

**COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION**

In the Matter of:

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

**RESPONSE OF
[OHIO COUNTY WATER DISTRICT]
TO
COMMISSION STAFF'S INITIAL REQUEST FOR INFORMATION
DATED JUNE 23, 2020**

FILED: June 29, 2020

**COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION**


In the Matter of:

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

**CERTIFICATION OF RESPONSE OF [WATER DISTRICT] TO
COMMISSION STAFF'S INITIAL REQUEST FOR INFORMATION**

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

Date: 06/29/2020


Walt Beasley
General Manager
Ohio 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 [Water District's] Response to Commission Staff's Initial Request for Information was transmitted to the Public Service Commission by way of email on [date] and [Water District] will file original paper copies of this filing within 30 days of the lifting of the State of Emergency.

A handwritten signature in cursive script, reading "Walt Beasley", written over a horizontal line.

Walt Beasley
General Manager
Ohio County Water District

[OHIO COUNTYWATER DISTRICT]

CASE NO. 2020-00085

Response to Commission Staff's Initial Request for Information

Question No. 1

Responding Witness: Vicki Vincent

Q-1. Provide the utility's current number of customers and the date used for that determination.

A-1. 6011 6/25/2020 Billing

[OHIO COUNTY WATER DISTRICT]

CASE NO. 2020-00085

Response to Commission Staff's Initial Request for Information

Question No. 2

Responding Witness: Vicki Vincent

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

A-2. 5837 Residential

6 Whole Accts (3 Customers)

108 Commercial

60 Exempt

[OHIO COUNTY WATER DISTRICT]

CASE NO. 2020-00085

Response to Commission Staff's Initial Request for Information

Question No. 3

Responding Witness: Vicki Vincent

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. NA

[OHIO COUNTY WATER DISTRICT]

CASE NO. 2020-00085

Response to Commission Staff's Initial Request for Information

Question No. 4

Responding Witness: Vicki Vincent

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.

A) 51.82

B) 50.41

C) 52.77

D) COMMERCIAL

Jan. 106.63

Feb 89.03

March 102.42

April 92.27

May 113.26

June 108.38

RESIDENTIAL

Jan 38.01

Feb 37.40

March 38.71

April 35.94

May 44.01

June 43.96

EXEMPT

Jan 96.85

Feb 57.57

March 92.10

April 95.00

May 74.84

June 82.37

[OHIO COUNTY WATER DISTRICT]

CASE NO. 2020-00085

Response to Commission Staff's Initial Request for Information

Question No. 5

Responding Witness: Vicki Vincent

- 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. NA

[OHIO COUNTY WATER DISTRICT]

CASE NO. 2020-00085

Response to Commission Staff's Initial Request for Information

Question No. 6

Responding Witness: Vicki Vincent

- 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. NA

[OHIO COUNTY WATER DISTRICT]

CASE NO. 2020-00085

Response to Commission Staff's Initial Request for Information

Question No. 7

Responding Witness: Vicki Vincent

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) District moves Inactive accts with balance owed to bad debt after account has one year of no payment.**
- B) We move bad debt writeoff annually in January.**
 - 2018- \$19,444.85**
 - 2019 -\$ \$18, 000.36**
 - 2020-\$ 19,957.04**
- C) No Change**

[OHIO COUNTY WATER DISTRICT]

CASE NO. 2020-00085

Response to Commission Staff's Initial Request for Information

Question No. 8

Responding Witness: Vicki Vincent

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.

A-8.

- A) April 23, 2020 - 157 Customers**
- B) May 21, 2020 - 161 Customers**
- C) June 22, 2020 - 243 Customers**

[OHIO COUNTY WATER DISTRICT]

CASE NO. 2020-00085

Response to Commission Staff's Initial Request for Information

Question No. 9

Responding Witness: Vicki Vincent

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.

On average 79-85%

[OHIO COUNTY WATER DISTRICT]

CASE NO. 2020-00085

Response to Commission Staff's Initial Request for Information

Question No. 10

Responding Witness: Vicki Vincent

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.
NA

[OHIO COUNTY WATER DISTRICT]

CASE NO. 2020-00085

Response to Commission Staff's Initial Request for Information

Question No. 11

Responding Witness: Vicki Vincent

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.

(A) 2017

| | | |
|-------------------|-------------------|------------------|
| Jan. \$5,855.99 | May \$5,457.69 | Sept. \$5,769.76 |
| Feb. \$5,897.93 | June \$4,882.32 | Oct. \$7,107.31 |
| March \$5,823.21 | July \$6,855.70 | Nov. \$4,755.66 |
| April \$ 5,049.20 | August \$6,379.76 | Dec. \$5,256.62 |

(B) 2018

| | | |
|------------------|-----------------|------------------|
| Jan. \$5,397.71 | May \$5,440.26 | Sept. \$6,326.08 |
| Feb. \$5,899.41 | June \$5,605.04 | Oct. \$6,790.83 |
| March \$5,611.08 | July \$7,796.02 | Nov. \$4,778.32 |
| April \$5,919.34 | Aug. \$5,731.01 | Dec. 6,010.85 |

(C) 2019

| | | |
|------------------|-----------------|------------------|
| Jan. \$5,450.22 | May \$4,979.02 | Sept. \$6,470.40 |
| Feb. \$6,083.78 | June \$6,903.95 | Oct. \$5781.25 |
| March \$5,887.15 | July \$6,816.85 | Nov. \$6,106.68 |
| April \$5,919.34 | Aug. \$5,944.70 | Dec. \$7,517.57 |

(D) 2020

Jan. \$6,035.60
Feb. \$5,559.41
March \$4,896.04

April-June 0.00

[OHIO COUNTY WATER DISTRICT]

CASE NO. 2020-00085

Response to Commission Staff's Initial Request for Information

Question No. 12

Responding Witness: Vicki Vincent

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

A-12.

April \$5,801.36

May \$5,362.27

June \$5,930.69

[OHIO COUNTY WATER DISTRICT]

CASE NO. 2020-00085

Response to Commission Staff's Initial Request for Information

Question No. 13

Responding Witness: Vicki Vincent

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.
Attached



Ohio County Water District
PO Box 207
Hartford, KY 42347

Return Service Requested

Website: www.ohiocountywater.com

| ACCOUNT # | |
|-----------------------------------|------------|
| Billing Date | 04/24/2020 |
| Amount Due On or Before 5/10/2020 | \$25.38 |
| Save This | \$2.46 |
| Amount Due After Due Date | \$27.84 |



Ohio County Water District
PO Box 207
Hartford, KY 42347

RETURN THIS PORTION WITH PAYMENT

**FAILURE TO RECEIVE BILL DOES NOT RELIEVE
CUSTOMER OF PAYMENT AND PENALTY**

Ohio County Water District
PO Box 207
Hartford, KY 42347
(270) 298-7704 or (800) 953-2880

| | | ACCOUNT NAME | | | | | |
|--|----------|---------------|-----------------|---------|-----------------------------------|---------|--|
| | | [REDACTED] | | | | | |
| | | ACCOUNT # | SERVICE ADDRESS | | | | |
| | | [REDACTED] | [REDACTED] | | | | |
| DESCRIPTION | METER | READING DATES | PREVIOUS | PRESENT | USAGE | CHARGES | |
| WA WATER | 49435365 | 02/27 - 03/27 | 644800 | 647200 | 2400 | \$24.64 | |
| WA Average Usage | | | | | 2700 | | |
| SC Local Tax | | | | | | \$0.74 | |
| MEMO BILL - DO NOT PAY ***Rates available upon request*** | | | | | | | |
| We will be closed Monday, May 25th for the observance of Memorial Day. | | | | | Amount Due On or Before 5/10/2020 | \$25.38 | |
| | | | | | Save This | \$2.46 | |
| | | | | | Amount Due After Due Date | \$27.84 | |

| COMPARISONS | | | |
|-------------------------|------|-------|------------|
| Period | Days | Usage | Daily Avg. |
| Current Billing Period | 29 | 2400 | 82.759 |
| Previous Billing Period | 31 | 2300 | 74.194 |
| Same Period Last Year | 27 | 2300 | 85.185 |

Ohio County Water District would like to thank everyone for your diligence in paying what you have on your accounts. We realize this is a trying time for us all and OCWD staff will do whatever we can to help our Customers. Please remember that as soon as P.S.C. cancels our hold on penalties your accounts will be assessed and the 10% penalty amount will be added to balance owed. That balance will be due upon receipt. Thank you all stay safe. ✓
Staff at Ohio County Water District

BILLING CYCLE

- All bills are due and payable by the 10th of the month. A 10% penalty is applied to all unpaid bills after 4:00pm on the 10th.
- Customers turned off for non-payment will have to pay a reconnect fee of \$65.00 and total balance due. A Deposit of \$90.00 may be required.

2019 Ohio County Water District annual water quality report is available. This report contains important information about your drinking water. Please go to www.krwa.org/2019ccr/ohiocounty.pdf to view your 2019 annual water quality report or to request a paper copy call (270) 298-7704.

[OHIO COUNTY WATER DISTRICT]

CASE NO. 2020-00085

Response to Commission Staff's Initial Request for Information

Question No. 14

Responding Witness: Walt Beasley

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. Lock up fees, Late penalties and customers using water but not paying

[OHI COUNTY WATER DISTRICT]

CASE NO. 2020-00085

Response to Commission Staff's Initial Request for Information

Question No. 15

Responding Witness: Walt Beasley

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. Same as answer 14

[OHIO COUNTY WATER DISTRICT]

CASE NO. 2020-00085

Response to Commission Staff's Initial Request for Information

Question No. 16

Responding Witness: Walt Beasley

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. The further the customer gets behind for nonpayment, the harder it will be for them to catch up. A lot of customers think they will not have to pay for water usage during this time.