

CANCELLED

NORTHERN KENTUCKY WATER DISTRICT

February 8, 2023

**KENTUCKY PUBLIC
SERVICE COMMISSION**

For NKWD Area Served
PSC KY No. 5
Original Sheet No. 11
Canceling PSC KY No. 4
Sheet No.

SECTION VI – MONITORING OF CUSTOMER USAGE

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

1. The customer’s quarterly usage for the most recent quarter will be compared with the average quarterly usage for the four quarters immediately preceding that period.
2. If the quarterly usage for the previous period is substantially the same as the average 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 quarterly usage differs from the average and is flagged by the billing system and the difference cannot be attributed to a readily identified cause, the District will send a Field Service Representative to reread the meter and investigate the potential cause of the increase in usage.
4. In addition to the quarterly monitoring, the District will immediately investigate usage deviations brought to its attention as a result of customer inquiry.
5. A reading must be obtained on all meters by a District employee, or an authorized person of the District, at least once during an annual basis. If access to the meter is not received, the District will notify the customer and service will be disconnected until access can be made to read the meter.

SECTION VII – PAYMENT PLAN AGREEMENTS

The District offers the following payment plan agreements for customers who may have their service terminated for non-payment.

1. If the total arrears prior to termination are less than \$150.00, the customer may apply for up to a 30-day extension. The customer must pay 1/3 of the bill at the time of application.
2. If the total arrears prior to termination are greater than \$150.00, the customer must pay 1/3 of the bill and apply for a payment plan for longer than 30 days, but not to exceed 180 days. All new billing after the payment agreement and all payment agreement amounts must be paid on time.
3. Once a payment arrangement has been established, a letter is mailed to the customer outlining the payment arrangement date(s) and the payment arrangement amount(s). A copy of this letter is documented on the customer account.

If a customer is on a payment plan agreement and fails to make any one payment, the service will be terminated without notice and will not be reconnected until payment is made in full for all outstanding arrears.

The customer must apply for a payment plan agreement in advance of the termination date. Once the service has been terminated, a payment plan will not be offered. Sample of *Payment Plan* letter is shown in Appendix G. (T)

DATE OF ISSUE: 7/29/2019
DATE EFFECTIVE: 8/29/2019
ISSUED BY: *Judith Rechten*
TITLE: Vice-President of Finance & Support Services

**KENTUCKY
PUBLIC SERVICE COMMISSION**

Gwen R. Pinson
Executive Director

Gwen R. Pinson

EFFECTIVE
8/29/2019
PURSUANT TO 807 KAR 5:011 SECTION 9 (1)