

GREEN-TAYLOR WATER DISTRICT

P.O. Box 168
250 Industrial Park Road
Greensburg, KY 42743-0168
TTY 1-800-648-6956 or 711

Phone (270) 932-4947 (270) 932-7995 1-800-972-9347
Fax (270) 932-7036

RECEIVED

December 19, 2018

DEC 26 2018

Ms. Gwen Pinson
KY Public Service Commission
211 Sower Blvd.
PO Box 615
Frankfort, KY 40601

**PUBLIC SERVICE
COMMISSION**

RE: Green-Taylor Water District Alternative Rate Filing Application
Case No. 2018-00030

As part of the above Alternative Rate Filing Application a discrepancy was found in the billing for two trailer parks. In paragraph 4 and 5 of the Public Service Commission Order it is stated that:

4. Green-Taylor Water District shall file with the Commission a report of the actions taken to prevent customers being charged incorrect rates.
5. Green-Taylor Water District shall file with the Commission a report on what actions it will take to collect any uncollected revenue due from the two commercial customers that were undercharged.

Green-Taylor respectfully submits the following response to the above orders:

4. After some research, we were able to find when the discrepancy first occurred. We discovered a Rate and Tariff update from 1995 which was prepared by our Bonding Counsel during a line extension. Evidently the trailer park rates were inadvertently missed when the rates were sent in for approval and it was just never noticed. It would have been missed this time also, except the rates from the computer were used for calculation rather than just updating the tariff sheets.

As discussed in our response letter dated 2/28/2018, the rates for the Large Trailer Park and Small Trailer Park have been discontinued and deleted from the computer, so they cannot be used in the future. The trailer park accounts have been updated to 2 Inch and 1 Inch Commercial Rates.

In the future, the rates in the computer will correspond with the rates in the tariff, so something like this will not happen again.

5. According to KRS 278.225 "All service supplied by a utility shall be billed within two (2) years from the date of the service. No customer shall be liable for unbilled service after two (2) years from the date of the service, unless the customer obtained the service through fraud, theft, or deception."

We went back through the two accounts and calculated the bills according to the correct rate chart. We then subtracted the amount they were actually charged and obtained the following amount each was undercharged:

Large Trailer Park \$577.09
Small Trailer Park \$513.35.

These accounts will be sent a letter explaining the discrepancy and the amount they owe, and payment arrangements will be made that are satisfactory to both parties, but within the two years allowed for repayment.

A copy of this letter, with additional information and related filings has been sent to the Attorney General's Office of Rate Intervention, 1024 Capital Center Drive, Suite 200, Frankfort, KY 40601-8204.

Sincerely,

A handwritten signature in blue ink, appearing to read "J. Pedigo", with a stylized flourish at the end.

Josh Pedigo
General Manager
Green-Taylor Water District

GREEN-TAYLOR WATER DISTRICT

P.O. Box 168
250 Industrial Park Road
Greensburg, KY 42743-0168
Phone (270)932-4947 (270)932-7995 1-800-972-9347

December 19, 2018

To Whom it may Concern:

During the recent rate filing Application with the Public Service Commission a discrepancy was found in the way that Green- Taylor Water District has been charging for trailer park water sales. The rates that were being used in the billing software were labeled small or large trailer park rates and Public Service Commission stated it should be a 1- inch or 2-inch Commercial Rate charge not a small or large trailer park rate. Public Service stated that Green- Taylor Water District was to go back over a two-year period and collect the lost revenue from the incorrect billing. This can be found in the KRS 278.225 regulation "All service supplied by a utility shall be billed within two (2) from the date of finding.

Green- Taylor Water District has went back through the account and calculated the bills according to the correct rate chart. We then subtracted the amount that was actually charged and obtained the lost revenue to be collected for undercharging. In the future the rates for large or small trailer parks have been taken out of the billing and it now states either a 1-inch or 2-inch commercial charge for trailer parks. Payments can be arranged in either a 1-year or 2-year payment agreement with the Green- Taylor Water District. Green- Taylor Water District is sorry for the inconvenience this has caused.

Sincerely,



Josh Pedigo
General Manager
Green- Taylor Water District

GREEN-TAYLOR WATER DISTRICT

P.O. Box 168
250 Industrial Park Road
Greensburg, KY 42743-0168
TTY 1-800-648-6956 or 711

Phone (270) 932-4947 (270) 932-7995 1-800-972-9347
Fax (270) 932-7036

December 19, 2018

Arrowhead Ranch, LLC
c/o Cindy Simmons
PO Box 130
Perryville, KY 40468-0130
Account # 0007-01080-003

As you already know, we updated the account in February 2018 to the correct rate so all recent bills have been correct. We went back two years from today and added the amount you were charged and then calculated the amount you should have been charged at the correct rate.

Amount you should have been charged	\$22,775.68
Amount you were actually charged	<u>22,198.59</u>
Amount you owe	\$ 577.09

According to the Public Service Commission, payment arrangements can be made to allow you to pay this in installments over the next two years.

We sincerely apologize for this inconvenience. Please contact our office to discuss this issue and make payment arrangements.

GREEN-TAYLOR WATER DISTRICT

P.O. Box 168
250 Industrial Park Road
Greensburg, KY 42743-0168
TTY 1-800-648-6956 or 711

Phone (270) 932-4947 (270) 932-7995 1-800-972-9347
Fax (270) 932-7036

December 19, 2018

Rocky Hill Trailer Park
1038 Legion Park Road
Greensburg, KY 42743
Account # 0005-02235-001

As you already know, we updated the account in February 2018 to the correct rate so all recent bills have been correct. We went back two years from today and added the amount you were charged and then calculated the amount you should have been charged at the correct rate.

Amount you should have been charged	\$2429.82
Amount you were actually charged	<u>1916.47</u>
Amount you owe	\$ 513.35

According to the Public Service Commission, payment arrangements can be made to allow you to pay this in installments over the next two years.

We sincerely apologize for this inconvenience. Please contact our office to discuss this issue and make payment arrangements.