### APPENDIX I

### APPENDIX TO AN ORDER OF THE KENTUCKY PUBLIC SERVICE COMMISSION IN CASE NO. 2019-00041 DATED NOV 2 2 2019

### Rattlesnake Ridge Water District

- 1. Rattlesnake Ridge Water District (Rattlesnake District) has not filed required reports with the Commission, and its written policies and procedures are insufficient. Within six months of the date of entry of this Order, Rattlesnake District should file with the Commission:
  - a. Its 2018 audit and annual report;
- b. Documentation that it tested all of its meters that are ten years old or older, and the results of these tests;
  - c. A written meter testing schedule;
- d. Documentation that it is enforcing its tariff regarding fire department usage reporting and assessing fines against any fire department that does not report its usage amounts;
- e. A written procedure for when there is a line break due to excavation damage that ensures that line break repairs are charged to the appropriate offender;
- f. A written policies and procedures manual to include office and financial internal controls and protocols;
  - g. A written safety training schedule;
  - h. Documentation that it conducts safety training at regular intervals;

- i. A written policy regarding theft of water service; 18
- j. A revised tariff that sets forth the policy regarding theft of water service; and
- k. Provide documentation that it completed a comprehensive water audit.
- 2. Rattlesnake District's leak adjustment policy does not clearly establish the rate charged for water usage over the average and must be revised. The revised leak adjustment policy must be filed within six months of the date of entry of this Order.

### IT IS THEREFORE ORDERED that:

- 1. Rattlesnake District shall file with the Commission, within six months of the date of entry of this Order:
  - a. A new tariff sheet that sets for a revised leak adjustment policy;
  - b. Its 2018 audit and annual report;
  - c. The results of the tests of its meters that are ten years old or older;
  - d. A meter testing schedule;
  - e. Documentation of fire department water usage;
- f. A standard written procedure for when there is a line break due to excavation damage that ensures that line break repairs are charged to the appropriate offender;
  - g. A written policies and procedures manual;
  - h. A written safety training schedule;

<sup>&</sup>lt;sup>18</sup> In order to develop this written policy Rattlesnake District may need to meet with the County Attorney with its counsel present.

- i. A new tariff sheet that sets forth a written policy regarding theft of water service; and
  - j. The results of a comprehensive water audit.

### RATTLESNAKE RIDGE WATER DISTRICT

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FOR Carter, Ellior, Lawrence & Morgan Counties, Kentucky Community, Town or City
P.S.C. KY. NO
SHEET NO
CANCELLING P.S.C. KY. NO.
SHEE'T NO.



### \* Leak Adjustment Policy.

While a utility is not required to have a leak adjustment policy to adjust bills due to a water leak, this utility chooses to offer a leak adjustment to its residential and commercial customers under the following conditions:

(N)

- 1. The customer's bill for the month in which a leak adjustment is requested must be at least 2 times the customer's average monthly bill, which is calculated over a threemonth period.
- 2. The customer must provide a plumber's statement or other proof showing the leak has been repaired.
- 3. The customer's bill will be based on two components. The first step will be to calculate the customer's average monthly usage over a three-month period. The second step will be to deduct the customer's average monthly usage (as calculated above) from the total amount of water that passed through the meter. The usage calculated in step one will be billed at the utility's regular rates, while the remaining usage will be billed at the utility's current cost of production per 1,000 gallons.
- 4. If meter readings are not available for an entire three-month period, the average usage of similar customer loads shall be used for comparison purposes for the calculation.
- 5. Only two (2) leak adjustments per customer will be allowed during any given five (5) year period.

DATE OF ISSUE Jub 25, 2014  Month/Date/Year	
Month / Date / Year  DATE EFFECTIVE April 1, 2014	KENTUCKY PUBLIC SERVICE COMMISSION
ISSUED BY Borne Mc Deene	<b>JEFF R. DEROUEN</b> EXECUTIVE DIRECTOR
(Signature of Officer)	TARIFF BRANCH
TITLE DICENSIGES	Bunt Kintley
BY AUTHORITY OF ORDER OF THE PUBLIC SERVICE COMMISSION	EFFECTIVE *
IN CASE NODATED	<b>4/1/2014</b> PURSUANT TO 807 KAR 5:011 SECTION 9 (1)

### RATTLESNAKE RIDGE WATER DISTRICT

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### RATTLESNAKE RIDGE WATER DISTRICT

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### METER TEST



# **Definitive Testing Services**

Lexington, Kentucky

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# **Definitive Testing Services** *Lexington, Kentucky*

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# **Definitive Testing Services**

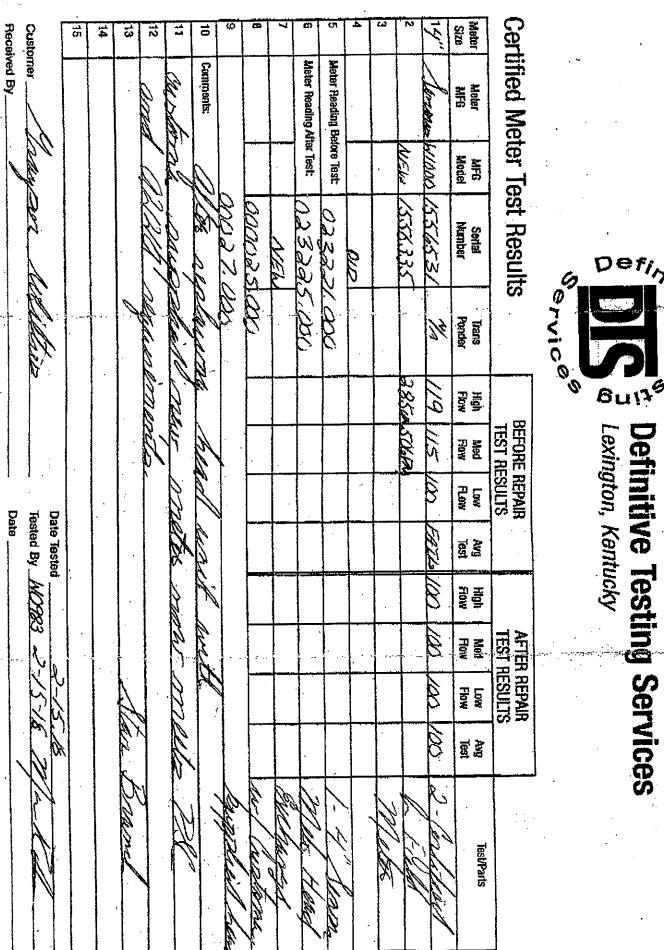
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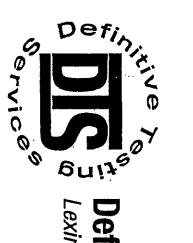
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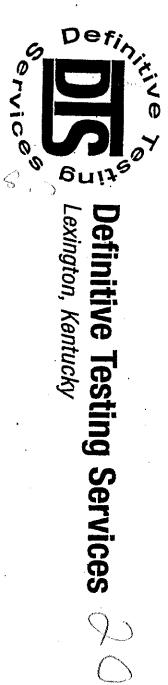
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# **Definitive Testing Services** 2017

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### RATTLESNAKE RIDGE WATER DISTRICT

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### Meter Testing Schedule

The Rattlesnake Ridge Water District tries to test at least forty or forty five meters per month, but due to some older meters we are replacing a lot of the old meters with new tested ones. The district uses Definitive Testing Services of Lexington, KY to test the districts meters. [Due to Covid-19 meter testing has been postponed for a while]. The large meters are tested on site by Definitive Testing. The district can also use Big Sandy Water District and Cannonsburg Water District to do a customer complaint meter test if we need a test done in a quick turnaround time frame for a single meter.

### RATTLESNAKE RIDGE WATER DISTRICT

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	FOR Carter, Elliott, Lawrence and Morgan Counties, Kentucky Community, Town or City
	P.S.C. KY. NO.
	SHEET NO,
RATTLESNAKE RIDGE WATER DISTRICT	CANCELLING P.S.C. KY, NO
(Name of Utility)	SHEET NO.

### **RULES AND REGULATIONS**

- 4. As a service to the public within its service area and for the protection of the public welfare, the Water District will furnish water to fight a fire from a fire hydrant connected directly to the Water District's water main at each fire location free of charge for a period not to exceed a total of 4 hours of usage as defined below in Section V-8-b. In the event that more than 4 hours of usage occurs in fighting a fire, the owner of the property where the fire occurs shall pay for all of the water used in excess of 4 hours of usage, in accordance with the Water District's standard water rate as in effect on the date of the fire and approved by the PSC.
- 5. Fire hydrants shall not be used by any contractor, property owner, governmental agency, individual, corporation, or others to secure water for any purpose. The use of a fire hydrant by anyone other than properly authorized fire department personnel for fighting a fire shall be considered a "theft of service" and prosecuted in accordance with the laws of the Commonwealth of Kentucky. The user shall pay the Water District for, any damages to the Water District's property, and the full cost of the services fraudulently obtained along with all other applicable costs of the Water District allowed under the laws of the Commonwealth of Kentucky. If the Water District is required to inspect a fire hydrant or otherwise investigate improper use of a fire hydrant and a user is found to have used water from a fire hydrant for improper purposes, the user shall also be assessed a special investigation charge of \$45.
- 6. The fire departments utilizing fire hydrants connected to the Water District's water main shall maintain a record of any water used, including the date, location, the time that the fire department began pumping water, the time that the fire department discontinued pumping water, the approximate rate(s) of flow, the length of any interruptions in pumping water, the causes of the fire, and property owner for whom the water was used and shall file a report with the Water District monthly. The record of the fire department in conjunction with the Water District's daily master meter readings and normal daily water usage for the service zone will be used in determining the amount of water used to fight a fire. Any fire department that fails to submit its monthly report for water usage as required by this rule shall be assessed a penalty of \$100.00 for each failure.
  - 7. The District does not guarantee a water supply including the supply to the Customer's fire protection system at any particular flow rate or pressure. The fire flow may vary depending on other water demands on the systm, various water facility limitations, or other circumstances (including but not

<u>12</u> -	
	PUBLIC SERVICE COMMISSION
DATE OF ISSUE MARCH 12, 2008 MONTH/DATE/YEAR	OF KENTUCKY EFFECTIVE 1/1/2008
DATE EFFECTIVE JANUARY 1, 2008  MONTH/DATE/YEAR,  ISSUE BY JANUARY 1, 2008	PURSUANT TO 807 KAR 5:011 SECTION 9 (1)
TITLE CHÂIRMAN BY AUTHORITY OF ORDER OF THE PUBLIC SERVICE COMMISSION In case no. #407-00484 DATED MARCH 7, 2008	By Hoew Executive Director

FOR <u>Carter, Ethott, Lawrence and Morgan Counties, Kentucky</u> Community, Town or City
P.S.C. KY. NO.
SHEET NO.
CANCELLING P.S.C. KY. NO.
SHEET NO

### **RULES AND REGULATIONS**

limited to power failure, water main/line breakage, etc.). The customer will indemnify and hold harmless the District and its employees from and against all claims, damages, losses, and expenses incurred as a result of insufficient water supply including supply to the customer's fire protection system or any failure of the detector check valve installation, metering equipment, and/or appurtenances.

- 8. For purposes of "FIRE PROTECTION" the following definitions shall apply:
  - a. A "fire" as used hereinabove shall include any conflagration on a publicly or privately owned property. An re-ignition of a previously extinguished conflagration on the same property shall be considered a single fire and any fire resulting from the same cause shall be considered a single fire except that a fire on property owned by different persons or entities shall be considered separate fires.
  - b. "Hours of usage" as used hereinabove is measured from the time the fire department begins pumping water at the scene of the fire until the fire department ceases pumping water to the fire. In the event the fire department ceases pumping water for a period of time but later continues pumping to the same fire, the "hours of usage" shall be tolled while no pumping occurs and continue to accumulate after pumping continues. Any partial hours of usage are rounded to the nearest hour.

13	PUBLIC SERVICE COMMISSION OF KENTUCKY EFFECTIVE
DATE OF ISSUEMARCH 12, 2008 DATE EFFECTIVEJANUARY 1, 2008  ISSUE BY	1/1/2008 PURSUANT TO 807 KAR 5:011 SECTION 9 (1) By Executive Director

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MONTH OF	
STATION LOCATION	
OPERATOR	

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TOTAL GALLONS (EST.)

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<u>1.</u>

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## **Excavation Breaks**

The Rattlesnake Ridge Water District has a policy in effect to send an invoice to any individual or contractor who hits, destroys, vandalize or interrupts service to any of our water lines, pump stations, or other property belonging to the water district. We will notify them in writing with invoice, in case of non-payment we will notify the County Attorney and proceed with litigation.

Rattlesnake Ridge Water District.

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# OPERATION AND MANAGEMENT PLAN FOR

# P.O. BOX 475 GRAYSON, KENTUCKY 41143

REVISED
JANUARY 2020

#### I. DESCRIPTION OF SYSTEM

The Rattlesnake Ridge Water District was formed in 1984 by the Carter County Fiscal Court to provide potable drinking water for its rural residents. By 1999, due to the expansion into Elliott, Lawrence and Morgan Counties, the District saw a need to construct their own 1.6 MGD Water Treatment Facility on Grayson Lake, which was completed in 2001.

Rattlesnake Ridge Water District currently has approximately 900 miles of water mains, which serves 4,100 customers in rural Carter, Elliott, Lawrence and Morgan Counties.

#### II. PHYSICAL MAKE-UP OF SYSTEM

Raw water is currently treated at Rattlesnake Ridge Water District Water Treatment Plant at a rate of 2.4 MGD. Rattlesnake Ridge is also under contract with the City of Grayson, Kentucky to purchase water in an emergency. This water is supplied through one 4" master meter located near Stan Branch along I-64 west of the City of Grayson and one 4" master meter on S.R. 773 near Hitchins, Kentucky.

The Rattlesnake Ridge Water District transmission and distribution system is made up of a network of 900 miles of 1.5" through 12" PVC and Polyethylene pipe and 1.3 miles of ductile iron.

The system has 14 ground storage tanks, storing 2,885.000 gallons and 11 water booster stations. Rattlesnake Ridge Water District uses radio read water meters to determine the monthly usage of water in the system.

#### III. MANAGEMENT

The Rattlesnake Ridge Water District is made up of five (5) Commission Members each having four (4) years alternating terms and appointments of re-appointments are determined by the Carter County Fiscal Court and the Elliott County Fiscal Court. The Rattlesnake Ridge Water District Commission has the responsibility of top-level management decisions, which are reflective of community needs. The Rattlesnake Ridge Water District Commission employs a General Manager or Assistant Manager and a System Superintendent. A listing of the Commission Members as well as when public meetings are to take place is provided by the District. See Exhibit A. The District telephone is answered 24 hours a day, 7 days a week by Rattlesnake Ridge Water District employees and then dispatched as the Systems Superintendent deems necessary.

#### IV. OPERATION

The General Manager or Assistant Manager overseas the daily district and office operations, including the billing process, accounts receivable, accounts payable, personnel, payroll, and customer relations. All billing and collection records are recorded by the clerical staff. All billing collections are deposited next business days at local bank. The same staff then notifies management of any late payments, non-payments, deposits, and any other pertinent matter that affects daily office operation. All new accounts as well as any complaints are processed through this same office; the information is received by the clerical staff and given to management to decide on the proper course of action to be taken.

The System Superintendent overseas the distribution of water, maintenance of lines, reading meters, water testing, and investigation of customer complaints. The District has six (6) Class II D operators.

The Water Treatment Plant Supervisor overseas the daily operation of the water treatment plant and notifies the System Supervisor and/or Board of Commissioners of any necessary action that should be taken to ensure the safe and efficient treatments of raw water. The District has one (1) Class IV and three (3) Class III water treatment plant operators.

The Rattlesnake Ridge Water District employs the necessary class of operators required by the Kentucky Division of Water for their size and type of water system. The Rattlesnake Ridge Water District Commission encourages that more than one person be certified as an operator, should be unforeseen personnel changes.

#### V. MAINTENANCE

In order to provide safe drinking water to the residents of our service area, the Rattlesnake Ridge Water District implements and adheres to a strict system maintenance policy having on hand specialized tools, replacement equipment, parts necessary to maintain and repair various components of the system. Routine maintenance for each pump, control, major valve, treatment unit and other assets of the Rattlesnake Ridge Water District is conducted as necessary in order to maintain effective operations. Operators must have knowledge of the maintenance requirements and be able to implement as needed to insure proper operation of the system. Twice a year a system flush is conducted by Rattlesnake Ridge Water District operations.

In depth inspection of the tanks are conducted annually on a rotating schedule by certified inspectors.

### VI. COMPLIANCE WITH FEDERAL, STATE, AND LOCAL LAWS:

The Rattlesnake Ridge Water District complies with all Federal, State, and Local laws. The system does not discriminate toward race, color, sex, religion, or nationality in its employment practices.

#### VII. AUDITS AND REPORTS

The Rattlesnake Ridge Water District audit for fiscal year 2018 is available. A copy of the latest Public Service Commissions "Rates, Rules, and Regulations for Furnishing Water Service" is dated January 1, 2008, April 3, 2009, December 4, 2018, February 10, 2020.

The necessary management reports such as reports for the Kentucky Public Service Commission and Rural Development are and shall be properly filled out and filed in a timely manner and fashion.

#### VIII. MISCELLANEOUS

The Rattlesnake Ridge Water District: 1.) Maintains proper insurance both liability and property for the water system. 2.) Provides necessary workman's compensation for all staff employees. 3.) The Fidelity Bonds are kept current as per annual audit.

RATTLESNAKE RIDGE WATER DISTRICT

Bill Gilbert, Chairman

Revised January 28, 2020

## Exhibit A

## Meeting and Commissioner Information

The Rattlesnake Ridge Water District meets on the first Tuesday of each month at 4 pm at the District Office, located at 5302 S. St. Hwy 7 in Grayson, Kentucky. Office hours are 8 am to 4 pm, Monday thru Friday.

The Board of Commissioners consists of the following appointed individuals.

Bill Gilbert - Chairman
Randy Steagall - Secretary
Jason Carroll - Treasurer
Steve Ison - Commissioner
Mike Copley - Commissioner

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Water

	FOR <u>Carter, Elliott, Lawrence and Morgan Counties, Kentucky</u> Community, Town or City
	P.S.C. KY. NO.
	SHEET NO.
RATTLESNAKE RIDGE WATER DISTRICT	CANCELLING P.S.C. KY. NO
(Name of Utility)	SHEET NO
-RULES A	ND REGULATIONS -

The following rules and regulations are hereby adopted, subject to change by the Commission at anytime. These rules and regulations are intended to supplement the Bond Resolution, the Rate Resolution, and the By-Laws.

A. All taps and connections to the mains of the District shall be made by and/or under the direction and supervision of District personnel.



- B. Water service may be discontinued by the District for any violation of any rule, regulation, or condition, and especially for any of the following reasons:
  - 1. Misrepresentation in the application or contract as to the property or fixtures to be supplied or additional use to be made of water.
  - 2. Failure to report to the District additions to the property or fixtures to be supplied or additional use to be made of water.
  - 3. Resale of water.
  - 4. Waste or misuse of water due to improper or imperfect service pipes and/or failure to keep such pipes in a suitable state of repair.
  - - Tampering with meter, meter seal, service, or valves, or permitting such tampering by others.
    - 6. Connection, cross-connection, or permitting the same of any separate water supply to premises which receive water from the District.
    - 7. Non-payment of bills.
  - C. Any customer desiring to discontinue the water service to his premises for any reason must give notice of discontinuance in writing or in person at the business office of the District at least three (3) days prior to the date of discontinuance stated in such notice; if such notice in writing is not given, a customer shall remain liable for all water used and service rendered to such premises by the District until such notice is received by the District.

	PUBLIC SERVICE COMMISSION OF KENTUCKY EFFECTIVE
DATE OF ISSUE MARCH 12, 2008  DATE EFFECTIVE JANUARY 1, 2008  ISSUE BY CHAIRMAN  BY AUTHORITY OF ORDER OF THE PUBLIC SERVICE COMMISSION In case no. 2007-00484 DATED MARCH 7, 2008	1/1/2008 PURSUANT TO 807 KAR 5:011 SECTION 9 (1) By Executive Director