

LAUREL COUNTY WATER DISTRICT #2



"Qualified For Quality"

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AUG 18 2009

PUBLIC SERVICE
COMMISSION

August 14, 2009

Jeff Derouen, Executive Director
Public Service Commission
211 Sower Blvd.
P.O. Box 615
Frankfort, Kentucky 40602-0615

RE: Case No. 2009-00192

Dear Mr. Derouen,

Please find enclosed the revised Rules & Regulations pages 15,16 and 19.

If you have any questions, please feel free to contact me at 606-878-2494.

Sincerely,


Beverly Morgan
Office Manager

BM/cag
Enclosures

Laurel Co. Water District #2
Name of Issuing Corporation

P.S.C. NO. _____
6th revision SHEET NO. 15
CANCELING P.S.C. NO. _____
SHEET NO. _____

CLASSIFICATION OF SERVICE

RULES AND REGULATIONS

RATE
PER UNIT

27. Customer Complaints to the Utility

Upon complaint to the utility by a customer at the utility's office, by telephone, or in writing, the utility shall conduct a prompt and complete investigation and advise the complainant of its findings. The customer will receive a final decision from the utility no later than (30) days following the date the complaint was made. If the complainant is not satisfied with the utility's decision, the utility will provide written notice to the complainant of his/her to appeal the utility's decision by filing a complaint with the Public Service Commission. The utility will also provide the customer with the address and telephone number of the Public Service Commission. The utility will keep a record of all written complaints. This record will show the name and address of the complainant, the date, and nature of the complaint and the adjustment or disposition of the complaint. Records will be maintained for (2) years from the date of resolution of the complaint.

28. Sale of Water

Water furnished by the Water District may be used for domestic consumption by the customer's household or business, subject to special service agreements. No customer is allowed to resell water except under the terms of a special contract executed by the utility and approved by the Public Service Commission.

29. Special Charges

Special charges may be assessed to the customer for returned check, meter rereads, and meter tests at the specified charges shown below:

- A. A charge of \$35.00 will be made for each check returned to the Water District by the bank.
- B. A charge of \$25.00 will be made to reread a meter at the customer's request unless such reread reveals that the initial reading was erroneous. No charge shall be made if the initial reading was erroneous.
- C. A charge of \$25.00 will be made for a meter test when such test is made at the customer's request unless the meter is found to be faulty. No charge shall be made for a faulty meter, but appropriate adjustments shall be made in accordance with Section 14 of these Rules and Regulations.

30. Special User Agreements for Nonstandard Service

Each applicant for nonstandard service shall execute to the Water District an agreement for special service.

DATE OF ISSUE: 08-14-2009
ISSUED BY Ray Wayne Jarvin
Name of Officer

DATE EFFECTIVE: _____
TITLE Chairman

Laurel Co. Water District #2
Name of Issuing Corporation

P.S.C. NO. _____
5th revision SHEET NO. 16
CANCELING P.S.C. NO. _____
SHEET NO. _____

CLASSIFICATION OF SERVICE

RULES AND REGULATIONS

RATE
PER UNIT

SCHEDULE OF SPECIAL CHARGES

The following charges for special services shall be made:

- A. Service Reconnection Charge. A charge of \$50.00 shall be made for all service reconnections made during regular working hours and a \$75.00 charge for reconnections requested and made during overtime hours and Holidays, except that there shall be no connection charges made for service on the original installation of facilities.
- B. Additional Trip Charge. A charge of \$25.00 shall be made for a trip to recheck a meter reading when the customer requests the meter to be rechecked for a correct reading and the meter was not a misread, an incorrect address given, to collect a bill, re-inspection, and etc.
- C. Meter Test. Upon request and payment of \$25.00 a customer may have his meter tested provided request by the customer is not more frequent than once each twelve months. If such test shows the meter to be more than two percent (2%) fast, a refund of the R15.00 charge shall be made and the bill adjusted accordingly. If the periodic testing requirement of 807 KAR 5:066 (17) has not been met for the meter tested, no charge will be made for the test regardless of the results of the test.
- D. PSC Meter Test Complaint. Any customer of the Water District may request a meter test by written application to the Kentucky Public Service Commission.
- E. Late Payment Penalty. A 10% penalty will be assessed to all bills not paid by the due date.
- F. Contribution in Aid of Construction. The established contribution fee is based on the size of the installed metering equipment as noted below:

5/8" x 3/4" meter	-	\$525.00
1" and larger meters	-	Actual Cost of Installation

DATE OF ISSUE 08-14-2009
ISSUED BY Roy Wayne Jenkins
Name of Officer

DATE EFFECTIVE _____
TITLE Chairman

Issued by authority of an Order of the Public Service Commission of Kentucky in
Case No. 2009-00192 Dated 08-11-2009

Laurel Co. Water District #2
Name of Issuing Corporation

P.S.C. NO. _____
5th revision SHEET NO. 19
CANCELING P.S.C. NO. _____
SHEET NO. _____

CLASSIFICATION OF SERVICE

RULES AND REGULATIONS

RATE
PER UNIT

- 4. If the cause for the usage deviation cannot be determined from analysis of the customer's meter reading and billing records, the Water District will contact the customer by telephone or in writing to determine whether there have been changes such as different appliances, changes in business volume, or known leaks in the customer's service line.
- 5. Where the deviation is not otherwise explained, the Water District will test the customer's meter to determine whether it shows an average error greater than 2 percent (2%) fast or slow.
- 6. The Water District will notify the customer of the investigation, its findings, and any refunds or back billing in accordance with 807 KAR 5:006 Section 10 (4) and (5).

In addition to the annual monitoring, the Water District will immediately investigate usage deviations brought to its attention because of its on-going meter reading or billing processes or customer inquiry.

35. Equal Deposits

All customers will pay equal deposits in the amount of \$50.00 (Residential). This amount is equal to 2x's standard 5000 gal. water usage and \$150.00 (Commercial). This amount is equal to 2 x's standard 20000 gal. water usage.

36. Interest on Deposits

The deposit will be placed in an interest bearing account by the Water District labeled Meter Deposits and the Water District will pay interest to the customers according to the rate of interest accrued on the account.

37. Leak Adjustment

The Water District provides one leak adjustment per every five years for its customers.

A Customer who has met the permit requirements for installation and maintenance of their water system and has an unusually high water bill due to a leak can option at their discretion to use their leak adjustment. A recurring leak within the five year period will be the full responsibility of the customer.

DATE OF ISSUE 08-14-2009
ISSUED BY Roy Wayne Jenkins
Name of Officer

DATE EFFECTIVE _____
TITLE Chairman