

CANCELLED
DEC 27 2019
KENTUCKY PUBLIC
SERVICE COMMISSION

FOR Nicholas County, Kentucky
P.S.C. Ky. No. 2
Revised Sheet No. 34
Cancelling P.S.C. Ky. No. 1
Original Sheet No. 1 - 17

NICHOLAS COUNTY WATER DISTRICT

RULES AND REGULATIONS

30. CUSTOMER BILL OF RIGHTS

As a residential Customer of a regulated public utility in Kentucky, you are guaranteed the following rights subject to Kentucky Revised Statutes and the provisions of the Kentucky Public Service Commission Administrative Regulations:

- You have the right to service, provided you (or a member of your household whose debt was accumulated at your address) are not indebted to the utility.
- You have the right to inspect and review the utility's rates and tariffed operating procedures during the utility's normal office hours.
- You have the right to be present at any routine utility inspection of your service condition.
- You must be provided a separate, distinct disconnect notice alerting you to a possible disconnection of your service if payment is not received.
- You have the right to dispute the reasons for any announced termination of your service.
- You have the right to negotiate a partial payment plan when your service is threatened by disconnection for non-payment.
- You have the right to maintain your utility service for up to thirty (30) days upon presentation of a medical certificate issued by a health official.
- You have the right to prompt (within 24 hours) restoration of your service when the cause for discontinuance of the service has been corrected.
- You have the right to contact the Public Service Commission regarding any dispute that you have been unable to resolve with your utility (Call Toll Free 1-800-772-4636.)

PUBLIC SERVICE COMMISSION
OF KENTUCKY
EFFECTIVE

AUG 18 1992

DATE OF ISSUE June 12 1992 DATE EFFECTIVE June 15 1992 PURSUANT TO 807 KAR 5:011.
Month Day Year Month Day Year SECTION 9 (1)
ISSUED BY Garvey Curtsinger Chairman P.O. Box 304, Carrisse, KY 40311
Name of Officer Title Address
PUBLIC SERVICE COMMISSION MANAGER

1/92