AGREEMEN[

THIS AGREEMENT, made and entered into this third day of August 19 92, by and between BEHEA COLLEGE WATER UTILITY, a Department of Berea College, having its office at Berea College, C.P.O. 2337, Berea, Kentucky 40404 (hereinafter "Berea Utility"), and The Garrard County Water Association, Inc. a not for profit Water Association duly organized and existing under and by virtue of the laws of Kentucky, having an office at 315 Lexington Road (P.O. Box 670) Lancaster, Kentucky 40444 (hereinafter "the Association");

WITNESSETH

WHEREAS, the Association has been formed for the purpose of supplying water for the inhabitants of its service area, (which is Garrard County and parts of Lincoln and Madison Counties) and wishes to purchase from Berea Utility water for resale by the Association to its customers, and

WHEREAS, Berea Utility is willing to sell water to the Association for resale by the Association to inhabitants of its service area, and

WHEREAS, the parties wish to enter into a Water Purchase Agreement, to effectuate such sale of water,

NOW, THEREFORE, in consideration of the mutual covenants herein, the parties hereby agree as follows:

1. Berea Utility agrees to sell to the Association, and the Association agrees to purchase from Berea Utility at the rates set forth in Exhibit A herein, as the same may change from time to time and as appropulational for Kentucky OF Kentucky Public Service Commission of the Commonwealth of Kentucky, 1,500 PROTOCKY gallons of water per month, and such additional quantities of water as the 1992 Association may hereafter from time to time require; provided, however, PURSUANT TO 807 KAR 5:011. that Berea Utility is not required by the terms of this Agreem (FTRON 9 (1))

provide the Association with more than 4,500,000 gallons of water per month (hereinafter referred to "maximum gallons per month"). Regardless of the quantities of water the Association requires, the Association will pay Berea Utility the cost of a minimum of 700,000 gallons of water per month. Thirty (30) days prior to the estimated date of completion of construction of the Association's water supply distribution system, the Association will notify Berea Utility in writing the date for the initial delivery of daily water service. Minimum bill requirement of this Agreement will become effective thirty (30) days from the date of initial delivery of daily water service.

- 2. Potable water meeting applicable purity standards as established by the Division of Water (Commonwealth of Kentucky Department of Environmental Protection) or as those standards may change from time to time will be furnished at the connection to the Berea Utility water mains at the location(s) set forth in Exhibit B herein;
- 3. The quantity of water so purchased from Berea Utility will not exceed 175 gallons per minute. In the event that the consumption limitations contained herein are exceeded, Berea Utility shall have the right, in addition to such remedies as may be otherwise provided, to place such consumption restrictive devices in its system as will regulate the Association's demands within the limitations contained herein, as to per minute consumption.
- 4. The Association has constructed and is maintaining within the Association's service area a system of water works for the purpose Envice Commission supplying inhabitants of the Association's service area with water EFFETIVE domestic, farm and public purposes and that the Association shall have its 1992 water distribution system connected with existing water maips of NP 75 807 KAR 5.011

BY: Hayw falle PUBLIC SERVICE COMMISSION MANAGER Utility at the delivery points referred to in Paragraph 2 above, each such connection to be a single meter connection with cubic feet meter registers.

- The Association will furnish, install and satisfactorily place into service at its own expense at the point(s) of delivery, the necessary metering equipment including a meter house or pit, a check valve, meter isolation valves and required devices of standard type for properly measuring the quantities of water, in cubic feet, delivered by Berea Utility. At a minimum Berea Utility will test and/or calibrate such metering equipment as required by the applicable rules of the Public Service Commission of the Commonwealth of Kentucky. Additional test will be preformed by Borea Utility upon request and/or complaint from the Association. If such additional test show the meter to be inaccurate Berea Utility will calibrate and/or replace said metering equipment. If such additional test show the metering equipment to be accurate then the Association will reimburse Berea Utility for all labor cost associated with testing said metering equipment. A meter registering not more than two percent (2%) above or below the test result shall be deemed accurate. The previous readings of any meter disclosed by test to be inaccurate shall be corrected for the six (6) months previous to such test in accordance with the percentage of inaccuracy found by such test. If any meter fails to register for any given period, the amount of water furnished during such period shall be deemed to be the amount of water delivered in the corresponding period immediately prior to the commission unless Berea Utility and the Association agree upon a different amount. EFFECTIVE
- 6. Berea Utility shall not be required to continually provide uniform 8 1992 flows or maintain constant pressures to the Association and that the PURSUANT TO 807 KAR 5:011.

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Association shall provide such elevated tanks or standpipes as may be necessary to provide adequate service to its customers; however, Berea Utility shall endoavor to maintain 70 pounds per square inch of pressure at the Association's service connections to Berea Utility's system under normal operating conditions.

7. The obligation of Berea Utility to supply water hereunder is further limited by the understanding that Berea Utility shall undertake to use reasonable care and diligence in order to prevent and avoid interruptions and fluctuations in the supply of water, but that it cannot and does not guarantee or warrant that such interruptions and fluctuations will not occur, or that because of emergencies due to breaks, leaks, defects, construction or necessary repairs in its facilities, or caused by fires, strikes, acts of God, other causes, there may not be periods during which the supply may be curtailed or interrupted. In the event of such interruptions or fluctuations, no liability of any nature shall be imposed upon Berea Utility.

Berea Utility agrees to notify the Association three (3) days in advance of any predictable interruption in service or reduction in pressure that would be caused by construction or scheduled maintenance and that temporary or partial failures to delivery water shall be corrected with all possible dispatch. Notification of all scheduled and unscheduled maintenance and system failures will be made by telephone so that the Association may temporarily modify its distribution system to maintain service to its customers.

8. Berea Utility does not by this Agreement undertake or contractive the service tendered through these connections shall include fire JUL 1 8 1997 protection or sufficient quantities of water for fire extinguishment; the

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

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Association is fully aware that if it or its customers desires fire protection or sufficient quantities of water for fire extinguishment, the Association must provide the same by the erection of elevated tanks, standpipes or ground storage with booster pumps for such service.

- 9. In the event any occurrence, condition or circumstance leads Berea Utility to request voluntary curtailment of consumption, or to impose mandatory curtailment of consumption, with respect to a specific classification of Berea Utility's own retail customers, or a segment thereof, the Association will make the same request for voluntary curtailment of consumption, or impose the same mandatory curtailment of consumption, upon the same classification of its retail customers, to the extent that retail customers of Berea Utility, or the effected segment thereof, and retail customers of the Association will be treated alike; and the Association will cooperate fully in taking the same character of enforcement action as Berea Utility takes with respect to any such request or mandate but within the parameters of the Association's Water Shortage Response Program as the same now exist or may hereafter be amended, attached hereto in Exhibit C and on file with the Division of Water and the Public Service Commission.
- under the terms of this Agreement in accordance with the rates established by Berea Utility and approved by the Public Service Commission of Kentucky. Attached hereto as Exhibit A is a copy of the current rates approved by the Public Service Commission of Kentucky. Berea Utility shall not increase its rates to the Association of Kentucky obtaining approval of the Public Service Commission of the Commonwealth JUL 18 1992 of Kentucky after Instituting appropriate proceedings seeking approval of Pursuant to 807 Kar 5.011.

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Association no later than the third day of each month an itemized statement of the amount of water furnished to the Association during the preceding month. All statements rendered by Berea Utility to the Association for water furnished under this agreement shall be paid at the offices of Berea Utility within ten (10) days from the date rendered.

- 11. This Agreement is specifically made subject to the Rules; Regulations and Rates of Berea Utility, as approved by the Public Service Commission of Kentucky, as the same now exist or may hereafter be amended.
- The Association shall on a continuing basis, forecast its water 12. requirements from Berea Utility five (5) years in advance. The Association shall submit to Berea Utility the Association's forecast at least once every twelve (12) months, the date by which the Association shall submit its forecast to be determined by mutual agreement. Utility shall plan and provide for forecasted increases in the Association's water requirements, to the extent sald forecast does not exceed the maximum gallons per month referred to above in Paragraph 1, giving consideration to Berea Utility's and the Association's forecast. Utility shall submit to the Association at least once every twelve (12) months the forecast Berea Utility uses to plan for the Association's water requirements, the date by which the Berea Utility shall submit its forecast to be determined by mutual agreement.
- 13. If after the Association submits its annual updated PURILE SESTICE COMMISSION OF KENTUCKY forecast to Berea Utility the Association anticipates or plans EFFECTIVE increase in its water requirements from Berea Utility, that would significantly increase the Association's forecast, the Association shall PURSUANT TO 807 KAR 5:011.

BY: HOLLE SERVICE COMMISSION MANAGER

notify Berea Utility In writing. The Association's written notification shall contain adequate information to allow Berea Utility to determine if the increased water requirement will effect its operations. Berea Utility will determine the lead time necessary to supply the additional water requirement and will notify the Association of the date the additional water will be available. Significantly increase, as used in this paragraph will be defined as twenty-five percent (25%) of the forecasted water requirement for a single year.

- 14. The Association covenants to Indemnify and hold harmless Berea Utility for any and all liability against claims, liens, demands, causes of action and obligations that might be asserted against Berea Utility by reason of any of the activities of the Association or its agents or employees in connection with the use of water or facilities of Berea Utility. The Association agrees to reimburse Berea Utility for all cost and expenses including court costs and attorney's fees which it incurs in enforcing this covenant to indemnify.
- 15. This Agreement shall be for a period of twelve (12) years, with options to renew the same thereafter for three (3) additional terms of ten (10) years. Said option must be exercised by the Association no later than thirty (30) days prior to the termination of this Agreement.

BY: SERVICE COMMISSION MANAGER

assignment; and (c) agrees with Berea Utility to the terms, provisions and conditions hereof.

- 17. Subject to the terms and conditions of this Agreement, this Agreement shall extend to and be binding upon the successors, heirs and assigns of the parties hereto.
- 18. That the construction of the water supply distribution system by the Purchaser is being financed by a loan made or insured by, and/or a grant from, the United States of America, acting through the Farmers Home Administration of the United States Department of Agriculture, and the provisions hereof pertaining to the undertakings of the Association are conditioned upon the approval, in writing, of the State Director of the Farmers Home Administration.
- 19. This Agreement shall be effective when approved by the Public Service Commission of the Commonwealth of Kentucky and the State Director of the Farmers Home Administration.
- 20. Provisions of this contract may be modified or altered by mutual agreement of the Association and Berea Utility.

IN WITNESS WHEREOF, the parties have caused their corporate signatures to be affixed hereto by their duly authorized officer.

BEREA COLLEGE WATER UTILITY

ATTEST

Michael Einich

ATTEST)

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THE GARRARD COUNTY WATER BERVICE COMMISSION

ASSOCIATION, INC.

OF KENTUCKY
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PURSUANT TO 807 KAR 5:011,

SECTION 9 (1)

BY:

Exhibit A Page 1 of 1

REREA COLLEGE WATER UTILITY DEPARTMENT. Name of Issuing Corporation.

For: Berea. Kentucky and Vach Community, Town or Cit P.S.C. NO. 4 6th Revised SHEET NO: 7 CANCELLING 7th Revised SHEET NO. 768

WHOLESALE SERVICE-CLASS 6

- (a) Applicable: To all customers in the City of Beres, Kentucky, and contiguous termory thereto.
- (b) Availability of Service: Water service to water districts purchased for resale.
- (c) Rates: (Monthly) Por 1000 gallons

All water sales

\$1.95

per 1,000 gallons

- (d) Late Payment Charge: 10% will be added if bill is not paid by the 10th day after billing date.
- (e) Special Rule:
 - (1) The standard rules and regulations of the utility shall apply.
 - (2) Reconnect charges shall be \$10.00.
 - (3) If account is not paid before the 27th day after date of mailing the monthly bill, services may be discontinued in accordance with the rules and regulations of the Berea College Water Utility and the Public Service Commission.

PUBLIC SERVICE COMMISSION
OF KENTUCKY
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(4) There shall be added to the customers bill as a separate item an amount equal to the proportionate part of any license, occupation, franchise or other similar fee or tax now or hereafter imposed upon Berea College Water Utility by local taxing authorities whether imposed by ordinance, franchise or otherwise, and which fee or tax is based upon the percentage of the gross receipts, not receipts or revenues from the sale of services rendered by Berea College Water Utility to the customer.

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PURSUANT TO 807 KAR 5:011,

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DATE OF IS	SSUE DECEMBER 10.	1990 DATE EFFE	ECTIVE NOVEMBER 19. 19	90
•	MONTH DAY	YEAR	PUBLIC SERVICE SOMMISSE	N ₁
ISSUED BY	Mike Hellingin	Utilities Administrator	OF KENTUCKY CPO 2337, Befferty 40403	
	NAME OF OFFICER	TITLE	ADDRESS	
ISSUED BY	AUTHORITY OF THE PUBLIC	SERVICE COMMISSION	OF KENTUCKY, 3 a 1002	

ISSUED BY AUTHORITY OF THE PUBLIC SERVICE COMMISSION OF KENTUCKYL 18 1992

DATED: NOVEMBER 19 1990 KAR 5.011.

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CASE NO:

Meter location(s)

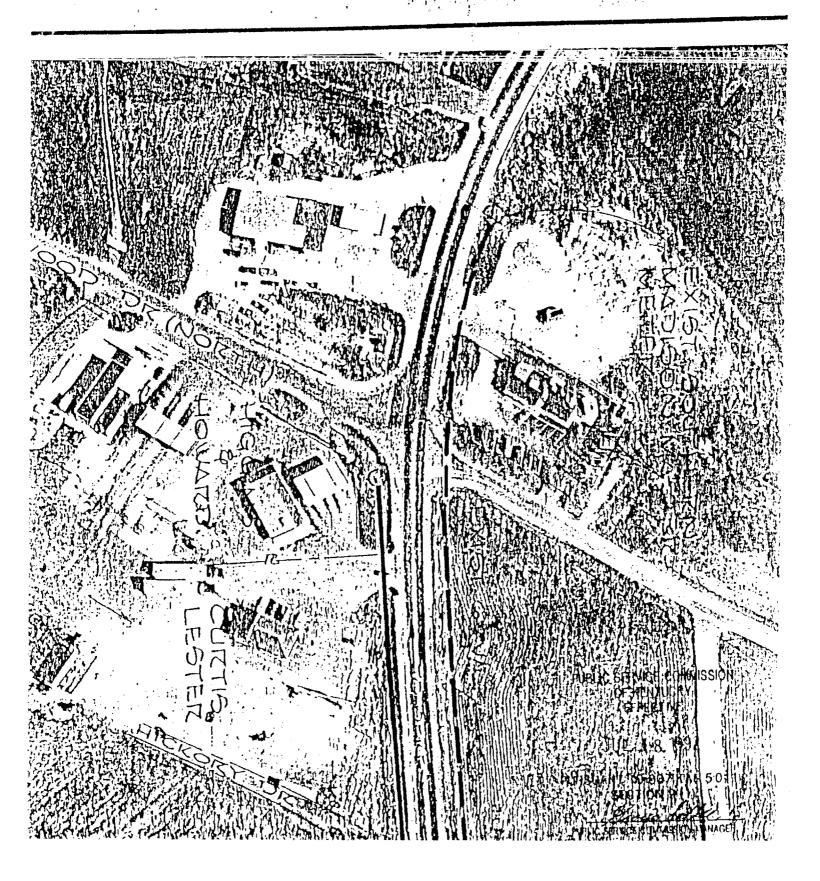
1. Morthwest corner of intersection of Kentucky 21 and Dogwood Drive.

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WATER SHORTAGE RESPONSE PROGRAM

of the

GARRARD COUNTY WATER ASSOCIATION, INC.
315 Lexington Road
Lancastor, KY 40444

The Water Shortage Response Program of this utility shall be an adaptation of the suggested program issued by the Division of Water, Department for Environmental Protection. The program shall consist of four phases. Those four phases are: (a) advisory phase, (b) alert phase, (c) emergency phase, and (d) water rationing.

The Water Shortage Response Program of this utility shall classify water uses into three catagories, those catagories are:

(a) essential water uses, (b) socially and economically important uses, and (c) non-essential uses.

It shall be the intent of this utility to serve the water needs of its customers as long as that remains a viable possibility. However, if and when all of the water requirements of its customers cannot be met, it shall be the responsibility of this utility to require of its customers a curtailment in use so that a reasonable water supply may be maintained to meet essential uses to sustain human life and animal life where possible.

Explanation of Phases of the Water Shortage
Response Program of the
Garrard County Water Association, Inc.

PUBLIC SERVICE COMMISSION OF KENTUCKY

Advisory Phase - The advisory phase shall be initiated when our supplier determines that stream flows are well below normal. Juli 188 1992 phase shall remain in effect until stream flows return tours war to 807 KAR 5011.

SECTION 9 (1)
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ie. when demand is less than 10 percent of stream flow for a four week period.

Alert Phase - The alert phase shall begin when our supplier determines that atream flow in much below historically normal stream flow or when demand is 40 to 65 percent of stream flow. Once in effect the alert will not be removed until demand is less than 40 percent of stream flow for a four week period.

Emergency Phase - The emergency phase shall begin when our supplier determines that demand is 60 to 75 percent of stream flow. The emergency phase shall stay in effect until demand is less than 65 percent of flow for a four wook period.

Rationing Phase - The rationing phase shall begin when our supplier determines that demand is 75 percent or more of stream flow. Once in effect rationing shall continue until demand has been less than 75 percent of stream flow for a four week period or until a major rain event should occur and p ecipitate a much larger stream flow.

(Note: The Garrard County Water Association purchases water from the City of Lancaster. Determination of stream flows, etc. shall be made by Lancaster and forwarded to the Association and the Water Shortage Management Task Force for their evaluation of the water shortage situation.)

EXPLANATION OF WATER USE CATAGORIES

Essential Water Uses:

The following usos of water, listed by site or user type, are essential.

Domestic:

PUBLIC SERVICE COMMISSION OF KENTUCKY

*water necessary to sustain human life and the lives of domestive pets, and to maintain minimum standards of hygiene and sanitation.

JUL 18 1992

Health Care Facilities:

*patient care and rehabilitation.

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

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Water Hauling:

*sales for domestic use where not reasonably available elsewhere.

Public Use:

*firefighting,

*health and public protection purposes, as specifically approved by health officials.

Socially or Economically Important Uses of Water:

The following uses of water listed by site or user type, are socially or economically important.

Domestic:

*personal, in-house water use including kitchen, bathroom and laundry.

Water Hauling:

*non-domestic, when other sources are not reasonably available elsewhere.

Commercial and Civic Use:

- *commercial car and truck washes,
- *laundromats.
- *restaurants, clubs and eating places,
- *schools, churches, motels/hotels and similar commercial establishments.

Outdoor Non-Commerical Watering:

- *minimal watering of vogotable gardens,
- *minimal watering of trees where necessary for their survival.

Outdoor Commercial or Public Watering (using conservation methods and when other sources of water are not available or feasible to use):

*maintenance of livestock, except water may not be run or hauled to any open, earthen reservoir such as a pond, pool, or spring,

*watering by arboretums and public gardens of national, state, regional or community significance where necessary to preserve specimens

- *watering by commercial nurseries where necessary to maintain stock
 *watering where necessary to establish or maintain reverse COMMISSION
 or landscape plantings required pursuant to law or regulation, OF KENTUCKY
 - *watering of woody plants where necessary to preserve them, EFFECTIVE
 - *minimal watering of golf course greens,
 - *spraying of crops to control insects or to apply growth magualauggs

Recreational:

*operation of municipal swimming pools and residential pools that serve more than 25 dwelling units.

Air Conditioning:

*refilling for startup at the beginning of the cooling season,

*makeup of water during the cooling season,

*refilling specifically approved by health officials and the municipal governing body, where the system has been drained for health protection or repair services.

Non-Essential:

Any waste of water is non-essential. The following uses of water, listed by sito or user type, are also non-essential.

Public Use:

*use of fire hydrants, including use of sprinkler caps, testing fire apparatus and fire department drills,

*flushing of sewers and hydrants except as needed to ensure public health and safety as approved by health officials.

Commercial and Civic Use:

*serving water in restaurants, clubs, or eating places, except by customer request,

*failure to repair a controllable leak,

*increasing water levels in scenic and recreational pends and lakes, except as necessary to support fish and wildlife.

Ornamental Purposes:

*fountains, reflocting pools and artificial waterfalls.

Outdoor Watering:

*use of water for dirt control or compaction,

*watering of annual or non-woody plants (other than vegetable gardens) lawns, parks, golf course fairways, playing fields and other recreational areas.

*washing sidewalks, walkways, driveways, parking lots, tennis courts or other hard-surface areas,

*washing down buildings or structures for purposes other than immediate fire protection,

iate fire protection,

*flushing gutters or permitting water to run or accumulate KENTUCKY gutter or street. EFFECTIVE

Outdoor Commercial or Public Watering:

JUL 1 8 1992 *expanding nursory facilities, placing new irrigated agricultural land in production, or planting of landscaping except where WAR 5.011 by a site design review process, SECTION 9 (1)

*use of water for dirt control of compaction,

*watering of lawns, parks, golf course fairways, playing fields and other recreational areas,

*washing sidewalks, walkways, driveways, parking lots, tennis courts or other hard-surface areas,

*washing down buildings or structures for purposes other than immediate fire protection,

*flushing gutters or permitting water to run or accumulate in any gutter or street,

*filling or re-filling of residential swimming pools.

Non-Commercial Washing of Motor and Other Vehicles:

Measures to be Takon by the Garrard County Water Association During the Four Phases of its Water Shortage Response Program

Advisory Phase:

Convene the Water Shortage Management Task Force:

*set conservation goals and prepare for decreasing supply, *monitor and evaluate all drought-related activities.

Issue Water Shortage Advisory:

*enact local water shortage response ordinance.

Monitor Supply/Demand Situation.

Develop Public Education Strategy for Current and Potential Shortage:

*notify public or potential problem,

*request voluntary conservation for all water use but especially
for non-essential use.

Alert Phase:

Convene the Water Shortage Management Task Force:

*set conservation goals and prepare for decreasing supply,
*monitor all drought-related activities, including enforcement
of the non-essential use ban.

Continue to Monitor Supply/Demand Situation.

Issue Water Shortage Alert Declaration:

*ban all non-essential water uses.

PUBLIC SERVICE COMMISSION OF KENTUCKY

Develop Public Education Strategy for Current and Potential Shortage:

*notify public of Alert Declaration,
*request voluntary conservation for all water use, but especially
for socially or economically important uses,

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SECTION 9 (1)

*non-essential uses are banned.

Emergency Phase:

Continue to Monitor Supply/Demand Situation.

Issue Water Chortago Emergency Declaration:

*ban all non-ossential water use,

*restrict socially and economically important water uses.

Socially or Economically Important Water Uses Will be Restricted to the Following:

Domestic:

*personal, in-house water use including kitchen, bathroom and laundry.

Water Hauling:

*only for human consumption or maintenance of livestock or the control of insects on crops.

Commercial and Civic Use:

*laundromats, rostaurants, clubs and eating places, schools, churches, motel/hotels and similar commercial establishments.

Outdoor Non-Commercial Watering:

*minimal watering of trees where necessary for their survival.

Outdoor Commercial or Public Watering (using conservation methods
and when other sources of water are not available or feasible to use):

*maintenance of livestock, except water may not be run or hauled to any open, earthen reservoir such as a pond, pool, or spring,

*watering by arboretums and public gardens of national, state, regional or community significance where necessary to preserve specimens, *watering by commercial nurseries where necessary to maintain

*watering where necessary to establish or maintain revegetation or landscape planting required pursuant to law or regulation,

*watering of woody plants where necessary to preserve them,

*spraying of crops to control insects or to apply growth regulations

Recreational:

stock.

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OF KENTUCKY

*operation of municipal swimming pools and residential [556112E that serve more than 25 dwelling units.

Air Conditioning:

*refilling for startup at the beginning of the cooling

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*makeup of water during the cooling season,

*refilling specifically approved by health officials where the system has been drained for health protection or repair services.

Impose a Drought Surcharge of \$3.00 Per Thousand or Portion Thereof on all Water Used (both metered and bulk sales).

Develop Public Education Strategy for Current and Potential Shortage:

*notify public of the emergency declaration,

*request voluntary conservation for essential water use,

*non-essential usos are banned and socially or economically important water uses are restricted,

*set a conservation goal of an immediate 25 percent reduction in water use,

*inform customers of drought surcharge.

Convene the Water Shortage Management Task Force:

*set conservation goals and prepare for decreasing supply,

*monitor and evaluate all drought-related activities.

Rationing Phase:

Continue to Monitor Supply/Demand Situation.

Convene the Water Shortage Management Task Force:

*set conservation goals and prepare for decreasing supply,
*monitor and evaluate all shortage-related activities, especially
enforcement of designated allocations.

Develop Public Education Strategy for Current and Potential Shortage:

*notify public of the rationing declaration,

*emphasize the necessity and attainability of the 25 percent further reduction goal under current conditions,

*notify customers of their rationing quota based on 50 percent of their average use during April and May 1988.

Institute Mandatory Allocation:

*ban all non-essential and socially and economically important water uses except the maintenance of livestock,

*restrict essential water uses to the following:

PUBLIC SERVICE COMMISSION

domestic: water necessary to sustain human life and OF KENTUCKY the lives of domestic pets, and to maintain minimum EFFECTIVE standards of hygiene and sanitation.

health care facilities: patient care and rehabilitation 18 1992

water hauling: close public loading stations. PURSUANT TO 807 KAR 5:011.
SECTION 9 (1)

public use: firefighting, health and public projection and public

PUBLIC SERVICE COMMISSION MANAGER

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purposes, as specifically approved by health officials.

Institute an Excess Use Charge to be Applied to Any Water Use Above Their Allocation. The excess use charge shall be applied as follows:

First 2,000 gallons or \$7.00 per 1,000 gallons or portion thereof

Each 1,000 gallons, or portion ghereof, thereafter

*any monies collected through excess-use charges shall not be accounted for as income, but shall be placed in a reserve account that is dedicated to addressing water shortage problems and water conservation initiatives.

In Addition to the Excess-Use Charge, Non-Compliance With the Water Rationing Provisions Will Result in the Following:

*for the first excess use, a warning of possible discontinuation shall be issued to the customer,

*for the second or subsequent excess use, service to the customer may be interrupted or shut off for a period not to exceed 48 hours.

*if termination of any service becomes necessary there will be a \$30.00 reconnection fee for the first violation. The reconnection fee for the second violation shall be \$200.00 and \$300.00 for each additional violation.

*any violator who is found to have tampered with any of the utilities metering equipment or locking devices will be prosecuted under the Kentucky Revised Statute and/or have his or her service permanately removed.

Meter Reading Schedules Will be fittered to Assure Adequate Monitoring of Compliance With This Regulation.

Any Customer or Other Person Aggrieved by a Decision or Action Imposing an Excess-Use Charge or Other Remedy for Non-Compliance With the Requirements of This Ordinanco May Proceed in Accordance With the Followin Provisions:

*the Association shall adopt procedures which provide an opportunity for the customer or aggrieved party to rebut the finding of a violation, or provide evidence of circumstances beyond the customer's control which resulted in the violation, (a record of evidence regarding disputed violations shall be kept, PUBLIC SERVICE COMMISSION notice of the Association's final decision and action in SOP MENDISCON be provided to the customer or aggrieved party).

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*any person aggrieved by the final decision or action of the utility may file a complaint with the Public Service Commission accordance with established procedures.

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