

FOR Martin County Water District
Community, Town or City

P.S.C. KY. NO. _____
1st Revised SHEET NO. 36

Martin County Water District
(Name of Utility)

CANCELLING P.S.C. KY. NO. _____

Original SHEET NO. 36

Z. Legal Disclaimers.

1. The utility shall in no event be held responsible for any claims made against it for reasons of system failure or interruption of service. No persons shall be entitled to damages nor for any portion of a payment refunded for any system failure or interruption of service which in the opinion of the utility is deemed necessary.
2. No person shall maliciously, willfully, or negligently break, damage, destroy, uncover, deface, or tamper with any structure appurtenance or equipment which is a part of the utility's water system. Any person violating this provision will be subject to immediate arrest and/or discontinuance of water service and shall pay the cost of repairing or replacing the utility's facilities
3. If any loss or damage to the property of the utility or any accident or other injury to persons or property is caused by or results from the negligence or wrongful action of a customer, members of his/her household, his/her agent or employee, the cost of necessary repairs or replacements shall be paid by the customer of the utility and any liability otherwise resulting shall be that of the customer.
4. For purposes of fire protection, including any customer's fire protection system, the utility cannot guarantee a water supply at any particular flow rate or pressure. The fire flow may vary depending upon other water demands on the system, various water facility limitations, or other circumstances. The customer will indemnify and hold harmless the utility and its employees from and against all claims, damages, losses, and expenses incurred as a result of insufficient water supply or deficient system facilities.

AA. Fire Departments.

Any city, urban-county, charter county, fire protection district, or volunteer fire protection district may withdraw water from the utility's water distribution system for the purposes of fighting fires or training firefighters at no charge on the condition that it maintains estimates of the amount of water used for fire protection and training during the calendar month and reports the amount of this water usage to the utility no later than the 5th day of the following calendar month.

Any city, county, urban-county, charter county, fire protection district, or volunteer fire protection district that withdraws water from the utility's water distribution system for fire protection or training purposes and fails to submit the required report on water usage in a timely manner shall be assessed the cost of the water.

A non-reporting user's usage shall be presumed to be 0.3 percent of the utility's total water sales for the calendar month. A non-reporting user may present evidence of its actual usage to rebut the presumed usage. The utility shall consider this evidence and may adjust the presumed usage amount accordingly.

The non-reporting user shall be billed for the usage at the lowest usage block rate regardless of customer classification that the utility charges.

A non-reporting user shall also be assessed a penalty of **\$100.00** for each failure to submit a report each quarter.

N

DATE OF ISSUE August 22, 2018
Month / Date / Year

DATE EFFECTIVE September 22, 2018
Month / Date / Year

ISSUED BY
(Signature of Officer)

TITLE Chairman

BY AUTHORITY OF ORDER OF THE PUBLIC SERVICE COMMISSION

IN CASE NO. _____ DATED _____

KENTUCKY PUBLIC SERVICE COMMISSION
Gwen R. Pinson Executive Director
EFFECTIVE 9/22/2018 PURSUANT TO 807 KAR 5:011 SECTION 9 (1)

FOR Martin County, Kentucky
Community, Town or City

P.S.C. KY. NO. _____

Original SHEET NO. 37

CANCELLING P.S.C. KY. NO. _____

SHEET NO. _____

Martin County Water District
(Name of Utility)

RULES AND REGULATIONS

AB. Hydrants:

1. Fire Hydrants:

- a) In accordance with 807 KAR 5:066 Section 10(2)(b), a new fire hydrant will not be installed unless:
 - i) A professional engineer with a Kentucky registration has certified that the system can provide a minimum fire flow of 250 gallons per minute, and
 - ii) The system supporting this flow has the capability of providing this flow for a period of not less than two (2) hours plus consumption at the maximum daily rate.
- b) The location, installation, and the responsibility for maintenance of fire hydrants, public and private fire protection facilities, connecting mains, and their ownership may be subject to negotiation between the utility and the applicant/customer. Fire hydrants and public and private fire protection facilities shall be installed as required by the utility and if owned by the utility shall be subject to any conditions the Public Service Commission may impose, based upon the compensation received for this service.

2. Flush Hydrants:

- a) The utility places flush hydrants at various points throughout the system solely for maintenance and flushing purposes. The utility will not object to the use of these hydrants by fire departments in emergency situations. However, it must be understood that:
 - i) The intended use of flush hydrants is not for fire protection.
 - ii) The utility will not guarantee any amount of water pressure at any given hydrant.
 - iii) Emergency users will not use pumps to pull water from any hydrant.

PUBLIC SERVICE COMMISSION
OF KENTUCKY
EFFECTIVE

DATE OF ISSUE _____ DATE EFFECTIVE JAN 03 2001
Month / Date / Year Month / Date / Year
ISSUED BY [Signature] TITLE _____
(Signature of Officer) PURSUANT TO 807 KAR 5:011,
SECTION 9 (1)
BY: Stephan Bue
SECRETARY OF THE COMMISSION
ADDRESS _____

FOR Martin County, Kentucky
Community, Town or City

P.S.C. KY. NO. _____

Original SHEET NO. 38

CANCELLING P.S.C. KY. NO. _____

_____ SHEET NO. _____

Martin County Water District
(Name of Utility)

RULES AND REGULATIONS

- iv) The utility will not be responsible for any claims arising from the use of hydrants for any purpose by persons other than this utility's personnel.

PUBLIC SERVICE COMMISSION
OF KENTUCKY
EFFECTIVE

JAN 03 2001

DATE OF ISSUE _____ DATE EFFECTIVE PURSUANT TO 807 KAR 501.01
Month / Date / Year SECTION 9 (1)
ISSUED BY [Signature] TITLE _____ BY: Stephan O Bell
(Signature of Officer) SECRETARY OF THE COMMISSION

ADDRESS _____

FOR Martin County, Kentucky
Community, Town or City

P.S.C. KY. NO. _____

Original SHEET NO. 39

CANCELLING P.S.C. KY. NO. _____

_____ SHEET NO. _____

Martin County Water District
(Name of Utility)

RULES AND REGULATIONS

AC. Fire Sprinkler Systems.

Not Applicable to this utility.

AD. Requirements for New Connections.

1. The water line must be buried in a ditch that is at a minimum of 24 inches in depth.
2. The water line must be a minimum of 200 psi
3. A shut-off valve must be installed.
4. A one-way check valve must be installed.
5. A pressure regulator may be required as prescribed by the utility.
6. There shall be absolutely no galvanized pipe or fittings used in the installation.
7. The water line must be visually inspected by the utility.
8. If a well is being used, it must be disconnected and the utility must inspect to verify separation.
9. A plumbing permit from the Health Department is required before the meter can be set. A photocopy of the permit will be kept on file at the utility's office.

AE. Water Main Extensions.

1. Normal extension. An extension of fifty (50) feet or less shall be made by a utility to its existing distribution main without charge for a prospective customer who shall apply for and contract to use service for one (1) year or more.
2. Other extensions.
 - a) When an extension of the utility's main to serve an applicant or group of applicants amounts to more than fifty (50) feet per applicant, the utility may require the total cost of the excessive footage over fifty (50) feet per applicant/customer to be deposited with the utility by the applicant or the applicants, based on the average estimated cost per foot of the total extension.

PUBLIC SERVICE COMMISSION
OF KENTUCKY
EFFECTIVE

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(Signature of Officer)

PURSUANT TO 807 KAR 5.011,
SECTION 9 (1)

BY: Stephan Bue
SECRETARY OF THE COMMISSION

ADDRESS _____

FOR Martin County, Kentucky
Community, Town or City

P.S.C. KY. NO. _____

Original SHEET NO. 40

CANCELLING P.S.C. KY. NO. _____

_____ SHEET NO. _____

Martin County Water District
(Name of Utility)

RULES AND REGULATIONS

- b) When an extension of the utility's main to serve an applicant or group of applicants amounts to more than fifty (50) feet per applicant, the utility will require the applicant(s) to sign an agreement between the utility and the property owner (applicant/customer) that specifically define the responsibilities of each party with regards to the extension.
- c) Each customer who paid for service under such extension will be reimbursed under the following plan:

For a period of five (5) years after construction of the extension, each additional customer whose service line is directly connected to the extension installed, and not to extensions or laterals therefrom, will be required to contribute to the cost of the extension based on a recomputation of both the utility's portion of the total cost and the amount contributed by the customers. The utility will refund to those customers that have previously contributed to the cost of the extension that amount necessary to reduce their contribution to the currently calculated amount for each customer connected to the extension. All customers directly connected to the extension for a five- (5) year period after it is placed in service must contribute equally to the cost of construction of the extension. In addition, each customer must pay the approved tap-on fee applicable at the time of his/her application for the meter connection. The tap-on fee will not be considered part of the refundable cost of the extension and may be changed during the refund period. After the five- (5) year refund period expires, any additional customer will be connected to the extension for the amount of the approved tap-on fee only. After the five (5) year refund period expires, the utility will be required to make refunds for an additional five (5) year period in accordance with subparagraph 1 of 807 KAR 5:066 Section 11 (2)(b).

3. Nothing contained herein shall be construed to prohibit the utility from making extensions under different arrangements if such arrangements have received the prior approval of the Public Service Commission.

PUBLIC SERVICE COMMISSION
OF KENTUCKY
EFFECTIVE

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ISSUED BY [Signature] TITLE _____
(Signature of Officer) PURSUANT TO 807 KAR 5:011,
SECTION 9 (1)

ADDRESS _____ BY: Stephan D. Bell
SECRETARY OF THE COMMISSION

FOR Martin County, Kentucky
Community, Town or City

P.S.C. KY. NO. _____

Original SHEET NO. 41

CANCELLING P.S.C. KY. NO. _____

_____ SHEET NO. _____

Martin County Water District
(Name of Utility)

RULES AND REGULATIONS

4. Upon complaint to and investigation by the Public Service Commission a utility may be required to construct extensions greater than fifty (50) feet upon a finding by the Public Service Commission that such extension is reasonable and that an extension of fifty (50) feet or less is unreasonable under the circumstances.

AF. Extension Procedures for Developers and/or New Subdivisions. An engineer, hired by the developer, shall file the following with the utility:

1. A letter indicating the size, location, and type of proposed development.
2. A plan or schematic drawing of the proposed facilities.
3. An executed copy of the "Agreement for Services" between the developer and the engineer.
4. A letter from the developer designating the development's authorized representative.

Following the submission of the above requirements, the utility will review the proposal and study the effects the development will have on the existing system. Then the utility shall issue to the authorized representative a letter of conditions stating the requirements for the proposed development so that the engineer may to proceed with the next step in this process.

5. Plans for the construction of water lines on plan sheets, 24" x 36" to a scale of 1" to 100' that include the following information:

Title Sheet:

- a. Name and address of the engineer
- b. Name and address of the owner/developer
- c. Name of the development
- d. Vicinity Map

PUBLIC SERVICE COMMISSION
OF KENTUCKY
EFFECTIVE

DATE OF ISSUE _____ DATE EFFECTIVE JAN 03 2001

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(Signature of Officer)

PURSUANT TO 807 KAR 5:011,
SECTION 9 (1)

BY: Stephan Bue
SECRETARY OF THE COMMISSION

ADDRESS _____

FOR Martin County, Kentucky
Community, Town or City

P.S.C. KY. NO. _____

Original SHEET NO. 42

CANCELLING P.S.C. KY. NO. _____

_____ SHEET NO. _____

Martin County Water District
(Name of Utility)

RULES AND REGULATIONS

Plan Sheet:

- a. Topography and layout of the development, including streets, curbs and gutters, sidewalks, drainage headwalls, storm drains, lot lines, and utility easements.
- b. Pipe material and pressure
- c. Pipe size
- d. Location and types of valves
- e. Location and size of hydrants
- f. Location and size of blow-off assembly(s)
- g. Location, size, and material of service tubing
- h. Existing facilities such as hydrants, valves, line sizes, storm drains, and sewer lines.
- i. All construction shall be in accordance to the utility's specifications.

Cost Estimate:

- a. Topography and layout of the development, including streets, curbs and gutters, sidewalks, drainage headwalls, storm drains, lot lines, and utility easements.

PUBLIC SERVICE COMMISSION
OF KENTUCKY
EFFECTIVE

DATE OF ISSUE _____ DATE EFFECTIVE JAN 03 2001

ISSUED BY [Signature] _____ TITLE _____
Month / Date / Year
(Signature of Officer)

PURSUANT TO 807 KAR 5.011,
SECTION 9 (1)
BY: Stephan Bue
SECRETARY OF THE COMMISSION

ADDRESS _____

FOR Martin County, Kentucky
Community, Town or City

P.S.C. KY. NO. _____

Original SHEET NO. 43

CANCELLING P.S.C. KY. NO. _____

_____ SHEET NO. _____

Martin County Water District
(Name of Utility)

RULES AND REGULATIONS

Review Phase:

- a. After the completed plans have been reviewed by the owner-developer with the engineer, and approved, two (2) sets shall be submitted to the utility and to the Kentucky Division of Water, as well as the Kentucky Public Service Commission for review and approval. The owner and developer should allow for a thirty (30) day review period. However, the utility will review as quickly as possible. The utility shall review the plans as to the sanitary design and standard specifications contained herein. After all corrections have been made, final written approval will be delayed until approval is granted from the Division of Water and the Public Service Commission.
- b. The utility shall issue a letter to the developer authorizing construction.
- c. During construction, a representative of the utility shall inspect the construction to insure compliance with utility specifications. The utility must be given a minimum 48 hour notice prior to construction.
- d. After construction has been completed and testing performed by the developer, the utility will issue a letter of acceptance of the improvements into the utility's distribution system.

PUBLIC SERVICE COMMISSION
OF KENTUCKY
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(Signature of Officer)

ADDRESS _____

PURSUANT TO 807 KAR 5:011,
SECTION 9 (1)
BY: Stephan Bee
SECRETARY OF THE COMMISSION

FOR Martin County, Kentucky
Community, Town or City

P.S.C. KY. NO. _____

Original SHEET NO. 44

CANCELLING P.S.C. KY. NO. _____

_____ SHEET NO. _____

Martin County Water District
(Name of Utility)

RATES AND CHARGES

SEND PAYMENTS TO:

FIRST CLASS PRESORT
U.S. Postage Paid
Permit No. 2
Inez, KY 41224

ASHLAND OFFICE SUPPLY, INC.

ACCOUNT NO.		SERVICE		DAYS USED
DATE BILL MAILED		FROM	TO	
PREV. READING	PRES. READING	UNITS USED		AMOUNT
CURRENT BILL DUE DATE	AMOUNT DUE	AFTER DUE DATE	BY DUE DATE	AMOUNT DUE

RETURN THIS STUB WITH PAYMENT

DUE DATE	ACCOUNT NO.
AFTER DUE DATE	BY DUE DATE

SERVICE ADDRESS

PUBLIC SERVICE COMMISSION
OF KENTUCKY
EFFECTIVE

DATE OF ISSUE _____
Month / Date / Year

DATE EFFECTIVE JAN 03 2001
Month / Date / Year

ISSUED BY [Signature]
(Signature of Officer)

TITLE _____
PURSUANT TO 807 KAR 5:011,
SECTION 9(1)
BY: Stephan Bue
SECRETARY OF THE COMMISSION

ISSUED BY THE AUTHORITY BY AN ORDER OF THE PUBLIC SERVICE COMMISSION OF KENTUCKY IN

CASE NO. _____ DATED _____

Martin County Water District

WATER SERVICE CONTRACT

This contract entered into between _____, hereinafter called "USER"
the undersigned

and the MARTIN COUNTY WATER DISTRICT, hereinafter called "SUPPLIER" that
water system

WHEREAS the USER desires to purchase water from the SUPPLIER, the USER hereby enters into this service contract as required by the SUPPLIER.

NOW THEREFORE, in consideration of the mutual covenants, promises and agreements herein contained, it is hereby understood and agreed by the parties hereto as follows:

SECTION 1. The SUPPLIER shall furnish, subject to the limitations set out in its Bylaws, Rules and Regulations, and tariffs now in force or as hereafter duly and legally supplemented, amended, or changed, such quantity of water as the USER may desire in connection with the property to be served by this agreement. The property to be served is a (residence, mobile home, or business) _____ located at.

Street, Road, etc.

Phone

SECTION 2. The USER agrees to pay to the SUPPLIER the meter connection/tap-on fee of \$ _____ as set out in the SUPPLIER's approved tariff of \$ _____. If the meter to be installed is more than fifty (50) feet from the main, then the USER also agrees to pay for the additional materials and labor costs associated with the longer connection. The USER also agrees to pay the SUPPLIER a deposit of \$ _____ as set out in the SUPPLIER's approved tariff.

The USER agrees to comply with and be bound by the Bylaws, Rules and Regulations, and tariffs now in force or as hereafter duly and legally supplemented, amended, or changed. The USER agrees to pay for water at such rates, time, and place as shall be determined by the SUPPLIER, and agrees to the imposition of such penalties for non-compliance as set out in the SUPPLIER's Bylaws, Rules and Regulations, and tariffs now in force or as hereafter duly and legally supplemented, amended, or changed.

PURSUANT TO 807 KAR 5:011,

It is understood and agreed that the SUPPLIER reserves the right to determine the size of service connection to be used to supply water to the USER. A 5/8" x 3/4" meter will be the standard meter used. If a USER contracts for a larger meter, the USER agrees to pay the actual costs of materials and labor for the installation of such a meter. Unless under special circumstances requiring the approval of

PUBLIC SERVICE COMMISSION
OF KENTUCKY

EFFECTIVE

JAN 03 2001

SECTION 9 (1)
BY: Stephen O. Bell
SECRETARY OF THE COMMISSION

the utility's commissioners, a separate meter must be installed by the SUPPLIER for each individual residence or place of use. The location of the water meter on the property will be determined by the SUPPLIER and will not be more than fifty (50) feet from the main, unless special circumstances exist. The SUPPLIER shall purchase and install a cutoff valve and a water meter and other appurtenances thereof. The SUPPLIER shall have exclusive right to use said cutoff valve and water meter.

SECTION 3. The USER shall install and maintain, at his/her own expense, a service line that shall begin at the meter and extend to the dwelling or place of use. The USER shall connect his service line to the water distribution system and shall commence to use water from the system on the date the water is available. Water charges to the USER will commence on the date service is made available by the SUPPLIER, regardless of whether the USER is connected to the system, or is in fact using water from the system.

The failure of the USER to pay water charges duly imposed shall result in the automatic imposition of penalties as set out in the SUPPLIER's approved tariff. Penalties shall include, but not be limited to, a late payment penalty charge, termination of service, and a reconnection fee.

SECTION 4. The SUPPLIER shall determine the allocation of water to the USER in the event of a water shortage, and may shut off water to the USER if such event occurs. The SUPPLIER may shut off water to the USER if the USER allows a connection or extension to be made to his service line for the purpose of supplying water to another party. In the even the total water supply shall be insufficient to meet all of the needs of the USERS, or in the event there is a shortage of water, the SUPPLIER must first satisfy all of the needs of all of the USERS for domestic purposes before supplying any water for livestock purposes and must satisfy all of the needs of all of the USERS for domestic and livestock purposes before supplying any water for garden or other purposes.

SECTION 5. The USER agrees that no present or future source of water will be connected to any water lines served by the SUPPLIER's water lines and will disconnect from his present water supply, well, or other source, prior to connecting to and switching to the SUPPLIER's system and shall eliminate present or future cross-connections in his system.

PUBLIC SERVICE COMMISSION
OF KENTUCKY
EFFECTIVE

DATE: _____

WATER USER

JAN 03 2001

WITNESS: _____

MARTIN COUNTY WATER DISTRICT

PURSUANT TO 807 KAR 5.011,
SECTION 9 (1)

BY: Stephan D. Bell
SECRETARY OF THE COMMISSION

WATER SYSTEM REPRESENTATIVE

Martin County Water District

EASEMENT AGREEMENT

This EASEMENT AGREEMENT made and entered into as of the _____ day of _____

in the year _____, between _____
Owner

and the MARTIN COUNTY WATER DISTRICT, a water utility and political subdivision organized and existing according to Kentucky Revised Statutes, hereinafter referred to as the SUPPLIER.

WITNESSETH: That for and in consideration of the sum of one dollar (\$1.00) cash in hand paid the receipt of which is hereby acknowledged and other good and valuable consideration as specifically set out in a water service contract between parties given above.

The owner agrees to and does hereby grant and convey to the SUPPLIER, a permanent easement over, across, under, and upon land situated in said County, being a strip of land ten (10) feet wide for the purpose of laying, maintaining, operating, inspecting, replacing, and removing a water line, meter, and/or appurtenances. Said easement adjoins and parallels the road on which the property fronts and extends from one side line of the property the other side line of the property along said road, or otherwise so as to permit access to suppliers facilities, and may also be utilized for service installation to that property lying immediately across the road, or adjacent to suppliers facilities.

IN WITNESS WHEREOF, we have executed this Easement Agreement this, the aforementioned day and year.

WITNESS:

Water User

Address

Phone

Attest:

Martin County Water District
Water System

By _____

STATE OF KENTUCKY
COUNTY OF _____

Title

I, the undersigned, do certify that the foregoing instrument was produced to me in the County aforesaid, and was acknowledged by _____, to be his/their free act and dded. This _____ day of _____ in the year _____.

PUBLIC SERVICE COMMISSION
OF KENTUCKY
EFFECTIVE

JAN 03 2001

PURSUANT TO 807 KAR 5:011,
SECTION 9 (1)

My Commission expires:

BY: Stephan D. Bell
SECRETARY OF THE COMMISSION

Martin County Water District

PARTIAL PAYMENT AGREEMENT

DATE: _____

NAME OF CUSTOMER: _____

ACCOUNT NUMBER: _____

AMOUNT OF DELINQUENT BILL: _____

I (we) _____

Promise to pay in addition to the currently monthly bill the above past due amount in _____
monthly installments of _____ each. I understand that my water service will
be discontinued if I fail to pay my regular monthly bill in addition to my monthly installment on
time each month.

Customer's Signature: _____

Utility Employee Witness: _____

PUBLIC SERVICE COMMISSION
OF KENTUCKY
EFFECTIVE

JAN 03 2001

PURSUANT TO 807 KAR 5.011,
SECTION 9 (1)
BY: Stephan Bee
SECRETARY OF THE COMMISSION

MARTIN COUNTY UTILITY BOARD

POLICY MANUAL

**The Martin County Utility Board is a public body established
by the Martin County Fiscal Court to manage the
Martin County Water District and the Martin County Sewer District.**

**These Policies govern the actions of the Board of Commissioners, employees, and others
associated with the Utility Board in any capacity.**

Effective April 27, 2009

MARTIN COUNTY UTILITY BOARD

POLICY MANUAL

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MARTIN COUNTY UTILITY BOARD

CODE OF ETHICS

This Code of Ethics is the principal and guiding Policy of the Utility Board, establishing a basic standard of ethical conduct expected and required of all Commissioners, employees, and others associated with the Utility Board in any capacity. This Policy sets out the required basic nature, style and manner of behavior that the Utility Board expects and requires to characterize all of its commerce in the development, operation and management of the Martin County Water District and the Martin County Sanitation District.

A. STANDARDS OF CONDUCT

1. Each Commissioner and each employee of the Utility Board shall demonstrate the highest standards of personal integrity, characterized by truthfulness, honesty, responsibility and civility in the interaction with others necessary to carrying out their duties, assignments and tasks, so as to earn public confidence and trust.
2. Commissioners, employees and others associated with the Utility Board in any capacity shall demonstrate conviction and dedication to their public trust by showing respect, concern, courtesy, and responsiveness to matters of importance to each other, the customers of the Martin County Water District and the Martin County Sanitation District, as well as to members of the general public and to local elected and appointed officials.
3. Commissioners and all employees shall comply fully with laws and regulations relating to the public's right to know and public access to matters of public policy, public business and public record, and, at the same time diligently respect and protect privileged, confidential information, especially personal identity information acquired in the course of their official duties, whether in traditional or electronic forms of commerce.
4. Commissioners and all employees shall be dedicated to the concepts of effective and democratic local governance by responsible officials. Consequently, the Utility Board shall determine and establish sound policies and reasonable business procedures, methods and practices and the employees of the Utility Board shall conform their actions accordingly. Similarly, employees and others associated with the Utility Board in any capacity shall accept and support the decisions and interpretations of the Utility Board concerning the provision of drinking water and wastewater services unless such decisions and interpretations are known to be erroneous. In such instance, employees and others are required to inform the Utility Board of such error in a timely manner.
5. Commissioners, employees and others associated with the Utility Board in any capacity shall not engage in or permit, encourage, tolerate or fail to report intentional or unintentional misconduct, illegal activities, malfeasance, fraud, or abuse of public funds by any individual or group.

6. Commissioners, employees and others associated with the Utility Board shall be bound by the various policies established by the Utility Board and shall be obligated to implement these policies in the conduct of the day to day business of the Utility Board, the Martin County Water District and the Martin County Sanitation District.

B. CONFLICT OF INTEREST

1. Commissioners, employees, and others associated with the Utility Board in any capacity shall not seek nor accept any favor, benefit, personal aggrandizement or profit whether it be in the form of objects, money, services, favorable loans, travel, entertainment, or other way, either personally or for family members or friends, secured by privileged information or by misuse of position, public time or public resources. Further, Commissioners, employees and others associated with the Utility Board in any capacity shall avoid any interest or activity which may convey the appearance of such a conflict of interest.
2. To avoid conflicts of interest or any appearance of a conflict of interest, a Commissioner, employee or others associated with the Utility Board in any capacity shall:
 - a. Notify and declare to the Chair of the Board, in writing, regarding any matter in which he, a family member, his company or business, or a business associate could benefit financially from a decision to be made by the Board. And,
 - b. Excuse him/her from any discussion, debate, deliberation and the decision-making process as regards a matter that constitutes a conflict of interest in its entirety. And,
 - c. Physically vacate the room(s) or area wherein such discussion, debate, deliberation or other aspect of the decision-making process relating to a conflict of interest or potential conflict of interest is being conducted.

C. IMPLEMENTATION PROCEDURE FOR CODE OF ETHICS

1. The Utility Board shall provide a copy of its Code of Ethics to each Commissioner and each employee to better assure full awareness and understanding of the Policy. A written acknowledgement confirming both receipt and awareness of the gravity of this Code shall be attached to and made part of this Policy and shall be executed by each individual affected, respectively, and a copy of same shall be kept in the official records of the Utility Board.
2. Any Commissioner or employee found to be in violation of any element of this Code shall be subject to discipline up to and including termination. Commissioners, employees and others found to have violated or being in violation of this Code shall have the right to a fair hearing pursuant to Utility Board policy.

This Policy approved by the Board of Commissioners April 27, 2009.


Secretary

Revised: 11/08

Secretary

CODE OF ETHICS ACKNOWLEDGEMENT

I have been provided a copy of the Martin County Utility Board's Code of Ethics. I have studied this code, understand it, and agree that my participation with the Utility Board as a Commissioner, an employee or associated in any other capacity is conditioned upon my compliance with the elements of this Code.

Name (Print)

Signature

Date

MARTIN COUNTY UTILITY BOARD

NEPOTISM POLICY

A. POLICY

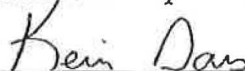
It is the Policy of the Utility Board to permit the employment of qualified relatives of Commissioners and employees as long as such employment does not, in the determination of the Utility Board, create actual or perceived conflicts of interest and that all persons selected for employment are qualified for the specific position. For purposes of this policy, "relative" is a spouse, child, parent, sibling, grandparent, grandchild, aunt, uncle, first cousin, or corresponding in-law or "step" relation. The Utility Board will exercise fair, impartial, and sound business judgment in the placement of any relative of a Commissioner or existing employee in accordance with the following guidelines:

1. Individuals who are related by blood or marriage are permitted to be employed by the Utility Board, provided no direct reporting or supervisory/management relationship exists. That is, no employee is permitted to work within the "chain of command" of a relative such that one relative's work responsibilities, salary or career progress could be influenced by the other relative.
2. No relatives are permitted to work in the same department or in any other positions in which the Utility Board believes an inherent conflict of interest may exist.
3. Employees who marry while employed are treated in accordance with these guidelines. That is, if, in the opinion of the Utility Board, a conflict or apparent conflict arises as a result of the marriage, one of the employees will be transferred at the earliest reasonable time. If no position is available, one of the individuals will be released from employment.

B. IMPLEMENTATION

1. The elements of this Policy apply to all categories of employment, including full-time, part-time, and temporary classifications.
2. When an individual applies to fill a position with the Utility Board and that individual is a relative of a Commissioner or is a relative of an employee of the Utility Board, such relationship shall be fully disclosed to the General Manager and, in turn, to the members of the Utility Board.
3. A determination shall be made as to a conflict or potential conflict with this Policy and the results communicated to all parties in a timely manner.

This Policy approved by the Board of Commissioners April 27, 2009.



Secretary

MARTIN COUNTY UTILITY BOARD

CONFIDENTIALITY POLICY.

In order to clarify and make specific the policy of the Martin County Utility Board regarding confidentiality and protection of privacy as regards data and information obtained in whatever context or format the following statements are enunciated as Utility Board policy and procedure. The Utility Board recognizes its responsibilities under the Kentucky Open Records/Open Meetings laws as well as the Freedom of Information Act, and finds compliance with these laws not in conflict with this Confidentiality Policy.

A. POLICY


It is policy of the Utility Board that all board and staff functions and responsibilities are to be carried out in such a manner so as to assure that every individual's, every household's and every corporate entity's, right to privacy is protected. Further, it is the policy of the Utility Board that data and information relating to any and all individuals, especially residential, commercial or industrial customers of the Martin County Water District and the Martin County Sanitation District, be obtained, utilized and maintained with assurance of protective security and the strictest confidentiality.

B. IMPLEMENTATION PROCEDURE

1. It is understood that the Utility Board is required to obtain a broad range of data and information relating to individuals, including residential, commercial and industrial customers using the drinking water and wastewater services managed by the Utility Board. It is also understood that the Utility Board must often obtain detailed personal information on an individual, or proprietary information on residential, commercial or industrial customers as may be required to establish their respective eligibility for participation in assistance programs.
2. Pursuant to this policy all information gathering methods, use, and maintenance for planning purposes, program and project implementation purposes or any other purpose shall conform to the following procedures:
 - a. Regarding Personal & Proprietary Data and Information
 1. Data and information relating to individuals and residential, commercial or industrial customers of utility systems may be obtained only with the authorization of the individual customer, or his/her guardian, and/or officials or other designated person having access to such information and who is authorized to share such information. Such data and information shall be obtained only by person(s) specifically authorized to do so by the Utility Board.

2. Only that personal and/or proprietary information specifically required and necessary for the development or management of a program or project shall be obtained from any individual, residential, commercial, or industrial requesting or being provided services of the Utility Board.
 3. Any and all personal and/or proprietary information generated as authorized by an individual, residential, commercial, or industrial customer shall be used or disseminated only after a written release to do so is granted by the individual, residential, commercial, or industrial customer.
 4. Any data and information contained in an electronic database shall be secured and protected so as not to allow piracy; electronic data and information relating to applicants for service and customers shall never be sold, traded, or in any other way used except for the management of the utility service.
- b. Regarding Internal Business Data and Information
1. All data and information once developed and/or generated by the Utility Board is proprietary; diligence and care commensurate with the nature of specific data and information shall be exercised by board and staff including the development, maintenance and enforcement of appropriate security measures, for hard copies or electronic formats, as warranted.
 2. Use or dissemination of confidential business data and information relating to any individual for any non-routine purpose or reason including judicial processes or inquiries is restricted solely to the Chair of the Utility Board and designated others by specific delegation of the Chair.
 3. Any informal, non-secure use or commentary involving personal data and information by any Commissioner or employee during the routine course of the conduct of Utility Board business and operations is strictly prohibited and a violation of this Policy and subject to the penalties thereof.

This Policy approved by the Board of Commissioners April 27, 2009.



Secretary

MARTIN COUNTY UTILITY BOARD

HARASSMENT & VIOLENCE POLICY

In order to clarify and make specific the policy of the Martin County Utility Board regarding prohibition of harassment and violence, in any manner or form, the following statements are set out as Board policy and procedure.

A. POLICY

It is the policy of the Utility Board that all persons, including of the Martin County Water District and Martin County Sanitation District, Utility Board Commissioners and employees and others associated with the Utility Board in any capacity have a right to receive services, carry out official duties and perform work tasks, respectively, in an environment free of harassment and violence. The Utility Board shall strive to maintain an atmosphere wherein individuals treat each other with respect, dignity and courtesy. Further, the Utility Board expressly prohibits and will not tolerate any form of harassment or violence in the work place, whether in an office setting or in the field. Further, the Utility Board charges all Commissioners, employees and others associated with the Utility Board in any capacity to be personally responsible for insuring that its workplace, management of its projects and operation of its water and wastewater service delivery systems are in no way tolerant of or conducive to harassment or violence.

1. FURTHER DELINEATION OF OFFENSIVE BEHAVIOR

This Policy is further defined by and specifically prohibits the following:

- a. Direct or implied sexual advances; requests for sexual favors, whether or not accompanied by promises or threats with regard to an existing or proposed customer or employment relationship, participation in projects(s) or program(s), or any type of service or assistance; physically threatening or aggressive behavior; intimidation.
- b. Verbal or physical conduct of a sexual or aggressive nature made to, or by any individual that may threaten or insinuate, either explicitly or implicitly, that submission to or rejection of sexual advances or submitting to aggressive actions will in any way influence any decision regarding a person's appointment, employment, evaluation, wages, advancement, assigned duties, designation of work station, or any decision regarding participation in any project of the Utility Board, or any decision regarding Utility Board services or assistance.
- c. Any verbal or physical conduct that has the purpose or effect of substantially interfering with an individual's ability to perform his or her responsibility, performance of work tasks, or receiving or participating in a Utility Board program or project or from receiving services or assistance from the Utility Board.

- d. Any verbal or physical conduct that has the purpose or effect of creating an intimidating, hostile, or offensive environment, whether in an office or in the field or other setting in which services or assistance is provided by the Utility Board.

2. EXAMPLES OF OFFENSIVE BEHAVIOR

Some specific example of behaviors that violate this Policy, include, but are not limited to:

- a. Unsolicited comments or commentary about an individual's body, whether conveyed verbally, in writing, illustrated graphically or by gestures;
- b. Use of sexually offensive words to describe an individual; offensive comments, off-color language or jokes; sexual innuendos; display of sexually suggestive objects, books, magazines, photographs, cartoons, pictures, videos, or computer programs;
- c. aggressive posturing or threatening physical stances; aggressive or threatening comments, innuendoes and gestures.

Special Note: Use of any electronic device or method, including but not limited to telephone, computer, email, Internet or other means to carry out, make, convey, transmit, illustrate or otherwise perpetrate any of the actions set out above, or other similarly offensive act or acts is considered to carry the same weight of offense as if perpetrated in person, is strictly prohibited by this Policy and shall evoke the same procedures and penalties, as set out in paragraph B. 4, below.

B. IMPLEMENTATION PROCEDURE


1. The Utility Board and by delegation, the General Manager shall take whatever actions necessary to actively promote an atmosphere of intolerance regarding harassment and violence, including sexual harassing actions delineated above. Further, she/he shall take whatever actions necessary to actively promote an atmosphere wherein any victim will feel free to report any incidence of harassment, aggression or threaten aggression or violence.
2. Upon receiving a report of such offensive behavior, whether written or verbal, the General Manager shall make a determination as to the accuracy of the report, and subsequently, devise and take appropriate action(s) to: assure non re-occurrence and to obtain redress of any specific harm or grievance arising from the occurrence pursuant to the Utility Board's complaint and fair hearing policies. Both the apparent victim and the individual(s) found to be engaged in such behavior have a right to a hearing pursuant to the Utility Board's Fair Hearing Policy.
3. If the General Manager is the apparent source of such behavior, individuals are encouraged to report the incident directly to the Chair of the Board of Commissioners.

NOTE: In the implementation of this policy, special care must be taken so as to not further victimize the subject of any harassment, violence or aggressive behavior. Consequently, confidentiality shall be guarded to the utmost, to the extent that the General Manager or his/her

designee, shall communicate with the apparent victim prior to any substantive action regarding the individual(s) reported to be involved in the offensive behavior.

4. Any act or conduct as described above, engaged in by a Commissioner, employee or others associated with the Utility Board in any capacity will result in immediate investigation, and, as appropriate, notification and warning to the perpetrator by the General Manager to stop the offensive action immediately. Verification of any occurrence of action(s) subject of this Policy perpetrated by a Commissioner, employee or others associated with the Board in any capacity may result in a hearing and disciplinary action, up to and including termination, or other appropriate action, pursuant to the Utility Board policies.
5. The Utility Board strictly prohibits any form of retaliation against any individual for filing a good faith complaint under this Policy or for assisting in the investigation of a complaint. Any incident of such retaliation shall be reported and investigated in accordance with the procedures set forth above. However, if after investigating any complaint of harassment, aggressive behavior, violence, or retaliation, the General Manager determines that the complaint was not made in good faith or that an employee has provided false information regarding the complaint, disciplinary action may be taken against the individual who filed the complaint or who gave the false information.

This Policy approved by the Board of Commissioners April 27, 2009.



Secretary

Martin County Utility Board

COMPLAINT RESOLUTION & FAIR HEARING POLICY

This policy and these procedures are established in order to afford fair and timely resolution to complaints or formal grievances directed to the Utility Board by any person. This Policy and the procedures set out here are prompted by consensus building and mediation as means to conflict resolution, and do not in any way abridge the right of a complainant to seek redress in other forums, including appropriate courts of jurisdiction

A. POLICY


It is the Policy of the Utility Board that every person has the right to fair treatment and fair treatment includes the right to a formal grievance and complaint resolution procedure accessible to all individuals, groups and organizations on a timely basis. By definition, for purposes of this Policy, an aggrieved person shall include, but may not be limited to, a customer or a person seeking services of the Martin County Water District or the Martin County Sanitation District, a member of the Board of Commissioners, an employee, and any other individual, group or organization associated with the Utility Board in any capacity. Complaints or grievances may relate to any violation of any Utility Board policy, or to quality of or access to services, actions of another individual involved in the Utility Board programs in any manner, or stem from any other substantive cause.

B. IMPLEMENTATION PROCEDURE

1. The Utility Board shall provide all aggrieved individuals or entities the opportunity to fully present his complaint, which shall be done only in accord with the sequence set out in # 3 through # 7, of this section, below.
2. The Utility Board shall delegate the primary responsibility for implementing and enforcing Utility Board policies to the General Manager, who shall represent the interests of the Utility Board, as so directed. As circumstance warrants, the Utility Board may designate another individual to serve in this capacity.
3. If and when any individual or entity has a complaint or grievance, he or she should inform the General Manager as soon as reasonably possible and seek, through informal negotiation with the General Manager, to resolve the complaint. The General Manager may seek additional information from the parties alleged to be involved. The General Manager shall seek to resolve the incident within five days from the initial contact with the complainant.
4. If the General Manager is not successful in achieving such resolution, he/she shall inform the complainant and direct the complainant to submit the complaint or grievance in writing to the Utility Board within thirty (30) days from the time of the incident. The written narrative shall describe the nature of the situation or incident giving rise to the complaint. A complainant will be offered the assistance of an individual not involved in the incident in preparing the written complaint or grievance.

5. Upon receipt of the written complaint, the Chair shall appoint an unbiased third party, known for common sense, experience and maturity to serve on an ad hoc basis as a Hearing Officer.
6. The Hearing Officer shall be authorized to make inquiries, perform investigations, and conduct interviews regarding the complaint, being careful to comply with the Utility Board's Confidentiality Policy. Once he has achieved sufficient knowledge and understanding of the details of the incident, the Hearing Officer shall provide a written report containing findings of fact and citing any additional requests for information and provide same to the complainant and other parties, as appropriate. Once responses to the additional information requests have been received and reviewed, the Hearing Officer shall provide notice, schedule, and conduct a hearing. The complainant may elect to be accompanied by another individual or represented at the hearing by legal counsel at his own discretion and cost. Within three days of the completed hearing, the Hearing Officer shall provide a written summary of findings and provide a written statement containing his decision as to resolution of the matter and provide copies of same to the complainant and the Chair of the Utility Board. Such final report shall also inform the complainant that if he is not satisfied with the Hearing Officer's decision, the matter may be further appealed to the Utility Board.
7. If the complainant elects to appeal the Hearing Officers decision to the Utility Board, the Board of Commissioners shall:
 - a. review the Hearing Officer's final report and may conduct additional investigations, make inquiries and conduct an additional hearing; or
 - b. ratify, by vote, the findings and decision of the Hearing Officer, and inform all parties, accordingly.
8. The decision of the Utility Board is final.
9. If, in the opinion of the complainant, the Fair Hearing Process has failed to resolve the complaint or grievance, the complainant may request the Utility Board to consider engaging in mediation or arbitration.
10. All other alternatives at conflict resolution failing, the complainant may pursue the matter in a court of jurisdiction.

This Policy approved by the Board of Commissioners April 27, 2009.



Secretary

MARTIN COUNTY UTILITY BOARD

CIVIL RIGHTS & EQUAL EMPLOYMENT OPPORTUNITY POLICY

The Martin County Utility Board shall operate in compliance with the Civil Rights Act of 1964, as amended, and comply with regulations issued by all its funding agencies in implementing the Act, designated as Part 8 of Subtitle A of Title 15 of the Code of Federal Regulations, which prohibits discrimination on the basis of race, religion, age, sex, or disability; and the Equal Opportunity Act of 1964, and specifically with implementing regulations designated as Title 7 of the Code of Federal Regulations, which prohibits discrimination because of race, color, religion, sex, age, handicap, national origin or ancestry with respect to application for employment, employment upgrading, demotions, re-assignments, retirement, recruitment, advertising, layoffs, terminations, rates of pay, or other forms of compensation, and selection for training.

The Utility Board's Affirmative Action Program shall be the basic method by which the directives of the US Civil Rights Act and the Equal Employment Opportunity Act are implemented by the Utility Board and is set out here, attached to and considered part of this Policy.

A. POLICY

1. **Non-discrimination Policy:** Pursuant to Title VI of the Civil Rights Act of 1964, and in compliance with program regulations adopted by the Appalachian Regional Commission, U.S. Department of Housing and Urban Development, Economic Development Administration, Rural Development Administration, and other federal agencies, it is the policy of the Martin County Water Utility Board (sic. Utility Board):
 - a. To provide equality of opportunity in employment with the Utility Board for all persons;
 - b. To carry out all planning and facilities construction projects as well as water service and wastewater service operations, maintenance and management activities in compliance with Title VI of the Civil Rights Act of 1964, and in such a manner that no person shall, on the grounds of race, color, national origin, religion, sex, age, or handicap be excluded from participation in, be denied the benefits of, or be subjected to discrimination with respect to any such planning, facilities construction, or drinking water or wastewater service activities; and
 - c. To afford full and fair representation of all sectors of the population throughout Martin County, the designated service area of the Martin County Utility Board and assure that, to the fullest extent practicable, the composition of the Utility Board itself, shall reflect the composition and interests of the population in the area.
2. **Employment and Personnel Practices:** It is the policy of the Martin County Utility Board to prohibit discrimination because of race, color, religion, sex, national origin, age, or handicap in all aspects of its personnel policies, programs, practices and operations, and in all its working conditions and relationships with employees and applicants for employment; and to

promote the full realization of equal opportunity in employment through continuing programs of affirmative action in the Utility Board.

B. IMPLEMENTATION PROCEDURE

1. Affirmative Action Program

The General Manager of the Utility Board shall direct the implementation of this Affirmative Action program to promote equal opportunity in every aspect of employment policy and practice, including but not limited to: recruitment or recruitment advertising; employment, upgrading, transfer, lay-off or termination; rates of pay or other forms of compensation; and selection of training, including internship. This implementation shall include, but not be limited to, the following actions:

- a. A notice of the Utility Board's policy on non-discrimination in employment shall be posted in conspicuous places, so as to come to the attention of all Utility Board employees and applicants for employment.
- b. Notification of employment opportunities, new positions, vacancies, promotion possibilities and training opportunities shall be posted in conspicuous places, so as to come to the attention of all Utility Board employees and applicants for employment.
- c. Newspaper advertisements and other public announcements of employment opportunities placed by or on behalf of the Utility Board shall state that the Utility Board is an equal opportunity employer.
- d. The General Manager shall conduct a study of the percentages of minorities and women employed by the Utility Board, compare the percentages of minorities and women in the labor pool in the Utility Board's employment area each year, and, within ninety (90) days after the formal adoption of this Affirmative Action Plan, and report to the Utility Board the results of such study with recommendations for additions to the Affirmative Action Program to remedy any deficiencies found in equal employment opportunities, as necessary.

2. Process for Implementing Equal Opportunity Review Procedure

- a. The Utility Board has created a Fair Hearing Policy, including statements delineating and setting forth Board policy relating to access as well as fair and equal treatment to all individuals, including employees of the Utility Board. The policy also delineates a procedure for the resolution of grievances and complaints associated with all Utility Board policies and procedures, including its Equal Opportunity Policy.
- b. Equal Opportunity Counselor: The Board of Commissioners shall appoint an individual, either a staff member or another, to be the Utility Board's Equal Opportunity Counselor. It shall be the duty of such Counselor to provide information and advice to employees, or other persons, upon request, concerning their rights under

the equal opportunity policy established in Section 1, other policies of the Utility Board, and other pertinent laws and regulations.

3. Procedures for Conciliation, Investigation and Resolution of Complaints Relating to Discrimination.
 - a. Any person who believes that he/she has been discriminated against by reason of race, color, religion, sex, creed, national origin, or disability in connection with any personnel action taken by or under the authority of the Utility Board, shall be advised of his/her rights under this section, including his/her right to seek advice through the Equal Opportunity Counselor (EOC), and to invoke the Utility Board's Fair Hearing Policy.
 - b. The aggrieved party shall comply with the Utility Board's Fair Hearing Policy, included in this Policy Manual.

4. Contractors

- a. Contractors of the Utility Board shall comply with Title VI of the Civil Rights Act of 1964. The standard provisions on equal employment opportunity, set forth in the KY CDBG Handbook 2007 pages 400 through 416 shall be made a part of each contract and agreement between the Utility Board and contractors for projects costing in excess of \$10,000.

5. Implementation Plan

- a. Every two years, the General Manager shall conduct a comprehensive review of the demographics of Martin County and prepare a related Affirmative Action Report to the Board of Commissioners to be presented at the February meeting of the Board. The review and report shall include, at a minimum, analyses and data relating to the following topics and issues:
 1. A current demographic analysis of the population of Martin County made by the Kentucky Data Center or others with emphasis on those elements that illustrate the impact of drinking water and wastewater services on the population.
 2. The geographic accessibility of water and wastewater services provided by the Utility Board to residents.
 3. The affordability of water and wastewater services.
 4. An analysis as to the impact, if any, of water and wastewater utility services on the quality of life indexes (such as health, safety, convenience, etc.) for those residents that are currently customers of the systems compared to residents in those areas not presently served by the Utility Board.
 5. The report shall contain a listing of known or probably causes as to why certain areas of the County do not have access to safe drinking water and wastewater

services, and a determination as to whether areas lacking services have, in any way, been discriminated against.

6. A comparison of percentages of minorities and women in the general population of Martin County, considered the labor pool for the Utility Board, to the percentages of minorities and women employed by the Utility Board.
 - b. The General Manager's Affirmative Action Report shall cite those steps being taken and proposed to be taken to remedy any deficiency in service access and affordability, if any. Additionally, the report shall cite the results of the comparison of percentages of minorities and women in the general population with the percentage of minorities and women employed by the Utility Board make recommendations to correct deficiencies found in equal employment opportunities, if any.
 - c. The report shall cite whether any person(s) have alleged that he/she has been discriminated against by reason of race, color, religion, sex, national origin, age, or handicap in connection with the administration of any program or award of any grant or contract, by or under the authority of the Utility Board, and whether such person(s) was advised of his/her rights under this Policy and the Utility Board's Fair Hearing Policy and the final disposition by the Utility Board of any such complaint.
 - d. The report shall note any changes in the Board of Commissioners, include an assessment of the Board of Commissioners' composition to determine geographic representation and provide an assessment of the quality of Commissioners' representation of the interests of all residents of Martin County, including low-income and minority groups, and their access to the decision-making processes of the Utility Board.
 - e. The biennial Affirmative Action Report shall be reviewed and approved by the Utility Board, by resolution, and retained in the permanent records of the Utility Board.

6. Access to Records

Any citizen, including representatives of various state and federal agencies shall be allowed access to the records of the Utility Board, and the Utility Board shall submit such records and information as may be required, to assure compliance with the Affirmative Action Plan.

This Affirmative Action Plan Adopted at a regular meeting held on: April 27, 2009.

MARTIN COUNTY UTILITY BOARD

Attest:

Kein Das

Secretary

[Signature]
Chair

MARTIN COUNTY UTILITY BOARD
PROCUREMENT POLICY & PROCEDURES
& RELATED CODE OF ETHICS PROVISIONS

In order to assure best utilization of available public resources, assure equity to vendors/providers, and effect compliance with applicable State and Federal regulations and attendant audit requirements. The Martin County Utility Board (Utility Board) does hereby establish and create this Procurement Policy and Procedures.

A. Policy

1. Authority

For purposes of administration of these policies and KRS 45A, the chief officer shall be the Chairperson. With delegation and in the absence of the Chairperson, responsibility shall be passed to the Treasurer.

2. Scope

The Utility Board shall obtain and/or acquire all goods and services required by the Utility Board in the course of its responsibility to operate, maintain and manage the Martin County Water District and the Martin County Sanitation District, pursuant to laws, regulations and procedures as referenced or as set out herein.

B. IMPLEMENTATION PROCEDURE FOR PURCHASING BY BIDS

1. In all purchasing, the Utility Board shall comply with KRS 45A.345-460, OMB Circular A-102, and such other state or federal statutes or regulations as may be required in compliance with the governmental accounting standards and applicable audit guidelines for governmental agencies. This Policy shall be deemed to include any and all legislated or regulatory amendments made by the Commonwealth or the Federal Government.
 - a. All purchases or contracts for goods or services in a total or aggregate amount of \$20,000 or more shall be acquired as provided in KRS 45A.365, KRS 45A.370, KRS 45A.375 or KRS 45A.380. The term "services" may or may not apply, at the discretion of the Utility Board, to the selection of professional services such as certified public accountant, civil engineer, archaeologist, attorney, architect, etc., or where provision is made for an alternative manner for such selection by statute or regulation.
 - b. No bid for goods or services shall be considered under KRS 45A.365, KRS 45A.370, or KRS 45A.375 when any Commissioner serving on the Utility Board or any employee, officer or agent of the Utility Board and the supplier or service provider have a relationship creating a conflict of interest as described in KRS 45A.344 (a), (b) or (c), with the exception that the affected Board member or individual may declare, on

record, that a relationship with a prospective vendor exists and from that point in time the party ceases any and all involvement, direct or indirect, in the procurement process.

- c. All solicitations or bids for goods and services and subsequently, all purchases and contracts allowed under Sections 2 and 3 shall be specifically authorized by the Board of Commissioners in a regular or special meeting, and so reflected in meeting minutes.
 - d. All bids for goods and services in response to a solicitation by the Utility Board shall be mailed or delivered to the General Manager, opened and considered in a regular or special meeting of the Board of Commissioners.
 - e. Amounts approved by the Board for payment for all purchases of goods and services, including incremental payments for operations and/or construction contract services shall be paid by check signed by two authorized officers of the Board of Commissioners.
2. The Chairperson or the Treasurer in the absence of the Chairperson, may determine that bidding procedures provided for under 1.b shall be followed for certain purchases having a total or aggregate cost of more than \$500, but less than \$20,000. In such instances, the determination shall be made in writing and shall state: a) the likelihood of savings shall be greater than the cost and time delays of the bidding process; b) the taking of bids shall not discriminate against any possible supplier; and c) the goods or services to be purchased are of a single kind or class for which taking a bid is practicable.
 3. All bank statements on all Utility Board accounts shall be mailed/delivered to the Utility Board's designated, independent accountant and reconciled monthly by the accountant and other designated individual(s).
 4. All contracts for goods and services to be provided to the Utility Board shall be signed by the Chairperson of the Utility Board and witnessed by the Secretary or another board member.

C. IMPLEMENTATION PROCEDURES FOR NON-BID PURCHASING

The following practices shall be followed in the purchase of consumable items and miscellaneous office supplies wherein such purchases do not require application of procedures as provided in B.1.a., above.

1. All purchases shall be made in such manner as to afford the lowest cost for the highest combination of quality and quantity. All purchases shall be made in a manner assuring fair and equitable treatment to all potential suppliers.
2. A purchase order or requisition system shall be used to track all acquisitions. The Chair or General Manager or his designated representative shall review all purchase orders to determine necessity and affordability. For purchases totaling or expected to aggregate to not

more than \$500 within one year, the Chairperson will confer with the Board of Commissioners and the General Manager to determine the best method of acquisition to apply.

3. For all non-bid purchases of goods and services, it shall be the Utility Board's practice to solicit price quotations for the goods and services to be acquired from at least three (3) qualified parties. Such solicitation may be for specific prices on specific or generic items or for a discount rate on the purchase of varied items. The solicitation may be done in person, by telephone or mailed invitation, and the offer, terms, and date of the offer by each respondent shall be recorded in writing and dated. The Chairperson shall review the offers prior to the acceptance of any offer. Records of offers shall be maintained and opened for review by any supplier to determine that his offer was fairly recorded and considered.

D. RECORDS

All documentation, records, and written materials required by these policies and such other statutes or regulations as noted above shall be maintained in the Utility Board's office. A copy of this policy and of the required documentation and reports shall be kept in such manner as to be available for public inspection.

E. PREFERRED SOURCE

Acquisition of materials, supplies, and equipment through the Kentucky Surplus Property Program, appropriate State Price Contract, and competitive lease arrangements shall be pursued whenever it is determined to be in the best interest of the Utility Board.

F. REQUIRED ACTIONS OF CONTRACTOR RELATING TO PROCUREMENT POLICY & CODE OF ETHICS POLICY

1. No individual or company seeking to be, or already under contract to perform a service for the Utility Board may act in any manner which may create a conflict of interest in the performance of their duties or the appearance of a conflict of interest to ensure the best interest of the Utility Board.
2. No individual or company under contract to perform a service for the Utility Board may perform any additional service on the same project that a reasonable person would believe to be a conflict of interest.
3. The principals of any contractor providing services to the Utility Board may respond to a bid notice or other solicitation for goods or services, pursuant to this Procurement Policy, under the name of a second company as long as such action is declared, in writing at the time of the bid and include a statement that the performance under either contract shall not be impaired, made subservient to or otherwise limited as a result of the principals controlling both contracting firms.

4. No Commissioner, employee or attorney, inspector, engineer, accountant, project administrator or consultant under contract to the Utility Board to perform certain services may have any ownership interest in or receive any payment from any contractor who bids on or is selected to construct project(s) for the Utility Board.
5. All inspectors under contract to provide inspection services for the Utility Board shall provide a signed monthly report documenting their activities and findings to the Board of Commissioners. Inspectors will provide a copy of their report to the engineer of record for the particular construction project and the construction contractor. All contractors serving as inspectors for the Utility Board shall attend regular monthly meetings of the Utility Board, or other meetings as directed, to answer any questions.
6. All Utility Board contractors, engineers, accountants, contract operations and management contractor(s), inspectors, construction contractors, project administrators, consultants, and any others, will be issued and required to sign a statement acknowledging receipt and acceptance of this Procurement Policy, and specifically acknowledge awareness of and commitment to comply with statements contained in the Utility Board's Code of Ethics Policy including conflict of interest provisions that affect all individuals associated with the Utility Board in any way.

This Policy approved by the Board of Commissioners April 27, 2009.


Secretary

MARTIN COUNTY UTILITY BOARD

PERSONNEL POLICIES & PROCEDURES

The Martin County Utility Board is charged by the Martin County Fiscal Court and by Kentucky Statute to establish and enforce policies and procedures relating to all aspects of the operations, maintenance and management of the Martin County Water District and the Martin County Sanitation District. Consequently, the Utility Board hereby establishes these personnel policies and procedures and delegates primary responsibility for their implementation and enforcement to its General Manager. These policies and procedures apply to all Utility Board employees as well as volunteers and trainees engaged with the Utility Board.

(Note: the terms employee, personnel, staff, and staff member are used interchangeably throughout these policies and are considered synonyms.)

All personnel are encouraged to review, provide comments, and suggest improvements regarding these policies to the Board of Commissioners, for its consideration.

A copy of these policies will be provided to each employee at the time of employment and copies of revisions and/or amendments shall be provided to all employees. The employee shall sign for the copy received to verify receipt.

EMPLOYEE CLASSIFICATIONS AND POSITIONS

- A. Employee Classifications shall include: working-test, full time-time, part-time, temporary and trainee. Each employee is also classed as non-exempt or exempt from federal and state wage and hour laws.

1. Working-Test Employee

Definition: An employee who is engaged in a three(3) month or longer working test to determine his suitability for filling a position with the Utility Board. The individual shall be assigned all regular duties associated with the position to be filled and shall be compensated at the rate established in a letter of employment.

Benefits: An individual engaged in a working-test period shall not receive any employee benefits provided by the Utility Board until successful completion of the test period and written notification to that effect by the General Manager

2. Full-time Employee

Definition: An employee who has successfully completed a working test period and has accepted an offer of full-time employee status; is assigned specific work, and, is required to be engaged in assigned work a minimum of eight (8) hours each regular work day. A full-time employee may be either an hourly employee or a salaried employee, that is, one exempted from strictures of wage and hour laws by reason of profession.

Benefits: A full-time employee may participate in all benefits provided by the Utility Board, starting upon completion of a working test period and when he/she has met the qualifications of the respective benefit plan, as may be offered by the Utility Board.

3. Part-time Employee

Definition: An employee, who works and is compensated on either a salaried or an hourly basis, is expected to be employed on this basis indefinitely and is assigned to work less than eight hours each day or less than forty hours each week on work as set out when employed.

Benefits: A part-time employee is not eligible to participate in the benefits of the Utility Board, in proportion to work time as stipulated and approved through conditions of employment, starting upon successful completion of a working test period.

4. Temporary Employee

Definition: An employee filling a specific job for a specific period of time of twelve (12) months or less; and who is either a salaried or an hourly paid employee subject to

the provisions of wage and hour laws; and who shall be engaged in the assigned work as set out through conditions of employment.

Benefits: A temporary employee is not eligible to participate in the benefits of the Utility Board unless approved through conditions of employment.

5. Trainee

Definition: An individual who works in a voluntary capacity (i.e., without monetary compensation) with the Utility Board typically engaged in a course of training and assigned to work in the facilities of the Utility Board to gain experiential knowledge of the utility field or a specific aspect of the field. A trainee is subject to these personnel policies, as appropriate and any program specific policies which may apply, as stipulated in the conditions of the training agreement. Such individual may be reimbursed for expenses incurred in the course of his service, as determined by the Utility Board.

Benefits: A Work-Training Program Participant is not eligible to participate in the benefits of the Utility Board.

Nonexempt employees. Employees who are required to be paid on an hourly wage basis and who are paid overtime at the rate of time and one half (i.e., one and one-half times) their regular rate of pay for all hours worked beyond forty (40) hours in a workweek, in accordance with applicable federal and state wage and hour laws.

Exempt employees. Employees who are paid a salary and are not required to be paid overtime, in accordance with applicable federal and state wage and hour laws, for work performed beyond forty (40) hours in a workweek. Executives, professional employees, and certain employees in administrative positions are typically exempt.

B. Employee Positions The Utility Board shall retain qualified personnel to staff its various services and may include but not be limited to the following positions:

1. **General Manager:** An exempt employee, supervised directly by the Board of Commissioners, charged with the overall operation, and functioning of the management systems required assuring consistent, high quality service to customers of the Martin County Water District and the Martin County Sanitation District. The General Manager's duties shall include but are not limited to:
 - A. Devise and recommend to the Board of Commissioners a comprehensive personnel plan necessary to staff treatment plants and the distribution and collection systems associated with the respective utilities, as well as the administrative offices; related duties include administrative tasks associated with hiring procedures, personnel assignments and work scheduling.
 - B. Administration of procurement procedures necessary for acquisition of vehicles, equipment, tools, supplies and materials necessary for operations.

- C. Routine communication with the Board of Commissioners, regulatory agencies, and system customers in the context of the day to day operation of the utilities.
 - D. Coordination and oversight of maintenance and development projects, including interaction and oversight of professional consultants, construction contractors, inspectors, and others.
2. Operations and Administrative Personnel: In accord with its approved personnel plan, the Board of Commissioners, assisted by the General Manager shall hire qualified individuals to perform the wide array of services necessary to assure quality, consistent operation, maintenance, and management of the Martin County Water District and the Martin County Sanitation District. It shall be the policy of the Utility Board to seek to achieve economies by time-sharing personnel to service the respective utilities, being careful to provide full cost accounting for each employee based on actual percentage of time served by the employee in each system, aggregated and reported on a monthly basis. Such employee positions may include, but not be limited to:
- A. Water and Wastewater Treatment Plant Operators
 - B. Water Distribution Operations; Collection System Operators
 - C. Assistant General Manager; Office Manager; Administrative Clerks

EMPLOYEE SELECTION, HIRING, ADVANCEMENT, SUSPENSION & DISCHARGE

Only qualitative factors relevant to education, training, experience and performance in a position will be considered in selection, hiring, promotion, transfers, demotion, layoff, conditions of employment and other personnel actions.

Procedure:

- A. Creation of Position: The Utility Board shall establish the need and create a position. The position shall be assigned a title, and a description of duties shall be developed together with the minimum qualifications necessary for an individual to be considered for the position.
- B. Notice: A notice of intent to fill a position shall be publicized via the news media, via electronic forums and posted with the Kentucky Workforce Development Cabinet. The position may also be advertised in a professional journal if the General Manager deems appropriate. Such notices shall direct interested parties to contact the Utility Board's office for a packet containing:
 - 1. Title of the position to be filled, together with a brief description of duties, qualifications, special requirements and salary range, as applicable.
 - 2. Information as to when and where to submit resumes, completed employment applications, nature and times for any testing that may be required, and the time and date for submittal of applications.

- C. Applicant Evaluation: An applicant shall be evaluated and a determination made as to whether the individual is qualified for a position, based on data from a combination of the following sources:
1. Information the applicant supplies in a resume and/or on an application form.
 2. Personal interview.
 3. Information and evaluations supplied by references, former employers, and others.
 4. A physical examination and drug test signed by a physician.
 5. Information available through police and criminal records checks.
- D. Filing A Position: After the above procedures are completed, the General Manager may recommend one or more of the candidates who meet the established minimum qualifications to the Board. The Board shall consider the recommendations of the General Manager and either concur with the recommendations and authorize filling the position pursuant to the recommendations or direct that the position(s) be re-advertised.
- E. Letter of Employment: When the Utility Board authorizes hiring an individual, the General Manager shall execute a 'letter of employment' to the individual, citing the position description, salary, the conditions of his working-test and any other conditions and other information pertinent to the employment offer. At the successful completion of the working-test, the General Manager shall execute a second letter to the individual informing him of the completion of the test and notifying him that employee benefits will become available.
- F. Position Vacancy: In the event of a vacancy in any position, the General Manager may fill the position by promotion or may temporarily appoint a qualified individual to the position, subject to approval of the Board of Commissioners on the matter. Once the Utility Board has acted on the matter the General Managers shall execute a letter of employment, as above.
- G. Advancement: An employee may advance within a position or by qualifying for and taking a different position with the Utility Board, subject to a performance evaluation.
1. Advancement within a position is subject to and may be based on an annual; standardize performance evaluation, conducted by the General Manager or a designated supervisor. Based on scores achieved in such evaluation, an employee may be granted a salary or wage increment, a bonus payment, a schedule accommodation or other appropriate form of acknowledgement of his work performance, as recommended by the General Manager and subject to the approval of the Board of Commissioners.
 2. If an employee seeks to fill a vacant position that is more difficult and more highly compensated than his current position, he may be promoted to this position based on the results of a performance evaluation. The employee must engage in a Working Test Period in the new position and any increase in salary or wages will begin at the completion of the Period. However, employee benefits and accrual of various leave times shall continue without interruption.

- H. Suspension & Discharge: Any employee, regardless of classification may be suspended or discharged at any time for just cause determined after careful and factual consideration of all relevant matters.

Procedure

1. The suspension or discharge of an employee shall be in writing, and the reasons for the action shall be cited. Any employee may use the Fair Hearing Process to appeal the suspension or discharge decision. (See Fair Hearing Policy set out in this manual.)
2. A suspension will clearly state the terms and conditions under which a staff member will be allowed to return to the position.
3. The General Manager may suspend or discharge a staff member for the following reasons:
 - a. Failure to satisfactorily perform the duties for which employed.
 - b. Fighting; threatening or attempting bodily injury to another; stealing; malicious mischief resulting in the injury of a person or destruction of property.
 - c. Public intoxication
 - d. Non-prescribed use of drugs or use of hallucinogens or their induction or possession.
 - e. Disorderly or immoral conduct; violation of the Utility Board's policy prohibiting harassment and violence,
 - f. Insubordination, including refusal or failure to perform work assignments.
 - i. Unauthorized use of vehicles, tools, equipment, supplies, and materials relating to either the field operations of the utility systems or the administrative offices.
 - j. Willful neglect in the care of use of Utility Board property.
 - k. Failure to disclose a health condition which may endanger the health of persons involved with the Utility Board including fellow staff members.
 - l. Gross or habitual carelessness or recklessness.
 - m. Failure to work the required minimum hours; unauthorized absence, tardiness
 - n. Three (3) absences in one (1) year without prior notice to the General Manager;
 - o. Incurring costs, or obligations in the name of the Utility Board without the written authorization or prior approval of the General Manager.
 - p. Falsifying an official document or record including application for employment and other personnel records.
 - q. Any political activity during routine work time, other than voting or private expression of opinion.
 - r. Unauthorized use of the office address to receive personal mail or goods; unauthorized use of the office telephone or equipment for personal matters.
 - s. Conduct unbecoming a staff member of the Utility Board, including but not limited to the acceptance of anything of value from a client of Utility Board services.
 - t. Repeated failure to comply with the provisions set forth in this manual. Three (3) reprimands in one (1) calendar year may result in dismissal.
 - u. Conviction of any penal or criminal offense.
 - v. Other actions or behavior which disrupts or impedes the business of the Utility Board.
 - w. Any employee receiving notice of suspension or termination pursuant to this policy must comply immediately with the directive or risk being terminated.

4. Any staff member wishing to appeal the action of the General Manager must follow the procedures for invoking the Fair Hearing Process, as set out in the Utility Board's Policy Manual.
- I. Voluntary Termination of Employment: When an employee seeks voluntary termination by resigning a position, he shall provide a minimum of two (2) weeks notice prior to the last date of employment with the Utility Board.

WORKING TEST PERIOD

Each prospective employee for any employee classification must engage in a Working Test Period. During this time, the General Manager or his designee will explain what the Utility Board requires of him in order to successfully fill the position, routinely review and advise him regarding his performance over the course of the period, as appropriate. The General Manager will use the Working Test Period to determine whether or not the prospective employee has the ability, attitude, self-discipline, and motivation to satisfactorily perform the work associated with a position, in a cooperative and responsible manner.

The Working Test Period is the last and most important step in the personnel selection process.

Procedure

- A. The Working Test Period is a period of three (3) months during which time the individual shall be provided and initial orientation but then be required to perform all typical and routine tasks and job duties associated with the position.
- B. An employee engaged in a Working Test will be periodically assessed and the results of the assessment will be shared with the employee.
- C. The period may be extended at the discretion of the General Manager if periodic evaluations are inconclusive as to the individual's ability or performance capacity.
- D. If an overall satisfactory rating is not maintained during the period, the employee will be informed of the reason for the unsatisfactory rating and the General Manager shall recommend his discharge to the Board of Commissioners.
- E. Employees engaged in a Working Test Period are hired at will, and may be separated at any time for any reason. Such employees may avail themselves of the grievance and complaint resolution procedure, as stipulated in the Utility Board's Fair Hearing Policy.

COMPENSATION

The sole method of compensation of employees of the Utility Board shall be in monetary salary and wages, based on accurate records.

Procedure

- A. Payment: Salary and wage payments are distributed bi-weekly. These payments are paid by check with a statement of earnings, deductions, and accrued leave time, if an employee has any questions concerning this system, or any aspect thereof he/she is encouraged to discuss it with the General Manager.
- B. Work Records: Each employee is required to use the time clock for purposes of recording hours worked. No employee shall record work time until designated required work time. (List of work times are posted)
- C. Payroll Deductions: Deductions other than those required by law will be made only upon authorization of the employee. The Utility Board reserves the right to limit the types of deductions which may be made. Mandatory deductions currently include the following.
 - 1. Federal Income Tax – the amount deducted is determined by the number of exemptions declared and the salary received.
 - 2. Kentucky Income Tax – the amount deducted is determined by the number of exemptions declared and the salary received.
 - 3. Social Security/Medicare
- D. Overtime: Time worked in addition to the standard forty (40) hours per week by hourly (non-exempt) employees is compensated at the rate of time and one half (1 and ½) the approved hourly rate of pay. All overtime work must be pre-approved by the General Manager. An employee must work the forty (40) hours per week before any time worked can be considered as overtime work.

BUSINESS PROCEDURE

- A. Office Management: The General Manager shall obtain, organize, and assign appropriate space, equipment, and materials, for the Utility Board; operations and maintenance responsibilities, special work assignments and office management policies or procedures shall be established and promulgated, and changed as required in like manner.
- B. Correspondence: All correspondence concerning any action taken by the Utility Board or any correspondence to government officials or state or local agencies regarding a policy or regulatory compliance issue shall be signed by the General Manager or his designee, and a copy placed in the next subsequent monthly meeting board packet for each Commissioner.
- C. Dress: Field operations staff are expected to dress in uniforms provided for their use. Office personnel are expected to dress in clothing appropriate to business situations or to the work in which the staff member is engaged, Specifically,
1. When in the office, dress appropriate to business offices in the region.
 2. When attending public meetings, the staff member should dress in a manner similar to those conducting the meeting.
 3. When doing manual labor or engaged in field survey work, less formal clothing is permissible but should always be neat, clean and good taste.
 4. Uniform and personal identification badges must be worn by all employees without exception.

E-MAIL, COMPUTER EQUIPMENT AND INFORMATION SYSTEMS POLICY

The Utility Board's computer systems and other information technology resources including, without limitation, telephone systems, cell phones, data devices, voice mail systems, electronic mail ("e-mail") systems, internet and intranet access, computer hardware, software and peripherals, is provided to employees for use in the course of routine utility business. All such computer hardware, software and electronic systems provided by the Utility Board, including the equipment and the data stored in these systems, are to remain at all times, the property of the Utility Board. Misuse of telephones, e-mail, voice mail, the Internet, or any other Utility Board computer equipment, systems or information may result in disciplinary action up to and including termination. All electronic files, data bases, information and email messages created, stored, sent or retrieved over these systems are the property of the Utility Board and any tampering, removal, data deletion or destruction shall be considered theft and dealt with accordingly.

Procedure

- A. The following are examples of unacceptable uses of Utility Board's electronic equipment and access to the Internet that will result in disciplinary action:
3. Using the Internet and E-mail for personal gain or personal business activities in a commercial connotation such as buying or selling of commodities or services with a profit motive.
 2. Engaging in illegal activities or using the Internet for any illegal purposes, including initiating or receiving communications that violate any laws and regulations, including KRS 434.840-434.860 (Unlawful Access to a Computer) and KRS 512.020 (Criminal Damage to Property Law). This includes malicious use, spreading of viruses, and hacking.
 3. Transmitting statements, language, images or other materials that are reasonably likely to be perceived as offensive or disparaging of others based on race, national origin, sex, sexual orientation, age, disability, religious or political beliefs.
 4. Using abusive or objectionable language or images in either public or private messages.
 5. Knowingly visiting pornographic or illegal sites, disseminating, soliciting or storing sexually oriented messages or images.
 6. Misrepresenting, obscuring, suppressing, or replacing a user's identity on the Internet or email. This includes the use of false or misleading subject headers and presentation of information in the distribution of email.
 7. Sending or forwarding chain letters.
 8. Developing or maintaining a personal web page on or from a device owned by the Utility Board.
 9. Distributing or forwarding unsolicited commercial email.
 10. Soliciting money for religious or political causes, or advocating religious or political opinions.
 11. Using official dissemination tools to distribute personal information to include any information that constitutes an unwarranted invasion of personal privacy as defined in the Kentucky Open Records Act, KRS 61.870.
 12. Copying, disseminating or printing copyrighted materials (including articles, images, games, or other software) in violation of copyright laws.
 13. Other non-business related activities that will cause congestion, disruption of networks or systems including, but not limited to, Internet games, online gaming, unnecessary Listserve subscriptions and email attachments, and chat rooms or other similar forums.
- B. Violations similar to any of the examples listed or other similar acts may result in disciplinary action up to and including termination. In addition, the Utility Board may advise appropriate legal officials of any illegal violations.

TOBACCO

To maintain a safe and comfortable working environment, the use of tobacco products in the Utility Board's offices, service trucks or other vehicles and facilities is prohibited except in designated areas. Violation of this policy may be grounds for disciplinary action, up to and including termination.

PERSONNEL RECORDS

Personnel records shall be maintained by the General Manager or his designee, in a secure place with access restricted to the Commissioners, the General Manager or his designee, each employee as regards his personal records, respectively, official representatives of state and federal agencies and profession service providers such as attorneys and others retained by the Utility Board and thereby subject to the Utility Board's Confidentiality Policy

Procedure:

- A. The General Manager will establish and maintain an inventory of items contained in personnel files to include:
 1. Name
 2. Date of birth;
 3. A listing of qualifications, with copies of certifications, degrees, licenses, or other similar documents;
 4. Results of staff assessments;
 5. Police and/or criminal records check, and similar documents;
 6. Letters of commendation;
 7. Written complaints or records or oral complaints;
 8. Notice of disciplinary actions;
 9. Medical records, if any, shall be maintained in a separate file.
- B. Personnel files shall be kept in strict confidence and no personnel information shall be released except that which is:
 1. Required by law or court order.
 2. Required for customary business procedures such as audits and labor compliance checks.
 3. Authorized by the staff member.
- C. An employee's personnel file will be made available to him, upon request and after having signed a log when reviewing file material. Employees may request changes or corrections to their respective file.
- D. Personnel records will be kept for a period of three (3) years following an employee's separation from service. In response to inquiries regarding a former employee, the Utility

Board will only confirm the following file data unless written authorization to release file information is received from the former employee:

1. Dates the individual worked for the Utility Board.
2. Position title(s) held by the individual during the period employed.

EMPLOYEE TRAINING

All employees are encouraged to improve their personal skill sets and to participate in specialized training in furtherance of the Utility Board's responsibility to properly operate, maintain, and manage the drinking water and wastewater systems serving Martin County. Employees filling certain operator's positions shall be required, as a condition of employment to secure certifications and licenses as are required of the Utility Board by the Kentucky Division of Water.

Procedure

- A. Employees hired after August 1, 2007 to work in drinking water distribution are required to obtain a Class II Distribution License prior to the end of their third (3rd) year of employment with the Utility Board. Failure to obtain the license in this timeframe is grounds for dismissal.
- B. Employees hired after August 1, 2007 who aspire to become drinking water treatment plant operators are required to work at least one (1) year at the treatment plant prior to taking the required training and test, and subsequently obtain a Class III Treatment license prior to the end of their fourth (4th) year of employment with the Utility Board.
- C. All personnel are required to participate in formal and informal training, held locally or out of area, related to drinking water and wastewater treatment and drinking water distribution and wastewater collection, as well as work place safety, including driver's safety and other job related topics as scheduled by the General Manager.
- D. The Utility Board will incur all costs associated with formal and informal training of employees at the recommendation of the General Manager. On a one-time per employee basis, the Utility Board will incur all authorized costs associated with an employee's effort to secure an operator's certification or license, including the cost of backup-operator coverage, study course and testing fees, together with travel and lodging expenses, as authorized by the General Manager. Such arrangement shall be set out in a written agreement with the employee and shall also include:
 1. In the event that an employee completes the required training and secures the appropriate operator's license the Utility Board will consider this achievement as grounds for

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consideration of a \$1.00 per hour wage increment, pending the fiscal condition of the Utility Board and recommendation of the General Manager.

- E. Upgrade Training / Continuing Education: Employees who are required to participate in continuing education after having received a license through the Kentucky Division of Water will be scheduled for such training by the General Manager or his designee. Costs associated with such employee training, including travel, lodging and meals shall be verified and authorized by the General Manager and shall be incurred by the Utility Board, with the exception that no allowance shall be made for entertainment or alcoholic beverages.
- F. Employees will be reimbursed for the use of their private vehicles to and from a training site or otherwise while on Utility Board business at the rate (state rate) of \$ ____ per mile traveled.

HOLIDAYS

The Utility Board shall grant as paid holidays the following:

New Year's Day

Martin Luther King Day

Good Friday (1/2 Day)

President's Day

Memorial Day

Independence Day

Labor Day

Veteran's Day

Thanksgiving Day and 1 additional day

Christmas Day and 1 additional day

Procedure

- A. The time off for a holiday may be taken as it occurs, or be taken after the actual date of the holiday with the authorization of the General Manager.

- B. When a holiday falls on a Saturday or a Sunday, the Utility Board's observance of the holiday shall conform to that of the Kentucky State Government.
- C. An employee who is scheduled to work during a holiday shall be compensated at the rate of regular pay plus holiday pay.

LEAVE TIME FOR VOTING & JURY DUTY

- A. A reasonably sufficient shall be allowed each employee for the purpose of voting in local, state, and national elections. The actual time-off for voting shall be arranged between the voting employee and the General Manager to assure service coverage.
- B. Employees selected to serve on a jury shall be granted necessary leave time to perform this duty. The employee so serving shall fully inform the General Manager as to his times for serving on the jury as soon as he is aware of such times.
- C. Time required to vote and time require to serve on a jury shall be considered as regular time worked and the employee shall receive regular salary or wages during such periods, conditioned upon the individual fully disclosing the scheduling of such time during regular work hours with the General Manager.
- D. Vacation and sick leave accrual as well as other Utility Board employee benefits shall continue for the employee during voting and jury duty service.

VACATION LEAVE TIME

The Utility Board provides for and encourages all employees to take advantage of available vacation leave.

Procedure

- A. Vacation leave time for full-time employees shall be accrued at the rate of eighty (80) hours after the first year of full time employment, each year thereafter up to an through the 5th year. Thereafter, employees shall receive an additional eight (8) hours each successive year up to but not to exceed 120 hours in any year.
- B. Vacation Leave time may be accrued up to but not exceeding twenty (20) days(160 hours) at any given time, and any portion thereof may be carried over from year to year.

- C. Vacation leave time shall be scheduled by arrangement between the employee and the General Manager so as to accommodate, to the extent possible, the employee's preferred timing, so long as services to utility customers are not negatively affected.

BEREAVEMENT LEAVE TIME

Employees may be granted three (3) days bereavement leave time upon the death of a member of the immediate family. The immediate family is defined as husband, wife, child, stepchild, or grandchild, father, mother, grandparents, sister, brother, mother in-law, father in-law or significant other. Such time shall not be considered sick or vacation leave time.

SICK LEAVE / PERSONAL EMERGENCY LEAVE

Employees are provided sick leave time and personal emergency leave time for treatment or recovery associated with personal illness or injury, pregnancy, or to respond to the serious illness or injury of a member of the immediate family. The immediate family is defined as husband, wife, child, stepchild, or grandchild, father, mother, grandparents, sister, or brother, or significant other.

Procedure

- A. Full-time employees shall accrue sick leave time / personal emergency leave time at a rate of eight (8) hours per month worked, and may accrue an amount not to exceed four hundred-eighty (480) hours, which may be carried into a subsequent fiscal year.
- B. Eligible employees who are absent from work on legal holidays during authorized sick leave, vacation leave, or any authorized short-term absence with pay, shall continue to accumulate sick leave at the regular prescribed rate.
- C. When an employee uses more than three (3) consecutive days for sick leave, a physician's statement indicating the nature and anticipated duration of the sickness may be required.
Note: A 'doctor's excuse' will not be sufficient to meet this requirement.
- D. Any abuse of sick leave will result in time off without pay or termination of employment.
- E. All sick leave time / personal emergency time shall be approved by the General Manager, who may, in unique circumstances, grant additional sick leave time / personal emergency leave time without pay when an employee has used their accumulated time.
- F. In the case of sudden illness or other extenuating circumstance, the request may be delivered by phone by or before 8:30 a.m. of the day for which sick leave is requested. It is the

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employee's responsibility to make this request, personally or through another individual, emergency notwithstanding.

- G. The sick leave records kept by the secretary/bookkeeper or his/her designee shall be considered official.
- H. Accrued sick leave / personal emergency time has no monetary value; consequently, no payment of accrued sick leave time / personal emergency leave time will be made to any employee in any circumstance.
- I. Any abuse of sick leave time / personal emergency time shall result in disciplinary action. Such time is never to be considered or included in the calculation of overtime or other time accruals, such as for vacation time.

MILITARY LEAVE TIME

The military leave time benefit is provide by the Utility Board to employees as a means for taking leave with compensation for reserve military duty in the Armed Forces of the United States.

Procedure

- A. Military leave will not be granted for a period in excess of ten (10) working days in the course of one fiscal year.
- B. Only full-time employees are eligible for military leave time.
- C. A staff member seeking military leave for two (2) or more contiguous days shall submit a written request to the General Manager at least thirty (3) days prior to the proposed start date of said leave detailing the date of leaving and expected return.
- D. Upon taking authorized military leave, an employee will remain on active payroll and will accrue all sick leave, vacation leave, and all other benefits awarded to others in full-time positions.

LEAVE OF ABSENCE WITHOUT PAY

The leave of absence without pay is a benefit which may be granted to Utility Board employees to take uncompensated leave for compelling personal reasons without termination of employment, provided such leave does not result in unreasonable expenses or major disruption of the Utility Board's work activities. An employee may be granted a leave of absence by the

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General Manager for reasons such as health, education, maternity, paternity, adoption, internship, and any other significant reason.

Procedure

- A. Except under special circumstances, a leave of absence will only be granted for extended periods of time but not to exceed a period in excess of twelve (12) weeks in a calendar year.
- B. An employee desiring a leave of absence shall submit a written request to the General Manager at least thirty (3) days prior to the proposed start date of said leave, detailing the reasons and expected duration.
- C. An employee requesting a leave of absence without pay may do so only after all available sick leave time / personal emergency leave time has been utilized.
- D. While on leave of absence, an employee will be removed from the active payroll and will not accrue sick leave or vacation leave for the period of the leave of absence.

RETIREMENT

Any employee of the Utility Board may retire at the end of the calendar year in which the employee becomes 65 years old, upon notification of the General Manager of his decision at least two (2) weeks prior to the effective date of the retirement.

NEWS MEDIA POLICY

It is the policy of the Utility Board to respond to media inquiries promptly and accurately, mindful of commitments and attendant obligations relating to the Utility Board's policies regard ethical behavior and confidentially.

Procedure

- A. When credentialed media personnel inquire concerning any situation, action or event involving the Utility Board, the Martin County Water District or the Martin County Sanitation District, the General Manager shall function as the Utility Board's designated spokesperson.
- B. If credentialed media personnel approach or contact an employee by phone regarding a matter related to the Utility Board or either utility system, the employee shall courteously direct such individuals to the General Manager.

- C. The General Manager shall take care to provide accurate, precise and concise comments and statements of fact, so as to avoid any misunderstanding or misinterpretation to the extent possible. All statements shall be confined to citing actions taken or positions adopted by the Utility Board, while in session. Recounting hearsay, conjecture or opinion shall be completely avoided.

GRIEVANCE & COMPLAINT POLICY

Any employee who has a grievance or complaint shall comply with the Utility Board's Complaint Resolution & Fair Hearing Policy.

DRUG FREE WORKPLACE POLICY

It is the policy of Utility Board that its work place and general work environment shall be drug-free in compliance with the Drug-Free Workplace Act of 1988 (PL 100-690, Title V, Subtitle D). Consequently, no employee of the Utility Board shall engage in unlawful manufacture, distribution, dispensing, possession or use of a controlled substance in the work place, i.e., the geographic boundary of Martin County, Kentucky.

Controlled substances are those described in KRS 218A.020 through KRS 218A.140, or in regulations for the Cabinet for Human Resources.

Procedure

- A. Each employee shall read and sign the Drug Free Workplace Certification, attached to this policy.
- B. Each staff member is hereby informed that they shall notify the Chair of the Utility Board or the General Manager within two (2) days of any criminal drug statute conviction for a violation in the work place. Within ten (10) days, the Utility Board will take action as appropriate.
- C. Any employee violating the terms of this policy statement is subject to immediate dismissal.
- D. Employees found to be abusing drugs, but not convicted of any drug statute violation, will be subject to appropriate personnel action up to and including a requirement to participate in and complete a drug abuse assistance or rehabilitation program approved for such purposes, or

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face immediate termination. The Utility Board shall not incur any cost associated with such rehabilitation.

- E. Staff members are hereby informed that drug abuse prevention information and counseling is available through a Mountain Comprehensive Care Center located in Martin County.
- F. All prospective employees of the Utility Board are required, as a condition of consideration for employment to submit to a drug test and be found drug-free. All employees are subject to random drug testing at the discretion of the General Manager.

This Policy approved by the Board of Commissioners April 27, 2009.



Secretary

Revised: 11/08

DRUG FREE WORKPLACE CERTIFICATION

The Martin County Utility Board certifies that it will provide a drug free work place. It will accomplish this by establishing and implementing its Drug-Free Workplace Policy and developing a Drug-Free Awareness Program.

I am aware of the Utility Board's Drug-Free Workplace Policy and by signing this Certification acknowledge and understand that any manufacture, distribution, dispensing, possession, or use of a controlled substance is illegal and is prohibited in any work area related to the Utility Board, including the facilities and service areas of the Martin County Water District and the Martin County Sanitation District. As a condition of my employment with the Utility Board, I agree and commit to:

- A. Abide by the Utility Board's Drug-Free Workplace Policy and this Certification statement; and,
- B. Notify the General Manager or the Chair of the Board of Commissioners of any violation of a criminal drug statute occurring in the work place; and to provide such notification if I am convicted for such offence.

I understand that the penalties for any drug abuse violations occurring while employed by the Utility Board include, but are not limited to:

- A. Mandatory participation and timely completion of an appropriate drug abuse assistance or rehabilitation program.
- B. Disciplinary personnel action up to and including termination.

I further acknowledge that the Utility Board's DRUG-FREE AWARENESS PROGRAM is intended to inform employees that:

- A. There is zero tolerance of drug abuse in the work place;
- B. The Utility Board is intent on maintaining a drug-free work place;
- C. Employees who may develop a drug abuse problem are required and encouraged to avail themselves of professional drug counseling, rehabilitation, and personnel assistance programs;
- D. That penalties will be imposed upon employees for drug abuse violations occurring in the work place.

PLACE OF PERFORMANCE: Martin County, Kentucky

Contact: General Manager
Martin County Utility Board Offices
Route 69, P. O. Box 875
Inez, (Martin County) KY 41224

(EMPLOYEE SIGNATURE)

DATE

EMPLOYEE BENEFITS PLAN

In recognition of the valued dedication and work of its employees, it is the policy of the Utility Board to provide health insurance and retirement benefits to full-time employees, as fiscal resources allow.

Procedure

- A. Full-Time Employees -- Health Insurance: All full-time employees may elect to receive a single coverage through the Anthem for a packaged policy covering life insurance, health insurance, dental insurance, and vision insurance at the expense of the Utility Board. Employees have the option of including other family members, individually or as a group, but are required to cover the additional expense.
1. As with eligibility for all other benefits, the comprehensive health insurance benefit begins after the employee has successfully completed the Working Test Period and has received a letter of employment from the Utility Board.
 2. The employee is required to complete all necessary applications in a timely and accurate manner to assure proper and timely coverage to begin.
- B. Full-Time Employees -- Retirement: All full-time employees may participate in the Kentucky County Employee Retirement System (CERS). The Utility Board is the participating entity and contributes the required percentage for each covered employee. Individual employees who elect to participate in this retirement program must contribute their percentage share, which is automatically deducted from their monthly salary or wages.
1. As with eligibility for all other benefits, the comprehensive health insurance benefit begins after the employee has successfully completed the Working Test Period and has received a letter of employment from the Utility Board.
 2. The employee is required to complete all necessary applications in a timely and accurate manner to assure proper and timely coverage to begin.
- C. The Kentucky County Employees Retirement System does not have a program for part-time employees.

new

**SAFETY
POLICY
HANDBOOK**

SAFETY

The purpose of a specific safety program is to reduce personal injury and damage to property in a particular situation. The intent of safety policies is to inform all employees of their responsibility for their own personal safety. By complying with the safety policy, each person greatly reduces the probability of personal injuries and injury to other employees. Our most important and valuable assets are the people who work for us. For this reason much effort is continually being expended to provide safe and healthy working conditions for each employee.

The employer has the over-all responsibility for promoting safety and to comply with all state and federal safety laws and regulations, including the Act of 1970 also referred to as OSHA. The employer shall not require any employee to work in surrounding and under working conditions which are unsanitary, unduly hazardous, or potentially dangerous to his/her health or safety.

THE EMPLOYER'S RESPONSIBILITIES

1. Indoctrinate and familiarize all employees with their rights and responsibilities by reviewing the personnel manual in detail.
 - a. This should be completed with new employees at the time of hiring and before they start work.
 - b. Use checklist for indoctrination with new employee signing form.
2. To maintain and post where and when required, all posters and reporting forms as required by OSHA and other agencies.
3. To initiate and maintain accident prevention programs. Maintain health and accident injury forms completely filled out on all recordable conditions for five (5) years.
4. To provide a healthful work environment.
5. To provide all employees with tools and equipment designed for the work, properly maintained and serviced.
6. To provide and maintain personal protective gear designed for protection of the employee relative to the hazards to which each is being subjected.
7. To encourage all employees to avail themselves of basic first aid training and retraining every three years.
 - a. Make periodic checks on all employees for required licenses and training.
8. Be prepared to reprimand an employee who decides to carry out his work assignment contrary to policy. Document any reprimands and have the employee sign-off.

THE EMPLOYEE'S RESPONSIBILITIES

1. To familiarize oneself with the employer's general policy.
2. To adhere to the policy and cooperate to the best of his/her ability.
3. To report all job incurred injuries or illnesses to management the day of their happening.
4. To report all equipment or vehicle accidents or malfunction the day of their happening.
5. To use and/or operate all equipment and vehicles according to manufacturer's recommendations or company directive.
6. To have in one's possession a current valid driver's license when driving a company vehicle.
7. To never drive a company vehicle when under the influence of drugs or alcohol beyond acceptable limits established by the state.
8. To be a defensive driver at all times.
9. To not take undue chances or subject oneself to known hazardous conditions without taking precautionary measures.
10. To use personal protective gear whenever conditions warrant and to use said gear for only the use intended.
11. To practice basic good rules of sanitation and housekeeping.
12. To dress in good taste for the particular assignment, but always fully clothed from ankle to neck.
13. To know location of first aid supplies and fire fighting equipment at all times.
14. To know the location of the nearest medical emergency room, doctor and ambulance.
15. To observe and obey all "NO SMOKING" signs and areas.
16. To not under any conditions become involved in "HORSEPLAY" that could result in injury to oneself or co-worker.
17. To lift properly when required to do so, using the legs and keeping the back straight.
18. To never catch a ride by standing up in the bed of a truck or riding on a running board.
19. To not work alone when conditions could result in injury or be injurious to one's health.
20. To be "FIRST AID" trained and prepared to administer first aid in an intelligent and humanitarian manner.
21. No employee shall drive "COMPANY VEHICLE" for personal use.

SPECIFIC GUIDELINES

When coming upon or being involved in an accident or suffering personal injury:

1. When coming upon an accident:
 - a. Give first aid to accident victim in a conscientious manner taking into consideration, blood borne pathogens by using disposable gloves, a breathing barrier, your training, personal safety and the extent and severity of the injury.
 - b. Call or request that ambulance service respond to the scene.
 - c. Call or request that law enforcement personnel respond to the scene.
 - d. Call or request that fire department personnel be called to the scene should conditions warrant.
 - e. Assist in the control and movement of traffic until law enforcement arrives on the scene.

2. When involved in a vehicle accident:
 - a. Respond to personal injury first.
 - b. Call for law enforcement.
 - c. Move vehicle only if unit impedes the flow of traffic prior to law enforcement coming on the scene.
 - d. If you have a camera, take many pictures from all angles.
 - e. Make a rough sketch of the accident scene showing position and direction of vehicles prior to the accident and position and direction of vehicles after the accident.
 - f. Take measurements if nothing more than stepping off the distances.
 - g. Make note of road conditions (wet, icy, loose gravel, etc.).
 - h. Make note of time of day.
 - i. Get names and addresses of as many witnesses as possible.
 - j. Give limited information to any investigating accident (preferably no more than what is on your driver's license and vehicle registration card).
 - k. Notify company office of the accident.
 - l. If vehicle is not drivable, have unit hauled to a nearby storage lot.

3. When company personnel suffer an injury or are involved in accident while on the job:
 - a. Respond to personal injury first by giving oneself or co-worker first aid or requesting first aid, or getting professional attention.
 - b. Take pictures of accident scene.
 - c. Take measurements and location of equipment and tools.
 - d. Draw a sketch of the accident or injury scene.
 - e. Move no equipment, such as ladders, scaffolding or any work related equipment until an investigation of the accident can be made.
 - f. Note amount of artificial light if inside the building.
 - g. Notify company office with details to the best of your ability, relative to the circumstances of the accident.

ELECTRICAL:

1. Failure

- a. Become involved only to the extent of your **ABILITY** and **TRAINING**.
- b. Notify the power company and/or an electrical contractor.
- c. Notify management.

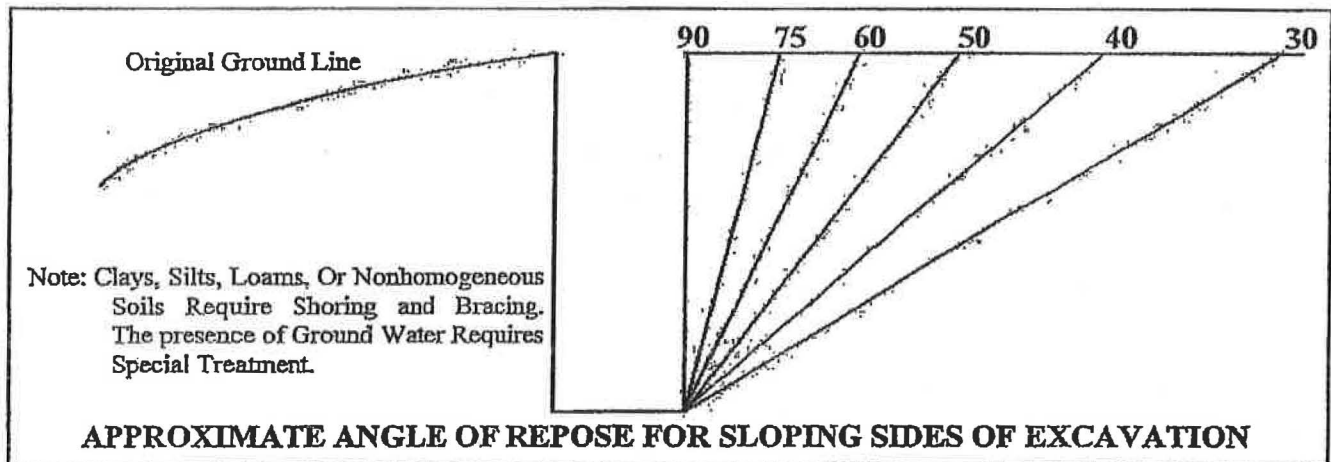
2. Equipment

- a. Use only grounded or double insulated tools.
- b. Use only grounded extension cords and trouble lights.
- c. Check all outlets to make sure they are functioning as a **GROUNDING OUTLET**.

UNDERGROUND:

1. Trenching Requirements

- a. Excavations deeper than five (5) feet high shall be shored, laid back to a stable slope, or some other equivalent means of protection shall be provided where employees will be exposed. Refer to chart as a guide in sloping of banks. Trenches less than five (5) feet in depth shall also be effectively protected when examination of the ground by the construction person indicates hazardous ground movement may be expected.



- b. Sides of trenches, five (5) feet or more in depth, shall be shored, sheeted, braced, sloped, or otherwise supported by means of sufficient strength to protect the employees working within them.
- c. Sides of trenches in hard or compact soil, including embankments, shall be shored or otherwise supported when the trench is more than five (5) feet in depth. In lieu of shoring, the sides of the trench above the five (5) foot level may be sloped to preclude collapse, but shall not be steeper than one (1) foot rise to each one-half (1/2) foot horizontal.
- d. When employees are required to be in trenches four (4) feet deep or more, an adequate means of exit, such as a ladder or steps, shall be provided and located so as to require no more than twenty-five (25) feet of lateral travel.

CHLORINE:

1. Cylinder Storage
 - a. Never store near electrical equipment (chlorine leakage can damage copper fittings and connections in a short period of time).
 - b. Store where temperature never exceeds 120 F. as heat increases cylinder pressure thus causing plug release and emptying contents.
 - c. Cylinders, be they full or empty, must be stored upright, with the caps in place and anchored (chain all cylinders to wall) so as to prevent falling or tipping.
2. Chlorine Room
 - a. Never enter chlorine room without first turning on the exhaust fan.
 - b. Never enter chlorine room exhausted from exercise or strenuous work thus causing individual to breathe hard.
3. Chlorine Leak or Spill
 - a. Upon detecting a chlorine leak:
 - i. Vent room immediately, if in unpopulated area.
 - ii. Evacuate anyone in immediate vicinity.
 - iii. Notify office or superior.
 - iv. Notify authorities

FIRE EXTINGUISHERS:

1. Fire Extinguishers
 - a. Recommend a twenty pound (20#) A.B.C. type fire extinguisher to be mounted just inside door near or under light switch at each location.
 - b. Recommend a five pound (5#) A.B.C. type fire extinguisher be mounted in each vehicle.
 - c. Each employee should know how to use the fire extinguisher effectively.
2. Housekeeping
 - a. All storage of burnables or combustibles, including waste, must be controlled.
 - b. No gasoline storage inside any building exceeding five (5) gallons and then only in an approved safety can.
 - c. Keep paths of travel free and clear of tripping hazards.

FIRST AID:

1. Training
 - a. All employees shall be trained in "Basic First Aid" with refresher courses as required, beginning with the first year of employment.
 - b. All employees shall be trained in the use and care of artificial breathing devices and cardiopulmonary resuscitation (CPR).
2. Protective Gear
 - a. When conditions warrant, protective gear shall be worn properly without exception
 - i. Safety hats
 - ii. Goggles or safety glasses
 - iii. Gloves
 - iv. Respirators

- b. Emergency self contained breathing apparatus (SCBA) shall be positioned in a fixed location ready to use.
3. First Aid Supplies
- a. Recommend that a 10 unit industrial type first aid kit be mounted near the fire extinguisher at each location.
 - b. Recommend that a 10 unit industrial type kit be mounted in each vehicle. (Kits must be checked regularly and supplies replenished).
 - c. Recommend that a master kit be located and mounted at each headquarters' office.

REGULAR SAFETY MEETING TOPICS

This suggested list of safety topics for regular safety meetings is only a partial list

- | | |
|--|--|
| <p>1. UNSAFE PRACTICES January</p> <ul style="list-style-type: none"> - Excessive speed of vehicles - Improper lifting - Smoking in danger areas - Horseplay - Running in aisles or on stairs - Handling chlorine cylinders - Removing machine or other guards - Work on unguarded moving machinery | <p>6 – 7. DISASTERS June/July
(Natural or Man-Made)</p> <ul style="list-style-type: none"> - Electrical - Equipment - Flooding |
| <p>2. FIRST AID February</p> <ul style="list-style-type: none"> - First aid kits and rooms, - Use of air tank and mask - Emergency showers - All injuries reported | <p>8. MISCELLANEOUS August</p> <ul style="list-style-type: none"> - Acids and caustics - New processes, chemicals and solvents - Dusts, vapors or fumes - Ladders and scaffolds |
| <p>3. TOOLS March</p> <ul style="list-style-type: none"> - Power tools wiring - Hand tools - Use and storage of tools | <p>9. PERSONAL PROTECTIVE EQUIPMENT September</p> <ul style="list-style-type: none"> - Goggles or face shields - Foot protection - Gloves - Respirators or gas masks - Protective clothing |
| <p>4. HOUSEKEEPING April</p> <ul style="list-style-type: none"> - Tornado awareness - Aisles, stairs and floors - Storage and piling of materials - Light and ventilation - Disposal of waste - Yards and parking lots - Cutting weeds and grass | <p>10. FIRE PROTECTION October</p> <ul style="list-style-type: none"> - Extinguishing equipment - Stand pipes, hoses, sprinkler heads, and valves - Exits, stairs and signs - Storage of flammable material |
| <p>5. MACHINERY May</p> <ul style="list-style-type: none"> - Point of operation guards - Belts, pulleys, gears, shafts, etc. - Oiling, cleaning &, adjusting - Maintenance & oil leakage | <p>11-12. VEHICLE November/December</p> <ul style="list-style-type: none"> - Communication - Winter preparedness - Storm clothing - Tow chain or cable |

NEW EMPLOYEE CHECK LIST

GENERAL:

1. You realize that we are an Equal Opportunity employer.
2. Current valid driver's license must be produced and always in your possession when driving company vehicles.
3. Reporting to work under the influence of either drugs or alcohol shall be reason for disciplinary action.
4. Insubordination in any form shall be reason for disciplinary action.

SAFETY:

1. Each employee shall comply with all safety and health standards, regulations, and orders that are part of the safety policy.
2. All injuries, regardless of severity, shall be reported to management the day of happening.
3. It shall be management's decision as to whether the injured employee requires professional medical attention.
4. Location of first aid kits and other safety gear such as respirators, rubber gloves, etc.
5. Each employee shall cooperate by picking up trash and waste he/she creates.
6. Each employee shall cooperate in keeping paths of travel unobstructed.
7. Horseplay will not be tolerated where such action could cause injury or damage equipment.
8. Use of tools or power equipment that is defective must be reported to management.
9. Tools or power equipment that are defective must be reported to management.
10. Cooperation from all employees is expected in maintaining toilet and wash rooms.
11. Garbage and waste resulting from lunch pails/lunch rooms will be disposed of in covered waste containers.
12. All employees are expected to know the location and operation of fire extinguishers.
13. Once the fire extinguisher has had the seal broken it shall be scheduled for recharging.
14. Gasoline shall be stored in 5 gallon approved safety cans only.
15. Gasoline shall never be used for washing parts or for any but intended use.

16. Personal protective equipment shall be worn where designated with no exceptions.

17. All equipment shall be operated with utmost care complying with manufacturer's recommendations.

18. No employee shall drive company vehicles for personal use.

I have had all the above policy statements explained to me and understand the policy completely. This will become part of my employee file.

Date _____

Employee Signature

Manager's Signature

Safety Program Outline

Martin County Water District

Element 1 . Safety Orientation: Each employee will be given a safety orientation by General Manager when first hired. The orientation will cover the following items:

A description of the accident prevention program:

- We have a formal written accident prevention program as described in WISHA regulations (WAC 296-155-110). It consists
- of this safety orientation, safety meetings as described in Element 2, and Self-inspections as outlined in Element 3.

- We also have basic safety rules that all employees must follow. They are:

- Never do anything that is unsafe in order to get the job done. If a job is unsafe, report it to your supervisor or foreman. We

- will find a safer way to do that job.

- Do not remove or disable any safety device! Keep guards in place at all times on operating machinery.

- Never operate a piece of equipment unless you have been trained and are authorized.

- Use your personal protective equipment whenever it is required.

- Obey all safety warning signs.

- Working under the influence of alcohol or illegal drugs or using them at work is prohibited.

- Do not bring firearms or explosives onto company property.

- Horseplay, running and fighting are prohibited

- Clean up spills immediately. Replace all tools and supplies after use. Do not allow scraps to accumulate where they will
- become a hazard. Good housekeeping helps prevent accidents.

- How and when to report injuries, including first aid kits and their locations:

- If you are injured or become ill on the job, report this to General Manager.

- We require all supervisors and/or foremen to have first-aid/CPR training.
- We have first aid qualified workers here but we do not have "designated" first-aiders. First aid at the job site is done on a Good Samaritan basis.
- If first aid trained personnel are involved in a situation involving blood, they should:
 - Avoid skin contact with blood/other potentially infectious materials by letting the victim help as much as possible, and by using gloves provided in the first aid kit.
 - Remove clothing, etc. with blood on it after rendering help.
 - Wash thoroughly with soap and water to remove blood. A 10% chlorine bleach solution is good for disinfecting areas contaminated with blood (spills, etc.)

First aid locations at this jobsite include:

7
1

Temperature Extremes

Workers subjected to temperature extremes, radiant heat, humidity, or air velocity combinations which, over a period of time, may produce physical illness. Protection by use of adequate controls, methods or procedures, or use of protective clothing will be provided to employees working in these conditions. Excessive exposure to heat is referred to as heat stress and excessive exposure to cold is referred to as cold stress.

Heat related illness (HRI) and cold-induced illnesses (Hypothermia/frostbite) are well known, recognized workplace hazards. All work operations involving exposure to temperature extremes, either humidity/heat extremes or cold extremes have the potential for inducing heat stress and heat related illnesses or cold stress resulting in frostbite or hypothermia, therefore, Martin County Water District has developed a policy to address these issues. All employees will receive training relating to the causes and effects, as well as the personal and environmental factors that may lead to temperature extreme related illnesses. Each employee will be provided with training and materials that include but are not limited to:

- The chosen method or methods to assess the risk for HRI or cold stress.
- A section covering training elements to provide employees information on what the employer will do when
 - working in extreme weather conditions.
- A section on first aid including how to identify HRI symptoms and cold stress systems. The proper first aid
 - application for an individual that is suffering from HRI or cold weather illness, and procedures for summoning
 - medical aid personnel.
- A section identifying where and how adequate drinking water will be supplied.

What to do in an emergency including how to exit the workplace:

Fire Emergency

- A fire extinguisher or fire extinguishers will be covered as part of this orientation.
- If you discover a fire: Tell another person immediately. Call or have them call 911 and a supervisor.
- If the fire is small (such as a wastebasket fire) and there is minimal smoke, you may try to put it out with a fire extinguisher.
- If the fire grows or there is thick smoke, do not continue to fight the fire.
- Tell other employees in the area to evacuate.
- Go to the designated assembly point outside the building.

Add other emergency procedures

Identification of hazardous chemicals used at this location:

- Safe use and emergency actions to take following an accidental exposure.
- We use a limited number of chemicals. You will receive a separate orientation as part of our chemical hazard communication program on the hazards of these chemicals before you work with them or work in an area where they are used.

Use and care of required personal protective equipment (PPE): 4

- Some tasks in our company require an employee to wear PPE to protect against injury.
- You will be instructed by the General Manager using the manufacturer's instructions on how to use and care for these PPE.

On-the-job training about what you need to know to perform the job safely:

- Before you are first assigned a task, the General Manager will show you what to do along with safety instructions and required PPE.
- We have established safety rules and personal protective equipment (PPE) requirements based upon a hazard assessment for each task.
- Do not use equipment or attempt to do any of these tasks until you have received the required training and PPE.

Safety Meetings and Self-Inspections

• Element 2 - Employee Safety Meetings

- At the beginning of each job and at least weekly thereafter.
- Review of any walk-around safety inspections conducted since the last safety meeting.
- Review of any citation to assist in correction of hazards.
- Evaluation of any accident investigations conducted since the last meetings to determine if the cause of the unsafe acts or unsafe conditions involved were properly identified and corrected.
- Document attendance and other subjects discussed.
- Maintain records for one year.

• Element 3 - Self-inspections

- At the beginning of each job, and at least weekly thereafter.
- Include one member of management and one employee, elected by the employees, as their authorized representative.
- Document walk-around safety inspection.
- Maintain records until the completion of the job.

Safety Disciplinary Policy

Martin County Water District believes that a safety and health Accident Prevention Program is unenforceable without some type of disciplinary policy. Our company believes that in order to maintain a safe and healthful workplace, the employees must be cognizant and aware of all company, State, and Federal safety and health regulations as they apply to the specific job duties required. The following disciplinary policy is in effect and will be applied to all safety and health violations.

The following steps will be followed unless the seriousness of the violation would dictate going directly to Step 2 or Step 3.

1. A first time violation will be discussed orally between company supervision and the employee. This will be done as soon as possible.
2. A second time offense will be followed up in written form and a copy of this written documentation will be entered into the employee's personnel folder. Time off without pay (3 day minimum).
3. A third time violation will result in termination.

If an employee of this company knowingly and willingly violates any of the safety rules or procedures, or puts his/her self in an imminent danger situation, the employee will be immediately discharged.

General Safe Work Practices for Construction

Personal Protective Equipment

- Suitable clothing must be worn; long pants, at least short-sleeved shirts and adequate foot wear.
- Hard hats, safety glasses or goggles must be used when a potential hazard exists. (Safety glasses must be ANSI Z87 or Z87.1 approved).
- Hearing protection (earplugs or earmuffs) must be used in high noise areas.
- Gloves (as needed).

Housekeeping

- Always store materials in a safe manner. Tie down or support materials if necessary to prevent falling, rolling, or shifting.
- Shavings, dust scraps, oil or grease should not be allowed to accumulate. Good housekeeping is a part of the job.
- Trash piles must be removed as soon as possible. Trash is a safety and fire hazard.
- Immediately remove all loose materials from stairs, walkways, ramps, platforms, etc.
- Do not block aisles, traffic lanes, fire exits, gangways, or stairs.

Other general safe work practices

- Avoid shortcuts - use ramps, stairs, walkways, ladders, etc.
- Do not remove, deface or destroy any warning, danger sign, or barricade, or interfere with any form of accident prevention device or practice provided for your use or that is being used by other workers.
- Get help with heavy or bulky materials to avoid injury to yourself or damage to material.
- Do not use tools with split, broken, or loose handles, or burred or mushroomed heads.
- Keep cutting tools sharp and carry all tools in a container.
- Know the correct use of hand and power tools. Use the right tool for the job.

Fall protection

- Fall hazards of 10 feet or more will be outlined and addressed in our jobsite fall protection work plan.
- Fall hazards of less than 10 feet will be protected by covers, guardrails or other methods and will be addressed in our self-inspections and safety meetings.
- Standard guardrails must be erected around all floor openings and open-sided surfaces.
- Contact your supervisor for the correct specifications.

Electrical

- Ground-fault circuit interrupters (GFCI) will be used whenever possible.
- Electric cords will be inspected daily and repaired or replaced as necessary.
- Do not operate any power tool or equipment unless you are trained in its operation.
- Use tools only for their designed purpose.

Ladder safety

- Inspect before use for physical defects.
- Ladders are not to be painted except for numbering purposes.
- Do not use ladders for skids, braces, workbenches, or any purpose other than climbing.
- When you are ascending or descending a ladder, do not carry objects that will prevent you from grasping the ladder with both hands.
- Always face the ladder when ascending and descending.
- If you must place a ladder over a doorway, barricade the door to prevent its use and post a warning sign.
- Only one person is allowed on a ladder at a time.
- Do not jump from a ladder when descending.
- All joints between steps, rungs, and side rails must be tight.

- Safety feet must be in good working order and in place.
- Rungs must be free of grease and/or oil.

Stepladders

- Do not place tools or materials on the steps or platform of a stepladder
- Do not use the top two steps of a stepladder as a step or stand.
- Always level all four feet and lock spreaders in place.
- Do not use a stepladder as a straight ladder.

Straight type or extension ladders

- All straight or extension ladders must extend at least three feet beyond the supporting object when used as an access to an elevated work area.
- After raising the extension portion of a two or more stage ladder to the desired height, check to ensure that the safety dogs or latches are engaged.
- All extension or straight ladders must be secured or tied off at the top.

Ladder with a single support attachment for a pole.

- All ladders must be equipped with safety (non-skid) feet.
- Rubber Safety Feet
- Cleats Nailed, to the floor
- Ladders with out supports on the bottom,
- Spikes
- Portable ladders must be used at such a pitch that the horizontal distance from the top support to the foot of the ladder is about one-quarter of the working length of the ladder.

For other rules and regulations regarding Portable Ladders, please refer to Safety Standard, WAC 296-876. For other rules and regulations regarding Fixed Ladders & Stairways, please refer to Part J of the Safety Standard WA C 296-155.

Trenching and Excavating

1. The determination of the angle of repose and design of the supporting system shall be based on careful evaluation of pertinent factors, such as:
 - a. Depth and/or cut/soils classification
 - b. Possible variation in water content of the material while excavation is open
 - c. Anticipated changes in materials from exposure to air, sun, water, or freezing
 - d. Loading imposed by structures, equipment, or overlaying or stored material
 - e. Vibration from equipment, blasting, traffic, or other sources
2. Walkways or bridges with standard railings must be provided when employees or equipment are required to cross over excavations.
2. The walls and faces of all excavations in which employees are exposed to danger from moving ground **must be guarded** by a shoring system, sloping of the ground, or some other equivalent means.
3. **No person must be permitted** under loads handled by power shovels, derricks, or hoists.
4. **All employees must be protected** with personal protective equipment for the protection of the head, eyes, respiratory system, hands, feet, and other parts of the body.

For other rules and regulations regarding trenching and excavating, please refer to Part N of the Construction Safety Standard, WAC 296-155.

Scaffold Safety Rules

1. General

Before starting work on a scaffold, inspect it for the following:

- a. Are guardrails, toeboards, and planking in place and secure?
 - b. Are locking pins at each joint in place?
 - c. Are all wheels on moveable scaffolds locked?
2. Do not attempt to gain access to a scaffold by climbing on it (unless it is specifically designed for climbing - always use a ladder).
 3. Scaffolds and their components must be capable of supporting four times the maximum intended load.
 4. Any scaffold, including accessories such as braces, brackets, trusses, screw legs, ladders, etc., damaged or weakened in any way, must be immediately repaired or replaced.
 5. Scaffold planks must extend over their end supports not less than 6 inches or more than 12 inches, unless otherwise specifically required.
 6. Scaffold platforms must be at least 18 inches wide unless otherwise specifically required or exempted.
 7. Where persons are required to work or pass under the scaffold, scaffolds shall be provided with a screen between the toeboard and guardrail, extending along the entire opening. The screen must be made of No. 18 gauge U.S. Standard wire, 1/2 inch mesh or equivalent protection.
 8. All scaffolds must be erected level and plumb, and on a solid footing.
 9. Do not change or remove scaffold members unless authorized.
 10. Do not allow workers to ride on a rolling scaffold when it is being moved. Remove or secure all materials and tools on deck before moving.
 11. Do not alter any scaffold member by welding, burning, cutting, drilling, or bending.

For other rules and regulations regarding scaffolding, please refer to Part J of the Construction Safety Standard, WAC 296-155.

Motorized vehicles and equipment

1. Do not ride on motorized vehicles or equipment unless a proper seat is provided for each rider.
2. Always be seated when riding authorized vehicles (unless they are designed for standing).
3. Do not operate any motorized vehicle or equipment unless you are specifically authorized to do so by your supervisor.
4. Always use your seat belts in the correct manner.
5. Obey all speed limits and other traffic regulations.
6. Always be aware of pedestrians and give them the right-of-way.
7. Always inspect your vehicle or equipment before and after daily use.
8. Never mount or dismount any vehicles or equipment while they are still in motion.
9. Do not dismount any vehicle without first shutting down the engine, setting the parking brake and securing the load.
10. Do not allow other persons to ride the hook or block, dump box, forks, bucket or shovel of any equipment.
11. Each operator must be knowledgeable of all hand signals and obey them.
12. Each operator is responsible for the stability and security of his/her load.

Forklift safety

Prior to performing work on or around Powered Industrial Trucks (forklifts) employees will receive training in: (See State of Washington - Forklift Safety Guide).

- Forklift safety hazards
- Types of forklifts (powered industrial trucks)
- Forklift operator training requirements

For other rules and regulations regarding motor vehicles, mechanized equipment and marine operations, please refer to Part M of the construction Safety Standard, WAC 296-155.

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End of Month Procedure

The end of month procedure cannot be completed until all payments for the previous month along with the bank payments have been entered.

1. Use this procedure for Section A & B.
2. On the left of the screen under the Process tab
3. Choose Close-outs
4. Choose "Close Billing"
5. Make sure no one else is in the In Hance Billing program; if they are they must close out their program before you can proceed.
6. If no one else is in the program Click "OK"
7. You must choose a book range
8. If Closing out Section A
Choose book 9 – 18
9. If Closing out Section B
Choose book 1 – 8
10. Click on Print Report, when report finishes displaying to the screen print 1 copy and file in "Close-Out Report Book" for the proper section.

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Daily Office Procedures

Start Up

1. Lock in. Clerks should remain behind locked doors at all times to safeguard assets.
2. Remove drawer from safe. (Use separate drawer for each clerk)
3. Count cash in drawer and place in cradle. Drawer must have \$200.00 start up at beginning and ending of each day.
 - a. **ADDENDIUM #1**
 - i. Each clerk is responsible for maintaining in a proper manner his/her cash drawer to prevent a shortage or overage at the end of the business day.
 - ii. Beginning January 23, 2007 clerks having a shortage of \$5.00 or less will have no formal action taken against him/her. A clerk with a shortage greater than \$5.00 will have the option of (1) re-paying the amount of the shortage or (2) written reprimand. Three (3) reprimands within a calendar year (January to December) will result in automatic termination of the clerk.
 - iii. Beginning January 23, 2007 clerks having an overage of \$5.00 or less will have no formal action taken against him/her. However, if there is an overage greater than \$5.00, he/she will have the option of (1) reconcile the account to the proper customers or payments or (2) receive a written reprimand. Three (3) reprimands within a calendar year (January to December) will result in automatic termination of the clerk.

End of Day

13. Begin closeout at 3:00 p.m. each day. Print payment register for collections and **RECONCILE**. Balance payment register to stubs and cash in drawer. Again reconcile NAME, ACCOUNT NUMBER and AMOUNT to payment register and initial. Prepare day sheet. Reconcile SECURITY DEPOSITS to spreadsheet, day sheet, cash and receipt books. Reconcile service fees and tap fees to day sheet, cash and receipt books. Draft deposits and reconcile to day sheet. **ALL RECEIPTS (accounts receivable, service fees, tap fees, security deposits, etc.) MUST BE RECONCILED AT DAY END.** Reconciliation includes, but is not limited to customer cards, computer printouts, and customer receipts. **If drawer is over \$200.00, refer to START UP #3 Addendum (iii) on page 1.** Count down cash and verify that \$200 remains in drawer. **If drawer is under \$200.00, refer to START UP #3 Addendum (a), (i), (ii) on page 1.** Forward deposit to CAE team leader.
14. CAE team leader shall test all reconciliations and recount cash. Any discrepancies shall be reconciled with clerk. When complete initial payment register and day sheet.
15. After deposit has been finalized for each side (A & B), the team leader shall end the day by clicking on closeout, then choosing end day. Check all boxes (make sure no registers are left open) to close out each category, and then click OK to begin close out. When close out screen pops up, click on the right arrow key, this will take you to the last page of the close out screen. When the report stops on the last page print 2 copies, one for file and one for accounting firm.
16. Shut down computer systems.
17. CAE team leader shall place all deposits in bank carrier.
18. Secure office and safe before departure.
19. Take deposits to bank.

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Work Order Procedures

Water Leak

1. Choose section A or B, depending on where the leak is.
2. Log the date
3. Enter account number for customer reporting a water leak, if person reporting leak does not have an account leave blank.
4. Enter sequence number for account number given, if person reporting leak does not have an account leave blank.
5. Complete Name, correct mailing address, and phone number of person reporting leak.
6. Obtain accurate directions to the location of the leak. The crew cannot fix the leak unless they know where to go they depend on you to get proper directions etc. Use color of house, left side of road, right side of road, land mark, etc.
7. Obtain Phone number of person reporting leak.
8. Type of work – **Water Leak, place Work Order in Maurice's tray for approval.**
9. Material used – leave blank crew will complete
10. Customer line inspection – leave blank
11. Comments can be used if you feel additional info may be of assistance to the crew.
12. No In system information is needed for a water leak.
13. No Current Information is needed for a water leak.
14. Employee signature and date are completed by the crew member.

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Work Order Procedures

Meter Set

1. A Picture ID is required to establish a new account; this can be an ID, Drivers Licenses, etc.
2. Search section A and B to see if customer has a current or an inactive account, if so, this account must be paid current before a new account can be established.
3. Choose section A or B, depending on where they live.
4. Log the date
5. Complete Name the account is to be in with the correct mailing address, must correspond with the picture ID provided.
6. Obtain accurate directions to the location of the set. The crew and meter readers depend on you to get proper directions etc. Use color of house, left side of road, right side of road, closest residence that has water, etc.
7. Obtain Phone number
8. Type of work - **meter set**, if customer tell you there is water already there (Meter in ground) this turns into a read in/read out. Use **Read IN/Read Out** forms. **Place Work Order in Maurice's tray for approval.**
9. Material used – leave blank
10. Customer line inspection – leave blank
11. Comments can be used if you feel additional info may be of assistance to the crew or meter reader
12. In system information is left blank on a meter set
13. Current Information is logged in by the crew member who is setting the meter
14. Employee signature and date are to be completed by the crew member(s)

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Work Order Procedures

Meter Read In

When you have a Meter Read In, you must have a Meter Read Out to go with it.

1. A picture ID is required to establish a new account; this can be an ID, Drivers License, etc.
2. Choose section A or B, depending on where they live.
3. Log the date
4. You will not have an account number for the read in until one is assigned to the new customer.
5. Log in the sequence number of the read out account on the read-in work order this will be used in determining the new account number for the read in.
6. Complete Name correct address and phone number for the new account.
7. Obtain accurate directions to the location of the Read In. You can use the name of the customer doing a read-out. The crew depends on you to get proper directions etc. Use color of house, left side of road, right side of road, closest residence that has water, etc.
8. Type of work – **Meter Read In, place Work Order in Maurice's tray for approval.**
9. Material used – leave blank
10. Customer line inspection – leave blank

11. Comments can be used if you feel additional info may be of assistance to the crew or meter reader
12. In system information is to be completed on a Meter Read In using the information from the read out account, recording the meter number associated with the account number provided, current reading can be located under the reading and usage history of the account.
13. Current Information is logged in by the crewmember who is reading in the meter. The current reading and the meter number are used to determine the beginning reading for the new account. The new customer will not get a bill until the following billing cycle, which is usually 2 months by the time the work order is returned.
14. Employee signature and date are completed by the crew member also

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Work Order Procedures

Meter Read Out

When you have a meter read out, you must have a meter read in to go with it.

1. Choose section A or B, depending on where they live.
2. Log the date
3. You must have the account number if calling by phone or customer must come into office before a meter Read out can be authorized. This is for security purposes so someone cannot call and have someone else's account cancelled.
4. Log Sequence number along side Account number for reference when assigning new account number for the read in of the read out account.
5. Verify the Customer name and address the account is in with the correct mailing address if different for final billing purposes.
6. Obtain accurate directions to the location of the Read Out. The crew depends on you to get proper directions etc. Use color of house, left side of road, right side of road, closest residence that has water, etc.
7. Obtain Phone number
8. Type of work – **Meter Read Out, place Work Order in Maurice's tray for approval.**
9. Material used – leave blank
10. Customer line inspection – leave blank

11. Comments can be used if you feel additional info may be of assistance to the crew or meter reader
12. In system information is to be completed on a Meter Read Out, recording the meter number associated with the account number provided, current reading can be located under the reading and usage history of the account.
13. Current Information is logged in by the crew member who is reading out the meter. The current reading and the in system reading are used to determine if a final bill is to be issued. If a customer calls or comes into the office to have a meter read out before the 20th of the month no final bill is to be issued, if after the 20th a final bill will be issued with this being fully explained to the customer so they will not be caught off guard when the final bill is received
14. Employee signature and date are completed by the crew member also

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Work Order Procedures

Meter Pull

1. Choose section A or B, depending on where they live.
2. Log the date
3. You must have the account number if calling by phone or customer must come into office before a meter pull can be authorized. This is for security purposes so someone cannot call and have someone else's meter pulled.
4. Log the sequence number of the account being pulled.
5. Verify the customer name and mailing address and phone number (ask customer) the account is in with the correct mailing address for final billing purposes.
6. Obtain accurate directions to the location of the Pull. The crew depends on you to get proper directions etc. Use color of house, left side of road, right side of road, closest residence that has water, etc.
7. Type of work – **Meter Pull, place Work Order in Maurice's tray for approval.**
8. Material used – leave blank
9. Customer line inspection – leave blank
10. Comments can be used if you feel additional info may be of assistance to the crew or meter reader
11. In system information is to be completed on a meter pull, recording the meter number associated with the account number provided, current reading can be located under the reading and usage history of the account.

12. Current Information is logged in by the crewmember that is pulling the meter. The current reading and the in system reading are used to determine if a final bill is to be issued. If a customer calls or comes into the office to have a meter pulled before the 20th of the month no final bill is to be issued, if after the 20th a final bill will be issued with this being fully explained to the customer so they will no be caught off guard when the final bill is received
13. Employee signature and date are completed by the crew member(s).

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Work Order Procedures

Meter Re-Read

- 1. Notify customer that a re-read charge of \$15.00 will be assessed to the account if the re-read is found to be higher than the reading obtained by the meter readers.** If the reading is lower than the reading obtained by the meter readers, a credit will be applied to the account for the amount overcharged.
2. Choose section A or B, depending on where the re-read is to be.
3. Log the date
4. Log the account number and sequence of the account the re-read is for.
5. Verify (by asking the customer) the Account Name and correct address from the account information in the computer using the account number provided of person requesting re-read.
6. Obtain accurate directions to the location of the re-read. The crew depends on you to get proper directions etc. Use color of house, left side of road, right side of road, etc.
7. Obtain Phone number of person requesting re-read.
8. Type of work – **RE-Read, place Work Order in Maurice's tray for approval.**
9. Material used – leave blank
10. Customer line inspection – leave blank
11. Comments can be used if you feel additional info may be of assistance to the crew or meter reader

12. In system, information is required for a re-read. Log the current meter number from the details screen and the current meter reading from the reading and usage history.
13. The crew when re-reading the meter in question will log the current information. If the current meter reading is higher than the in system reading, the water district will assume the current in system reading was correct when read. A meter re-read charge of \$15.00 will be assessed to the account for the re-read.
14. If the re-read reading is lower than the in system reading, a credit will be issued to the customer by subtracting the two numbers and determining the rate of the difference. No meter re-read charge will be assessed.
15. If a different meter number and reading are obtained a meter change out must be completed. When a meter is changed out a work order must be completed documenting the day the change was completed, the old meter number, the old reading, the new meter number and the new reading.
16. Employee signature and date are completed by the crewmember also

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Work Order Procedures

Tap Inspect

1. Choose section A or B, depending on where the Inspect is to be.
2. Log the time in, this will be when customer came in office or called
3. Log the date
4. You will not have an account number for a tap inspect.
5. You will have no sequence number for a tap inspect.
6. Complete Name and correct address of person requesting tap inspect.
7. Obtain accurate directions to the location of the tap inspect. The crew depends on you to get proper directions etc. Use color of house, left side of road, right side of road, etc.
8. Obtain Phone number of person requesting tap inspect.
9. Type of work – **Tap Inspect**
10. Material used – leave blank
11. Customer line inspection – leave blank
12. Comments can be used if you feel additional info may be of assistance to the crew or meter reader
13. No In system information is needed for a tap inspect.
14. No Current Information is needed for a tap inspect.

15. Employee signature is completed by the crew member also

14. Date completed is also completed by the crew member

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Work Order Procedures

Tap Inspection/Install

1. No money can be taken for a tap install until Distribution Supervisor instructs to do so. No meter can be set until the tap is paid in full.
2. Customer must be informed of the Plumbing inspection permit that must be obtained from the Health Department at a cost of \$35.00, meter cannot be set until this is brought to the office after inspection.
3. A contract must be provided to the customer to sign before a tap is installed, easements needed must be obtained by the customer on the easement form provided by the District.
4. Provide customer with a "**Customer Requirement**" form. This form will detail what the customer must provide on his/her side.
5. A picture ID is required to establish a new account; this can be an ID, Drivers Licenses, etc.
6. Choose section A or B, depending on where the Inspection/Install is to be.
7. Log the date
8. You will not have an account number for a tap inspection/install.
9. You will have no sequence number for a tap inspection/install.
10. Complete Name and correct address of person requesting tap inspection/install.
11. Obtain accurate directions to the location of the tap inspection/install. The crew depends on you to get proper directions etc. Use color of house, left side of road, right side of road, etc.

12. Obtain Phone number of person requesting tap inspection/install.
13. Type of work – **Tap Inspection/Install, place Work Order in Maurice's box for approval.**
14. The charge for a tap is \$430.00 if they do not have a current account, if they do have a current account the charge is \$385.00.
15. Material used – leave blank
16. Customer line inspection – leave blank
17. Comments can be used if you feel additional info may be of assistance to the crew or meter reader.
18. No In system, information is needed for a tap inspection/install.
19. No Current Information is needed for a tap inspection/install.
20. Employee signature and date are completed by the crewmember.

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Work Order Procedures

Tap Install

1. Choose section A or B, depending on where the Install is to be.
2. Log the time in, this will be when customer came in office or called
3. Log the date
4. You will not have an account number for a tap install.
5. You will have no sequence number for a tap install.
6. Complete Name and correct address of person requesting tap install.
7. Obtain accurate directions to the location of the tap install. The crew depends on you to get proper directions etc. Use color of house, left side of road, right side of road, etc.
8. Obtain Phone number of person requesting tap install.
9. Type of work – **Tap Install**
10. Material used – leave blank
11. Customer line inspection – leave blank
12. Comments can be used if you feel additional info may be of assistance to the crew or meter reader
13. No In system information is needed for a tap install.
14. No Current Information is needed for a tap install.

15. Employee signature is completed by the crew member also

14. Date completed is also completed by the crew member

Notice To All Employees

- **MCWD workers will report to Marcie** (Vacation Days, Sick Days, Issues, etc) Marcie will report these to Greg
- **MC Sanitation will report to Helen** (Vacation Days, Sick Days, Issues, etc) Helen will report these to Greg
- **Time Cards will be changed to bi-monthly cards.** Please sign your card at the end of the pay period
 - **9th through 23rd - pay date is the 30th**
 - **24th through 8th - pay date is the 15th**
- **Before getting fuel, call the office for a PO.** If you need fuel on the weekend, bring that receipt in first thing on the next business day. **If you work weekday evenings, you must get fuel before 4PM**
- **Vacation Days must be submitted at least 2 days in advance** (if days are not submitted in advance, the worker will be sent home without pay upon returning from the absence)
- **Sick Days will be taken as needed;** you must call in and report a sick day as soon as possible
- **Work Orders need picked up and turned into the office daily** (or as soon as possible) Sanitation may email a copy then turn in hard copies weekly
- **Safety Meetings must be held every Monday** (or the returning day of work for a crew who is off Monday due to rotation)
 - All safety meetings need a sign in sheet, topic discussed, and date of meeting. If a topic is needed, contact Greg Scott.