further Action
16	12031	2/24/2015	3:23:40 PM	KINLEYVE	100	39	Acceptable – No Further Action
16	15204	2/24/2015	2:45:10 PM	HORNLD	100	30.5	Acceptable – No Further Action
16	15205	2/24/2015	3:11:18 PM	HORNLD	100	30	Acceptable – No Further Action
16	16710	2/24/2015	11:47:14 AM	HORNLD	250	99.5	Acceptable – No Further Action

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Size	InventoryNumber	Date of Last Inspection	Time	Inspector	Torque	# Turns	Inspection Result
16	27420A	2/24/2015	2:15:46 PM	KINLEYVE	300	104	Acceptable – No Further Action
16	12029	2/26/2015	3:13:12 PM	KINLEYVE	100	39	Acceptable – No Further Action
16	12032	2/26/2015	9:49:09 AM	KINLEYVE	100	39	Acceptable – No Further Action
16	13296	2/26/2015	2:36:20 PM	HORNLD	150	50	Acceptable – No Further Action
16	15206	2/26/2015	2:06:12 PM	HORNLD	100	30.5	Acceptable – No Further Action
16	26317A	2/26/2015	3:16:38 PM	KINLEYVE	250	110	Acceptable – No Further Action
16	22311A	2/27/2015	3:32:45 PM	KINLEYVE	250	109.5	Acceptable – No Further Action
16	12034	3/2/2015	3:50:45 PM	KINLEYVE	0	0	Repair - Medium Complexity
16	12037	3/2/2015	3:50:41 PM	KINLEYVE	100	38.5	Acceptable – No Further Action
16	13033	3/2/2015	3:50:49 PM	KINLEYVE	250	38.8	Repair - Medium Complexity
16	13022	3/3/2015	9:33:59 AM	KINLEYVE	100	38.5	Acceptable – No Further Action
16	13023	3/3/2015	9:33:02 AM	KINLEYVE	100	38.5	Acceptable – No Further Action
16	16705	3/3/2015	9:36:39 AM	HORNLD	200	100	Acceptable – No Further Action
16	13017	3/4/2015	3:37:04 PM	KINLEYVE	100	38.5	Acceptable – No Further Action
16	271A	3/4/2015	11:03:03 AM	KINLEYVE	200	105	Acceptable – No Further Action
16	12028	3/9/2015	9:34:17 AM	KINLEYVE	100	38.5	Acceptable – No Further Action
16	12041	3/9/2015	2:55:01 PM	KINLEYVE	100	39	Acceptable – No Further Action
16	15855A	3/10/2015	3:39:06 PM	KINLEYVE	200	211	Acceptable – No Further Action
16	5566A	3/10/2015	1:44:32 PM	HORNLD	200	104.5	Acceptable – No Further Action
16	5600A	3/10/2015	12:35:42 PM	HORNLD	0	0	Repair - Medium Complexity
16	6876A	3/10/2015	11:44:34 AM	KINLEYVE	400	192.5	Acceptable – No Further Action
16	7266	3/10/2015	3:33:15 PM	KINLEYVE	100	50	Acceptable – No Further Action
16	7276	3/10/2015	2:00:13 PM	KINLEYVE	100	34.5	Acceptable – No Further Action
16	13345A	3/11/2015	11:17:49 AM	HORNLD	350	184.5	Acceptable – No Further Action
16	5565A	3/11/2015	10:03:32 AM	HORNLD	200	105	Acceptable – No Further Action
16	15555	3/12/2015	3:10:23 PM	KINLEYVE	100	30.5	Acceptable – No Further Action
16	15556	3/12/2015	10:23:47 AM	KINLEYVE	100	30.5	Acceptable – No Further Action
16	15561	3/12/2015	3:09:17 PM	KINLEYVE	100	30.5	Acceptable – No Further Action
16	2645A	3/12/2015	12:57:37 PM	KINLEYVE	0	0	Acceptable – No Further Action
16	2649A	3/12/2015	9:58:53 AM	KINLEYVE	0	0	Repair - Medium Complexity
16	2917A	3/12/2015	11:04:17 AM	KINLEYVE	0	0	Repair - Medium Complexity
16	3	3/12/2015	-	-	-	-	Repair - Medium Complexity
16	15468	3/13/2015	10:19:53 AM	HORNLD	0	0	Repair - Medium Complexity
16	15557	3/16/2015	10:04:10 AM	KINLEYVE	100	30.5	Acceptable – No Further Action
16	16923	3/16/2015	2:52:36 PM	HORNLD	100	30	Acceptable – No Further Action
16	16924	3/16/2015	2:51:13 PM	HORNLD	100	31	Acceptable – No Further Action
16	16925	3/16/2015	2:49:47 PM	HORNLD	100	27	Acceptable – No Further Action
16	16926	3/16/2015	2:48:32 PM	HORNLD	150	25	Acceptable – No Further Action
16	16927	3/16/2015	2:47:10 PM	HORNLD	100	31	Acceptable – No Further Action
16	16931	3/16/2015	2:45:27 PM	HORNLD	100	30	Acceptable – No Further Action
16	16933	3/16/2015	2:34:01 PM	HORNLD	100	31	Acceptable – No Further Action
16	16936	3/16/2015	2:30:24 PM	HORNLD	100	31	Acceptable – No Further Action
16	2406A	3/16/2015	1:08:35 PM	KINLEYVE	100	30.5	Acceptable – No Further Action
16	2910A	3/16/2015	11:41:35 AM	KINLEYVE	600	199.5	Acceptable – No Further Action
16	16922	3/17/2015	4:33:23 PM	HORNLD	100	30	Acceptable – No Further Action
16	18173	3/17/2015	3:28:34 PM	KINLEYVE	100	49.5	Acceptable – No Further Action
16	18175	3/17/2015	3:28:42 PM	KINLEYVE	100	49.5	Acceptable – No Further Action
16	18176	3/17/2015	3:29:09 PM	KINLEYVE	100	50	Acceptable – No Further Action
16	18177	3/17/2015	3:28:51 PM	KINLEYVE	0	0	Repair - Medium Complexity
16	22618	3/17/2015	3:28:54 PM	KINLEYVE	100	50	Acceptable – No Further Action
16	22968	3/17/2015	4:37:08 PM	HORNLD	100	51	Acceptable – No Further Action
16	23962	3/17/2015	3:49:15 PM	HORNLD	0	0	Out of Service
16	25497A	3/17/2015	4:28:24 PM	HORNLD	150	150	Acceptable – No Further Action
16	25499A	3/17/2015	4:30:52 PM	HORNLD	150	138	Acceptable – No Further Action
16	19091	3/18/2015	10:10:08 AM	KINLEYVE	100	49	Acceptable – No Further Action
16	19092	3/18/2015	10:08:53 AM	KINLEYVE	100	49	Acceptable – No Further Action
16	5484A	3/18/2015	1:42:52 PM	KINLEYVE	200	105	Acceptable – No Further Action
16	5485A	3/18/2015	1:35:04 PM	KINLEYVE	400	92.5	Acceptable – No Further Action
16	5486A	3/18/2015	1:40:28 PM	KINLEYVE	200	104	Acceptable – No Further Action
16	5488A	3/18/2015	3:23:06 PM	KINLEYVE	300	104	Acceptable – No Further Action
16	6221	3/18/2015	10:07:28 AM	KINLEYVE	100	50	Acceptable – No Further Action
16	2403A	3/19/2015	8:47:29 AM	KINLEYVE	0	0	Repair - Medium Complexity
16	5495A	3/19/2015	2:20:26 PM	KINLEYVE	300	105	Acceptable – No Further Action
16	5497B	3/19/2015	2:25:57 PM	KINLEYVE	0	11	Acceptable – No Further Action
16	5498B	3/19/2015	2:27:51 PM	KINLEYVE	0	11	Acceptable – No Further Action
16	PS10359	3/19/2015	3:33:35 PM	HORNLD	150	150	Acceptable – No Further Action
16	PS10361	3/19/2015	3:37:39 PM	HORNLD	100	39	Acceptable – No Further Action
16	PS10369	3/19/2015	3:32:18 PM	HORNLD	100	48	Acceptable – No Further Action
16	PS14658	3/19/2015	-	-	-	-	Out of Service
16	13396	3/20/2015	1:39:04 PM	HORNLD	100	35	Acceptable – No Further Action
16	19063	3/20/2015	2:56:40 PM	KINLEYVE	100	49.5	Acceptable – No Further Action
16	19081	3/20/2015	2:57:37 PM	KINLEYVE	100	49	Acceptable – No Further Action

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Size	InventoryNumber	Date of Last Inspection	Time	Inspector	Torque	# Turns	Inspection Result
16	19087	3/20/2015	1:34:14 PM	KINLEYVE	100	49	Acceptable – No Further Action
16	19088	3/20/2015	9:10:19 AM	KINLEYVE	100	49	Acceptable – No Further Action
16	19089	3/20/2015	9:09:30 AM	KINLEYVE	100	49	Acceptable – No Further Action
16	22967	3/20/2015	12:43:52 PM	HORNLD	100	51	Acceptable – No Further Action
16	19059	3/23/2015	12:57:19 PM	KINLEYVE	100	49.5	Acceptable – No Further Action
16	19061	3/23/2015	12:58:08 PM	KINLEYVE	100	49.5	Acceptable – No Further Action
16	19062	3/23/2015	3:17:54 PM	KINLEYVE	100	49.5	Acceptable – No Further Action
16	19082	3/23/2015	10:25:45 AM	KINLEYVE	100	49	Acceptable – No Further Action
16	19083	3/23/2015	10:26:47 AM	KINLEYVE	100	49	Acceptable – No Further Action
16	5520	3/23/2015	12:07:38 PM	HORNLD	100	39	Acceptable – No Further Action
16	5543A	3/23/2015	12:09:10 PM	HORNLD	250	106	Acceptable – No Further Action
16	5567A	3/23/2015	2:34:51 PM	HORNLD	100	32	Acceptable – No Further Action
16	7108A	3/23/2015	-	-	-	-	Acceptable – No Further Action
16	19084	3/25/2015	2:32:07 PM	KINLEYVE	100	49.5	Acceptable – No Further Action
16	19085	3/25/2015	2:31:10 PM	KINLEYVE	100	49.5	Acceptable – No Further Action
16	19086	3/25/2015	2:30:25 PM	KINLEYVE	100	49.5	Acceptable – No Further Action
16	PS13312	3/25/2015	-	-	-	-	-
16	22035	3/26/2015	12:22:09 PM	HORNLD	100	52	Acceptable – No Further Action
16	23290	3/26/2015	12:23:35 PM	HORNLD	100	53	Acceptable – No Further Action
16	23294	3/26/2015	1:27:44 PM	HORNLD	100	51	Acceptable – No Further Action
16	23296	3/26/2015	1:26:29 PM	HORNLD	100	51	Acceptable – No Further Action
16	3092A	3/27/2015	10:39:28 AM	KINLEYVE	300	98	Acceptable – No Further Action
16	13004	3/28/2015	2:39:29 PM	KINLEYVE	150	38.5	Acceptable – No Further Action
16	305	3/28/2015	2:38:30 PM	KINLEYVE	300	31	Acceptable – No Further Action
16	3412A	3/31/2015	9:01:48 AM	KINLEYVE	0	0	Repair - Medium Complexity
16	8731	6/10/2015	-	-	-	-	Acceptable – No Further Action
16	8732	6/10/2015	-	-	-	-	Acceptable – No Further Action
16	9323	6/29/2015	11:00:47 AM	KINLEYVE	100	49	Acceptable – No Further Action
16	21264	8/5/2015	3:10:16 PM	KINLEYVE	0	0	Acceptable – No Further Action
16	22087A	8/10/2015	1:19:37 PM	KINLEYVE	0	0	Acceptable – No Further Action
16	780OWA	9/1/2015	-	-	-	-	-
16	789OW	9/1/2015	-	-	-	-	-
16	796OWA	9/1/2015	-	-	-	-	-
16	797OWA	9/1/2015	-	-	-	-	-
16	799OWA	9/1/2015	-	-	-	-	-
16	8001OWA	9/1/2015	-	-	-	-	-
16	804OWA	9/2/2015	-	-	-	-	-
16	805OWA	9/2/2015	-	-	-	-	-
16	807OWA	9/2/2015	-	-	-	-	-
16	808OWA	9/2/2015	-	-	-	-	-
16	811OWA	9/2/2015	-	-	-	-	-
16	813OWA	9/2/2015	-	-	-	-	-
16	23498	1/27/2016	12:30:17 PM	KINLEYVE	100	49	Acceptable – No Further Action
16	16224	1/28/2016	3:10:42 PM	KINLEYVE	0	31	Acceptable – No Further Action
16	16225	1/28/2016	3:12:11 PM	KINLEYVE	0	30.5	Acceptable – No Further Action
16	16630	1/28/2016	3:16:51 PM	KINLEYVE	100	99	Acceptable – No Further Action
16	16631	1/28/2016	3:15:17 PM	KINLEYVE	100	100	Acceptable – No Further Action
16	23494A	1/28/2016	3:21:18 PM	KINLEYVE	200	109.5	Acceptable – No Further Action
16	16214	2/1/2016	3:17:19 PM	KINLEYVE	100	30.5	Acceptable – No Further Action
16	16215	2/1/2016	3:00:54 PM	KINLEYVE	200	30.5	Acceptable – No Further Action
16	16221	2/1/2016	3:24:52 PM	KINLEYVE	100	30.5	Acceptable – No Further Action
16	20240	2/1/2016	2:56:49 PM	KINLEYVE	0	0	Repair - Medium Complexity
16	20241	2/1/2016	2:55:29 PM	KINLEYVE	200	98	Acceptable – No Further Action
16	22408	2/1/2016	4:04:10 PM	HORNLD	50	100	Acceptable – No Further Action
16	22649	2/1/2016	4:05:13 PM	HORNLD	50	100.5	Acceptable – No Further Action
16	22654	2/1/2016	4:06:09 PM	HORNLD	50	101	Acceptable – No Further Action
16	22659	2/1/2016	4:07:12 PM	HORNLD	150	101	Acceptable – No Further Action
16	22849	2/1/2016	4:08:35 PM	HORNLD	100	101	Acceptable – No Further Action
16	22850	2/1/2016	4:09:34 PM	HORNLD	100	101	Acceptable – No Further Action
16	23489A	2/1/2016	2:53:57 PM	KINLEYVE	200	109.5	Acceptable – No Further Action
16	23491A	2/1/2016	2:52:19 PM	KINLEYVE	200	109.5	Acceptable – No Further Action
16	20237	2/2/2016	2:53:52 PM	KINLEYVE	0	0	Repair - Medium Complexity
16	20238	2/2/2016	2:54:48 PM	KINLEYVE	0	0	Repair - Medium Complexity
16	21266	2/4/2016	2:23:01 PM	HORNLD	150	100.5	Acceptable – No Further Action
16	24637A	2/4/2016	1:31:50 PM	HORNLD	200	109	Acceptable – No Further Action
16	20239	2/5/2016	2:24:01 PM	KINLEYVE	0	0	Repair - Emergency
16	20952	2/5/2016	4:03:47 PM	KINLEYVE	0	0	Acceptable – No Further Action
16	20954	2/5/2016	-	-	-	-	Acceptable – No Further Action
16	21265	2/5/2016	5:58:07 PM	HORNLD	200	100	Acceptable – No Further Action
16	23901A	2/5/2016	5:56:01 PM	HORNLD	100	110	Acceptable – No Further Action
16	23918A	2/5/2016	5:53:25 PM	HORNLD	150	109.5	Acceptable – No Further Action
16	20337	2/6/2016	2:47:31 PM	KINLEYVE	200	100	Acceptable – No Further Action

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Size	InventoryNumber	Date of Last Inspection	Time	Inspector	Torque	# Turns	Inspection Result
16	20338	2/6/2016	2:48:56 PM	KINLEYVE	200	99	Acceptable – No Further Action
16	20339	2/6/2016	2:48:22 PM	KINLEYVE	200	100	Acceptable – No Further Action
16	20340	2/6/2016	12:48:59 PM	KINLEYVE	0	97.5	Acceptable – No Further Action
16	20341	2/6/2016	12:04:09 PM	KINLEYVE	300	95	Acceptable – No Further Action
16	20342	2/6/2016	12:05:01 PM	KINLEYVE	200	99.5	Acceptable – No Further Action
16	6132A	2/6/2016	1:44:05 PM	HORNLD	0	10	Acceptable – No Further Action
16	8735	2/17/2016	1:19:30 PM	KINLEYVE	0	49	Acceptable – No Further Action
16	8736	2/17/2016	1:37:45 PM	KINLEYVE	0	49	Acceptable – No Further Action
16	9458	2/17/2016	1:58:16 PM	KINLEYVE	0	49	Acceptable – No Further Action
16	17241	2/18/2016	1:29:10 PM	HORNLD	50	49	Acceptable – No Further Action
16	4175A	2/18/2016	2:52:08 PM	HORNLD	200	215	Acceptable – No Further Action
16	8729	2/18/2016	3:36:19 PM	KINLEYVE	0	49	Acceptable – No Further Action
16	8733	2/18/2016	3:38:56 PM	KINLEYVE	0	49	Acceptable – No Further Action
16	8734	2/18/2016	3:37:46 PM	KINLEYVE	0	49	Acceptable – No Further Action
16	13535A	2/19/2016	2:51:01 PM	HORNLD	200	204	Acceptable – No Further Action
16	13537	2/19/2016	2:49:21 PM	HORNLD	50	36	Acceptable – No Further Action
16	2837A	2/19/2016	2:54:13 PM	HORNLD	100	212.5	Acceptable – No Further Action
16	2838A	2/19/2016	2:46:31 PM	HORNLD	200	206	Acceptable – No Further Action
16	12712	2/23/2016	2:46:31 PM	KINLEYVE	0	45	Acceptable – No Further Action
16	17242	2/23/2016	2:16:39 PM	HORNLD	50	49	Acceptable – No Further Action
16	2392A	2/23/2016	2:50:00 PM	KINLEYVE	500	169	Acceptable – No Further Action
16	13536A	2/24/2016	3:03:44 PM	HORNLD	200	107.5	Acceptable – No Further Action
16	2402A	2/24/2016	3:52:22 PM	KINLEYVE	0	0	Acceptable – No Further Action
16	PS7112	2/24/2016	-	-	-	-	Acceptable – No Further Action
16	16668	2/29/2016	3:17:35 PM	KINLEYVE	300	98	Acceptable – No Further Action
16	25411A	2/29/2016	-	HORNLD	50	109.5	Acceptable – No Further Action
16	306	2/29/2016	12:24:32 PM	KINLEYVE	0	0	Repair - High Complexity
16	5453A	2/29/2016	-	HORNLD	150	104.5	Acceptable – No Further Action
16	5459	2/29/2016	-	HORNLD	0	50	Acceptable – No Further Action
16	7255A	2/29/2016	3:14:49 PM	KINLEYVE	300	210	Acceptable – No Further Action
16	7417	2/29/2016	3:01:55 PM	HORNLD	300	38.5	Acceptable – No Further Action
16	825	2/29/2016	12:21:55 PM	KINLEYVE	0	0	Repair - High Complexity
16	826	2/29/2016	12:23:12 PM	KINLEYVE	0	0	Repair - High Complexity
16	827	2/29/2016	12:21:01 PM	KINLEYVE	0	0	Repair - High Complexity
16	828	2/29/2016	12:19:53 PM	KINLEYVE	0	0	Repair - High Complexity
16	85	2/29/2016	1:31:57 PM	KINLEYVE	200	98.5	Acceptable – No Further Action
16	15858A	3/1/2016	2:33:36 PM	KINLEYVE	300	212	Acceptable – No Further Action
16	15859A	3/1/2016	2:31:46 PM	KINLEYVE	300	211	Acceptable – No Further Action
16	PS7111	3/1/2016	2:53:12 PM	HORNLD	50	18	Acceptable – No Further Action
16	PS7113	3/1/2016	2:51:13 PM	HORNLD	50	18	Acceptable – No Further Action
16	23261S	3/3/2016	12:59:39 PM	HORNLD	0	30	Acceptable – No Further Action
16	14700S	3/4/2016	3:22:38 PM	HORNLD	0	36	Acceptable – No Further Action
16	18204S	3/4/2016	3:20:57 PM	HORNLD	50	50.5	Acceptable – No Further Action
16	14701S	3/7/2016	-	-	-	-	Repair - Medium Complexity
16	14703S	3/7/2016	2:09:40 PM	HORNLD	50	34	Acceptable – No Further Action
16	14704S	3/7/2016	2:07:52 PM	HORNLD	50	35	Acceptable – No Further Action
16	14706S	3/7/2016	2:06:22 PM	HORNLD	0	34.5	Acceptable – No Further Action
16	4182	3/7/2016	12:05:47 PM	KINLEYVE	0	0	Acceptable – No Further Action
16	635	3/7/2016	2:39:18 PM	KINLEYVE	200	48.5	Acceptable – No Further Action
16	636	3/7/2016	2:41:00 PM	KINLEYVE	250	48	Repair - High Complexity
16	14708S	3/8/2016	-	-	-	-	Acceptable – No Further Action
16	15131S	3/8/2016	2:32:14 PM	HORNLD	0	36	Acceptable – No Further Action
16	17932	3/8/2016	3:59:05 PM	KINLEYVE	200	50	Acceptable – No Further Action
16	2103	3/8/2016	3:59:09 PM	KINLEYVE	100	99	Acceptable – No Further Action
16	638	3/8/2016	10:44:56 AM	KINLEYVE	0	0	Repair - High Complexity
16	14510S	3/9/2016	2:27:50 PM	HORNLD	50	39	Acceptable – No Further Action
16	630A	3/9/2016	2:56:11 PM	KINLEYVE	200	104	Acceptable – No Further Action
16	642	3/9/2016	2:49:01 PM	KINLEYVE	300	48	Repair - High Complexity
16	643	3/9/2016	2:52:58 PM	KINLEYVE	0	0	Repair - High Complexity
16	DS14507S	3/9/2016	2:34:12 PM	HORNLD	0	35	Acceptable – No Further Action
16	14513S	3/10/2016	2:37:04 PM	HORNLD	0	37	Acceptable – No Further Action
16	15134S	3/10/2016	2:40:26 PM	HORNLD	50	30.5	Acceptable – No Further Action
16	14514S	3/11/2016	2:33:58 PM	HORNLD	0	38	Acceptable – No Further Action
16	14489S	3/14/2016	1:59:20 PM	HORNLD	0	46	Acceptable – No Further Action
16	2520	3/14/2016	1:12:32 PM	KINLEYVE	0	0	Repair - Medium Complexity
16	13539	3/15/2016	3:41:25 PM	HORNLD	0	35	Acceptable – No Further Action
16	20019S	3/16/2016	3:04:22 PM	HORNLD	0	49.5	Acceptable – No Further Action
16	20020S	3/16/2016	3:03:12 PM	HORNLD	50	50	Acceptable – No Further Action
16	20021S	3/16/2016	3:02:09 PM	HORNLD	50	49	Acceptable – No Further Action
16	5464A	3/17/2016	10:07:31 AM	HORNLD	0	25	Acceptable – No Further Action
16	29172A	3/21/2016	3:53:47 PM	KINLEYVE	200	212	Acceptable – No Further Action
16	29173A	3/21/2016	3:53:52 PM	KINLEYVE	200	212	Acceptable – No Further Action

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Size	InventoryNumber	Date of Last Inspection	Time	Inspector	Torque	# Turns	Inspection Result
16	29158A	3/23/2016	11:26:13 AM	KINLEYVE	200	204.5	Acceptable – No Further Action
16	29164A	3/23/2016	10:26:17 AM	KINLEYVE	200	208	Acceptable – No Further Action
16	29175A	3/28/2016	3:46:15 PM	KINLEYVE	100	210	Acceptable – No Further Action
16	22087	3/29/2016	11:33:28 AM	HORNLD	50	47	Acceptable – No Further Action
16	29178A	3/29/2016	10:49:39 AM	KINLEYVE	200	210.5	Acceptable – No Further Action
16	29185A	3/29/2016	11:51:46 AM	KINLEYVE	200	210	Acceptable – No Further Action
16	29183A	3/30/2016	3:50:38 PM	KINLEYVE	200	210.5	Acceptable – No Further Action
16	29154A	4/1/2016	3:32:23 PM	KINLEYVE	200	210.5	Acceptable – No Further Action
16	29169A	4/1/2016	3:32:36 PM	KINLEYVE	0	0	Repair - Emergency
16	2395A	4/6/2016	1:28:37 PM	KINLEYVE	750	184	Acceptable – No Further Action
16	2395B	4/6/2016	1:29:33 PM	KINLEYVE	0	10	Acceptable – No Further Action
16	7295A	4/7/2016	1:01:21 PM	KINLEYVE	0	0	Repair - Medium Complexity
16	29170A	4/13/2016	3:38:29 PM	HORNLD	200	210.5	Acceptable – No Further Action
16	29191	4/13/2016	3:40:09 PM	HORNLD	150	100	Acceptable – No Further Action
16	29186A	4/14/2016	3:50:29 PM	HORNLD	0	0	Acceptable – No Further Action
16	10444	4/15/2016	1:27:32 PM	HORNLD	0	0	Repair - Medium Complexity
16	26344	4/15/2016	1:26:24 PM	HORNLD	0	51	Acceptable – No Further Action
16	814OWA	9/3/2016	-	-	-	-	-
16	817OWA	9/3/2016	-	-	-	-	-
16	819OWA	9/3/2016	-	-	-	-	-
16	821OWA	9/3/2016	-	-	-	-	-
16	825OWA	9/3/2016	-	-	-	-	-
16	829OWA	9/3/2016	-	-	-	-	-
16	13374	1/31/2017	10:05:05 AM	SIMPSODS	300	26	Acceptable – No Further Action
16	15469	4/13/2017	-	-	-	-	Repair - Medium Complexity
16	5571A	4/13/2017	3:36:34 PM	SIMPSODS	350	103	Acceptable – No Further Action
20	4620A	2/6/2013	3:21:38 AM	RIGGSBW	0	186	Repair - Emergency
20	14802	2/22/2013	3:19:29 AM	RIGGSBW	0	0	Reschedule - Cannot Find/Missing
20	14803	2/22/2013	3:19:29 AM	RIGGSBW	0	0	Reschedule - Cannot Find/Missing
20	15912A	3/1/2013	3:21:50 AM	RIGGSBW	0	0	Repair - Medium Complexity
20	15890	3/5/2013	3:20:52 AM	HALLEJ	100	41	Acceptable – No Further Action
20	15891	3/5/2013	3:20:52 AM	HALLEJ	100	41	Acceptable – No Further Action
20	15892	3/5/2013	3:20:53 AM	HALLEJ	100	41	Acceptable – No Further Action
20	15893	3/5/2013	3:20:53 AM	HALLEJ	100	41	Acceptable – No Further Action
20	26936A	4/11/2014	3:12:03 PM	KINLEYVE	200	262	Acceptable – No Further Action
20	PS10370	1/13/2015	-	-	-	-	-
20	PS14168	1/13/2015	11:19:08 AM	HORNLD	200	50	Acceptable – No Further Action
20	10636	1/14/2015	1:17:35 PM	HORNLD	200	72	Acceptable – No Further Action
20	12708	1/14/2015	11:56:13 AM	HORNLD	0	44	Acceptable – No Further Action
20	10115	1/15/2015	10:50:35 AM	HORNLD	200	38	Acceptable – No Further Action
20	10634	1/15/2015	9:25:58 AM	HORNLD	0	70	Acceptable – No Further Action
20	15470	1/19/2015	3:20:46 PM	HORNLD	150	49	Acceptable – No Further Action
20	15472	2/4/2015	12:28:15 PM	HORNLD	200	44.5	Acceptable – No Further Action
20	15851	2/13/2015	9:19:40 AM	KINLEYVE	100	43.5	Acceptable – No Further Action
20	15853	3/10/2015	1:59:04 PM	KINLEYVE	100	43.5	Acceptable – No Further Action
20	15856	3/10/2015	1:58:09 PM	KINLEYVE	100	42	Acceptable – No Further Action
20	PS10362	3/19/2015	3:38:20 PM	HORNLD	200	175	Acceptable – No Further Action
20	4616A	3/26/2015	12:19:00 PM	HORNLD	0	0	Repair - Medium Complexity
20	3410A	4/2/2015	3:38:16 PM	HORNLD	0	0	Repair - Medium Complexity
20	12417	6/8/2015	-	-	-	-	Acceptable – No Further Action
20	27038A	6/29/2015	-	-	-	-	Acceptable – No Further Action
20	15627	2/1/2016	4:02:06 PM	HORNLD	0	41	Acceptable – No Further Action
20	22404A	2/3/2016	5:54:18 PM	HORNLD	200	134.5	Acceptable – No Further Action
20	22405A	2/4/2016	8:56:28 AM	HORNLD	250	134	Acceptable – No Further Action
20	26611A	2/4/2016	1:28:49 PM	HORNLD	250	304	Acceptable – No Further Action
20	15628	2/6/2016	2:46:01 PM	HORNLD	0	40	Acceptable – No Further Action
20	26934A	2/6/2016	1:47:03 PM	HORNLD	200	258	Acceptable – No Further Action
20	17665A	2/23/2016	2:40:32 PM	HORNLD	200	254.5	Acceptable – No Further Action
20	17666A	2/23/2016	2:43:16 PM	HORNLD	200	267	Acceptable – No Further Action
20	4178A	3/1/2016	11:34:46 AM	HORNLD	300	253	Acceptable – No Further Action
20	4184A	3/7/2016	12:01:21 PM	KINLEYVE	500	258	Acceptable – No Further Action
20	PS7971A	3/10/2016	3:33:25 PM	KINLEYVE	200	264	Acceptable – No Further Action
20	PS7971B	3/10/2016	3:34:02 PM	KINLEYVE	0	11	Acceptable – No Further Action
20	PS7972A	3/10/2016	3:31:53 PM	KINLEYVE	200	263	Acceptable – No Further Action
20	PS7972B	3/10/2016	3:32:29 PM	KINLEYVE	0	11	Acceptable – No Further Action
20	PS7973A	3/10/2016	3:34:57 PM	KINLEYVE	200	264	Acceptable – No Further Action
20	PS7973B	3/10/2016	3:35:44 PM	KINLEYVE	0	11	Acceptable – No Further Action
20	4183A	3/15/2016	11:31:09 AM	KINLEYVE	500	250	Acceptable – No Further Action
20	28367A	3/18/2016	1:38:57 PM	HORNLD	150	260	Acceptable – No Further Action
20	15630	3/22/2016	1:19:43 PM	HORNLD	150	260.5	Acceptable – No Further Action
20	15632	3/22/2016	1:20:50 PM	HORNLD	150	263	Acceptable – No Further Action
20	15634	3/22/2016	2:45:14 PM	HORNLD	150	261	Acceptable – No Further Action

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Size	InventoryNumber	Date of Last Inspection	Time	Inspector	Torque	# Turns	Inspection Result
20	16685A	3/23/2016	12:00:33 PM	HORNLD	100	261.5	Acceptable – No Further Action
20	26938A	3/28/2016	3:17:35 PM	HORNLD	0	261	Acceptable – No Further Action
20	3405A	4/7/2016	10:14:50 AM	KINLEYVE	750	126	Repair - Emergency
20	15631	4/13/2016	-	-	-	-	Acceptable – No Further Action
20	22085A	4/13/2016	-	-	-	-	Acceptable – No Further Action
20	22086A	4/14/2016	3:47:41 PM	HORNLD	0	0	Acceptable – No Further Action
20	22402	3/6/2017	-	-	-	-	Acceptable – No Further Action
20	22406A	3/6/2017	10:28:04 AM	HORNLD	250	133	Acceptable – No Further Action
20	25500A	4/13/2017	3:43:34 PM	SIMPSODS	300	294	Acceptable – No Further Action
20	25507A	4/13/2017	3:35:02 PM	SIMPSODS	200	267	Acceptable – No Further Action
20	25513A	4/13/2017	3:31:55 PM	SIMPSODS	250	294	Acceptable – No Further Action
20	15471	4/17/2017	2:55:32 PM	HORNLD	200	43	Acceptable – No Further Action
20	25518A	4/17/2017	2:51:28 PM	HORNLD	200	300	Acceptable – No Further Action
24	PS5538A	5/23/2012	3:26:35 AM	POINDEXD	0	102	Acceptable – No Further Action
24	14480S	1/14/2013	3:21:14 AM	POINDEXD	0	44	Acceptable – No Further Action
24	14481S	1/14/2013	-	-	-	-	Acceptable – No Further Action
24	14482S	1/14/2013	3:21:14 AM	POINDEXD	0	44	Acceptable – No Further Action
24	14483S	1/14/2013	3:21:14 AM	POINDEXD	0	44	Acceptable – No Further Action
24	14484S	1/14/2013	3:21:14 AM	POINDEXD	0	44	Acceptable – No Further Action
24	14454	1/23/2013	3:22:31 AM	HALLEJ	0	42	Acceptable – No Further Action
24	14071	2/5/2013	3:20:59 AM	HALLEJ	100	50.5	Acceptable – No Further Action
24	16217	2/6/2013	3:21:30 AM	RIGGSBW	0	32	Acceptable – No Further Action
24	16220A	2/6/2013	3:21:34 AM	RIGGSBW	200	154	Acceptable – No Further Action
24	26903A	2/15/2013	3:20:29 AM	HALLEJ	300	308	Acceptable – No Further Action
24	13380A	2/27/2013	3:20:23 AM	HALLEJ	0	0	Repair - Medium Complexity
24	13381A	2/27/2013	3:20:23 AM	HALLEJ	300	308	Acceptable – No Further Action
24	13382A	2/27/2013	3:20:24 AM	HALLEJ	0	0	Repair - Medium Complexity
24	15889	3/5/2013	3:20:51 AM	HALLEJ	100	41	Acceptable – No Further Action
24	PS5553A	6/24/2013	-	-	-	-	Repair - Low Complexity
24	2618A	4/11/2014	11:30:56 AM	KINLEYVE	300	309	Acceptable – No Further Action
24	DS12712	4/25/2014	10:15:35 AM	KINLEYVE	200	45.5	Acceptable – No Further Action
24	PS10371A	1/7/2015	11:03:48 AM	HORNLD	350	303	Acceptable – No Further Action
24	PS10372A	1/7/2015	2:40:16 PM	HORNLD	350	220	Acceptable – No Further Action
24	17179AJ	1/20/2015	1:11:38 PM	KINLEYVE	0	0	Repair - Medium Complexity
24	26554AJ	1/20/2015	1:16:33 PM	KINLEYVE	200	346	Acceptable – No Further Action
24	26555AJ	1/20/2015	1:19:02 PM	KINLEYVE	200	347	Acceptable – No Further Action
24	26557AJ	1/20/2015	1:22:15 PM	KINLEYVE	0	0	Repair - Medium Complexity
24	26558AJ	1/20/2015	12:55:58 PM	KINLEYVE	200	342	Acceptable – No Further Action
24	26559AJ	1/20/2015	1:07:41 PM	KINLEYVE	0	0	Repair - Medium Complexity
24	17182AJ	1/21/2015	10:27:13 AM	KINLEYVE	300	150	Acceptable – No Further Action
24	17186A	1/21/2015	12:01:11 PM	KINLEYVE	250	150	Acceptable – No Further Action
24	17191A	1/21/2015	2:55:47 PM	KINLEYVE	300	152	Acceptable – No Further Action
24	17190A	1/22/2015	2:46:07 PM	KINLEYVE	400	152	Acceptable – No Further Action
24	18268	1/22/2015	1:57:12 PM	KINLEYVE	300	200	Acceptable – No Further Action
24	18269	1/22/2015	10:27:18 AM	KINLEYVE	300	200	Acceptable – No Further Action
24	17187A	1/23/2015	1:01:01 PM	KINLEYVE	0	0	Acceptable – No Further Action
24	17648A	1/23/2015	1:05:05 PM	KINLEYVE	0	0	Repair - Medium Complexity
24	18270A	1/23/2015	12:55:41 PM	KINLEYVE	200	157	Acceptable – No Further Action
24	18272	1/23/2015	12:56:29 PM	KINLEYVE	200	221	Acceptable – No Further Action
24	18275AJ	2/2/2015	1:35:59 PM	KINLEYVE	200	307	Acceptable – No Further Action
24	18277AJ	2/2/2015	12:41:43 PM	KINLEYVE	200	297	Acceptable – No Further Action
24	5545A	2/11/2015	3:10:52 PM	HORNLD	0	0	Repair - Medium Complexity
24	20192A	2/23/2015	1:22:01 PM	HORNLD	200	302.5	Acceptable – No Further Action
24	22004A	2/26/2015	12:35:17 PM	HORNLD	250	157	Acceptable – No Further Action
24	20196A	2/27/2015	12:05:50 PM	HORNLD	200	304.5	Acceptable – No Further Action
24	20198A	2/27/2015	12:03:19 PM	HORNLD	200	301	Acceptable – No Further Action
24	25524A	2/27/2015	3:05:36 PM	HORNLD	200	354	Acceptable – No Further Action
24	5533A	3/9/2015	2:05:58 PM	HORNLD	500	94.8	Acceptable – No Further Action
24	5540A	3/13/2015	2:40:05 PM	HORNLD	450	96.5	Acceptable – No Further Action
24	14458	3/17/2015	4:35:56 PM	HORNLD	100	43	Acceptable – No Further Action
24	14460	3/17/2015	4:34:46 PM	HORNLD	100	44	Acceptable – No Further Action
24	14443	3/18/2015	2:53:14 PM	HORNLD	100	43	Acceptable – No Further Action
24	14444	3/18/2015	2:51:41 PM	HORNLD	100	43	Acceptable – No Further Action
24	14447	3/18/2015	1:07:53 PM	HORNLD	100	44	Acceptable – No Further Action
24	14449	3/18/2015	1:06:18 PM	HORNLD	100	44	Acceptable – No Further Action
24	14456	3/18/2015	12:55:50 PM	HORNLD	100	44	Acceptable – No Further Action
24	14542	3/18/2015	1:00:59 PM	HORNLD	100	44	Acceptable – No Further Action
24	13394	3/19/2015	2:40:32 PM	HORNLD	150	50	Acceptable – No Further Action
24	14440	3/19/2015	2:37:47 PM	HORNLD	100	44	Acceptable – No Further Action
24	14452	3/19/2015	2:42:44 PM	HORNLD	100	44	Acceptable – No Further Action
24	PS10367A	3/19/2015	3:30:04 PM	HORNLD	100	156	Acceptable – No Further Action
24	PS10368	3/19/2015	3:42:33 PM	HORNLD	100	80	Acceptable – No Further Action

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Size	InventoryNumber	Date of Last Inspection	Time	Inspector	Torque	# Turns	Inspection Result
24	13392	3/20/2015	12:42:04 PM	HORNLD	150	49	Acceptable – No Further Action
24	25519A	3/23/2015	12:58:49 PM	HORNLD	100	20	Acceptable – No Further Action
24	5542A	3/23/2015	12:11:50 PM	HORNLD	200	102.5	Acceptable – No Further Action
24	17175A	3/31/2015	2:43:48 PM	KINLEYVE	450	145	Acceptable – No Further Action
24	17177A	3/31/2015	3:32:00 PM	KINLEYVE	600	125	Repair - Medium Complexity
24	5535A	4/1/2015	1:24:57 PM	KINLEYVE	250	100	Acceptable – No Further Action
24	13388	4/2/2015	1:05:46 PM	HORNLD	150	51	Acceptable – No Further Action
24	17166A	6/16/2015	-	-	-	-	Acceptable – No Further Action
24	14821	1/14/2016	5:38:50 PM	KINLEYVE	0	49	Acceptable – No Further Action
24	5553A	1/14/2016	4:28:47 PM	KINLEYVE	1600	102.5	Acceptable – No Further Action
24	5555A	1/14/2016	4:31:01 PM	KINLEYVE	1500	102.5	Acceptable – No Further Action
24	5548A	1/15/2016	2:59:00 PM	KINLEYVE	1400	102	Acceptable – No Further Action
24	5550A	1/15/2016	2:57:03 PM	KINLEYVE	1300	102	Acceptable – No Further Action
24	5908A	1/26/2016	4:01:15 PM	KINLEYVE	750	270	Acceptable – No Further Action
24	16218	1/27/2016	3:24:05 PM	KINLEYVE	0	41	Acceptable – No Further Action
24	16369A	1/27/2016	3:23:57 PM	KINLEYVE	400	152	Acceptable – No Further Action
24	16370A	1/27/2016	3:23:54 PM	KINLEYVE	400	152	Acceptable – No Further Action
24	16219A	1/28/2016	11:39:58 AM	KINLEYVE	400	152	Acceptable – No Further Action
24	14823	2/5/2016	2:12:47 PM	KINLEYVE	200	50	Acceptable – No Further Action
24	5552A	2/5/2016	2:26:32 PM	KINLEYVE	0	0	Repair - Emergency
24	5554A	2/5/2016	2:29:10 PM	KINLEYVE	1550	51	Repair - Emergency
24	5903A	2/5/2016	2:16:58 PM	KINLEYVE	0	0	Repair - Emergency
24	5912A	2/5/2016	2:19:28 PM	KINLEYVE	750	274	Acceptable – No Further Action
24	11639	2/6/2016	10:34:37 AM	HORNLD	0	46	Acceptable – No Further Action
24	13364	2/6/2016	3:09:21 PM	KINLEYVE	0	49	Acceptable – No Further Action
24	18796	2/6/2016	4:09:17 PM	KINLEYVE	100	91	Acceptable – No Further Action
24	5529A	2/6/2016	1:35:40 PM	HORNLD	600	95	Acceptable – No Further Action
24	13365	2/11/2016	2:46:33 PM	KINLEYVE	200	50	Acceptable – No Further Action
24	2626A	2/11/2016	3:49:53 PM	HORNLD	400	304	Acceptable – No Further Action
24	10739A	2/12/2016	2:06:36 PM	HORNLD	450	141	Acceptable – No Further Action
24	13368	2/12/2016	9:12:57 AM	KINLEYVE	0	0	Repair - High Complexity
24	13369	2/12/2016	2:54:52 PM	KINLEYVE	200	52	Acceptable – No Further Action
24	19065	2/12/2016	2:53:27 PM	KINLEYVE	200	42.5	Acceptable – No Further Action
24	19066	2/12/2016	2:52:14 PM	KINLEYVE	0	0	Repair - High Complexity
24	26608A	2/12/2016	2:47:46 PM	KINLEYVE	300	342.5	Acceptable – No Further Action
24	26901A	2/12/2016	3:04:41 PM	HORNLD	250	310.5	Acceptable – No Further Action
24	26902A	2/12/2016	3:06:58 PM	HORNLD	300	309	Acceptable – No Further Action
24	13373	2/15/2016	2:15:33 PM	KINLEYVE	200	49.5	Acceptable – No Further Action
24	13377	2/15/2016	2:56:52 PM	KINLEYVE	100	51	Acceptable – No Further Action
24	14919	2/17/2016	11:33:33 AM	KINLEYVE	0	50	Acceptable – No Further Action
24	18797	2/17/2016	11:26:56 AM	KINLEYVE	200	39	Acceptable – No Further Action
24	13358	2/19/2016	1:55:33 PM	KINLEYVE	0	50	Acceptable – No Further Action
24	13359	2/19/2016	1:55:36 PM	KINLEYVE	0	50	Acceptable – No Further Action
24	18793	2/22/2016	2:44:38 PM	KINLEYVE	200	42	Acceptable – No Further Action
24	2615	2/22/2016	2:42:27 PM	KINLEYVE	0	40.5	Acceptable – No Further Action
24	2621A	2/22/2016	2:45:38 PM	KINLEYVE	200	309.5	Acceptable – No Further Action
24	16339	2/23/2016	8:53:35 AM	KINLEYVE	0	0	Acceptable – No Further Action
24	3081A	2/23/2016	2:47:32 PM	KINLEYVE	750	223.5	Acceptable – No Further Action
24	3087A	2/23/2016	2:45:08 PM	KINLEYVE	750	228.5	Acceptable – No Further Action
24	5513A	2/23/2016	10:39:41 AM	HORNLD	450	89	Acceptable – No Further Action
24	2616	2/24/2016	-	-	-	-	Acceptable – No Further Action
24	2635A	2/24/2016	3:00:19 PM	HORNLD	200	308	Acceptable – No Further Action
24	1554A	2/25/2016	2:06:57 PM	HORNLD	350	308	Acceptable – No Further Action
24	3078A	2/29/2016	11:09:06 AM	KINLEYVE	500	228.5	Acceptable – No Further Action
24	2843	3/1/2016	2:52:02 PM	HORNLD	150	18	Acceptable – No Further Action
24	14492S	3/2/2016	2:36:50 PM	HORNLD	0	41	Acceptable – No Further Action
24	14494S	3/2/2016	2:39:39 PM	HORNLD	0	44.5	Acceptable – No Further Action
24	14497S	3/2/2016	2:41:18 PM	HORNLD	0	41	Acceptable – No Further Action
24	14465	3/3/2016	2:20:58 PM	HORNLD	0	45	Acceptable – No Further Action
24	14468	3/3/2016	2:22:43 PM	HORNLD	0	43	Acceptable – No Further Action
24	14469	3/3/2016	2:24:33 PM	HORNLD	0	40	Acceptable – No Further Action
24	14500S	3/8/2016	2:28:44 PM	HORNLD	0	44	Acceptable – No Further Action
24	14502S	3/8/2016	2:29:45 PM	HORNLD	0	42	Acceptable – No Further Action
24	15130S	3/8/2016	2:30:37 PM	HORNLD	0	48	Acceptable – No Further Action
24	14503S	3/9/2016	2:29:41 PM	HORNLD	50	46	Acceptable – No Further Action
24	14506S	3/9/2016	2:31:57 PM	HORNLD	0	41	Acceptable – No Further Action
24	14508S	3/9/2016	2:31:01 PM	HORNLD	0	42	Acceptable – No Further Action
24	14505S	3/10/2016	2:42:06 PM	HORNLD	50	44	Acceptable – No Further Action
24	14472S	3/11/2016	2:25:49 PM	HORNLD	0	39	Acceptable – No Further Action
24	14473S	3/11/2016	2:26:55 PM	HORNLD	0	39	Acceptable – No Further Action
24	14490S	3/11/2016	2:30:07 PM	HORNLD	50	76	Acceptable – No Further Action
24	14498S	3/11/2016	2:31:50 PM	HORNLD	0	40	Acceptable – No Further Action

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Size	InventoryNumber	Date of Last Inspection	Time	Inspector	Torque	# Turns	Inspection Result
24	3084A	3/11/2016	1:58:04 PM	KINLEYVE	1350	222	Acceptable – No Further Action
24	3084B	3/11/2016	1:57:20 PM	KINLEYVE	0	14	Acceptable – No Further Action
24	14476S	3/14/2016	1:56:11 PM	HORNLD	0	44	Acceptable – No Further Action
24	14478S	3/14/2016	1:57:57 PM	HORNLD	0	44	Acceptable – No Further Action
24	14491S	3/14/2016	2:00:18 PM	HORNLD	0	75.5	Acceptable – No Further Action
24	11640	3/16/2016	3:33:09 PM	KINLEYVE	0	0	Repair - Medium Complexity
24	11641	3/16/2016	3:31:06 PM	KINLEYVE	200	44	Acceptable – No Further Action
24	26609A	3/16/2016	3:36:18 PM	KINLEYVE	250	345	Acceptable – No Further Action
24	26613A	3/16/2016	3:39:50 PM	KINLEYVE	0	0	Repair - Medium Complexity
24	5528A	3/17/2016	1:56:24 PM	HORNLD	600	94	Acceptable – No Further Action
24	13371	3/18/2016	1:35:58 PM	KINLEYVE	200	50.5	Acceptable – No Further Action
24	13354	3/22/2016	2:41:21 PM	KINLEYVE	0	0	Repair - Medium Complexity
24	13383	3/22/2016	2:37:27 PM	KINLEYVE	100	49.5	Acceptable – No Further Action
24	13384	3/22/2016	2:38:20 PM	KINLEYVE	100	49.5	Acceptable – No Further Action
24	13719	3/22/2016	2:40:03 PM	KINLEYVE	0	0	Repair - Medium Complexity
24	26345A	3/30/2016	2:05:54 PM	HORNLD	150	343	Acceptable – No Further Action
24	26346A	3/30/2016	2:07:53 PM	HORNLD	150	344.5	Acceptable – No Further Action
24	26353A	3/31/2016	12:50:17 PM	HORNLD	150	347.5	Acceptable – No Further Action
24	26352A	4/6/2016	1:26:07 PM	HORNLD	200	345	Acceptable – No Further Action
24	26349A	4/8/2016	1:44:21 PM	HORNLD	200	341	Acceptable – No Further Action
24	14462	4/12/2016	2:43:41 PM	HORNLD	0	45	Acceptable – No Further Action
24	26356A	4/12/2016	1:18:55 PM	HORNLD	250	343.5	Acceptable – No Further Action
24	5526A	4/14/2016	3:48:51 PM	HORNLD	0	0	Acceptable – No Further Action
24	14464	4/15/2016	9:22:50 AM	HORNLD	0	0	Repair - Medium Complexity
24	14467	4/15/2016	9:29:13 AM	HORNLD	0	0	Acceptable – No Further Action
24	26348A	4/15/2016	9:24:40 AM	HORNLD	0	0	Acceptable – No Further Action
24	27851AV	11/9/2016	-	-	-	-	-
24	27854AV	11/9/2016	-	-	-	-	-
24	5530A	3/28/2017	2:39:45 PM	HORNLD	200	310	Acceptable – No Further Action
24	17168A	4/13/2017	-	-	-	-	Acceptable – No Further Action
24	17170A	4/13/2017	3:43:08 PM	HORNLD	350	150	Acceptable – No Further Action
24	17173A	4/13/2017	3:49:54 PM	HORNLD	300	152	Acceptable – No Further Action
24	17647A	4/13/2017	3:44:47 PM	HORNLD	400	130	Acceptable – No Further Action
30	18279AJ	2/17/2014	11:50:54 AM	RIGGSBW	300	191.5	Acceptable – No Further Action
30	18280AJ	2/17/2014	1:32:12 PM	RIGGSBW	300	192	Acceptable – No Further Action
30	18281AJ	2/17/2014	12:12:11 PM	RIGGSBW	300	192.5	Acceptable – No Further Action
30	6128A	8/19/2014	-	-	-	-	Repair - Low Complexity
30	PS5045A	1/9/2015	12:39:45 PM	HORNLD	350	255	Acceptable – No Further Action
30	PS10366	3/19/2015	3:41:38 PM	HORNLD	100	44	Acceptable – No Further Action
30	PS5058A	3/30/2015	4:05:36 PM	HORNLD	400	210	Acceptable – No Further Action
30	13386	4/2/2015	1:09:12 PM	HORNLD	150	109	Acceptable – No Further Action
30	13387	4/2/2015	1:07:41 PM	HORNLD	0	0	Repair - Medium Complexity
30	PS12542A	6/11/2015	3:33:29 PM	HORNLD	300	253	Acceptable – No Further Action
30	PS17065A	1/7/2016	2:00:28 PM	HORNLD	400	215.5	Acceptable – No Further Action
30	6119A	1/11/2016	12:43:56 PM	HORNLD	300	372	Acceptable – No Further Action
30	13385	3/22/2016	2:38:50 PM	KINLEYVE	100	91	Acceptable – No Further Action
30	11638A	4/14/2016	3:44:39 PM	HORNLD	0	0	Acceptable – No Further Action
30	17164A	3/15/2017	2:57:07 PM	HORNLD	500	224	Acceptable – No Further Action
30	17165A	3/15/2017	2:59:29 PM	HORNLD	500	224	Acceptable – No Further Action
30	PS15292A	3/15/2017	2:55:06 PM	HORNLD	350	220	Acceptable – No Further Action
30	5509A	3/16/2017	12:14:50 PM	HORNLD	500	176	Acceptable – No Further Action
30	5511A	3/16/2017	2:53:43 PM	HORNLD	450	187	Acceptable – No Further Action
30	5512A	3/16/2017	2:55:58 PM	HORNLD	500	170	Acceptable – No Further Action
30	5515A	3/16/2017	-	-	-	-	Repair - Medium Complexity
30	PS5506A	3/16/2017	-	-	-	-	Acceptable – No Further Action
30	15293A	3/17/2017	11:55:42 AM	HORNLD	300	224	Acceptable – No Further Action
30	5518	3/17/2017	11:57:50 AM	HORNLD	100	183	Acceptable – No Further Action
30	5519	3/17/2017	11:58:48 AM	HORNLD	0	181	Acceptable – No Further Action
30	5522A	3/17/2017	2:27:51 PM	HORNLD	300	182	Acceptable – No Further Action
30	17377A	3/20/2017	10:35:59 AM	HORNLD	350	224.5	Acceptable – No Further Action
30	17379	3/20/2017	9:43:46 AM	HORNLD	150	183	Acceptable – No Further Action
30	PS15230A	3/20/2017	2:38:16 PM	HORNLD	500	180	Acceptable – No Further Action
30	PS15232A	3/20/2017	2:43:03 PM	HORNLD	300	218	Acceptable – No Further Action
30	15239A	3/27/2017	1:07:55 PM	HORNLD	300	220	Acceptable – No Further Action
30	PS15228A	3/27/2017	1:05:52 PM	HORNLD	500	145	Acceptable – No Further Action
30	PS15236A	3/27/2017	2:33:59 PM	HORNLD	450	223	Acceptable – No Further Action
30	23423A	3/28/2017	2:48:28 PM	HORNLD	250	253	Acceptable – No Further Action
30	5531	3/28/2017	2:42:05 PM	HORNLD	100	39.5	Acceptable – No Further Action
30	5532	3/28/2017	2:44:03 PM	HORNLD	100	40.5	Acceptable – No Further Action
30	9919A	3/28/2017	2:46:28 PM	HORNLD	500	167	Acceptable – No Further Action
30	14805A	3/29/2017	3:10:57 PM	HORNLD	350	202	Acceptable – No Further Action

Kentucky American Water
Case No. 2016-00394
Commission's Second Request For Information
Response to Part 9 A

Size	InventoryNumber	Date of Last Inspection	Time	Inspector	Torque	# Turns	Inspection Result
30	14805B	3/29/2017	3:12:07 PM	HORNLD	0	14	Acceptable – No Further Action
30	17748A	3/29/2017	3:17:52 PM	HORNLD	650	195	Acceptable – No Further Action
30	6124A	3/29/2017	3:14:44 PM	HORNLD	250	373	Acceptable – No Further Action
30	6133A	3/29/2017	3:21:39 PM	HORNLD	300	315	Acceptable – No Further Action
42	27852AV	11/9/2016	-	-	-	-	-
42	27853AV	11/9/2016	-	-	-	-	-
42	27857AV	11/9/2016	-	-	-	-	-
42	27858AVS	11/9/2016	-	-	-	-	-
42	27862AVS	11/10/2016	-	-	-	-	-
42	27864AVS	11/10/2016	-	-	-	-	-
42	27866AVS	11/10/2016	-	-	-	-	-
42	27868AVS	11/10/2016	-	-	-	-	-
42	27871AVF	11/10/2016	-	-	-	-	-
42	27873AVF	11/10/2016	-	-	-	-	-
42	27875AVF	11/11/2016	-	-	-	-	-
42	27877AVF	11/11/2016	-	-	-	-	-
42	27882AVF	11/11/2016	-	-	-	-	-
42	27887AVF	11/11/2016	-	-	-	-	-
42	784OWA	11/11/2016	-	-	-	-	-
42	PS29051A	11/11/2016	-	-	-	-	-

Kentucky American Water
Case No. 2016-00394
Commission's Second Request For Information
Response to Part 9 B

Year	# Valves	# Inspections
2010	58	25
2011	58	13
2012	58	21
2013	58	14
2014	58	33
2015	58	57
2016	58	51

Year	Size	# Deficiencies	Type of Deficiency	Action Required
2010		0		
2011		0		
2012		0		
2013		0		
2014		0		
2015	30"	2	Broken	Replace Valve
2015	30"	1	Leaking	Repair Valve
2015	30"	1	Operating Nut Missing	Replace Operating Nut
2015	30"	1	Hard to Operate	Replace Valve
2016		0		

Kentucky American Water
Case No. 2016-00394
Commission's Second Request For Information
Response to Part 9 D

Year	# Valves	# Inspections
2010	472	176
2011	474	216
2012	477	173
2013	478	435
2014	494	199
2015	502	305
2016	517	260

Year	Size	# Deficiencies	Type of Deficiency	Action Required
2010		0		
2011		0		
2012		0		
2013	20	1	Repair - Emergency	
2013	16	1	Repair - Low Complexity	
2013	20	1	Repair - Medium Complexity	
2013	24	2	Repair - Medium Complexity	
2014	16	1	Repair - Low Complexity	
2014	16	1	Repair - Medium Complexity	
2015	16"	4	Broken	Replace Valve
2015	24"	3	Broken	Replace Valve
2015	16"	1	Hard to Operate	Replace Valve
2015	24"	3	Hard to Operate	Replace Valve
2015	24"	1	Leaking	Repair Valve
2015	16"	2	Operating Nut Missing	Replace Nut
2015	24"	2	Operating Nut Missing	Replace Nut
2016		0		

Kentucky American Water
Case No. 2016-00394
Commission's Second Request For Information
Response to Part 9 F

Year	# Valves	# Inspections
2010	16302	*
2011	16358	448 *
2012	16398	3020
2013	16410	2705
2014	16418	2063
2015	16426	3461
2016	16443	453

Year	Size	# Deficiencies	Type of Deficiency	Action Required
2010		*		
2011		*		
2012	8"	1	Broken	Replace Valve
2012	6"	1	Hard to Operate	Replace Valve
2012	1"	1	Leaking	Replace Valve
2013	4"	1	Broken Valve	Replace Valve
2013	6"	2	Broken Valve	Replace Valve
2013	8"	2	Broken Valve	Replace Valve
2013	6"	2	Hard to Operate	Replace Valve
2013	8"	2	Hard to Operate	Replace Valve
2013	8"	1	Leaking	Replace Valve
2013	4"	1	Replace Oper.Nut	Replace Nut
2013	6"	2	Replace Oper.Nut	Replace Nut
2014	4"	3	Broken	Replace Valve
2014	6"	9	Broken	Replace Valve
2014	8"	5	Broken	Replace Valve
2014	6"	12	Hard to Operate	Replace Valve
2014	8"	2	Hard to Operate	Replace Valve
2014	12"	1	Hard to Operate	Replace Valve
2014	6"	2	Leaking	Replace Valve
2014	6"	1	Leaking	Replace Valve
2014	6"	1	Replace Oper. Nut	Replace Nut
2014	8"	1	Replace Oper. Nut	Replace Nut
2015	2"	1	Broken	Replace Valve
2015	2.5"	1	Broken	Replace Valve
2015	3"	2	Broken	Replace Valve
2015	4"	5	Broken	Replace Valve
2015	6"	7	Broken	Replace Valve
2015	8"	2	Broken	Replace Valve
2015	4"	2	Replace Oper. Nut	Replace Nut
2015	6"	1	Replace Oper. Nut	Replace Nut
2015	2"	1	Repair Valve	Repair
2015	12"	1	Repair Valve	Repair
2016	3"	1	Broken	Replace Valve
2016	6"	8	Broken	Replace Valve
2016	8"	2	Broken	Replace Valve

* Records are unavailable for 2010 and only a few records available in 2011

COMMONWEALTH OF KENTUCKY

BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

ELECTRONIC KENTUCKY-AMERICAN WATER COMPANY'S REQUEST FOR PERMISSION TO DEVIATE FROM 807 KAR 5:006, SECTION 26(6)(b)	))))	CASE NO. 2016-00394

ORDER

On November 18, 2016, Kentucky-American Water Company ("Kentucky-American"), filed a Petition for Deviation ("Petition"), pursuant to 807 KAR 5:006, Section 28, through which it requests a deviation from the inspection requirements of 807 KAR 5:006, Section 26(6)(b). Kentucky-American has responded to two requests for information issued by Commission Staff. No party has sought intervention into this case.

The Commission finds that a hearing should be held to take evidence on Kentucky-American's request for a deviation from 807 KAR 5:006, Section 26(6)(b). Kentucky-American should be prepared to discuss at the hearing both its current and proposed inspection procedures for its meters, meter settings, and valves. Kentucky-American should also be prepared to discuss the American Water Practice for Valve Operation, Inspection and Maintenance and American Water Company's recommendations and requirements regarding inspection practices for meters, meter settings, and valves.

The Commission, on its own motion, HEREBY ORDERS that:

1. Kentucky-American shall appear on August 22, 2017, at 9:00 a.m. Eastern Daylight Time, in Hearing Room 1 of the Commission's offices at 211 Sower Boulevard in Frankfort, Kentucky, for the purposes of presenting evidence concerning Kentucky-

American's request for a deviation from 807 KAR 5:006, Section 26(6)(b), and both its current and proposed inspection procedures for its meters, meter settings, and valves.

2. The August 22, 2017 hearing shall be recorded by digital video recording only.

3. Kentucky-American shall, in addition to any other witnesses it may seek to present, produce as witness for examination at the August 22, 2017 hearing the following witnesses: Nick Rowe, Linda Bridwell, and Kevin Rogers. Further, Kentucky-American shall produce a witness or witnesses qualified and prepared to discuss the American Water Practice for Valve Operation, Inspection and Maintenance and the American Water Company's recommendations and requirements regarding inspection practices for its meters, meter settings, and valves.

4. Kentucky-American shall file with the Commission, no later than August 8, 2017, a list of witnesses and exhibits to be presented at the August 22, 2017 hearing. Kentucky-American shall provide six copies of any exhibit it intends to introduce into evidence at the hearing.

By the Commission

ENTERED
JUL 25 2017
KENTUCKY PUBLIC
SERVICE COMMISSION

ATTEST:

Acting Executive Director

*Honorable Lindsey W Ingram, III
Attorney at Law
STOLL KEENON OGDEN PLLC
300 West Vine Street
Suite 2100
Lexington, KENTUCKY 40507-1801

*Kentucky-American Water Company aka
2300 Richmond Road
Lexington, KY 40502

*Linda C Bridwell
Director Engineering
Kentucky-American Water Company aka Kentucky
2300 Richmond Road
Lexington, KY 40502

COMMONWEALTH OF KENTUCKY

BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

ELECTRONIC KENTUCKY-AMERICAN WATER COMPANY'S REQUEST FOR PERMISSION TO DEVIATE FROM 807 KAR 5:006, SECTION 26(6)(b)	))))	CASE NO. 2016-00394

ORDER

On November 18, 2016, Kentucky-American Water Company ("Kentucky-American") filed a Petition for Deviation ("Petition"), pursuant to 807 KAR 5:006, Section 28, through which it requests a deviation from the inspection requirements of 807 KAR 5:006, Section 26(6)(b). Finding that a hearing should be held to take evidence on Kentucky-American's request for a deviation from 807 KAR 5:006, Section 26(6)(b), on July 25, 2017, the Commission entered an Order that, among other things, set this matter for hearing on August 22, 2017.[1] The Commission also included a requirement for Kentucky-American to file with the Commission no later than August 8, 2017, a list of witnesses and exhibits to be presented at the August 22, 2017 hearing as well as six copies of any exhibit it intends to introduce into evidence at the hearing.[2]

On August 2, 2017, Kentucky-American filed a motion to reschedule the hearing date ("Motion"). In support of its Motion, Kentucky-American states that "[d]ue to irreconcilable schedule conflicts of KAW personnel involved in this matter, a hearing date

[1] Order (Ky. PSC July 25, 2017) at 2.

[2] *Id.*

of August 22, 2017 is problematic."[3] Kentucky-American further requests the August 8, 2017 deadline for submission of witness and exhibit lists be rescheduled, as well.[4]

We find that Kentucky-American's Motion should be granted. We find that the hearing should be rescheduled from August 22, 2017, to October 31, 2017. We further find that the dates in our July 25, 2017 Order should also be revised accordingly, including the date by which Kentucky-American is required to file its list of witnesses and exhibits and copies of its exhibits. We find that the remaining portions of our July 25, 2017 Order should remain in full force and effect and be restated through this Order. In particular, Kentucky-American should be prepared to discuss at the hearing both its current and proposed inspection procedures for its meters, meter settings, and valves. Kentucky-American should also be prepared to discuss the American Water Practice for Value Operation, Inspection and Maintenance and American Water Company's recommendations and requirements regarding inspection practices for meters, meter settings, and valves.

IT IS THEREFORE ORDERED that:

1. Kentucky-American's Motion to reschedule the hearing in this proceeding is granted.

2. Kentucky-American shall appear on October 31, 2017, at 9:00 a.m. Eastern Daylight Time, in Hearing Room 1 of the Commission's offices at 211 Sower Boulevard in Frankfort, Kentucky, for the purposes of presenting evidence concerning Kentucky-

[3] Motion (filed Aug. 2, 2017) at 1.

[4] *Id.*

American's request for a deviation from 807 KAR 5:006, Section 26(6)(b), and both its current and proposed inspection procedures for its meters, meter settings, and valves.

3. The transcript of the October 31, 2017 hearing shall be by digital video recording only.

4. Kentucky-American shall, in addition to any other witnesses it may seek to present, produce as witnesses for examination at the October 31, 2017 hearing, Nick Rowe, Linda Bridwell, and Kevin Rogers. Further, Kentucky-American shall produce a witness or witnesses qualified and prepared to discuss the American Water Practice for Valve Operation, Inspection and Maintenance and the American Water Company's recommendations and requirements regarding inspection practices for its meters, meter settings, and valves.

5. Kentucky-American shall file with the Commission, no later than October 17, 2017, a list of witnesses and exhibits to be presented at the October 31, 2017 hearing. Kentucky-American shall provide six copies of any exhibit it intends to introduce into evidence at the hearing.

By the Commission

ENTERED
AUG 07 2017
KENTUCKY PUBLIC
SERVICE COMMISSION

ATTEST:

Acting Executive Director

*Honorable Lindsey W Ingram, III
Attorney at Law
STOLL KEENON OGDEN PLLC
300 West Vine Street
Suite 2100
Lexington, KENTUCKY 40507-1801

*Kentucky-American Water Company aka
2300 Richmond Road
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*Linda C Bridwell
Director Engineering
Kentucky-American Water Company aka Kentucky
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807 KAR 5:006. General rules.

RELATES TO: KRS 65.810, 74, 96.934, 220.510, 278, 49 C.F.R. Part 192, 49 U.S.C. 60105
STATUTORY AUTHORITY: KRS 278.230, 278.280(2), 49 C.F.R. 192
NECESSITY, FUNCTION, AND CONFORMITY: KRS 278.230(3) requires every utility to file with the commission reports, schedules, and other information that the commission requires. KRS 278.280(2) requires the commission to promulgate an administrative regulation for the performance of a service or the furnishing of a commodity by a utility. This administrative regulation establishes requirements that apply to electric, gas, water, sewage, and telephone utilities.

Section 1. Definitions. (1) "Built-up community" means urban areas and those areas immediately adjacent.
(2) "Commission" is defined by KRS 278.010(15).
(3) "Corporation" is defined by KRS 278.010(1).
(4) "Customer" means a person, firm, corporation, or body politic applying for or receiving service from a utility.
(5) "Gross Annual Operating Revenue Reports" means reports that KRS 278.140 requires each utility to file with the commission.
(6) "Nonrecurring charge" means a charge or fee assessed to a customer to recover the specific cost of an activity, which:
(a) Is due to a specific request for a certain type of service activity for which, once the activity is completed, additional charges are not incurred; and
(b) Is limited to only recover the specific cost of the specific service.
(7) "Person" is defined by KRS 278.010(2).
(8) "Tariff" means a utility's schedule of all its rates, charges, tolls, maps, terms, and conditions of service over which the commission has jurisdiction.
(9) "Utility" is defined by KRS 278.010(3).
(10) "Water association" means a non-profit corporation, association, or cooperative corporation having as its purpose the furnishing of a public water supply.
(11) "Water District" means a special district formed pursuant to KRS 65.810 and KRS Chapter 74.

Section 2. General Provisions. Reference to standards or codes in 807 KAR Chapter 5 shall not prohibit a utility from continuing or initiating experimental work and installations to improve, decrease the cost of, or increase the safety of its service.

Section 3. Utility Contact Information. (1) A 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 required in subsection (1) of this section shall be to an electronic mail account that the utility accesses at least once weekly and that is capable of receiving electronic mail from external sources and with attachments up to five (5) megabytes in size. Unless a utility otherwise advises the commission in writing, all electronic mail transmissions from the commission to the utility shall be sent to this address.
(3) A utility shall notify the commission in writing of a change in the information required in subsection (1) of this section within ten (10) days of the date of the change.

Section 4. Reports. (1) Gross annual operating revenue reports.
(a) Each utility shall file with the commission its gross operating revenue report on or before March 31 of each year.
(b) An extension request shall not be permitted for a gross annual operating revenue report.
(c) A utility may file an amendment to its report. An amendment shall be filed with the commission on or before May 24 of the same year.
(d) The commission shall:
1. Not certify to the Department of Revenue the amounts of intrastate business established in an amendment filed with the commission after May 24 of that year; and
2. Report those amounts to the Department of Revenue for informational purposes.
(2) Financial and statistical reports.
(a) Every utility shall file annually using the commission's electronic filing system a financial and statistical report on or before March 31 of each year.
(b) This report shall be based upon utility type and the accounts established in conformity with the uniform system of accounts prescribed for that utility type.
(c) If documents are required to supplement or complete the report and cannot be submitted through the commission's electronic filing system, the utility shall file these documents in paper form with the commission no later than March 31.
(d) The commission shall make the reporting forms available on the commission's Web site at http://psc.ky.gov/.
(e) For good cause shown, the executive director of the commission shall, upon application in writing, allow an appropriate extension of time for the filing.
(3) Financial statement audit reports. A utility required to file a report in accordance with subsection (2) of this section shall file with the commission on or before September 30 each year, a copy of the audit report of the Kentucky regulated entity, from the audit performed the previous year, or a statement that no audit was performed of the Kentucky regulated entity the previous year. For good cause shown, the executive director of the commission shall, upon application in writing, allow an appropriate extension of time for the filing.
(4) Report of meters, customers, and refunds. Each gas, electric, or water utility shall file quarterly either a Quarterly Meter Report-Electric, Quarterly Meter Report, or a Quarterly Meter Report-Electric-Gas-Water, of meter tests, number of customers, and amount of refunds.
(5) Report of terminations for nonpayment of bills. Each water, electric, or gas utility shall file either the Water Utility Non-Payment Disconnection/Reconnection Report, Electric Utility Non-Payment Disconnection/Reconnection Report, or Gas Utility Non-Payment Disconnection/Reconnection Report, annually to report the number of residential accounts terminated for nonpayment. These reports shall be filed no later than August 15 and shall 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 unless otherwise specified.

(7) Transmittal letter. Each report shall be accompanied by a transmittal letter describing the report being furnished.

(8) Amending reports. Upon discovering a material error in a report filed with the commission, a utility shall file an amended report to correct the error.

Section 5. Service Information. (1)(a) A utility shall, on request, give its customers or prospective customers information that enables the customers to secure safe, efficient, and continuous service.

(b) A utility shall inform its customers of a change made or proposed in the character of its service that might affect the efficiency, safety, or continuity of operation.

(2) Prior to making a substantial change in the character of the service furnished that would affect the efficiency, adjustment, speed, or operation of the equipment or appliances of a customer, a utility shall apply for the commission's approval. The application shall 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 shall inform each applicant for service of each type, class, and character of service available at each location.

Section 6. Special Rules or Requirements. (1) A utility shall not establish a special rule or requirement without first obtaining the approval of the commission.

(2) Unless specifically authorized by this administrative regulation, a utility shall not deny or refuse service to a customer who has complied with all conditions of service established in the utility's tariff on file with the commission

(3)(a) Obtaining easements and rights-of-way necessary to extend service shall be the responsibility of the utility.

(b) A utility shall not:

1. Require a prospective customer to obtain easements or rights-of-way on property not owned by the prospective customer as a condition for providing service; or

2. Refuse to provide service to a prospective or existing customer on the basis of that customer's refusal to grant an easement for facilities that do not serve the customer.

(c) The cost of obtaining easements or rights-of-way shall be included in the total per foot cost of an extension, and shall be apportioned among the utility and customer in accordance with 807 KAR 5:041, 5:061, or 5:066.

Section 7. Billings, Meter Readings, and Information. (1) Information on bills.

(a) Each bill for utility service issued periodically by a utility shall clearly show:

1. The date the bill was issued;
2. Class of service;
3. Present and last preceding meter readings;
4. Date of the present reading;
5. Number of units consumed;
6. Meter constant, if applicable;
7. Net amount for service rendered;
8. All taxes;
9. Adjustments, if applicable;
10. The gross amount of the bill;
11. The date after which a penalty may apply to the gross amount; and
12. If the bill is estimated or calculated.

(b) The rate schedule under which the bill is computed shall be posted on the utility's Web site, if it maintains a Web site, and shall also be furnished under one (1) of the following methods, by:

1. Printing it on the bill;
2. Publishing it in a newspaper of general circulation once each year;
3. Mailing it to each customer once each year; or
4. Providing a place on each bill for a customer to indicate the customer's desire for a copy of the applicable rates. The utility shall mail the customer a copy by return first class mail.

(2) Flat rates. Flat rates for unmetered service shall approximate as closely as possible the utility's rates for metered service. The rate schedule shall clearly establish the basis upon which consumption is estimated.

(3) Bill format. Each utility shall include the billing form; including an e-bill form, if applicable; to be used by it, or its contents, in its tariffed rules.

(4) 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.

(5) Frequency of meter reading.

(a) Except as provided in paragraph (b) of this subsection, each utility, except if prevented by reasons beyond its control, shall read customer meters at least quarterly;

(b) Each customer-read meter shall be read manually, at least once during each calendar year.

(c) Records shall be kept by the utility to insure that the information required by this subsection is available to the commission and any customer requesting this information.

(d) If, due to reasons beyond its control, a utility is unable to read a meter in accordance with this subsection, the utility shall record the date and time the attempt was made, if applicable, and the reason the utility was unable to read the meter.

Section 8. Deposits. (1) Determination of deposits.

(a) A utility may require from a customer a minimum cash deposit or other guaranty to secure payment of bills, except from those customers qualifying for service reconnection pursuant to Section 16 of this administrative regulation.

(b) A utility shall not require a deposit based solely on the customer being a tenant or renter.

(c) The method of determining the amount of a cash deposit may differ between classes of customers, but shall be uniform for all customers within the same class.

(d) The amount of a cash deposit shall be determined by one (1) of the methods established in this paragraph.

1. Calculated deposits.

a. If actual usage data is available for the customer at the same or similar premises, the deposit amount shall be calculated using the customer's average bill for the most recent twelve (12) month period.

b. If actual usage data is not available, the deposit amount shall be based on the average bills of similar customers and premises in the system.

c. Deposit amounts shall not exceed two-twelfths (2/12) of the customer's actual or estimated annual bill if bills are rendered monthly, three-twelfths (3/12) if bills are rendered bimonthly, or four-twelfths (4/12) if bills are rendered quarterly.

2. Equal deposits.

a. A utility may establish an equal deposit amount for each class based on the average bill of customers in that class.

b. Deposit amounts shall not exceed two-twelfths (2/12) of the average bill of customers in the class if bills are rendered monthly, three-twelfths (3/12) if bills are rendered bimonthly, or four-twelfths (4/12) if bills are rendered quarterly.

3. Recalculation of deposits.

a. If a utility retains either an equal or calculated deposit for more than eighteen (18) months, it shall notify customers in writing that, at the customer's request, the deposit shall be recalculated every eighteen (18) months based on actual usage of the customer.

b. The notice of deposit recalculation shall be included:

(i) On the customer's application for service;

(ii) On the receipt of deposit; or

(iii) Annually with or on customer bills.

c. The notice of deposit recalculation shall state that if the deposit on account differs by more than ten (10) dollars for residential customers, or by more than ten (10) percent for nonresidential customers, from the deposit calculated on actual usage, the utility shall refund any over-collection and may collect any underpayment.

d. A refund shall be made either by check, electronic funds transfer, or by credit to the customer's account, except that a utility shall not be required to refund an excess deposit if the customer's account is delinquent upon recalculation of the deposit.

(2) Waiver of deposits. Deposits may be waived in accordance with criteria established in its tariff.

(3) Additional deposit requirement.

(a) If a deposit has been waived as established in subsection (2) of this section or has been returned and the customer fails to maintain a satisfactory payment record as defined in the utility's tariff, a utility may require a deposit.

(b) If substantial change in the customer's usage has occurred, the utility may require an additional deposit.

(c) An additional or subsequent deposit shall not be required of a residential customer whose payment record is satisfactory, unless the customer's classification of service changes, except as established in subsection (1)(d)3 of this section.

(4) Receipt of deposit.

(a) A utility shall issue to every customer from whom a deposit is collected a receipt of deposit.

(b) The receipt shall show the name of the customer, location of the service or customer account number, date, and amount of deposit.

(c) If the notice of recalculation established in subsection (1)(d)3 of this section is not included in the utility's application for service or mailed with customer bills, the receipt of deposit shall contain the notification.

(d) If deposit amounts change, the utility shall issue a new receipt of deposit to the customer.

(5) Deposits as a condition of service. Except as established in Section 16 of this administrative regulation, a utility may refuse or discontinue service to a customer pursuant to Section 15 of this administrative regulation if payment of requested deposits is not made.

(6) Interest on deposits.

(a) Interest shall accrue on all deposits at the rate prescribed by KRS 278.460, beginning on the date of deposit.

(b) Interest accrued shall be refunded to the customer or credited to the customer's bill on an annual basis.

(c) If interest is paid or credited to the customer's bill prior to twelve (12) months from the date of deposit, or the last interest payment date, the payment or credit shall be on a prorated basis.

(d) Upon termination of service, the deposit; any principal amounts, and interest earned and owing shall be credited to the final bill with any remainder refunded to the customer.

(7) Interest on deposits for water districts and associations.

(a) A water district or association that maintains a separate interest-bearing bank account designated as the customer deposit account shall pay interest to its customers on the deposits held at the rate in effect at each customer's anniversary date or at December 31 of the previous year for the customer deposit account.

(b) A water district or association that does not maintain a separate interest-bearing bank account designated as the customer deposit account shall pay interest to its customers on the deposits held at a rate that is the weighted average rate of all of its interest bearing accounts as of December 31 of the previous year.

(c) If the water district or association does not have funds in an interest-bearing account, the water district or association shall pay interest to its customers on the deposits held at the rate in effect at each customer's anniversary date or at December 31 of the previous year for a basic savings account at the financial institution at which the water district or association maintains its operation and maintenance account.

(8) Tariff requirements. A utility that chooses to require deposits shall establish and include in its filed tariff the deposit policy to be utilized. This policy shall include:

(a) The method by which deposit amounts will be determined for each customer class;

(b) Standard criteria for determining if a deposit will be required or waived;

(c) The deposit amount for each customer class if the method in subsection (1)(d)(2) of this section is used;

(d) The period of time the utility will retain the deposit, or the conditions under which the utility will refund the deposit, or both if applicable; and

(e) The manner in which interest on deposits will be calculated and accrued and refunded or credited to customers' bills.

Section 9. Nonrecurring Charges. (1) A utility may make special nonrecurring charges to recover customer-specific costs incurred that 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. A utility desiring to establish or change a special nonrecurring charge shall apply for commission approval of the charge in accordance with the provisions of 807 KAR 5:011, Section 10.

(2) A nonrecurring charge shall be included in a utility's tariff and applied uniformly throughout the area served by the utility. A charge shall relate directly to the service performed or action taken and shall yield only enough revenue to pay the expenses incurred in rendering the service.

(3) A nonrecurring charge shall include the charges listed in this subsection and may include other customer specific costs in accordance with this section and 807 KAR 5:011, Section 10.

(a) Turn-on charge.

1. A turn-on charge may be assessed for a new service turn on, seasonal turn on, or temporary service.

2. A turn-on charge shall not be made for initial installation of service if a tap fee is applicable.

(b) Reconnect charge.

1. A reconnect charge may be assessed to reconnect a service that has been terminated for nonpayment of bills or violation of the utility's tariffed rules or 807 KAR Chapter 5.

2. A customer who qualifies for service reconnection pursuant to Section 16 of this administrative regulation shall be exempt from reconnect charges.

(c) Termination or field collection charge.

1. A charge may be assessed if a utility representative makes a trip to the premises of a customer for the purpose of terminating service.

2. The charge may be assessed if the utility representative actually terminates service or if, in the course of the trip, the utility representative agrees to delay termination based on the customer's payment or agreement to pay the delinquent bill by a specific date.

3. The utility shall not make a field collection charge more than once in a billing period.

(d) Special meter reading charge. This charge may be assessed if:

1. A customer requests that a meter be reread, and the second reading shows the original reading was correct. A charge shall not be assessed if the original reading was incorrect; or

2. A customer who reads his or her own meter fails to read the meter for three (3) consecutive months and it is necessary for a utility representative to make a trip to read the meter.

(e) Meter resetting charge. A charge may be assessed for resetting a meter if the meter has been removed at the customer's request.

(f) Meter test charge. This charge may be assessed if a customer requests the meter be tested pursuant to Section 19 of this administrative regulation and the tests show the as-found meter accuracy is within the limits established by 807 KAR 5:022, Section 8(3)(a) 1. and 8(3)(b)1.; 5:041, Section 17(1); or 5:066, Section 15(2)(a).

(g) Returned payment charge. A returned payment charge may be assessed if payment of a utility bill is not honored by the customer's financial institution.

(h) Late payment charge. A late payment charge may be assessed if a customer fails to pay a bill for services by the due date shown on the customer's bill.

1. The late payment charge may be assessed only once on a bill for rendered services.

2. A payment received shall first be applied to the bill for service rendered.

3. Additional late payment charges shall not be assessed on unpaid late payment charges.

Section 10. Customer Complaints to the Utility. (1) Upon complaint to a utility by a customer at the utility's office, by telephone or in writing, the utility shall make a prompt and complete investigation and advise the customer of the utility’s findings.

(2) The utility shall keep a record of all written complaints concerning the utility’s service. This record shall include:

(a) The customer’s name and address;

(b) The date and nature of the complaint; and

(c) The disposition of the complaint.

(3) Records shall be maintained for two (2) years from the date of resolution of the complaint.

(4) If a written complaint or a complaint made in person at the utility's office 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 the mailing address, Web site address, and telephone number of the commission.

(5) If a telephonic complaint is not resolved, the utility shall provide at least oral notice to the customer of his or her right to file a complaint with the commission and the mailing address, Web site address, and telephone number of the commission.

Section 11. Bill Adjustment for Gas, Electric, or Water Utilities. (1) If, upon periodic test, request test, or complaint test, a meter in service is found to be in error in excess of the limits established by 807 KAR 5:022, Section 8(3)(a)2.; 5:041, Section 17(1); or 5:066, Section 15(4), additional tests shall be made in accordance with those same administrative regulations applicable for the meter type involved to determine the average meter error.

(2)(a) If test results on a customer's meter show an average meter error greater than two (2) percent fast or slow, or if a customer has been incorrectly billed for another reason, except if a utility has filed a verified complaint with the appropriate law enforcement agency alleging fraud or theft by a customer, the utility shall:

1. Immediately determine the period during which the error has existed;

2. Recompute and adjust the customer's bill to either provide a refund to the customer or collect an additional amount of revenue from the underbilled customer; and

3. Readjust the account based upon the period during which the error is known to have existed.

(b)1. If the period during which the error existed cannot be determined with reasonable precision, the time period shall be estimated using the data as elapsed time since the last meter test, if applicable, and historical usage data for the customer.

2. If that data is not available, the average usage of a similar class of customers shall be used for comparison purposes in calculating the time period.

(c) If the customer and the utility are unable to agree on an estimate of the time period during which the error existed, the commission shall determine the issue based on this section.

(d) In an instance of customer overbilling, the customer's account shall be credited or the overbilled amount refunded at the discretion of the customer within thirty (30) days after the investigation is complete.

(e) A utility shall not require customer repayment of an underbilling to be made over a period shorter than a period coextensive with the underbilling.

(3) Monitoring usage.

(a) A utility shall monitor a customer’s usage at least quarterly according to procedures that shall be included in its tariff.

(b) The procedures shall be designed to draw the utility's attention to unusual deviations in a customer's usage and shall provide for reasonable means by which the utility can determine the reasons for the unusual deviation.

(c) If a customer's usage is unduly high and the deviation is not otherwise explained, the utility shall test the customer's meter to determine if the meter shows an average meter error greater than two (2) percent fast or slow.

(4) Usage investigation.

(a) If a utility’s procedure for monitoring usage indicates that an investigation of a customer's usage is necessary, the utility shall notify the customer in writing:

1. Within ten (10) days of removing the meter from service, that a usage investigation is being conducted and the reasons for the investigation; and

2. Within ten (10) days upon completion of the investigation of the findings of the investigation.

(b) If knowledge of a serious situation requires more expeditious notice, the utility shall notify the customer by the most expedient means available.

(c) If the meter shows an average meter error greater than two (2) percent fast or slow, the utility shall maintain the meter in question at a secure location under the utility's control, for a period of six (6) months from the date the customer is notified of the finding of the investigation and the time frame the meter will be secured by the utility or if the customer has filed a formal complaint pursuant to KRS 278.260, the meter shall be maintained until the proceeding is resolved.

(5) Customer notification. If a meter is tested and it is found necessary to make a refund or back bill a customer, the customer shall be notified in substantially the following form:

On _____, (date)___, the meter bearing identification No. ____ installed in your building located at _____ (Street and Number) in _____ (city) was tested at _____ (on premises or elsewhere) and found to register _____ (percent fast or slow). The meter was tested on _____ (Periodic, Request, Complaint) test. Based upon these test results the utility will _____ (charge or credit) your account in the sum of $_____, which has been noted on your regular bill. If you desire a cash refund, rather than a credit to your account, of any amount overbilled, you shall notify this office in writing within seven (7) days of the date of this notice.

(6) A customer account shall be considered to be current while a dispute is pending pursuant to this section, if the customer:

(a) Continues to make payments for the disputed period in accordance with historic usage, or if that data is not available, the average usage of similar customer loads; and

(b) Stays current on subsequent bills.

Section 12. Status of Customer Accounts During Billing Dispute. With respect to a billing dispute to which Section 11 of this administrative regulation does not apply, a customer account shall be considered to be current while the dispute is pending if the customer continues to make undisputed payments and stays current on subsequent bills.

Section 13. Customer's Request for Termination of Service. (1)(a) A customer who requests that service be terminated or changed from one (1) address to another shall give the utility three (3) working days' notice in person, in writing, or by telephone, if the notice does not violate contractual obligations or tariff provisions.

(b) The customer shall not be responsible for charges for service beyond the three (3) day notice period if the customer provides access to the meter during the notice period in accordance with section 20 of this administrative regulation.

(c) If the customer notifies the utility of his request for termination by telephone, the burden of proof shall be on the customer to prove that service termination was requested if a dispute arises.

(2) Upon request that service be reconnected at a premises subsequent to the initial installation or connection to its service lines, the utility may, subject to subsection (3) of this section, charge the applicant a reconnect fee established in its filed tariff.

(3) A utility desiring to establish a termination or reconnection charge pursuant to subsection (2) of this section shall apply for commission approval of the charge in accordance with the provisions of 807 KAR 5:011, Section 10.

Section 14. Utility Customer Relations. (1) A utility shall post and maintain regular business hours and provide representatives available to assist its customers and to respond to inquiries from the commission regarding customer complaints.

(a) Available telephone numbers. Each utility shall:

1. Maintain a telephone;

2. Publish the telephone number in all service areas; and

3. Permit all customers to contact the utility's designated representative without charge.

(b) Designated representatives. Each utility shall designate at least one (1) representative to be available to answer customer questions, resolve disputes, and negotiate partial payment plans at the utility's office. The designated representative shall be knowledgeable of this administrative regulation; 807 KAR 5:001, Section 20; KRS 278.160(2); and KRS 278.225 regarding customer bills and service and shall be authorized to negotiate and accept partial payment plans.

1. Each water, sewer, electric, or gas 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 legal holidays.

2. Each water, sewer, electric, or gas utility having annual operating revenues of less than $250,000 shall make the designated representative available during the utility's established working hours not fewer than seven (7) hours per day, one (1) day per week. Additionally, during the months of November through March, each utility providing gas or electric service shall make available the designated representative during the utility's established working hours not fewer than five (5) days per week, excluding legal holidays.

(c) Display of customer rights.

1. Each utility shall prominently display in each office open to the public for customer service, and shall post on its Web site, if it maintains a Web site, a summary, prepared and provided by the commission, of the customer's rights pursuant to this section and Section 16 of this administrative regulation.

2. If a customer indicates to any utility personnel that he or she is experiencing difficulty in paying a current utility bill, that employee shall refer the customer to the designated representative for an explanation of his or her rights.

(d) Utility personnel training.

1. The chief operating officer of a utility that provides electric or gas service to residential customers shall certify under oath annually the training of utility personnel assigned to counsel persons presenting themselves for utility service pursuant to this section.

2. If the electric or gas utility is not incorporated in Kentucky and if the utility's corporate headquarters is not located in Kentucky, then the utility's highest ranking officer located in Kentucky shall make the required certification.

3. Training shall include an annual review of this administrative regulation and policies regarding winter hardship and disconnect, Cabinet for Health and Family Services (or its designee) policy and programs for issuing certificates of need, and the utility's policies regarding collection, arrears repayment plans, budget billing procedures, and weather or health disconnect policies.

4. Certification shall include written notice to the commission by no later than October 31 of each year identifying the personnel trained, the date training occurred, and that the training met the requirements of 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 for failure to pay as provided in Section 15 of this administrative regulation, 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 shall be mutually agreed upon and subject to the conditions in this section and Section 15 of this administrative regulation. Partial payment plans that extend for a period longer than thirty (30) days shall be in writing or electronically recorded, state the date and the amount of payment due. Written partial payment plans shall be dated and signed by both parties, and shall advise customers that service may be terminated without additional notice if the customer fails to meet the obligations of the plan.

(a) Budget payment plans for water, gas, and electric utilities. A water, gas, and electric utility shall develop and offer to the utility's residential customers a budget payment plan based on historical or estimated usage whereby a customer may elect to pay a fixed amount each month in lieu of monthly billings based on actual usage.

1. Pursuant to this plan, a utility shall issue bills that adjust accounts so as to bring each participating customer current once each twelve (12) month period. The customer's account may be adjusted at the end of the twelve (12) month period or through a series of levelized adjustments on a monthly basis if usage indicates that the account will not be current upon payment of the last budget amount.

2. Budget payment plans shall be offered to residential customers and may be offered to other classes of customers.

3. The provisions of the budget plan shall be included in the utility's tariffed rules.

4. The utility shall provide information to its customers regarding the availability of budget payment plans.

(b) Partial payment plans for customers with medical certificates or certificates of need. For customers presenting certificates pursuant to the provisions of Sections 15(3) and 16 of this administrative regulation, gas and electric utilities shall negotiate partial payment plans based upon the customer's ability to pay, requiring accounts to become current not later than the following October 15. The plans include, for example, budget payment plans and plans that defer payment of a portion of the arrearage until after the end of the heating season through a schedule of unequal payments.

(3) Utility inspections of service conditions prior to providing service. Each electric, gas, water, and sewer utility shall inspect the condition of its meter and service connections before making service connections to a new customer so that prior or fraudulent use of the facilities shall not be attributed to the new customer.

(a) The new customer shall be afforded the opportunity to be present at the inspections.

(b) The utility shall not be required to render service to a customer until all defects in the customer-owned portion of the service facilities have been corrected.

(4) Prompt connection of service. Except as provided in Section 16 of this administrative regulation, the utility shall reconnect existing service within twenty-four (24) hours or close of the next business day, whichever is later, and shall 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 utility's tariffed rules and 807 KAR Chapter 5 have been met.

(5) Advance termination notice. If advance termination notice is required, the termination notice shall be mailed or otherwise delivered to the customer's last known address. The termination notice shall be in writing, distinguishable and separate from a bill.

(a) The termination notice shall plainly state the reason for termination, that the termination date shall not be affected by receipt of a subsequent bill, and that the customer has the right to dispute the reasons for termination.

(b) The termination notice shall also comply with the applicable requirements of Section 15 of this administrative regulation.

Section 15. Refusal or Termination of Service. (1) A utility may refuse or terminate service to a customer only pursuant to the following conditions, except as provided in subsections (2) and (3) of this section:

(a) For noncompliance with the utility's tariffed rules or the commission's administrative regulations.

1. A utility may terminate service for a customer's failure to comply with applicable tariffed rules or 807 KAR Chapter 5 pertaining to that service.

2. A utility shall not terminate or refuse service to a customer for noncompliance with the utility's tariffed rules or 807 KAR Chapter 5 without first having made a reasonable effort to obtain customer compliance.

3. After the effort by the utility, service may be terminated or refused only after the customer has been given at least ten (10) days written termination notice pursuant to Section 14(5) of this administrative regulation.

(b) For dangerous conditions. If a dangerous condition relating to a utility's service that could subject a person to imminent harm or result in substantial damage to the property of the utility or others is found to exist on the customer's premises, the service shall be refused or terminated without advance notice.

1. The utility shall notify the customer immediately in writing and, if possible, orally of the reasons for the termination or refusal.

2. The notice shall be recorded by the utility and shall include the corrective action to be taken by the customer or utility before service can be restored or provided.

3. If the dangerous condition, such as gas piping or a gas-fired appliance, can be effectively isolated or secured from the rest of the system, the utility need discontinue service only to the affected piping or appliance.

(c) For refusal of access. If a customer refuses or neglects to provide reasonable access to the premises for installation, operation, meter reading, maintenance, or removal of utility property, the utility may terminate or refuse service. The action shall be taken only if corrective action negotiated between the utility and customer has failed to resolve the situation and after the customer has been given at least ten (10) days' written notice of termination pursuant to Section 14(5) of this administrative regulation.

(d) For outstanding indebtedness. Except as provided in Section 16 of this administrative regulation, a utility shall not be required to furnish new service to a person contracting for service who is indebted to the utility for service furnished or other tariffed charges until that person contracting for service has paid his indebtedness.

(e) For noncompliance with state, local, or other codes. A utility may refuse or terminate service to a customer if the customer does not comply with state, municipal, or other codes. A utility may terminate service pursuant to this subsection only after ten (10) days' written notice is provided pursuant to Section 14(5) of this administrative regulation, unless ordered to terminate immediately by a governmental official.

(f) For nonpayment of bills. A utility may terminate service at a point of delivery for nonpayment of charges incurred for utility service at that point of delivery. A utility shall not terminate service to any person contracting for service for nonpayment of bills for any tariffed charge without first having mailed or otherwise delivered an advance termination notice which complies with the requirements of Section 14(5) of this administrative regulation.

1. Termination notice requirements for electric or gas service.

a. Each electric or gas utility proposing to terminate customer service for nonpayment shall mail or otherwise deliver to that customer ten (10) days' written notice of intent to terminate.

b. Service shall not, for any reason, be terminated before twenty-seven (27) days after the mailing date of the original unpaid bill.

c. The termination notice to residential customers shall include written notification to the customer of the existence of local, state, and federal programs providing for the payment of utility bills under certain conditions, and of the address and telephone number of the Cabinet for Health and Family Services (or its designee) to contact for possible assistance.

2 Termination notice requirements for water, sewer, or telephone service.

a. Each water, sewer, or telephone utility proposing to terminate customer service for nonpayment shall mail or otherwise deliver to that customer five (5) days' written notice of intent to terminate.

b. Service shall not, for any reason, be terminated before twenty (20) days after the mailing date of the original unpaid bill.

3. The termination notice requirements of this subsection shall not apply if termination notice requirements to a particular customer or customers are otherwise dictated by the terms of a special contract between the utility and customer, which has been approved by the commission.

4. This subsection shall not prevent or restrict a utility from discontinuing service if a sewer service provider requests discontinuance of a customer's water service pursuant to KRS 74.408, 96.934, or 220.510, nor shall it restrict a water district from discontinuing water service to a customer who has failed to pay his bill for sewer service that the water district has provided.

(g) For illegal use or theft of service. A utility may terminate service to a customer without advance notice if it has evidence that a customer has obtained unauthorized service by illegal use or theft.

1.a. Within twenty-four (24) hours after termination, the utility shall send written notification to the customer of the reasons for termination or refusal of service upon which the utility relies, and of the customer's right to challenge the termination by filing a formal complaint with the commission.

b. This right of termination is separate from and in addition to any other legal remedies that the utility may pursue for illegal use or theft of service.

2. The utility shall not be required to restore service until the customer has complied with all tariffed rules of the utility, KRS Chapter 278, and 807 KAR Chapter 5.

(2) A utility shall not terminate service to a customer if:

(a) Payment for services is made. If, following receipt of a termination notice for nonpayment but prior to the actual termination of service payment of the amount in arrears is received by the utility, service shall not be terminated;

(b) A payment agreement is in effect. Service shall not be terminated for nonpayment if the customer and the utility have entered into a partial payment plan in accordance with Section 14 of this administrative regulation and the customer is meeting the requirements of the plan; or

(c) A medical certificate is presented. Service shall not be terminated for thirty (30) days beyond the termination date if a physician, registered nurse, or public health officer certifies in writing that termination of service will aggravate a debilitating illness or infirmity currently suffered by a resident living at the affected premises.

1. A utility may refuse to grant consecutive extensions for medical certificates past the original thirty (30) days unless the certificate is accompanied by an agreed partial payment plan in accordance with Section 14 of this administrative regulation.

2. A utility shall not require a new deposit from a customer to avoid termination of service for a thirty (30) day period who presents to the utility a medical certificate certified in writing by a physician, registered nurse, or public health officer.

(3) A gas or electric utility shall not terminate service for thirty (30) days beyond the termination date if the Kentucky Cabinet for Health and Family Services (or its designee) certifies in writing that the customer is eligible for the cabinet's energy assistance program or household income is at or below 130 percent of the poverty level, and the customer presents the certificate to the utility.

(a) A customer eligible for certification from the Cabinet for Health and Family Services shall have been issued a termination notice between November 1 and March 31.

(b) Each certificate shall be presented to the utility during the initial ten (10) day termination notice period.

(c)1. As a condition of the thirty (30) day extension, the customer shall exhibit good faith in paying his indebtedness by making a present payment in accordance with his ability to do so.

2. In addition, the customer shall agree to a repayment plan in accordance with Section 14 of this administrative regulation, which shall permit the customer to become current in the payment of his bill as soon as possible but not later than October 15.

(d) A utility shall not require a new deposit from a customer to avoid termination of service for a thirty (30) day period who presents a certificate to the utility certified by the Cabinet for Health and Family Services (or its designee) that the customer is eligible for the cabinet's Energy Assistance Program or whose household income is at or below 130 percent of the poverty level.

Section 16. Winter Hardship Reconnection. (1) Notwithstanding the provisions of Section 14(4) of this administrative regulation to the contrary, an electric or gas utility shall reconnect service to a residential customer who has been disconnected for nonpayment of bills pursuant to Section 15(1)(f) of this administrative regulation prior to application for reconnection, and who applies for reconnection during the months from November 1 through March 31 if the customer or his agent:

(a) Presents a certificate of need from the Cabinet for Health and Family Services (or its designee), including a certification that a referral for weatherization services has been made in accordance with subsection (3) of this section;

(b) Pays one-third (1/3) of his outstanding bill or $200, whichever is less; and

(c) Agrees to a repayment schedule that would permit the customer to become current in the payment of his electric or gas bill as soon as possible but no later than October 15.

1. If the customer applies for reconnection and the customer has an outstanding bill in excess of $600 and agrees to a repayment plan that would pay current charges and makes a good faith reduction in the outstanding bill consistent with his ability to pay, then the plan shall be accepted.

2. In addition to payment of current charges, repayment schedules shall provide an option to the customer to select either one (1) payment of arrearages per month or more than one (1) payment of arrearages per month.

(d) A utility shall not require a new deposit from a customer whose service is reconnected due to paragraphs (a), (b), or (c) of this subsection.

(2) Certificate of need for reconnection. A customer who is eligible for energy assistance under the Cabinet for Health and Family Services' guidelines or is certified as being in genuine financial need, which is defined as a household with gross income at or below 130 percent of the poverty level, may obtain a certificate of need from the cabinet (or its designee) to be used in obtaining a service reconnection from the utility.

(3) Weatherization program. Customers obtaining a certificate of need pursuant to this administrative regulation shall agree to accept referral to and utilize weatherization services administered by the Cabinet for Health and Family Services. The provision and acceptance of weatherization services shall be contingent on the availability of funds and other program guidelines. Weatherization services include, for example, weather stripping, insulation, and caulking. A customer current with his or her payment plan pursuant to subsection 1(c) of this section shall not be disconnected.

Section 17. Meter Testing. (1) All electric, gas, and water utilities furnishing metered service shall provide meter standards and test facilities, as more specifically established in 807 KAR 5:022, 5:041, and 5:066. Before being installed for use by a customer, an electric, gas, and water meter shall be tested and in good working order and shall be adjusted as close to the optimum operating tolerance as possible, as more specifically established in 807 KAR 5:022, Section 8(3)(a), 5:041, Section 17(1)(a)-(c), and 5:066, Section 15(2)(a)-(b).

(2) A utility may have all or part of its testing of meters performed by another utility or agency approved by the commission for that purpose. Each utility having tests made by another agency or utility shall notify the commission of those arrangements in detail to include make, type, and serial number of standards used to make the tests.

(3) A utility shall not place in service a basic measurement standard required by 807 KAR Chapter 5 unless the calibration has been approved by the commission. All utilities or agencies making tests or checks for utility purposes shall notify the commission promptly of the adoption or deletion of a basic standard requiring commission approval of the calibration.

(4) An electric, gas, and water utility or agency doing meter testing for a utility shall have in its employ meter testers certified by the commission. These certified meter testers shall perform tests as necessary to determine the accuracy of the utility's meters and to adjust the utility's meters to the degree of accuracy required by 807 KAR Chapter 5.

(5) A utility or agency desiring to have an employee certified as meter tester shall submit the name of each applicant on an "Application for Appointment of Meter Tester." The applicant shall pass a written test administered by commission staff and have his competency in the testing of meters verified by commission staff, at which time the applicant shall be certified as a meter tester and furnished with a card authorizing him to perform meter tests.

(6) A utility or agency may employ apprentices in training for certification as meter testers.

(a) The apprentice period shall be a minimum of six (6) months, after which the meter tester apprentice shall comply with subsection (5) of this section.

(b) All tests performed during this period by an apprentice shall be witnessed by a certified meter tester.

Section 18. Meter Test Records. (1)(a) A complete record of all meter tests and adjustments and data sufficient to allow checking of test calculations shall be recorded by the meter tester. The record shall include:

1. Information to identify the unit and its location;
2. Date of tests;
3. Reason for the tests;
4. Readings before and after test;
5. Statement of "as found" and "as left" accuracies sufficiently complete to permit checking of calculations employed;
6. Notations showing that all required checks have been made;
7. Statement of repairs made, if any;
8. Identifying number of the meter;
9. Type and capacity of the meter; and
10. The meter constant.

(b) The complete record of tests of each meter shall be continuous for at least two (2) periodic test periods and shall in no case be less than two (2) years.

(2) Historical records. (a) A utility shall keep numerically arranged and properly classified records for each meter that it owns, uses, and inventories.

(b) These records shall include:

1. Identification number;
2. Date of purchase;
3. Name of manufacturer;
4. Serial number;
5. Type;
6. Rating; and
7. Name and address of each customer on whose premises the meter has been in service with date of installation and removal.

(c) These records shall also contain condensed information concerning all tests and adjustments including dates and general results of the adjustments. The records shall reflect the date of the last test and indicate the proper date for the next periodic test required by the applicable commission administrative regulation in 807 KAR Chapter 5.

(3) Sealing of meters. Upon completion of adjustment and test of a meter pursuant to 807 KAR Chapter 5, a utility shall affix to the meter a suitable seal in a manner that adjustments or registration of the meter cannot be altered without breaking the seal.

(4) A utility may store the meter test and historical data described or required in subsections (1) and (2) of this section in a computer storage and retrieval system upon notification to the commission. If a utility elects to use a computer storage and retrieval system, a back-up copy of the identical information shall be retained.

Section 19. Request Tests. (1) A utility shall make a test of a meter upon written request of a customer if the request is not made more frequently than once each twelve (12) months.

(a) The customer shall be given the opportunity to be present at the requested test.

(b) If the tests show the as-found meter accuracy is within the limits allowed by 807 KAR 5:022, Section 8(3)(a)1., 5:022, Section 8(3)(b)1., 5:041, Section 17(1), or 5:066, Section 15(4), the utility may make a reasonable charge for the test.

(c) The commission-approved amount of the charge shall be established in the utility's filed tariff.

(d) The utility shall maintain a meter removed from service for testing, in a secure location under the utility’s control, for a period of six (6) months from the date the customer is notified of the finding of the investigation and the time frame the meter will be secured by the utility or if the customer has filed a formal complaint pursuant to KRS 278.260, the meter shall be maintained until the proceeding is resolved, or the meter is picked up for testing by personnel from the commission’s Meter Standards Laboratory.

(2) After having first obtained a test from the utility, a customer of the utility may request a meter test by the commission upon written application.

(a) The request shall not be made more frequently on one (1) meter than once each twelve (12) months.

(b) Upon request, personnel from the commission’s Meter Standards Laboratory shall pick up the meter from the utility and maintain the meter for a minimum of six (6) months from the date the customer is notified of the finding of the investigation and the time frame the meter will be secured by the commission’s Meter Standards Laboratory or if the customer has filed a formal complaint pursuant to KRS 278.260, the meter shall be maintained until the proceeding is resolved.

Section 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. An employee of the utility 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.

Section 21. Pole Identification. (1) Each utility owning poles or other structures supporting its wires shall mark every pole or structure located within a built-up community with the initials or other distinguishing mark by which the owner of every structure can be readily determined.

(2) Identification marks may be of any type but shall be of a permanent material and shall be easily read from the ground at a distance of six (6) feet from the structure.

(3) If a utility's structures are located outside of a built-up community, at least every tenth structure shall be marked as established in subsection (2) of this section.

(4) All junction structures shall bear the identification mark and structure number of the owner.

(5) Poles need not be marked if they are clearly and unmistakably identifiable as the property of the utility.

(6) A utility shall either number its structures and maintain a numbering system or use some other method of identification so that each structure in the system can be easily identified.

Section 22. Cable Television Pole Attachments and Conduit Use. (1) Each utility owning poles or other facilities supporting its wires shall permit cable television system operators who have all necessary licenses and permits to attach cables to poles and to use facilities, as customers, for transmission of signals to their patrons.

(2) The tariffs of the utility shall establish the rates, terms, and conditions under which the utility's facilities may be used.

(3) With respect to a complaint before the commission in an individual matter concerning cable television pole attachments, final action shall be taken on the matter within a reasonable time, but no later than 360 days after filing of the complaint.

Section 23. System Maps and Records. (1) Each utility shall have on file at its principal office located within the state and shall file upon request with the commission a map or maps of suitable scale of the general territory it serves or holds itself ready to serve. The map or maps should be available preferably in electronic format as a PDF file or as a digital geographic database. The following data shall be available on the map or maps:

(a) Operating districts;

(b) Rate districts;

(c) Communities served;

(d) Location and size of transmission lines, distribution lines and service connections;

(e) Location and layout of all principal items of plant; and

(f) Date of construction of all items of plant by year and month.

(2) In each division or district office there shall be available information relative to the utility's system that will enable the local representative to furnish necessary information regarding the rendering of service to existing and prospective customers.

(3) In lieu of showing the above construction information in (1)(f) on maps, a card record or suitable digital data may be used.

(a) The construction data about a plant feature, such as a pipeline, may be stored in a table and linked to the geographic plant feature by a unique identifier that is present in both the table and the geographic database.

(b) For all prospective construction the records shall also show the date of construction by month and year.

Section 24. Location of Records. All records required by 807 KAR Chapter 5 shall be kept in the office of the utility and shall be made available to representatives, agents, or staff of the commission upon reasonable notice at all reasonable hours.

Section 25. Safety Program. Each utility shall adopt and execute a safety program, appropriate to the size and type of its operations. At a minimum, the safety program shall:

(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. For electric utilities, this is to include the standards established in 807 KAR 5:041, Section 3; and

(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.

Section 26. Inspection of Systems. (1) A utility shall adopt inspection procedures to assure safe and adequate operation of the utility's facilities and compliance with KRS Chapter 278 and 807 KAR Chapter 5 and shall file these procedures 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 portions of the system that are the subject of the report.

(3) Appropriate records shall be kept by a utility to identify the inspection made, the date and time of inspection, the person conducting the inspection, deficiencies found, and action taken to correct the deficiencies.

(4) Electric utility inspection. An electric utility shall make systematic inspections of its system in the manner established in this subsection to insure that the commission's safety requirements are being met. These inspections shall be made as often as necessary but not less frequently than established in this subsection for various classes of facilities and types of inspection.

(a) As a part of operating procedure, each utility shall continuously monitor and inspect all production facilities regularly operated and manned.

(b) At intervals not to exceed six (6) months, the utility shall inspect:

1. Unmanned production facilities, including peaking units not on standby status, and all monitoring devices, for evidence of abnormality;

2. Transmission switching stations if the primary voltage is sixty-nine (69) KV or greater, for damage to or deterioration of components including structures, fences, gauges, and monitoring devices;

3. Underground network transformers and network protectors in vaults located in buildings or under sidewalks, for leaks, condition of case, connections, temperature, and overloading; and

4. Electric lines operating at sixty-nine (69) KV or greater, including insulators, conductors, and supporting facilities, for damage, deterioration and vegetation management consistent with the utility's vegetation management practices.

(c) In addition to the requirements established in paragraph (b) of this subsection, all electric lines operating at sixty-nine (69) KV or greater, including insulators, conductors, and supporting facilities shall be inspected from the ground for damage, deterioration, and vegetation management consistent with the utility's vegetation management practices at intervals not to exceed:

1. Six (6) years for each electric line supported by a wood pole or other wood support structure; or

2. Twelve (12) years for each electric line supported by a pole or other support structure constructed of steel or other nonwood material.

(d) At intervals not to exceed one (1) year, the utility shall inspect:

1. Production facilities maintained on a standby status. Except for remotely controlled facilities, all production facilities shall also be thoroughly inspected; and

2. Distribution substations with primary voltage of fifteen (15) to sixty-nine (69) KV.

(e) At intervals not to exceed two (2) years, the utility shall inspect all electric facilities operating at voltages of less than sixty-nine (69) KV, to the point of service including insulators, conductors, meters, and supporting facilities from the ground for damage, deterioration, and vegetation management consistent with the utility's vegetation management practices.

(f) The utility shall inspect other facilities as follows:

1. Utility buildings shall be inspected for compliance with safety codes at least annually; and

2. Construction equipment shall be inspected for defects, wear, and operational hazards at least quarterly.

(g) Aerial inspections shall not be used as the basis for compliance with paragraphs (b)1. through 3., support facilities provisions in (b) 4., (d)1., and (f) of this subsection.

(5) Gas utility inspection. A gas utility shall make systematic inspections of its system to insure that the commission's safety requirements are being met. These inspections shall be made as often as necessary but not less frequently than is prescribed or recommended by the Department of Transportation, 49 C.F.R. Part 192 Transportation of Natural and Other Gas by Pipeline: Minimum Federal Safety Standards, for the various classes of facilities.

(a) The following maximum time intervals shall be established for certain inspections provided for in 49 C.F.R. Part 192 Transportation of Natural and Other Gas by Pipeline: Minimum Federal Safety Standards, with respect to which intervals are not specified, and for certain additional inspections not provided for in the code.

1. At intervals not to exceed every fifteen (15) months but at least once each calendar year, the utility shall inspect and visually examine:

a. Production wells, storage wells, and well equipment, including their exterior components;

b. Pressure limiting stations, relief devices, pressure regulating stations, and vaults; and

c. Accessibility of the curb box and valve on a service line.

2. At intervals not to exceed three (3) years, gas meters shall be manually inspected and visually examined for proper working condition.

3. The utility shall inspect other facilities as follows:

a. Utility buildings shall be inspected for compliance with safety codes at least annually; and

b. Construction equipment under the control of the utility shall be inspected for defects, wear, and operational hazards at least quarterly.

(b) At intervals not to exceed the periodic meter test intervals, individual residential customer service regulators, vents, and relief valve vents shall be checked for operable condition.

(c) At intervals not to exceed the periodic meter test intervals, the curb box and valve on the service line shall be inspected for operable condition.

(d) Aerial inspections shall not be used as the basis for compliance with paragraphs (a) through (c) of this subsection.

(6) Water utility inspections. Each water utility shall make systematic inspections of its system as established in paragraphs (a) through (c) of this subsection to insure that the commission's safety requirements are being met. These inspections shall be made as often as necessary but not less frequently than as established in paragraphs (a) through (c) of this subsection for various classes of facilities and types of inspection.

(a) The utility shall annually inspect all structures pertaining to source of supply for their safety and physical and structural integrity, including dams, intakes, and traveling screens. The utility shall semiannually inspect supply wells, their motors and structures, including electric power wiring and controls for proper and safe operation;

(b) The utility shall annually inspect 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

(c) The utility shall monthly inspect construction equipment and vehicles for defects, wear, operational hazards, lubrication, and safety features.

(7) Telephone utility inspection. Each telephone utility shall make systematic inspections of its system as established in paragraphs (a) through (f) of this subsection to insure that the commission's safety requirements are being met. The inspections shall be made as often as necessary but not less frequently than as established in paragraphs (a) through (f) of this subsection for various classes of facilities and types of inspection.

(a) The utility shall inspect aerial plant for electrical hazards, proper clearance for electric clearances of facilities, vegetation management consistent with the utility's vegetation management practices, and climbing safety every two (2) years;

(b) The utility shall inspect underground plant for presence of gas, proper clearance from electric facilities, and safe working conditions at least annually;

(c) The utility shall inspect utility-provided station equipment and connections for external electrical hazards, damaged instruments or wiring, and appropriate protection from lightning and safe location of equipment and wiring when on a customer's premises;

(d) The utility shall inspect utility buildings for compliance with safety codes at least annually;

(e) The utility shall inspect construction equipment for defects, wear, and operational hazards at least quarterly; and

(f) Aerial inspections shall not be used as the basis for compliance with this subsection.

(8) Sewage utility inspection. Each sewage utility shall make systematic inspections of its system in the manner established in 807 KAR 5:071 to ensure that the commission's safety requirements are being met. The inspections shall be made as often as necessary but not less frequently than established in 807 KAR 5:071.

Section 27. Reporting of Accidents, Property Damage, or Loss of Service. (1) Within two (2) hours following discovery each utility, other than a natural gas utility, shall notify the commission by telephone or electronic mail of a utility related accident that 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 utility's customers, whichever is less.

(2) A summary written report shall be submitted by the utility to the commission within seven (7) calendar days of the utility related accident. For good cause shown, the executive director of the commission, shall, upon application in writing, allow a reasonable extension of time for submission of this report.

(3) Natural gas utilities shall report utility related accidents in accordance with the provisions of 807 KAR 5:027.

Section 28. Deviations from Administrative Regulation. In special cases, for good cause shown, the commission shall permit deviations from this administrative regulation.

Section 29. Incorporation by Reference. (1) The following material is incorporated by reference:
(a) Annual Financial and Statistical Reports:
1. "FERC Form 1 – Annual Report of Major Electric Utilities, Licensees and Others", March 2007;
2. "Annual Reporting Form for Rural Electric Cooperative Corporations", July 2012;
3. "FERC Form 2 – Annual Report of Major Natural Gas Companies", December 2007;
4. "Annual Reporting Form for Class C and D Gas Utilities", August 2005;
5. "Annual Reporting Form for Local Exchange Carriers", August 2005;
6. "Annual Reporting Form for Local Exchange Carriers – Kentucky Operations Only", August 2004;
7. "Annual Reporting Form for Water Company – Class A & B", July 2012;
8. "Annual Reporting Form for Water Company – Class C", July 2012;
9. "Annual Reporting Form for Water Districts/Water Associations – Class A & B", July 2012;
10. "Annual Reporting Form for Water Districts/Water Associations – Class C", July 2012; and
11. "Annual Reporting Form for Sewer Utilities", September 2005;
(b) Quarterly Meter Reports:
1. "Quarterly Meter Report-Electric", August 2011;
2. "Quarterly Meter Report-Water", July 2012; and
3. "Quarterly Meter Report-Gas", July 2007;
(c) Non-payment Disconnection/Reconnection Reports:
1. "Water Utility-Non-Payment Disconnection/Reconnection Report", February 2012;
2. "Electric Utility-Non-Payment Disconnection/Reconnection Report", September 2000; and
3. "Gas Utility Non-Payment Disconnection/Reconnection Report" September 2000;
(d) "Application for Appointment of Meter Testers", August 2012; and
(e) Gross Annual Operating Revenue Reports:
1. "Report of Gross Operating Revenues Derived from Intra-Kentucky Business", December 2010;
2. "Report of Gross Operating Revenues Derived from Intra-Kentucky Business Electric Utilities", October 2012;
3. "Report of Gross Operating Revenues Derived from Intra-Kentucky Business Long Distance Carriers and Operator Services", September 2010;
4. "Report of Gross Operating Revenues Derived from Intra-Kentucky Business Paging and Cellular", September 2010; and
5. "Report of Gross Operating Revenues Derived from Intra-Kentucky Business Local Exchange Carriers and Competitive Local Exchange Carriers", September 2010.

(2) This material may be inspected, copied, or obtained, subject to applicable copyright law at the commission's offices at 211 Sower Boulevard, Frankfort, Kentucky 40601, Monday through Friday, 8:00 a.m. to 4:30 p.m. This material may also be obtained at the commission's Web site at http://psc.ky.gov. (8 Ky.R. 791; Am. 961; 1137; eff. 4-7-82; 9 Ky.R. 217; 473; eff. 8-25-82; 11 Ky.R. 790; 1048; eff. 1-7-85; 12 Ky.R. 967; 1343; 1510; eff. 2-4-86; 18 Ky.R. 1953; 2554; eff. 2-26-92; TAm eff. 8-9-2007; 295; 1015; 1136; eff. 1-4-2013; TAm 1-30-2013.)