

MR. DONNIE DANIELS  
CHAIRMAN OF SOUTHERN WATER & SEWER DISTRICT  
RESPONSE TO PSC 2025-233

Southern Water & Sewer District's (Southern) Board of Commissioners was first informed that an allegation was made that an unapproved rate, that was not in Southern's current tariff, was being charged to customers around the middle of August of 2025.

As you are aware, Southern has contracted with UMG for the purpose of managing the day-to-day operations of Southern. Questions regarding issues around the implementation of a "service call/investigation" or "disconnect" charge should be directed to U.M.G. To the best of the Board's knowledge, we were not informed that said fee was being charged to customers.

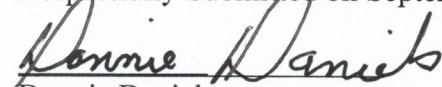
We have reminded U.M.G. and Southern's administrative staff of the importance of not collecting any fees that are not explicitly listed in Southern's current tariff. We anticipate that a revised tariff for Southern will be filed in Case 2024-251 by the middle of September 2025. Southern's Board is united in their commitment to full transparency and will work with the PSC to address this issue and any other issue that may arise in a timely manner.

We welcome any input from the PSC to ensure Southern continues to abide by all relevant rules and regulations.

CERTIFICATION

This response is true and accurate to the best of preparer's (Donnie Daniels) knowledge, information and belief formed after reasonable inquiry.

Respectfully Submitted on September 1, 2025 by;

  
Donnie Daniels

Chairman of Southern Water & Sewer District