

BIG SANDY WATER DISTRICT

CANCELLED

June 1, 2023

**KENTUCKY PUBLIC
SERVICE COMMISSION**

P.S.C. KY. NO. 1
CANCELLING P.S.C. KY. NO. _____

BIG SANDY WATER DISTRICT
DIVISION 1 (Original Big Sandy Water District Area)
DIVISION 2 (Former Overland Development Area)

18200 KENTUCKY ROUTE #3
CATLETTSBURG, KENTUCKY 41129

RATES & CHARGES
AND
RULES & REGULATIONS
FOR FURNISHING

CANCELLED

June 1, 2023

WATER SERVICE

**KENTUCKY PUBLIC
SERVICE COMMISSION**

IN
BOYD, CARTER, JOHNSON, & LAWRENCE COUNTIES

KENTUCKY

FILED WITH THE

KENTUCKY

PUBLIC SERVICE COMMISSION

**KENTUCKY
PUBLIC SERVICE COMMISSION**

DATE OF ISSUE May 26, 2016
Month / Date / Year

Talina R. Mathews
EXECUTIVE DIRECTOR

DATE EFFECTIVE July 1, 2016
Month / Date / Year

TARIFF BRANCH

ISSUED BY Paul S. Thomas
(Signature of Officer)

Brent Kirtley

TITLE Chairman

EFFECTIVE

7/1/2016

PURSUANT TO 807 KAR 5:011 SECTION 9 (1)

Southwestern Portion of Boyd County &
FOR Eastern Portion of Carter County

P.S.C. Ky. No. 1

Original Sheet No. 8

Cancelling P.S.C. Ky. No. _____

Sheet No. _____

Big Sandy Water District

RULES AND REGULATIONS

This schedule of Rules and Regulations governs the furnishing of water service by Big Sandy Water District hereinafter referred to as the Utility and applies to all service received from the Utility. No employee or individual director of the Utility is permitted to make an exception of Rates, Rules and Regulations. All Rules and Regulations are to be in effect so long as they are not in conflict with Public Service Commission Rules and Regulations. The Utility is further subject to all Rules and Regulations of the Commission even though not contained herein. These Rules and Regulations are intended to supplement the Bond Resolution, the Rate Resolution and the By-Laws.

CANCELLED
June 1, 2023
**KENTUCKY PUBLIC
SERVICE COMMISSION**

REVISIONS

These Rules and Regulations may be revised, amended, supplemented or otherwise changed from time to time subject to approval of the Public Service Commission, and shall have the same force as the present Rules and Regulations.

SERVICE AREA

The Utility furnishes water service to Southwestern Boyd County and Eastern Carter County located at Catlettsburg in Boyd and Carter County, Kentucky.

AVAILABILITY

Water service is available to any domestic, commercial or industrial consumer within the Utility's area and economically feasible to serve.

WATER FAILURE

The Utility is responsible for water failure only when in control of the Utility's employees. No consumer is paid damages for equipment unless such damages are specifically found to be caused by an act of negligence on the part of the Utility or its employees.

PROTECTION BY CONSUMER

Consumer shall protect the equipment of the Utility on his premises and shall not interfere with Utility's property or permit interference except by duly authorized representatives of the Utility.

8-15-82
Pursuant to 807 KAR 5:011, Section 9(1)

PUBLIC SERVICE COMMISSION OF KY.

DATE OF ISSUE August 15, 1982
Month Day Year

DATE EFFECTIVE August 15, 1982
Month Day Year

ISSUED BY David Salish
Name of Officer

Chairman P. O. Box 341, Catlettsburg, KY 41129
Title Address

Big Sandy Water District

Cancelling P.S.C. Ky. No. _____

Sheet No. _____

RULES AND REGULATIONS

CANCELLED

June 1, 2023

**KENTUCKY PUBLIC
SERVICE COMMISSION**

NOTICE OF TROUBLE

Consumer shall give immediate notice to the Utility of any irregularities or unsatisfactory service and of any defects known to consumer.

MAINTENANCE

The Utility may at any time deemed necessary, suspend water service to any consumer or consumers for the purpose of making repairs, changes or improvements upon any part of its system. The Utility shall give reasonable notice of such suspension of service to the consumer.

The Utility shall be responsible for the maintenance of that portion of the service line installed by the Utility and the consumer shall be responsible for the maintenance of that portion thereof installed by the consumer.

- A. All taps and connections to the mains of the District shall be made by and/or under the direction and supervision of District personnel.
- B. Water service may be discontinued by the District for any violation of any rule, regulation, or condition, and especially for any of the following reasons: pursuant to 807 KAR 5:006, Section 14 (3)(g).
 - 1. Misrepresentation in the application or contract as to the property or fixtures to be supplied or additional use to be made of water.
 - 2. Failure to report to the District additions to the property or fixtures to be supplied or additional use to be made of water.
 - 3. Resale of water.
 - 4. Waste or misuse of water due to improper or imperfect service pipes and/or failure to keep such pipes in a suitable state of repair.
 - 5. Tampering with meter, meter seal, service, or valves, or permitting such tampering by others.

PUBLIC SERVICE COMMISSION
OF KENTUCKY
EFFECTIVE

JUN 28 1992

DATE OF ISSUE August 15, 1982
Month Day Year

DATE EFFECTIVE August 15, 1982
Month Day Year

ISSUED BY [Signature] Chairman
Name of Officer

P.O. Box 341, [Signature] 41129
Title PUBLIC SERVICE COMMISSION MANAGER
Address

PURSUANT TO 807 KAR 5:011, SECTION 10 (1)

Southwestern Portion of Boyd County &
FOR Eastern Portion of Carter County

CANCELLED

June 1, 2023
Big Sandy Water District

**KENTUCKY PUBLIC
SERVICE COMMISSION**

P.S.C. Ky. No. 1

Original Sheet No. 10

Cancelling P.S.C. Ky. No. _____

Sheet No. _____

RULES AND REGULATIONS

- 6. Connection, cross-connection, or permitting the same, of any separate water supply to premises which receive water from the District.
- 7. Non-payment of bills.
- C. Any customer desiring to discontinue the water service to his premises for any reason must give notice of discontinuance in writing or in person at the business office of the District at least three (3) days prior to the date on which the customer desires to discontinue service, and the customer shall not be liable for water consumed beyond the date of discontinuance stated in such notice; if such notice in writing or person is not given, a customer shall remain liable for all water used and service rendered to such premises by the District until such notice is received by the District.
- D. Bills and notices relating to the conduct of the business of the District will be mailed to the customer at the address listed on the user's agreement unless a change of address has been filed in writing with the District; and the District shall not otherwise be responsible for delivery of any bill or notice nor will the customer be excused from payment of any bill or any performance required in said notice.
- E. 1. Bills for water service are due and payable at the office of the District, or to any designated agent, on the date of issuance. The past due date shall be the twentieth day after the date of issuance. Bills will be dated and mailed on the first day of each month. A 10% late payment penalty charge will be applicable after the due date of any account. On all rental property, the landowner (landlord) shall be responsible for all connection fees, ~~and water usage charge for the service in question.~~

EFFECTIVE

- 2. All bills not paid on or before the past due date shall be deemed delinquent. When a bill has been delinquent for a ~~period of twenty~~ 275 days, the District shall serve a customer a written final notice of said delinquency, and of the intent ~~of the District to discontinue~~ Pursuant to 807 KAR 5:011, Section 9(1) service ten days after the date of such notice unless such bill is paid prior to the expiration of such ten days. ~~If a bill is not paid within ten days after date of such final notice (forty~~ is not paid within ten days after date of such final notice (forty

PUBLIC SERVICE COMMISSION OF KY.

DATE OF ISSUE August 15, 1982
Month Day Year

DATE EFFECTIVE August 15, 1982
Month Day Year

ISSUED BY Dave Seelich Chairman P. O. Box 341, Catlettsburg, KY 41129
Name of Officer Title Address

FOR Southwestern Portion of
Boyd County & Eastern
Portion of Carter County

P.S.C. KY. NO. 1

Second Revised SHEET NO. 11

CANCELLING P.S.C. KY NO. _____

_____ SHEET NO. _____

CANCELLED

June 1, 2023
Big Sandy Water District

**KENTUCKY PUBLIC
SERVICE COMMISSION**

RULES AND REGULATIONS

days from the past due date), the water supply to the customer may be discontinued without further notice; provided, however, if prior to discontinuance of service, there is delivered to the District, or to its employee empowered to discontinue service, a written certificate signed by a physician, a registered nurse, or a public health officer that, in the opinion of the illness or infirmity on the affected premises, service shall not be discontinued until the affected resident can make other living arrangements or until 30 days beyond the termination date.

- F. Where the water supply to the customer has been discontinued for non-payment of delinquent bills, a charge of \$25.00 will be made for reconnection of water service, but the reconnection will not be made until all delinquent bills and other charges, if any, owed by the customer to the District have been paid. Water service larger than 5/8" x 3/4" will require \$25.00 reconnection charge.
- G. All meters shall be installed, renewed, and maintained at the expense of the District, and the District reserves the right to determine the size and type of meter used. The District requires a \$15.00 non-refundable connection fee to customers where water taps already exist, but service has been disconnected at the previous customer's request.
- H. The District reserves the right to require that a nominal amount be placed on deposit with the District for the purpose of establishing or maintaining any customers' credit. Such amount is not to exceed two-twelfth's (2/12) of the estimated annual bill of such customers. Upon payment of the deposit, the District shall issue a receipt showing the name of the customer, the date and the amount of deposit, and the location of the initial premises occupied by the customer.

JUN 28 1992

DATE OF ISSUE _____
MONTH _____ DATE _____ YEAR _____

DATE EFFECTIVE _____
MONTH _____ DAY _____ YEAR _____

ISSUED BY Robert McGlothlin
NAME OF OFFICER

PURSUANT TO KY KAR 500
SECTION 9 (1)
Blair
PUBLIC SERVICE COMMISSION MANAGER
4129

**FOR Southwestern Portion of
Boyd County & Eastern
Portion of Carter County**

P.S.C. KY. NO. 1

First Revised SHEET NO. 11.1

Big Sandy Water District

CANCELLING P.S.C. KY NO. _____

_____ SHEET NO. _____

RULES AND REGULATIONS

The Company may require a minimum cash deposit or other guaranty to secure payment of bills. Service may be refused or discontinued for failure to pay the requested deposit. Interest, as prescribed by KRS 278.460, will be paid annually either by refund or credit to the customer's bill, except that no refund or credit will be made if the customer's bill is delinquent on the anniversary date of the deposit.

If a deposit is held longer than 18 months, the deposit will be recalculated at the customer's request based on the customer's actual usage. If the deposit on account differs from the recalculated amount by more than \$10.00 for a residential customer or 10 percent for a non-residential customer, the Company may collect any underpayment and shall refund any overpayment by check or credit to the customer's bill. No refund will be made if the customer's bill is delinquent at the time of the recalculation.

CANCELLED

June 1, 2023

**KENTUCKY PUBLIC
SERVICE COMMISSION**

PUBLIC SERVICE COMMISSION
OF KENTUCKY
EFFECTIVE

JUN 28 1992

PURSUANT TO 807 KAR 5:011.

SECTION 9 (1)

DATE OF ISSUE _____
MONTH DATE YEAR

DATE EFFECTIVE: _____
MONTH DAY YEAR

ISSUED BY Robert McShelton Chairman 18200 Ky Rt. 3, Catlettsburg Ky
NAME OF OFFICER TITLE ADDRESS 41629

Southwestern Portion of Boyd County & Eastern
c FOR Portion of Carter County

CANCELLED

June 1, 2023

Big Sandy Water District

**KENTUCKY PUBLIC
SERVICE COMMISSION**

P.S.C. Ky. No. 1

Original Sheet No. 12

Cancelling P.S.C. Ky. No.

Sheet No.

RULES AND REGULATIONS

I. It shall be the policy of the District to periodically test each customer's meter in accordance with the scheduled intervals prescribed by 807 KAR 5:066, (17). In addition, upon request in writing from any customer, the meter serving the customer will be tested by the District. Such test will be made without charge to the customer if the meter has not been tested within the periodic test period prescribed by 807 KAR 5:066 (17); otherwise, a charge of \$25.00 will be made and then only if the test indicates meter error within the limits of 2 percent. Payment to be made in advance of test and will be reimbursed to the customer if meter error is greater than 2 percent.

If a meter is inaccurate in excess of 2%, whether upon periodic testing or upon requested testing, additional tests shall be made at once to determine the average error of the meter, and the adjustments shall be made in the customer's water bills as follows:

1. If the result of such tests shows an average error greater than 2% fast, the customer's bill for the period during which the meter error is known to have existed, shall be recomputed and the account adjusted on the basis of the test. If the period during which the meter error existed cannot be determined, then the customer's bill shall be recomputed for one-half (1/2) of the elapsed time since the last previous test, but in no event to exceed 12 months; provided, however, that if time for the periodic test has overrun to the extent that 1/2 of the time elapsed since the last previous test exceeds 12 months, the refund shall be for the 12 months specified above, plus those months exceeding the periodic test period; provided, further, that such refund may be limited to the 12 month period if failure to make the periodic test was due to causes beyond the control of the District.

BY: *J. Georgehan*

2. If the result of such tests shows an average error greater than 2% slow, the customer's bill for the period during which the meter error is known to have existed, shall be recomputed and the account adjusted on the basis of the test. If the period during which the meter error existed cannot be determined, then the customer's bill shall be recomputed for one-half (1/2) of the elapsed time since the last previous test, but in no event to exceed 12 months.

DATE OF ISSUE Jan. 7, 1986
Month Day Year

DATE EFFECTIVE
Month Day Year

Bob McShelton
Name of Officer

Chairman
Title

P.O. Box 341, Catlettsburg, KY 41209
Address

CANCELLED

June 1, 2023

Big Sandy Water District

**KENTUCKY PUBLIC
SERVICE COMMISSION**

P.S.C. Ky. No. 1

Original Sheet No. 13

Cancelling P.S.C. Ky. No. _____

Sheet No. _____

RULES AND REGULATIONS

- 3. If the result of such tests necessitates making a refund or back billing a customer, the customer shall be notified in writing of the percentage of error, fast or slow, the date(s) of testing, and the amount of charge or credit to be shown on the next bill of the customer.
- 4. The District will charge \$10.00 for all bad checks.
- 5. Bill adjustments will be made in accordance with 807 KAR 5:006. (9) of the Public Service Commission Regulations.
- J. Where a meter has ceased to register, or meter reading could not be obtained, the quantity of water consumed will be based upon an average of the prior six months consumption and the conditions of water service prevailing during the period in which the meter failed to register.
- K. The District shall make all reasonable efforts to eliminate interruption of service and when such interruptions occur will endeavor to reestablish service with the shortest possible delay. When the service is interrupted all consumers affected by such interruption will be notified in advance whenever it is possible to do so.
- L. The District shall in no event be held responsible for any claim made against it by reason of the breaking of any mains or service pipes or by reason of any other interruption of the supply of water caused by the failure of machinery or stoppage for necessary repairs. No person shall be entitled to damages nor for any portion of a payment refunded for any interruption of service which in the opinion of the District may be deemed necessary.
- M. Customers having boilers and/or pressure vessels receiving a supply of water from the District must have a check valve on the water supply line and a vacuum valve on the stream line to prevent collapse in case the water supply from the District is discontinued or interrupted for any reason, with or without notice.
- N. The premises receiving a supply of water and all service lines, meters and fixtures, including any fixtures within said premises, shall at all reasonable hours be subject to inspection by the District.
- O. Piping on the premises of a customer must be so installed that connections are conveniently located with respect to the District lines and mains. The customer shall provide a place for metering which is ~~unobstructed~~ ^{EFFECTIVE} and accessible at all times.

PUBLIC SERVICE COMMISSION
OF KENTUCKY
EFFECTIVE
JAN 01 1986
PURSHAMTOWN, KY 40301
SECTION 9 (3)
BY: *J. Deoghegan*

DATE OF ISSUE Jan. 7, 1986 DATE EFFECTIVE _____
 MONTH Jan DAY 7 YEAR 1986 MONTH _____ DAY _____ YEAR _____

ISSUED BY Bob McShelton Chairman P.O. Box 341, Catlettsburg, KY 41129
 Name of Officer Title Address

CANCELLED

June 1, 2023
Big Sandy Water District

**KENTUCKY PUBLIC
SERVICE COMMISSION**

FOR Big Sandy Water District

P.S.C. Ky. No. 2

Original Sheet No. 14

Cancelling P.S.C. Ky. No. P(2)

Amended Sheet No. 14

RULES AND REGULATIONS

P (2). DISTRIBUTION EXTENSIONS

Any person desiring an extension to the District's system shall request same in writing on a form approved by the District for such extensions. Any requested extension shall be provided as follows:

The District shall determine the total cost of the proposed water main extension (exclusive of the meter connection) and the total length of the extension. The District shall pay that portion of the cost of the water main extension equal to 50 feet for each applicant for service (the 50' rule contribution" as required by 807 KAR 5:066 S12 (1). That part of the cost not covered by the District's portion shall be contributed equally by those applicants desiring service on the main extension. Each applicant will also be required to pay the District's approved "Tap-on-fee" for a meter connection to the main extension.

For a period of ten years after the original construction of the main extension each additional customer directly connected to each particular extension will be required to contribute to the cost of that water main extension based on a recomputation of each customer's contribution as set out above. The District must refund to those customers that have previously contributed to the cost of each main extension itself that amount necessary to reduce their contribution to the currently calculated amount for each customer connected to that extension. All customers directly connected to each main extension for a ten year period after it is placed in service are to contribute equally to cost of construction of the water main extension itself. In addition each customer must pay the approved "Tap-on-fee" applicable at the time of their application for the meter connection. The "Tap-on-fee" is not part of the refundable cost of the extension and may be changed during the refund period. After the ten-year refund period expires, any additional customer applying for service on each main extension must be connected for the amount of the approved "Tap-on-fee" only.

DEC 15 1989

PURSUANT TO 807 KAR 5:011,
SECTION 9.11

DATE OF ISSUE November 15th, 1989
Month Day Year

DATE EFFECTIVE November 15th, 1989
Month Day Year

ISSUED BY Robert McGeehan Chairman 18200 Ky Rt 3 Cat O Hberg
Name of Officer Title Address

PUBLIC SERVICE COMMISSION
OF KENTUCKY
EFFECTIVE

CANCELLED

June 1, 2023

Big Sandy Water District

**KENTUCKY PUBLIC
SERVICE COMMISSION**

Southwestern Portion of Boyd Co.
FOR & Eastern Portion of Carter County

P.S.C. Ky. No. 1

original Sheet No. 14

Cancelling P.S.C. Ky. No. _____

Sheet No. _____

RULES AND REGULATIONS

- P. (1) An extension of the District's distribution main of fifty (50) feet or less shall be made without charge (other than the prescribed standard connection charge) for a prospective customer who shall apply for and contract to use service for one (1) year or more and who provides a guarantee for such service. This is in accordance with 807 KAR 5:066, (12)(1) of the Public Service Commission Regulations.
- (2) ~~For each extension of the District's distribution main in excess of fifty (50) feet, the District shall require the applicant(s) to whose premises the extension is made to deposit with the District the total cost of the excessive footage over fifty(50) feet, based on the average estimated cost per foot of the total extension. Such deposit may be refunded to the customer(s) in certain instances in accordance with 807 KAR 5:066, (12)(2)(b) of the Public Service Commission Regulations.~~ C 12-89
- Q. If any loss or damage to the property of the District or any accident or other injury to persons or property is caused by or results from the negligence or wrongful action of the customer, member of his household, his agent, or employee, as determined by a court of law having jurisdiction over the parties, the cost of the necessary repairs or replacements shall be paid by the customer to the District, and any liability otherwise resulting shall be that of the customer.
- R. Water furnished by the District may be used for domestic consumption by the customer, member of his household, and employees only. The customer shall not sell the water to any other person.
- S. All customers shall grant or convey, or shall cause to be granted or conveyed, to the District a perpetual easement and right of way across any property owned or controlled by the customer wherever said easement or right of way is necessary for the District water facilities and lines so as to be able to furnish service to the customer.
- T. Complaints may be made to the operator of the system whose decision may be appealed to the Commission of the District within ten days; otherwise, the operator's decision will be final unless the customer files a written complaint with the Public Service Commission. Customers may call the commission on a toll-free hotline number, 1-800-772-4636.

PUBLIC SERVICE COMMISSION
OF KENTUCKY
EFFECTIVE
JAN 11 1987
PURSUANT TO 807 KAR 5:011
SECTION 9 (1)
BY: *J. Leachman*

DATE OF ISSUE Jan. 7, 1986

Month Day Year

DATE EFFECTIVE _____

Month Day Year

ISSUED BY Bob McGeehin Chairman

Name of Officer Title

P.O. Box 341, Catlettsburg, KY 41129

Address

For Portions of Boyd, Carter, Johnson & Lawrence Counties
Community, Town or City

P.S.C. KY. NO. 1

Original SHEET NO. 15

Big Sandy Water District
(Name of Utility)

CANCELLING P.S.C. KY. NO. _____

_____ SHEET NO. _____

RULES & REGULATIONS

FIRE DEPARTMENTS:

Any city, county, urban-county, charter county, fire protection district, or volunteer fire protection district ("User") may withdraw water from the utility's water distribution system for the purpose of fighting fires or training firefighters at no charge on the condition that it maintains estimates of the amount of water used for fire protection and training during the calendar month and reports the amount of this water usage to the utility no later than the 15th day of the following calendar month.

Any city, county, urban-county, charter county, fire protection district, or volunteer fire protection district that withdraws water from the utility's water distribution system for fire protection or training purposes and fails to submit the required report on water usage in a timely manner shall be assessed the cost of this water.

A non-reporting user's usage shall be presumed to 3 percent of the utility's total water sales for the calendar month. A non-reporting user may present evidence of its actual usage to rebut the presumed usage. The utility shall consider this evidence and may adjust the presumed usage amount accordingly.

A non-reporting user shall also be assessed a penalty of \$ 50.00 for each failure to submit a report in a timely manner.

CANCELLED

June 1, 2023

KENTUCKY PUBLIC SERVICE COMMISSION

DATE OF ISSUE _____

DATE EFFECTIVE _____

ISSUED BY Paul S. Moore

TITLE _____

BY AUTHORITY FO ORDER OF THE PUBLIC SERVICE COMMISSION
IN CASE NO. _____ DATED _____

PUBLIC SERVICE COMMISSION OF KENTUCKY
EFFECTIVE 1/20/2010
PURSUANT TO 807 KAR 5:011 SECTION 9 (1)

By [Signature]
Executive Director

FOR Entire Service Area

P.S.C. KY. NO. 1

Original SHEET NO. 16

CANCELLING P.S.C. KY. NO.

 SHEET NO.

BIG SANDY WATER DISTRICT
(Name of Utility)

INSPECTION OF SERVICE LINE

In the installation of a service line, the customer shall leave the trench open and pipe uncovered until it is inspected by the district and shown to be free from any tee, branch connection, irregularity, or defect. A charge of twenty-five (\$25.00) dollars shall be charged for this service.

(T)

(D)

CANCELLED

June 1, 2023

**KENTUCKY PUBLIC
SERVICE COMMISSION**

DATE OF ISSUE May 26, 2016
Month / Date / Year

DATE EFFECTIVE July 1, 2016
Month / Date / Year

ISSUED BY Paul S. Thomas
(Signature of Officer)

TITLE Chairman

BY AUTHORITY OF ORDER OF THE PUBLIC SERVICE COMMISSION

IN CASE NO. DATED

**KENTUCKY
PUBLIC SERVICE COMMISSION**

Talina R. Mathews
EXECUTIVE DIRECTOR

TARIFF BRANCH

Brent Kirtley

EFFECTIVE
7/1/2016
PURSUANT TO 807 KAR 5:011 SECTION 9 (1)

FOR Entire Service Area

P.S.C. KY. NO. 1

1st Revised SHEET NO. 17

CANCELLING P.S.C. KY. NO. 1

Original SHEET NO. 17

BIG SANDY WATER DISTRICT
(Name of Utility)

Reserved for Future Use

CANCELLED

June 1, 2023

**KENTUCKY PUBLIC
SERVICE COMMISSION**

DATE OF ISSUE May 26, 2016
Month / Date / Year

DATE EFFECTIVE July 1, 2016
Month / Date / Year

ISSUED BY Paul E. Thomas
(Signature of Officer)

TITLE Chairman

BY AUTHORITY OF ORDER OF THE PUBLIC SERVICE COMMISSION

IN CASE NO. _____ DATED _____

**KENTUCKY
PUBLIC SERVICE COMMISSION**

Talina R. Mathews
EXECUTIVE DIRECTOR

TARIFF BRANCH

Brent Kirtley

EFFECTIVE

7/1/2016

PURSUANT TO 807 KAR 5:011 SECTION 9 (1)

Form for filing Rate Schedules

Eastern Portion-Carter Co
Boyd County
FOR Southwestern Portion of
Community, Town or City
P.S.C. NO. 16

Big Sandy Water District
Name of Issuing Corporation

SHEET NO.
CANCELLING P.S.C. NO.
SHEET NO.

CLASSIFICATION OF SERVICE

RATE
PER UNI

MONITORING OF CUSTOMER USAGE

At least once annually the Company will monitor the usage of each customer according to the following procedure:

1. The customer's annual usage for the most recent 12-month period will be compared with the annual usage for the 12 months immediately preceding that period.
2. If the annual usage for the two periods are substantially the same or if any difference is known to be attributed to unique circumstances, such as unusual weather conditions, common to all customers, no further review will be done.
3. If the annual usages differ by 10 percent or more and cannot be attributed to a readily identified common cause, the Company will compare the customer's monthly usage records for the 12-month period with the monthly usage for the same months of the preceding year.
4. If the cause for the usage deviation cannot be determined from analysis of the customer's meter reading and billing records, the Company will contact the customer by telephone or in writing to determine whether there have been changes such as different number of household members or work staff, additional or different appliances, changes in business volume, or known leaks in the customer's service line.
5. Where the deviation is not otherwise explained, the Company will test the customer's meter to determine whether it shows an average error greater than 2 percent fast or slow.
6. The Company will notify the customers of the investigation, its findings, and any refunds or backbilling in accordance with 807 KAR 5:006, Section 10(4) and (5).

In addition to the annual monitoring, the Company will immediately investigate usage deviations brought to its attention as a result of its on-going meter reading or billing processes.

CANCELLED

June 1, 2023

KENTUCKY PUBLIC SERVICE COMMISSION

PUBLIC SERVICE COMMISSION
OF KENTUCKY
EFFECTIVE

JUN 25 1992

PURSUANT TO 807 KAR 5:011,
SECTION 9 (1)

BY: [Signature]
DATE OF ISSUE: June 25, 1992
TITLE: Superintendent

DATE OF ISSUE June 25, 1992
ISSUED BY Robert McElathlin
Name of Officer

Issued by authority of an Order of the Public Service Commission of Kentucky in Case No. _____ dated _____.