

RULES AND REGULATIONS

CANCELLED

October 1, 2019

**KENTUCKY PUBLIC
SERVICE COMMISSION**

**SECTION 22.0: LEAK OR CATASTROPHIC PROBLEM
ADJUSTMENT POLICY**

If a customer incurs a leak in his/her plumbing or has a catastrophic problem that is unable to be identified, a customer may be entitled to a bill adjustment. An adjustment shall be subject to the following conditions:

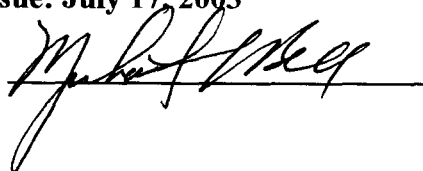
1. The customer must submit a written request for an adjustment;
2. The leak must be repaired or the problem no longer exists;
3. If there is a leak, a customer shall furnish reasonable proof of such;
4. A catastrophic problem must be investigated thoroughly before an adjustment may be granted;
5. If it is determined by the District that the increase in usage was caused by the customer's negligent or intentional acts, an adjustment shall not be granted;
6. A swimming pool, fishpond, irrigation system or other items deemed explainable by the District shall not be used as a reason for an adjustment;
7. The District shall determine the excess usage by comparing the usage during the period(s) while there was a leak or problem with the customer's normal usage. The customer's normal usage will be determined by computing the customer's average usage for the twelve (12) months billing period immediately prior to the problem. If a twelve (12) month usage history is not available, the District will use the available usage history and other relevant factors to determine a reasonable estimate of the customer's normal usage. The difference between the usage while there was a problem and the normal usage is the excess usage.

SERVICE COMMISSION
OF KENTUCKY
EFFECTIVE

SEP 01 2003

Date Of Issue: July 17, 2003

Issued By:



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

Date Effective: September 1, 2003

BY 
EXECUTIVE DIRECTOR

Title: Chairman

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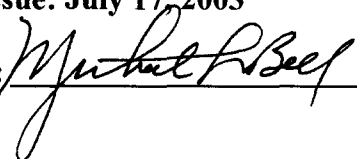
**SECTION 22.0: LEAK OR CATASTROPHIC PROBLEM
ADJUSTMENT POLICY <CONT.>**

8. The customer's normal usage will be billed at the rate shown in the District's approved tariff;
9. The customer's excess usage will be billed at a reduced rate which closely approximates the District's incremental cost of water production;
10. The reduced rate shall be equal to 40% of the filed tariff rate for 2,000 to 500,000 gallons. This rate closely approximates the District's incremental cost of water production;
11. Each adjustment may only cover up to the first two (2) billing periods after the leak or catastrophic problem first occurred;
12. Only one (1) adjustment will be permitted at a particular service location during each calendar year and no customer shall receive more than three (3) adjustments at any particular service location;
13. This adjustment policy is applicable to all customers; and
14. If payment of the adjusted bill will cause a great financial burden to the customer, the District may allow the adjusted bill to be paid in installments that are mutually agreed upon.

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