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Hon. Kent Chandler
Executive Director of KY Public Service Commission
PO Box 615
Frankfort, KY 40602

Re : Response to Final Order in 2019-41: Ordering Paragraph Numerical 2.

Hon. Kent Chandler:

This letter is for the purpose of complying with numerical 2 of the PSC's Order in case 2019-41. Said Order required Southern to file with the PSC new policies and procedures to address water loss and better business practices, including but not limited to a water loss reduction plan and improved employee policies and procedures.

Respectfully Submitted,



Steven P. Bailey, J.D./M.B.A.
Bailey Law Office, PSC
Attorney for Southern Water & Sewer District