

COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

IN THE MATTER OF:

ELECTRONIC RATTLESNAKE RIDGE WATER)
DISTRICT UNACCOUNTED FOR WATER LOSS) CASE NO. 2024-00176
REDUCTION PLAN, SURCHARGE AND)
MONITORING)

RESPONSE OF RATTLESNAKE RIDGE WATER TO COMMISSION STAFF'S FOURTH
REQUEST FOR INFORMATION TO RATTLESNAKE RIDGE WATER DISTRICT

Comes now, Rattlesnake Ridge Water District (also referred to herein as RRWD), by and through Counsel, and for their Response to Commission Staff's Fourth Request for Information states as follows:

Rebecca Kitchen, General Manager of Rattlesnake Ridge Water District, is the witness responsible for responding to the questions and requests herein.

1. Provide the most recent inspection report related to Rattlesnake Ridge District performed by the Division of Inspections.

RESPONSE: Please see attached inspection report dated April 24, 2026, Letter dated June 4, 2026 and Letter dated June 9, 2026.

2. State how many meters are within the 10-year testing requirement window.

RESPONSE: All of Rattlesnake Ridge Water District's four thousand five hundred (4,500) meters are within the 10 year testing requirement. Rattlesnake Ridge Water District installed all new meters as part of their 2023 meter project. 4312 meters are in active service. Additionally, 188 meters are installed, but are inactive.

3. Refer to Rattlesnake Ridge District's response to Commission Staff's Third Request for Information, Item 1. If a designated employee spends eight hours a week operating the test bench, state how many meters the district anticipates will be tested per week.

RESPONSE: Rattlesnake Ridge Water District anticipates testing 48 to 50 meters per week. Testing using the Ford Water Meter Test Bench typically takes 30 minutes to complete. However, because the water runs through all meters on the bench, the duration remains the same whether you test 1 meter or a full bench of 6 meters simultaneously. Taking into consideration travel time and communication with customers, RRWD conservatively anticipates testing 6 meters per hour, 8 hours weekly for a total of 48 meters per week, routinely. Additional meters may be tested in the event of a suspected malfunction. Utilizing this schedule, RRWD will test 2,496 meters per year, or more than half of its meters annually. RRWD believes this could prevent the need for another complete meter replacement project in the future.

For specificity, the water test bench procedure is as follows:

- 1. Setup and Clamping (3-5 Minutes):** Locking the meter(s) in place using hydraulic or manual clamping mechanism.
- 2. Purging Air (2-3 Minutes):** Running water at low flow to push all trapped air out of the meter and lines before testing.
- 3. Active Testing (10-20 Minutes):** Pumping a precise volume of water (e.g. 10 or 100 gallons) through the series and calculating accuracy. This usually involves two to three separate flow rates (high, intermediate, and low/minimum flow).
- 4. Data Logging (1-2 Minutes):** Recording start and end registers and verifying pass/fail status against AWWA standards.

CERTIFICATION/VERIFICATION

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

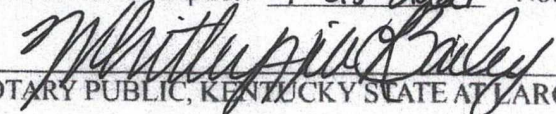

REBECCA KITCHEN, GENERAL MANAGER
RATTLESNAKE RIDGE WATER DISTRICT

STATE OF KENTUCKY

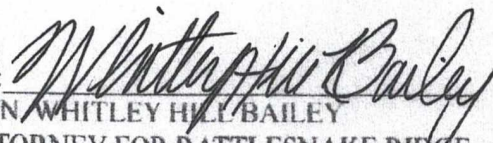
COUNTY OF CARTER

Acknowledged, subscribed and sworn to before me by REBECCA KITCHEN, this the 29th
day of June, 2026.

My commission expires: 7-28-2029 Notary ID #: KYNP103355


NOTARY PUBLIC, KENTUCKY STATE AT LARGE

RESPECTFULLY SUBMITTED,

BY: 
HON. WHITLEY HILL BAILEY
ATTORNEY FOR RATTLESNAKE RIDGE
WATER DISTRICT
106 PARK STREET
GRAYSON, KENTUCKY 41143-0608
(606) 474-0011
WHITLEYHILLBAILEY@GMAIL.COM

Andy Beshear
Governor

John Lyons
Secretary
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Angie Hatton
Chair

Mary Pat Regan
Commissioner

Andrew W. Wood
Commissioner

April 24, 2026

Rattlesnake Ridge Water District
Becky Kitchen
General Manager
PO Box 475
Grayson, KY 41143

Re: Periodic Water Inspection
Rattlesnake Ridge Water District
Carter County, Kentucky

Dear Rattlesnake Ridge Water District:

The Kentucky Public Service Commission (Commission) has exclusive jurisdiction over regulation of utility rates and services in the Commonwealth of Kentucky pursuant to KRS 278.040. KRS 278.250 grants the Commission authority to investigate the condition of a utility subject to its jurisdiction. The Division of Inspections regulates the safety and requirements of jurisdictional water utilities pursuant to 807 KAR Chapter 005.

Commission Staff performed a period water inspection of Rattlesnake Ridge Water District's system on April 2, 2026, reviewing Rattlesnake Ridge Water District's operations and management practices pursuant to Commission regulations. Commission Staff prepared an Inspection Report dated April 24, 2026. The Inspection Report cited Rattlesnake Ridge Water District for one violation of water utility regulations:

1. 807 KAR 5:066 Section 6(3) – Unaccounted-for water loss. For ratemaking purposes, a utility's unaccounted-for water loss shall not exceed fifteen (15) percent of total water produced and purchased, excluding water used by a utility in its own operations. Following a review of the water loss reports, the inspection determined that the 2025 water loss was 25.46 percent.

For the deficiency listed above, Rattlesnake Ridge Water District will need to provide Commission Staff with a detailed explanation regarding the deficiency. Rattlesnake Ridge Water District will need to address the deficiency in the letter and state why the deficiency occurred, what is being done to correct the deficiency, and what action is being taken to prevent the deficiency from occurring in the future.

Rattlesnake Ridge Water District's response will be used by Commission Staff in determining whether a penalty will be assessed and, if so, the amount of the penalty to

be assessed against Rattlesnake Ridge Water District. Rattlesnake Ridge Water District will have the ability to contest any proposed penalty at a hearing in front of the Commission where the Commission will make a final determination, if Rattlesnake Ridge Water District so desires.

Rattlesnake Ridge Water District's response regarding the deficiencies should be submitted within thirty (30) days of the date of this letter via email to PSCED@ky.gov.

If Rattlesnake Ridge Water District does not respond within thirty (30) days of the date of this letter, the Commission will institute an administrative proceeding against Rattlesnake Ridge Water District. The Administrative Proceeding will include a formal hearing in front of the Commission during which Rattlesnake Ridge Water District will have an opportunity to show cause as to why Rattlesnake Ridge Water District should not be subject to penalties under KRS 278.990 for the violations cited herein.

If you have any questions regarding this matter, please contact Erin Donges, Division of Inspections, at erin.donges@ky.gov or 502-330-5970.

Sincerely,



Brandon S. Bruner
Director, Division of Inspections

Enclosure

Kentucky Public Service Commission

Periodic Compliance Inspection

Utility: RATTLESNAKE RIDGE WATER DISTRICT

Utility location: 5302 S STATE HWY 7
GRAYSON, KY 41143
(P.O. BOX 475)

Investigator: ERIN DONGES

Date(s) of inspection: APRIL 2, 2026

Date(s) of last inspection: MARCH 25, 2025

Deficiencies noted during last inspection:

WATER LOSS

Have deficiencies been corrected since last inspection: Yes ☐ No ☒ N/A ☐

Primary utility representative(s) involved with inspection:

Name: BECKY KITCHEN

Title: GENERAL MANAGER

Name: GLEN HARDY

Title: DISTRIBUTION SUPERVISER

Who with the utility should receive the inspection report cover letter from the commission?

Name: BECKY KITCHEN

Title: GENERAL MANAGER

Mailing address: P.O. BOX 475 GRAYSON, KY 41143

Email address: RRWDWC@YAHOO.COM

Phone number: (606) 474-7570

Current Commissioners and term exp.

Name: STEVE ISON (COMM) EXP 2029

Name: RANDY STEAGALL (COMM) EXP 2028

Name: MIKE COPLEY (SECRETARY) EXP 2027

Name: JASON CARROLL (TREASURER) EXP 2027

Name: STEPHEN ROGERS (COMM) EXP 2028

Kentucky Public Service Commission

Periodic Compliance Inspection

General Questions

Treatment Facility

Source Water: GRAYSON LAKE

Plant Capacity: 2.6 MILLION

Avg. Amount Produced: 1,175,544 GALLONS PER DAY

Distribution Facility

Source Water: WATER TREATMENT PLANT

Area of Operation: CARTER, ELLIOTT, LAWRENCE, MORGAN, AND LEWIS

Avg. Amount Purchased: N/A

Water sold at wholesale rate to other water systems: BIG SANDY WATER DISTRICT, GRAYSON UTILITIES

Emergency Connections: OLIVE HILL AND SANDY HOOK WATER DISTRICT

Utility Information

Number of Employees: 17

Number of Office Employees: 4

Number of Certified Water Treatment Employees: 6

Number of Certified Distribution Employees: 3

Number of Certified Meter Testers: N/A

Utility Chairperson/President:

Metering System:

Number of Customers: 4,300

Meter Reading:

AMR ☒

AMI ☐

Other ☐

Manual ☐

Type of meter used for customers: MASTER METER

Does the Utility:

Test Meters X

Replace Meters

Meter Testing Deviation

Kentucky Public Service Commission

Periodic Compliance Inspection

Review Current Emergency Response Plan (ERP):

Has the utility made any revisions to the ERP in the past 24 months?

Yes ☐

No ☒

N/A ☐

When was the last year construction performed? 2023, 2024

What did the construction project consist of? SYSTEM WIDE METER CHANGE OUT AND REPLACED ORIGINAL SERVICE LINES.

Future Construction Projects? WATER TREATMENT PLANT REHAB

807 KAR 5:006

(General Rules)

Section 4: Reports

Has the utility filed its gross annual operating revenue report?

(30 DAY EXTENTION)

Yes ☐

No ☒

N/A ☐

Has the utility filed its annual financial and statistical report?

Yes ☐

No ☒

N/A ☐

Does the utility file Quarterly Meter Reports (QMR) indicating meter tested, number of customers, and amount of refunds?

Yes ☒

No ☐

N/A ☐

Section 7: Billings, Meter Readings, and Information

Does each bill for utility service, issued periodically by a utility, clearly show the following?

The date the bill was issued:

Yes ☒

No ☐

N/A ☐

Class of service:

Yes ☒

No ☐

N/A ☐

Present and last preceding meter readings:

Yes ☒

No ☐

N/A ☐

Date of the present reading:

Yes ☒

No ☐

N/A ☐

Number of units consumed:

Yes ☒

No ☐

N/A ☐

Meter constant, if applicable:

Yes ☐

No ☐

N/A ☒

Kentucky Public Service Commission

Periodic Compliance Inspection

Net amount for service rendered:	Yes ☒	No ☐	N/A ☐
All taxes:	Yes ☒	No ☐	N/A ☐
Adjustments, if applicable:	Yes ☒	No ☐	N/A ☐
The gross amount of the bill:	Yes ☒	No ☐	N/A ☐
The date after which a penalty may apply to the gross amount:	Yes ☒	No ☐	N/A ☐
If the bill is estimated or calculated:	Yes ☒	No ☐	N/A ☐
Is the rate schedule under which the bill is computed posted on the utility's Web site (if it maintains a Web site)?	Yes ☒	No ☐	N/A ☐
Also furnished by one (1) of the following methods, by:			
Printing it on the bill:	Yes ☐	No ☒	N/A ☐
Publishing it in a newspaper of general circulation once each year:	Yes ☐	No ☒	N/A ☐
Mailing it to each customer once each year; or:	Yes ☐	No ☒	N/A ☐
Provide a place on each bill for a customer to indicate the customer's desire for a copy of the applicable rates:	Yes ☒	No ☐	N/A ☐
Does the utility (except if prevented by reasons beyond its control) read customer meters at least quarterly?	Yes ☒	No ☐	N/A ☐
Is each customer-read meter read manually, at least once during each calendar year?	Yes ☐	No ☐	N/A ☒
Does the utility maintain the information required by this subsection, and is it available to the commission and any customer requesting this information?	Yes ☒	No ☐	N/A ☐
If, due to reasons beyond its control, a utility is unable to read a meter in accordance with this subsection, does the utility record the date and time the attempt was made, if applicable, and the reason the utility was unable to read the meter?	Yes ☒	No ☐	N/A ☐

Section 9: Non-recurring Charges

Is a charge assessed if a customer requests the meter be tested pursuant to Section 19 of this administrative regulation and the tests show the as-found meter accuracy is within the limits established by 807 KAR 5:066, Section 15(2)(a)?

Yes ☒	No ☐	N/A ☐
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Section 10: Customer Complaints to the Utility

Upon complaint to a utility by a customer at the utility's office, by telephone or in writing, does the utility make a prompt and complete investigation and advise the customer of the utility's findings?

Kentucky Public Service Commission

Periodic Compliance Inspection

Yes ☒ No ☐ N/A ☐

Does the utility keep a record of all written complaints concerning the utility's service?

Yes ☒ No ☐ N/A ☐

Does the record include the following?

The customer's name and address:

Yes ☒ No ☐ N/A ☐

The date and nature of the complaint:

Yes ☒ No ☐ N/A ☐

The disposition of the complaint:

Yes ☒ No ☐ N/A ☐

Does the utility maintain these records for two (2) years from the date of resolution of the complaint?

Yes ☒ No ☐ N/A ☐

If a written complaint or a complaint made in person at the utility's office is not resolved, does the utility provide written notice to the customer of his or her right to file a complaint with the commission?

Yes ☒ No ☐ N/A ☐

Does the utility provide the customer with the mailing address, Web site address, and telephone number of the commission?

Yes ☒ No ☐ N/A ☐

If a telephonic complaint is not resolved, does the utility provide at least oral notice to the customer of his or her right to file a complaint with the commission?

Yes ☒ No ☐ N/A ☐

Section 11: Bill Adjustment

Does the utility monitor a customer's usage at least quarterly?

Yes ☒ No ☐ N/A ☐

Are the utility's procedures designed to draw the utility's attention to unusual deviations in a customer's usage?

Yes ☒ No ☐ N/A ☐

If a customer's usage is unduly high and the deviation is not otherwise explained, will the utility test the customer's meter?

Yes ☒ No ☐ N/A ☐

If a utility's procedure for monitoring usage indicates that an investigation of a customer's usage is necessary, does the utility notify the customer in writing?

Yes ☒ No ☐ N/A ☐

If knowledge of a serious situation requires more expeditious notice, does the utility notify the customer by the most expedient means available?

Yes ☒ No ☐ N/A ☐

If the meter shows an average meter error greater than two (2) percent fast or slow, does the utility maintain the meter in question at a secure location under the utility's control, for a period of six (6) months from the date the customer is notified of the finding of the investigation and the time frame the meter will be secured by the utility or if the customer has filed a formal complaint?

Yes ☒ No ☐ N/A ☐

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Section 14: Utility Customer Relations

Does the utility post and maintain regular business hours and provide representatives available to assist its customers and to respond to inquiries from the commission regarding customer complaints?

Yes ☒ No ☐ N/A ☐

What are the Utility's business hours? M-F 8:00-4:30

Does the utility designate at least one (1) representative to be available to answer customer questions, resolve disputes, and negotiate partial payment plans at the utility's office?

Yes ☒ No ☐ N/A ☐

If the utility has annual operating revenues of \$250,000 or more, does it make a designated representative available during the utility's established working hours not fewer than seven (7) hours per day, five (5) days per week excluding legal holidays?

Yes ☒ No ☐ N/A ☐

If the utility has annual operating revenues of less than \$250,000, does it make a designated representative available during the utility's established working hours not fewer than seven (7) hours per day, one (1) day per week?

Yes ☐ No ☐ N/A ☒

Does the utility provide the following?

Maintain a telephone: Yes ☒ No ☐ N/A ☐

Publish the telephone number in all service areas: Yes ☒ No ☐ N/A ☐

Permit all customers to contact the utility's designated representative without charge:

Yes ☒ No ☐ N/A ☐

Does the utility prominently display in each office open to the public for customer service (and shall post on its Web site, if it maintains a Web site) a summary, prepared and provided by the commission, of the customer's rights pursuant to this section and Section 16 of this administrative regulation?

Yes ☒ No ☐ N/A ☐

Does the utility inspect the condition of its meter and service connections before making service connections to a new customer so that prior or fraudulent use of the facilities shall not be attributed to the new customer?

Yes ☒ No ☐ N/A ☐

Section 17: Meter Testing

Does the utility maintain meter standards and test facilities, as more specifically established in 807 KAR 5:066?

Yes ☐ No ☐ N/A ☒

Meter Test Bench Certification Expiration: N/A

Kentucky Public Service Commission

Periodic Compliance Inspection

Before being installed for use by a customer, are all meters tested and in good working order (and adjusted as close to the optimum operating tolerance as possible) as more specifically established in 807 KAR 5:066, Section 15(2)(a)-(b)?

Yes ☒ No ☐ N/A ☐

Does the utility have all or part of its testing of meters performed by another utility or agency?

Yes ☒ No ☐ N/A ☐

Who performs testing of meters for Utility? GREEN RIVER VALLEY WATER DISTRICT

Does the utility or agency employ apprentices in training for certification as meter testers?

Yes ☐ No ☐ N/A ☒

Are all tests performed during this period by an apprentice witnessed by a certified meter tester?

Yes ☐ No ☐ N/A ☒

Section 18: Meter Test Records

Does the utility maintain a complete record of all meter tests and adjustments and data sufficient to allow checking of test calculations?

Yes ☒ No ☐ N/A ☐

Do the records include the following?

Information to identify the unit and its location:

Yes ☒ No ☐ N/A ☐

Date of tests:

Yes ☒ No ☐ N/A ☐

Reason for the tests:

Yes ☒ No ☐ N/A ☐

Readings before and after test:

Yes ☒ No ☐ N/A ☐

Statement of "as found" and "as left" accuracies sufficiently complete to permit checking of calculations employed:

Yes ☒ No ☐ N/A ☐

Statement of repairs made, if any:

Yes ☒ No ☐ N/A ☐

Identifying number of the meter:

Yes ☒ No ☐ N/A ☐

Type and capacity of the meter:

Yes ☒ No ☐ N/A ☐

Does the utility maintain a complete record of tests of each meter continuous for at least two (2) periodic test periods and shall in no case be less than two (2) years?

Yes ☒ No ☐ N/A ☐

Does the utility maintain numerically arranged and properly classified records for each meter that it owns, uses, and inventories?

Yes ☒ No ☐ N/A ☐

Do these records include the following?

Identification number:

Yes ☒ No ☐ N/A ☐

Date of purchase:

Yes ☒ No ☐ N/A ☐

Kentucky Public Service Commission

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Name of manufacturer: Yes ☒ No ☐ N/A ☐

Serial number: Yes ☒ No ☐ N/A ☐

Type: Yes ☒ No ☐ N/A ☐

Name and address of each customer on whose premises the meter has been in service with date of installation and removal: Yes ☒ No ☐ N/A ☐

Do these records contain condensed information concerning all tests and adjustments including dates and general results of the adjustments? Yes ☒ No ☐ N/A ☐

Do these records reflect the date of the last test and indicate the proper date for the next periodic test? Yes ☒ No ☐ N/A ☐

Section 19: Request Tests

Does the utility make a test of a meter upon written request of a customer if the request is not made more frequently than once each twelve (12) months? Yes ☒ No ☐ N/A ☐

Does the utility afford the customer the opportunity to be present at the requested test? Yes ☒ No ☐ N/A ☐

If the tests show the as-found meter accuracy is within the limits allowed by 807 KAR 5:066, Section 15(2)(a), does the utility may make a reasonable charge for the test?

Yes ☒ No ☐ N/A ☐

Has the utility filed a tariff (commission approved) establishing a meter test charge? Yes ☒ No ☐ N/A ☐

Section 20: Access to Property

Do employees of the utility (whose duties require him to enter the customer's premises) wear a distinguishing uniform or other insignia, identifying them as an employee of the utility, and show a badge or other identification that shall identify them as an employee of the utility?

Yes ☒ No ☐ N/A ☐

Section 23: System Maps and Records

Does the utility have on file at its principal office located within the state and shall file upon request with the commission a map or maps of suitable scale of the general territory it serves or holds itself ready to serve?

Yes ☒ No ☐ N/A ☐

Is the map or maps available in electronic format as a PDF file or as a digital geographic database?

Yes ☒ No ☐ N/A ☐

Is following data available on the map or maps?

Operating districts: Yes ☒ No ☐ N/A ☐

Rate districts: Yes ☒ No ☐ N/A ☐

Kentucky Public Service Commission

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Communities served: Yes ☒ No ☐ N/A ☐

Location and size of distribution lines, and service connections: Yes ☒ No ☐ N/A ☐

Section 24: Location of Records

Are all records required by 807 KAR Chapter 5 kept in the office of the utility and made available to representatives, agents, or staff of the commission upon reasonable notice at all reasonable hours?

Yes ☒ No ☐ N/A ☐

Section 25: Safety Program

Has the utility adopted and executed a safety program, appropriate to the size and type of its operations?

Yes ☒ No ☐ N/A ☐

At a minimum, does the safety program include the following?

A safety manual with written guidelines for safe working practices and procedures to be followed by utility employees: Yes ☒ No ☐ N/A ☐

Instruct employees in safe methods of performing their work? Yes ☒ No ☐ N/A ☐

Utility has monthly safety meetings? YES

Instruct employees who, in the course of their work, are subject to the hazard of electrical shock, asphyxiation, or drowning, in accepted methods of artificial respiration: EXP 2028

Yes ☒ No ☐ N/A ☐

Section 26: Inspection of Systems

Has the utility adopted inspection procedures to assure safe and adequate operation of the utility's facilities and compliance with KRS Chapter 278 and 807 KAR Chapter 5?

Yes ☒ No ☐ N/A ☐

Have these inspection procedures been filed with the commission for review?

Yes ☒ No ☐ N/A ☐

Upon receipt of a report of a potentially hazardous condition at a utility facility, does the utility inspect all portions of the system that are the subject of the report? Yes ☒ No ☐ N/A ☐

Are appropriate records kept by a utility to identify the inspection made, the date and time of inspection, the person conducting the inspection, deficiencies found, and action taken to correct the deficiencies?

Yes ☒ No ☐ N/A ☐

Water utility inspections. Each water utility shall make systematic inspections of its system as established in paragraphs (a) through (c) of 807 KAR 5:006 Section 26(6) to ensure that the commission's safety requirements are being met. These inspections shall be made as often as necessary but not less frequently

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Periodic Compliance Inspection

than as established in paragraphs (a) through (c) of 807 KAR 5:006 Section 26(6) for various classes of facilities and types of inspection.

The utility shall annually inspect all structures pertaining to source of supply for their safety and physical and structural integrity.

Does the utility inspect the structures listed below?

Dams	Yes ☐	No ☐	N/A ☒
Intakes	Yes ☐	No ☐	N/A ☒
Traveling screen	Yes ☐	No ☐	N/A ☒

Does the utility semiannually inspect the structures listed below?

Wells	Yes ☐	No ☐	N/A ☒
Well motors and structures	Yes ☐	No ☐	N/A ☒
Electric power wiring and controls	Yes ☒	No ☐	N/A ☐

The utility shall annually inspect all structures pertaining to purification for their safety, physical and structural integrity, and for leaks.

Does the utility annually inspect the structures listed below?

Sedimentation basins	Yes ☐	No ☐	N/A ☒
Filters	Yes ☐	No ☐	N/A ☒
Clear Wells	Yes ☐	No ☐	N/A ☒
Chemical feed equipment	Yes ☒	No ☐	N/A ☐
Pumping equipment	Yes ☒	No ☐	N/A ☐
Water storage facilities	Yes ☒	No ☐	N/A ☐
Hydrants	Yes ☒	No ☐	N/A ☐
Mains	Yes ☒	No ☐	N/A ☐
Meters	Yes ☒	No ☐	N/A ☐
Meter settings	Yes ☒	No ☐	N/A ☐
Valves	Yes ☒	No ☐	N/A ☐

Does the utility monthly inspect the equipment listed below for defects, wear, operational hazards, lubrication, and safety features?

Kentucky Public Service Commission

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Construction equipment Yes ☒ No ☐ N/A ☐

Vehicles Yes ☒ No ☐ N/A ☐

Section 27: Reporting of Accidents, Property Damage, or Loss of Service

Within two (2) hours following discovery does the utility notify the commission by telephone or electronic mail of a utility related accident that results in the following:

Death or shock or burn requiring medical treatment at a hospital or similar medical facility, or any accident requiring inpatient overnight hospitalization: Yes ☐ No ☐ N/A ☒

Actual or potential property damage of \$25,000 or more: Yes ☐ No ☐ N/A ☒

Loss of service for four (4) or more hours to ten (10) percent or 500 or more of the utility's customers, whichever is less: Yes ☐ No ☐ N/A ☒

Are summary written reports submitted by the utility to the commission within seven (7) calendar days of the utility related accident? Yes ☐ No ☐ N/A ☒

Section 28: Deviations from Administrative Regulation:

Has the utility been permitted by the commission to deviate from these administrative regulations? Yes ☐ No ☒ N/A ☐

807 KAR 5:011 (Tariffs)

Section 12: Posting tariffs, Administrative Regulations, and Statutes

Does the utility display a suitable placard, in large type, that states that the utility's tariff and statutes are available for public inspection? Yes ☒ No ☐ N/A ☐

Does the utility provide a suitable table or desk in its office or place of business on which the public may view all effective tariffs? Yes ☒ No ☐ N/A ☐

Section 13: Special Contracts

Does the utility have any special contracts that establish rates, charges, or conditions of service not contained in its tariff? Yes ☐ No ☒ N/A ☐

If yes has the utility filed, the special contracts with the PSC? Yes ☐ No ☐ N/A ☒

807 KAR 5:066 (Water)

Section 2: Information Available to Customers:

Kentucky Public Service Commission

Periodic Compliance Inspection

Does the utility provide the information listed below to any customer upon request?

A description in writing of chemical constitutes and bacteriological standards of the treated water as required by the Division of Water Yes ☒ No ☐ N/A ☐

Schedule of rates for water service Yes ☒ No ☐ N/A ☐

Method of reading meters Yes ☒ No ☐ N/A ☐

Past readings of a customer's meter for a period of two (2) years Yes ☒ No ☐ N/A ☐

Section 3: Quality of Water

Is the utility in compliance with the Division of Water? Yes ☒ No ☐ N/A ☐

Section 4: Continuity of Service

Does the utility immediately notify the fire chief if an emergency interruption of service affects service to any public fire protection device? Yes ☐ No ☒ N/A ☐

If the utility schedules an interruption of service are all customers notified that are affected by the interruption? Yes ☒ No ☐ N/A ☐

Does the utility have standby pumps capable of providing the maximum daily pumping demand? Yes ☒ No ☐ N/A ☐

Does the utility's minimum storage capacity equal the average daily consumption? Yes ☒ No ☐ N/A ☐

Does the utility keep a record of all interruption? Yes ☒ No ☐ N/A ☐

Does the record contain the information listed below?

Cause of interruption Yes ☒ No ☐ N/A ☐

Date Yes ☒ No ☐ N/A ☐

Time Yes ☒ No ☐ N/A ☐

Duration Yes ☒ No ☐ N/A ☐

Kentucky Public Service Commission

Periodic Compliance Inspection

Remedy and steps taken to prevent recurrence Yes ☒ No ☐ N/A ☐

Section 5: Pressure

Does the customer's service pipe under normal conditions fall below thirty (30) psig or static pressure exceed 150 psig? Yes ☐ No ☒ N/A ☐

Does the utility have one (1) or more recording pressure gauges to make pressure surveys? Yes ☒ No ☐ N/A ☐

(Does the Utility have SCADA/Telemetry to monitor their pressures throughout system?) YES

Is the utility maintaining one (1) or more of these recording pressure gauges at some representative point on the utility's mains at a minimum of one (1) week per month in continuous service? Yes ☒ No ☐ N/A ☐

Is the utility, at least once annually, making a survey of pressures in its distribution system? Yes ☒ No ☐ N/A ☐

Section 6: Water Supply Measurement

Has the utility installed a measuring device at each source of supply? Yes ☒ No ☐ N/A ☐

Section 7: Standards of Construction

Is the utility failing to operate its facilities so as to provide adequate and safe service to its customers due to water loss exceeding 15 percent? Yes ☒ No ☐ N/A ☐
Water Loss: 25.46 PERCENT

Section 8: Distribution Mains

Are dead ends provided with a hydrant, flushing hydrant, or blowoff for flushing purpose? Yes ☒ No ☐ N/A ☐

Section 9: Service Lines

Does the utility inspect the customer's service line? Yes ☒ No ☐ N/A ☐

Does the utility substitute its inspection for the proof of an inspection done by the appropriate state or local plumbing inspector? Yes ☒ No ☐ N/A ☐

Section 13: Measurement of Service

Does the utility meter all water sold? Yes ☒ No ☐ N/A ☐

Does the utility have any flat water rates? Yes ☐ No ☒ N/A ☐

Has the utility adopted a standard method of installing meters and service lines? Yes ☒ No ☐ N/A ☐

Kentucky Public Service Commission

Periodic Compliance Inspection

Section 15: Accuracy requirement of Water Meters

Are all new meters, and any meter removed from service for any cause tested for accuracy prior to being placed into service?

Yes ☒ No ☐ N/A ☐

Do the meters tested register within the accuracy limits specified in 807 KAR 5:066, Section 15 (2)(a)?

Yes ☒ No ☐ N/A ☐

Section 16: Periodic Tests

Is the utility testing all water meters so that no meter remains in service without testing for a period longer than specified by the table in 807 KAR, Section 16 (1)?

Yes ☒ No ☐ N/A ☐

How many meters are out of compliance? 0

Section 17: Water Shortage Response Plan

Has the utility submitted a copy of its Water Shortage Response Plan with the Commission?

Yes ☒ No ☐ N/A ☐

Section 18: Deviations from Administrative Regulation:

Has the utility been permitted by the commission to deviate from these administrative regulations?

Yes ☐ No ☒ N/A ☐

807 KAR 5:095

(Fire Protection Service for Water Utilities)

Section 9

Does the utility allow a utility to withdraw water from its distribution system for fire protection and training purposes at no charge?

Yes ☒ No ☐ N/A ☐

Does the utility require a fire department to submit quarterly reports demonstrating its water usage?

Yes ☒ No ☐ N/A ☐

Does the utility's tariff state the penalty to be assessed for failure to submit water usage reports?

Yes ☒ No ☐ N/A ☐

Kentucky Public Service Commission

Periodic Compliance Inspection

What is the Fire Departments Usage on Annual Report? 586,253 GALLONS

What is the Flushing Usage on Annual Report? 57, 232 051 GALLONS

List of Cases currently at Commission. CASE NO. 2024-00176 SURCHARGE

Last rate case? CASE NO. 2023-00338 ARF

How is the district notified of line locates? 811

How many lines were located in 2025? 1,000

How many dig in damages in 2025? 20

Kentucky Public Service Commission

Periodic Compliance Inspection

Review of Facilities:

1.

Tank: RATTLESNAKE RIDGE WATER STORAGE TANK

Capacity

Condition: NO VISUAL ISSUES

2.

Pump Station: RATTLESNAKE RIDGE PUMP STATION

Condition: RUST NOTED

3.

Pump Station: CLIFTY PUMP STATION

Condition: RUST NOTED

Total Storage Capacity: 3,000,000 GALLONS

Total Daily Consumption: 1,175,544 GALLONS PER DAY

Kentucky Public Service Commission

Periodic Compliance Inspection

Deficiencies

WATER LOSS

Additional Inspector Comments

ADDING A TEST BENCH IN 2026

ALL FIGURES ARE OFF OF UTILITIES WATER LOSS REPORTS

Comment: During this periodic regulatory compliance inspection, it was not possible to review/discuss every record relating to all Commission requirements. Therefore, in some instances the results contained in this report are indicative of those items inspected and reviewed on a sample basis.

Report by:

Date: APRIL 24, 2026

Erin Donges

Attachment(s):

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

P.S.C. KY NO. 1

5th Revised SHEET NO. 1

CANCELLING P.S.C. KY NO. 1

4th Revised SHEET NO. 1

Rattlesnake Ridge Water District
(Name of Utility)

RATES AND CHARGES

Monthly Rates

5/8" x 3/4" Meter

First 1,000 Gallons
Next 4,000 Gallons
Next 5,000 Gallons
Next 10,000 Gallons
Next 20,000 Gallons
Over 40,000 Gallons

\$21.72 Minimum Bill
0.01618 Per Gallon
0.01393 Per Gallon
0.01248 Per Gallon
0.00888 Per Gallon
0.00708 Per Gallon

3/4" Meter

First 5,000 Gallons
Next 5,000 Gallons
Next 10,000 Gallons
Next 20,000 Gallons
Over 40,000 Gallons

\$86.47 Minimum Bill
0.01393 Per Gallon
0.01248 Per Gallon
0.00888 Per Gallon
0.00708 Per Gallon

1" Meter

First 10,000 Gallons
Next 10,000 Gallons
Next 20,000 Gallons
Over 40,000 Gallons

\$156.15 Minimum Bill
0.01248 Per Gallon
0.00888 Per Gallon
0.00708 Per Gallon

1 1/2" Meter

First 30,000 Gallons
Next 10,000 Gallons
Over 40,000 Gallons

\$369.67 Minimum Bill
0.00888 Per Gallon
0.00708 per Gallon

2" Meter

First 50,000 Gallons
Over 50,000 Gallons

\$529.33 Minimum Bill
0.00708 Per Gallon

3" Meter

First 100,000 Gallons
Over 100,000 Gallons

\$883.40 Minimum Bill
0.00708 Per Gallon

DATE OF ISSUE 7/17/24
Month / Date / Year

DATE EFFECTIVE 7/12/24
Month / Date / Year

ISSUED BY *[Signature]*
(Signature of Officer)

TITLE *MANAGER*

BY AUTHORITY OF ORDER OF THE PUBLIC SERVICE COMMISSION

IN CASE NO. 2023-00338 DATED 7/12/24

STATE OF KENTUCKY
PUBLIC SERVICE COMMISSION

Linda C. Lindwell
Executive Director

[Signature]

7/12/24

Facility Name	Operator	Node	NODE
Mayhew Plate Tank	41.911	187	121,133,824
Denton	171	0	78,894,000
Webbville	159	138,499,344	
Diamond Ridge Boosters	58	68,538,786	
Diamond Ridge Tank	145	87,109	
	250	73,432,882	
	342	189,082,040	
	208	199,155,782	
	0	212,433,888	
		77,856,560	

FOR Carter, Elbert, Lawrence, Morgan Counties
Community, Town or City

P.S.C. KY NO. 1

5th Revised SHEET NO. 2

CANCELLING P.S.C. KY NO. 1

4th Revised SHEET NO. 2

Rattlesnake Ridge Water District
(Name of Utility)

RATES AND CHARGES

4" Meter					
First 200,000 Gallons	\$1.59153	Minimum Bill			(1)
Over 200,000 Gallons	0.00708	Per Gallon			
6" Meter					
First 500,000 Gallons	\$3.71594	Minimum Bill			
Over 500,000 Gallons	0.00708	Per Gallon			
Wholesale Rate					
Big Sandy Water District	0.00484	Per Gallon			
City of Grayson	0.00484	Per Gallon			
City of Vanceburg	0.00429	Per Gallon			
Wholesale Rate in Emergency Situations					
City of Olive Hill	0.00484	Per Gallon			
Kentucky Department of Parks (Golf Course Only)	0.00521	Per Gallon			
Sandy Hook Water District	0.00326	Per Gallon			
Water Loss Reduction Surcharge	\$5.53	Per Customer			(N)

DATE OF ISSUE 7/17/24
Month / Date / Year

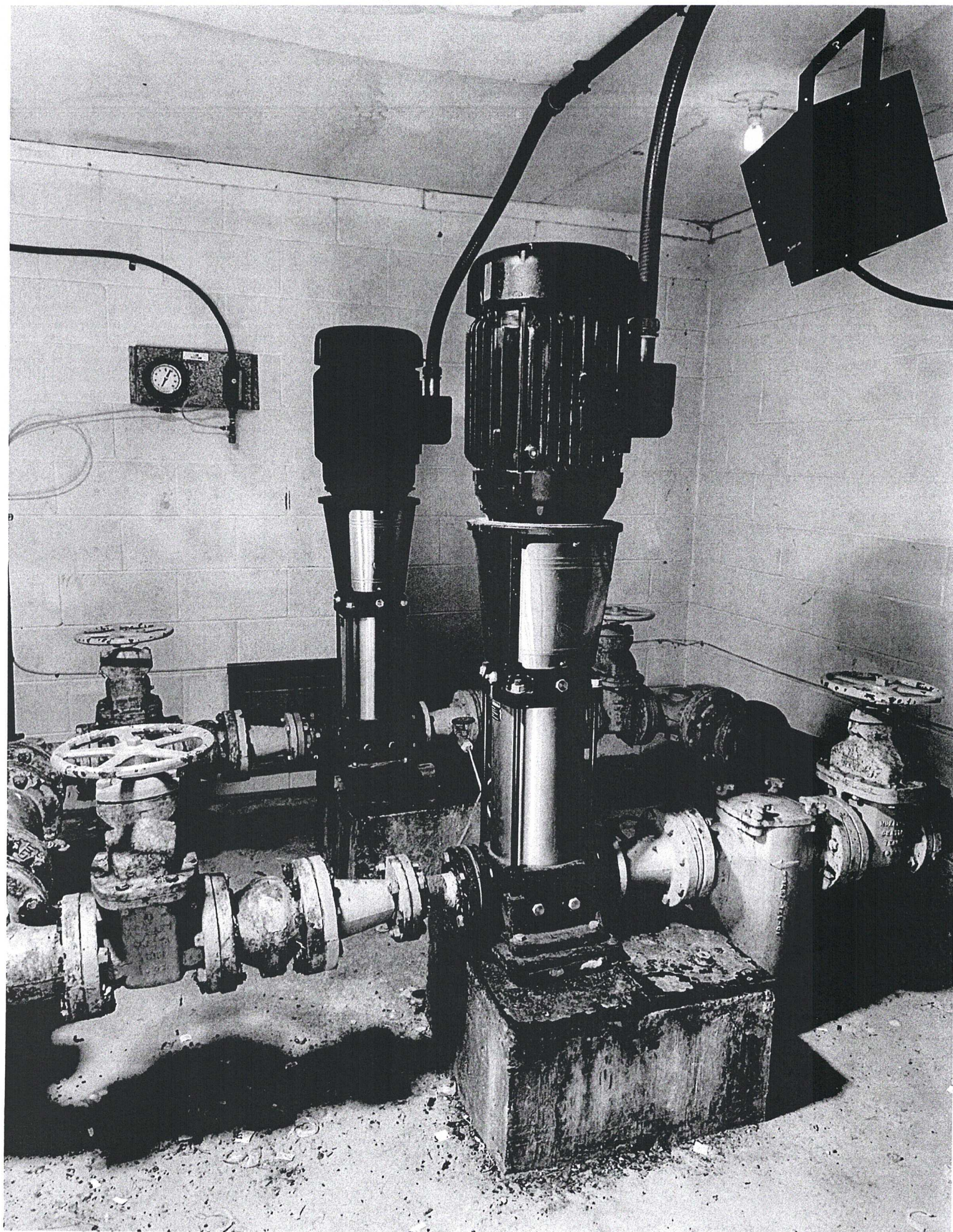
DATE EFFECTIVE 7/12/24
Month / Date / Year

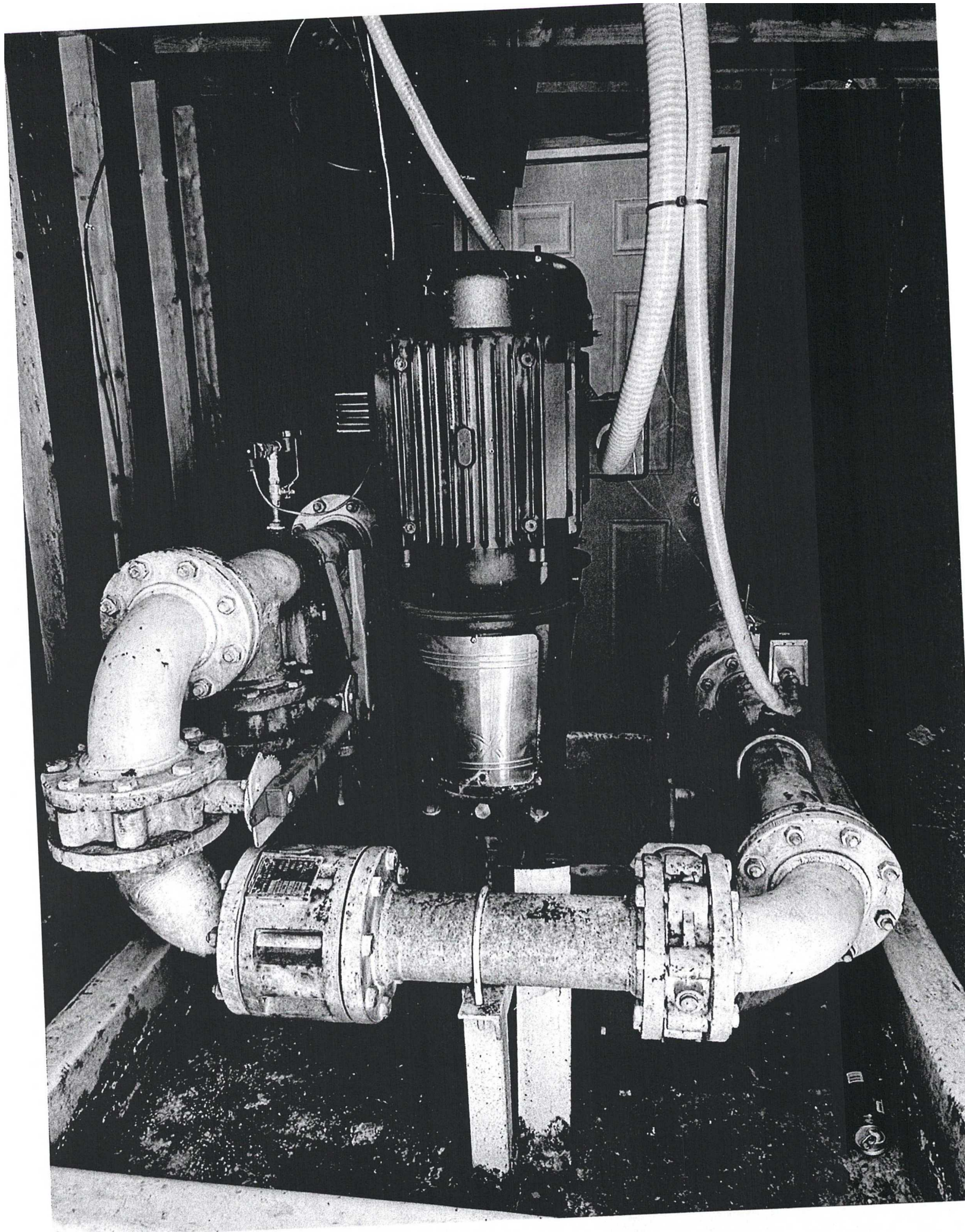
ISSUED BY *Don Hill*
Signature of Officer

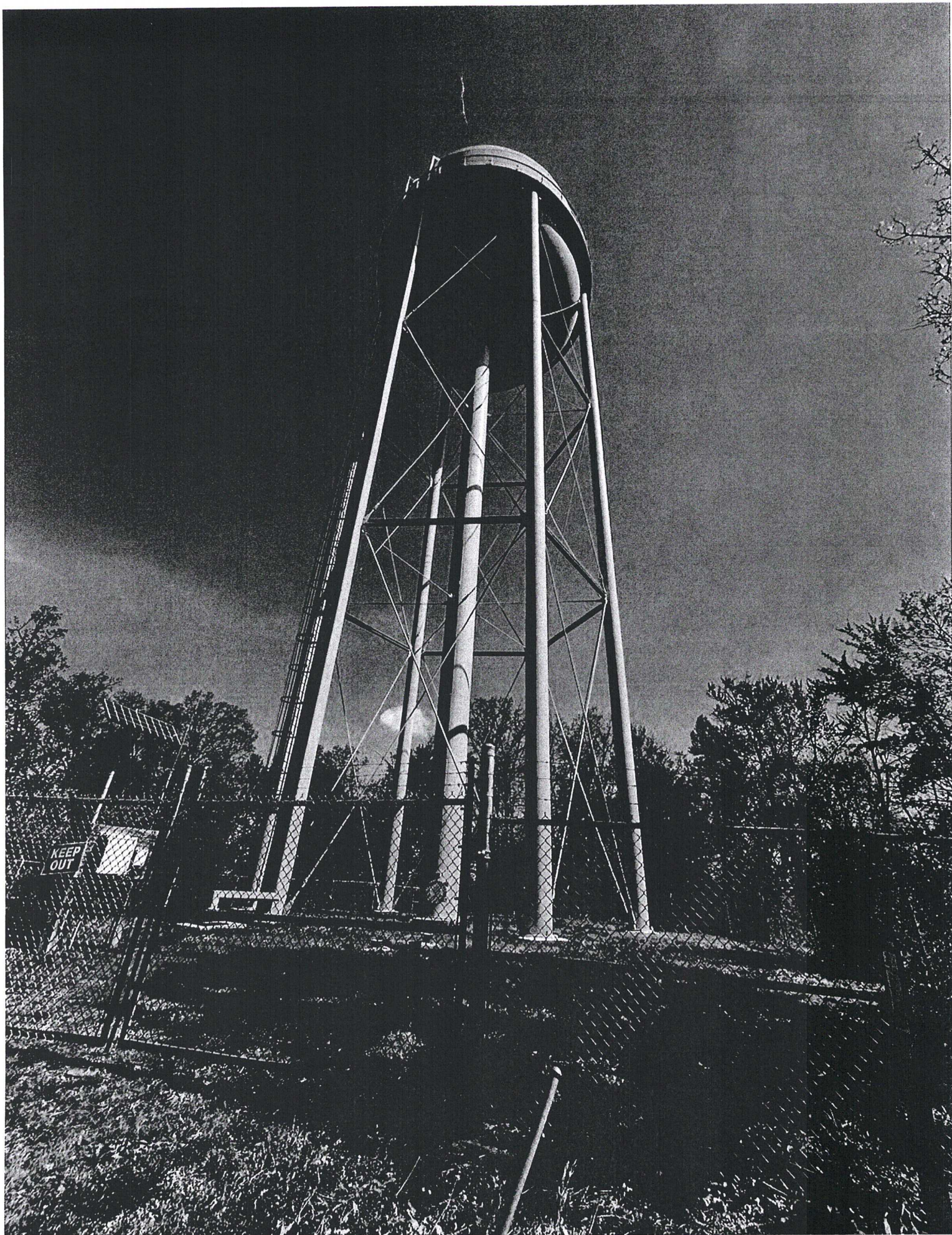
TITLE *Manager*

BY AUTHORITY OF ORDER OF THE PUBLIC SERVICE COMMISSION
IN CASE NO. 2023-00338 DATED 7/12/24

KENTUCKY PUBLIC SERVICE COMMISSION
Linda C. Lindwell Executive Director
<i>Linda C. Lindwell</i>
EXECUTIVE 7/17/2024
FORWARDED TO THE WATER SECTION (N11)









Whitley Hill Bailey, P.L.L.C.

106 Park Street
Grayson, KY 41143

Attorney At Law

(606) 474-0011

WhitleyHillBailey@gmail.com

June 4, 2026

Commonwealth of Kentucky
Public Service Commission
211 Sower Blvd.
Frankfort, KY 40601-8294

RE: Rattlesnake Ridge Water District
Periodic Water Inspection

To Whom It May Concern:

This letter is written in response to your April 24, 2026 correspondence regarding the periodic water inspection of Rattlesnake Ridge Water District in Carter County, Kentucky. I am the attorney for Rattlesnake Ridge Water District and I have been asked to respond to your correspondence and provide you with information related to the alleged violation of water utility regulations.

Rattlesnake Ridge Water District is addressing water loss through PSC case number 2024-00176, *In the Matter of Rattlesnake Ridge Water District Unaccounted for Water Loss Reduction Plan, Surcharge and Monitoring*. On July 21, 2025, Rattlesnake Ridge Water District filed a Qualified Infrastructure Improvement Plan setting forth the district's plan to address their water loss. On April 10, 2026, Rattlesnake Ridge Water District filed a Motion with Notice of Request for Use of Surcharge Funds to purchase a water meter test bench, one of the plans proposed in the QIIP. The motion remains pending.

Water loss due to meter inaccuracy contributes to Rattlesnake Ridge Water District's total water loss and; therefore, must be addressed as part of Rattlesnake Ridge Water District's water efficiency program. Utilizing a testing bench is the most effective method to address meter inaccuracy. Accurate meters can reduce water loss by ensuring that the customer's meter is measuring the actual amount of water going through the meter to prevent water loss. Low flow use has been a measurable issue with customer's meters in the past and a testing bench capable of low flow leak detection is essential in addressing low flow as part of overall meter accuracy and water loss.

Rattlesnake Ridge Water District intends to proceed with additional projects and plans set forth in the QIIP to address water loss. Rattlesnake Ridge also continues to replace water lines in an attempt to address water loss by preventing breaks and leaks. Rattlesnake Ridge Water District operates throughout a vast, rural area with difficult terrain and geological features which also

Public Service Commission
June 4, 2026
Page 2 of 2

contributes to their water loss. Rattlesnake Ridge Water District has a new general manager that is committed to addressing the utility's water loss.

We appreciate your consideration of this information.

Yours Truly,

A handwritten signature in black ink, appearing to read "Whitley Hill Bailey". The signature is stylized with a large initial "W" and a prominent "B".

Whitley Hill Bailey

WHB/mj

Andy Beshear
Governor

John Lyons
Secretary
Energy and Environment Cabinet

Angie Hatton
Chair



Commonwealth of Kentucky
Public Service Commission
211 Sower Blvd.
Frankfort, Kentucky 40601-8294
Telephone: (502) 564-3940
psc.ky.gov

Mary Pat Regan
Commissioner

Andrew W. Wood
Commissioner

Barry L. Mayfield
Commissioner

June 9, 2026

Rattlesnake Water District
Becky Kitchen
PO Box 475
Grayson, KY 41143

Re: Periodic Water Inspection
Inspection ID: 14298

Dear Rattlesnake Water District:

Notice is given to all parties that, after further review of information provided, the Kentucky Public Service Commission Division of Inspections has determined it will not pursue any action against Rattlesnake Water District for the violations cited in the Inspection Report dated April 24, 2026. This letter closes the April 2, 2026, inspection of Rattlesnake Water District and no further action is required.

If you have any questions regarding this matter, please contact Erin Donges, Inspector, Division of Inspections, at erin.donges@ky.gov or 502-330-5970.

Sincerely,

A handwritten signature in blue ink, appearing to read "B. Bruner".

Brandon S. Bruner
Director, Division of Inspections

TEAM
KENTUCKY.