Q1. Refer to Exhibit M, Proposed Tariff Sheet No. 16, paragraph number 2, regarding the enlargement of a service connection upon request from customers.

- a. Explain the purpose of and rationale for the proposed revisions.
- State whether the revisions clarify Northern Kentucky District's policy regarding the enlargement of a service connection or whether the revisions actually change Northern Kentucky District's policy.
- c. Explain what is included in the cost of the new service.
- d. Explain why the following is being removed from the tariff: "...shall not exceed the cost of a new service connection installation for the applicable enlarged service size."
- A1. Based on discussions with the Commission staff at the February 8, 2019 informal conference, it was agreed by all that NKWD would file a motion to withdraw all sections of the tariff

revisions related to this question. The motion was filed on February 11, 2019.

Q2. Refer to Exhibit M, Proposed Tariff Sheet No. 17, paragraph number 6, regarding the relocation of an existing water service upon request from customers.

- a. Explain the purpose of and rationale for adding this language to the tariff.
- b. Explain why a customer requesting relocation of an existing water service who agrees to Northern Kentucky District's desired placement of the relocated service should only be charged the amount of a new service connection when a customer who requests to have water service relocated to a location that differs from Northern Kentucky District's recommended location has to pay 100% of the cost to relocate the service.
- A2. Based on discussions with the Commission staff at the February 8, 2019 informal conference, it was agreed by all that NKWD would file a motion to withdraw all sections of the tariff revisions related to this question. The motion was filed on February 11, 2019.

- Q3. Refer to Exhibit M, Proposed Tariff Sheet Nos. 44-45, 48-50, and 54.
 - Explain why Northern Kentucky District has a separate Water Service Contract when it also has New Service Application Forms.
 - b. Explain whether customers must fill out both forms.
 - A3. Based on discussions with the Commission staff at the February 8, 2019 informal conference, it was agreed by all that NKWD would file a motion to withdraw all sections of the tariff revisions related to this question. The motion was filed on February 11, 2019.

Q4. Refer to the Application, Exhibit X and Northern Kentucky District's response to Commission Staff's Third Request for Information (Staff's Third Request), Item 1, regarding material sold.

- a. Explain whether funds received from customers for labor/materials and supplies on new taps
 1 1/2 inch or greater, and reconnections of abandoned service are recorded as contributed
 capital or as revenue.
- Explain whether funds received from customers for labor/materials and supplies on new taps
 1 1/2 inch or greater, and reconnections of abandoned service are included as revenue in the test period.
- A4a. NKWD assumes that the reference to Application, Exhibit X is reference to Application, Exhibit K. Account 474-0010-000, Material Sold, in the amount of \$81,410, includes revenue generated from work performed by Northern Kentucky District crews, equipment utilized and/or material supplied per Section XII of our tariff Invoice Billing Policy. Examples of revenue included in this account are invoice billing for work such as repairing fire hydrants, mains, services, etc. damaged by a contractor, and relocating a fire hydrant for a City or Fire Department.

Funds received from customers for labor/materials and supplies on new taps and reconnections of abandoned service are recorded as contributed capital, Account 479-0002-000, Contributed Capital – Water Service Applications.

A4b. No, funds received from customers for labor/materials and supplies on new taps and reconnections of abandoned services are not included as revenue in the test period. Funds received from customers for new taps and reconnections are recorded as contributed capital. These funds are appropriately excluded from this rate request. Q5. Provide copies of the employee evaluation form and explain the metrics used in determining whether an employee receives a salary increase.

A5. The NKWD's evaluation system is performance based. Two evaluation forms are included. The first is Exempt Staff, followed by Non-Exempt/Technical Staff. Exempt evaluations are intended for staff that is not subject to Department of Labor (DOL) overtime rules. Nonexempt/technical evaluations are intended for staff that is subject to DOL overtime rules.

There are four categories in which an employee's performance, for the previous year, is ranked. Those four categories are Needs Improvement, Meet Standards, Commendable, and Exemplary. The metrics for each category are explained on the evaluation forms.

Each budget year the Board of Commissioners approves an allocated budget amount from which performance increases may be dispersed.

After all employee rankings are received, management reviews the rankings and a determination of the percentage increase for each category is determined. Once determined, the Commissioners and employees are notified of the percentage increases for each ranking. The Board is formally notified at a subsequent Board meeting of the performance results and the amount of the allocated budgeted funds that are to be expended. The amount to be expended does not exceed the previously Board-approved budgeted amount.

NORTHERN KENTUCKY WATER DISTRICT EMPLOYEE PERFORMANCE REPORT Exempt Staff

Name: Review Period: Title:

PERFORMANCE DIMENSIONS

Performance dimensions are among the objective criteria used to measure the basic employee skills and abilities. For each performance dimension, definitions of the rating levels for each are provided. The *Meets Standards* rating category is intended to describe performance at a fully competent and acceptable level. If the employee's actual performance is above or below the fully satisfactory level, it should be rated accordingly.

Exemplary	Performance is consistently and significantly above established standards. Achieves performance objectives at a fully superior level and demonstrates outstanding skill levels in the performance of assigned duties and responsibilities.
Commendable	Performance is consistently above satisfactory level indicating very high skill levels. Achieves performance objectives and performs assigned duties at levels often better than expected for fully satisfactory performance.
Meets Standards	Performance is regularly and reliably at the level expected for fully competent employees in the classification. Achieves stated performance objectives and performs assigned duties as expected.
Needs Improvement	Performance in one or more skill levels, goal attainment, or assigned duties is below the level expected and requires correction to meet performance standards. If improvements are not made within a specified time period, the employee may be subject to demotion or termination.

PART I - DISTRICT EXPECTATIONS

Organizational Support: Consider the employees' compliance with policies and procedures; support of the District's goals and values.

Exemplary

Strongly promotes the District's policies and procedures, helping others to understand and apply them. Exemplifies the Districts' goals and values through actions and words.

<u>Commendable</u>

Understands the District's policies and procedures and follows them closely. Actions and words strongly demonstrate support of the District's goals and values.

Meets Standards

Follows and supports the District's policies and procedures. Actions and word show support for the District's goals and values. Needs Improvement

Employee has been lax in or fails to follow the District's policies and procedures. Behavior does not always reflect support for the District's goals and values.

INSERT COMMENTS

Cost Consciousness: Consider the employees': ability to work within the approved budget; development and implementation of cost-saving measures; maintenance of District and Departmental O&M expenses.

Exemplary

Not only easily operates within approved budget but also makes maximum use of budget allocation. Has developed and implemented many ideas that have resulted in significant cost savings. **Commendable** Has little difficulty operating within approved budget. Has a good track record for developing and implementing cost saving measures.

Meets Standards Normally works within approved budget. Has developed and implemented some cost saving measures

Needs Improvement

Sometimes exceeds approved budget guide- lines. Has not developed nor implemented adequate cost saving measures

INSERT COMMENT

SAFETY: Consider the employees': observance of safety and security procedures; ability to determine appropriate action beyond guidelines; and compliance with District safety measures.

Exemplary

Is a leader in observing and monitoring proper safety procedures? Sizes up the situation and determines the appropriate action under unusual conditions. Is alert for potentially unsafe conditions and takes immediate, appropriate action. **Commendable**

Is careful about observing and monitoring proper safety and security procedures. Usually takes appropriate action when faced with situations not covered by normal guidelines. Most division employees reporting to this position have received all their required safety training.

Meets Standards

Routinely observes safety and security procedures. Division employees reporting to this position have not received all their required safety training

Needs Improvement

Occasionally has not observed safety and security procedures. Division employees re- porting to this position have received very little of their required safety training

INSERT COMMENT

PART II - JOB SPECIFIC REQUIREMENTS

A) GENERAL

Job Knowledge: Competency in required job skill & technical expertise specific to job the employee is performing (consideration of other jobs performed during the year should be taken into account); and ability to learn and apply new information to improve knowledge of the work area.

Exemplary

It is clearly obvious that this individual has exceptional expertise (because of in-depth knowledge and skills) of the duties, methods and procedures required by the job. Is exceptionally fast learner and able to quickly put new skills to use.

<u>Commendable</u>

Demonstrates high level of competency in the skills and knowledge required. Understands all phases of the job. Learns and applies new skills quickly.

Meets Standards

Understands and is knowledgeable of the disciplines and techniques required to do the job. Learns and applies new skills within an appropriate time period.

Needs Improvement

Needs more knowledge of job techniques and procedures to fulfill the requirements of the job. Requires frequent direction. Takes too long to learn and apply new skills.

INSERT COMMENT

Problem Solving: Consider the employees': Ability to gather and analyze information skillfully; ability to develop alternative solutions; and ability to resolve problems in an early stage.

Exemplary

Always handles complex, abnormal, or difficult situations smoothly and quickly. Routinely re- searches all options. Looks beyond the obvious and doesn't stop at the 1st answer; can see problems and patterns beyond clear or hidden to determine the best solution; quickly addresses issues so that they rarely become a problem.

<u>Commendable</u>

Most of the time, addresses complex, ab normal, and difficult situations by considering several alternatives and consequences before making correct decisions while recognizing potential problems and resolving them or minimizing - their impact.

Meets Standards

Employee usually uses job knowledge and sound reasoning to analyze situations, resolve potential problems, and reach decisions.

Needs Improvement

Informationgathering and analysis are not always thorough enough. Needs to make a better effort at recognizing potential problems and then preventing them.

INSERT COMMENT

Planning and Organization: Consider the employees' : Ability to prioritize and plan work activities; efficient use of time; ability to set goals and objectives; and ability to smoothly intergrate changes.

Exemplary

Excels at prioritizing and planning work to completion without an ad- verse impact on other departments. Always allocates time for maximum efficiency. Never is late nor misses a meeting. Is always able to smoothly integrate changes into existing plans.

Commendable

Is very good at prioritizing and planning work. Manages time in highly efficient ways. Very seldom is late nor misses a meeting. Rarely incurs problems in smoothly integrating changes into existing plans.

Meets Standards

Usually plans and prioritizes well. Plans and organizes time efficiently. Is usually on time for meetings. Usually integrates changes smoothly into existing plans.

Needs Improvement

Minimally plans and prioritizes work. Could make more efficient use of time through better planning and organization. Often has difficulty integrating changes into existing plans.

INSERT COMMENT

Performance Coaching: Consider the employees': Ability to define responsibilities and expectations; ability to recognize contributions; ability to encourage training and development activities; and extent of documentation.

Exemplary

Makes sure that employees clearly understand their job responsibilities, level of authority, and what is expected of them. Always recognizes employees' efforts by giving them praise and making sure others are aware of their contributions. Training and development are a top priority. Always maintains and has available, fair, complete and pertinent written documentation to judge employee performance.

Commendable

Goes out of way to give recognition to employees for their contribution. Strongly supports employees in upgrading their skills through training and develop- mental activities. Most of the time, maintains and has available, fair, complete, and pertinent written documentation to judge employee performance.

Meets Standards

Often finds ways to recognize employees for their contribution. Encourages employees to expand their skills through training and developmental activities. Maintains fair, complete and pertinent written documentation to judge employee performance.

Needs Improvement

Needs to give more attention to acknowledging and praising contributions of employees. Employees are given limited opportunities for training and develop- mental activities. Fails to maintain fair, complete and pertinent written documentation to judge employee performance.

INSERT COMMENT

B) ACTUAL PERFORMANCE vs. GOALS/MEASUREMENTS

INSERT COMMENT

C) JOB SPECIFIC GOALS/TARGETS & MEASUREMENTS

For major areas of responsibility, list the goals/targets you expect for this employee in the upcoming year. Be sure these goals/targets are related to the job responsibilities and that the performance standards are specific and measureable.

Goal / Target

Performance Standards

Insert Goals

PART III -- OVERALL PERFORMANCE SUMMARY

Based on the observed performance of this employee throughout the rating period, and considering the ratings assigned on the District Expectations and Position Requirements sections of this review, overall performance is evaluated as:

Strong Points of Performance:

Insert Comment

Opportunities for Improvement: (The reviewing supervisor should list specific actions for the improvement of future performance, based on this evaluation):

Insert Comment

Summary Comments: The reviewing supervisor may provide additional information to clarify this evaluation in the space below:

Insert Comment

Overall Rating:

Past Review Since last review, performance has:

Exemplary Commendable Meets Standards Needs Improvement PART IV - SIGNATURES AND COMMENTS

____ Improved

- ____ Not Changed
 - Declined

Employee

I have reviewed this document and discussed the comments with my supervisor. I understand that my signature does not necessarily indicate agreement with the evaluation contained in this document, and that I may attach written comments which will be reviewed by senior management staff and included with this form in my personnel file.

COMMENTS: Insert Comment

Date:	Signature:
Re	viewing Manager / Supervisor
COMMENTS:	
Date:	Signature:
	Department V.P.
COMMENTS:	
Date:	Signature:
	President / CEO
COMMENTS:	~
· · · · · · · · · · · · · · · · · · ·	
Date:	Signature:

NORTHERN KENTUCKY WATER DISTRICT EMPLOYEE PERFORMANCE REPORT

NON-EXEMPT/TECHNICAL STAFF

Employee	Name	ŧ.	
Linployee	Hamo	·	

Title_____

Review Period: From_____ Date:____

PERFORMANCE DIMENSIONS

Performance dimensions are among the objective criteria used to measure the basic employee skills and abilities. For each performance dimension, definitions of the rating levels for each are provided. The Meets Standards rating category is intended to describe performance at a fully competent and acceptable level. If the employee's actual performance is above or below the fully satisfactory level, it should be rated accordingly.

- **Exemplary:** Performance is consistently and significantly above established standards. Achieves performance objectives at a fully superior level and demonstrates outstanding skill levels in the performance of assigned duties and responsibilities.
- **Commendable:** Performance is consistently above satisfactory level indicating very high skill levels. Achieves performance objectives and performs assigned duties at levels often better than expected for full satisfactory performance.
- **Meets Standards:** Performance is regularly and reliably at the level expected for fully competent employees in the classification. Achieves stated performance objectives and performs assigned duties as expected.
- **Needs Improvement:** Performance in one or more skill levels, goal attainment, or assigned duties is below the level expected and requires correction to meet performance standards. If improvements are not made within a specified time period, the employee may be subject to demotion or termination.

PART I – DISTRICT EXPECTATIONS

Company Policies: Consider the employee's compliance with policies and procedures.

Exemplary: Strongly promotes the Districts' policies and procedures, and exemplifies the Districts' goals and values through actions and words.

Commendable: Understands the District's policies and procedures and follows them closely. Actions and words strongly demonstrate support of the District's goals and values.

Meets Standards: Follows and supports the District's policies and procedures. Actions and words show support for the District's goals and values.

Needs Improvement: Employee has been lax or fails to follow the District's policies and procedures. Behavior does not always reflect support for the District's goals and values.

WRITE COMMENT

Safety: Consider the promotion of safe work practices and a safety-conscious attitude.

Exemplary: Is a leader in carefully observing and monitoring proper safety and security procedures. Even under very unusual conditions not covered by normal guidelines, quickly sizes up the situation and determines the appropriate action.

Commendable: Is careful about observing and monitoring proper safety and security procedures. Usually takes appropriate action when faced with situations not covered by normal guidelines.

Meets Standards: Routinely observes safety and security procedures.

Needs Improvement: Occasionally has not observed safety and security procedures.

WRITE COMMENT

Quality: Consider the employee's demonstration of accuracy and thoroughness: display of commitment to excellence; and looking for ways to improve and promote quality.

Exemplary: Is consistently thorough in carrying out all details of job and is error-free. Leads the District in looking for ways to improve quality and/or promote quality awareness.

Commendable: Usually highly accurate and thorough. Displays strong dedication and commitment to excellence. Works hard to improve quality in own work and promotes quality awareness throughout the District.

Meets Standards: Work produced meets acceptable standards for accuracy and completeness. Regularly displays commitment to excellence. Look for ways to improve quality.

Needs Improvement: Work produced is sometimes less accurate and thorough than position requires. Should display more commitment to excellence. Needs to more actively look for ways to improve quality.

WRITE COMMENT

PART II – JOB SPECIFIC REQUIREMENTS

A) GENERAL

Job Knowledge: Competency in required job skill & technical expertise specific to job the employee is performing (consideration of other jobs performed during the year should be into account); and ability to learn and apply new information to improve knowledge of the work area.

Exemplary: It is clearly obvious that this individual has exceptional expertise (because of in-depth knowledge and skills) of the duties, methods, and procedures required by the job. Is exceptionally fast learner and able to quickly put new skills to use.

Commendable: Demonstrates high level of competency in the skills and knowledge required. Understands all phases of the job. Learns and applies new skills quickly.

Meets Standards: Understands and is knowledgeable of the disciplines and techniques required to do the job. Learns and applies new skills within an appropriate time period.

Needs Improvement: Needs more knowledge of job techniques and procedures to fulfill the requirements of the job. Requires frequent direction. Takes too long to learn and apply new skills.

WRITE COMMENT

B) ACTUAL PERFORMANCE vs. GOALS/MEASUREMENTS

WRITE COMMENT

C) JOB SPECIFIC GOALS/TARGETS & MEASUREMENTS

For major areas of responsibility, list the goals/targets you expect for this employee in the upcoming year. Be sure these goals/targets are related to the job responsibilities and that the performance standards are specific and measurable.

Goal/Target

Performance Standards

INSERT GOALS

PART III – OVERALL PERFORMANCE SUMMARY

Based on the observed performance of this employee throughout the rating period, and considering the ratings assigned on the District Expectiations and Position Requirements sections of this review, overall performance is evaluated as:

Strong Points of Performance:_____

Opportunities for Improvement: The reviewing supervisor should list specific actions for the improvement of future performance, based on this evaluation:_

Summary Comments: The reviewing supervisor may provide additional information to clarify this evaluation in the space below:_____

Overall Rating:		Since last review, performance has:	
	Exemplary		Improved
	Commendable		Not Changed
	Meets Standards	<u></u>	Declined

____ Needs Improvement

PART IV - SIGNATURES AND COMMENTS

Employee:

I have reviewed this document and discussed the comments with my supervisor. I understand that my signature does not necessarily indicate agreement with the evaluation contained in the document, and that I may attach written comments which will be reviewed by senior management staff and included with this form in my personal file.

COMMENTS: ______

Date: _____

Signature:_____

Reviewing Manager/Supervisor

COMMENTS:		
Date:	Signature:	
Department V.P.		
President/CEO		
COMMENTS:		
Date:	Signature:	

Q6. Explain the threshold for payment of excess vacation payout.

A6. Each October/November, the District provides an opportunity for each employee, who has completed at least 6 months of employment, to receive payment, up to 40 hours, of Paid Time Off (PTO). This payment is in lieu of the employee carrying over allowable accumulated time off into the next calendar year. This PTO payment option and the maximum cap of accrued PTO based on years of service decreases the accrued liability of the District.

Q7. Describe compensation paid to and benefits received by Northern Kentucky District commissioners in addition to the annual salary provided pursuant to KRS 74.020(6).

A7. Except for their annual salary and reimbursement of expenses related to annual education and training, the NKWD Commissioners receive no other benefits or compensation.. One commissioner participates in the District's group Health Insurance Policy, but reimburses the District the total cost of that coverage. Three commissioners participate in the District's Group Life and AD&D Insurance Policy, but reimburse the District the total cost of that coverage. These costs, since fully reimbursed to the District, are not part of this rate request.

Q8. Refer to Exhibit N Schedule F, the three-block volumetric charge. Explain elements of the COSS that support the first block percentage increase of 5.3 percent, to be lower compared to the other volumetric blocks.

A8. Schedule A of Exhibit N, the Cost of Service Study, shows that the residential class is responsible for 61% of the cost of service, yet revenue under present rates generates 62% of total revenue. To reduce the subsidy by the residential customers to other classes, the rate increase for the first block was reduced to move revenue under proposed rates to align more closely to the actual cost of service. Another factor is the customer charge was increased to more closely reflect the cost of service, which impacted the amount of residential increase needed to move toward the cost of service.

Q9. Explain whether a cost benefit analysis has been conducted to analyze whether benefits from Northern Kentucky District's future capital projects identified in Schedule R of its Application for 2020 through 2022 are equal to or outweigh the costs to finance the capital budget.

A9. No, a cost benefit analysis has not been made. The projects in Exhibit R are not generally revenue or growth related, so it is difficult to assess the benefits vs. the cost to finance the projects. The projects are predominantly replacement of aging infrastructure that is no longer performing as desired, or they are new projects that will provide resiliency and redundancy in an emergency. Part of the District's capital program is reviewing the need for and installing redundant facilities. This redundancy provides additional reliability so that service will not be compromised if a critical piece of infrastructure fails.

The District has a significant amount of older transmission and distribution pipelines that have high breakage and leakage rates. To maintain the integrity of water quality and service reliability, these older lines must be systematically replaced. Without an on-going repair and replacement program, the system would deteriorate, resulting in higher line losses, reduced water quality and potential loss of service to customers. The District's response to question 14 in Staff's third data request conveyed the number of projects included in the list of capital projects that will reduce maintenance costs and water loss. The District prioritizes the projects based on factors such as number of main breaks and leaks, discolored water complaints, age, flow, and other similar factors. It has an Asset Management Plan, previously filed with the

Commission, which is updated every 5 to 10 years, to develop a long-range program of needed infrastructure maintenance. Further, the 5-Year capital plan is updated and reviewed annually as part of the budget review and adoption process. Assets are reviewed and prioritized based on the condition and its importance, so that the most critical assets with the poorest condition rating would have the highest priority.

The District funds these projects with the lowest cost source available, usually initially with a Bond Anticipation Note (BAN), which is converted to a long-term bond. These bonds provide the District with the lowest market rates. The other source of funds is through the Kentucky Infrastructure Authority (KIA), and other limited state legislative funds, available at low rates for these projects. Additionally, the District coordinates its projects with local governments' resurfacing and road maintenance schedules. This allows the District to make repairs or replacements at the time the cities are resurfacing, which saves on the District's cost of restoration and resurfacing.

Because the projects are not usually revenue generating, it is difficult to make a cost/benefit analysis in terms of return on investment versus cost of debt. The benefit is the maintenance of system integrity, water quality and water supply. The cost is minimized by funding with low cost municipal bonds or other low-cost funding as it becomes available. Q10. Refer to Northern Kentucky District's response to Staff's Third Request, Item 17, regarding efforts to reduce line loss, including conducting leak detection surveys that cost \$231,914 and detected \$169,296 in lost water costs between 2010 and 2018. Explain whether Northern Kentucky District completed its evaluation of the results of the leak detection surveys and, if so, any changes that Northern Kentucky District will implement to its leak detection program.

A10. The District is in the process of evaluating the results of our leak detection efforts and has not formulated our future plans at this point. The District does not plan on bidding a large-scale leak detection survey in 2019 as it is uncertain based on past results that doing so would be cost justified, given that the entire system has been surveyed in recent years. The District is currently engaging leak detection companies on an as-needed basis to pinpoint the location of suspected leaks.

AFFIDAVIT

COMMONWEALTH OF KENTUCKY

COUNTY OF KENTON

Affiant, Amy Kramer, after being first sworn, deposes and says that she is the Vice President of Engineering, Production & Distribution, that she is authorized to submit this response on behalf of Northern Kentucky Water District, and that the information contained in the response is true and correct to the best of her knowledge and belief except as to those matters that are based on information provided to her and as to those she believes to be true and correct.

Amy Knamer

This instrument was produced, signed and declared by Amy Kramer to be her act and deed the $\underline{1277}$ day of \underline{FCS} ., 2018.

oon

Notary Public Registration Number <u>577360</u>



My Commission expires: 2021

AFFIDAVIT

COMMONWEALTH OF KENTUCKY

COUNTY OF KENTON

My Commission expires:

Affiant, Lindsey Rechtin, after being first sworn, deposes and says that she is the Vice President – Finance and Support Services, that she is authorized to submit this response on behalf of Northern Kentucky Water District, and that the information contained in the response is true and correct to the best of her knowledge and belief except as to those matters that are based on information provided to her and as to those she believes to be true and correct.

Judgey Rechtin

This instrument was produced, signed and declared by Lindsey Rechtin to be her act and deed the $\frac{1277}{10}$ day of FET3., 2018.

Notary Public Registration Number <u>577360</u> 2021



AFFIDAVIT

COMMONWEALTH OF KENTUCKY COUNTY OF KENTON

My Commission expires:

Affiant, Kim Clemons, after being first sworn, deposes and says that she is the Human Resources Manager, that she is authorized to submit this response on behalf of Northern Kentucky Water District, and that the information contained in the response is true and correct to the best of her knowledge and belief except as to those matters that are based on information provided to her and as to those she believes to be true and correct.

lmm Kim Clemons

This instrument was produced, signed and declared by Kim Clemons to be her act and deed the 1277+ day of FEB., 2018.

eclu

Notary Public Registration Number 597360 2021

