

COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

ELECTRONIC TARIFF FILING OF)	
EAST CASEY COUNTY WATER)	CASE NO.
DISTRICT TO REVISE THE)	2025-00155
CUSTOMER BILL DUE DATE AND)	
CREDIT/DEBIT CARD PAYMENT)	
LANGUAGE TO ITS TARIFF)	

RESPONSE OF
EAST CASEY COUNTY WATER DISTRICT

TO

COMMISSION STAFF'S SECOND REQUEST FOR INFORMATION,
DATED AUGUST 27, 2025

Filed: December 1, 2025

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**RESPONSE OF EAST CASEY COUNTY WATER DISTRICT TO
COMMISSION STAFF’S SECOND REQUEST FOR INFORMATION**

East Casey County Water District (“East Casey” or the “District”) submits its
Response to Commission Staff’s Second Request for Information.

/s/Tina C. Frederick
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*Counsel for East Casey
County Water District*

Filed: December 1, 2025

CERTIFICATE OF SERVICE

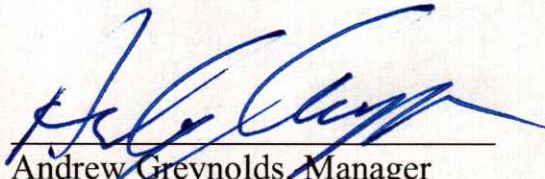
In accordance with the Commission's Order of July 22, 2021 in Case No. 2020-00085 (Electronic Emergency Docket Related to the Novel Coronavirus COVID-19), this is to certify that the electronic filing has been transmitted to the Commission on December 1, 2025; and that there are currently no parties in this proceeding that the Commission has excused from participation by electronic means.

/s/Tina C. Frederick
Tina C. Frederick

SWORN CERTIFICATION AND VERIFICATION

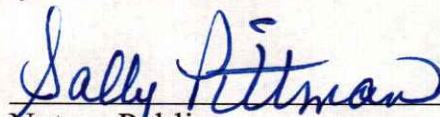
COMMONWEALTH OF KENTUCKY)
) SS:
COUNTY OF CASEY)

The undersigned, Andrew Greynolds, being duly sworn, deposes and states that he, as Manager for East Casey County Water District, has personal knowledge of the matters set forth in the items for which he is identified as the witness in East Casey County Water District's Response to Staff's Second Request for Information in Kentucky Public Service Commission Case No. 2025-00155, and the information contained therein is true and correct to the best of his information, knowledge, and belief. Further, he certifies that he has supervised the preparation of this Response as required by 807 KAR 5:001, Section 4(12)(d)(2)(b), and that the Response is true and accurate to the best of his knowledge, information, and belief formed after a reasonable inquiry.



Andrew Greynolds, Manager
East Casey County Water District

Subscribed, sworn to, and acknowledged before me, a Notary Public in and for said county and state, this 1st day December of 2025.



Notary Public

My Commission Expires: 3/6/28

Notary ID: KYNP86124

EAST CASEY COUNTY WATER DISTRICT

Case No. 2025-00155

Response to Commission Staff's Second Request for Information

Question No. 2-1

Responding Witness: Andy Greynolds, Manager

Q 2-1. For the period of June 2020 through June 2025 provide by month, in Excel spreadsheet format with all formulas, columns, and rows unprotected and fully accessible, a list of customers whose payment was received after the 10th day from the date of bill issued but before the 20th day from the date of bill issue. The list should include the customer account number, the date payment was made, and the amount of the late payment charged assessed in each instance.

A 2-1. The requested Excel spreadsheets, one for each year 2021 through 2025, with pages for each month, have been filed separately as Exhibit 1 (2021), Exhibit 2 (2022), Exhibit 3 (2023), Exhibit 4 (2024), and Exhibit 5 (2025). East Casey County Water District ("East Casey") notes that due to the Commission's moratorium on the assessment of late fees during the peak of the COVID-19 pandemic, no late fees were assessed on East Casey's customer accounts from June 2020 through April 2021.¹ Although the Commission's September 21, 2020 Order in Case No. 2020-00085 permitted utilities to resume assessing late fees

¹ *Electronic Emergency Docket Related to the Novel Coronavirus COVID-19*, Case No. 2020-00085, Order (Ky. PSC Mar. 16, 2020) imposing the moratorium and Order at 6 and 7 lifting the moratorium (Ky. PSC Sep. 21, 2020).

after December 31, 2021, East Casey did not resume assessing late fees until May 2021. During much of the winter of 2021 East Casey's offices remained closed to the public due to the continued pandemic and the number of COVID cases locally. East Casey began assessing late fees as soon as it believed doing so was fair to customers and reasonable under the circumstances.

As explained in Easy Casey's Response to Staff's First Request, East Casey did not assess late fees on February 2025 bills due to a widespread problem with the postal service. In early March 2025, East Casey received numerous customer calls reporting that bills had not been received. Several of East Casey's employees did not receive their bills. Given this, East Casey believed that assessing late fees was unfair to customers.

On June 11, 2025, following the Commission opening this proceeding, East Casey refunded all late fees that were assessed in May 2025. For bills issued in May 2025, for which payment was due by close of business on June 20, 2025, no late fees were applied until Monday, June 23, 2025. Beginning in June 2025, customer bills now state that a late fee will be applied if payment is not received by 20th day of the month.

The notation “Z” appearing in the column labeled “Current Account Status” indicates that the customer account has been closed. The customer associated with it either moved outside of the system or has closed the account prior to moving to different premises within the District’s service area and establishing a separate account number. East Casey has the capability of searching its system and ascertaining whether a customer whose account is in a “Z” status is still receiving water service from East Casey under a different account number.

The notation “F” indicates the customer having this account has requested disconnection of service and is in the process of either leaving the system or moving to a different premises within the District’s service area. An account with a status “F” will eventually have a status “Z” when the customer’s final bill on the account is issued.