

COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

In The Matter of:

ELECTRONIC INVESTIGATION INTO THE)
FINANCIAL AND OPERATING CAPACITY OF)
RATTLESNAKE RIDGE WATER DISTRICT)
INCLUDING RATTLESNAKE RIDGE WATER)
DISTRICT AND ITS INDIVIDUAL)
COMMISSIONERS, AND MANAGER DAVID)
GIFFORD FOR ALLEGED FAILURE TO COMPLY)
WITH KRS 278.300 AS WELL AS POSSIBLE)
VACANCIES ON THE BOARD OF)
COMMISSIONERS OF RATTLESNAKE RIDGE)
WATER DISTRICT)

CASE NO.
2021-00340

**RESPONSE OF RATTLESNAKE RIDGE WATER DISTRICT (hereinafter RRWD) TO
COMMISSION STAFF'S TENTH REQUEST FOR INFORMATION TO
RATTLESNAKE RIDGE WATER DISTRICT**

1. Refer to Rattlesnake Ridge District's response to Commission Staff's Eighth Request for Information (Staff's Eighth Request), Item 1c. Provide the date in service for each tank.

RESPONSE QUESTION 1: The Gregoryville Tank Rehab and KY 7 Tank Rehab were completed (paid for) July 26, 2019; the Diamond Ridge was completed (paid for) August 28, 2019

2. Refer to Rattlesnake Ridge District's response to Staff's Eighth Request, Item 1d in relation to the repainting and rehabilitating three storage tanks. Provide the number for each asset included in the column labeled asset in Application, Item 7, 7_Dep_schedule_2022.xls.

RESPONSE QUESTION 2: The Assets can be found in the depreciation schedule on number 60 under the asset column. The entirety of the Phase XI project is

included in the depreciation schedule under 60 instead of being broken out by category.

3. Refer to Rattlesnake Ridge District's response to Staff's Eighth Request, Item 2d in relation to the installation of water lines on 11 different roads project. Provide the number for each asset included in the column labeled asset in Application, Item 7, _Dep_schedule_2022.xls.

RESPONSE QUESTION 3: Each asset was included in the depreciation schedule on number 60 under the asset column. The entirety of the Phase XI project is included in the depreciation schedule under 60 instead of being broken out by category.

4. Refer to Rattlesnake Ridge District's response to Staff's Eighth Request, Item 3d relating to construction of a new office project. Provide the number for each asset included in the column labeled asset in Application, Item 7, 7_Dep_schedule_2022.xls.

RESPONSE QUESTION 4: Each asset was included in the depreciation schedule on number 60 under the asset column. The entirety of the Phase XI project is included in the depreciation schedule under 60 instead of being broken out by category.

5. Refer to Rattlesnake Ridge District's response to Staff's Eighth Request, Item 4d, related to "purchase of a portable generator that can be moved to any of the pump stations in the system during emergency power outages" project. Provide the number for each asset included in the column labeled asset in Application, Item 7, 7_Dep_schedule_2022.xls.

RESPONSE QUESTION 5: Each asset was included in the depreciation schedule on number 60 under the asset column. The entirety of the Phase XI project is

included in the depreciation schedule under 60 instead of being broken out by category.

6. Refer to Rattlesnake Ridge District’s response to Staff’s Eighth Request, Item 5d, related to “upgrade of the Diamond Ridge pump station” project. Provide the number for each asset included in the column labeled asset in Application, Item 7, 7_Dep_schedule_2022.xls.

RESPONSE QUESTION 6: Each asset was included in the depreciation schedule on number 60 under the asset column. The entirety of the Phase XI project is included in the depreciation schedule under 60 instead of being broken out by category.

7. Refer to Rattlesnake Ridge District’s response to Staff’s Eighth Request, Item 7d, related to “upgrade of the water treatment plant (WTP) SCADA system” project. Provide the number for each asset included in the column labeled asset in Application, Item 7, 7_Dep_schedule_2022.xls.

RESPONSE QUESTION 7: Each asset was included in the depreciation schedule on number 60 under the asset column. The entirety of the Phase XI project is included in the depreciation schedule under 60 instead of being broken out by category.

8. Refer to Rattlesnake Ridge District’s response to Staff’s Eighth Request, Item 8d, related to construction of a new 250,000-gallon elevated storage tank and new pump station on highway KY 504” project. Provide the number for each asset included in the column labeled asset in Application, Item 7, 7_Dep_schedule_2022.xls.

RESPONSE QUESTION 8: Each asset was included in the depreciation schedule on number 60 under the asset column. The entirety of the Phase XI project is included in the depreciation schedule under 60 instead of being broken out by category.

9. Refer to Rattlesnake Ridge District’s response to Staff’s Eighth Request, Item 9d, related to “rehabilitate the Diamond Ridge, Gregoryville No. 2 and Route 7 storage tanks project.” Provide the number for each asset included in the column labeled asset in Application, Item 7, 7_Dep_schedule_2022.xls.

RESPONSE QUESTION 9: Each asset was included in the depreciation schedule on number 60 under the asset column. The entirety of the Phase XI project is included in the depreciation schedule under 60 instead of being broken out by category.

10. Refer to Rattlesnake Ridge District’s response to Staff’s Eighth Request, Item 10d, related to “demolition of two tanks on KY 504 project”. Provide the number for each asset included in the column labeled asset in Application, Item 7, 7_Dep_schedule_2022.xls.

RESPONSE QUESTION 10: Each asset was included in the depreciation schedule on number 60 under the asset column. The entirety of the Phase XI project is included in the depreciation schedule under 60 instead of being broken out by category.

11. Refer to Rattlesnake Ridge District’s response to Staff’s Eighth Request, Item 12d and Item 13d. Provide an estimate of when each of these projects will be completed.

RESPONSE QUESTION 11: These projects are projected to be complete by 10/31/2024

12. Refer to Rattlesnake Ridge District's response to Staff's Eighth Request, Item 15. Provide the tariff provision requiring bills to be mailed.

RESPONSE QUESTION 12: Tariff effective 1/1/2008; Rules and Regulations, Paragraph D; SEE ATTACHED EXHIBIT A

13. Refer to Rattlesnake Ridge District's response to Staff's Eighth Request, Item 17, Exhibit E.

a. Refer to Code O. Explain what it means that the bad regulator was "stopped by RRWD when found tariff did not allow."

RESPONSE QUESTION 13(a): O is a code that had been in the RRWD system for years giving an adjustment for customers calling in stating that their pressure caused them to have a high bill and bill would be adjusted back down to their normal usage. Upon discussion at a Board meeting this adjustment was getting used often, the tariffs were discussed. The Board then determined that the Tariff dated 1-1-2008 (page 9, Paragraph J) did not specifically allow this type of adjustment. Because of the determination of no tariff provision, RRWD stopped the regulator adjustments.

b. Refer to Code O. Explain whether this was credited to the customer account.

RESPONSE QUESTION 13(b): Yes, customer would get credit for usage over normal usage amount.

c. Provide the tariff provision, including the page of Rattlesnake Ridge District's current tariff, that specifically corresponds to each of the miscellaneous service revenues.

RESPONSE QUESTION 13(c) (see Exhibit B for copies of Tariffs):

<u>Code</u>	<u>Miscellaneous service revenues</u>	
<u>F</u>	<u>Termination Charge</u>	TARIFF DATED 11-22-22
<u>G</u>	<u>Reconnection Charge</u>	TARIFF DATED 11-22-22
<u>I</u>	<u>Return Check Charge</u>	TARIFF DATED 10-14-09
<u>IV</u>	<u>Investigation Fee</u>	TARIFF DATED 11-22-22
<u>RF</u>	<u>Fee for reject\return Invoice closed</u>	TARIFF DATED 10-14-09 Under Credit/Debit Cards
<u>V</u>	<u>Service Charge</u>	TARIFF DATED 11-22-22
<u>Y</u>	<u>After Hours Connection Charge</u>	TARIFF DATED 11-22-22
<u>J</u>	Replaced meter --- no tariff provision as would not expect employee to mis-read the meter.	
<u>K</u>	Posted to wrong account no tariff provision as error in posting by RRWD	
<u>LA</u>	<u>leak Adjustment</u>	TARIFF DATED 2-1-22, Sheet No. 15 and See Also Leak Adjustment Request Form
<u>LF</u>	<u>Late Fee</u>	TARIFF DATED 1-1-08, page 6, Paragraph E. 1.
<u>M</u>	<u>Deposit/overpay Refund</u>	TARIFF DATED 1-1-08, page 7, 8, and Certificate of Deposit Form which is part of the 1-1-08 Tariff. See also TARIFF DATED 11-11-22 where the fee is under non-recurring charges.
<u>O</u>	<u>Bad Regulator</u>	See explanation hereinabove in Question 13(a)

- ON Leak on District side no tariff for a leak on RRWD's equipment
- PE Posting Error no tariff provision as error in posting by RRWD
- PR Penalty Reversal -- **no tariff provision as a reversal by the billing company
This occurs as an automatic penalty applied to an
account if not POSTED timely but was
POSTMARKED timely**
- RF Fee for reject/return Invoice cloud TARIFF DATED 10-14-2009
- RJ Reject\return pymt from Invoice cloud TARIFF DATED 10-14-2009
- S Water Theft **TARIFF DATED 1-1-08, Paragraph B, #5, Rules & Regulations**
- ST Stuck meter TARIFF DATED 1-1-08, page 9, Paragraph J
- T Misc no tariff provision accounting code not now used
- V Service Charge TARIFF DATED 11-22-22
- WA Adj. Empl. Water credit -- **RRWD had understanding from its inception
that this was allowed by PSC for employees
personal home and did not need a tariff provision**
- WO Wrote Off **no tariff provision; code no longer have this code; it was used
one time when a meter when a meter was changed from 1 inch
to 3/4 inch**
- Y After hrs reconnect TARIFF DATED 11-22-22
- Z O usage TARIFF DATED 1-1-08, page 9, Paragraph J
- Z1 Correct offsetting debits & credits **This is not a Tariff provision, but a code
used by the billing company Software
solutions for an Unused account that has
taxes which have to be manually adjusted
off the system**

<u>A</u>	<u>Leak A</u>	TARIFF DATED 2-1-22, Sheet No. 15 and See Also Leak Adjustment Request Form
<u>AM</u>	<u>Army mishap</u>	no tariff for staff not crediting payment that was made (into wrong account) – further explanation in Staff’s Eighth Request, Item 17, Exhibit E.
<u>B</u>	<u>Misread B</u>	<u>TARIFF DATED 1-1-08, page 9, Paragraph J</u>
<u>C</u>	<u>Billing C</u>	<u>no tariff provision as error in billing by RRWD</u>
<u>D</u>	<u>Estimated HI</u>	<u>TARIFF DATED 1-1-08, page 9, Paragraph J</u>
<u>E</u>	<u>Past (sic post) Mark E</u>	no tariff provision for not charging a fee when received payment timely
<u>EL</u>	<u>Estimated Low</u>	<u>TARIFF DATED 1-1-08, page 9, Paragraph J</u>
<u>GP</u>	<u>Posting error</u>	<u>no tariff provision as error in posting by RRWD</u>
<u>H</u>	<u>Deposit Refund</u>	<u>TARIFF DATED 11-11-22</u>

14. Refer to Rattlesnake Ridge District’s response to Commission Staff’s Ninth Request for Information (Staff’s Ninth Request), Item 1a, Exhibit A.

a. Explain why Rattlesnake Ridge District did not provide the monthly water purchase bills to Big Sandy Water District (Big Sandy District) for July 2023 and February 2024.

RESPONSE QUESTION 14(a): Bills were provided. See attached Exhibit C, which has:

- i. Bill with due date July 10, 2023;**
- ii. Bill with due date August 10, 2023 (which shows service date of June 22, 2023 – July 10, 2023);**

- iii. **Bill with due date September 10, 2023 (which shows service date of July 10, 2023 – August 15, 2023);**
- iv. **Bill with due date February 10, 2024;**
- v. **Bill dated March 26, 2024 (which shows service date of January 11, 2024 – March 5, 2024). Note placed upon same by RRWD staff to try to explain why no separate bill for February 2024.**

b. Provide the monthly water purchase bills to Big Sandy District for July 2023 and February 2024.

RESPONSE QUESTION 14(b): See Exhibit C hereinabove.

15. Refer to Rattlesnake Ridge District’s response to Staff’s Ninth Request, Item 1c, Exhibit B.

a. Explain why Rattlesnake Ridge District recorded the billing to Big Sandy District as .00 for February 23, 2024.

RESPONSE QUESTION 15(a): The bill printing company will not send out bills with a \$0 balance. Big Sandy received a digital notice through email, but no actual physical bill. The billing was recorded as 0 because of the change to the new meter on January 11, 2024. As the new meter had not had a full cycle of usage through it to generate a bill, RRWD contacted Big Sandy and explained the situation (and that next bill would contain February usage in it).

b. Explain why there was no reading in February 2024.

RESPONSE QUESTION 15(b): The old program used by RRWD for billing could only generate bills for a 30 day cycle. All meters read before the 11th of the month. The meter was changed out on the 11th. The old meter was read at time of disconnect, and that amount added to previous month reading. Staff contacted Big Sandy about the issue with the billing program v. the meter change out, and upon explanation Big Sandy paid each month with no interruption.

c. Explain what the meter change note means.

RESPONSE QUESTION 15(c): RRWD had a meter replacement project, Phase #12, replacing all meters. To make it understandable as to why the reading / usage had two different amounts on the same date, and that new meter would start at 0, the note was made on the prior Exhibit.

d. Explain whether the dates recorded for the readings and usage for Big Sandy District are accurate for the date the meter was read. If yes, explain why the meters were read after the 15th for the following dates: September 19, 2023; June 22, 2023; December 16, 2023.

RESPONSE QUESTION 15(d): Yes, dates are accurate.

September 19, 2023: As best as can be recalled at this time, there was a lot of rain in September of 2023. This meter requires a manual read (not radio) and when went to read, did not have a pump to bail out the meter, so had to return at a later date with a pump.

June 22, 2023: RRWD had a new meter reader and this was his first time reading meters. It was discovered that he had read the wrong meter (there is more than RRWD's

meter in this area) and therefore had to return to read RRWD's meter once the error discovered.

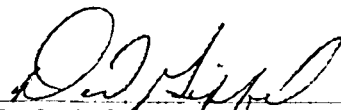
December 16, 2023: The December 2023 bill was read on 12/8/23, so undersigned confused by the question. If question intended December 16, 2022, then it was read one day after the 15th. There were ice storms in the area and the roads were blocked and crew could not get to the meter to read by the 15th. (Many bills for customers in that area had estimated bills for this month due to the storms).

e. Explain why the date Big Sandy District reads meters appears to vary from month to month and does not occur on the 15th.

RESPONSE QUESTION 15(e): Assuming the question meant, why does the date RRWD reads meters.... (not why Big Sandy reads meters).

Upon this assumption, RRWD has contacted Big Sandy Water and proposed a new contract to state that meter shall be read by the 10th of each month.

The above Responses are true and correct to the best of my information, knowledge, and belief formed after reasonable inquiry.

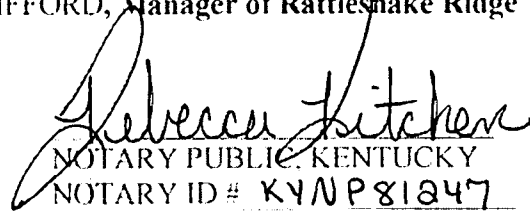


DAVID GIFFORD, MANAGER
RATTLESNAKE RIDGE WATER DISTRICT

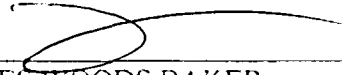
COMMONWEALTH OF KENTUCKY
COUNTY OF Carter

The foregoing instrument was sworn, subscribed, and acknowledged to before me this 29th day of Aug., 2024 by DAVID GIFFORD, Manager of Rattlesnake Ridge Water District, to be his free act and deed.

My commission expires: 11-6-27


NOTARY PUBLIC, KENTUCKY
NOTARY ID # KYNP81847

Respectfully submitted,


DELORES WOODS BAKER
Local Counsel RRWD
134 W Third St
Maysville, KY 40156
606-564-7969

CERTIFICATE OF SERVICE

I hereby certify that the foregoing with all attachments was served by postage prepaid, first class mail on 8-29-, 2024 to:

Lewis County Fiscal Court
122 Second Street
Vanceburg, KY 41179

Elliott County Local Government
P.O. Box 710
Sandy Hook, KY 41171

Carter County Fiscal Court
300 West Main Street
Grayson, KY 41143

Lawrence County Fiscal Court
122 South Main Cross Street
Louisa, KY 41230

Morgan County Office Building
450 Prestonsburg Street
West Liberty, KY 41472

Mr. Jim Gazay
Morgan County Judge Executive
450 Prestonsburg Street
West Liberty, KY 41472

Mr. Phillip Carter
Lawrence County Judge Executive
P.O. Box 566
Louisa, KY 41230

And by email on August 29, 2024 to:

John Lewis, Elliott County Attorney: attorneyjohnlewis@yahoo.com

Brian Bayes, Carter County Attorney: bbayes@prosecutors.ky.gov

Ben Harrison, Lewis County Attorney: bharrison@prosecutors.ky.gov

Brandon Burton, Carter County Judge Executive: ccjudgeexecutive@gmail.com

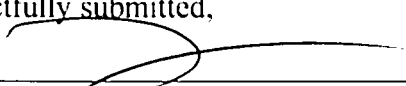
George Sparks, Lewis County Judge Executive: George.sparks@lewiscountky.gov

Myron Lewis, Elliott County Judge Executive: ejudge@mrtc.com

Johnny Osborne, Lawrence County Attorney: johnny@lcattorney.net

Myles Holbrook, Morgan County Attorney: Mholbrook@prosecutors.ky.gov

Respectfully submitted,



DELORES WOODS BAKER
Local Counsel RRWD
134 W Third St
Maysville, KY 40156
606-564-7969
dwbaker@maysvilleky.net

EXHIBIT A

Tariff effective 1/1/2008

FOR Carter, Elliott, Lawrence and Morgan Counties, Kentucky
Community, Town or City

P.S.C. KY. NO. _____

SHEET NO. _____

RATTLESLAKE RIDGE WATER DISTRICT
(Name of Utility)

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

SHEET NO. _____

RULES AND REGULATIONS

- D. Bills and notices relating to the conduct of the business of the District will be mailed to the customer at the address listed on the user's agreement unless a change of address has been filed in writing with the District and the District shall not otherwise be responsible for delivery of any bill or notice nor will the customer be excused from the payment of any bill or any performance required in said notice.
- E. 1. Bills for water service are due and payable at the office of the District or to any designated agent, on the date of issue. Bills will be dated and mailed on the last working day of each month. The past due date shall be the tenth day after the date of issue. After the tenth day a ten per cent (10%) penalty will be assessed.
2. All bills not paid on or before the past due date shall be deemed delinquent. Notices will be mailed giving that customer five (5) days' written notice of intent to terminate. Under no circumstances shall service be terminated before twenty (20) days after the mailing date of the original unpaid bill. The water supply to the customer will be discontinued provided, however, if, prior to discontinuance of service, there is delivered to the District, or to its employee empowered to discontinue service, a written certificate signed by a Physician, a registered nurse, or a public health officer that, in the opinion of the certifier, discontinuance of service will aggravate an existing illness or infirmity on the affected premise service shall not be discontinued for 30 days beyond the termination date.
- F. Where the water supply to the customer has been discontinued for nonpayment of delinquent bills, a charge of \$45.00 will be made for reconnection of water service, but the reconnection will not be made until all delinquent bills and other charges, if any, owed by the customer to the District have been paid.
- G. The District may require a minimum cash deposit of \$65.00 or other guarantee to secure payment of bills.

6

DATE OF ISSUE MARCH 12, 2008
DATE EFFECTIVE JANUARY 1, 2008
ISSUE BY Bill Dilbert
TITLE CHAIRMAN
BY AUTHORITY OF ORDER OF THE PUBLIC SERVICE COMMISSION
In case no. 2007-00484 DATED MARCH 7, 2008

PUBLIC SERVICE COMMISSION
OF KENTUCKY
EFFECTIVE
1/1/2008
PURSUANT TO 807 KAR 5:011
SECTION 9 (1)
By [Signature]
Executive Director

EXHIBIT B

TARIFF DATED 11-11-22

TARIFF DATED 10-14-09

TARIFF DATED 2-1-22

Leak Adjustment Request Form

TARIFF DATED 1-1-08, page 6, 7, 8

Certificate of Deposit Form

TARIFF DATED 1-1-08, Page 5

TARIFF DATED 1-1-08, page 9

FOR Carter/Elliott/Lawrence/Morgan Counties

P.S.C. KY. NO. _____ 1 _____

1st Revised _____ SHEET NO. _____ 3 _____

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

_____ SHEET NO. _____

Rattlesnake Ridge Water District
(Name of Utility)

RATES & CHARGES

Non-Recurring Charges

Connection Fees:

5/8" X 3/4" Meter

All Larger Meters

Service Connection Charges

\$ 1,200.00 (I)

Actual Cost (T)

Other Fees:

Refundable Deposit

65.00

Termination Charge/Field Service

45.00

Reconnection Charge

45.00

After Hours Reconnection

55.00

Meter Test

50.00

Service Investigation

45.00

After Hours Service Investigation

55.00

Meter Reading Recheck Charge

45.00

DATE OF ISSUE October 12, 2022
Month / Date / Year

DATE EFFECTIVE November 11, 2022
Month / Date / Year

ISSUED BY *Dave Miller*
(Signature of Officer)

TITLE Manager

BY AUTHORITY OF ORDER OF THE PUBLIC SERVICE COMMISSION

IN CASE NO. _____ DATED _____

KENTUCKY PUBLIC SERVICE COMMISSION
Linda C. Bridwell Executive Director
<i>Linda C. Bridwell</i>
EFFECTIVE 11/11/2022 PURSUANT TO 807 KAR 5:011 SECTION 9 (1)

RATTLESNAKE RIDGE WATER DISTRICT
(Name of Utility)

FOR Carter, Elliott, Lawrence and Morgan Counties, Kentucky
Community, Town or City

P.S.C. KY. NO. _____

SHEET NO. _____

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

SHEET NO. _____

Credit / Debit Cards

A fee will be assessed to customers that pay their bill by credit or debit card. This method of payment may be made in person at the utility office or by telephone.

If on the bill due date an attempt to pay by credit /debit card is made and the card is declined for any reason, payment is still due in full on that date and will be considered late after that date. All late charges and penalties will be applied. If a customer is paying on our disconnect day and the card is denied, the same rules as above apply, in addition to service being disconnected.

When a customer makes a payment by credit /debit card, the utility will assess a fee equal to that charged to the utility by the credit or debit card processing company to process the transaction. This fee is generally calculated using a formula applied to the balance of the amount charged to the credit /debit account but may be a flat fee per transaction. Prior to processing the transaction, the customer will be informed of the fee amount and, upon request by the customer, the formula employed to arrive at this fee amount.

* Invoice Cloud is our
Credit/debit card payment site.

DATE OF ISSUE September 9, 2009
MONTH/DATE/YEAR
DATE EFFECTIVE October 14, 2009
MONTH/DATE/YEAR
ISSUE BY Billy A. Gilbert
TITLE CHAIRMAN
BY AUTHORITY OF ORDER OF THE PUBLIC SERVICE COMMISSION
In case no. _____ DATED _____

PUBLIC SERVICE COMMISSION OF KENTUCKY EFFECTIVE 10/14/2009 PURSUANT TO 807 KAR 5.01 SECTION 9 (1)	
By <u>[Signature]</u>	Executive Director

For: Carter/Elliott/Lawrence&Morgan counties KY

PSC KY Number: 1

1st Revised Sheet No. 15

Cancelling PSC KY Number: _____

Sheet No. _____

Rattlesnake Ridge Water District

(Name of Utility)

Leak Policy.

While a utility is not required to have a leak adjustment policy to adjust bills due to a water leak, this utility chooses to offer a leak adjustment under the following conditions:

(T)

1. The customer must request a leak adjustment in writing to the utility, and must provide a plumber's statement or other proof showing the leak has been repaired.
2. The customer's bill will be based on two components: The first step will be to calculate the customer's average monthly usage over a twelve-month period. The second step will be to deduct the customer's average monthly usage (as calculated above) from the total amount of water that passed through the meter. The usage calculated in step one will be billed at the utility's regular rates, while the remaining usage will be charged at the per thousand gallon leak adjustment rate. All water passing through the meter must be accounted and paid for by the customer. Therefore, the customer will owe the amount of his/her average bill plus the per thousand gallon leak adjustment rate for the remainder of the water that passed through the meter.
3. If the meter or customer is so new that usages are not available for an entire twelve month period, the water bill will be estimated by the utility and adjusted upward or downward when a twelve-month average of actual meter readings are available.
4. Wholesale customers are not eligible for this Leak Policy.
5. Only 2 leak adjustment(s) will be made for a specific service location during any given 60 month period.
6. The leak adjustment rate shall be:

The lowest step in the utility's rate design.. The customer will pay a reasonable amount on the leak and the remaining amount will be set up on a payment plan for a six - month period.

DATE OF ISSUE 12/09/2021
Month / Day / Year

DATE EFFECTIVE _____
Month / Day / Year

ISSUED BY Bill Hunt
(Signature of Official)

TITLE CHAIRMAN

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

**KENTUCKY
PUBLIC SERVICE COMMISSION**

Linda C. Bridwell
Executive Director

Linda C. Bridwell

EFFECTIVE
2/1/2022
PURSUANT TO 807 KAR 5.011 SECTION 9 (1)

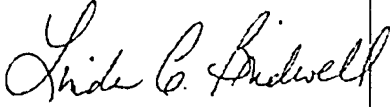
RATTLESNAKE RIDGE WATER DISTRICT
LEAK ADJUSTMENT REQUEST

Date: _____

I _____, had a water leak. The leak was found on _____. The leak was fixed _____. I am requesting to have a leak adjustment. I understand that I'm only allowed to have two leak adjustments within 5 years. I also understand that until the adjustment is done, I still need to make a payment on my account each month.

X _____

Account # _____

KENTUCKY PUBLIC SERVICE COMMISSION
Linda C. Bridwell Executive Director

EFFECTIVE 2/1/2022 <small>PURSUANT TO 807 KAR 5.011 SECTION 9.01</small>

FOR Carter, Elliott, Lawrence and Morgan Counties, Kentucky
Community, Town or City

P.S.C. KY. NO. _____

SHEET NO. _____

RATTLESNAKE RIDGE WATER DISTRICT
(Name of Utility)

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

SHEET NO. _____

RULES AND REGULATIONS

D. Bills and notices relating to the conduct of the business of the District will be mailed to the customer at the address listed on the user's agreement unless a change of address has been filed in writing with the District and the District shall not otherwise be responsible for delivery of any bill or notice nor will the customer be excused from the payment of any bill or any performance required in said notice.

Late Fees

E. 1. Bills for water service are due and payable at the office of the District or to any designated agent, on the date of issue. Bills will be dated and mailed on the last working day of each month. The past due date shall be the tenth day after the date of issue. After the tenth day a ten per cent (10%) penalty will be assessed.

2. All bills not paid on or before the past due date shall be deemed delinquent. Notices will be mailed giving that customer five (5) days' written notice of intent to terminate. Under no circumstances shall service be terminated before twenty (20) days after the mailing date of the original unpaid bill. The water supply to the customer will be discontinued provided, however, if, prior to discontinuance of service, there is delivered to the District, or to its employee empowered to discontinue service, a written certificate signed by a Physician, a registered nurse, or a public health officer that, in the opinion of the certifier, discontinuance of service will aggravate an existing illness or infirmity on the affected premise service shall not be discontinued for 30 days beyond the termination date.

F. Where the water supply to the customer has been discontinued for nonpayment of delinquent bills, a charge of \$45.00 will be made for reconnection of water service, but the reconnection will not be made until all delinquent bills and other charges, if any, owed by the customer to the District have been paid.

Deposit

G. The District may require a minimum cash deposit of \$65.00 or other guarantee to secure payment of bills.

DATE OF ISSUE MARCH 12, 2008
DATE EFFECTIVE JANUARY 1, 2008
ISSUE BY Bill Giltner
TITLE CHAIRMAN
BY AUTHORITY OF ORDER OF THE PUBLIC SERVICE COMMISSION
In case no. 2007-00484 DATED MARCH 7, 2008

PUBLIC SERVICE COMMISSION
OF KENTUCKY
EFFECTIVE
1/1/2008
PURSUANT TO 807 KAR 5:011
SECTION 9 (1)
By Jeff Oberen
Executive Director

FOR Carter, Elliott, Lawrence and Morgan Counties, Kentucky
Community, Town or City

P.S.C. KY. NO. _____

SHEET NO. _____

RATTLESNAKE RIDGE WATER DISTRICT
(Name of Utility)

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

SHEET NO. _____

RULES AND REGULATIONS

Service may be refused or discontinued for failure to pay the requested deposit. Interest, as prescribed by KRS 278.460, will be paid annually either by refund or credit to the customer's bill, except that no refund or credit will be made if the customer's bill is delinquent on the anniversary date of the deposit.

The deposit may be waived upon a customer's showing of satisfactory credit or payment history, and required deposits will be returned after one (1) year if the customer has established a satisfactory payment record for that period. If a deposit has been waived or returned and the customer fails to maintain a satisfactory payment record, a deposit may then be required. The District may require a deposit in addition to the initial deposit if the customer's classification of service changes or if there is a substantial change in usage. Upon termination of service, the deposit, any principal amounts, and any interest earned and owing will be credited to the final bill with any remainder refunded to the customer.

In determining whether a deposit will be required or waived, the following criteria will be considered:

1. Previous payment history with the District. If the customer has no previous history with the District, statements from other utilities, banks, etc. may be presented by the customer as evidence of good credit.
2. Whether the customer has established income or line of credit.
3. Length of time the customer has resided or been located in the area.
4. Whether the customer owns property in the area.
5. Whether the customer has filed bankruptcy proceedings within the last seven years.
6. Whether another customer with a good payment history is willing to sign as guarantor for an amount equal to the required deposit.

If a deposit is held longer than 18 months, the deposit will be recalculated at the customer's request based on the customer's actual usage. If the deposit on account differs from the recalculated amount by more than \$10.00 for a residential customer or 10 percent for a non-residential customer, the District may collect

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DATE OF ISSUE MARCH 12, 2008
DATE EFFECTIVE JANUARY 1, 2008
ISSUE BY Boil Gilbert
TITLE CHAIRMAN
BY AUTHORITY OF ORDER OF THE PUBLIC SERVICE COMMISSION
In case no. 2007-00484 DATED MARCH 7, 2008

PUBLIC SERVICE COMMISSION
OF KENTUCKY
EFFECTIVE
1/1/2008
PURSUANT TO 807 KAR 5:011
SECTION 9 (1)
By [Signature]
Executive Director

FOR Carter, Elliott, Lawrence and Morgan Counties, Kentucky
Community, Town or City

P.S.C. KY. NO. _____

SHEET NO. _____

RATTLESNAKE RIDGE WATER DISTRICT
(Name of Utility)

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

SHEET NO. _____

RULES AND REGULATIONS

any underpayment and shall refund any overpayment by check or credit to the customer's bill. No refund will be made if the customer's bill is delinquent at the time of the recalculation.

Upon the payment of such deposits, the District shall issue to such customer a certificate of deposit, showing the name of the customer, the location of the initial premises occupied by the customer, and the date and amount of the deposit.

- H. All meters shall be installed, renewed, and maintained at the expense of the District, and the District reserves the right to determine the size and type of meter used.
- I. It shall be the policy of the District to test each water meter in accordance with 807 KAR 5:066, Section 16. In addition, upon written request of any customer, the meter serving such customer shall be tested by the District. Such test will be made without charge to the customer if the meter has not been tested within 12 months preceding the requested test; otherwise, a charge of \$50.00 will be assessed if the test shows the meter less than two (2) percent fast.

If a meter is inaccurate in excess of 2%, whether upon periodic testing or upon requested testing, additional tests shall be made at once to determine the average error of the meter, and the adjustment shall be made in the customer's water bills as follows:

1. If the result of such tests shows an average error greater than 2% fast, the customer's bill for the period during which the meter error is known to have existed shall be recomputed and the account adjusted on the basis of the test. If the period during which the meter error existed cannot be determined, the customer's bill shall be recomputed on one-half (1/2) of the elapsed time since the last previous test, but in no event to exceed 12 months; provided, however, that if time for the periodic test has overrun to the extent of 1/2 of the time elapsed since the last previous test exceed 12 months, the refund shall be for 12 months, specified above, plus those months exceeding the periodic test period; provided, further, that such refund may be limited to the 12 month period if failure to make the periodic test was due to causes beyond the control of the District.

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DATE OF ISSUE MARCH 12, 2008
MONTH/DATE/YEAR

DATE EFFECTIVE JANUARY 1, 2008
MONTH/DATE/YEAR

ISSUE BY Billy A. Dillick

TITLE CHAIRMAN

BY AUTHORITY OF ORDER OF THE PUBLIC SERVICE COMMISSION

In case no. 2007-00484 DATED MARCH 7, 2008

PUBLIC SERVICE COMMISSION	
OF KENTUCKY	
EFFECTIVE	
1/1/2008	
PURSUANT TO 807 KAR 5:011	
SECTION 9 (1)	
By <u>J. D. Brown</u>	Executive Director

CERTIFICATE OF DEPOSIT

Rattlesnake Ridge Water District
P.O. Box 475
Grayson, Kentucky 41143
Phone (606) 474-7570

THIS CERTIFIES THAT _____

OF _____ HAS PAID A DEPOSIT IN THE

AMOUNT OF \$ _____ FOR _____, ON ACCOUNT NUMBER

UPON REMOVAL OF SERVICE, THIS DEPOSIT SHALL BE:

- APPLIED AGAINST ANY BALANCE DUE ON THIS ACCOUNT.
ANY RESULTING NET BALANCE SHALL BE REFUNDED TO THE CUSTOMER.
- OTHER _____

THIS CERTIFICATE OF DEPOSIT IS NONTRANSFERABLE BY THE CUSTOMER AND MUST BE SURRENDERED TO THE RATTLESNAKE RIDGE WATER DISTRICT WHEN SERVICE IS TERMINATED.

THIS FURTHER CERTIFIES THAT A NON-REFUNDABLE SERVICE CONNECT/RECONNECT FEE OF \$ _____ HAS BEEN PAID.

DATE _____ SIGNED _____

DATE _____ SIGNED _____

Consumer's Name/Social Security Number
PUBLIC SERVICE COMMISSION OF KENTUCKY EFFECTIVE 1/1/2008
Rattlesnake Ridge Water District Representative
PURSUANT TO PUB. ACN 5.041 SECTION 9 (1)
By <i>[Signature]</i> Executive Director

UPON THE CUSTOMER'S REQUEST, THIS DEPOSIT CAN BE RECALCULATED AFTER THE CUSTOMER. IF THE DEPOSIT ON THE ACCOUNT DIFFERS BY MORE THAN \$1 COLLECTION AND MAY COLLECT ANY UNDERPAYMENT.

ACTUAL USAGE OF THE
WILL REFUND ANY OVER

FOR RESIDENTIAL CUSTOMERS ONLY

FOR Carter, Elliott, Lawrence and Morgan Counties, Kentucky
Community, Town or City

P.S.C. KY. NO. _____

SHEET NO. _____

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

SHEET NO. _____

RATTLESNAKE RIDGE WATER DISTRICT
(Name of Utility)

-RULES AND REGULATIONS

The following rules and regulations are hereby adopted, subject to change by the Commission at anytime. These rules and regulations are intended to supplement the Bond Resolution, the Rate Resolution, and the By-Laws.

- A. All taps and connections to the mains of the District shall be made by and/or under the direction and supervision of District personnel.
- B. Water service may be discontinued by the District for any violation of any rule, regulation, or condition, and especially for any of the following reasons:
 1. Misrepresentation in the application or contract as to the property or fixtures to be supplied or additional use to be made of water.
 2. Failure to report to the District additions to the property or fixtures to be supplied or additional use to be made of water.
 3. Resale of water.
 4. Waste or misuse of water due to improper or imperfect service pipes and/or failure to keep such pipes in a suitable state of repair.
 5. Tampering with meter, meter seal, service, or valves, or permitting such tampering by others.
 6. Connection, cross-connection, or permitting the same of any separate water supply to premises which receive water from the District.
 7. Non-payment of bills.
- C. Any customer desiring to discontinue the water service to his premises for any reason must give notice of discontinuance in writing or in person at the business office of the District at least three (3) days prior to the date of discontinuance stated in such notice; if such notice in writing is not given, a customer shall remain liable for all water used and service rendered to such premises by the District until such notice is received by the District.

DATE OF ISSUE MARCH 12, 2008
DATE EFFECTIVE JANUARY 1, 2008
ISSUE BY Brian Gilbert
TITLE CHAIRMAN
BY AUTHORITY OF ORDER OF THE PUBLIC SERVICE COMMISSION
In case no. 2007-00484 DATED MARCH 7, 2008

PUBLIC SERVICE COMMISSION OF KENTUCKY EFFECTIVE 1/1/2008	
PURSUANT TO 807 KAR 5:011 SECTION 9 (1)	
By <u>[Signature]</u>	Executive Director

FOR Carter, Elliott, Lawrence and Morgan Counties, Kentucky
Community, Town or City

P.S.C. KY. NO. _____

SHEET NO. _____

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

SHEET NO. _____

RATLESNAKE RIDGE WATER DISTRICT
(Name of Utility)

RULES AND REGULATIONS

2. If the results of such tests shows an average error greater than 2% slow, the customer's bill for the period during which the meter error is known to have existed, shall be recomputed and the account adjusted on the basis of the test. If the period during which the meter error existed cannot be determined, then the customer's bill shall be recomputed for one-half (1/2) of the elapsed time since the last previous test, but in no event to exceed 12 months.
3. If the result of such tests necessitates making a refund or back billing a customer, the customer shall be notified in writing of the percentage of error, fast or slow, the date(s) of testing and the amount of charge or credit to be shown on the next bill of the customer.
- J. Where a meter has ceased to register, or meter reading could not be obtained, the quantity of water consumed will be based upon an average of the prior six months consumption and the conditions of water service prevailing during the period in which the meter failed to register.
- K. The District shall make all reasonable efforts to eliminate interruption of service and when such interruptions occur will endeavor to establish service with the shortest possible delay. When the service is interrupted all consumers affected by such interruption will be notified in advance whenever it is possible to do so.
- L. The District shall in no event be held responsible for any claims made against it by reason of the breaking of any mains or service pipes or by reason of any other interruption of the supply of water caused by the failure of machinery or stoppage for necessary repairs and no person shall be entitled to damages nor for any portion of a payment refunded for any interruption of service which in the opinion of the District may be deemed necessary.
- M. Customers having boilers and/or pressure vessels receiving a supply of water from the District must have a check valve on the water supply line and a vacuum valve on the stream line to prevent collapse in case the water supply from the District is discontinued or interrupted for any reason, with or without notice.
- N. The premises receiving a supply of water and all service lines, meters and fixtures, including any fixtures within said premises, shall at all reasonable hours be subject to inspection by the District.

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DATE OF ISSUE MARCH 12, 2008
DATE EFFECTIVE JANUARY 1, 2008
ISSUE BY Bill Galbraith
TITLE CHAIRMAN
BY AUTHORITY OF ORDER OF THE PUBLIC SERVICE COMMISSION
In case no. 2007-00484 DATED MARCH 7, 2008

PUBLIC SERVICE COMMISSION
OF KENTUCKY
EFFECTIVE

1/17/2008

PURSUANT TO 807 KAR 5:01
SECTION 9 (1)

By JH D. Green
Executive Director

EXHIBIT C

Bills to Big Sandy

**RATTLE SNAKE RIDGE
WATER DISTRICT**
5302 S. ST. Hwy 7
P.O. Box 475
Grayson, KY 41143

ACCOUNT NUMBER	BILL DATE	TOTAL AMOUNT DUE	DUE DATE	PAY THIS AMOUNT AFTER DUE DATE
830-01	6/23/2023	3,076.04	7/10/2023	3,383.64

ACCOUNT NUMBER	BILL DATE	TOTAL AMOUNT DUE	DUE DATE	PAY THIS AMOUNT AFTER DUE DATE
830-01	6/23/2023	3,076.04	7/10/2023	3,383.64

SERVICE DATE: 05/03/23-06/27/23

SERVICE ADDRESS: DIAMOND RIDGE

AMOUNT DUE 3,076.04

**RATTLE SNAKE RIDGE
WATER DISTRICT**
5302 S. ST. Hwy 7
P.O. Box 475
Grayson, KY 41143

ACCOUNT NUMBER	BILL DATE	AMOUNT DUE NOW
830-01	7/10/2023	3,076.04
AND IN ADDITION TO THE ABOVE		3,383.64

BIG SANDY-3 INCH
18200 STATE ROUTE 3
CATLETTSBURG, KY 41129-9325

RATTLESNAKE RIDGE WATER DISTRICT
P.O. Box 475
Grayson, KY 41143

RATTLE SNAKE RIDGE
 WATER DISTRICT
 5302 S. ST. Hwy 7
 P.O. Box 475
 Grayson, KY 41143

ACCOUNT NUMBER	BILL DATE	TOTAL AMOUNT DUE	DUE DATE	PAY THIS AMOUNT AFTER DUE DATE
882830 80-01	7/21/2023	4,025.70	8/10/2023	4,428.27

WATER	WQ	ACT	82215100	81332270	882830	GAL
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SERVICE DATE: 06/22/23-07/10/23 4,025.70

SERVICE ADDRESS: DIAMOND RIDGE

for Aug. Bill

RATTLE SNAKE
 RIDGE
 WATER DISTRICT
 5302 S. ST. Hwy 7
 P.O. Box 475
 Grayson, KY 41143

882830 80-01	8/10/2023	4,025.70
		4,428.27

BIG SANDY-3 INCH
 18200 STATE ROUTE 3
 CATLETTSBURG, KY 41129-9325

RATTLESNAKE RIDGE WATER DISTRICT
 P.O. Box 475
 Grayson, KY 41143

RATTLE SNAKE RIDGE
 WATER DISTRICT
 5302 S. ST. Hwy 7
 P.O. Box 475
 Grayson, KY 41143

174-7570

ACCOUNT NUMBER	BILL DATE	TOTAL AMOUNT DUE	DUE DATE	PAY THIS AMOUNT AFTER DUE DATE
830-01	8/24/2023	4,596.02	9/10/2023	5,055.62

SERVICE	RATE CODE	TYPE OF READING	CURRENT READING	PERVIOUS READING	CONSUMPTION	UNIT OF MEASURE	CHARGES
WATER	WQ	ACT	83223000	82215100	1007900	GAL	

SERVICE DATE: 07/10/23-08/15/23

SERVICE ADDRESS: DIAMOND RIDGE

AMOUNT DUE 4,596.02

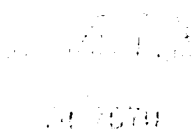
RATTLE SNAKE RIDGE
 WATER DISTRICT
 5302 S. ST. Hwy 7
 P.O. Box 475
 Grayson, KY 41143

174-7570

ACCOUNT NUMBER	DUE DATE	AMOUNT DUE NOW
830-01	9/10/2023	4,596.02
AMOUNT DUE AFTER DUE DATE		AMOUNT DUE NOW
		5,055.62

BIG SANDY-3 INCH
 18200 STATE ROUTE 3
 CATLETTSBURG, KY 41129-9325

RATTLESNAKE RIDGE WATER DISTRICT
 P.O. Box 475
 Grayson, KY 41143



**RATTLE SNAKE RIDGE
WATER DISTRICT**
5302 S. ST. Hwy 7
P.O. Box 475
Grayson, KY 41143

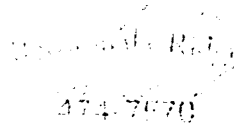
ACCOUNT NUMBER	BILL DATE	TOTAL AMOUNT DUE	DUE DATE	PAY THIS AMOUNT AFTER DUE DATE
830-01	1/26/2024	3,741.94	2/10/2024	4,116.13

SERVICE	RATE CODE	TYPE OF READING	CURRENT READING	PREVIOUS READING	CONSUMPTION	UNIT OF MEASURE	CHARGES
WATER	WQ	ACT	86784000	85963400	820600	GAL	

SERVICE DATE: 12/08/23-01/11/24

SERVICE ADDRESS: DIAMOND RIDGE

AMOUNT DUE 3,741.94



**RATTLE SNAKE RIDGE
WATER DISTRICT**
5302 S. ST. Hwy 7
P.O. Box 475
Grayson, KY 41143

ACCOUNT NUMBER	DUE DATE	AMOUNT DUE NOW
830-01	2/10/2024	3,741.94
AMOUNT DUE AFTER DUE DATE		AMOUNT ENCLOSED
4,116.13		

BIG SANDY-3 INCH
18200 STATE ROUTE 3
CATLETTSBURG, KY 41129-9325

RATTLESNAKE RIDGE WATER DISTRICT
P.O. Box 475
Grayson, KY 41143

**RATTLE SNAKE RIDGE
WATER DISTRICT**
5302 S. ST. Hwy 7
P.O. Box 475
Grayson, KY 41143

ACCOUNT NUMBER	BILL DATE	TOTAL AMOUNT DUE	DUE DATE	PAY THIS AMOUNT AFTER DUE DATE
██████████330-01	3/26/2024	3,841.80	4/10/2024	4,225.98

PREVIOUS BALANCE
WATER WQ ACT 1685000 0 1685000 GAL

Software Solutions (billing program) did not allow file to be sent on individual accounts to billing company, therefore RRWD contacted Big Sandy prior explaining situation on New Meter changeout, giving them the opportunity to divide bill and allow for monthly payment.

SERVICE DATE: 01/11/24-03/05/24

SERVICE ADDRESS: DIAMOND RIDGE

3,841.80

→ ↑ was paid
on 3-13-24 +
on 4-9-24

**RATTLE SNAKE
RIDGE
WATER DISTRICT**
5302 S. ST. Hwy 7
P.O. Box 475
Grayson, KY 41143

██████████330-01	4/10/2024	3,841.80
		4,225.98

BIG SANDY-3 INCH
18200 STATE ROUTE 3
CATLETTSBURG, KY 41129-9325

RATTLESNAKE RIDGE WATER DISTRICT
P.O. Box 475
Grayson, KY 41143