COMMONWEALTH OF KENTUCKY BEFORE THE PUBLIC SERVICE COMMISSION

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ELECTRONIC EMERGENCY DOCKET)
RELATED TO THE NOVEL CORONAVIRUS) CASE NO. 2020-00085
COVID-19)

RESPONSE OF

Boone County Water District

TO

COMMISSION STAFF'S INITIAL REQUEST FOR INFORMATION

DATED JUNE 23, 2020

FILED: July 20, 2020

COMMONWEALTH OF KENTUCKY BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

ELECTRONIC EMERGENCY

DOCKET RELATED TO THE NOVEL

CORONAVIRUS COVID-19

) CASE NO. 2020-00085

CERTIFICATION OF RESPONSE OF Boone County Water District TO COMMISSION STAFF'S INITIAL REQUEST FOR INFORMATION

This is to certify that I have supervised the preparation of Boone County Water District's Responses to Commission Staff's Initial Request for Information. The response submitted on behalf of Boone County Water District is true and accurate to the best of my knowledge, information, and belief formed after a reasonable inquiry.

Date: 7-20-2020

Harry Apness, General Manager Boone County Water District

CERTIFICATE OF SERVICE

In accordance with 807 KAR 5:001, Section 8 and the Commission's March 16, 2020 and March 24, 2020 Orders in Case No. 2020-00085 regarding electronic filings, I certify that Boone County Water District's Response to Commission Staff's Initial Request for Information was transmitted to the Public Service Commission by way of email on July 20, 2020 and Boone County Water District will file original paper copies of this filing within 30 days of the lifting of the State of Emergency.

Harry Anness, General Manager

Boone County Water District

CASE NO. 2020-00085

Response to Commission Staff's Initial Request for Information

Question No. 1

Responding Witness: Harry Anness

- Q-1. Provide the utility's current number of customers and the date used for that determination.
- A-1. Current Number of Customers-26,933, Date of Determination-7-1-2020.

CASE NO. 2020-00085

Response to Commission Staff's Initial Request for Information

Question No. 2

Responding Witness: Harry Anness

Q-2. If applicable, provide the utility's current number of customers per class.

A-2.

Residential	24,958
Commercial	1,509
Industrial	16
Multi-Unit	280
Public Authority	169
Resale	1
Total Customers	26,933

CASE NO. 2020-00085

Response to Commission Staff's Initial Request for Information

Question No. 3

Responding Witness: Harry Anness

- Q-3. If a utility provides multiple services, such as both water and sewer residential service, provide the information requested for each service separately. For those customers that receive combined service, provide each service separately if separately served or combined if billed on a combined basis. Provide the average total bill for all customers for:
 - a. 2017 as a year, not each month;
 - b. 2018 as a year, not each month;
 - c. 2019 as a year, not each month; and
 - d. Each month in 2020.

Total bill is defined as including charges for current service and past service that is unpaid, including the accumulation of fees.

- A-3. (A) 2017 Average Total Bill \$45.52
 - (B) 2018 Average Total Bill \$46.25
 - (C) 2019 Average Total Bill \$49.30
 - (D) 2020 Each Month Total Average

January \$47.41

February \$45.41

March \$50.74

April \$41.50

May \$47.09

June \$46.76

2020 Average Total Bill \$46.49

CASE NO. 2020-00085

Response to Commission Staff's Initial Request for Information

Question No. 4

Responding Witness: Harry Anness

- Q-4. If a utility provides multiple services, such as both water and sewer residential service, provide the information requested for each service separately. For those customers that receive combined service, provide each service separately if separately served or combined if billed on a combined basis. Provide the average total bill for all customers in each class for:
 - a. 2017 as a year, not each month;
 - b. 2018 as a year, not each month;
 - c. 2019 as a year, not each month; and
 - d. Each month in 2020.

Total bill is defined as including charges for current service and past service that is unpaid, including the accumulation of fees.

A-4. See Attached Labeled A-4

Boone County Water District PSC Case # 2020-00085 Item #4 Average Total Bill Including Unpaid Past Bills & Fees By Class

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	Resi	dential Custon	ners	Com	mercial Custo	mers	Indu	strial Custor	nerc	Mul	ti-Unit Custon	narc	Public /	Luthority Cus	tomers	P.	sale Custom	are .
	Total No.			Total No.				Total Amt					Public Authority Customers Total No. Total Amt Average			Total No.	Average	
2017	of Bills	Billed	Bitt	of Bills	Billed	Bill	of Bills	Billed	Bill	of Bills	Billed	Bill	of Bills	Billed	Bill	of Bills	Billed	Bill
2017 Totals	285,501	8,754,686.38		16,705	4,137,428.52			126,870.98		3,253			1,872	600,603.75		12	183,400.08	
	Average B	ill	30.66	Average Bi	iii	247.68	Average B	 	660.79	Average B	<u> </u>	238.63	Average B		320.84	Average B	<u> </u> H1	15,283.34
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2018	of Bills	Billed	Bill	of Bills	Billed	Bill	of Bills	Billed	Bill	of Bills	Billed	Bill	of Bills	Billed	Bill	of Bills	Billed	Bill
2018 Totals	289,586	8,583,322.53		17,679	4,240,751.34		192	109,965.78		3,279	821,571.36		1,892	610,231.94		12	167,673.28	
	Average B	#	29.64	Average Bi	li .	239.88	Average B	TH .	572.74	Average B	ill	250.56	Average B	ill	322.53	Average B	<u> </u>	13,972.77
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Boone County Water District PSC Case # 2020-00085 Item #4 Average Total Bill Including Unpaid Past Bills & Fees By Class

A-4

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Boone County Water District PSC Case # 2020-00085 Item #4 Average Total Bill Including Unpaid Past Bills & Fees By Class

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	Average Bi	11	25.57	Average Bi	ill	214.64	Average Bi	H	497.85	Average Bil	I	219.92	Average 8	ill	272.49	Average Bil	1	12,874.34
2020 Totals	173,776	4,443,579.52		10,309	2,212,761.40		112	55,758.89		1,951	429,063.91		1,151	313,633.53		7	90,120.35	
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CASE NO. 2020-00085

Response to Commission Staff's Initial Request for Information

Question No. 5

Responding Witness: Harry Anness

- Q-5. If a utility provides multiple services, such as both water and sewer residential service, provide the information requested for each service separately. For those customers that receive combined service, provide each service separately if separately served or combined if billed on a combined basis. Provide the average bill for current service for all customers for:
 - a. 2017 as a year, not each month;
 - b. 2018 as a year, not each month;
 - c. 2019 as a year, not each month; and
 - d. Each month in 2020.
- A-5. See Attached Labeled A-5.

A-5

Boone County Water District PSC Case # 2020-00085 Item #5 Average Total Current Bill All Customers

2017	Total Number of Bills	Total Current Amount Billed	Average Bill
2017 Totals	307,523	13,513,589.91	talagamanan iyangin algan inga magayan as sanin ada galapa magayilgan
		2017 Average Bill	43.94
	Total Number	Total Current	Average
2018 2018 Totals	of Bills	Amount Billed	Bill
ZUIS LOTAIS	312,628	13,981,988.27	
		2018 Average Bill	44.72
	Total Number	Total Current	Average
2019	of Bills	Amount Billed	Bill
January	26,280	1,282,486.74	48.80
February	26,300	1,042,119.72	39.62
March	26,325	1,126,259.91	42.78
April	26,346	1,026,970.10	38.98
May	26,379	1,209,706.57	45.86
	Total Number	Total Current	Average
2020	of Bills	Amount Billed	Bill
January	26,666	1,220,197.10	45.76
February	26,639	1,178,252.45	44.23
March	26,675	1,214,394.88	45.53
April	26,724	1,041,236.97	38.96
May	26,786	1,189,894.52	44.42
June	26,876	1,169,411.19	43.51
July	26,933	1,399,406.32	51.96
August			#DIV/0!
September			#DIV/0!
October			#DIV/0!
November			#DIV/0!
December			#DIV/0!
2020 Totals	187,299	8,412,793.43	
		2020 Average Bill	44.92

CASE NO. 2020-00085

Response to Commission Staff's Initial Request for Information

Question No. 6

Responding Witness: Harry Anness

- Q-6. If a utility provides multiple services, such as both water and sewer residential service, provide the information requested for each service separately. For those customers that receive combined service, provide each service separately if separately served or combined if billed on a combined basis. Provide the average bill for current service for all customers in each class for:
 - a. 2017 as a year, not each month;
 - b. 2018 as a year, not each month;
 - c. 2019 as a year, not each month; and
 - d. Each month in 2020.

The differences between request 3 and request 5, and request 4 and request 6 should provide the average arrearage for all customers and for each class, respectively.

A-6. See Attached Labeled A-6.

Boone County Water District PSC Case # 2020-00085 Item #6 Average Current Bill By Class



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_		dential Custon			mercial Custo			Industrial Customers		Multi-Unit Customers		Public Authority Customers			Resale Customers			
	Total No.			Total No.										Total Amt			Total Amt	
2017	of Bills	Billed	Bill	of Bills	Billed	Bill	of Bills		Bill	of Bills	Billed	Bill	of Bills		Bill	of Bills	Billed	Bill
2017 Totals	285,501	8,322,980.53		16,705	4,087,973.77	<u>' </u>	192	126,870.98		3,253	775,550.42		1,872	599,914.21		12	183,400.08	
	Average Bi	ill	29.15	Average Bi	ill	244.72	Average B	ill	660.79	Average B	III	238.41	Average E	 3i ll	320,47	Average B	111	15,283.3
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	Resi	dential Custon			mercial Custo			strial Custor	ners	Mult	i-Unit Custo	mers	Public /	L Authority Cu:	stomers	Re	sale Custon	iers
	Total No.			Total No.						Total No.				Total Amt				
2018	of Bills	Billed 8,235,287.04	Bill	of Bills	Billed	Bill	of Bills	Billed	Bill	of Bills	Billed	Bill	of Bills		Bill	of Bills	Billed	Bill
2018 Totals	289,586	8,235,287.04		17,679	4,213,731.56	1	192	109,965.78		3,2/9	820,405.65		1,892	602,778.24		12	167,673.28	
	Average Bi	11	28.44	Average Bi	II .	238.35	Average B	ill	572.74	Average B	ill	250.20	Average 8	3iH	318.59	Average B	11	13,972.77
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Boone County Water District PSC Case # 2020-00085 Item #6 Average Current Bill By Class



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		dential Custom			mercial Custor			strial Custor		Multi-Unit Customers Total No. Total Amt Average		 	Authority Cus			sale Custom		
2010	Total No.	Total Amt Billed	Average	Total No.	Total Amt Billed	Average Bill	of Bills	Total Amt Billed		Total No.	Total Amt Billed		H	Total Amt			Total Amt	-
2019 2019 Totals		8,822,806.69	Bill		4,770,508.76			111,661.88	Bili		869,933.27	Bill	of Bills	Billed 689,013.88	Bill	of Bills	Billed	Bill
2013 TOTAIS	254,224	6,622,600.05	_	17,503	4,770,306.76		152	111,001.00		3,333	603,333.Z/		1,928	003,013.00		12	198,991.46	
<u> </u>	Average Bi	II	29.99	Average B	! ill	265.57	Average B	III	581.57	Average 8	ill	258 99	Average B	itt	357 37	Average 8	ill	16,582.62
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	Rosi	dential Custom	ere	Com	mercial Custor	nore	Indu	strial Custor	ners	RAUI	i-Unit Custo	more	Public A	Authority Cus	tomere	Pa	sale Custom	arc .
ļ	Total No.	Total Amt	Average	Total No.	Total Amt	Average	Total No.	Total Amt		Total No.	Total Amt		Total No.		Average	Total No.	Total Amt	
2020	of Bills	Billed	Bill	of Bills	Billed	Bill	of Bills	Billed	Bill	of Bills	Billed	Bill	of Bills	Billed	Bill	of Bills	Billed	Bill
January	24,717	669,092.66	27.07	1,489	412,825.97	277.25	16		644.46	280			164		329.60	1	17,076.99	17,076,99
February	24,744	686,792.32	27.76	1,438	354,947.76	246.83	16	8,542.20	533.89	278	72,785.01	261.82	163	55,185.16	338.56	1	16,304.26	16,304.26
March	24,778	691,564.58	27.91	1,440	388,169.60	269.56	16	9,823.30	613.96	278	75,086.26	270.09	163	49,751.14	305.22	1	19,308.15	19,308.15
April	24,807	638,132.84	25.72	1,461	281,794.82	192.88	16	9,337.04	583.57	277	62,584.32	225.94	163	49,387.95	302.99	1	18,885.90	18,885.90
May	24,860	691,997.26	27.84	1,469	361,080.42	245.80	16		572.79	278		260.76			338.41	1	18,545.05	18,545.05
June	24,911	753,839.79	30.26	1,503	285,176.09	189.74	16	8,580.44	536.28	280		257.87	166		298.86	1		0.00
July	24,959	779,944.21	31.25	1,509	347,396.34		16		0.00	280	213,597.60		169	50,345.60	297.90	1		0.00
August			#DIV/0!			#DIV/0!			#DIV/0!			#DIV/0!			#DIV/0!			#DIV/0!
September			#DIV/01			#DIV/0!			#DIV/0!			#DIV/01			#DIV/01			#DIV/0!
October			#DIV/0!			#DIV/0!	ļ		#DIV/0!	ļ		#DIV/0!			#DIV/01			#DIV/0!
November			#DIV/01			#DIV/0!			#DIV/0!	-		#DIV/0!	l		#DIV/0!			#DIV/0!
December			#DIV/01	-		#DIV/0!			#DIV/0!			#DIV/0!			#DIV/0!			#DIV/0!
2020 Totals	173,776	4,911,363.66		10,309	2,431,391.00		112	55,758.89		1,951	642,661.51		1,151	363,495.80		7	90,120.35	
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Ĺ	Average Bi	11	28.26	Average B	ill	235.85	Average B	ili	497.85	Average B	ilf	329.40	Average B	111	315.81	Average B	ill	12,874.34

CASE NO. 2020-00085

Response to Commission Staff's Initial Request for Information

Question No. 7

Responding Witness: Harry Anness

- Q-7. Explain how the utility calculates bad debt.
 - a. Explain the decision criteria governing when the utility writes off bad debt.
 - b. Provide the monthly bad debt write-offs for each month in 2018, 2019 and 2020.
 - c. If the utility has changed its calculation or determination of bad debt in the past two years, explain its previous calculation or determination of bad debt and the reason for the change.
- A-7. (A) After Attempting to collect debt via Billing, Accounts are sent to collections. If payment is not received in 2 years amounts are written off as bad debt.
 - (B) Bad debt is written off in December.

2017 \$35,082.00

2018 \$26,048.00

2019 \$33,078.00

2020 \$0

(C) The decision criteria has not changed in the past 2 years.

CASE NO. 2020-00085

Response to Commission Staff's Initial Request for Information

Question No. 8

Responding Witness: Harry Anness

Q-8. Assuming the Commission's moratorium on disconnections was not in effect, provide the number of customers in each class that would be subject to disconnection, and the date used for this determination.

976

A-8. Date of Determination:	7/17/2020
Customer Class	Number of Customers That Would be Subject to Disconnection
Residential Commercial Industrial Multi-Unit Public Authority Resale	947 29

Total

CASE NO. 2020-00085

Response to Commission Staff's Initial Request for Information Question No. 9

Responding Witness: Harry Anness

Q-9. Provide the percent of customers, by class, that pay on time for:

- a. 2017 as a year, not each month;
- b. 2018 as a year, not each month;
- c. 2019 as a year, not each month; and d. Each month in 2020

A-9. Percentage of customers that pay on time.

2017	Residential 62%	Commercial 89.00%	Industrial 100%	Multi- Unit 97%	Public Authority 97%	Resale 100%
2018	63%	91%	100%	99%	98%	100%
2019	70%	91%	100%	94%	98%	100%
2020						
Jan	97%	99%	100%	100%	100%	100%
Feb	97%	99%	100%	100%	100%	100%
Mar	97%	99%	100%	100%	100%	100%
Apr	96%	98%	100%	100%	100%	100%
May	97.00%	98%	100%	100%	100%	100%
Jun	96%	99%	100%	100%	100%	100%
Jul	96%	98%	100%	100%	100%	100%
Aug						
Sep						
Oct						
Nov						
Dec					····	

CASE NO. 2020-00085

Response to Commission Staff's Initial Request for Information

Question No. 10

Responding Witness: Harry Anness

- Q-10. Provide the following information for January 1, 2015, until December 31, 2019. If a utility provides multiple services, such as both water and sewer residential service, provide the information requested for each service separately. For those customers that receive combined service, provide each service separately if separately served or combined if billed on a combined basis. Further, provide the following information by class.
 - a. Provide monthly totals of service termination notices issued to customers only for nonpayment of bills.
 - b. Provide monthly totals of service terminations for customers only for non- payment of bills.
 - c. Provide the total number of customers for each month.

This information should be provided so as not to duplicate customer counts. The information requested in this request should be presented similarly to the residential-only information provided in Case No. 2019-00366. For reference, refer to Louisville Gas and Electric Company and Kentucky Utilities Company's response to Post-Formal Conference Request for Information filed with the Commission on March 6, 2020.

A-10. See Attached Labeled A-10.

Boone County Water District PSC Case # 2020-00085 Item # 10 Termination Notices & Terminations By Month 1/1/2015 through 12/31/2019

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	Tota		esidential Custo Total No.	mers Total	Total No.	mmercial Custo Total No.	Total	Total No.	ndustrial Custom Total No.	Total	Total No.	Multi-Unit Custo Total No.	Total	Total No.	fic Authority Cu Total No.	Stomers Total	Total No.	Resale Custom Total No.	ers
 	O		of Disconnect	Customers		of Disconnect		of	of Disconnect	Customers	of	of Disconnect		of	of Disconnect		of	of Disconnect	
2015		mers	Notices	Disconnected	Customers	Notices	Disconnected	Customers		Disconnected	Customer		Disconnected			Disconnected	Customers		Disconnected
January																			
February																<u> </u>			
March																	 		
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2015 Totals		0	0	0	0	0	0	0	0	0		0 0	0	0	0	0	0	0	0
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		R	esidential Custo	mers	Co	mmercial Custo	mers	1	ndustrial Custom	iers		Multi-Unit Custo	omers	Puk	lic Authority Cu	stomers		Resale Custom	ers
		No.	Total No.	Total	Total No.	Total No.	Total	Total No.	Total No.	Total	Total No.		Total	Total No.		Total	Total No.	Total No.	Total
	01		of Disconnect	Customers		of Disconnect		of	of Disconnect	Customers	of	of Disconnect		of	of Disconnect		of	of Disconnect	
2016	Custo		Notices 904	Disconnected	Customers	Notices	Disconnected	Customers		Disconnected	Customer 24		Disconnected			Disconnected	Customers	Notices	Disconnected
January February		3,340 3,378	541	192	1,316	12		16		0	24						1 1	<u> </u>	
March		3,429	781	154	1,329	8		16		0	24						1		
April		3,455	645	128	1,363	14		16		0	24						1		0
May	2	3,475	799	155	1,387	10	1	16	0	0	24						1	0	0
June		3,510	413	149	1,401	6		16	0	0							1		0
July		3,533	904	125	1,421			16		0	24						1		0
August		3,571 3,588	499 928	145	1,401	21		16	0	0	24						1		
September October		3,588	928	198	1,419	8		16		0	24						1		
November		3,628	934	179	1,363	18		16	0	0	24						1		
December		3,641	919	149	1,355	11		16		0	24						1	0	0
2016 Totals	28	2,159	9,178	1,808	16,459	128	28	192	0	0	2,94	1 8	3 0	1,862	2	0	12	0	0
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	o	No.	Total No. of Disconnect	Total Customers	Total No.	Total No. of Disconnect	Total Customers	Total No.	Total No. of Disconnect	Total Customers	of	Total No. of Disconnect	Total Customers	Total No.	Total No. of Disconnect	Total Customers	of	Total No. of Disconnect	Total Customers
2017	Custo	No.	Total No. of Disconnect Notices	Total Customers Disconnected	Total No. of Customers	Total No. of Disconnect Notices	Total Customers Disconnected	Total No. of Customers	Total No. of Disconnect Notices	Total Customers Disconnected	of Customer	of Disconnect Notices	Total	Total No. of Customers	Total No. of Disconnect Notices	Total Customers Disconnected		Total No. of Disconnect Notices	Total
January	Custo 2	No. mers 3,747	Total No. of Disconnect Notices 799	Total Customers Disconnected 128	Total No. of Customers 1,223	Total No. of Disconnect Notices	Total Customers Disconnected 0	Total No. of Customers 16	Total No. of Disconnect Notices	Total Customers Disconnected	of Customer 26	Total No. of Disconnect Notices	Total Customers Disconnected 0	Total No. of Customers 154	Total No. of Disconnect Notices	Total Customers Disconnected 0	of	Total No. of Disconnect Notices	Total Customers
January February	Custo 2 2	No. f mers 3,747 3,708	Total No. of Disconnect Notices 799 744	Total Customers Disconnected 128 115	Total No. of Customers 1,223 1,233	Total No. of Disconnect Notices 10 13	Total Customers Disconnected 0 0	Total No. of Customers 16	Total No. of Disconnect Notices 0	Total Customers Disconnected 0 0	Of Customer 26 26	Total No. of Disconnect Notices Notices	Total Customers Disconnected 0	Total No. of Customers 154	Total No. of Disconnect Notices 0	Total Customers Disconnected 0	of	Total No. of Disconnect Notices 0	Total Customers Disconnected 0
January	Custo 2 2 2	No. mers 3,747	Total No. of Disconnect Notices 799	Total Customers Disconnected 128	Total No. of Customers 1,223	Total No. of Disconnect Notices	Total Customers Disconnected 0 0 0	Total No. of Customers 16	Total No. of Disconnect Notices 0	Total Customers Disconnected	Of Customer 26	Total No. of Disconnect Notices 1 7 8	Total Customers Disconnected 0 0 4	Total No. of Customers 154 154	Total No. of Disconnect Notices 0 1	Total Customers Disconnected 0 0 0	Of Customers 1	Total No. of Disconnect Notices 0 0	Total Customers Disconnected 0 0
January February March	2 2 2 2 2	No. f mers 3,747 3,708 3,748	Total No. of Disconnect Notices 799 744 774	Total Customers Disconnected 128 115 161	Total No. of Customers 1,223 1,233 1,273	Total No. of Disconnect Notices 10 13	Total Customers Disconnected 0 0 0 0	Total No. of Customers 16 16 16 16 16 16	Total No. of Disconnect Notices 0 0 0 0 0 0	Total Customers Disconnected 0 0 0	of Customer 26 26 26 26 27	. Total No. of Disconnects Notices 6 17 0 8 4 9 0 0 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	Total Customers Disconnected 0 0 4 4 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	Total No. of Customers 154 154 155 155	Total No. of Disconnect Notices 0 1 0 0 2	Total Customers Disconnected 0 0 0 0 0	of Customers	Total No. of Disconnect Notices 0 0 0 0 0	Total Customers Disconnected 0 0 0 0 0 0
January February March April May June	2 2 2 2 2 2 2 2 2 2	No. f mers 3,747 3,708 3,748 3,746 3,747 3,740	Total No. of Disconnect Notices 799 744 774 735 697 610	Total Customers Disconnected 128 115 161 116 160 88	Total No. of Customers 1,223 1,233 1,273 1,302 1,353 1,435	Total No. of Disconnect Notices 10 13 16 12 11 14	Total Customers Disconnected 0 0 0 1	Total No. of Customers 16 16 16 16 16	Total No. of Disconnect Notices 0 0 0 0 0 0 0 0	Total Customers Disconnected 0 0 0 0 0 0 0	of Customer 26 26 26 27 27	Total No. of Disconnects Notices 17 7 6 8 4 9 7 10 10 10 10 10 10 10 10 10 10 10 10 10	Total Customers Disconnected 0 0 0 1 4 4 0 0 0 0 0 0 0 0 0 0 0 0 0 0	Total No. of Customers 154 154 155 155 155	Total No. of Disconnect Notices 0 1 0 0 2	Total Customers Disconnected 0 0 0 0 0 0 0 0 0	of Customers 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	Total No. of Disconnect Notices 0 0 0 0 0 0 0	Total Customers Disconnected 0 0 0 0 0 0
January February March April May June July	2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2	No. 1 No. 2	Total No. of Disconnect Notices 799 744 774 735 697 610 839	Total Customers Disconnected 128 115 161 116 160 888 137	Total No. of Customers 1,223 1,233 1,233 1,302 1,353 1,435 1,445	Total No. of Disconnect Notices 10 13 16 12 11 14	Total Customers Disconnected 0 0 1 1 1 0	Total No.	Total No. of Disconnect Notices 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	Total Customers Disconnected 0 0 0 0 0 0 0 0 0	of Customer 26 26 26 26 27 27 27	Total No. of Disconnects Notices Notices 1 7 8 4 9 2 2 3 4 3	Total Customers Disconnected 0 0 0 1 1 0 0 0 0 0	Total No. of Customers 154 154 155 155 158 157	Total No. of Disconnect Notices 0 1 0 0 2 0 0 0 0	Total Customers Disconnected 0 0 0 0 0 0 0 0 0 0 0 0	of Customers 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	Total No. of Disconnect Notices 0 0 0 0 0 0 0 0 0 0	Total Customers Disconnected 0 0 0 0 0 0
January February March April May June July August	2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2	No.	Total No. of Disconnect Notices 799 744 774 735 697 610 839 767	Total Customers Disconnected 128 115 161 166 160 88 137	Total No. of Customers 1,223 1,233 1,273 1,302 1,353 1,435 1,463 1,470	Total No. of Disconnect Notices 10 13 16 12 11 14 9	Total Customers Disconnected 0 0 0 1 1 1 2 2	Total No.	Total No. of Disconnect Notices 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	Total Customers Disconnected 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	of Customer 26 26 26 26 27 27 27 27	Total No. of Disconnects Notices Notices 9 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	Total Customers Disconnected 0 0 0 0 0 0 0 0 0	Total No. of Customers 154 154 155 155 155 158 157 158	Total No. of Disconnect Notices 0 1 0 2 0 0 1 1 1 1 1 1 1 1 1 1 1	Total Customers Disconnected 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	of Customers 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	Total No. of Disconnect Notices 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	Total Customers Disconnected 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0
January February March April May June July	2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2	No. 1 No. 2	Total No. of Disconnect Notices 799 744 774 735 697 610 839	Total Customers Disconnected 128 115 161 116 160 888 137	Total No. of Customers 1,223 1,233 1,233 1,302 1,353 1,435 1,445	Total No. of Disconnect Notices 10 13 16 12 11 14	Total Customers Disconnected 0 0 0 1 1 1 0 2 2	Total No.	Total No. of Disconnect Notices 0 0 0 0 0 0 0 0 0 0 0 0 0	Total Customers Disconnected 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	of Customer 26 26 26 27 27 27 27 27	Total No. of Disconnects Notices 7 7 8 9 9 2 2 3 3 4 3 3 6 3 6 6 6 7 7 7 7 7 7 7 7 7 7 7 7 7	Total Customers Disconnected	Total No. of Customers 154 155 155 158 158 155 158 158 155 158 158	Total No. of Disconnect Notices 0 1 0 2 0 1 1 1 1 1	Total Customers Disconnected 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	of Customers 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	Total No. of Disconnect Notices 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	Total Customers Disconnected 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0

Boone County Water District PSC Case # 2020-00085 Item # 10 Termination Notices & Terminations By Month 1/1/2015 through 12/31/2019

A-10

November	23,881			1,492			16									1		
December	23,898	777	0	1,502	20	0	16	0	0	273	0	0	156	0	0	1	. 0	0
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2017 Totals	285,501	9,223	1,482	16,705	166	17	192	0	0	3,253	9	4	1,872	5	0	12	0	0
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		Residential Cust	omers	C	ommercial Custo	omers	1	ndustrial Custor	mers	-	Multi-Unit Custo	mers	Pub	lic Authority Cu	istomers	·	Resale Custom	ers
	Total No.	Total No.	Total	Total No.	Total No.	Total	Total No.	Total No.	Total	Total No.	Total No.	Total	Total No.		Total	Total No.	Total No.	Total
	of	of Disconnect	Customers	af	of Disconnect	Customers	of	of Disconnect	Customers	of	of Disconnect	Customers	of	of Disconnect	Customers	of	of Disconnect	Customers
2018	Customers	Notices	Disconnected	Customers	Notices	Disconnected	Customers	Notices	Disconnected	Customers	Notices	Disconnected	Customers	Notices	Disconnected	Customers	Notices	Disconnected
January	23,916	937	217	1,471	16	2	16	0	0	271		0	156	0	0	1	. 0	0
February	23,956		63	1,455			16	0								1		O
March	23,989		104	1,447			16	0		271						1		
April	23,998		126	1,450			16									1		0.
May	24,074		205	1,446			16									1		0
june	24,130	787	0	1,440			16									1		
July	24,169			1,467	12		16									1		
August	24,205			1,470			16									1		
September October	24,250 24,277			1,490			16									1		
November	24,300		120	1,533			16									1		
December	24,300	794	182	1,510			16			280		·				1		
5-00111001	27,322	734	102	1,310		- 3	1 10			200	<u> </u>	1	100	-	+	 	1	
2018 Totals	289,586	9,043	1,678	17,679	136	20	192	0	0	3,279	4	0	1,892	4	1	12	0	0
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		Residential Custo			ommercial Custo	7		ndustrial Custor			Multi-Unit Custo			lic Authority Cu			Resale Custom	
	Total No.	Total No.	Total	Total No.	Total No.	Total	Total No.	Total No.	Total	Total No.	Total No.	Total	Total No.	Total No.	Total	Total No.	Total No.	Total
	Total No.	Total No. of Disconnect	Total Customers	Total No. of	Total No. of Disconnect	Total Customers	Total No.	Total No. of Disconnect	Total Customers	Total No. of	Total No. of Disconnect	Total Customers	Total No. of	Total No. of Disconnect	Total Customers	of	Total No. of Disconnect	Total Customers
2019	Total No. of Customers	Total No. of Disconnect Notices	Total Customers Disconnected	Total No. of Customers	Total No. of Disconnect Notices	Total Customers Disconnected	Total No. of Customers	Total No. of Disconnect Notices	Total Customers Disconnected	Total No. of Customers	Total No. of Disconnect Notices	Total Customers Disconnected	Total No. of Customers	Total No. of Disconnect Notices	Total Customers Disconnected	of Customers	Total No. of Disconnect Notices	Total Customers Disconnected
January	Total No. of Customers 24,364	Total No. of Disconnect Notices 599	Total Customers Disconnected 158	Total No. of Customers 1,464	Total No. of Disconnect Notices 14	Total Customers Disconnected 3	Total No. of Customers 16	Total No. of Disconnect Notices	Total Customers Disconnected 0	Total No. of Customers 278	Total No. of Disconnect Notices	Total Customers Disconnected 0	Total No. of Customers 158	Total No. of Disconnect Notices	Total Customers Disconnected 0	of Customers	Total No. of Disconnect Notices	Total Customers Disconnected 0
January February	Total No. of Customers 24,364 24,374	Total No. of Disconnect Notices 599 745	Total Customers Disconnected 158 101	Total No. of Customers 1,464 1,473	Total No. of Disconnect Notices 14	Total Customers Disconnected 3 0	Total No. of Customers 16	Total No. of Disconnect Notices 0	Total Customers Disconnected 0	Total No. of Customers 278	Total No. of Disconnect Notices 0	Total Customers Disconnected 0	Total No. of Customers 158 159	Total No. of Disconnect Notices	Total Customers Disconnected 0	Customers	Total No. of Disconnect Notices 0	Total Customers Disconnected 0
January February Warch	Total No. of Customers 24,364 24,374 24,404	Total No. of Disconnect Notices 599 745 586	Total Customers Disconnected 158 101 82	Total No. of Customers 1,464 1,473 1,469	Total No. of Disconnect Notices 14 11	Total Customers Disconnected 3 0	Total No. of Customers 16 16	Total No. of Disconnect Notices 0 0	Total Customers Disconnected 0 0 0	Total No. of Customers 278 278	Total No. of Disconnect Notices	Total Customers Disconnected 0 0	Total No. of Customers 158 159	Total No. of Disconnect Notices 1 1	Total Customers Disconnected 0 0 0	of Customers 1 1 1	Total No. of Disconnect Notices 0 0	Total Customers Disconnected 0 0
January February March April	Total No. of Customers 24,364 24,374 24,404 24,430	Total No. of Disconnect Notices 599 745 586 674	Total Customers Disconnected 158 101 82 124	Total No. of Customers 1,464 1,473 1,469 1,464	Total No. of Disconnect Notices 14 11 5	Total Customers Disconnected 3 0 1 0	Total No. of Customers 16 16 16 16	Total No. of Disconnect Notices 0 0 0	Total Customers Disconnected 0 0 0	Total No. of Customers 278 278 278 278	Total No. of Disconnect Notices 0 17	Total Customers Disconnected 0 0 0 0	Total No. of Customers 158 159 158	Total No. of Disconnect Notices 1 0 0	Total Customers Disconnected 0 0 0 0 0	of Customers	Total No. of Disconnect Notices 0 0 0 0	Total Customers Disconnected 0 0 0
January February Warch	Total No. of Customers 24,364 24,374 24,404	Total No. of Disconnect Notices 599 745 586 674 311	Total Customers Disconnected 158 101 82 124	Total No. of Customers 1,464 1,473 1,469	Total No. of Disconnect Notices 14 11 5 11 6	Total Customers Disconnected 3 0 1 0 2	Total No. of Customers 16 16	Total No. of Disconnect Notices 0 0 0 0 0 0	Total Customers Disconnected 0 0 0 0 0	Total No. of Customers 278 278 278 278 278 278 281	Total No. of Disconnect Notices 17 00 00 00 00	Total Customers Disconnected 0 0 0 0 0 0	Total No. of Customers 158 159 158 158 158	Total No. of Disconnect Notices 1 1 0 0 1	Total Customers Disconnected 0 0 0 0 0 0 0 0	of Customers 1 1 1	Total No. of Disconnect Notices 0 0 0 0 0 0	Total Customers Disconnected 0 0 0 0 0
January February March April May	Total No. of Customers 24,364 24,374 24,404 24,430 24,467	Total No. of Disconnect Notices 599 745 586 674 311 543	Total Customers Disconnected 158 101 82 124 169 152	Total No. of Customers 1,464 1,473 1,469 1,464 1,456	Total No. of Disconnect Notices 14 11 5 11 6	Total Customers Disconnected 3 0 1 1 2 2	Total No. of Customers 16 16 16 16 16	Total No. of Disconnect Notices 0 0 0 0 0 0 0 0	Total Customers Disconnected 0 0 0 0 0 0 0 0 0	Total No. of Customers 278 278 278 278 278 281	Total No. of Disconnect Notices 17 00 00 00 00 00	Total Customers Disconnected 0 0 0 0 0 0 0 0	Total No. of Customers 158 159 158 158 159 160	Total No. of Disconnect Notices 1 1 0 0 1 0 0 0 0	Total Customers Disconnected 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	of Customers 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	Total No. of Disconnect Notices 0 0 0 0 0 0 0	Total Customers Disconnected 0 0 0 0 0
January February March April May June	Total No. of Customers 24,364 24,374 24,404 24,467 24,514 24,564 24,577	Total No. of Disconnect Notices 599 745 586 674 311 543 375 774	Total Customers Disconnected 158 101 82 124 169 152 134 231	Total No. of Customers 1,464 1,473 1,469 1,456 1,456 1,490	Total No. of Disconnect Notices 14 111 5 11 6 19 11 7	Total Customers Disconnected 3 0 1 0 2 2 1 1	Total No. of Customers 16 16 16 16 16 16 16 16 16 16 16 16 16	Total No. of Disconnect Notices 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	Total Customers Disconnected 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	Total No. of Customers 278 278 278 278 281 281 281 281 281	Total No. of Disconnect Notices 17 0 0 0 17 0 0 0 17 0 0 0 0 0 0 0 0 0	Total Customers Disconnected 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	Total No. of Customers 158 159 158 158 159 160 160	Total No. of Disconnect Notices 1 0 0 0 0 0 0 0 0 0 0 0	Total Customers Disconnected 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	of Customers 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	Total No. of Disconnect Notices 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	Total Customers Disconnected 0 0 0 0 0 0 0 0 0 0
January February March April May June July	Total No. of Customers 24,364 24,374 24,404 24,430 24,457 24,514 24,564 24,577 24,587	Total No. of Disconnect Notices 599 745 586 674 311 543 375 774 624	Total Customers Disconnected 158 101 82 124 169 152 134 231 171	Total No. of Customers 1,464 1,473 1,469 1,464 1,456 1,490 1,487 1,492	Total No. of Disconnect Notices 14 11 5 11 6 19 11 7 10	Total Customers Disconnected 3 0 1 2 2 2 1 1 4	Total No. of Customers 16 16 16 16 16 16 16 16 16	Total No. of Disconnect Notices 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	Total Customers Disconnected 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	Total No. of Customers 278 275 278 281 281 281 281 281 281 281	Total No. of Disconnect Notices 0 17 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	Total Customers Disconnected 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	Total No. of Customers 1588 159 158 159 160 162 161 161 163	Total No. of Disconnect Notices 1 0 0 1 0 0 0 0 0 0 0 0 0 0	Total Customers Disconnected 0 0 0 0 0 0 0 0 0	of Customers 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	Total No. of Disconnect Notices 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	Total Customers Disconnected 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0
January February March April May June July August September October	Total No. of Customers 24,364 24,374 24,404 24,430 24,451 24,554 24,557 24,587 24,623	Total No. of Disconnect Notices 559 745 586 674 311 543 375 774 624 786	Total Customers Disconnected 158 101 82 124 169 152 134 231 171 167	Total No. of Customers 1,464 1,473 1,469 1,464 1,456 1,490 1,487 1,482 1,530	Total No. of Disconnect Notices 14 11 5 11 6 19 11 7 10 10	Total Customers Disconnected 3 0 1 0 2 2 1 1 4 4	Total No. of Customers 16 16 16 16 16 16 16 16 16 1	Total No. of Disconnect Notices 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	Total Customers Disconnected 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	Total No. of Customers 278 275 278 281 281 281 281 281 281 281 281 281 28	Total No. of Disconnect Natices 0 0 17 0 0 0 17 0 0 0 0 0 0 0 0 0 0 0	Total Customers Disconnected 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	Total No. of Customers 158 159 158 159 160 162 161 163 163 163 163 163 163 163 163 163	Total No. of Disconnect Notices 1 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	Total Customers Disconnected 0 0 0 0 0 0 0 0 0	of Customers 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	Total No. of Disconnect Notices 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	Total Customers Disconnected 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0
January February March April May June July August September October November	Total No. of Customers 24,364 24,374 24,404 24,430 24,467 24,514 24,564 24,577 24,587 24,623 24,643 24,643	Total No. of Disconnect Notices 599 745 586 674 311 543 375 774 624 786 751	Total Customers Disconnected 158 101 82 124 169 152 134 231 171 167	Total No. of Customers 1,464 1,473 1,469 1,464 1,450 1,487 1,490 1,530 1,554 1,575	Total No. of Disconnect Notices 14 11 15 5 11 17 6 6 19 11 17 7 10 16 8 8 8	Total Customers Disconnected 3 0 1 1 2 2 2 1 1 4 1 4 1 4	Total No. of Customers 16 16 16 16 16 16 16 16 16 16 16 16 16	Total No. of Disconnect Notices 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	Total Customers Disconnected 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	Total No. of Customers 278 278 278 281 281 281 281 281 281 281 281 281 28	Total No. of Disconnect Natices 0 0 17 0 0 0 17 0 0 0 0 0 0 0 0 0 0 0 0	Total Customers Disconnected 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	Total No. of Customers 158 159 158 158 159 160 160 161 163 163	Total No. of Disconnect Notices 1 0 0 0 0 0 0 0 0 0 0 0 0 0 0	Total Customers Disconnected 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	of Customers 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	Total No. of Disconnect Notices 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	Total Customers Disconnected 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0
January February March April May June July August September October	Total No. of Customers 24,364 24,374 24,404 24,430 24,451 24,554 24,557 24,587 24,623	Total No. of Disconnect Notices 559 745 586 674 311 543 375 774 624 786	Total Customers Disconnected 158 101 82 124 169 152 134 231 171 167	Total No. of Customers 1,464 1,473 1,469 1,464 1,456 1,490 1,487 1,482 1,530	Total No. of Disconnect Notices 14 11 15 5 11 17 6 6 19 11 17 7 10 16 8 8 8	Total Customers Disconnected 3 0 1 1 2 2 2 1 1 4 4 1 4 4	Total No. of Customers 16 16 16 16 16 16 16 16 16 1	Total No. of Disconnect Notices 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	Total Customers Disconnected 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	Total No. of Customers 278 278 278 281 281 281 281 281 281 281 281 281 28	Total No. of Disconnect Natices 0 0 17 0 0 0 17 0 0 0 0 0 0 0 0 0 0 0 0	Total Customers Disconnected 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	Total No. of Customers 158 159 158 158 159 160 160 161 163 163	Total No. of Disconnect Notices 1 0 0 0 0 0 0 0 0 0 0 0 0 0 0	Total Customers Disconnected 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	of Customers 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	Total No. of Disconnect Notices 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	Total Customers Disconnected 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0
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January February March April May June July August September October November	Total No. of Customers 24,364 24,374 24,404 24,430 24,467 24,514 24,564 24,577 24,587 24,623 24,643 24,643	Total No. of Disconnect Notices 599 745 586 674 311 543 375 774 624 786 751 716	Total Customers Disconnected 158 101 82 124 169 152 134 231 171 167 173 244	Total No. of Customers 1,464 1,473 1,469 1,464 1,450 1,487 1,490 1,530 1,554 1,575	Total No. of Disconnect Notices 14 11 5 11 6 11 7 7 100 16 8 17	Total Customers Disconnected 3 0 1 1 0	Total No. of Customers 16 16 16 16 16 16 16 16 16 16 16 16 16	Total No. of Disconnect Notices 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	Total Customers Disconnected 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	Total No. of Customers 278 278 278 281 281 281 281 281 281 281 281 281 28	Total No. of Disconnect Notices 0 17 0 0 0 0 17 0 0 0 0 0 0 0 0 0 0 0	Total Customers Disconnected 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	Total No. of Customers 158 159 158 159 160 162 161 163 163 163	Total No. of Disconnect Notices 1	Total	of Customers 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	Total No. of Disconnect Notices 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	Total Customers Disconnected 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0
January February March April May June July August September October November December	Total No. of Customers 24,364 24,374 24,404 24,430 24,467 24,514 24,564 24,577 24,587 24,623 24,647	Total No. of Disconnect Notices 599 745 586 674 311 543 375 774 624 786 751 716	Total Customers Disconnected 158 101 82 124 169 152 134 231 171 167 173 244	Total No. of Customers 1,464 1,473 1,469 1,464 1,456 1,490 1,487 1,530 1,534 1,575 1,519	Total No. of Disconnect Notices 14 11 5 11 6 11 7 7 100 16 8 17	Total Customers Disconnected 3 0 1 1 0	Total No. of Customers 16 16 16 16 16 16 16 16 16 16 16 16 16	Total No. of Disconnect Notices 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	Total Customers Disconnected 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	Total No. of Customers 278 278 278 281 281 281 281 281 281 281 281 281 28	Total No. of Disconnect Notices 0 17 0 0 0 0 17 0 0 0 0 0 0 0 0 0 0 0	Total Customers Disconnected 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	Total No. of Customers 158 159 158 159 160 162 161 163 163 163	Total No. of Disconnect Notices 1	Total	of Customers 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	Total No. of Disconnect Notices 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	Total Customers Disconnected 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0
January February March April May June July August September October November December	Total No. of Customers 24,364 24,374 24,404 24,430 24,467 24,514 24,564 24,577 24,587 24,623 24,647	Total No. of Disconnect Notices 599 745 586 674 311 543 375 774 624 786 751 716	Total Customers Disconnected 158 101 82 124 169 152 134 231 171 167 173 244	Total No. of Customers 1,464 1,473 1,469 1,464 1,456 1,490 1,487 1,530 1,534 1,575 1,519	Total No. of Disconnect Notices 14 11 5 11 6 11 7 7 100 16 8 17	Total Customers Disconnected 3 0 1 1 0	Total No. of Customers 16 16 16 16 16 16 16 16 16 16 16 16 16	Total No. of Disconnect Notices 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	Total Customers Disconnected 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	Total No. of Customers 278 278 278 281 281 281 281 281 281 281 281 281 28	Total No. of Disconnect Notices 0 17 0 0 0 0 17 0 0 0 0 0 0 0 0 0 0 0	Total Customers Disconnected 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	Total No. of Customers 158 159 158 159 160 162 161 163 163 163	Total No. of Disconnect Notices 1	Total	of Customers 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	Total No. of Disconnect Notices 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	Total Customers Disconnected 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0
January February March April May June July August September October November December	Total No. of Customers 24,364 24,374 24,404 24,430 24,467 24,514 24,564 24,577 24,587 24,623 24,647	Total No. of Disconnect Notices 599 745 586 674 311 543 375 774 624 786 751 716	Total Customers Disconnected 158 101 82 124 169 152 134 231 171 167 173 244	Total No. of Customers 1,464 1,473 1,469 1,464 1,456 1,490 1,487 1,530 1,534 1,575 1,519	Total No. of Disconnect Notices 14 11 5 11 6 11 7 7 100 16 8 17	Total Customers Disconnected 3 0 1 1 0	Total No. of Customers 16 16 16 16 16 16 16 16 16 16 16 16 16	Total No. of Disconnect Notices 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	Total Customers Disconnected 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	Total No. of Customers 278 278 278 281 281 281 281 281 281 281 281 281 28	Total No. of Disconnect Notices 0 17 0 0 0 0 17 0 0 0 0 0 0 0 0 0 0 0	Total Customers Disconnected 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	Total No. of Customers 158 159 158 159 160 162 161 163 163 163	Total No. of Disconnect Notices 1	Total	of Customers 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	Total No. of Disconnect Notices 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	Total Customers Disconnected 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0
January February March April May June July August September October November December	Total No. of Customers 24,364 24,374 24,404 24,430 24,467 24,514 24,564 24,577 24,587 24,623 24,647	Total No. of Disconnect Notices 599 745 586 674 311 543 375 774 624 786 751 716	Total Customers Disconnected 158 101 82 124 169 152 134 231 171 167 173 244	Total No. of Customers 1,464 1,473 1,469 1,464 1,456 1,490 1,487 1,530 1,534 1,575 1,519	Total No. of Disconnect Notices 14 11 5 11 6 11 7 7 100 16 8 17	Total Customers Disconnected 3 0 1 1 0	Total No. of Customers 16 16 16 16 16 16 16 16 16 16 16 16 16	Total No. of Disconnect Notices 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	Total Customers Disconnected 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	Total No. of Customers 278 278 278 281 281 281 281 281 281 281 281 281 28	Total No. of Disconnect Notices 0 17 0 0 0 0 17 0 0 0 0 0 0 0 0 0 0 0	Total Customers Disconnected 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	Total No. of Customers 158 159 158 159 160 162 161 163 163 163	Total No. of Disconnect Notices 1	Total	of Customers 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	Total No. of Disconnect Notices 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	Total Customers Disconnected 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0
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January February March April May June July August September October November December	Total No. of Customers 24,364 24,374 24,404 24,430 24,467 24,514 24,564 24,577 24,587 24,623 24,647	Total No. of Disconnect Notices 599 745 586 674 311 543 375 774 624 786 751 716	Total Customers Disconnected 158 101 82 124 169 152 134 231 171 167 173 244	Total No. of Customers 1,464 1,473 1,469 1,464 1,456 1,490 1,487 1,530 1,534 1,575 1,519	Total No. of Disconnect Notices 14 11 5 11 6 11 7 7 100 16 8 17	Total Customers Disconnected 3 0 1 1 0	Total No. of Customers 16 16 16 16 16 16 16 16 16 16 16 16 16	Total No. of Disconnect Notices 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	Total Customers Disconnected 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	Total No. of Customers 278 278 278 281 281 281 281 281 281 281 281 281 28	Total No. of Disconnect Notices 0 17 0 0 0 0 17 0 0 0 0 0 0 0 0 0 0 0	Total Customers Disconnected 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	Total No. of Customers 158 159 158 159 160 162 161 163 163 163	Total No. of Disconnect Notices 1	Total	of Customers 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	Total No. of Disconnect Notices 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	Total Customers Disconnected 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0
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January February March April May June July August September October November December	Total No. of Customers 24,364 24,374 24,404 24,430 24,467 24,514 24,564 24,577 24,587 24,623 24,647	Total No. of Disconnect Notices 599 745 586 674 311 543 375 774 624 786 751 716	Total Customers Disconnected 158 101 82 124 169 152 134 231 171 167 173 244	Total No. of Customers 1,464 1,473 1,469 1,464 1,456 1,490 1,487 1,530 1,534 1,575 1,519	Total No. of Disconnect Notices 14 11 5 11 6 11 7 7 100 16 8 17	Total Customers Disconnected 3 0 1 1 0	Total No. of Customers 16 16 16 16 16 16 16 16 16 16 16 16 16	Total No. of Disconnect Notices 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	Total Customers Disconnected 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	Total No. of Customers 278 278 278 281 281 281 281 281 281 281 281 281 28	Total No. of Disconnect Notices 0 17 0 0 0 0 17 0 0 0 0 0 0 0 0 0 0 0	Total Customers Disconnected 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	Total No. of Customers 158 159 158 159 160 162 161 163 163 163	Total No. of Disconnect Notices 1	Total	of Customers 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	Total No. of Disconnect Notices 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	Total Customers Disconnected 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0
January February March April May June July August September October November December	Total No. of Customers 24,364 24,374 24,404 24,430 24,467 24,514 24,564 24,577 24,587 24,623 24,647	Total No. of Disconnect Notices 599 745 586 674 311 543 375 774 624 786 751 716	Total Customers Disconnected 158 101 82 124 169 152 134 231 171 167 173 244	Total No. of Customers 1,464 1,473 1,469 1,464 1,456 1,490 1,487 1,530 1,534 1,575 1,519	Total No. of Disconnect Notices 14 11 5 11 6 11 7 7 100 16 8 17	Total Customers Disconnected 3 0 1 1 0	Total No. of Customers 16 16 16 16 16 16 16 16 16 16 16 16 16	Total No. of Disconnect Notices 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	Total Customers Disconnected 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	Total No. of Customers 278 278 278 281 281 281 281 281 281 281 281 281 28	Total No. of Disconnect Notices 0 17 0 0 0 0 17 0 0 0 0 0 0 0 0 0 0 0	Total Customers Disconnected 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	Total No. of Customers 158 159 158 159 160 162 161 163 163 163	Total No. of Disconnect Notices 1	Total	of Customers 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	Total No. of Disconnect Notices 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	Total Customers Disconnected 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0
January February March April May June July August September October November December	Total No. of Customers 24,364 24,374 24,404 24,430 24,467 24,514 24,564 24,577 24,587 24,623 24,647	Total No. of Disconnect Notices 599 745 586 674 311 543 375 774 624 786 751 716	Total Customers Disconnected 158 101 82 124 169 152 134 231 171 167 173 244	Total No. of Customers 1,464 1,473 1,469 1,464 1,456 1,490 1,487 1,530 1,534 1,575 1,519	Total No. of Disconnect Notices 14 11 5 11 6 11 7 7 100 16 8 17	Total Customers Disconnected 3 0 1 1 0	Total No. of Customers 16 16 16 16 16 16 16 16 16 16 16 16 16	Total No. of Disconnect Notices 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	Total Customers Disconnected 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	Total No. of Customers 278 278 278 281 281 281 281 281 281 281 281 281 28	Total No. of Disconnect Notices 0 17 0 0 0 0 17 0 0 0 0 0 0 0 0 0 0 0	Total Customers Disconnected 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	Total No. of Customers 158 159 158 159 160 162 161 163 163 163	Total No. of Disconnect Notices 1	Total	of Customers 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	Total No. of Disconnect Notices 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	Total Customers Disconnected 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0
January February March April May June July August September October November December	Total No. of Customers 24,364 24,374 24,404 24,430 24,467 24,514 24,564 24,577 24,587 24,623 24,647	Total No. of Disconnect Notices 599 745 586 674 311 543 375 774 624 786 751 716	Total Customers Disconnected 158 101 82 124 169 152 134 231 171 167 173 244	Total No. of Customers 1,464 1,473 1,469 1,464 1,456 1,490 1,487 1,530 1,534 1,575 1,519	Total No. of Disconnect Notices 14 11 5 11 6 11 7 7 100 16 8 17	Total Customers Disconnected 3 0 1 1 0	Total No. of Customers 16 16 16 16 16 16 16 16 16 16 16 16 16	Total No. of Disconnect Notices 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	Total Customers Disconnected 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	Total No. of Customers 278 278 278 281 281 281 281 281 281 281 281 281 28	Total No. of Disconnect Notices 0 17 0 0 0 0 17 0 0 0 0 0 0 0 0 0 0 0	Total Customers Disconnected 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	Total No. of Customers 158 159 158 159 160 162 161 163 163 163	Total No. of Disconnect Notices 1	Total	of Customers 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	Total No. of Disconnect Notices 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	Total Customers Disconnected 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0

Boone County Water District PSC Case # 2020-00085 Item # 10 Termination Notices & Terminations By Month 1/1/2015 through 12/31/2019



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CASE NO. 2020-00085

Response to Commission Staff's Initial Request for Information

Question No. 11

Responding Witness: Harry Anness

Q-11. Provide the total income received from late payment fees for:

- a. Each month in 2017;
- b. Each month in 2018; c. Each month in 2019; and d. Each month in 2020

A-11. See Attached Labeled A-11.

Boone County Water District PSC Case # 2020-00085 Item # 11 Total Income From Late Fees by Month

	Income From		Income From
2017	Late Fees	2019	Late Fees
January	14,527.65	January	18,563.11
February	15,996.50	February	14,432.12
March	14,167.44	March	13,153.66
April	11,969.18	Aprîl	12,478.37
Мау	13,033.36	May	28,452.82
June	15,772.44	June	22,241.86
July	16,175.12	July	18,392.71
August	21,106.82	August	17,119.23
September	17,209.33	September	18,725.03
October	16,766.63	October	30,333.70
November	17,511.82	November	17,611.41
December	16,224.73	December	28,283.81
2017 Totals	190,461.02	2019 Totals	239,787.83

	Income From		Income From
2018	Late Fees	2020	Late Fees
January	13,362.92	January	24,673.71
February	14,729.02	February	22,351.00
March	15,704.86	March	20,416.67
April	12,159.23	April	20,416.67
Мау	15,723.43	May	20,416.67
June	14,961.13	June	20,416.67
July	16,353.04	July	22,076.22
August	25,648.90	August	
September	22,556.22	September	
October	18,892.11	October	
November	29,438.45	November	
December	14,645.28	December	
2018 Totals	214,174.59	2020 Totals	150,767.61

CASE NO. 2020-00085

Response to Commission Staff's Initial Request for Information

Question No. 12

Responding Witness: Harry Anness

Q-12. Quantify the amount of late payment fees the utility would have assessed since March 16, 2020, absent the Commission's directive.

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A-12.					
	Late Fees the				
	District				
	Would Have				
2020	Assessed				
March	20,416.67				
April	20,416.67				
May	20,416.67				
June	20,416.67				
July	22,076.22				
August					
September	,				
October					
November					
December					
2020					
Totals	103,742.90				

CASE NO. 2020-00085

Response to Commission Staff's Initial Request for Information

Question No. 13

Responding Witness: Harry Anness

Q-13. Provide copies of all general communication provided to customers regarding arrearages, late payments, payment plans, etc. since March 16, 2020. Customer-specific communication is excluded from this request.

A-13.

General Communications to Customers about Arrearges, Late Payment, and Payment Plans

Bills sent, Disconnect Notices, Phone, In person,
Website
E-Bills & Text messages for our customer who have chosen these services.

CASE NO. 2020-00085

Response to Commission Staff's Initial Request for Information

Question No. 14

Responding Witness: Harry Anness

- Q-14. Provide a detailed explanation and breakout of any cost increases and decreased income (by customer class if applicable) the utility has experienced as a result of the COVID-19 State of Emergency.
- A-14. \$1,100.00 in additional costs for PPE. Decreased income from fee's see answer 12.

CASE NO. 2020-00085

Response to Commission Staff's Initial Request for Information

Question No. 15

Responding Witness: Harry Anness

Q-15. Provide a detailed explanation and breakout of any cost decreases and increased income the utility has experienced as a result of the COVID-19 State of Emergency.

A-15. N/A

CASE NO. 2020-00085

Response to Commission Staff's Initial Request for Information

Question No. 16

Responding Witness: Harry Anness

Q-16. Provide any additional information or data the utility believes the Commission should consider in amending or vacating its previous Orders in this matter.

A-16. N/A