

COMMONWEALTH OF KENTUCKY  
BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

ELECTRONIC APPLICATION OF DEXTER-	)	
ALMO HEIGHTS WATER DISTRICT	)	CASE NO.
REQUESTING DEVIATION FROM	)	2019-00118
REQUIREMENTS OF 807 KAR 5:006,	)	
SECTION 14 (1)(B)1	)	

ORDER

On April 22, 2019, Dexter-Almo Heights Water District (Dexter-Almo Heights District) filed an application requesting deviation from 807 KAR 5:006, Section 14(1)(b)1, for five years to permit it to maintain a designated representative at its office for fewer than seven hours per day, five days a week. This section of the regulation states:

Each water, . . . utility having annual operating revenues of \$250,000 or more shall make the designated representative available during the utility's established working hours not fewer than seven (7) hours per day, five (5) days per week, excluding legal holidays.

No party sought intervention into this case. The matter now stands submitted to the Commission for a decision. Dexter-Almo Heights District states in support of its application that prior to the year ending December 31, 2018, its annual operating revenues never exceeded \$250,000 for the preceding ten-year period. Therefore, it was required to comply with 807 KAR 5:006, Section 14(1)(b)2, which requires a designated representative be made available during the utility's established working hours not fewer than seven hours per day, one day per week.

Dexter-Almo Heights District serves approximately 818 customers in Calloway County, Kentucky.<sup>1</sup> Dexter-Almo Heights District purchases all of its water from the city of Murray.<sup>2</sup> Dexter-Almo Heights District currently employs one full-time employee and two part-time employees. The full-time employee serves as a distribution system operator and manager. One part-time employee serves as Dexter-Almo Heights District's office manager and works approximately 70 hours monthly. The remaining part-time employee is Dexter-Almo Heights District's meter reader.

In support of its applications, Dexter-Almo Heights District states that it maintains an office in Almo, Kentucky, which is open approximately 88 hours per month. During the first ten days of the month, this office is open six hours each weekday, except for Wednesdays, between the hours of 8 a.m. and 2 p.m. After the tenth of the month, this office is open two hours each weekday, except for Wednesdays, between the hours of 9 a.m. and 11 a.m. On Wednesdays, Dexter-Almo Heights District's office is open for seven hours, between 8 a.m. and 3 p.m. Dexter-Almo Heights District's office manager also schedules appointments to meet with customers during non-business hours. Dexter-Almo Heights District posts its office hours, including any variations in those hours, on a sign on the front of its office and on its webpage and Facebook page.

Dexter-Almo Heights District requests that it be allowed a deviation from the requirement of 807 KAR 5:006, Section 14(1)(b)1, and instead be required to comply with 807 KAR 5:006, Section 14(1)(b)2, which requires a designated representative be made

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<sup>1</sup> *Annual Report of Dexter-Almo Heights Water District to the Kentucky Public Service Commission for the Year Ended December 31, 2018 (2018 Annual Report) at 21.*

<sup>2</sup> Application at 2.

available during the utility's established working hours not fewer than seven (7) hours per day, one day per week based upon the number of employees it staffs and the fact that the hours of operation offered have been adequate to address customer needs. Dexter-Almo Heights District states that increasing the number of hours will increase its cost of service without benefiting its customers.

Having reviewed the application and being otherwise sufficiently advised, the Commission finds that:

1. The record for this case is complete.
2. Dexter-Almo Heights District has not had annual operating revenues that meet the \$250,000 threshold to require it to comply with 807 KAR 5:006, Section 14(1)(b)1, for approximately the past ten years and until 2018.
3. Dexter-Almo Heights District has advertised its established working hours, and increasing the number of hours will increase the cost of service without benefiting the ratepayer in a proportional amount.
4. Dexter-Almo Heights District should be granted a deviation from the requirement in 807 KAR 5:006, Section 14(1)(b)(1), to make a designated representative available at its office seven hours per day, five days per week, and instead comply with the requirement of 807 KAR 5:006, Section 14(1)(b)(2,) which requires a designated representative be made available during the utility's established working hours not fewer than seven hours per day, one day per week until its annual operating revenues meet \$500,000.
5. The motion to suspend enforcement filed by Dexter-Almo Heights District on April 22, 2019, is moot and should be denied.

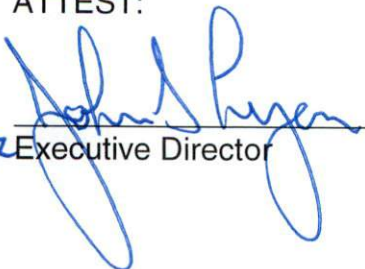
IT IS THEREFORE ORDERED that:

1. Dexter-Almo Heights District's request to deviate from the requirement in 807 KAR 5:006, Section 14(1)(b)1, to make a designated representative available at its office seven hours per day, five days per week, is approved until its annual operating revenues meet or exceed \$500,000.
2. Dexter-Almo Heights District shall inform the Commission in writing if its annual operating revenues meet or exceed \$500,000.
3. The motion to suspend enforcement filed by Dexter-Almo Heights District on April 22, 2019, is moot and, therefore, is denied.
4. Any documents filed in the future pursuant to this Order shall reference this case number and shall be retained in Dexter-Almo Heights District's post-case correspondence file.
5. This case is closed and should be removed from the Commission's docket.

By the Commission

ENTERED  
AUG 12 2019  
KENTUCKY PUBLIC  
SERVICE COMMISSION

ATTEST:

*For*   
Executive Director

Case No. 2019-00118

\*Dexter-Almo Heights Water District  
351 Almo Road  
Almo, KY 42020

\*Kathy Wyatt  
Office Manager  
Dexter-Almo Heights Water District  
351 Almo Road  
Almo, KY 42020

\*Joe Dan Taylor  
Commissioner  
Dexter-Almo Heights Water District  
351 Almo Road  
Almo, KY 42020

\*Gerald E Wuetcher  
Attorney at Law  
STOLL KEENON OGDEN PLLC  
300 West Vine Street  
Suite 2100  
Lexington, KENTUCKY 40507-1801