

COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

ELECTONIC INVESTIGATION INTO THE	(
FINANCIAL AND OPERATING CAPACITY OF	(CASE NO.
RATTLESNAKE RIDGE WATER DISTRICT	(2021-00340

SUPPLEMENTAL RESPONSE ON BEHALF OF
RATTLESNAKE RIDGE WATER DISTRICT

Comes now Rattlesnake Ridge Water District, and for its response to the Commission's 2021 Order states as follows:

Rattlesnake Ridge Water District acknowledges that it is necessary to develop and implement policies and procedures to effectively reduce water loss and to improve its leak detection and business practices. This is even more crucial considering its remote location and difficult terrain. Rattlesnake Ridge has implemented various policies and procedures, both as a result of the 2019-00041 case and its desire to continue providing safe, reliable and high-quality drinking water to its customers. These policies have drastically reduced water loss, waste and consumption and improved its efficiency in managing how water is treated, stored, transmitted, and used.

Rattlesnake Ridge will undergo big changes that will dramatically improve its infrastructure within the next year. First, there will be changes within the district's management and personnel. The assistant manager and utility clerk are working side-by-side with the current manager and are familiar with the current policies and procedures. The current manager has planned to retire for quite some time and the district has used this transition as an opportunity to look at financial practices and operations from a different perspective. They are exploring new

ways to improve the district's current policies and procedures, and report these ideas to the directors during board meetings.

Rattlesnake Ridge expects to break ground on its Phase-12 project in early 2022. The project was initially scheduled to begin in 2020 and be complete in 2021. However, COVID-19 caused unexpected and unavoidable delays. At this point, it does not even appear that the job will be open for bid until 2022. Governor Beshear and Senior Advisor, Rocky Adkins, recently awarded Rattlesnake Ridge grants exceeding \$1.5 million to improve its infrastructure. The Phase-12 project will allow the district to replace 4,000 meters with newer and more accurate meters. It will add 700 new services and replace a great deal of old and out of date service line.

Rattlesnake Ridge used polybutylene pipe when it installed service lines in the mid-1980s. At that time, polybutylene was considered the best and most efficient material for service lines. Over time, it was discovered that this material is not durable and prone to leak. This is one of the district's primary cause of water loss. The Phase-12 project will replace polybutylene pipe with better quality materials.

Rattlesnake Ridge will also install zone meters that help isolate the location of leaks. One of the greatest challenges in the district's geographic area is locating the leaks. The district covers a large and remote area where leaks are especially difficult to locate. The zone meters will allow the district to monitor the flow of water and rule out large portions of service line. The combination of new management and improved infrastructure and resources will help the district reduce water loss, which will improve its financial status while continuing to provide quality drinking water to its customers.

Rattlesnake Ridge experienced significant water loss prior to its 2019-00041 case. At one point, water loss reached nearly 70%. The district has reduced this number by approximately 25%.

The directors discuss water loss at every board meeting. The district's management, through the guidance of its directors and the Public Service Commission, implemented various changes. It created two new positions dedicated to prevent and reduce water loss. Their job duties are to locate and detect water leaks and to repair or replace faulty meters. Since that time, the district has located and repaired more than 160 leaks.

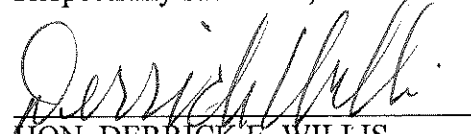
Rattlesnake Ridge intends to continue its use of social media and take advantage of other forms of contact to make it easier for the consumer to notify the district of water leaks or unusual activity. The district reached out to its consumers on social media and asked them and members of the general public to report any suspected leaks or standing water. This alone allowed the district to locate and repair leaks outside the ordinary service areas.

Maintaining detailed and accurate records is vital to reducing water loss. The district applied for grants it hopes to use to improve its hardware and software. Improved software will improve the district's ability to determine meter accuracy. It will also serve as an ongoing resource for transferring and comparing data, data analysis, and improve the district's ability to locate leaks and theft of services.

Rattlesnake Ridge needs to improve its policies concerning fire department usage. The district sends its tariff sheet to each of its fire departments on a monthly basis. The fire departments do not respond or return the tariff sheets. Rattlesnake Ridge is located in a very remote area and covers some of the most difficult terrain in the state. With its current infrastructure, the district has no way to determine fire department usage unless one of its employees or directors were to see the department actively responding to a fire. Rattlesnake Ridge started developing a new tariff immediately following its informal conference with the Public Service Commission on December 10, 2021.

Rattlesnake Ridge has reduced its water loss to 47.5% by implementing the policies and procedures set forth above. This number will continue to decrease as a result of the Phase-12 project and improved infrastructure. Rattlesnake Ridge will continue to implement new policies and procedures to reduce water loss and address the district's financial status when opportunities arise and looks forward to receiving feedback and guidance from the Public Service Commission.

Respectfully submitted,



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CERTIFICATE: A true and correct copy of the foregoing was served upon the Public Service Commission this 16th day of December, 2021.

