

COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

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

**RESPONSE OF NORTH MANCHESTER WATER ASSOCIATION (NMWA) TO
COMMISSION STAFF'S SECOND REQUEST FOR INFORMATION TO WATER
UTILITIES THAT REPORT OVER 35 PERCENT WATER LOSS**

Comes NMWA, by and through its legal counsel, and for its responses states:

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.

Answer: March 6, 2018 is the effective date of the water utility's last rate increase through purchase water adjustment (see **Exhibit A**).

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.

Answer: Yes, NMWA has discussed this at several board meetings. A copy of the board minutes is attached hereto as **Exhibit B**.

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.

Answer: Funding for line replacements, the aging of systems infrastructure, turnover of personnel,

lack of valves that work properly.

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

Answer: See **Exhibit C**.

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

Answer: See **Exhibit D**.

6. Provide the following training information:

a. State whether the water utility allocates the 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.

Answer: a) NMWA does not allocate any funds to its budget. However, the utility covers all expenses for operator's training. b) None. c) NMWA trains with KRWA on leak detection. Operators attend classes that are essential in keeping licenses renewed.

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 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.

Answer: a) See **Exhibit E**; b) See **Exhibit F**; and c) See **Exhibit G**.

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.

Answer: NMWA cannot confirm this information. The type of service material was not recorded.

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.

Answer: The utility has not considered this option due to financial restraints. NMWA feels as if when certain areas of the system are upgraded we can better control water loss issues. Also, it is the belief of the Board that personnel can work with KRWA to resolve these issues.

10. State whether an employee dedicated to leak detection would be a worthwhile investment for the water utility, and if not state why not.

Answer: Yes, due to the number of personnel and other duties that are required NMWA feels that this would be a good investment.

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.

Answer: Effective March 1 monthly inspections are required by NMWA management. See **Exhibit H**.

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.

Answer: a) No new equipment has been purchased. The cost and date of these items cannot be confirmed. b) Two (2) service trucks are equipped with listening devices that are used regularly.

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.

Answer: A written policy is not considered. The errors are identified by other means and corrected accordingly.

14. Refer to the water utility's response to the March 12 Order, Item 17. For water utilities that responded 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.

Answer: Not applicable. NMWA does not have a treatment facility.

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.

Answer: Not applicable.

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.

Answer: 43 meters are 10 years or older. NMWA has budgeted \$2000 per month for meter replacements. There are no records of these meters being tested. NMWA has had a turnover in personnel and management beginning in January and cannot confirm why these meters have not been tested. See **Exhibit I**.

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.

Answer: NMWA utilizes SCADA.

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.

Answer: NMWA utilizes telemetry.

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.

Answer: a) NMWA does not have meter zones. b) Since responding to the March 12 Order, item 26, NMWA current staff has recently discovered that each tank within its system has a leak detection meter that has been very helpful in locating certain areas that have issues. Also as previously stated, NMWA has in place a plan for installing solenoid valves for isolating its tanks with telemetry, and location of 2" leak detection meters.

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.

Answer: a) *Charles Burns*, distribution manager, 2017- \$10 per hour; 2018 - \$10.70 per hour. *Carla Neeley*, office manager, 2017 - \$12 per hour; 2018 - \$12.83 per hour. b) Distribution manager/Operator. See **Exhibit J**.

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.

Answer: a) NMWA receives the request and then assigns a work order. The designated employee refers to record drawings, and proceeds to locate the line at the location. Flags are placed in the area whether they can be visibly located by persons doing the work. b) The revised distribution map will be completed by June 28, 2019 as we have contracted with Sisler-Maggard engineering.

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.

Answer: There was no record of theft during the time period stated in the March 12 Order, Item 37a.

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.

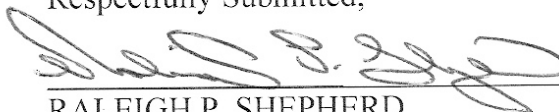
Answer: See **Exhibit K**.

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.

Answer: Not applicable.

ALL on this 5th day of June, 2019.

Respectfully Submitted,

A handwritten signature in black ink, appearing to read 'R. P. Shepherd', is written over a horizontal line.

RALEIGH P. SHEPHERD
ATTORNEY AT LAW
305 MAIN STREET
MANCHESTER, KENTUCKY 40962
TELEPHONE: (606) 599-0311
FACSIMILE: (606) 599-0344
E-MAIL: shepherdlawoffice@icloud.com
ATTORNEY FOR NMWA

VERIFICATION

Jerry Rice, being duly sworn upon his oath deposes and states:

I am the Distribution Manager of NMWA and have read the responses of NMWA to Commission Staff's Second Request for Information to Water Utilities that Report Over 35 Percent Water Loss served upon NMWA by the Public Service Commission; and the foregoing answers and responses to same are true and accurate according to the best of my knowledge, information and belief.



JERRY RICE

COMMONWEALTH OF KENTUCKY,

COUNTY OF CLAY,

SUBSCRIBED, sworn to and acknowledged before me by JERRY RICE on this 5th day of June, 2019.



NOTARY PUBLIC, STATE AT LARGE
ID#584571

My Commission Expires: 09/13/2017.

FOR Northern Clay County
Community, Town or City

P.S.C. KY. NO. 3

Original SHEET NO. 7

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

SHEET NO. _____

North Manchester Water Association
(Name of Utility)

MONTHLY WATER RATES:

5/8" x 3/4" Meter:

First	2,000 gallons	\$21.60	Minimum Bill	(1)
All Over	2,000 gallons	6.22	per 1,000 gallons	

1" Meter

First	5,000 gallons	\$40.21	Minimum Bill	
All Over	5,000 gallons	6.22	per 1,000 gallons	

2" Meter

First	15,000 gallons	\$102.29	Minimum Bill	
All Over	15,000 gallons	6.22	per 1,000 gallons	

3" Meter

First	30,000 gallons	\$195.42	Minimum Bill	
All Over	30,000 gallons	6.22	per 1,000 gallons	

DATE OF ISSUE March 5, 2018
Month / Date / Year

DATE EFFECTIVE January 1, 2018
Month / Date / Year

ISSUED BY Steve Davis
(Signature of Officer)

TITLE President

BY AUTHORITY OF ORDER OF THE PUBLIC SERVICE COMMISSION
IN CASE NO. 2017-00466 DATED February 28, 2018

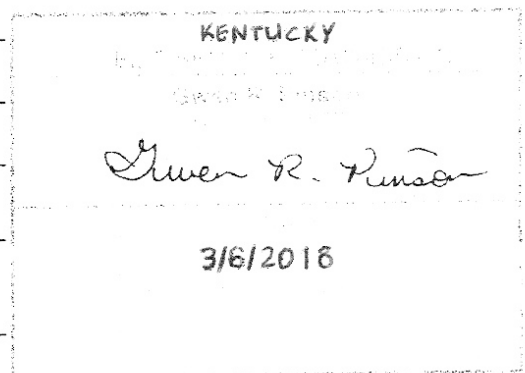


EXHIBIT
A

NORTH MANCHESTER WATER ASSN, INC.

7361 NORTH HWY 421

MANCHESTER KY 40962

SPECIAL MEETING FEBRUARY 15, 2018

BOARD MEMBERS PRESENT BILL HERD; TED WOODS; BOBBY WOLFE; STEVE DAVIS; WES HIBBARD; GREG HOSKINS AND JOSEPHINE GROSS.

DISCUSSION ON SEVERAL ISSUES :

CUSTOMERS BEING NOT CHARGED WHILE ON VACATION FOR 3 MONTHS IN FLA OR ELSEWHERE. DISCUSSION OF CHARGING MINIMUM BILL FOR THE MONTHS.

ADVERTISING IN NEWSPAPER OF THE ANNUAL MEETING.

ROUTES ARE BEING ON AND CORRECTIONS ARE BEING MADE WITH METER ACCOUNTS.

SEVERAL ACCOUNTS HAVE BEEN READ BUT NOT BILLED. WE ARE LOOKING FOR THE REASON WHY?

APPLICATIONS HAD BEEN TAKEN IN NOV OR DEC 2017 FOR AN OFFICE WORKER SO WE HAVE GOTTEN ONE ON FILE THAT IS STILL INTERESTED IN A PART-TIME JOB.

WE VOTED TO HIRE JESSICA WOODS FOR A PART-TIME POSITION. BOARD MEMBERS VOTED 7-0 TO HIRE.

ALSO A RATE INCREASE FOR THE CUSTOMERS IS BEING DISCUSSED.

DISCUSSIONS OF BUYING TWO LAPTOPS AND A LASER PRINTER ALSO A RECEIPT PRINTER.

BOARD VOTED 7-0 FOR THE PURCHASES.

SEATS TO BE REPLACED AT OUR ANNUAL MEETING IS BOBBY WOLFE. OTHERS ARE AS FOLLOWS:

2019- GREGORY HOSKINS AND WESLEY HIBBARD

2020- BILL HERD

2021- TED WOODS AND JOSEPHINE GROSS.

AN AMENDMENT TO THE BY-LAWS WAS ADDED- SEE ATTACHMENT

MEETING WAS ADJOURNED AT 7:20 BY STEVE DAVIS AND 2ND BY BILL HERD

MINUTES WERE SUBMITTED BY JOSEPHINE GROSS SECRETARY

PUBLIC SERVICE COMMISSION

Monthly Water Loss Report

Water Utility: North Manchester Water Association

For the Month of: April Year: 2019

LINE #	ITEM	GALLONS (Omit 000's)
1	WATER PRODUCED, PURCHASED & DISTRIBUTED	
2	Water Produced	
3	Water Purchased	13,818,600
4	TOTAL PRODUCED AND PURCHASED	13,818,600
5		
6	WATER SALES	
7	Residential	7,423,248
8	Commercial	
9	Industrial	
10	Bulk Loading Stations	
11	Wholesale	
12	Other Sales _____	
13	TOTAL WATER SALES	7,423,248 53.7%
14		
15	OTHER WATER USED	
16	Utility and/or Water Treatment Plant	
17	Wastewater Plant	
18	System Flushing	116,100
19	Fire Department	
20	Other _____	
21	TOTAL OTHER WATER USED	116,100 0.8%
22		
23	WATER LOSS	
24	Tank Overflows	
25	Line Breaks	509,511
26	Line Leaks	5,769,741
27	Other _____	
28	TOTAL LINE LOSS	6,279,252 45.4%
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)	45.4%

EXHIBIT

C

Bobby Wolf – Carpenter 12th grade

Henry Smith – Shephard's Auto 12th grade

Ted Woods – CPA BBA Administration College Degree

Greg Hoskins – Retired Correctional Worker 1 Year college

Bill Herd – Contractor 4 years College

Carl David Crawford – Contractor 12th grade

Steve Davis – Retired Welder 12th grade, 2 years Vocational Training

EXHIBIT
D

North Manchester Water Association
Transmission and Distribution lines
PSC Response

Service Connection size (in)	Number	Pipe Material	Average age of the lines (years)
2	3.75	PVC - SDR 21	25
3	26	PVC - SDR 21	25
4	31	PVC - SDR 21	25
6	43	AC - SDR21	25
8	14	PVC - SDR 21	25

EXHIBIT
E

North Manchester Water Association
Transmission and Distribution lines
PSC Response

Service Connection size (in)	Number	Pipe Material	Average age of the lines (years)
0.75	1900	CTS, Galvanized	10
1	20	CTS, Galvanized	10

EXHIBIT
F

North Manchester Water Association
 Transmission and Distribution lines
 PSC Response

Customer meter size (in)	Number	Manufacturer/Model	Average age of the meters (years)
5/8 x 3/4	1900	Badger, Sensus, Elser, Amco, Kent, Hersey, Rockwell	5
1	20	Badger, Sensus	5
2	11	Badger	5
3	2	Sensus	10

EXHIBIT

5

Pump Station Inspection

5-24-19

Type: () Centrifugal Pump () Axial Flow Pump
() Vertical Turbine Pump () Immersible Pump

Location: Hwy 638/421 Rooster

Number of pumps in station: 2

Size motor: ~~500~~ 50 HP Rating of pump: 500 GPM

Year pump station was constructed: _____

1. Any visible signs of wear and tear or problem? () Yes () No

If yes, explain: Normal Wear

2. Are there any coupling alignment problems? () Yes () No

If yes, explain: _____

a. Does coupling require grease? () Yes () No

3. Have bearings been greased? () Yes () No

4. Is there sufficient packing? () Yes () No

5. Are there any violations? () Yes () No

a. Are all hold-down bolts on pumps and motors tightened properly?

() Yes () No

6. Is there an excessive noise from the pump? () Yes () No

7. Is there any repainting needed? () Yes () No

8. Are there any visible signs of corrosion? () Yes () No

If yes, where: _____

9. Will one pump meet the demand from customers for water service?

() Yes () No

10. Do both pumps need to be operated together? () Yes () No

11. Is there a written inspection record of the pump station? () Yes () No

If yes, how often: Monthly

EXHIBIT

H

Water Storage Inspection

Type: () Elevated () Standpipe
() Ground Storage () Clearwell

Size: 292,000 Location: Brony creek

Date Constructed: _____

Type Tank: () Welded Metal () Steel-lined Glass
() Concrete

Site:

- 1. Does site slope away from bank? () Yes () No
- 2. Is ground soft or soggy? () Yes () No

Foundations:

- 1. Is the concrete foundation cracked? () Yes () No
- 2. Is the concrete foundation level? () Yes () No
- 3. Is there a gap between riser base and the concrete? () Yes () No
- 4. Condition of anchor bolts? () Yes () No

Columns (Elevated Tanks Only)

- 1. Is there condensation on columns? () Yes () No
- 2. Are they straight? () Yes () No
- 3. Is there any slack in the diagonal X-rods? () Yes () No
- 4. Condition of bolted connection on riser rods? () Yes () No

Tank or Shell

- 1. Any disfiguration in tank bottom, shell, roof or irregularities in the contour of the steel? () Yes () No
- 2. Are any weld seams concave? () Yes () No
 - a. Are there any rust streaks originating from the weld seams? () Yes () No
 - b. Any evidence of water leaking from tank? () Yes () No
- 3. Is there any metal loss by pitting? () Yes () No
- 4. Condition of finish coat? () Good () Fair () Poor
- 5. Condition of intermediate coat? () Good () Fair () Poor
- 6. Condition of primer coat? () Good () Fair () Poor
- 7. Amount of surface area showing rust? None
- 8. Any water ponding on roof? () Yes () No

Accessories

- 1. Is there a safety climbing device or cage on the ladder? () Yes () No

3. Does the utility have a climbing harness? Yes No
4. How often does the utility climb tank? Day Week Month
Other _____
5. What is the condition of the overflow? Good Fair Poor
- a. Does overflow have a screen or flapper?
 Screen Flapper Neither
- b. Any evidence of cross connections? Yes No
- c. Rip-rap to prevent erosion at end of overflow? Yes No

Comments: _____

Water Storage Inspection

Type: () Elevated () Standpipe
() Ground Storage () Clearwell

Size: 500,000 Location: Jacks Branch

Date Constructed: 5-24-19

Type Tank: () Welded Metal () Steel-lined Glass
() Concrete

Site:

- 1. Does site slope away from bank? () Yes () No
- 2. Is ground soft or soggy? () Yes () No

Foundations:

- 1. Is the concrete foundation cracked? () Yes () No
- 2. Is the concrete foundation level? () Yes () No
- 3. Is there a gap between riser base and the concrete? () Yes () No
- 4. Condition of anchor bolts? () Yes () No NONE

Columns (Elevated Tanks Only)

- 1. Is there condensation on columns? () Yes () No
- 2. Are they straight? () Yes () No
- 3. Is there any slack in the diagonal X-rods? () Yes () No
- 4. Condition of bolted connection on riser rods? () Yes () No

Tank or Shell

- 1. Any disfiguration in tank bottom, shell, roof or irregularities in the contour of the steel? () Yes () No
- 2. Are any weld seams concave? () Yes () No
 - a. Are there any rust streaks originating from the weld seams? () Yes () No
 - b. Any evidence of water leaking from tank? () Yes () No
- 3. Is there any metal loss by pitting? () Yes () No
- 4. Condition of finish coat? () Good () Fair () Poor
- 5. Condition of intermediate coat? () Good () Fair () Poor
- 6. Condition of primer coat? () Good () Fair () Poor
- 7. Amount of surface area showing rust? na
- 8. Any water ponding on roof? () Yes () No

Accessories

- 1. Is there a safety climbing device or cage on the ladder? () Yes () No
- 2. Is there a target on tank? () Yes () No
 - a. Is it working properly? () Yes () No

3. Does the utility have a climbing harness? Yes No
4. How often does the utility climb tank? Day Week Month 2
 Other _____
5. What is the condition of the overflow? Good Fair Poor
- a. Does overflow have a screen or flapper?
 Screen Flapper Neither
- b. Any evidence of cross connections? Yes No
- c. Rip-rap to prevent erosion at end of overflow? Yes No

Comments: _____

Water Storage Inspection

5-24-19
JLR

Type: () Elevated () Standpipe
() Ground Storage () Clearwell

Size: 246,000 Location: Fox Hollow

Date Constructed: 2010

Type Tank: () Welded Metal () Steel-lined Glass
() Concrete

Site:

- 1. Does site slope away from bank? () Yes () No
- 2. Is ground soft or soggy? () Yes () No

Foundations:

- 1. Is the concrete foundation cracked? () Yes () No
- 2. Is the concrete foundation level? () Yes () No
- 3. Is there a gap between riser base and the concrete? () Yes () No
- 4. Condition of anchor bolts? Good () Yes () No

Columns (Elevated Tanks Only)

- 1. Is there condensation on columns? () Yes () No
- 2. Are they straight? () Yes () No
- 3. Is there any slack in the diagonal X-rods? () Yes () No
- 4. Condition of bolted connection on riser rods? () Yes () No

Tank or Shell

- 1. Any disfiguration in tank bottom, shell, roof or irregularities in the contour of the steel? () Yes () No
- 2. Are any weld seams concave? () Yes () No N/A
 - a. Are there any rust streaks originating from the weld seams? () Yes () No
 - b. Any evidence of water leaking from tank? () Yes () No
- 3. Is there any metal loss by pitting? () Yes () No
- 4. Condition of finish coat? () Good () Fair () Poor
- 5. Condition of intermediate coat? () Good () Fair () Poor
- 6. Condition of primer coat? () Good () Fair () Poor
- 7. Amount of surface area showing rust? None
- 8. Any water ponding on roof? () Yes () No

Accessories

- 1. Is there a safety climbing device or cage on the ladder? () Yes () No
- 2. Is there a target on tank? () Yes () No
 - a. Is it working properly? () Yes () No

3. Does the utility have a climbing harness? () Yes () No
4. How often does the utility climb tank? () Day () Week () Month
Other _____
5. What is the condition of the overflow? () Good () Fair () Poor
- a. Does overflow have a screen or flapper?
() Screen () Flapper () Neither *Both*
- b. Any evidence of cross connections? () Yes () No
- c. Rip-rap to prevent erosion at end of overflow? () Yes () No

Comments: _____

N. MANCHESTER METER SCHEDULE		
MONTH	SIZE	QTY DEL
JAN	3/4"	32
FEB	1"	11
MAR	3/4"	32
APR	1"	11
MAY	3/4"	32
JUN	1"	5
JUL	3/4"	32
AUG	1"	0
SEP	3/4"	32
OCT	1"	0
NOV	3/4"	32
DEC	1"	0

PROJECTED TOTAL METER PURCHASED 2019		
Total 3/4"	192	
Total 1"	27	

EXHIBIT
I

MANAGEMENT RESPONSIBILITIES

It should be the responsibility of management of NMWA to outline all appropriate duties and procedures relating to the system's operators. The operators will be knowledgeable of proper operational procedures and will keep accurate records on all treatment processes and procedures utilized at the distribution system. These records will be used to manage the water system in an efficient manner for the purpose of providing potable water to its customers at the lowest possible cost.

An open line of communication will be maintained between management and supervisory employees. This communication shall entail the provision of safe working conditions consistent with Kentucky's labor laws and OSHA requirements, accessibility to the Kentucky Division of Water and Kentucky Rural Water Association operator training programs, and the utilization of these training opportunities as development incentives for the operators.

Water District management will encourage operators to further their education through short courses, seminars, and subscriptions to journals and periodicals relative to the operation and maintenance of water distribution systems. The National Rural Water Association (NRWA), the Kentucky Rural Water Association, and the American Water Works Association (AWWA) are possible sources of this data.

OPERATOR RESPONSIBILITIES

- (1) Perform preventative and routine maintenance on all equipment.
- (2) Maintain accurate records as required by the Division of Water (DOW) and the Public Service Commission (PSC) including: Monthly Operating Reports (MOR), pressure recordings, equipment service intervals, etc.
- (3) Be familiar with, and practice, all rules and regulations governing safety in the workplace. Conduct and participate in safety training meetings to increase safety awareness among all employees.
- (4) Exhibit the capability to communicate to the public the importance of the operator in supplying safe drinking water.

FOR Clay County, Kentucky
Community, Town or City

P.S.C. KY. NO. 4
Original SHEET NO. 35

CANCELLING P.S.C. KY. NO. 3

SHEET NO. _____

North Manchester Water Association
(Name of Utility)

AA. Leak Adjustments. Addressing the issue of dealing with the adjustment procedures of a customer's bill when he or she has had a water leak, in their lines or plumbing fixtures. When a customer asks for an adjustment, we first take the customer's average usage of water for the past 12 months of which they are charged at our standard rates for whatever size meter that they have, then the amount of water, then the amount of water above their average due to a leak, we only charge an adjusted rate of \$2.90 per thousand plus utility tax that we are required to charge. Customers are permitted 1 leak adjustment every 12 months.

To justify the adjustment amount (\$2.90 per thousand), we buy water from our supplier at a rate of \$2.00 per thousand plus we must consider our pumping and electrical costs, as well as manpower and paper work required to adjust a customer's bill.

This procedure of bill adjustments of water leaks was approved and adopted by the North Manchester Water Association's Board of Directors on January 10, 1995 at the regular monthly meeting to be included in our Rules and Regulations.

AB. Ownership of Mains, Services and Appurtenances.

1. All mains, valves, crossings, and other appurtenances are and shall remain the property of the utility, whether installed by the utility or the customer.
2. All service lines from main to the meter with appurtenances are and shall remain the property of the utility, whether installed by the utility or by the customer.
3. The Customer shall install, own, and maintain his/her service line from the meter (or point of delivery) to the point of usage.

AC. Notification of System Problems.

The customer shall notify the utility immediately should the service be unsatisfactory for any reason, or should there be any defects, problems, trouble, or accidents affecting the water system.

DATE OF ISSUE January 2, 2019
Month / Date / Year

DATE EFFECTIVE February 2, 2019
Month / Date / Year

ISSUED BY /s/ Steve Davis
(Signature of Officer)

TITLE President

BY AUTHORITY OF ORDER OF THE PUBLIC SERVICE COMMISSION
IN CASE NO. _____ DATE _____


KENTUCKY PUBLIC SERVICE COMMISSION
Gwen R. Pinson Executive Director 
EFFECTIVE 2/2/2019 PURSUANT TO 807 KAR 5:011 SECTION 9 (1)

EXHIBIT
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