P.S.C. Ky. NO. _____ Original Sheet No. _____

AquaSource Utility, Inc. Issuing Corporation

> Residential, Industrial and Commercial Water Rates, Rules and Regulations

> > AquaSource Utility, Inc. of Goshen, Kentucky

Rates, Rules, Regulations for Furnishing Residential, Industrial and Commercial Water Services at Subdivisions near the community of Goshen, North West Oldham County, Kentucky and Environs

Filed with the PUBLIC SERVICE COMMISSION OF KENTUCKY

Issued: November 15, 1999

Effective: November 15, 1999

Issued By: <u>AquaSource Utility, Inc</u> (Name of Utility) Ry: <u>Multicem M. Acc</u> Providence SERVICE COMMISSION William Reynolds, President -Midwert KENRICKY EFFECTIVE

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PURSUANT TO 807 KAR 5:011, SECTION 9 (1) BY: Stechand Build

SECRETARY OF THE COMMISSION

Date of Issue: November 15, 1999

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Issued By: Officer

Date Effective: November 15, 1999

<u>President-Midwest</u> Goshen, KY 40026 Title Address

P.S.C. Ky. NO. _____ Original Sheet No. _____

AquaSource Utility, Inc. Issuing Corporation

> Residential, Industrial and Commercial Water Rates, Rules and Regulations

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AquaSource Utility, Inc. Issuing Corporation

Residential, Industrial and Commercial Water Rates, Rules and Regulations

ARTICLE II

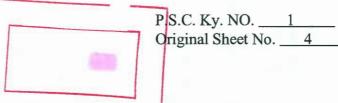
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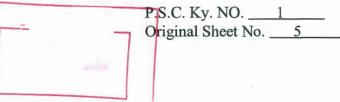
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AquaSource Utility, Inc. Issuing Corporation

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AquaSource Utility, Inc. Issuing Corporation

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PUBLIC SERVICE COMMISSION OF KENTUCKY EFFECTIVE

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AquaSource Utility, Inc. Issuing Corporation

> Residential, Industrial and Commercial Water Rates, Rules and Regulations

CHECK SHEET

Pages 1- 35 inclusive of this Tariff are effective as of the date shown.

Page	Revision	Page	Revision
1	Original	21	Original
2	Original	22	Original
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20	Original	SECTION 9 (1)	
		BY: Stephand Buy	
		SECRETARY OF THE COMMISSION	

Date of Issue: <u>November 15, 1999</u> Issued By: <u>Million A Tempolita</u> Officer Date Effective: November 15, 1999

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President-Midwest Goshen, KY 40026 Title Address

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AquaSource Utility, Inc. Issuing Corporation

> Residential, Industrial and Commercial Water Rates, Rules and Regulations

APPLICABILITY

These regulations apply to any customer of water service of the Utility. The President of AquaSource Utility, or his designated representative, shall administer and enforce these regulations. If any provisions of these regulations or the application to any customer, user, or circumstance is held invalid, the remainder of these regulations or the application of such provisions to such other users and customers or other circumstances shall not be affected.

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PUBLIC SERVICE COMMISSION OF KENTUCKY EFFECTIVE

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AquaSource Utility, Inc. Issuing Corporation

> Residential, Industrial and Commercial Water Rates, Rules and Regulations

✓ EXPLANATION OF SYMBOLS

- (C) To signify changed regulation
- (D) To signify discontinued material
- (I) To signify rate or charge increase
- (M) To signify material relocated without change in text or rate
- (N) To signify new material
- (R) To signify reduction
- (S) To signify reissued material
- (T) To signify a change in text but no change in rate or regulation
- (Z) To signify a correction

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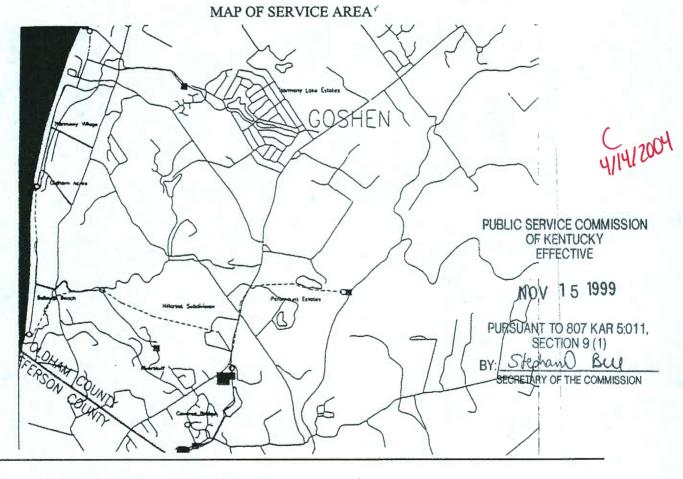
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Issued By:	Man A. I	Enolds	President-Midwest	Goshen, KY 40026
	Officer)	Title	Address

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AquaSource Utility, Inc. Issuing Corporation

> Residential, Industrial and Commercial Water Rates, Rules and Regulations



Date of Issue: ___November 15, 1999 Date Effective: November 15, 1999 President-Midwest Goshen, KY 40026 Issued By: s Mo Officer Title Address

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AquaSource Utility, Inc. Issuing Corporation

> Residential, Industrial and Commercial Water Rates, Rules and Regulations

ARTICLE I

GENERAL PROVISIONS \checkmark

SECTION 1.00 - DEFINITIONS

Unless otherwise defined, the terms as used herein shall be defined as follows:

(a)	"Customer" - the party obligated to pay for services rendered by AquaSource Utility, Inc. A customer may be an individual, a firm, company, partnership, association, public corporate officer of a private, public or municipal corporation, the United States of America, the Commonwealth of Kentucky, and all special districts political subdivisions and governmental agencies thereof.
(b)	PUBLIC SERVICE COMMISSION "distribution main" - any line from which service connections with customer Saturation at frequent intervals.
(c)	"AquaSource" - AquaSource Utility, Inc., a Texas corporation. NOV 15 1999
(d)	"main" - means transmission and/or distribution mains as required RUR SUANOTION COMMARISM 11, it is used. BY: Stephano But
(e)	"meter" - means any device used for the purpose of measuring the question beck and the delivered by the utility to a customer.
(f)	"multi-dwelling unit" - any building, tenement houses, block buildings, apartment houses or other premises constructed and arranged in a similar manner and occupied by a number
Date of Issu	e: <u>November 15, 1999</u> Date Effective: <u>November 15, 1999</u>
Issued By	Milliam H. Hermolds President-Midwest Goshen, KY 40026

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P.S.C. Ky. NO. ____1___ Original Sheet No. ____11

AquaSource Utility, Inc. **Issuing** Corporation

> Residential, Industrial and Commercial Water Rates, Rules and Regulations

of tenants.

- "Premises" a parcel of real estate or a portion thereof, including any improvements (g) thereon, which is determined by AquaSource to be a single user for the purpose of receiving, using and paying for-utility services.
- "private dwelling unit" any building or other shelter primarily used as a single family (h) residence.
- (i) "service connection" - means the line from the main to the customer's premises and shall include all of the pipe fittings and valves necessary to make the connection.
- "service line" the line from the premises of the customer to the place of consumption. (i) 4/14/2004
- "shall" is mandatory; "may" is permissive. (k)
- (1)"transmission main" - means a line which is used for conveying water to the distribution system, reservoirs tanks or stand pipes, and generally has no service connection with PUBLIC SERVICE COMMISSION customers. OF KENTUCKY
- "user" any customer or person that uses or consumes services of the Utility. EFFECTIVE (m)

"utility" - AquaSource Utility, Inc., a Texas Corporation (n)

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"Applicant" - a party that has applied for service to be rendered by Aquastanter TO 807 KAR 5:011, (0)SECTION 9 (1)

"Commission" - the Public Service Commission of Kentucky. (p)

BY: Stephanl SECRETARY OF THE COMMISSION

Date of Issue: <u>November</u>	r 15, 1999	Date Effectiv	ve: <u>November 15, 1999</u>
Issued By: William	H. Herry Co	President-Mid	west Goshen, KY 40026
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P.\$.C. Ky. NO. ____1____ Original Sheet No. 12

AquaSource Utility, Inc. Issuing Corporation

> Residential, Industrial and Commercial Water Rates, Rules and Regulations

SECTION 1.05 - COMMISSION'S RULES AND REGULATIONS

All water services rendered by AquaSource shall be in accordance with the Public Service Commission (P.S.C.) law and the acts, rules, regulations and forms which have been adopted by the Commission and subject to approval of the Commission all amendments thereto and modifications thereof which may be made by the Commission.

SECTION 1.10 - COMPANY'S RULES AND REGULATIONS /

In addition to the rules and regulations prescribed by the Commission, all water service rendered shall also be in accordance with the following rules and regulations adopted by AquaSource, provided that the same do not conflict with those of the Commission. These regulations shall supersede all previous water regulations adopted by AquaSource.

SECTION 1.15 - FILING OF RATES, RULES AND REGULATIONS

PUBLIC SERVICE COMMISSION OF KENTUCKY EFFECTIVE

PURSUANT TO 807 KAR 5:011,

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A copy of all schedules of rates, rules and regulations, under which water service is rendered is on file for the public's benefit with the Commission and in the offices of AquaSource. NOV 15 1999

SECTION 1.20 - APPLICATION, ENFORCEMENT AND SEVERABILITY

SECTION 9 (1) These regulations apply to any customer of water service of the Utility. The President of Buy AquaSource Utility, or his designated representative, shall administer and enforce these regulations of these regulations or the application to any customer, user, or circumstance is held invalid, the remainder of these regulations or the application of such provisions to such other users and customers or other circumstances shall not be affected.

Date of Issue:	November 15.	1999	Date Effective:	November 15, 1999
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	Officer	0	Title	Address

AquaSource Utility, Inc. Issuing Corporation P.S.C. Ky. NO. _____ Original Sheet No. _____3

Residential, Industrial and Commercial Water Rates, Rules and Regulations

SECTION 1.25 - GOOD MANAGEMENT PRACTICES REQUIRED

AquaSource shall be required to exercise and demonstrate good management practices to include, but not necessarily limited to its schedule of activities, process changes, practices and practices all to the end to improve the quality of the service afforded to its users and customers and to otherwise comply with all the rules and regulations of the Commonwealth of Kentucky and the agencies thereof.

SECTION 1.30 - PROTECTION OF UTILITY'S PROPERTY

All meters, piping and other appliances and equipment furnished by, in or on a customer's premises, shall, unless otherwise expressly provided for herein, be and remain the property of the Utility and the customer shall protect such property from loss or damage and no one who is not an agent of the Utility shall be permitted to remove such property or tamper with or repair or damage same.

SECTION 1.35 - EXCLUSIVE SERVICE

The customer shall not resell the water purchased from AquaSource to any other customer, company or person, and the customer shall not deliver water purchased from the utility to any connection wherein said water is to be used off of customer's premises or by any person over whom the customer has no control; provided that, however, nothing herein shall prohibit a contractual arrangement between the VELLO SERVICE COMMISSION AquaSource and any customer for water purchased on a wholesale basis for resale.

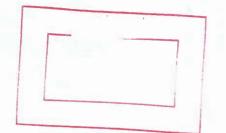
SECTION 1.40 - CONTINUOUS OR UNIFORM SERVICE

NOV 15 1999

The utility will endeavor to supply water continuously and without interruption; however, AquaSource shall not be responsible for damages or otherwise for any failure to supply water of Form 9 (1) interruption in the supply when such failure is without the willful fault or neglect on the Utility's part 9 (1) BY: Stephane Buy SECRETARY OF THE COMMISSION

 Date of Issue:
 November 15, 1999
 Date Effective:
 November 15, 1999

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AquaSource Utility, Inc. **Issuing Corporation**

> Residential, Industrial and Commercial Water Rates, Rules and Regulations

AquaSource shall not be liable for any damage or loss resulting from inadequate or interrupted supply or from any pressure variations when such conditions are not due to willful fault or neglect on its part.

SECTION 1.45 - MULTI-UNIT PREMISES &

In providing for water service to multi-unit premises, only one service line will be installed for each building and the owner of such building or premises, or his authorized agent will be responsible for the payment for water used. 4114/2004

SECTION 1.50 - FOREIGN SUPPLIES

The water from the Utility's system shall not be supplied to any premises where the pipes used to convey or distribute water from the Utility's system are so connected, either directly or in CHECLOSERVICE COMMISSION receive possible water supply from any source other than furnished by the Utility; or if the custor RENTUCKY piping and attached fixtures are so constructed that they may, in the opinion of the Utility create a hazard/VF from a sanitary standpoint or may result in unnecessary waste of water.

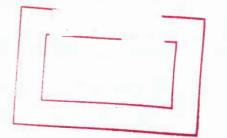
SECTION 1.55 - WATER STANDARDS

NOV 15 1999

PURSUANT TO 807 KAR 5:011.

All water service furnished by AquaSource for human consumption or for domestic use Station 9 (1) conform to all legal requirements and standards of the Department for Natural Resources:and rechand Environmental Protection, and such water shall be wholesome, potable, and not harmful of Charger Or the COMMISSION public health. All operations of AquaSource pertaining to sanitation and potability of water shall conform to the legal requirements of the Natural Resources and Environmental Protection Cabinet. At all times, the water furnished by AquaSource shall adhere as closely as possible to the standards set out in the "Public Health Drinking Water Standards", Publication No. 956, United States Government Printing Office, Washington, D.C. 40202.

Date of Issue: _	November 15,	1999	Date Effective:	November 15, 1999
Issued By:	illiam K.	Heynolds	President-Midwest	Goshen, KY 40026
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P.S.C. Ky. NO. ____ Original Sheet No. _____

AquaSource Utility, Inc. Issuing Corporation

> Residential, Industrial and Commercial Water Rates, Rules and Regulations

ARTICLE II

SERVICE INFORMATION

SECTION 2.00 - APPLICATION FOR SERVICE

All applications for service shall be made on the Utility's standard Application for Service form which shall be signed by the applicant, or his duly authorized agent, and accepted by the Utility before any service is rendered. A separate application or contract shall be made for each class of service at each separate location. In cases where unusual construction or equipment expenses is necessary to furnish the service, the Utility may require a contract for the purchase of water for a minimum period of one year.

SECTION 2.05 - OWNER'S CONSENT TO OCCUPY

In case the applicant is not the owner of the premises, or of the Intervening property between the premises and the Utility's distribution main, it shall be the applicant's responsibility to obtain from the property owner or owners of the necessary consent to install and maintain in, on or over such premises, all such service lines and other equipment as are or may be necessary and required for supplying water service to the applicant whether the service line and equipment be the property of the applicant or AquaSource.

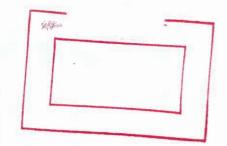
SECTION 2.10 - DEPOSITS

AquaSource may require from any customer a minimum cash in an amount not to exceed twotwelfths (2/12ths) of the customer's estimated average annual bill. Service may be refused or discontinued for failure to pay the required deposit.

PUBLIC SERVICE COMMISSION OF KENTUCKY EFFECTIVE

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AquaSource Utility, Inc. Issuing Corporation

> Residential, Industrial and Commercial Water Rates, Rules and Regulations

After eighteen months the customer may request a deposit recalculation based on the customers actual usage. If the deposit on account differs from recalculated amount by more than \$10.00 for a residential customer or ten percent (10%) for a non-residential customer, the Company may collect any underpayment and shall refund any overpayment by check or credit to the customer's bill. No refund will be made if the customer's bill is delinquent at the time of the recalculation.

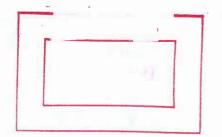
AquaSource shall issue to every customer from whom a deposit is received, a Certificate of Deposit, showing the name of the customer, location of the service address, date of payment and amount of deposit. Such deposit, less any unpaid amounts for service rendered, shall be returned upon the discontinuance of service. The deposit may be waived if the customer demonstrates satisfactory credit or payment history from a previous address within the Utility's service area. If the deposit has been waived and the customer falls to maintain a satisfactory payment record, a deposit may then be required. AquaSource may also require an additional deposit from any customer, if the customer's usage proves to be larger than the initial estimated average usage.

Interest shall accrue on all deposits at the rate prescribed by law, beginning on the date of deposit. The current rate is 6% per annum. Interest accrued shall be refunded to the customer or credited to the customer's bill on July lst of each year, except that AquaSource shall not refund or credit interest on a deposit if the customer's bill is delinquent on the anniversary date.

SECTION 2.15 - ACCESS TO PREMISES

The Utility shall have the right of access the customer's premises at all reasonable times for the purpose of installing, reading, inspecting, repairing, or removing its meters or other equipment used in connection with its supply of water service or for the purpose of turning on or shutting off the water supply when necessary, and for all other proper purposes.

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Date of Issue: <u>November 15, 1999</u>	Date Effective: <u>November 15, 1999</u> NOV 15 1999	
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AquaSource Utility, Inc. Issuing Corporation

> Residential, Industrial and Commercial Water Rates, Rules and Regulations

SECTION 2.20 - BILL ADJUSTMENT

Whenever a meter in service is found upon periodic tests or a complaint test to be more than two percent (2%) fast or slow, additional tests shall be made in accordance with the Commission's regulations, applicable to the type of meter involved. If the result of a test on a customer's meter shows an average error greater than two percent (2%) fast or slow, then the customer's bill, for the period during which the meter error is known to have existed, shall be recomputed and the account adjusted on the basis of the test. In the event the period during which the meter error existed is unknown, then the customer's bill shall be recomputed and adjusted in accordance with Commission's regulations 807 KAR 5:006, Section 10(2).

SECTION 2.25 - MONITORING OF USAGE

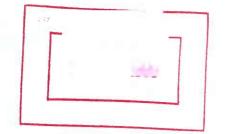
AquaSource shall periodically (at least once annually) monitor the usage of each customer according to the following procedures:

- a) If the amount of water used during a month has increased or decreased by fifty percent (50%) or more from the amount used in the immediately preceding month, and this increase or decrease cannot be attributed to a readily identified cause, then AquaSource shall compare the customer's monthly usage record for the same month of the preceding year. If the usage for the two periods are substantially the same (e.g., less than 20% change), no further action will be taken.
- b) If the usage for the two monthly periods are not substantially the same and the cause for the usage deviation cannot be determined by analysis of the customer's meter reading and billing records, AquaSource shall contact the customer by telephone or in write BWGE COMMISSION determine the reason for the deviation.

PURSUANT TO 807 KAR 5:011, Date Effective: November 15, 199910N 9 (1) Date of Issue: November 15, 1999 BY: Stephand Buy SECRETARY OF THE COMMISSION Issued By: resident Midwest Goshen, KY 40026 Officer Title Address

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AquaSource Utility, Inc. Issuing Corporation

> Residential, Industrial and Commercial Water Rates, Rules and Regulations

c) Where the deviation is not otherwise explained, the Company will test the Customer's meter to determine whether it shows an average error greater than two percent (2%) fast or slow. AquaSource will notify the customer of the investigation, its findings, and any credits or back charges in accordance with 807 KAR 5:006, Section 10 (4) and (5).

SECTION 2.30 MONTHLY BILLS ✓

Bills for water service shall be rendered monthly unless otherwise specified. The bill may be combined with the statement for any sewer service which may have been rendered to the customer. The term "month" for billing purposes shall mean the period between any two consecutive readings of the meter by the Utility, such readings to be taken as near as practical every thirty (30) days.

Bill are due upon receipt and shall be due and payable within a period not exceeding ten (10) days thereafter.

Failure to receive a bill does not exempt a customer from these rules and regulations.

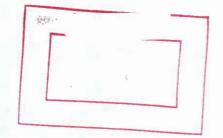
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When a Utility is unable to read a meter after reasonable effort, or where the meter fails to operate, the customer will be billed on an estimated basis at the average of the three immediately preceding months, or similar months of service, and the billing adjusted as necessary when the meter is read.

SECTION 2.31 - SERVICE FOR EMPLOYEES

AquaSource may, in its discretion, provide free water service to its employees that reside within its service area.

		PUBLIC SERVICE COMMISSION OF KENTUCKY EFFECTIVE
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Issued By William The Menolds	President-Midwest	Goshen, RSUANTO 20807 KAR 5:011,
Officer	Title	Address Kehand Buy
		SECRETARY OF THE COMMISSION



P.S.C. Ky. NO. ____1___ Original Sheet No. 19

AquaSource Utility, Inc. **Issuing Corporation**

> Residential, Industrial and Commercial Water Rates, Rules and Regulations

SECTION 2.35 - TERMINATION OF SERVICE FOR NONPAYMENT

Service shall be subject to discontinuance to any customer for nonpayment of bills, including delayed charges. However, this Utility shall not discontinue service to any customer for nonpayment of bills, including delayed charges without having made a reasonable effort to induce the customer to pay same.

The customer shall be given at least five (5) days written notice, but the cut-off shall not be effected before twenty (20) days after the mailing date of the original unpaid bill. Such termination notice shall be exclusive of and separate from any bill.

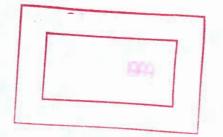
The termination notice shall include notification to the customer in writing of the existence of local, state and federal programs providing for the payment of utility bills under certain conditions and of the offices to contact for such possible assistance.

If prior to discontinuance of service, there is delivered to the utility office payment of the amount in arrears, then discontinuance of service shall not be made, or where a written certificate is filed, signed by a physician, a registered nurse or a public health officer stating that, in the opinion of the person making the certification discontinuance of service will aggravate an existing illness or infirmity on the affected premises, service shall not be discontinued until the affected resident can make other living arrangements or until thirty (30) days elapse from the time of the Utility's notification.

SECTION 2.40 - TERMINATION OF SERVICE FOR FRAUDULENT OR ILLEGAL USE 4

When the Utility has discovered evidence that by fraudulent or illegal means a customer has obtained unauthorized service or has diverted the service for an unauthorized use or has obtained service without the same being properly measured, the service to the customer may be discontinued without notice.

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AquaSource Utility, Inc. Issuing Corporation

> Residential, Industrial and Commercial Water Rates, Rules and Regulations

The Utility shall not be required to restore service until the customer has complied with all the rules of the Utility, regulations of the Commission and the Utility has been reimbursed for the estimated amount of the service rendered and the cost to the Utility incurred by reason of such fraudulent use.

SECTION 2.45 - SPECIAL CHARGES

The Utility shall be entitled to the following special charges:

- (a) a ten percent (10%) late payment charge will be added to any bill that is not paid by the tenth (10th) day after billing date
- (b) in the event service is discontinued, an additional \$20.00 reconnection fee will be charged to any customer
- (c) a special charge of \$15.00 may be added for any check returned from any financial institution by reason of insufficient funds or otherwise.

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PUBLIC SERVICE COMMERCION

- (d) to make a premise visit in order to collect a delinquent bill, a charge of \$20.00 may be added after written notice has been sent to the customer, stating that if the bill is not paid within five working days, the service will be discontinued
- (e) a one-time connection fee to a new customer of \$16.00
- (f) to recheck a meter reading, requested by customer, a charge of \$15.00 may be added only if the previous reading was found to be accurate
- (g) on a customer requested meter test, a charge of \$52.50 may be made, if the meter shows to

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AquaSource Utility, Inc. Issuing Corporation

> Residential, Industrial and Commercial Water Rates, Rules and Regulations

be found not more than two percent (2%) fast.

SECTION 2.50 - REFUSAL OF SERVICE

The Utility will not render service to any customer unless the customer's service line, house piping, appliances and equipment are properly installed and in operating condition, or where the customer continually fails to comply with the Utility's rules and regulations.

The Utility will not furnish service to any applicant who owes the Utility any past due bill or a delinquent account for service furnished either at the same or other location until such indebtedness shall have been paid in full.

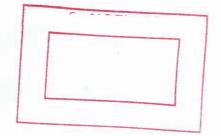
SECTION 2.55 - OWNER'S RESPONSIBILITY FOR LEAKS

All owners of premises, tenants or water consumers entitled to use water shall keep their pipes, shut-off valves and other apparatus in good repair and shall prevent all unnecessary wastes of water.

SECTION 2.60 - CUSTOMER'S DISCONTINUANCE OF SERVICE

Any customer desiring service to be discontinued or changed from one location to another shall give the Utility three (3) working days advance notice in person, by phone or in writing, provided such notice does not violate contractual obligations. The customer shall be held responsible for all service consumed until such notice is received by the Utility in three (3) working days time allowed to read the meter and render a final bill.

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SECTION 2.65 - DISCONTINUANCE FOR DANGEROUS CONDITION

When a dangerous condition is found to exist on customers premises or in the mains of the Utility, service shall be cut off without notice for so long as the dangerous condition exists, provided that the reason for the discontinuance and the corrective actions to be taken by the applicant before service can be restored. As used in these regulations, a break or disruption in the main system, service line, or any other apparatus thereto shall be construed as being a dangerous condition.

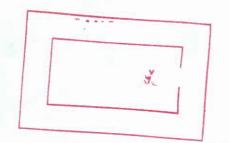
SECTION 2.70 - SCHEDULED INTERRUPTIONS

Whenever the Utility finds it necessary to schedule an interruption of its service, it shall notify all customers to be affected by the interruption, stating the time and anticipated duration of the interruption. Whenever possible scheduled interruptions shall be made at such hours as will provide the least inconvenience to the customers. Where public fire protection is provided by the mains affected by the interruption, the Utility shall notify the fire chief or other official responsible for fire protection of the interruption of the interruption, stating the time and anticipated duration. The fire chief or other responsible fire restoration of service.

SECTION 2.75 - COMPLAINTS AND APPEALS

Any user, applicant or customer affected by any decision, action or determination made by the Utility in interpreting or implementing the provisions of these regulations or in any permit issued herein may file with the President of AquaSource a written request for reconsideration within ten (10) days of such decision, action or determination, setting forth in detail the facts supporting the request for reconsideration. The President, or his delegate shall make a ruling within ten (10) days of receipt for the request for reconsideration. If deemed feasible, the user, applicant or customer requesting reconsideration will be granted a hearing upon the request for such. The affected party or parties may seek relief from the

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Commission if the Utility's decision is considered to be unfair, unjust, unreasonable or discriminatory. Nothing in this paragraph or the rules shall restrict or prevent a customer or applicant from making complaints in writing to the Public Service Commission, P.O. Box 615, 730 Schenkel Lane, Frankfort, Ky. 40601.

SECTION 2.80 - CIVIL LIABILITIES AND PENALTIES

Any person who intentionally or negligently violates any provisions of these rules, regulations, requirements, or conditions set forth in permits duly issued, or who discharges wastewater which causes pollution, limitation, shall be liable civilly to liabilities imposed by a court of law or other governmental authority having or jurisdiction over the parties.

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PUBLIC SERVICE COMMISSION OF KENTUCKY EFFECTIVE

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Date Effective: November 15, 1999 Date of Issue: November 15, 1999 Issued By: President-Midwest Goshen, KY 40026 Address Officer Title



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AquaSource Utility, Inc. Issuing Corporation

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ARTICLE III

FIRE PROTECTION SERVICES

SECTION 3.00 - SERVICE FOR FIRE PROTECTION

Service for fire protection, stand pipes and automatic sprinklers will be installed at the expense of applicant and shall be sized from 4" to 8" in diameter, as service may require.

Customers desiring such service shall be granted them under a covenant with the Utility whereby they will not use water from such attachments for any purpose except for preventing or extinguishing fires. In the event of any unauthorized use, the Utility, at is option, may discontinue the service or services or install meters, at the expense of the customer, to control the entire flow of such service.

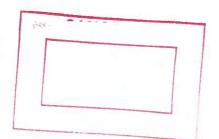
SECTION 3.05 - CHARGES FOR FIRE PROTECTION SERVICE

The charges for fire protection service will be made in accordance with rate schedules and will be billed monthly or as the Utility may hereafter designate with prior approval of the Commission. The charge for water used, reaffirmed by meter registration, will be billed in addition to the scheduled "ready to serve charge" at the established meter rates without application of the minimum bill or allowable use. Water used for extinguishing fires will not be billed provided a certificate of such use from a fire insurance underwriter or the Goshen Fire Department is submitted to the Utility.

SECTION 3.10 - MINIMUM SIZE OF DISTRIBUTION MAIN AND FIRE HYDRANTS

The minimum size of water mains from which, or through which, fire protection water supply is, or may be required, shall be six inches (6"). The cost of the main extension shall include the cost of the fire

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> Residential, Industrial and Commercial Water Rates, Rules and Regulations

hydrants if such are required by government authority, i.e. Fire Prevention Bureau or County Fire Department.

SECTION 3.15 - PUBLIC FIRE HYDRANTS

Public fire hydrants shall be installed when required by the governing authority as a part of the distribution or transmission main extension, or individually on existing mains of the Utility. The cost of such fire hydrant will be considered a part of the cost of a distribution or transmission main extension made under the provisions of 807 KAR 5:066.

Such fire hydrants shall become the property of the Utility upon installation and shall be operated and maintained by the Utility at its expense

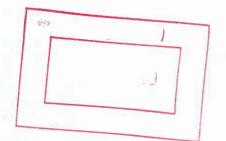
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AquaSource Utility, Inc. Issuing Corporation

> Residential, Industrial and Commercial Water Rates, Rules and Regulations

ARTICLE IV

SERVICE, INSTALLATION AND MAINS

SECTION 4.00 - MAIN EXTENSION GENERAL POLICY AND CONSTRUCTION STANDARDS

The Utility will extend its transmission or distribution mains, upon proper application, to serve an applicant or group of applicants in accordance with the Commissions regulations "807 KAR 5:066 (12): Extension of Service".

The design and construction of mains and facilities shall conform to good and standard engineering practices. The plans and specifications shall be prepared by an engineer registered as a civil or mechanical engineer in the Commonwealth of Kentucky with submitted plans bearing the engineers seal.

All mains and facilities shall be designed and operated so as to provide adequate and safe service to the customers and shall conform to the requirements of the Natural Resources and Environmental Protection Cabinet with reference to sanitation and potability of water. As a minimum, all such construction plans, obligations, costs and reimbursements shall adhere to the rules and regulations promulgated by the commission now in effect or hereafter adopted under 807 KAR 5:066, or any succeeding regulations thereto.

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SECTION 4.05 - COMPLIANCE WITH PUBLIC RULES AND REGULATIONS

No application for a main extension shall be approved by the Utility until the applicant has furnished satisfactory evidence that the proposal fully complies with all pertinent laws, rules and regulations. In cases where, in the judgment of the Utility, there is sufficient cause, the rules of the Utility and the provisions of this Section may be temporarily suspended and a special permit of the installation of

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a service connection and/or main extension may be issued.

SECTION 4.10 - UTILITY INSTALLATION

The Utility acting on its own motion, may install mains which in its opinion might be needed to reinforce its distribution system or to serve as a supply source for a remote area, such installation to be made at the expense of the Utility. Upon proper application, service connections may be made thereto.

SECTION 4.15 - PAYMENT OF COST OF EXTENSION

Payment of costs for main extensions of fifty feet (50') or less per applicant will be made by AquaSource in accordance with 807 KAR 5:066 (12)(1). The cost of that part of the extension that exceed fifty feet (50') per applicant will be paid for by the applicant(s) in accordance with 807 KAR (12)(2)(a) and refunds therefor shall be made by AquaSource for each new applicant connected to such extension as set forth in 807 KAR 5:066 (12)(2)(a).

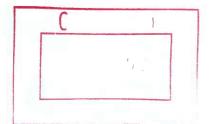
SECTION 4.20 - OWNERSHIP AND CONTROL

After the installation of any approved main extension, it shall become the sole property and be under the exclusive control and management of the Utility and it may be extended further by the Utility for itself and for other parties who may make proper application for further extensions.

SECTION 4.25 - DETERMINATION OF SIZE OF WATER MAIN

The Utility may install a pipeline of larger size than is required for service to the applicant. In this event, the cost of material and rock excavation entering into the computing of the deposit and the cost to the applicant shall be on the basis of that required to install the size pipe meeting applicants requirements.

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AquaSource Utility, Inc. **Issuing Corporation**

> Residential, Industrial and Commercial Water Rates, Rules and Regulations

SECTION 4.30 - SERVICE APPLICATIONS FROM EXTENSIONS

Upon completion of installation of the water main extension applied for, the Utility agrees to furnish water to residents along said pipeline who shall make attachments thereto, upon proper application and at established rates.

SECTION 4.35 - STREET GRADE RESTRICTIONS

The Utility reserves the right to refuse installation of main extensions unless the line and grade of the street in which such main was to be installed has been established so as to prevent the cost of raising or lowering the waterline after development of streets. 411412004

SECTION 4.40 - RIGHTS OF WAY

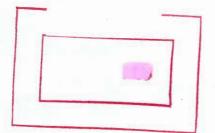
No applications for water main extensions shall be approved until or unless the streets or roadways in which they are to be installed have been legally dedicated to public use and comply with the pertinent statutes, ordinances, rules and regulations of the appropriate public agency, or accepted as dedicated public ways by the county court or state highway commission by recorded deeds. PUBLIC SERVICE COMMISSION

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AquaSource Utility, Inc. **Issuing Corporation**

> Residential, Industrial and Commercial Water Rates, Rules and Regulations

ARTICLE V

SERVICE LINE INSTALLATION AND CONNECTIONS

SECTION 5.00 - OWNERSHIP OF SERVICE LINE

Utility's Responsibility. The Utility shall own the distribution system to the customer's (a) premises, to include that portion of the service line from its main to and including the curb box, if any curb box is used, otherwise to the curb stop or property line. The curb stop may be installed at a convenient place between the property line and the curb. All services shall include a curb stop.

Customer's Responsibility. The customer shall furnish and lay the necessary pipe to make (b) the connection from the curb stop to the place of consumption and shall keep such service line in good repair and in accordance with such reasonable requirements of the Utility as may be incorporated in these rules and regulations.

SECTION 5.05 - LOCATION OF SERVICE

The customers service line shall extend to that point on the curb line easiest of access to the Utility from its distribution system. When a reasonable doubt exists as to the proper location of the service-line, the Utility shall be consulted and its approval of the location first secured.

SECTION 5.10 - METERING

4/14/2004 All water sold by the Utility shall be upon the basis of metered volume sales except as might otherwise be permitted by the Commission and the Utility may at its option provide flat rate or estimated service for the following: (a) temporary service where the water usage can be readily estimated; (b) public

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AquaSource Utility, Inc. Issuing Corporation

> Residential, Industrial and Commercial Water Rates, Rules and Regulations

and private fire protection service; (c) water used for street sprinkling and sewer flushing, when provided for in a contract between the Utility and a municipality or other local governmental and/or (d) the filling of swimming pools upon prior approval.

All water supplied by the Utility shall be measured, meters read and water bills will be rendered in units of thousand gallons by meters installed and maintained by the Utility for that purpose. No by-pass between the meter and the distribution pipes shall be made or allowed to exist.

SECTION 5.15 - METHOD OF INSTALLING SERVICES

Unless specifically provided for by other pertinent rules, only one service line shall be installed to premises. The service line shall be installed perpendicularly to the Utility's main in the street or roadway on which the premises abuts.

Service lines will be installed at a depth sufficient to prevent their freezing during normal weather patterns experienced in the geographical location in which the Utility conducts business. As a minimum, installation shall be in conformity with any rules and regulations of the Commission.

SECTION 5.20 - SIZE OF SERVICE ATTACHMENTS

4/14/2004

The minimum size of the service line installed shall be three-fourths (3/4ths) inch diameter of water way. Larger sizes may be installed as determined by the utility, according to the quantity of water required in a specific period of time.

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AquaSource Utility, Inc. Issuing Corporation

> Residential, Industrial and Commercial Water Rates, Rules and Regulations

SECTION 5.25 - LOCATION OF METER

The service line meter installed shall be at a location agreed upon between the Utility and the applicant. The location shall be designated by a card, provided by the Utility, attached to a stake placed by the applicant. It shall be the responsibility of the applicant to maintain the card and stake at the proper location until the service line and meter vault are installed. The Utility reserves the right to refuse to permit the installation of a service line involved if the card is not in place on the stake referred. The cost of relocation of service lines and vaults occasioned by improper location of stake cards shall be paid by the applicant.

SECTION 5.30 - OWNERS RESPONSIBILITY

The customer shall assume all responsibility for the water service and leaks in or to customers premises at and from the point of delivery of water and for all the piping, appliances and equipment used in connection therewith which are not the property of the Utility, and will protect and save the Utility harmless from all claims for injury or damage to persons or property occurring on the customers premises or at or from the point of delivery of water occasioned by such water or water service and equipment, except were said injury or damage will be shown to have caused solely by the negligence of the Utility.

SECTION 5.35 - BOILERS AND PUMPS

Steam boilers shall not take a supply of water directly from the service line and be dependent upon the hydrostatic pressure in the water pipes to supply them under working pressure. Boilers feed pumps, injectors, inspirators, etc. shall be connected directly with the service line, but shall have an intervening vessel in which to receive water and from which to supply the boilers.

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AquaSource Utility, Inc. Issuing Corporation

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SECTION 5.40 - HEATING BOILERS AND WATER HEATERS

House boilers and water heaters for domestic use must in all cases be provided with vacuum valves to prevent their collapse should a vacuum occur in the utility's distribution system. The Utility will, in no case be responsible for accidents or damage resulting from the imperfection or action of any such valve, from insecure boilers, or from variations in the water pressure.

SECTION 5.45 - BOOSTER PUMP INSTALLATION

Unless otherwise specifically authorized by the Utility, consumers will not be permitted to install pumps that take water directly from the service pipes, but must have an intervening vessel such as an open tank into which to receive water and from which it may be pumped.

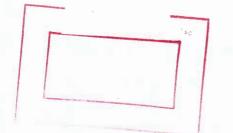
SECTION 5.50 - LICENSED PLUMBERS AND INSTRUCTIONS

Only plumbers licensed under the laws of the Commonwealth of Kentucky, County of Oldham or City of Louisville, may install pipes, service lines, and fixtures, or make connections to or repairs to facilities of water consumers of the Utility, and then only in accordance with the rules and regulations as might be promogated by the Utility and/or the Division of Plumbing, Commonwealth of Kentucky. In all cases, plumbers must leave water turned off, or on, as they find it, in any service attachment unless otherwise directed by the Utility. In no case shall an "off-service" be left "on" without giving due notice to the Utility.

SECTION 5.55 - SHUT-OFF VALVES

Consumers or owners of premises to which service lines have been installed or laid are forbidden to use the Utility's stopcocks or valves. There shall be a stopcock placed by or at the expense of the

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AquaSource Utility, Inc. Issuing Corporation

> Residential, Industrial and Commercial Water Rates, Rules and Regulations

property owner, or water consumer in every service attachment and shall be located at the first suitable point beyond the street limits. This stopcock is to enable the consumer to turn off the water in case of accident to the pipe or water fixtures on the premises.

SECTION 5.60 - CONSUMERS RESPONSIBILITY FOR UTILITYS INSTALLATION

Consumer or premise owner, jointly and severally, assume the risk of damages by water from water pipes and fixtures inside their premises. Where the space beneath the sidewalk form the curb line to the property line has been appropriated to private use, the piping fixtures and water conveyed therein and any damage occasioned thereby shall become the liability of such owner or water consumer.

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PUBLIC SERVICE COMMISSION OF KENTUCKY EFFECTIVE

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BY: Stephand Buy
SECRETARY OF THE COMMISSION

November 15, 1999
Goshen, KY 40026
Address



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AquaSource Utility, Inc. Issuing Corporation

> Residential, Industrial and Commercial Water Rates, Rules and Regulations

SCHEDULE OF RATES - CLASSIFICATION OF SERVICE - WATER CHARGES

<u>APPLICABLE</u>: Subdivisions near the community of Goshen, North West Oldham County, Kentucky and environs.

AVAILABILITY OF SERVICE: Available for all purposes.

TERMS: Monthly.

<u>RATES</u>: Per 1,000 gal./month

First 2, 000gal per monthNext 13,000gal per monthNext 15,000gal per monthNext 20,000gal per monthOver 50,000gal per month

\$9.51 (Minimum bill) 3.00 per 1,000 gal 2.42 per 1,000 gal 1.84 per 1,000 gal 1.27 per 1,000 gal

RATE PER UNIT:

4/14/2004

✓ MONTHLY DEBT SURCHARGE:

\$1.73/month, expiring the earlier of: (i) 10 years from the effective date below, or (ii) the date the debt authorized in Case No. 96-140 is paid off.

<u>MINIMUM BILL:</u> \$9.51 per month for which 2,000 gallons or less of water shall be delivered.

<u>ANNUAL RENTAL FOR LIFE PROTECTION</u>: In cases where the Utility is required to provide water service for fire protection to industrial plants, public buildings and other large facilities, or to a public authority for public purpose, the customer requesting the service shall pay the cost of installing facilities PUBLIC SERVICE COMMISSION

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AquaSource Utility, Inc. Issuing Corporation

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for the service and shall be billed at the following rates:

✓<u>SPRINKLER CONNECTION:</u> Lines 6' in diameter \$35.00 per month TERMS: Monthly

FIRE HYDRANT RENTALS: TERMS: Annually \$100.00 per year

✓<u>MISCELLANEOUS WATER SALES</u>: Tank Truck sales shall be a minimum of \$1.10 per 1,000 gallons, or any part thereof.

ALL OTHER RATES, CHARGES AND TARIFFS REMAIN AS PRESENTLY FILED.

CHARGES:

Tap-on charge for water service

5/8" X 3/4"

1"

above 1"

\$600.00 at cost

\$500.00

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PUBLIC SERVICE COMMISSION

OF KENTUCKY EFFECTIVE 114/2004

PURSUANT TO 807 KAR 5:011, SECTION 9 (1) BY: <u>Stephand</u> BUU SECRETARY OF THE COMMISSION

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Date of Issue: November 15, 1999 Date Effective: November 15, 1999 rotat Issued By: President-Midwest Goshen, KY 40026 Officer Title Address



Section 1. <u>Purpose</u>. The purpose of this Water Shortage Response Plan (the "Plan") is to provide for the declaration of water supply shortages stages, and the implementation of voluntary and mandatory water conservation measures throughout the service area of AquaSource Utility, Inc. (the "Company") in Oldham County, Kentucky in the event a shortage is declared. Nothing in this Plan shall be construed to interfere with common law riparian or statutory water rights.

Section 2. <u>Definitions.</u> The definitions set forth below are applicable for this Plan, unless context clearly requires otherwise:

- A. "Base Entitlement" shall mean the monthly usage for a customer during the same month of the preceding calendar year. If the prior monthly usage is not available for a customer, then Base Entitlement shall mean the average customer usage for each class of service during the same month of the preceding year. The Base Entitlement may be adjusted by the Company if there shall have been substantial and permanent change in usage for a Customer, provided that such change in usage is known by the Company and adequately documented by the Customer.
- B. "Curtailed Entitlement" shall mean the monthly usage permitted for a customer after the Base Entitlement has been reduced by the a percentage determined by the Company necessary to meet the anticipated water shortages.
- C. "Customer shall mean any person or entity using water for any purpose from the upper company water distribution system.
- D. "Treated Water" shall mean water that has been introduced by the Company into its water distribution system, including water offered for sale.

Section 3. <u>Applicability</u>. Upon the effective date, the provisions of this Plan shall become the AquaSource Utility, Inc. Water Shortage Response regulation, and shall apply to all retail and wholesale customers of the Company. The Company reserves the right to amend or terminate this Plan at any time, and from time to time.

Section 4. <u>Determination of Water Shortage.</u> Whenever the president of the Company determines that a water shortage may be imminent, water supply and usage shall be monitored by the Company on a continuous basis. Unrestricted demand shall be projected from past records, and adjusted for appropriate changes, such as new residential and commercial development, changes in water supply sources, and current weather conditions. The declaration of a water shortage stage and implementation of the conservation and curtailment measures shall be the responsibility of the president of the Company. The Company shall notify the Judge-Executive of Oldham County of the declaration of any water shortage Signa Company.

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Section 5. <u>Term of Water Shortage Declaration</u>. Any water shortage declaration shall remain in effect until the Company determines that the adequate supplies of treated water are available to meet the demand for the water. The Company shall notify the Judge-Executive of Oldham County when the water shortage declaration is terminated.

Section 6. <u>Water Use Classifications.</u> Uses of treated water shall be classified into the following three class:

- A. <u>Class 1: Essential Water Uses.</u> For purposes of this Plan, the following uses of water are considered essential:
 - (1) Domestic Uses: water necessary to sustain human life, the lives of domestic pets, and to maintain minimum standards of hygiene and sanitation.
 - (2) Health Care- Facilities: water necessary for patient care and rehabilitation, and to maintain appropriate facility sanitation.
 - (3) Water Hauling: water for Class 1 uses.
 - (4) Public Use: firefighting, and other health and public purposes specifically approved by health officials as essential water uses.
- B. <u>Class 2: Socially or Economically Important Uses.</u> For purposes of this Plan, the following uses of water are considered socially or economically important: .
 - (1) Domestic Uses: personal, in-house water use including water for use in the kitchen, bathroom and laundry.

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- (2) Water Hauling: water for Class 2 uses.
- (3) Commercial and Civic Use:
 - health care facilities,
 - restaurants,
 - clubs and eating places,
 - schools, churches, and motels/hotels,
 - commercial car and truck washes,
 - · laundromats, and
 - other similar commercial and civic uses.
- (4) Outdoor Non-Commercial Watering:
 - minimal watering of vegetable gardens, and
 - minimal watering of trees where necessary to preserve them.

(5) Outdoor Commercial or Public Watering:

• agricultural irrigation for the production of food or the maintenance of livestock,

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

• watering by commercial nurseries at a minimum level necessary to maintain stock,

- watering of woody plants where necessary to preserve them, and
- minimal watering of golf course greens.
- (6) Recreational:
 - operating (but not filling) of public swimming pools and private pools that serve more than 25 dwelling units, and

• operating (but not filling) of warm pools and swimming pools for health purposes at an established health care facility.

- (7) Air Conditioning:
 - refilling for startup at the beginning of the cooling season,
 - makeup of water during the cooling season, and
 - refilling specifically approved by health officials where the system has been drained for repair services.
- (8) Other: any use not otherwise listed under Class 1 or Class 3.

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- C. <u>Class 3: Non-Essential Uses.</u> For purposes of this Plan, the following uses of water are considered non-essential:
 - (1) Public Use:

 use of fire hydrants (excluding Class 1 and Class 2 uses), including use of sprinkler caps, testing fire apparatus and fire department drills, and
flushing of sewers and hydrants except as needed to ensure public health and safety as approved by health officials, OF KENTUCKY

(2) Commercial and Civic Use:

 serving water in restaurants, clubs, or eating places, except by customer request, and
NOV 1 5 1999 places, except by PURSUANT TO 807 KAR 5:011.

 increasing water levels in scenic and recreational ponds and akes, except for the minimum amount required to support fish and wildlife. But

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(3) Ornamental Purposes: fountains, reflecting pools and artificial waterfalls.

- (4) Outdoor Non-Commercial Watering:
 - watering grass.
 - watering of annual or non-woody plants,
 - watering playing fields and other recreational areas,
 - use of water for dirt control or compaction,
 - washing sidewalks, walkways, driveways, parking lots, tennis courts or other hard-surface areas,
 - washing buildings or structures for purposes other than immediate fire protection, and
 - flushing gutters or permitting water to run or accumulate in any gutter or street.
- (5) Outdoor Commercial or Public Watering:
 - watering grass,
 - watering of annual or non-woody plants,
 - watering lawns, parks, golf course fairways, playing fields and other recreational areas,
 - use of water for dirt control or compaction,
 - washing sidewalks, walkways, driveways, parking lots, tennis courts and other hard-surface areas,

• washing buildings or structures for purposes other than immediate fire protection, and

• flushing gutters or permitting water to run or accumulate in any gutter or street.

• expanding nursery facilities, placing new irrigated agricultural land in production, or planting of landscaping,

(6) Recreational use other than those specified in Class 2.

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- (7) Washing cars or other vehicles.
- (8) Air Conditioning uses other than those specified in Class Vicretillingsion cooling towers after draining; and failure to repair a controllable iteak.

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(9) Failure to repair a controllable leak.

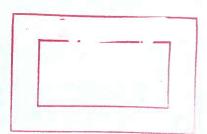
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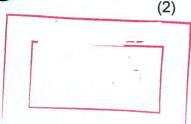
SECTION 9 (1)

Section 7. Water Shortage Stages: Conservation and Curtailment Measures.

- A. Advisory Stage (Potential Shortage):
 - (1) <u>Criteria</u>. A water advisory may be declared whenever the president to fall below demand, or there are periods of low water pressure in one or more areas of the distribution system, or the State Division of Water issues a Water Shortage Watch which includes some or all of the Goshen Utilities



service area.



- Conservation and Curtailment Measures:
 - Declare a WATER SHORTAGE ADVISORY.

 Provide proper notice to customers and to appropriate local news. media. Eliminate water leaks, to the extent economically feasible

- Request voluntary conservation of all water use.
- Ask wholesale customers to issue a request for voluntary water • conservation by their customers,

Β. Alert Stage (Short Term Shortage):

- (1)Criteria: A water shortage alert may be declared whenever the president of the Company finds that the supply of treated water has fallen fall below demand for a short period, and that if present conditions continue the Company will not be able to meet the Customer demand for water.
- (2) **Conservation and Curtailment Measures:**
 - Declare a WATER SHORTAGE ALERT.

 Provide proper notice to customers and to appropriate local news. media. Eliminate water leaks, to the extent economically feasible.

- Request voluntary conservation of all water use.
- Prohibit all non-essential (Class 3) water uses.
- Notify customers of their Curtailed Entitlement of water.

Begin billing customer water usage in excess of their Curtailed Entitlement the normal rate plus an excess usage charge of \$10 per 1,000 gallons

C. Emergency Stage (Extended Shortage):

- (1) Criteria: A water shortage emergency may be declared whenever the president of the Company finds that the supply of treated water has fallen below demand, and that such condition is expected to COMMISSION extended period of time. EFFECTIVE
- Conservation and Curtailment Measures: (2)

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- Declare a WATER SHORTAGE EMERGENCY.
- Provide proper notice to customers and to appropriate local news 5.011, media. Eliminate water leaks, to the extent economically feasible Bu
- Prohibit all non-essential (Class 3) water uses.

 Prohibit all Class 2 uses of water except domestic uses for kitchens. bathrooms and laundries, and water necessary to sustain pets and livestock life.

Notify customers of their Curtailed Entitlement of water.

• Begin billing customer water usage in excess of Curtailed Entitlement at the normal rate plus an excess usage charge of \$25 per 1,000 gallons,

D. Rationing Stage (Severe Extended Shortage):

(1)

Criteria: Water shortage rationing may be declared whenever the president of the Company finds that the Company is unable to meet Customer demand for water and that such a condition will exist for an extended period of time, and the president of the Company has determined, after consultation with the Judge-Executive of Oldham County, that mandatory rationing is required to insure adequate water is available to maintain public health and safety.

(2)

Conservation and Curtailment Measures:

Declare WATER SHORTAGE RATIONING.

• Provide proper notice to customers and to appropriate local news media, Eliminate water leaks, to the extent economically feasible.

- Prohibit all Class 3 and Class 2 uses of water.
- Notify customers of their Curtailed Entitlement of water.

• Implement service interruptions to portions of system in accordance with approved published schedule. The schedule shall be provided to all local media.

• Begin billing customer water usage in excess of curtailed entitlement at the normal rate plus an excess usage charge of \$50 per 1,000 gallons.

Section 8. <u>Enforcement of Water Restriction</u>. Any person who violates the provisions of this Plan, who fails to carry out the duties and responsibilities imposed by this Plan, or who impedes or interferes with any action undertaken or ordered pursuant to this Plan, may be subject to termination of water service:

A. If the utility official charged with implementation and enforcement of this Plan learns of any violation of any water use restriction imposed, including but not limited to excessive Curtailed Entitlement, a written notice of the violation of the property where the violation occurred and maried No the be affixed to the property where the violation occurred and maried No the customer of record. Said notice shall describe the violation and order that it be corrected, cured, or abated within 24 hours.

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B. The notice will inform the customer of his or her right to appeal by requesting a hearing before the Company. If a hearing is requested by the customer The organs of the source of the submit such information and documentation as may be relevant to the appeal. The Company shall, after hearing the appeal of the customer and considering the information and documentation submitted, issue a written statement of its decision and the reasons therefore.

C. Any customer whose water service is terminated for violating provisions of this

Plan shall be subject to the standard re-connection fee prior to re-connection of service.

Section 9. <u>Request for Exception.</u> If compliance with any curtailment measure authorized herein would cause a customer to bear extraordinary hardship, that individual or entity may apply to the Board of Directors of the Company for an exception. For these purposes, "extraordinary hardship" shall be defined as a condition which may threaten health and safety, or cause property or economic losses, each of which must be shown to be substantially more severe than the sacrifices borne by other users. If extraordinary hardship is found to exist, then an exception shall be granted and a written waiver issued to the customer. If an appeal is made, normal water service shall be continued until a decision is announced. Any customer aggrieved by the decision may file a complaint with the Public Service Commission. Exceptions to excess use charges shall not be considered or granted.

Section 10. <u>Severability.</u> If any provision of this Plan is declared invalid by any court or government agency having jurisdiction, the remainder of the Plan and its applicability to other persons and circumstances shall not be affected by that declaration.

Section 11. <u>Effective Date.</u> This Plan shall take effect immediately upon approval of the Public Service Commission.



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