

COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

ELECTRONIC INVESTIGATION INTO)
EXCESSIVE WATER LOSS BY KENTUCKY'S) CASE NO. 2019-00041
JURISDICTIONAL WATER UTILITIES)

RESPONSE OF ESTILL COUNTY WATER DISTRICT NO. 1
TO COMMISSION STAFF'S REQUEST FOR INFORMATION DATED MAY 3, 2019

Estill County Water District No. 1 submits its Response to Commission Staff's Request for Information dated May 3, 2019.

Dated: May 31, 2019

Respectfully submitted,



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Counsel for Estill County Water District No. 1

CERTIFICATE OF SERVICE

In accordance with 807 KAR 5:001, Section 8, I certify that Estill County Water District No. 1's electronic filing of this Response is a true and accurate copy of the same document being filed in paper medium; that the electronic filing was transmitted to the Public Service Commission on May 31, 2019; that there are currently no parties that the Public Service Commission has excused from participation by electronic means in this proceeding; and that on or before June 4, 2019 this Response in paper medium will be delivered to the Public Service Commission.



Gerald E. Wretcher

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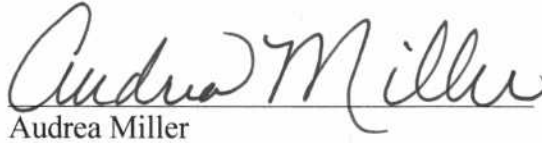
RESPONSE OF
ESTILL COUNTY WATER DISTRICT NO. 1
TO
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FILED: May 31, 2019

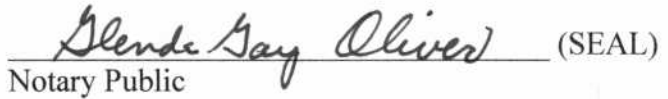
VERIFICATION

COMMONWEALTH OF KENTUCKY)
) SS:
COUNTY OF ESTILL)

The undersigned, Audrea Miller, being duly sworn, deposes and states that she is the Interim General Manager of Estill County Water District No. 1 and that she has personal knowledge of the matters set forth in the responses for which he is identified as the witness, and the answers contained therein are true and correct to the best of her information, knowledge and belief.


Audrea Miller

Subscribed and sworn to before me, a Notary Public in and before said County and State, this 31st day of May 2019.

 (SEAL)
Notary Public

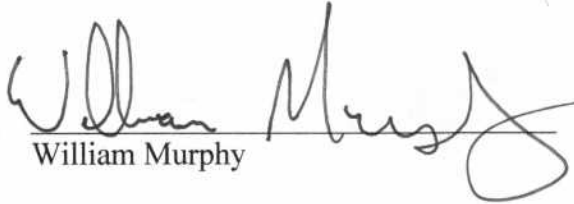
My Commission Expires: 6-25-19

Notary ID: 536648

VERIFICATION

COMMONWEALTH OF KENTUCKY)
) SS:
COUNTY OF ESTILL)

The undersigned, William Murphy, being duly sworn, deposes and states that he is the Field Operations Manager of Estill County Water District No. 1 and that he has personal knowledge of the matters set forth in the responses for which he is identified as the witness, and the answers contained therein are true and correct to the best of his information, knowledge and belief.


William Murphy

Subscribed and sworn to before me, a Notary Public in and before said County and State, this 31st day of May 2019.

 (SEAL)
Notary Public

My Commission Expires: 6-25-19

Notary ID: 536648

ESTILL COUNTY WATER DISTRICT NO. 1

**Response to Commission Staff's Request for Information Dated May 3, 2019
Case No. 2019-00041**

Question No. 1

Responding Witness: Audrea Miller

- Q-1. State the effective date of the water utility's last rate increase, either through the alternative rate filing procedure, through a general adjustment of rates, or through a purchased water adjustment, and provide the Board Resolution approving the rate increase.**
- A-1. Estill County Water District No. 1 most recently adjusted its rates for water service on August 20, 2018. The adjustment in rates was made pursuant to KRS 278.015 and 807 KAR 5:068. The Public Service Commission approved this adjustment by Order of September 5, 2018 in Case No. 2018-00269.¹ A copy of the resolution of Estill County Water District No. 1's Board of Commissioners adjusting the rates is attached to this Response.

¹ *Electronic Purchased Water Adjustment Filing of Estill County Water District No. 1, Case No. 2018-00269 (Ky. PSC Sep. 5, 2018).*

2018-5

**A RESOLUTION OF THE BOARD OF COMMISSIONERS OF
ESTILL COUNTY WATER DISTRICT NO. 1 ADJUSTING WATER
RATES AND CHARGES TO OFFSET IRVINE MUNICIPAL
UTILITIES' WHOLESALE RATE INCREASE**

WHEREAS, the Irvine Municipal Utilities ("Irvine") is Estill County Water District No. 1's primary wholesale water supplier;

WHEREAS, on May 21, 2018, Irvine filed with the Kentucky Public Service Commission notice of an increase in its wholesale water rate from \$3.13 per 1,000 gallons to \$3.29 per 1,000 gallons effective July 19, 2018;

WHEREAS, Irvine subsequently revised its proposed increase and filed with the Kentucky Public Service Commission an amended notice in which it proposed to increase in its wholesale water rate from \$3.13 per 1,000 gallons to \$3.254 per 1,000 gallons effective August 20, 2018;

WHEREAS, based upon the water purchases from Irvine during the previous 12 months, the annual increased cost to Estill County Water District No. 1 will be approximately **\$31,649.27**;

WHEREAS, prudent financial management dictates that Estill County Water District No. 1 take immediate action to adjust its retail rates commensurate with Irvine's wholesale rate increase; and

WHEREAS, KRS 278.015 and 807 KAR 5:068 provide the legal mechanism for Estill County Water District No. 1 to increase its water rates commensurate with Irvine's wholesale rate increase via a Purchased Water Adjustment ("PWA");

**NOW, THEREFORE, IT IS HEREBY RESOLVED BY THE BOARD OF
COMMISSIONERS OF ESTILL COUNTY WATER DISTRICT NO. 1 AS FOLLOWS:**

Section 1. The facts, recitals, and statements contained in the foregoing preamble of this Resolution are true and correct and are hereby affirmed and incorporated as a part of this Resolution.

Section 2. The PWA factor is **\$0.20** per 1,000 gallons;

Section 3. All tiers of all meter sizes of Estill County Water District No. 1's existing tariff shall be increased by \$0.20 per 1,000 gallons, effective August 20, 2018, subject to any minor adjustment that may be made by the Kentucky Public Service Commission.

Section 4. The monthly water rates to be charged to and collected from the customers and users of Estill County Water District No. 1's water system shall be as set forth in **Appendix A**, which is attached hereto and is incorporated herein by reference as a part of this Resolution. These monthly rates and charges shall be in effect for all water service rendered on and after August 20, 2018.

Section 5. The Chairman is hereby authorized and directed to execute and file the PWA Application, Tariff Sheet, and all other documents that may be required by the Kentucky Public Service Commission.

Section 6. The Chairman, all appropriate Staff, and Estill County Water District No. 1's attorney are hereby further authorized and directed to take any and all other actions and to execute and deliver any and all other documents as may be reasonably necessary to implement the PWA.


Section 7. This Resolution shall take effect upon its adoption.

ADOPTED BY THE BOARD OF COMMISSIONERS OF ESTILL COUNTY WATER DISTRICT NO. 1 at a meeting held on July 26, 2018 signed by the Chairman, and attested by the Secretary.



Chairman

ATTEST:



Secretary

APPENDIX A
APPENDIX TO A RESOLUTION OF THE BOARD OF COMMISSIONERS OF
ESTILL COUNTY WATER DISTRICT NO. 1
DATED JULY 26, 2018

RATES FOR WATER SERVICE PROVIDED BY ESTILL COUNTY WATER
DISTRICT NO. 1 ON AND AFTER AUGUST 20, 2018

5/8-Inch Meter

First	2,000 gallons	\$ 21.58 Minimum bill
Next	3,000 gallons	\$ 10.53 per 1,000 gallons
Next	5,000 gallons	\$ 10.31 per 1,000 gallons
All over	10,000 gallons	\$ 8.20 per 1,000 gallons

1-Inch Meter

First	5,000 gallons	\$ 53.18 Minimum bill
Next	5,000 gallons	\$ 10.31 per 1,000 gallons
All over	10,000 gallons	\$ 8.20 per 1,000 gallons

2-Inch Meter

First	10,000 gallons	\$154.75 Minimum bill
All over	10,000 gallons	\$ 8.20 per 1,000 gallons

Bulk Loading Station \$ 7.50 per 1,000 gallons

A \$4.81 per month surcharge is added to the minimum bill for all Cobhill customers.

ESTILL COUNTY WATER DISTRICT NO. 1

**Response to Commission Staff's Request for Information Dated May 3, 2019
Case No. 2019-00041**

Question No. 2

Responding Witness: Audrea Miller

- Q-2. State whether the water utility's board of commissioners or directors has discussed applying for a rate increase since January 1, 2018, utilizing either the alternative rate filing procedure or through a general adjustment of rates. If the utility can state this affirmatively, provide the board minutes where this was discussed.**
- A-2. Estill County Water District No. 1's Board of Commissioners reviewed a possible adjustment of its rates at its meeting on May 30, 2019. The minutes for that meeting have not yet been approved. When they are approved, they will be filed with the Commission as a supplement to this Response.

ESTILL COUNTY WATER DISTRICT NO. 1

**Response to Commission Staff's Request for Information Dated May 3, 2019
Case No. 2019-00041**

Question No. 3

Responding Witnesses: Audrea Miller/William Murphy

- Q-3. Provide a list of the top three obstacles the water utility believes are preventing or slowing the progress of the water utility in reducing line loss.**
- A-3. Estill County Water District No. 1 believes that the most significant obstacles to a reduction to reducing its water loss are: the lack of a properly zoned water distribution system, lack of adequate funds to finance water loss control reduction efforts (including rates that fail to produce a sufficient level of revenue to support utility operations) and a lack of personnel devoted to leak detection.

ESTILL COUNTY WATER DISTRICT NO. 1

**Response to Commission Staff's Request for Information Dated May 3, 2019
Case No. 2019-00041**

Question No. 4

Responding Witnesses: Audrea Miller/William Murphy

Q-4. Provide the water utility's most recent monthly water loss report.

A-4. A copy of Estill County Water District No. 1's monthly water loss report for April 2019 is attached.

Monthly Water Use Report

Water Utility: Estill County Water Dist. PWSID: Ky0330123

For the Month of: April Year: 2019

Line #	Item	Gallons	
1	Water Produced, Purchased and Distributed		
2	Water Produced	0	
3	Water Purchased	19,053,500	
4	Water Produced & Purchased	19,053,500	
5			
6	Water Sales		
7	Residential	10,998,390	
8	Commercial	1,371,220	
9	Industrial	0	
10	Bulk Loading Stations	0	
11	Wholesale	0	
12	Other Sales (explain) _____ 0	0	
13	Total Water Sales	12,369,610	64.9%
14			
15	Other Water Used		
16	Utility and/or Water Treatment Plant	0	
17	Wastewater Treatment Plant	0	
18	System Flushing	208,324	
19	Fire Department Usage	37,108	
20	Other Usage (explain) _____ DBP Maintenance	0	
21	Total Other Water Used	245,432	1.3%
22			
23	Water Loss		
24	Tank Overflows	73,000	
25	Line Breaks	823,603	
26	Line Leaks	5,541,855	
27	Other _____		
28	Total Line Loss	6,438,458	33.8%
29			
30	Note: Line 13 + Line 21 + Line 28 Must Equal Line 4		
31			
32	Water Loss Percentage		
33	Unaccounted-For Water (Line 28 Divided by Line 4)	33.8%	

ESTILL COUNTY WATER DISTRICT NO. 1

**Response to Commission Staff's Request for Information Dated May 3, 2019
Case No. 2019-00041**

Question No. 5

Responding Witness: Audrea Miller

Q-5. Provide the name and occupation, if any, of each of the water utility's current commissioners including the highest level of education attained by each.

A-5. Daniel Blain Click, Jack Stickney, and Robert "Skip" Johnson are the current members of Estill District's Board of Commissioners.

Mr. Click is a retired educator. He is currently employed as a Utilities Coordinator for Stantec Engineering. He holds a Bachelor's of Science Degree in Civil Engineering from the University of Kentucky and a Bachelor's of Science Degree in Physics and Math Education from Eastern Kentucky University. He also holds a Master's of Arts Degree in Secondary School Guidance Counseling from Eastern Kentucky University, as well as a Rank I School Principal Certification and School Superintendent Certification. He has previously been employed as a civil engineer with the Kentucky Transportation Cabinet, and as a teacher, assistant principal and principal of Estill County High School. He is a licensed professional engineer in the state of Kentucky.

Mr. Stickney is employed as a source water protection specialist with the Kentucky Rural Water Association. He holds a Bachelor's of Science Degree in geology from Radford University and a Master's of Science Degree in geology from Eastern Kentucky University. He was previously employed as a geologist with the Kentucky Geological Survey and an environmental engineer with the Kentucky Department for Environmental Protection. He is a registered Professional Geologist in Kentucky, North Carolina and Alaska. He also serves as member of the Estill County Agriculture Development Board and Agriculture Leadership Council.

Mr. Johnson is a retired educator and school administrator. He holds an Associate in Arts Degree in Education from Faulkner State Junior College and a Bachelor's of Arts and a Master's of Arts Degree from Eastern Kentucky University. He was an elementary education teacher for 16 years and served as the Director of Pupil Personnel for the Estill County Board of Education for 14 years. He is currently a member of the Board of Directors of Estill Action Group – a local community group that fosters greater community involvement.

ESTILL COUNTY WATER DISTRICT NO. 1

**Response to Commission Staff's Request for Information Dated May 3, 2019
Case No. 2019-00041**

Question No. 6

Responding Witness: Audrea Miller

Q-6. Provide the following training information:

- a. State whether the water utility allocates funds in its annual operating budget to provide training to its water personnel.**
- b. If so, state the amount allocated in the last three calendar years.**
- c. Identify any training programs, free of charge or otherwise, that water personnel have taken and individuals, agencies, or suppliers providing the training program.**

- A-6.
- a. Estill County Water District No. 1 has not specifically allocated any funds in its budget for the current fiscal year for training for its water personnel. For the current calendar year, it has expended \$750 for training.
 - b. Estill County Water District No. 1 has not specifically allocated funds in its budget for water personnel training. Its records reflect that a total of \$1,580 has been expended since January 1, 2017 for water personnel training.
 - c. The table below lists the training programs that Estill County Water District officers and employees have attended since January 1, 2017 and the program sponsor.

Program	Sponsor
PSC Water Training Program	Kentucky Public Service Commission
Water Operator Certification Training	Kentucky Division of Water
KRWA Water Management Conference	Kentucky Rural Water Association

ESTILL COUNTY WATER DISTRICT NO. 1

**Response to Commission Staff's Request for Information Dated May 3, 2019
Case No. 2019-00041**

Question No. 7

Responding Witnesses: Audrea Miller/William Murphy

- Q-7. Provide the following system information in a formatted and tabulated Excel spreadsheet for each applicable asset:**
- a. For transmission and distribution lines, provide the diameter size, length in miles, type of material, and average age of the lines. When PVC is used, provide the specific type of PVC used.**
 - b. For service connection lines, provide the service connection size, number, type of material, and average age of the lines. When PVC is used, provide the specific type of PVC used.**
 - c. For customer meters, provide the customer meter size, number, manufacturer/model, and the average age of the customer meters.**
- A-7.
- a. See Attachment 7A. An Excel Spreadsheet containing Attachment 7A is embedded in the electronic version of this Response. The Water Resource Information System (WRIS) is the source of the information set forth in Attachment 7A. Estill County Water District No. 1 cannot attest to the accuracy of this information, but believes it is a reasonable representation of its water mains.
 - b. See Attachment 7B. An Excel Spreadsheet containing Attachment 7B is embedded in the electronic version of this Response.
 - c. See Attachment 7C. An Excel Spreadsheet containing Attachment 7C is embedded in the electronic version of this Response.

ATTACHMENT 7A

Size (Inches)	Material	Length (LF)	Length (Miles)	Average Age
Up to 2	Ductile Iron	659	0.12	59.0
Up to 2	PVC	42,675	8.08	36.6
3	Ductile Iron	6436	1.22	59.0
3	PVC	245415	46.48	27.2
3	Other	6284	1.19	19.0
4	Ductile Iron	20514	3.89	24.4
4	PVC	530555	100.48	18.2
6	Cast Iron	899	0.17	59.0
6	Ductile Iron	61936	11.73	50.5
6	PVC	493742	93.51	31.9
6	Other	39766	7.53	19.0
8	Ductile Iron	13363	2.53	49.0
10	PVC	900	0.17	49.0
12	Ductile Iron	5729	1.09	59.0

ATTACHMENT 7B

Service Connection Size	Number	Material	Average Age
3/4-Inch	3950	CPS	Unknown
3/4-Inch	283	Copper	Unknown
3/4-Inch	75	Blu-Max	Unknown
1-Inch	12	CPS	Unknown
2-Inch	15	Class 200 PVC	Unknown
3-Inch	3	Class 200 PVC	Unknown

ATTACHMENT 7C

Residential and Commercial Meters				
Meter Size	Meter Type	Meter Count	Application	Average Age (Yrs)
3/4-Inch	Sensus SRII	4012	Residential/Commercial	12
3/4-Inch	Sensus iPerl	287	Residential/Commercial	3
1-Inch	Sensus Radio Read	12	Commercial	12
2-Inch	Turbine	15	Commercial	>12
3-Inch	Turbine	3	Commercial	>12

ESTILL COUNTY WATER DISTRICT NO. 1

**Response to Commission Staff's Request for Information Dated May 3, 2019
Case No. 2019-00041**

Question No. 8

Responding Witnesses: Audrea Miller/William Murphy

- Q-8. Provide the water utility's closest approximate number of service lines and transmission and distribution lines that were made with Blu-Max tubing within its distribution system and the dates they were installed.**
- A-8. Estill County Water District No. 1 estimates that approximate 50 to 75 residences have service connections that are composed of Blu-Max tubing.

ESTILL COUNTY WATER DISTRICT NO. 1

**Response to Commission Staff's Request for Information Dated May 3, 2019
Case No. 2019-00041**

Question No. 9

Responding Witness: Audrea Miller

- Q-9. State whether the water utility has considered hiring a consulting firm for leak detection rather than using in-house labor, and if not explain why not.**
- A-9. Estill County Water District No. 1 is considering the use of a consultant to perform leak detection services.

ESTILL COUNTY WATER DISTRICT NO. 1

**Response to Commission Staff's Request for Information Dated May 3, 2019
Case No. 2019-00041**

Question No. 10

Responding Witness: Audrea Miller

- Q-10. State whether an employee dedicated to leak detection would be a worthwhile investment for the water utility, and if not state why not.**
- A-10. Estill County Water District No. 1 agrees that an employee whose primarily function is to detect leaks would be a good investment.

ESTILL COUNTY WATER DISTRICT NO. 1

**Response to Commission Staff's Request for Information Dated May 3, 2019
Case No. 2019-00041**

Question No. 11

Responding Witness: Audrea Miller

- Q-11. Refer to the water utility's response to Commission Order of March 12, 2019, Appendix C (March 12 Order), Item 8. Provide a copy of the most recent written and completed inspection report done at the water utility's plant, pump, and storage facilities. If no written and completed inspection report exists, then state in specific detail all tasks performed by the water utility during the water utility's most recent inspection of its plant, pump, and storage facilities.**
- A-11. No record of a recent inspection has been found. No current employee has been involved in any inspection of the listed equipment. Estill County Water District No. 1 is currently developing an inspection policy and procedure.

ESTILL COUNTY WATER DISTRICT NO. 1

**Response to Commission Staff's Request for Information Dated May 3, 2019
Case No. 2019-00041**

Question No. 12

Responding Witness: Audrea Miller

Q-12. Refer to the water utility's response to the March 12 Order, Item 14.

- a. Provide the cost and purchase date of all equipment the water utility identified in its response.**
- b. State how frequently the identified leak detection equipment items are utilized by the water utility.**

A-12. a. Not applicable. No equipment was identified in the response to Item 14.

b. Not applicable. No equipment was identified in the response to Item 14.

ESTILL COUNTY WATER DISTRICT NO. 1

**Response to Commission Staff's Request for Information Dated May 3, 2019
Case No. 2019-00041**

Question No. 13

Responding Witness: Audrea Miller

- Q-13. Refer to the water utility's response to the March 12 Order, Item 16. For water utilities that responded that they have no written policy to identify errors that result in missed customer billings or under billings of customer accounts, state whether writing and adopting a formal written policy regarding this would be considered by its board of commissioners or directors, and if not state why not.**
- A-13. Estill County Water District No. 1's Board of Commissioners is considering the adoption of a written policy and procedures to identify errors resulting in missed customer billings or underbillings. Such a written policy will incorporate the current practices and procedures that were described in Estill County Water District No. 1's Response to the Commission's Order of March 12, 2019, Item 16.

ESTILL COUNTY WATER DISTRICT NO. 1

**Response to Commission Staff's Request for Information Dated May 3, 2019
Case No. 2019-00041**

Question No. 14

Responding Witness: Audrea Miller

Q-14. Refer to the water utility's response to the March 12 Order, Item 17. For water utilities that responded that they cannot accurately verify through testing how much water they produce at their water treatment plant, state how the water utility can accurately assess its water loss with an unverified production meter.

A-14. Not applicable. Estill County Water District No. 1 purchases its total water requirements.

ESTILL COUNTY WATER DISTRICT NO. 1

**Response to Commission Staff's Request for Information Dated May 3, 2019
Case No. 2019-00041**

Question No. 15

Responding Witnesses: Audrea Miller/William Murphy

Q-15. Refer to the water utility's response to the March 12 Order, Item 18.

- a. For water utilities that provided test results and had master meters that failed tests, state whether those master meters were replaced or repaired and provide the dates when they were replaced or repaired.**
- b. For water utilities that could not provide test results, provide any previous test results of the water utility's master meters or those from the wholesale provider from any previous date.**

A-15. a. Not applicable.

b. Not applicable.

ESTILL COUNTY WATER DISTRICT NO. 1

**Response to Commission Staff's Request for Information Dated May 3, 2019
Case No. 2019-00041**

Question No. 16

Responding Witnesses: Audrea Miller/William Murphy

Q-16. Refer to the water utility's response to the March 12 Order, Item 19. Provide the total number of customer meters that are greater than ten years old that a water utility currently has in service, if any, and provide any previous tests for each of these meters. If the meter has not been tested, please state in the affirmative and state why it has not been tested.

A-16. Approximately 4,000 customer meters are greater than ten years old. Estill County Water District No. 1's meter records do not currently permit a more precise statement of the number of active customer meters that have been in service for more than 10 years. It is reviewing its records in an effort to eliminate discrepancies and improve their accuracy.

None of the estimated 4,000 meters have been tested. Estill County Water District No. 1 lacks the personnel and funds to perform the testing on these meters. Furthermore, it has determined that replacement of the meters is more cost-effective than testing the meters. It is seeking funding for meter replacement.

ESTILL COUNTY WATER DISTRICT NO. 1

**Response to Commission Staff's Request for Information Dated May 3, 2019
Case No. 2019-00041**

Question No. 17

Responding Witnesses: Audrea Miller/William Murphy

Q-17. Refer to the water utility's response to the March 12 Order, Item 22. For water utilities that do not utilize supervisory control and data acquisition (SCADA) technology within its system, state the reasons why the water utility does not utilize SCADA technology within its system.

A-17. Not applicable.

ESTILL COUNTY WATER DISTRICT NO. 1

**Response to Commission Staff's Request for Information Dated May 3, 2019
Case No. 2019-00041**

Question No. 18

Responding Witnesses: Audrea Miller/William Murphy

- Q-18. Refer to the water utility's response to the March 12 Order, Item 23. For water utilities that do not utilize telemetry within its system, state the reasons why the water utility does not utilize telemetry within its system.**
- A-18. Not applicable.

ESTILL COUNTY WATER DISTRICT NO. 1

**Response to Commission Staff's Request for Information Dated May 3, 2019
Case No. 2019-00041**

Question No. 19

Responding Witnesses: Audrea Miller/William Murphy

Q-19. Refer to the water utility's response to the March 12 Order, Item 26.

- a. For water utilities that currently utilize master meter zones in leak detection, state how the data from the zone meters is used to reduce water loss and whether the water utility has a sufficient number of zone meters to monitor its entire system.**
- b. For water utilities that currently do not utilize master meter zones in leak detection, state with specific detail whether doing so would assist in the water utility's water loss reduction efforts or why it would not.**

A-19. a. Not applicable.

- b. Use of master meter zones would assist in leak detection. The Comprehensive Corrective Action Plan prepared for Estill County Water District No. 1 recommends the establishment of such zones. Estill County Water District No. 1 considers such action to be one of its top priorities.

ESTILL COUNTY WATER DISTRICT NO. 1

**Response to Commission Staff's Request for Information Dated May 3, 2019
Case No. 2019-00041**

Question No. 20

Responding Witness: Audrea Miller

Q-20. Refer to the water utility's response to the March 12 Order, Item 31.

- a. Provide the approximate hourly rate for the water utility's general manager/superintendent for the calendar years 2017 and 2018 utilizing actual hours worked, or if by salary by dividing the monthly salary by the standard 173.3 hours worked per month.**
- b. Provide the job title and job description for the general manager/superintendent from the water utility's handbook, if such a handbook exists. If the water utility does not currently have a handbook, provide the job title and a detailed job description for the general manager/superintendent that includes job duties.**

- A-20. a. Estill County Water District No. 1 did not have a general manager or superintendent in those years. Customer relations, personnel issues, billing, accounting and record keeping functions were assigned to an office manager. A field operations manager was responsible for distribution system operations. Dwight Richardson, who was field operations manager, resigned on February 1, 2019. On February 6, 2019, the Board of Commissioners appointed Audrea Miller, the current office manager, as interim general manager pending the selection of a permanent general manager.
- b. Estill County Water District No. 1 recently created the position of general manager/superintendent. Its Board of Commissioners is currently establishing the job description for the position. It will file this description with the Commission as soon as it is completed.

ESTILL COUNTY WATER DISTRICT NO. 1

**Response to Commission Staff's Request for Information Dated May 3, 2019
Case No. 2019-00041**

Question No. 21

Responding Witness: William Murphy

- Q-21. Refer to the water utility's response to the March 12 Order, Item 35. For water utilities that have not mapped their distribution area for service lines and connections, provide specific detail of the process of how the water utility locates its service lines and connections.**
- a. State the process for water utility responses to 811 calls for line locates.**
 - b. Provide an approximate date of completion for the water utility to map their entire distribution system for service lines and connections.**
- A-21. a. Not applicable. Estill County Water District No. 1 has mapped its service connections.
- b. Not applicable.

ESTILL COUNTY WATER DISTRICT NO. 1

**Response to Commission Staff's Request for Information Dated May 3, 2019
Case No. 2019-00041**

Question No. 22

Responding Witness: Audrea Miller

- Q-22. Refer to the water utility's response to the March 12 Order, Item 37a. For water utilities that have not requested prosecution of water theft (a.k.a. theft of services) by either the county attorney or commonwealth attorney's office, state the reasons why such requests have not been made.**
- A-22. The former members of Estill County Water District No. 1's Board of Commissioners were reluctant to pursue criminal actions. The current board is reviewing this issue and the establishment of a written policy regarding theft of service.

ESTILL COUNTY WATER DISTRICT NO. 1

**Response to Commission Staff's Request for Information Dated May 3, 2019
Case No. 2019-00041**

Question No. 23

Responding Witness: Audrea Miller

- Q-23. Refer to the water utility's response to the March 12 Order, Item 38. For a water utility that has stated in the affirmative that a leak adjustment is permitted, provide the current leak adjustment rate and applicable tariff page from the water utility's tariff on file with the Commission.**
- A-23. Estill County Water District No. 1's current tariff provides that the customer will assume responsibility for 50 percent of the difference between the customer's average bill and the bill(s) on which the leak is reflected. The page of Estill County Water District No. 1's current tariff that addresses leak adjustments is attached to this response. The tariff can be found at <https://bit.ly/2VBOqMp>.

ESTILL COUNTY WATER DISTRICT NO. 1

**Response to Commission Staff's Request for Information Dated May 3, 2019
Case No. 2019-00041**

Question No. 24

Responding Witness: Audrea Miller

- Q-24. Refer to the water utility's response to the March 12 Order, Item 44. For utilities that responded that they currently do not have flushing equipment, state whether its board of commissioners or directors has ever discussed the purchase of flushing equipment to improve the water utility's system. Provide any applicable board minutes as an attachment to this request.**
- A-24. Estill County Water District No. 1 currently flushes its water mains at flush hydrants. No other equipment is necessary.