

CANCELLED

May 11, 2019

FOR WARREN COUNTY WATER DISTRICT NO. 1
(ENTIRE DISTRICT)
P.S.C. KY. NO. _____
Original SHEET NO. 5
CANCELLING P.S.C. NO. _____
SHEET NO. _____

WARREN COUNTY WATER DISTRICT NO. 1
Name of Issuing Corporation

**KENTUCKY PUBLIC
SERVICE COMMISSION**

CLASSIFICATION OF SERVICE

RATE
PER UNIT

MONITORING OF CUSTOMER USAGE

Once a month the Company will monitor the usage of each customer according to the following procedure:

1. Monthly computer print outs of customer usage variance will be reviewed. Those customer's with a high usage variance will be investigated.
2. If the monthly usage variance 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 monthly usages differ by 50% or more and cannot be attributed to a readily identified common cause, the Water 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 readings and billing records, the Water 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 Water Company will test the customers meter to determine whether it shows an average error greater than 2% 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 Water Company will immediately investigate usage deviations brought to its attention as a result of its on-going meter reading or billing processes or customer inquiry.

**PUBLIC SERVICE COMMISSION
OF KENTUCKY
EFFECTIVE**

MAY 21 1993

DATE OF ISSUE _____
ISSUED BY Alan Rust
NAME OF OFFICER

DATE EFFECTIVE _____
PURSUANT TO 807 KAR 5:011
SECTION 9 (1) Chairman
BY Wing Challenor
PUBLIC SERVICE COMMISSION MANAGER

Issued by authority of an order of the Public Service Commission of Kentucky
in Case No. _____ DATED _____