

Randy Conley
2545 Little Robinson Creek
Virgie Ky 41572
August 28, 2025

Kentucky Public Service Commission
211 Sower Boulevard
Frankfort KY 40602

RE: Case 25-233 Investigation
Response from Manager

Dear Kentucky Public Service Commission:

I, (Randy Conley) was operating under the impression that a "Disconnect" and "Reconnect" to a delinquent customer was considered the same as a "Service Call" and was charging as such which is allowable per the tariff in effect. The action of sending personnel to perform this process incurs time, vehicle usage and materials which should be accounted for, if not it would place an undue burden on rate paying customers, as our personnel are scheduled to perform system operations and "disconnects" and "reconnects" to delinquent customers hamper daily operations. The high volume of "disconnects" and "reconnects" to delinquent accounts frequently requires the majority of field operations crew to divert from planned operations to assist in these tasks.

Once again, I (Randy Conley) directed the office employees to charge a "service call" for disconnections and reconnection of delinquent customers. I did not consult the board when making this decision. At the time this decision was made, I was still acclimating to my position and was learning a lot of rules and regulations that I was unaware of and were unfamiliar to me. I am currently enrolled in the UMI (Utility Management Institute) course taught by Kentucky Rural Water Association. I have not completed the course to date, but should have it completed by end of this calendar year. It has opened my eyes and educated me significantly so far. Moving forward I shall ensure Southern Water and Sewer District will comply with the directives of Kentucky Public Service Commission, and will no longer charge a "Service Call" for such actions. The current tariff in effect will be strictly followed with no interpretations.

Sincerely,


Randy Conley

CERTIFICATION

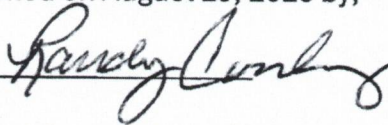
This response is true and accurate to the best of preparer's (Randy Conley) knowledge, information and belief formed after reasonable inquiry.

Respectfully Submitted on August 29, 2025 by;

Randy Conley

Randy Conley

Manager of Southern Water & Sewer District

A handwritten signature in black ink, appearing to read "Randy Conley", is written over the printed name and extends slightly to the right.