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PUBLIC SERVICE
COMMISSION

PSC Case # 2013-00338

To Whom it May Concern:

As a customer of Rattlesnake Ridge Water District, I am writing this letter to Inquire why the conference and hearing concerning the rate adjustment for Rattlesnake Ridge Water District were cancelled.

During the hearing, I hoped that consumer comments would be taken and that the citizens served by this utility company could be heard. I believe I speak on majority of consumers when I say that a 29% increase in water rates is not feasible until all other measures have been exhausted.

Rattlesnake Ridge Water District has found itself in a tight financial situation. I have reviewed the districts budgets and past documents that have been submitted to the local government agencies as well as the public service commission.

Over the past three years it appears that the operating revenues have increased. Unfortunately, the operating expenses have also increased, resulting in financial instability.

Rattlesnake Ridge Water District continues to increase its operating expenses, but has not made an attempt to cut its own cost of operation.

It is my understanding that changes have been made in the management team at Rattlesnake Ridge Water. I would ask that the new management find ways to keep costs down and to better manage the money taken in.

In my own household if my cost of living increases, I cannot simply pass the expense to others; I have to make it work. I would ask that the Public Service Commission review the Water Districts efforts in cutting costs. I do not believe that the water company should be able to impose a 29% increase on the consumer due to lack of financial management.

I ask that the Public Service Commission please take into consideration the customers that are being affected by this increase. For some on a fixed income, the increase is the difference between having water or other necessities.

I have taken the liberty of forming a petition against this increase. If it is favorable with the Public Service Commission, I will send this petition for your consideration. Also, I have heard feedback from several customers who had not received any information concerning the rate increase (I believe notice must be mailed to all consumers.) It is the lack of notice of the proposed increase that has caused the customers concerned to wait until now to notify the Public Service Commission of our concern.

The bill we just received in February reflects the increase in rate and has sparked concern amongst the consumers. I requested the proposed change from the Rattlesnake Ridge Water Company in which it indicated that I have 30 days from the mailing of the notice to file a claim. As of February 4th, 2014, I

have not received a notice that the rate is to change. The only notice i received was my bill. I called the water company thinking I had a water leak and was informed that the rates had increased 29%.

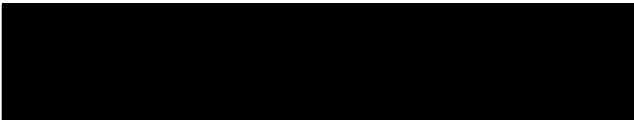
if there is anything that the Public Service Commission can do to ensure fair rates to all of Rattlesnake Ridge Customers, please let me know.

Also, I have contacted some water company's close to my location; Rowan Water is a great example of fair rates for consumers. They charge \$550.00 for meter installation compared to Rattlesnake Ridge Water Company's proposed \$1,400.00.

Also for the average consumer who has a 5/8 inch or 3/4 inch meter 5,000 gallons of water would cost \$37.90 with Rowan Water. With Rattlesnake Ridge water rate increase 5,000 gallons of water would cost \$66.69. The difference in these rates is a substantial amount that makes a huge economic impact to those who are served by Rattlesnake Ridge Water.

I hope to hear from the Public Service Commission very soon about this matter.

The following are ways that i can be reached:



Mail: 6620 Ky. 504
Olive Hill, Ky. 41164

I look forward to hearing from you.

Thank You,


Heather Stevens
A concerned citizen