

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

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:

- 1. FINANCIAL STATUS:** Rattlesnake Ridge undergoes an annual audit. The most recent audit is attached hereto. The 2020 audit is not yet complete. The audit did not identify a deficiency in internal control or any material weaknesses. Rattlesnake Ridge expects the financial status of the District will significantly improve after the current projects are completed. The District is also in the process of adopting new policies for non-payment and billing adjustments pursuant to the Public Service Commission guidelines. The responsible persons are Manager, Willis "W.C." Gilbert, and Board Chairman, Bill Gilbert. The District is currently working on the Phase 12 Project which consists of 700 new services and replacing 4,000 meters with new meters. On Friday, November 5, 2021 the Governor and advisor, Rocky Adkins, awarded the District a One Million Five Hundred Thousand Dollars (\$1,500,000.00) ARC and CBDG grant and additional loan funds were made available through USDA as needed.
- 2. METER TESTING SCHEDULE:** Rattlesnake Ridge had a meter testing schedule prior to 2020. Because the old meters are slow, and considering the expense the District would incur for materials and repair, Rattlesnake Ridge stopped testing meters because the District is in the process of replacing all of those meters following a grant we received. The

District was already in the process of replacing the meters by the end of 2021 with the ongoing projects. This process is more cost-effective and efficient. The bidding process was significantly delayed due to the COVID-19 pandemic. The District expects the bidding process on or before January, 2022. The responsible person is Assistant Manager, David Gifford.

3. WATER LOSS: The District has made great progress in preventing and monitoring water loss. The District hired two employees dedicated to locating leaks. The District purchased a flow meter which helps isolate the location, thereby saving time and resources dedicated to the leak. The District also purchased a listening device which is very effective to locate leaks and line breaks. The flow meter and listening device have saved the District significant overtime and water loss. The Phase 12 Project will also significantly reduce water loss. The District does not experience a great deal water loss through theft because the meter reading system will continue to read the meter if it is shut off. The District checks these meters' usage each month. If the meters are running it is policy to report to the Carter County Attorney as a theft of services. Reports any suspected theft to the Carter County Attorney's Office for prosecution. The responsible person is Assistant Manager, David Gifford.

4. TARIFF REGARDING FIRE DEPARTMENT USAGE: Rattlesnake Ridge sends the tariff documentation requests to each fire department in the area that use or may use the District's facilities and water. The fire departments do not respond or provide a run sheet. The District is unable to determine the water usage unless an employee personally observes the usage. The District will do a better job addressing the fire department tariff in the future. The responsible party is Manager, W.C. Gilbert.

- 5. WATERLINES AND PROPERTY DAMAGE FROM CONTRACTORS, UTILITY COMPANIES AND INDIVIDUALS:** The District holds the individuals or entities that damage its infrastructure responsible for repairs. The District requires payment of all materials, labor and equipment as well as the water loss. The responsible parties are Manager, W.C. Gilbert, and Assistant Manager, David Gifford.
- 6. 2021 SAFETY MEETING LOG:** The District has meetings every week on Monday or Tuesday mornings, but are currently social distancing due to the novel COVID-19 pandemic. Each employee must sign and report any safety issues or incidents. The responsible parties are Manager, W.C. Gilbert, and Assistant Manager, David Gifford. *A sample log and 2020 safety manual are attached hereto.*
- 7. MISCELLANEOUS OFFICE PROCEDURE AND PROTOCOL:** The District reads meters by the 10th day of each month and sends bills by the end of each month. The District receives payment by mail, electronic means and in-person payment. The monies are deposited the following morning. The deposits must match the register receipts and be signed by the office manager. The District gives each customer a receipt for any payment including tap fees, deposits, regular monthly bills. Each receipt is initialed by the clerk who took the payment. The responsible party is Manager, W.C. Gilbert.

Respectfully submitted,

/S/ Derrick E. Willis _____
HON. DERRICK E. WILLIS
117 SOUTH HORD STREET
GRAYSON, KY 41143

CERTIFICATE: A true and correct copy of the foregoing was served upon the Public Service Commission this 8th day of November, 2021.

/S/ Derrick E. Willis _____.