

PSC KY. NO. 8

CANCELLING PSC KY. NO. 7

(HARRISON COUNTY WATER ASSOCIATION)

OF

(PO BOX 215)

(CYNTHIANA, KENTUCKY 41031)

RATES – CHARGES – RULES - REGULATIONS

FOR FURNISHING

(WATER SERVICE)

AT

(HARRISON, BOURBON, NICHOLAS, SCOTT AND PENDLETON)

FILED WITH THE

PUBLIC SERVICE COMMISSION

OF

KENTUCKY

DATE OF ISSUE 07/17/2024
Month / Date / Year

DATE EFFECTIVE 11/01/2024
Month / Date / Year

ISSUED BY /s/ J. Frank Marsh
(Signature of Officer)

TITLE Chairman of the Board/President

**KENTUCKY
PUBLIC SERVICE COMMISSION**

Linda C. Bridwell
Executive Director



EFFECTIVE

11/1/2024

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

AREA- Harrison, Bourbon, Nicholas, Scott and Pendleton

PSC KY NO. 8

Original SHEET NO. 1

Harrison County Water Association Inc.
(NAME OF UTILITY)

CANCELLING PSC KY NO. _____

_____ SHEET NO. _____

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AREA- Harrison, Bourbon, Nicholas, Scott and Pendleton

PSC KY NO. 8

Original SHEET NO. 2

Harrison County Water Association Inc.
(NAME OF UTILITY)

CANCELLING PSC KY NO. _____

_____ SHEET NO. _____

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PSC KY NO. 8

Original SHEET NO. 3

Harrison County Water Association Inc.
(NAME OF UTILITY)

CANCELLING PSC KY NO. _____

_____ SHEET NO. _____

III. ATTACHMENTS

- A. NEW SERVICE CONTRACT/WATER USER AGREEMENT, EXHIBIT "A" "A1&A2"
- B. COPY OF BILL, EXHIBIT "B"
- C. PAYMENT PLAN AGREEMENT, EXHIBIT "C"
- D. LEAK ADJUSTMENT REQUEST, EXHIBIT "D"

ACRONYMS:

"HCWA", ---Harrison County Water Association, Inc.;

"PSC",-----Kentucky Public Service Commission

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PSC KY NO. 8

Original SHEET NO. 4

Harrison County Water Association Inc.
(NAME OF UTILITY)

CANCELLING PSC KY NO. 7

4th Revised SHEET NO. 25

SECTION I: RATES AND CHARGES.

The following Rules and Regulations were adopted by the Board of Directors of the Harrison County Water Association, Inc, ("HCWA") and approved by KY PSC ("PSC") as noted by the charges, as identified herein.

ALL RATES HAVE BEEN INITIALLY APPROVED BY ORDER OF KENTUCKY PUBLIC SERVICE COMMISSION IN CASE NO. 2023-00154.

PAGE (1) ONE OF (4) FOUR RATE PAGE(S) (PAGES 5 TO 8)

A. MONTHLY RATES

A) 5/8 inch x 3/4 inch meter

First 2,000 gallons	\$21.72	minimum bill
Next 1,000 gallons	\$0.00841	per gallon
Next 2,000 gallons	\$0.00822	per gallon
Next 45,000 gallons	\$0.00766	per gallon
Over 50,000 gallons	\$0.00668	per gallon

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PSC KY NO. 8

Original SHEET NO. 5

Harrison County Water Association Inc.
(NAME OF UTILITY)

CANCELLING PSC KY NO. 7

4th Revised SHEET NO. 25-26

PAGE (2) TWO OF (4) FOUR RATE PAGES

B) $\frac{3}{4}$ inch Meter

First 3,000 gallons	\$30.48	minimum bill
Next 2,000 gallons	\$0.00822	per gallon
Next 45,000 gallons	\$0.00766	per gallon
Over 50,000 gallons	\$0.00668	per gallon

C) 1 inch meter

First 5,000 gallons	\$46.58	minimum bill
Next 45,000 gallons	\$0.00766	per gallon
Over 50,000 gallons	\$0.00668	per gallon

D) 1 $\frac{1}{2}$ inch meter

First 10,000 gallons	\$84.83	minimum bill
Next 40,000 gallons	\$0.00766	per gallon
Over 50,000 gallons	\$0.00668	per gallon

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KENTUCKY
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Linda C. Bridwell
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11/1/2024

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

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PSC KY NO. 8

Original SHEET NO. 6

Harrison County Water Association Inc.
(NAME OF UTILITY)

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6th Revised SHEET NO. 26

PAGE (3) THREE OF (4) FOUR RATE PAGES

E) 2 inch meter

First 15,000 gallons \$123.06 minimum bill

Next 35,000 gallons \$0.00766 per gallon

Over 50,000 gallons \$0.00668 per gallon

Water Loss Surcharge \$1.43 Per meter (all meters)

The water loss surcharge will be collected over 48 months, or until \$425,362 has been assessed, which ever occurs first.

*Fire Hydrant-Connection Fee \$350.00

*Available only in locations approved by
Consulting Engineers for the Association

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CANCELLING PSC KY NO. 7

PAGE (4) FOUR OF (4) FOUR RATE PAGES

Non-recurring Charges

Meter Cut Lock	\$19.65
Meter Test Charge	\$19.65
Reconnection Charge	\$19.65
Late Fee	5%

Meter Connection Tap-on Charges

5/8 x 3/4 Inch Tap Fee	\$1,648.86
1 Inch Tap Fee	\$2,200.00
1 1/2 Inch Tap Fee	\$5,470.23
2 Inch Tap Fee	\$5,500.00

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I) **PURCHASED WATER RATES.** HCWA purchases water from City of Cynthiana, Kentucky American Water (and successor to City of Millersburg), and Nicholas County Water District. All of the current contracts are on file on Kentucky PSC website, under Harrison County Water, filed Contracts. (N)
↓

II) **ADDITIONAL TAXES ADDED TO CURRENT RATES**

1. HCWA by providing water to five (5) counties, must collect a school utility tax imposed by each County; imposed on each landowner, who has a meter with HCWA, in the respective County/Jurisdiction of the School imposing the School Utility Tax. This Tax is in addition to the monthly rates. Currently all five counties have utility taxes as of January 1, 2024. (N)
2. HCWA by providing water to five (5) counties, must collect an Emergency 911 fee in the applicable counties that have imposed said 911 fees, (specifically, Harrison County), that are imposed on each landowner, who has a water meter, in the applicable County who imposed the 911 tax. The 911 tax is added to each customer/member's monthly bill, and is in addition to the monthly rates under Current Rates. Currently, Harrison and Nicholas counties have 911 fees, as of January 1, 2024.
3. HCWA by providing water to customers/members in five (5) counties, is required to collect sales tax on a non-residentially exempt and/or otherwise exempt customers/members, who are billed for services of water consumption. This sales tax is added to each non-exempt, customer/members monthly bill, and is in addition to the monthly rates under Current Rates.

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Harrison County Water Association Inc.
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1st Revised SHEET NO. 27

B) DEPOSITS

All new and/or newly reapplied (were former customer(s)/member(s) who rejoined as member(s)/customer(s)); customers and/or members shall pay equal deposits, in the amount of \$50.00. This amount does not exceed 2/12 of the average annual bill at HCWA as of January 1, 2024.

(T)
↓

C) METER CONNECTIONS/TAP ON CHARGES:

- | | | |
|----|----------------|------------|
| 1. | 5/8 X 3/4 Inch | \$1648.46 |
| 2. | 1 Inch | \$2200.00 |
| 3. | 1 1/2 Inch | \$5,470.23 |
| 4. | 2 Inch | \$5500.00 |

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Harrison County Water Association Inc.
(NAME OF UTILITY)

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original SHEET NO. 28

D) SPECIAL NON-RECURRING CHARGES

(T)

1. HCWA will collect special nonrecurring charges, to recover customer-specific costs incurred, which would otherwise result in monetary loss to the utility, or increased rates to other customers/members, to whom no benefits accrue from the service provided or action taken. HCWA may establish or change any special nonrecurring charge, by applying for PSC approval, of such charge in accordance with the provision of 807 KAR 5:011, Section 10.
2. Special nonrecurring charges will be applied uniformly throughout the area served by HCWA. Such charges will relate directly to the service(s) performed or action taken, and only yield enough revenue to pay the expense(s) incurred in rendering the service.
3. Non-recurring charges. HCWA will assess a charge for the following non-recurring services:



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Harrison County Water Association Inc.
(NAME OF UTILITY)

CANCELLING PSC KY NO. 7

Original SHEET NO. 28

- | | | | |
|----|---|---------|-----|
| A. | Late Payment Penalty
Will be assessed one time for all bills that
Are not paid on or before the due date on
Customers/Member's monthly bill. | 5% | (T) |
| B. | Reconnect Charge
Will be assessed to reconnect service that has
ben terminated for non-payment of service or
for violation of HCWA or PSC rules and/or
regulations. | \$19.65 | |
| C. | Lock Replacement due to Broken Lock
(unknown manipulation/cut)
Will be assessed to any customer/member
whose lock is broken or manipulated so
that it can no longer be used | \$19.65 | |
| D. | Meter Test Charge
Charge to customer, if they want there
Meter tested for accuracy/calibration.
"The charge will be assessed if the test shows the as-found meter
accuracy is within the limits established by Public Service Commission
regulations". | \$19.65 | |

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Original SHEET NO. 12

Harrison County Water Association Inc.
(NAME OF UTILITY)

CANCELLING PSC KY NO. 7

Original SHEET NO. 28

PASS THROUGH NON-RECURRING CHARGES, CHARGES TO RECOUP CHARGES TO HCWA

E Credit Card Payment Processing Charge.

(N)

All customers may pay their bill by credit or debit card. The credit card processor (Not HCWA) will assess a convenience fee for providing their service.

SECTION II: RULES AND REGULATIONS

(T)

The following Rules and Regulations were adopted by the Board of Directors of the Harrison County Water Association, Inc., at a regularly held meeting on July 17, 2024, giving final and full adoption, subject to Kentucky Public Service Commission's approval, after preliminary adoption on May 17, 2023, which completely replaces the previous tariffs adopted on May 17, 2000, December 8, 1982, and changes made on May 8, 1985; January 22, 1990; March 21, 1990; December 16, 1998; and January 17, 1999. These Rules and Regulations were unanimously adopted by the Board of Directors, as final adoption on July 17, 2024.

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PSC KY NO. 8

Original SHEET NO. 13

Harrison County Water Association Inc.
(NAME OF UTILITY)

CANCELLING PSC KY NO. _____

_____ SHEET NO. _____

A) SERVICE INFORMATION.

(N)

1. Upon request, HCWA, will give its customers or members, such information as is reasonably possible, in order that the customer and/or member, may secure, safe, efficient, and/or continuous water service. HCWA will inform its customers/members of any change made or proposed in the character of HCWA'S service, that might affect the efficiency, safety, and/or continuity of service to the customer and/or member.
2. HCWA will obtain approval of the Public Service Commission (PSC), prior to making any substantial change, in the character of the service furnished, that would affect the efficiency, adjustment, speed, operation of equipment or appliances of any customer and/or member. The application of request for approval to PSC, will show the nature of the changes to be made, the number of customers and/or members affected, and the manner in which the customer and/or member will be affected.
3. HCWA will provide the following information to any customer/member:
 - a) Reading Meters. Information about the method of reading meters.
 - b) Billing Analysis. A statement of the past readings of a customer's/member's meter for a period of two years, or from date of service, if date of service began within two (2) years.
4. HCWA contact information. The mailing address of the Association shall be P.O. Box 215, Cynthiana, Kentucky 41031; the physical address of the Association is 433 Sea Biscuit Way, Cynthiana, Kentucky, 41031. The website for HCWA is www.harrisoncowaterky.nexbillpayonline.com. Phone number is 859-234-4284.

(T)

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(NAME OF UTILITY)

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B. SPECIAL RULES OR REQUIREMENTS

1. HCWA cannot establish any special rule or requirement without first obtaining the approval of the Public Service Commission (PSC). (N)
2. A customer/member that has complied with PSC rules and regulations cannot be denied service for failure to comply with HCWA's rules that have not been approved by the Public Service Commission (PSC).
3. Each prospective customer/member desiring water service, will be required to sign HCWA's water service contract (Attached hereto, and identified as Attachment "A"), which is fully incorporated herein. In the case the prospective customer/member, is not the landowner of record in the applicable and/or appropriate county of requested service, the landowner of record, may execute (not required, landlord's choice) a water service contract, as surety for any services of prospective customers on land owned realty and/or improvements of the landowner(s).
4. No customer/member is allowed to resell water, except under the terms of a special contract, executed by HCWA, and approved by the Public Service Commission (PSC).

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Original SHEET NO. 15

Harrison County Water Association Inc.
(NAME OF UTILITY)

CANCELLING PSC KY NO. _____

_____ SHEET NO. _____

C. BILLINGS, METER READINGS, AND RELATED INFORMATION

1. Information on bills. Each bill issued by HCWA will clearly show the following, if applicable: a) class of service, b) the date the bill was issued, c) present and past meter readings, d) date of the present reading, e) number of gallons used, f) net amount for service rendered, g) all taxes, h) any adjustments, if applicable, i) the gross amount of the bill. The date after which a late payment charge applies to the gross amount will also be indicated. Estimated or calculated bills will be distinctly marked, if estimation and/or calculation is used to calculate the bill. The rate schedule under which the bill is computed, will be based upon the most current approved rate(s) by PSC. HCWA will mail the customer/member, a copy of rate schedule by return first class mail and/or electronically (email or other electronic transmission), if desired by the customer/member. *See Attachment "B" for reference.*

(N)

(T)

Bills will be mailed monthly on or about the first working day of the month and will be due by the 17th day of the month. If the bill is not paid by the 17th day of the month, it will be considered delinquent and past due, and a five (5%) late charge will be assessed. The late charge will only be assessed once on any bill for rendered services in accordance with Public Service Commission regulations.

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Written notice shall be given that service will be discontinued when a bill (T) becomes delinquent. Ten days after written notice is given, but not less than 30 days after the mailing date of the original bill, service may be discontinued in conformity with applicable KRS and KAR sections, unless the amount of the delinquent bill is paid in full to HCWA.

2. Bill format. A copy of the HCWA's billing form, is attached hereto, and identified by Attachment "B", which is fully incorporated herein.
3. Meter readings. Each meter will be read monthly and billed monthly by HCWA, unless weather conditions prevent such reading, in which case the customer/member will be billed monthly, on an estimate based on past usage.
4. Frequency of meter readings. Bills are attempted to be read in as few days as possible as by the 12th of each month for the period of the 13th of one month to the 12th of another month, and unless prevented by reasons beyond the control of HCWA, meter readings will be taken every month. Records will be kept by HCWA, to ensure that this information is available to PSC staff and any customer/member requesting this information. If, due to reasons beyond its control, HCWA is unable to read a meter in accordance with this subsection, HCWA will record the date and time the attempt was made, if applicable, and the reason HCWA was unable to read the meter.

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PSC KY NO. 8

Original SHEET NO. 17

Harrison County Water Association Inc.
(NAME OF UTILITY)

CANCELLING PSC KY NO. _____

_____ SHEET NO. _____

5. Related Information.

- a) Bills and notices related to the HCWA’s operations, will be mailed to the customer/member, at the address listed on the water service contract, unless a change has been filed with HCWA, in writing. HCWA will not otherwise be responsible for delivery of any bill or notice, nor will the customer/member be excused from payment, of any bill or any or any performance required in the notice. Additionally, any notices of pending KY PSC matters, that require customer notice, may if allowed by Kentucky Revised Statute (KRS) and/or Kentucky Administrative Regulations (KAR); may be sent by HCWA to the customer and/or member, on their monthly bill that is mailed to them to the address for the customer/member on file at HCWA. (T)
↓
(N)
↓
- b) Water service will be billed monthly. (T)
- c) Bills are payable and due on the date as stated on the bill, i.e the “due date”.
- d) Payment must be received timely, on or before the due date.
- e) Water bills may be paid by mailing remittance/payment to Harrison County Water Association, Inc., P.O. Box 215, Cynthiana, Kentucky, 41031 or by delivering remittance/payment to the home office of the Association or other designated depositories, **or online by credit card, debit card, or ACH account at harrisoncowaterky.nexbillpayonline.com or by phone at 859-234-4284.** (T)
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11/1/2024**

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

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- f) HCWA allows pre-authorization of payment of bills by customer/member, for predetermined ACH account for all recurring bills, upon request of customer/member, upon member/customer's execution of written pre-authorization request. (N) ↓

D. DEPOSITS.

- 1. Deposits will be required from:

- A. All members/customers requesting water service who have not previously paid for 18 consecutive recent (in the last 19 months) months, of water usage with HCWA. Any member who is late during the eighteen (18) month period, may be required to maintain deposit, if requested by HCWA. (T) ↓
- B. Members/Customers who are disconnected for non-payment, and who do not presently have a deposit.
- C. Members/Customers who fraudulently or illegally receive water service.

- 2. Equal Deposits. HCWA requires a check, money order, and/or ACH payment of \$50.00, for any new member/customer, requesting water service from HCWA, and who executes the Water Service Agreement. Service may be refused, if payment of the initial deposit is not made by the customer/member, or service may be discontinued if an additional deposit request by HCWA, as stated in # 3, next, is not made by the customer/member. (N) ↓

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SIGNATURE OF OFFICER

TITLE Chairman of the Board/President

BY AUTHORITY OF ORDER OF THE PUBLIC SERVICE COMMISSION
IN CASE NO. _____ DATED _____

**KENTUCKY
PUBLIC SERVICE COMMISSION**

Linda C. Bridwell
Executive Director



**EFFECTIVE
11/1/2024**

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

AREA- Harrison, Bourbon, Nicholas, Scott and Pendleton

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- 3. Additional Deposit Requirements. HCWA reserves the right to charge (N) a customer or member, an additional deposit, if the initial deposit, has been returned and the customer fails to maintain a satisfactory payment record, which is defined as not having a late payment in the previous 18-month period. The additional deposit shall not exceed 2/12 of a customer's/member's historical bills, and shall not be less than \$50.00.
- 4. Receipt of Deposit. HCWA will issue a receipt for every deposit, that lists the name of the customer/member, location of service or customer number, date, and amount of deposit.
- 5. Interest on Deposits. Interest will accrue on all deposits at the rate (T) prescribed by law and/or PSC every year, beginning on the date of the deposit. Interest accrued, will be refunded to the customer/member at end of each calendar year, and/or in accordance with termination of service as stated in # 6, next.
- 6. Upon Termination of Service and/or expiration of eighteen (18) months (N) of continuous service, without delinquency. Deposits will be applied to (T) the final bill of any member who discontinues service and the remaining balance of the deposit, if any, will be refunded. Interest will be credited or refunded on an annual basis. Interest on deposits will be paid at the rate prescribed by law. Deposits not refunded will be recalculated in accordance with 807 KAR 5:006, Section 8. Every deposit and interest (N) earned thereon shall be refunded to the paying member after eighteen (18) months of continuous service, provided said member has had no delinquencies of the payment of any bill during that period. Any interest accrued annually shall be applied to the customer's/member's bill if still a customer/member.

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AREA- Harrison, Bourbon, Nicholas, Scott and Pendleton

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Where there are delinquencies of payment in the customer's/member's bill and/or account; refunds shall first be applied to the outstanding bill and/or account, with any positive balance to be refunded to customer with notice of disconnect. (N)
↓

E. CUSTOMER COMPLAINTS.

Upon complaint to HCWA, by a customer/member, either at its office or in writing, HCWA shall make a prompt and complete investigation and advise the complainant thereof. HCWA shall keep a record of all such complaints, concerning its water service, which shall show the name and address of the complainant, the date and nature of the complaint, and the adjustment or disposition thereof. Complaints shall be initially handled by the operating manager of HCWA, who shall make a decision within ten (10) days; whose decision may be appealed to the Board of Directors of the Association within ten (10) days by appearing at the next regular scheduled meeting of the Board of Directors, or by giving written notice of an intent to the Board. The customer/member will receive a final written decision from HCWA no later than thirty (30) days following the date of the board meeting, that the customer/member addresses the Board of Directors regarding the customers/members desire to appeal the decision of the operating manager. Otherwise, the operating manager's decision or of the Board of Directors of the Association may be appealed to the Public Service Commission pursuant to applicable laws of the Commonwealth. (T)
↓

Records of the complaints and their disposition and/or adjustment shall be maintained by HCWA for two (2) years from the date the complaint was made. (N)
↓

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PSC KY NO. 8

Original SHEET NO. 21

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F. BILL ADJUSTMENTS.

HCWA, may adjust bills in accordance with the following: (N)

- 1. Fast or slow reading meter:
 - a) If upon periodic test(ing), or complaint test(ing), a meter service is found to be more than two (2%) percent fast or slow, additional tests will be made to determine the AVERAGE error of the meter. The tests will be made in accordance with PSC rules and regulations applicable to the type of meter involved.
 - b) If test results on a customer's meter show an average error greater than two (2%) percent fast or slow, or if a customer has been incorrectly billed for any other reason, except in an instance where HCWA has filed a complaint with the appropriate law enforcement agency alleging fraud or theft by a customer, HCWA will immediately determine the period during which the error has existed, and will re-compute and adjust the customer's/member's bill, to either provide a refund to the customer/member, or collect any under-billed amount.
 - c) HCWA will readjust the account based upon the period during which the error is known to have existed. If the period during which the error existed cannot be determined with reasonable precision, the time period will be estimated. In all instances of customer/member over-billing, the customer's/member's account will be credited for the over-billed amount refunded at the discretion of the customer/member, within thirty (30) days after the final meter test results. HCWA will not require customer/member repayment, of any under-billing to be made, over a period shorter than a period coextensive with the under-billing.

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2. Meter read failure. When a meter has ceased to register and/or read, or a meter reading cannot be obtained, the quantity of water to be billed will be based upon an average monthly usage based upon the member's/customer's prior six month's consumption. If said meter readings are not available for an entire six (6) month period, the water bill will be estimated by HCWA subject to an upward or downward adjustment once a six month average of actual meter readings can be calculated. (N)

3. Water Leak Adjustment. *See. Section AA.*

G. STATUS OF CUSTOMER'S ACCOUNTS DURING BILLING DISPUTE. (N)

With respect to any billing dispute, customer accounts shall be considered to be current, while the dispute is pending, as long as the customer/member, continues to make undisputed payments and stays current on subsequent bills.

H. CUSTOMER'S REQUEST FOR TERMINATION OF SERVICE.

1. Any customer desiring/requesting service be terminated or changed from one address to another, shall give HCWA three (3) working days' notice in person, in writing, or by telephone, if the notice does not violate contractual obligations or tariff provisions.

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I. PARTIAL PAYMENT PLANS.

HCWA shall accept reasonable partial payment plans at the request of a residential customer/member, who has received a termination notice, for failure to pay, except that HCWA is not required to accept a partial payment plan, with a customer who is delinquent under a previous partial payment plan. Partial payment plans must be mutually agreed upon, by both HCWA and the requesting customer/member. Plans which extend for a period longer than thirty (30) days will be in writing and will advise customers/members that service may be terminated without additional notice, if the customer fails to meet the obligations of the plan.

(N)

J. CUSTOMER RELATIONS

1. Display of customer rights. HCWA will display in the office, in which payment is received, in the public access area, a copy of the Customer's Rights. If a customer indicates to any HCWA employee(s), that he/she is experiencing difficulty, in paying a current bill of HCWA, that employee will refer the customer/member of his/her option to request partial payment.
2. HCWA inspections of service conditions prior to providing service. HCWA will inspect the condition of the meter and service connections before providing service to a new customer/member, so that prior or fraudulent use of the facilities will not be attributed to the new customer/member. The new customer/member, will be afforded an opportunity to be present at such inspections. HCWA will not be required to render service to any customer/member, until any defects in the customer owned portion of the service facilities, have been corrected.

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(NAME OF UTILITY)

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- 3. Prompt connection of service. HCWA will reconnect existing service, within twenty-four (24) hours or close of the next regular business day, whichever is later, if the cause for refusal or discontinuance of service, has been corrected, and the rules and regulations of both HCWA and PSC have been met. (N)
- 4. Advance termination notice. When advance termination notice is required, the termination notice will be mailed or otherwise delivered to the last known address of the customer/member and an electronic address, if an electronic address is provided; The termination notice will be in writing, distinguishable and separate from any bill. The termination notice will plainly state the reason for the termination, that termination date will not be affected by receipt of any subsequent bill, and that the customer/member has the right to dispute the reason(s) for termination.

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PSC KY NO. 8

Original SHEET NO. 25

Harrison County Water Association Inc.
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CANCELLING PSC KY NO. _____

_____ SHEET NO. _____

K. REFUSAL OR TERMINATION OF SERVICE WITH ADVANCE NOTICE.

HCWA may refuse or terminate service to a customer/member if the following conditions exist, provided the customer/member, has been given proper notice pursuant to the laws and regulations of the Public Service Commission (PSC), along with notice of the customer's/member's right, to challenge the termination, by filing a complaint with PSC. Termination of service, is in addition to any legal remedies, that HCWA may pursue, and HCWA is not required to restore service, until the customer/member, has complied with HCWA's tariff, and the laws and regulations of PSC; and including but not limited to the following: (N&T)

- 1. For noncompliance with HCWA tariff or PSC laws and regulations, HCWA may refuse service or terminate service with proper advanced notice. (N)
- 2. For dangerous conditions, HCWA may refuse service until any and all dangerous conditions have been properly corrected, with proper advanced notice.
- 3. For refusal of access, HCWA may refuse service or terminate service with proper advanced notice.
- 4. For outstanding indebtedness, HCWA may refuse service until the customer/member has paid the outstanding debt and/or bill, with proper advanced notice. (T)
- 5. For noncompliance with state, local, or other codes, HCWA may refuse service or terminate service with proper advanced notice. (N)
- 6. For non-payment of bills and/or debt, HCWA may terminate service with proper advanced notice. (T)

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CANCELLING PSC KY NO. 7

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L. REFUSAL OR TERMINATION OF SERVICE WITHOUT ADVANCE NOTICE

HCWA may refuse or terminate service to a customer/member, if the following conditions exist, without an advance termination notice, and/or notice of condition. Within 24 hours after termination, under this provision, HCWA shall send written notification and electronic notification; (if indicated that is the preferred method of delivery on the water user agreement contract) to the customer/member stating the reason(s) for termination and providing notice to the customer's/member's right to challenge the termination by filing a complaint with PSC. Termination of service is in addition to any legal remedies HCWA may pursue, and HCWA is not required to restore service until the customer/member has complied with the HCWA's tariff and the laws and regulations of PSC, and including but not limited to the following conditions:

1. For dangerous conditions and/or dangerous conditions relating to HCWA's service. If service is terminated for a dangerous condition, PSC regulation requires that HCWA immediately notify the customer in writing and orally, if possible of the reasons for the termination.
2. Unauthorized service by illegal use or theft.
3. Extensions or additions to an existing service connection that have not been approved by HCWA. Failure to report to HCWA, additions to the property or fixtures to be supplied or additional use to be made of water.
4. Misrepresentation in the application or water users contract, between the customer/member and HCWA, and as approved by PSC.
5. Resale of water except under the terms of a special contract executed by HCWA and approved by PSC.

(N) ↓

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- 6. Waste or misuse of water due to improper, imperfect or deteriorated service (N) pipes.
- 7. Tampering with the meter, meter seal, valves, or other system facilities or permitting any tampering by others.
- 8. Connections, cross-connections, or permitting the same, of any separate water supply to premises that receive water from HCWA.

M. TERMINATION OF SERVICE EXCEPTIONS.

HCWA will not terminate service to a customer if the following conditions exist: (N)

- 1. If payment for services is made prior to disconnect (payment can not be paid to HCWA employee disconnecting service in field), must be paid online or at office.
- 2. If HCWA and the customer/member, reach a mutual agreement to a contractually signed partial payment plan, service will not be terminated, as long as the payment plan is current, and completely, and fully satisfied by the customer/member, as well as all subsequent payments for future HCWA services, bills and/or debts, with the customer/member, are current with HCWA (i.e., no payments and/or debts due HCWA).

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PSC KY NO. 8

Original SHEET NO. 28

Harrison County Water Association Inc.
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CANCELLING PSC KY NO. 7

original SHEET NO. 9

N. METER TESTING.

1. Water meters will be tested before being installed for use in any customer's (N) service, unless the installed water meter is a new meter; which will have been certified that the meter is calibrated and within working allowable tolerance before sale, by the manufacturer. Any water meter that is rehabilitated and/or refurbished before being placed into service by HCWA; the water meter will be in good working order, and adjusted to the optimum operating tolerance (pressure adjustment) as possible, in accordance with PSC rules and regulations. ↓

Testing of water meters for the water customers for the HCWA shall be (T) conducted in accordance with the specifications set forth in 807 KAR 5:066, Section 15. HCWA shall from the date hereof, comply with all testing facility and equipment requirements, with all accuracy requirements, and with all periodic testing requirements, set forth in 807 KAR 5:066, Section 16. ↓

2. HCWA may have all or part of its meter testing performed by a third party. (N) HCWA will identify in its meter records for PSC Inspection, the make, type and serial number of standards used for testing. ↓
3. Meter testers must be properly licensed and certified for testing water meters in the Commonwealth of Kentucky. ↓

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PSC KY NO. 8

Original SHEET NO. 29

Harrison County Water Association Inc.
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CANCELLING PSC KY NO. _____

_____ SHEET NO. _____

O. METER TEST RECORDS.

1. A complete record of all meter tests and adjustments and data sufficient to allow checking of test calculations, will be recorded by the meter tester. Such record, will include: a) information to identify the unit and its location, b) date of test, c) reason for such tests, d) reading before and after test, e) statement of "as found" and "as left" accuracies sufficiently complete to permit checking of calculations employed, f) notations showing that all required checks have been made, g) statement of repairs made, h) identifying number of meter, i) type and capacity of the meter, j) and the meter constant. The complete record tests of each meter, will be maintained by HCWA, for no less than two (2) years, from the date of each test. (N)
2. HCWA will keep numerically arranged, and properly classified records, for each meter owned, used and inventoried by HCWA. The identification number, date of purchase, name of manufacturer, serial number, type, rating, and name and address of each customer/member on whose premises the meter have been in service with the date of installation and removal will be included in the records. These records will also contain condensed information concerning all tests and adjustments including dates and general results of such adjustments. The records will reflect the date of the last test, and indicate the proper date, for the next periodic test, required by the applicable PSC rule and/or regulation (See. 807 KAR 5:066(16)).
3. Upon completion of adjustment of any test, of any meter pursuant to PSC rules and regulations, HCWA, will affix to the meter, a suitable seal, in such a manner, that adjustments or regulations of the meter, cannot be altered without breaking the seal.

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PSC KY NO. 8

Original SHEET NO. 30

Harrison County Water Association Inc.
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CANCELLING PSC KY NO. _____

_____ SHEET NO. _____

P. CUSTOMER REQUESTED METER TEST

- 1. If any customer/member, requests that the meter be checked to determine accuracy, HCWA will comply with such request as soon as it can. The request must be in writing, and presented to HCWA at its office. (T)
A customer/member can only make one request for a meter test, every twelve months (no more than one test per twelve month period) per meter. The customer/member shall be given the opportunity to be present at the requested test. If the test shows that the meter was not more than two (2%) percent fast, then the utility will make a reasonable charge for the test, the amount being approved by PSC and set out in this tariff. (i.e. meter test charge). (N)
- 2. The customer/member after having obtained a requested meter test from HCWA, may request a meter test, through PSC, upon written application to PSC. Such request shall not be made more frequently than once every twelve (12) months per meter. (N)

Q. MONITOR USAGE/USAGE INVESTIGATION.

HCWA, every quarter, monitors the customer/member usage using its billing and/or meter reading route report(s). If a customer(s)/member(s) and/or usage appears unduly high and the deviation does not have a reasonable causation, HCWA shall make all reasonable efforts to notify the customer of the high usage, and to check their service line. (N)

If an investigation of a customer's usage is necessary, HCWA, will notify the customer/member, by telephone, and/or in writing and/or in person, during or immediately after the investigation of the reasons for the investigation, and the findings of the investigation.

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R. ACCESS TO PROPERTY.

1. HCWA shall at all reasonable hours, have access to meters, service connections, and other property owned by it and located on customer's/member's premises for purposes of installation, maintenance, meter reading, operation, replacement or removal of its property at the time service is terminated. Any employee of HCWA whose duties require him/her to enter the customer's/member's premises will wear a distinguishing uniform or other insignia's identifying him/her as an employee of HCWA, and show a badge, or other identification, which will identify him/her as an HCWA employee. The premises receiving a supply of water and all service lines, meters and fixtures, including any fixtures, including any fixtures within said premises, shall at all reasonable hours be subject to inspection by HCWA, after reasonable notice.
2. Obtaining easements and right-of-way(s) necessary to extend and/or replace distribution mains will be the responsibility of HCWA.
3. All customers/members must grant, convey, or cause to be granted or conveyed to the utility a perpetual easement and right-of-way across any property owned or controlled by the customer wherever necessary for HCWA facilities in order to provide service(s).
4. HCWA cannot require a prospective customer/member, (person requesting extension of service) to obtain easements or right-of-way, on property not owned by the prospective customer as a condition for providing service. However, the cost of obtaining easements and right-of-way will be included in the total per foot cost of an extension, and will be apportioned among the customer(s)/member(s) in accordance with applicable extension tariff policies herein. *See. Y. (I-IV), below.*

(T)
↓
(TN)
↓

(N)
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PSC KY NO. 8

Original SHEET NO. 32

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CANCELLING PSC KY NO. _____

_____ SHEET NO. _____

S. LOCATION OF RECORDS.

All records of HCWA required by PSC rules and regulations, will be kept at the office off HCWA, and will be made available to PSC (its employees, agents, staff and/or representatives) upon reasonable notice and/or request for inspection and/or copies.

(N)

T. SAFETY PROGRAM.

HCWA will adopt and execute a safety program, appropriate to the size and type of its operations. At a minimum, the safety program implemented by HCWA will include:

- 1) Establish a safety manual with written guidelines for safe working practices and procedures to be followed by HCWA employees.
- 2) Instruct employees in safe methods of performing their work.
- 3) Instruct employees who, in the course of their work, are subject to the hazard of electrical shock, asphyxiation or drowning, in accepted methods of artificial respiration.



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PSC KY NO. 8

Original SHEET NO. 33

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_____ SHEET NO. _____

U. SYSTEM INSPECTIONS.

- 1) HCWA will adopt inspection procedures to assure safe and adequate operations of its facilities and compliance with PSC rules and regulations. (N)
- 2) HCWA, upon receipt of a report of a potentially hazardous condition, at any part of HCWA facility(ies), made by a qualified employee, public official, or customer/member; HCWA will inspect the potentially hazardous condition, and determine if the condition exists, and if so, how to remediate the hazardous condition.
- 3) HCWA will maintain records to identify all inspections made, and the results of the investigation, and any action taken to correct any found hazardous conditions.
- 4) Inspections. HCWA will make systematic inspections of its system, in the manner set out below, to ensure that PSC's safety requirements are being met. These inspections will be made as often as necessary, but not less than once a year for its annual PSC inspection.
 - a) HCWA will annually inspect all pumping equipment and water storage facilities, including electric power wiring and controls; hydrants, mains, and valves.
 - b) HCWA will monthly inspect construction equipment and vehicles for defects, wear, operational hazards, and safety features.

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ISSUED BY /s/ J. Frank Marsh
SIGNATURE OF OFFICER

TITLE Chairman of the Board/President

BY AUTHORITY OF ORDER OF THE PUBLIC SERVICE COMMISSION
IN CASE NO. _____ DATED _____

**KENTUCKY
PUBLIC SERVICE COMMISSION**

Linda C. Bridwell
Executive Director



**EFFECTIVE
11/1/2024**
PURSUANT TO 807 KAR 5:011 SECTION 9 (1)

AREA- Harrison, Bourbon, Nicholas, Scott and Pendleton

PSC KY NO. 8

Original SHEET NO. 34

Harrison County Water Association Inc.
(NAME OF UTILITY)

CANCELLING PSC KY NO. _____

_____ SHEET NO. _____

V. REPORTING OF ACCIDENTS, PROPERTY DAMAGE, OR LOSS OF SERVICE.

- 1) Within two (2) hours following discovery, HCWA, will notify PSC by telephone or electronic mail, of any utility related accident that results in the following: (N)
- a) Death, shock, and/or burn requiring medical treatment at a hospital or similar medical facility, or any accident requiring overnight hospitalization.
 - b) Actual or potential property damage of \$25,000.00 or more; or
 - c) Loss of service for four (4) or more hours to ten (10%) percent of its customers/members and/or 600 members/customers (whichever is less) of HCWA's water service.
- 2) A summary written report, will be submitted by HCWA to PSC, within seven (7) calendar days of HCWA related accident.

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AREA- Harrison, Bourbon, Nicholas, Scott and Pendleton

PSC KY NO. 8

Original SHEET NO. 35

Harrison County Water Association Inc.
(NAME OF UTILITY)

CANCELLING PSC KY NO. _____

_____ SHEET NO. _____

W. CONTINUITY OF SERVICE.

- 1) Emergency Interruptions. HCWA shall make all reasonable efforts to eliminate interruption of service, and when such interruptions occur, will endeavor to reestablish service, with the shortest possible delay. If public fire protection is provided, by mains affected by the emergency interruption. HCWA will notify the fire chief, who is in charge of the area, where the scheduled mains will be affected, of the time, date and anticipated length of emergency interruption(s). (T)
(N)
- 2) Scheduled Interruptions. HCWA will from time to time perform scheduled interruptions, for various reasons to maintain, construct, repair, and/or inspect its distribution system. When the scheduled service causes service interruption, those customers/members affected by such interruption, will be notified in advance, whenever it is possible, to each affected customer/member. If public fire protection is provided by mains affected by the scheduled interruptions; HCWA will notify the fire chief who is in charge of the area where the scheduled mains will be affected, of the time, date and anticipated length of scheduled interruption(s).
- 3) Record of Interruptions. HCWA will keep a complete record of all interruptions on its entire system. This record will show the cause of interruption, date, time, duration, remedy and steps taken to prevent recurrence.

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AREA- Harrison, Bourbon, Nicholas, Scott and Pendleton

PSC KY NO. 8

Original SHEET NO. 36

Harrison County Water Association Inc.
(NAME OF UTILITY)

CANCELLING PSC KY NO. _____

_____ SHEET NO. _____

X. PRESSURES.

1. Standard Pressure. HCWA will maintain a standard pressure in its distribution system at locations to be designated as the point or points of "standard pressure." The selection of such points will be confined to locations fairly representative of average conditions. In selecting points for fixed standard pressure, HCWA may divide its distribution system into districts and/or routes, if division is necessary, due to difference of elevation or loss of pressure because of friction, or both, and may either adopt a standard pressure for each division or establish a single standard pressure for its distribution system as a whole. In no case, will the constant difference between the highest and lowest pressures, in a district and/or route, for which a standard has been adopted, exceed fifty (50) percent of said standard. HCWA may in extenuating circumstances, furnish service that does not comply with the foregoing specifications, if the customer is fully advised of the conditions under which average service may be expected. PSC, upon investigation, may require improvements of HCWA's pressure in its distribution system, when it appears right and proper, that such upgrades should be made. In no event, will pressure at the customers/ members service pipe under normal conditions be allowed to fall below thirty (30) psi nor will the static pressure exceed one hundred fifty (150) psi.
2. Pressure Surveys. At least once every ten (10) years, HCWA, will make a survey of pressures in its distribution system, of sufficient magnitude, to indicate the quality of service being rendered, at representative points in its system. Pressure records for those surveys, will show the date, and time of beginning and end of the test, and the location at which the test was made. Records of these pressure surveys will be maintained at the HCWA's office and will be made available to PSC upon request.

(N)

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PSC KY NO. 8

Original SHEET NO. 37

Harrison County Water Association Inc.
(NAME OF UTILITY)

CANCELLING PSC KY NO. 7

original SHEET NO. 1 & 2

Y. WATER SERVICE, CONNECTIONS; SUBDIVISIONS; MAIN EXTENSION, SERVICE CONNECTION, ETC.:

(N)

I) WATER MAIN INSTALLATION.

Whereas, The Harrison County Water Association, Inc., (HCWA), provides palatable water to almost all of Harrison County, Kentucky; and parts of Bourbon, Nicholas, Pendleton and Scott Counties, Kentucky, and establishes its policy for new main distribution line extensions, as stated below.

A. All persons and/or entities shall be subject to either section II (1 or 2, extensions other than subdivisions) or section III (subdivision extensions) below, and/or both, regarding line installation and extensions, based upon if they are establishing a subdivision or a non-subdivision.

B. Definitions. For this section, the following definitions shall apply:

1. The term "cost of extension" as used herein, shall mean all costs involved in extending a water main, to include the actual laying of pipe and appropriate fixtures (excluding meters), administrative costs, legal fees and/or costs, engineering fees and/or costs, necessary building code and/or plumbing code permits, and/or any fees required by state or federal agencies, any costs or right-of-way acquisition, and right-of-way restoration costs, as well as any fees required by HCWA, as approved by the Kentucky Public Service Commission (PSC), or assessed by other regulatory agencies and/or authorities. The costs of extension, includes the cost for both on-site facilities, and off-site facilities, as defined in this section.

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- 2. The term “new subdivision” as used herein shall mean any new subdivision or residential and/or commercial lots, for which a plat has been filed in the county clerk’s office, and/or been approved by the appropriate counties and/or local areas planning and zoning rules and regulations, and/or subdivider has or will construct roads or streets as public roadways and/or easements to said lots. (N)
- 3. The term “lot” as used herein shall mean any plot of ground laid out for building purposes or is a division of a larger tract of land, that may or not include building improvements.
- 4. The term “on site facilities” as used herein, shall include all water mains and related fixtures, and other facilities, if any, to be installed and located, wholly within the boundaries of the property to which service is to be extended.
- 5. The term “off-site facilities” as used herein, shall included all water mains with related fixtures and other facilities, if any, to be installed and located outside of the boundaries of the property, to which service is to be extended, as said boundaries are depicted on plat of record, in order to deliver an adequate supply of water from existing mains of HCWA, to the new subdivision or prospective customer/member.
- 6. The term “current estimated cost” as used herein, shall mean a cost figure as determined by the HCWA’s engineering firm, to establish a water main extension as defined by definition No. 1, previously stated herein.

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II) GENERAL WATER SERVICE OTHER THAN NEW SUBDIVISIONS: (N)

1. **Free Extension:** HCWA will upon written request for service by a prospective Customer or a group of prospective Customers located in the same neighborhood, make free of charge an extension of fifty (50) feet of distribution main per prospective Customer.
2. **Extensions above the free limit:** When an extension to serve an applicant or group of applicants amounts to more than fifty (50) feet per applicant, such extension will be made under the following conditions: HCWA will require a payment of the cost of the extension above the free limit based upon an engineering estimate to include an estimate of the actual construction cost and/or expenses, necessary building code and/or plumbing code permits, and/or any fees required by state or federal agencies, any costs or right-of-way acquisition, and right-of-way restoration costs as well as any fees required by the utility as approved by the Kentucky Public Service Commission or assessed by other regulatory agencies and/or authorities. For each additional Customer directly connected to the extension between its original beginning and original terminus within a period of ten (10) years from the making of such extension, HCWA will refund an amount equal to the average cost of fifty (50) feet of the extension, but at no time shall a total refund made to any Customer exceed the original payment by such Customer. The cost of reimbursement as authorized and stated herein, may be waived by the developer and/or customer, by contractual agreement, and contractual execution of waiver of the reimbursement, and/or cost payment by HCWA.
3. No interest will be paid by the Company on the Customer's payment made in accordance with paragraph 2 of this section.

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- 4. Extensions made under this rule shall be and remain the property of the Company. (N)
- 5. HCWA reserves the right to further extend its water main from and beyond the terminus of each water main extension made under this rule. The Customer paying for an extension shall not be entitled to any refund for the attaching of Customers to any further extension or branch mains so installed.
- 6. In determining the length of a main extension to a lot or lots, HCWA shall require the extension be constructed to a point on the lot or lots so that service may be provided as requested and so that a gate valve may established in an appropriate place an operated as a flush valve. If the extension is to be built on general non-plated (no plat of record or surveyed) road frontage or farm land, the extension construction shall be required only to an appropriate location near the last point of service. If HCWA should determine that the extension shall not have to extend over the entire frontage of the property or lot, it shall require that the Customer grant a right-of-way over the entire dedicated public road frontage.

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III) MAIN EXTENSIONS FOR NEW SUBDIVISIONS: (N)

1. When an extension of HCWA's water mains is requested to be extended into a subdivision, the owner of that subdivision shall submit twelve (12) copies of the plat as filed in the county clerk's office of the county for which service is requested, to HCWA, along with a written request that water service is requested to the property(ies). The proposed extension shall be handled in the following manner:

A. The subdivision owner shall submit the plats as required above, along with adequate monies to pay for the administrative costs, the preliminary engineering work, costs and/or expenses, and preliminary cost estimate for the entire costs of construction of the water mains and associated facilities, if any, to include on-site facilities, off-site facilities, if any, as well as all costs and expenses for administrative costs, legal fees and/or costs/, engineering fees and/or costs for necessary building code and/or plumbing code permits, and/or any fees required by state or federal agencies, any costs or right-of-way acquisition, and right-of-way restoration costs as well as any fees required by the utility as approved by the Kentucky Public Service Commission or assessed by other regulatory agencies and/or authorities. When the estimate is completed and presented to the prospective developer, he or she may then decide to proceed or not to proceed with the construction.



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Original SHEET NO. 42

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- B. If the subdivider decides to proceed with the water main extension after (N) reviewing the preliminary costs, HCWA will have final construction plans and specifications prepared. A current and proposed final estimated cost estimate/figure will be submitted to the subdivider showing the proposed final estimated cost estimate of the on-site and of-site facilities, if any.
- C. Before construction, the subdivider will pay in full to HCWA the final proposed estimated costs. HCWA will solicit bids from responsible contractors and select the bid that is found the most appropriate. HCWA shall reserve the exclusive right to select the contractor. If the bid(s) received all exceed the proposed estimated final costs for construction, and the subdivider wishes to proceed with the application, the subdivider may elect to pay the difference between the final proposed estimated costs estimate for construction and the bid proposed to be accepted if desired by the subdivider to HCWA to proceed with the application.
- D. Actual construction costs for the extension will be calculated on a "line item" basis. Other costs associated with the extension will be calculated on an "as incurred" basis. When the construction project is finished, the subdivider will be required to pay any cost above their initial payment for the extension or be refunded any balance not used for the extension.
- E. Actual construction will be observed and supervised by a resident inspector as required.

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- F. Before water lines will be laid in any new subdivision, it is understood and agreed that the road surface shall be brought to the established sub-grade; and the developer or builder of such new subdivision shall furnish HCWA a right of way agreement, suitable in form to HCWA, unless the streets of the new subdivision have dedicated state, county or local public use. Further, the plat of the subdivision shall provide in the plat suitable utility easements as depicted thereon. (N)
- G. HCWA shall have the exclusive right to determine the type, location and size of mains to be installed and of the related facilities required to render adequate service.
- H. For each premise served for which a dedicated state, county or local public use street is in existence, its original beginning and original terminus, excluding connections to further extensions or branches thereof, and crediting no more than one such service connection per building plot and/or lot, HCWA shall refund to the owner of the subdivision on an annual basis an amount equal to the cost of fifty (50) feet of the extension installed not to exceed the amount paid to the utility, unless waived by developer/subdivider by written contract. However, if off-site cost(s) consist of piping and fixtures parallel to an existing distribution main and therefore creates no new service area, those off-site costs shall be calculated separately and refunds paid as prescribed above only if new services are connected to the new parallel pipe.

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- I. The owner of such subdivision, in consideration of an accelerated (N) development of said subdivision to be obtained through HCWA's proceeding, as established herein, on the basis of a preliminary plat, with its plans and specifications and at HCWA's option, with construction of its mains and facilities, shall warrant to HCWA that the location and grade of street curbs, sidewalks, building plots, building lines and utility easements as depicted on said preliminary plat will not be altered or changed in any respect in the final plat of said subdivision or part thereof and recorded in the Office of the Clerk of the County and/or Counties for which the subdivision is located. In the event the location or grade of streets, sidewalks, curbs, building plots, building lines or utility easement be altered, amended or changed in a final plat or in an amended plat of said subdivision, whether such changes are made with or without the consent of said subdivider, and in the event such alteration, amendment or change requires, in the sole judgment of HCWA, the relocation, removal, replacement, reconstruction change in site or additions to the mains and related facilities, the subdivider shall indemnify and hold harmless HCWA of and from any and all damages and costs of such removal, replacement, relocation, reconstruction and any and all other expenses or costs resulting to HCWA because of change of location or grade of streets, curbs, sidewalks, lots, building lines or utility easement in said subdivision or part thereof.
- J. HCWA agrees that it will reimburse the subdivision owner who paid for the initial construction for a period of ten (10) years, the cost of fifty feet of the extension installed not to exceed the amount paid to the utility for all services connected to the line paid for by the subdivision owner, and who HCWA authorized the installation. The reimbursement requirement may be contractually waived by the subdivision owner and/or entity, if the owner and/or entity should so agree and contractually waive.

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PSC KY NO. 8

Original SHEET NO. 45

Harrison County Water Association Inc.
(NAME OF UTILITY)

CANCELLING PSC KY NO. 7

original SHEET NO. 1 & 2

IV) SERVICE LINES AND CONNECTIONS.

- I. 1. HCWA shall require the developer/subdivider to furnish and install, at its own expense, for the purposes of distribution system to the customer's/member's premises, that portion of the service connections from the main of HCWA, to the meter and meter box, including the meter and meter box. (N)
2. In areas where the distribution main system, follows well defined streets and roads, the customer's/member's point of service, will be located at the point on or near the street right-of-way or property line, most accessible to HCWA, from its distribution system. In areas where the distribution system does not follow streets and roads, the point of service will be located as near the customer's/member's property line as practicable. Prior to installation of the meter, HCWA, will consult with the customer/member as the most practical location. If possible, meters will be installed within (10) feet of the existing main or the applicant's property, at a point which is closest to the existing water main.
3. Depth of Service Lines. All service lines must be laid at a sufficient depth (a minimum of thirty (30) inches), to reduce the possibility of freezing, during the coldest weather, normally experienced, except where services are not intended for use during weather and are actually drained during such periods.
4. A plumbing permit or farmstead exemption permit from the appropriate regulatory agency is required by the prospective customer/member, before HCWA can establish service.

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5. The applicant/customer/member must furnish (pay and provide) and lay (install), the necessary service pipe, to make the connection from the point of service (meter box) to the point of usage, and be financially responsible, for all costs associated with the installation and maintenance, of his/her service line plumbing, including a shut-off valve and one-way check valve, installed on his/her/its property, beginning at the outlet (customer/member side) sale of the water meter. The service line must be kept in good repair and in accordance with utility and Public Service Commission rules and regulations. (N)
6. The installation and maintenance of the water service line, must be in accordance with the rules and regulations, of the Kentucky Department of Health.
7. A cross-connection of HCWA's system with any other source is strictly prohibited.
8. A well that has or is being used on the premises of a prospective customer/member, must be inspected by HCWA personnel/employee(s), to verify disconnection and separation from the system to be installed and/or being installed.
9. Absolutely no galvanize pipe or fittings can be used in the installation.
10. Public service Commission Regulations provide that in no event shall the pressure at a customer's service pipe under normal conditions fall below thirty (30) pounds per square inch. Accordingly, no meter shall be located on the service line of an applicant for service at a point that does not deliver a minimum pressure of 30 pounds per square inch at the meter point. If the HCWA cannot deliver the minimum required pressure at the proposed meter point, it will undertake reasonable efforts to obtain the minimum pressure and, if such reasonable efforts will not achieve the minimum required pressure, advise the applicant that service will not be provided and inform him of his rights under KRS 278.260 to obtain review of the HCWA'S action and will also notify the Public Service Commission of its actions.

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Original SHEET NO. 47

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11. If the applicant's/customer's/member's point of usage is at a higher elevation than the meter, the customer/member/applicant should consult with licensed hydrologic engineer in the Commonwealth of Kentucky to properly size the service line from the meter to the point of usage. (N)
↓

12. HCWA may require the applicant/customer/member, at his/her/its expense, to install a back-flow preventer and/or pressure regulator. HCWA will notify customer/member/applicant of any need for an expansion tank. (N)

13. All meters will be installed, renewed, and maintained at the expense of HCWA, and HCWA reserves the right to approve the size and type of meter used.

14. All taps and connections to the mains of HCWA, must be made by and/or under the direction and supervision of HCWA personnel, and will incur a meter connection/tap-on-charge, in an amount that has been approved by PSC for such service. Payment of the tap-on-fee is for the privilege of connecting to the water system, and the payment of the tap-on-fee does not constitute the purchase of a water meter.

15. Any customer/member/applicant having boilers, water furnace, and/or pressure vessels, etc. that receive water from HCWA, must have a check valve on the water supply line and a vacuum valve on the steam/hot water line in order to prevent collapse were the water supply from the utility to be interrupted or discontinued. ↓

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PSC KY NO. 8

Original SHEET NO. 48

Harrison County Water Association Inc.
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CANCELLING PSC KY NO. 7

original SHEET NO. 11

Z. OWNERSHIP OF MAINS, SERVICE LINES AND APPURTENANCES. (T)

1. HCWA shall assume full control and ownership, of all mains, once construction is completed, and all state and federal codes are met. The contractor shall agree in writing, to assume full responsibility for maintenance and repairs, of the water mains, for a period of twelve (12) months, from the completion of construction date. After the twelve (12) month period, HCWA, will assume maintenance and repairs of the mains.
2. All mains, valves, crossings, and other appurtenances are and shall remain the property of HCWA, whether installed by HCWA or the customer/member.
3. All service lines (lines from main distribution line to meter box and before customer line) to the meter with appurtenances are and shall remain the property of HCWA, whether installed by HCWA or by the customer/member; customer line, is line from meter box to the point of service, and ownership and responsibility of that line shall remain with the respective landowner.
4. The Customer/Member shall install, own, and maintain, his/her service line from the meter (or point of deliver from HCWA to member/customer) to the point of service and/or customer/member usage, and that shall remain the ownership of the respective landowner.

DATE OF ISSUE 07/17/2024
MONTH / DATE / YEAR

DATE EFFECTIVE 11/01/2024
MONTH / DATE / YEAR

ISSUED BY /s/ J. Frank Marsh
SIGNATURE OF OFFICER

TITLE Chairman of the Board/President

BY AUTHORITY OF ORDER OF THE PUBLIC SERVICE COMMISSION
IN CASE NO. _____ DATED _____

KENTUCKY PUBLIC SERVICE COMMISSION
Linda C. Bridwell Executive Director

EFFECTIVE 11/1/2024 PURSUANT TO 807 KAR 5:011 SECTION 9 (1)

Harrison County Water Association Inc.
(NAME OF UTILITY)

CANCELLING PSC KY NO. _____

_____ SHEET NO. _____

AA. WATER LEAK ADJUSTMENTS.

1. Any customer/member, except a customer purchasing water to provide wholesale water service, if approved by KY PSC, may request a bill adjustment for water usage resulting from service line leaks after the meter, hidden internal structural piping failures, and/or plumbing equipment failures. (N)
2. A request for leak adjustment, must be in writing on a Leak Adjustment Request Form, made available by HCWA, and be made within thirty days of the billing date of the bill requested to be adjusted.
3. A customer/member must provide sufficient evidence to reasonably demonstrate the existence and repair of the leak, and that the leak caused the above-average water usage by providing at least one of the following evidence/proof with the customer's application. Such evidence/proof may include a plumber's statement, invoices for materials and labor, and sworn affidavits from persons with knowledge of the leak's existence and repair. The customer/member is encouraged to provide all available information, that supports the request for adjustment. HCWA will review the application and verify the existence of the leak and repairs. Pipe for repair of the underground water service lines, must be certified to withstand a working pressure of 160 psi or greater.

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KENTUCKY PUBLIC SERVICE COMMISSION
Linda C. Bridwell Executive Director

EFFECTIVE 11/1/2024 PURSUANT TO 807 KAR 5:011 SECTION 9 (1)

AREA- Harrison, Bourbon, Nicholas, Scott and Pendleton

PSC KY NO. 8

Original SHEET NO. 50

Harrison County Water Association Inc.
(NAME OF UTILITY)

CANCELLING PSC KY NO. _____

_____ SHEET NO. _____

4. Except as provided in paragraph 5, water usage resulting from a leak will be determined by comparing the Customer's usage during the leak billing period to the Customer's average usage for the previous twelve (12) billing periods. Water usage in excess of the average customer usage, will be billed at a rate equal to the HCWA's purchased water cost rate, for period of the leak, plus its average pumping and distribution cost per 1,000 gallons of water. (The pumping and distribution cost rate, will be determine using the Transmission and Distribution Operation Expense, and number of gallons sold, as reported in the HCWA's most recently filed annual report with the Public Service Commission (PSC). If a customer applying for a leak adjustment has not been a customer of the HCWA for twelve (12) consecutive months, the average residential usage will be used to determine the amount of the adjustment.
5. If a requested adjustment relates to usage occurring during a summer month (May through September), usage resulting from the leak will be determined by comparing the Customer's usage during the leak billing period with the monthly average for the previous year's summer months (May – September).
6. Leak Adjustments shall only cover one billing period.
7. An adjustment shall cover only one billing period. g. A customer may receive a leak adjustment only once during a twelve (12) month period.
8. Adjustments to reflect seasonal changes in usage (for example, the filling of a swimming pool) are not eligible for billing adjustments.

(N)



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KENTUCKY PUBLIC SERVICE COMMISSION
Linda C. Bridwell Executive Director

EFFECTIVE 11/1/2024 PURSUANT TO 807 KAR 5:011 SECTION 9 (1)

Harrison County Water Association Inc.
(NAME OF UTILITY)

CANCELLING PSC KY NO. 7

Original SHEET NO. 6

9. A customer's account shall be considered to be current while the leak adjustment request is being reviewed if the customer continues to make undisputed payments and stays current on subsequent bills. Once the leak adjustment review is completed, the determined amount owed after review, shall be subject to all rules and regulations for payment and disconnection for non-payment. (N)

AB. NOTIFICATION OF SYSTEM PROBLEMS. (N)

The customer/member, shall notify HCWA immediately, should the service be unsatisfactory for any reason, or should there be any defects, problems, trouble, or accidents, affecting the water system.

AC. LEGAL DISCLAIMERS.

1. HCWA shall in no event, be held responsible for any claim made against it, by reason of the breaking of any mains or service pipes, or by reason of any other interruption of the supply of water, caused by the failure of machinery or stoppage for necessary repairs. No person shall be entitled to damages, nor for any portion of a payment refunded for any interruption of service, which in the opinion of HCWA may be deemed necessary.
2. Customers/members having boilers, water heaters and/or pressure vessels, receiving a supply of water from the HCWA, shall have a check valve on the water supply line and a vacuum valve on the steam line to prevent collapse in case the water supply from the HCWA, is discontinued or interrupted, for any reason, with or without notice.
3. No person shall maliciously, willfully, or negligently break, damage, destroy, uncover, deface, or tamper with any structure, appurtenance or equipment which is part of HCWA's water distribution systems and/or facilities. (N)

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Linda C. Bridwell Executive Director

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AREA- Harrison, Bourbon, Nicholas, Scott and Pendleton

PSC KY NO. 8

Original SHEET NO. 52

Harrison County Water Association Inc.
(NAME OF UTILITY)

CANCELLING PSC KY NO. _____

_____ SHEET NO. _____

4. If any loss or damage to the property of the HCWA or any accident or other injury (N) to persons or property is caused by or results from the negligence or wrongful action of the customer, member of his household, his/her/its agent or employees, as determined by of law having jurisdiction over the parties, the cost of the necessary repairs of replacements shall be paid by the customer/member, to HCWA, and any liability otherwise resulting shall be that of the customer/member.
5. For purposes of fire protection, including customer's fire protection system, HCWA cannot guarantee a water supply, and/or water pressure rate. The fire flow, may vary depending upon other water demands on the system, various water facility limitations, or other circumstances. The customer/member will indemnify and hold harmless, HCWA and/or its employees, from and against any and all claims, damages, losses, and expenses incurred as a result of insufficient water supply and/or water pressure rate and/or water distribution system.

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Linda C. Bridwell Executive Director

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AREA- Harrison, Bourbon, Nicholas, Scott and Pendleton

PSC KY NO. 8

Original SHEET NO. 53

Harrison County Water Association Inc.
(NAME OF UTILITY)

CANCELLING PSC KY NO. _____

_____ SHEET NO. _____

AD. FIRE DEPARTMENTS.

Any city, county, urban-county, charter county, fire protection district, or volunteer fire protection district (“User”) may withdraw water from the HCWA’s water distribution system for fighting fires or training firefighters at no charge on the condition that it maintains estimates of the amount of water used for fire protection and training during the calendar month and reports the amount of this water usage to the HCWA no later than the 15th day of the following calendar month.

(N)

Any User that withdrawals water from the HCWA’s water distribution system for fire protection or training purposes and fails to submit the required report on water usage in a timely manner shall be assessed the cost of this water. A User shall submit a monthly report, even if it withdrawals no water, for fire protection or training purposes.

A non-reporting User’s usage shall be presumed to be 0.3 percent of the utility’s total water sales for the calendar month. A non-reporting User may present evidence of its actual usage to rebut the presumed usage. The utility shall consider this evidence and shall adjust the presumed usage amount accordingly.

The non-reporting User shall be billed for this usage at the lowest usage block Rate regardless of customer classification that the utility charges.

A non-reporting User shall also be assessed a penalty of \$250.00 for each failure to submit a report in a timely manner.

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Linda C. Bridwell Executive Director

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AREA- Harrison, Bourbon, Nicholas, Scott and Pendleton

PSC KY NO. 8

Original SHEET NO. 54

Harrison County Water Association Inc.
(NAME OF UTILITY)

CANCELLING PSC KY NO. _____

_____ SHEET NO. _____

AE. BLOW OFF HYDRANTS AND FIRE HYDRANTS.

Most hydrants installed on the distribution lines of HCWA, are for the primary purpose of flushing the lines, or other uses by HCWA, necessary for proper maintenance of the lines. Thus, they are blow-off hydrants, and not fire hydrants, while the secondary purpose might be to assist fire protection units, in the performance of their duties, HCWA is not responsible for, nor does it guarantee, any minimum pressure at these hydrants, other than the minimum pressure required by the Public Service Commission (PSC) for distribution lines, unless there is an emergency from the water supplier, in which case, HCWA shall see that minimum pressure is restored, as soon as possible. Any damage to distribution lines, resulting from excessive pumping pressure, applied by any fire fighting unit will be liability of that unit. These hydrants, while of fire hydrant size, cannot be guaranteed at any pressure level other than the minimum required by the Public Service Commission. Any damages to the distribution system(s) and/or facility(s), resulting from excessive pumping pressure, applied by a fire fighting until shall be the liability of that unit.

ATTACHMENTS. THE FOLLOWING ATTACHMENTS OF FORMS, THAT HCWA uses for leak adjustments, new service, payment plan and for its billing(s), are attached hereto, and identified as Exhibits ("A-D"), which are referenced below and fully incorporated herein.

- ATTACHMENT "A": NEW SERVICE CONTRACT (N)
- ATTACHMENT "B": COPY OF BILL
- ATTACHMENT "C": PAYMENT PLAN POLICY
- ATTACHMENT "D": LEAK ADJUSTMENT CONTRACT/CUSTOMER REQUEST

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ISSUED BY /s/ J. Frank Marsh
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TITLE Chairman of the Board/President

BY AUTHORITY OF ORDER OF THE PUBLIC SERVICE COMMISSION
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**KENTUCKY
PUBLIC SERVICE COMMISSION**

Linda C. Bridwell
Executive Director



**EFFECTIVE
11/1/2024**
PURSUANT TO 807 KAR 5:011 SECTION 9 (1)

**HARRISON COUNTY WATER ASSOCIATION
Water User's Agreement**

This agreement entered into between the HARRISON COUNTY WATER ASSOCIATION, INC., a non-profit corporation, hereinafter called the "Association," and:
a member of the Association, herein called the "Member."

Name _____
Phone # _____
Email: _____
Drivers License # _____
Billing Address _____

WITNESSETH

WHEREAS, the member desires to purchase water from the Association and to enter into a water user's agreement as required by the Bylaws of the Association.

NOW THEREFORE, in consideration of the mutual covenants, promises, and agreements herein contained, it is hereby understood and agreed:

The Association shall furnish, subject to the limitation set out in its Bylaws and Rule and Regulations now in force or as hereafter amended, such quantity of water as Member may desire in connection with Member's occupancy of the following described property:

(Enter a general description of the property's location)

The Member shall install and maintain at their own expense a service line which shall begin at the water meter and extend to the dwelling or place of use.

The Member agrees to comply with and be bound by the Articles, Bylaws, Rules and Regulations of the Association, now in force, or as hereinafter duly and legally supplemented, amended, or changed. The Member also agrees to pay for water at such rates, time and place as shall be determined by the Association, and agrees to the imposition of such penalties for non-payment as are now set out in the Association's Bylaws and Rules and Regulations, or which may be hereafter adopted and imposed by the Association.

The Association shall purchase and install a cutoff valve and a water meter in each residential service. The Association shall have exclusive right to use such cutoff valve and water meter. The Association shall have final authority in any question of location of any service line connect; determine the allocation of water to Members in the event of a water

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to a Member who allows a connection or extension to be made of their service line for the purpose of giving or selling water to another user. In the event the total water supply shall be insufficient to meet all of the needs of the Members, or in the event there is a shortage of water, the Association may prorate the available water among the various Members on such basis as is deemed equitable by the Board of Directors, and may also prescribe a schedule of hours covering use of water for garden purposes by particular Members and require adherence thereto or prohibit the use of water for garden purposes; provided that, if at any time the total water supply shall be insufficient to meet all of the needs of all of the Members, the Association must first satisfy the needs of all Members for domestic purposes before supplying any water for livestock purposes and must satisfy the needs of all Members for both domestic and livestock purposes before supplying any water for garden purposes.

The Member agrees that no other present or future source of water will be connected to any water lines served by the Association's water lines and will disconnect from their present water supply prior to connecting to and switching to the Association's system and shall eliminate their present or future cross-connections in their system. This would not prohibit the Member from maintaining and using a completely separate auxiliary private water system.

The Member shall connect their service lines to the Association's distribution system and shall begin to use water from the system on the date the water is made available to the Member by the Association. Water charges to the Member shall commence on the date the service is made available, regardless of whether the Member connects to the system.

In the event the applicant fails to connect a service to the main supply system, they are not exempt from paying the prevailing minimum monthly charge for a period of eighteen (18) months from the date water service is made available.

Bills are due on receipt and payable by the 17th of each month. Failure to receive said bill does not waive payment. The failure of a Member to pay water charges duly imposed shall result in the automatic imposition of the following penalties:

1. Non-payment within thirty (30) days from the due date will result in the water being shut off from the Member's property; all notices will be mailed and emailed (if indicated) on application.
2. In the event it becomes necessary for the Association to shut off the water from a Member's property, a fee of \$19.65 will be charged for a reconnection of the service.

IN WITNESS WHEREOF, we have executed this agreement this ____ day of _____, 20__

HARRISON COUNTY WATER ASSOCIATION, INC.

Member

HCWA Staff

By: _____
President

KENTUCKY PUBLIC SERVICE COMMISSION
Linda C. Bridwell Executive Director

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Harrison County Water Association
P.O. Box 215 | 433 Sea Biscuit Way
Cynthiana, KY 41031
Phone: 859.234.4284

Application for Water Service

Date

Name

Mailing Address

City, State & Zip

Phone Number and Email address

Do you desire notices, including disconnect and non-payment to be emailed as well as mailed? yes/no

This service will serve the property located at:

I, the undersigned, agree to make a deposit of \$ _____ (2/12th estimated annual bill), and agree to pay all legal charges involved in obtaining water service and in collecting any overdue bill(s). I understand that each monthly water charge is due by the 17th of each month and that failure to receive a monthly statement does not absolve me of the obligation to pay the water charges on time.


All notices regarding disconnection and/or non-payment will be emailed (if desired on application) and by mail to the address on the account, to the customer.

I also understand that if the water service is disconnected for non-payment, that a reconnection fee of \$19.65 will have to be paid in addition to all indebtedness before water service is turned back on.

I further agree to be liable for each and every month of water usage until I notify the Harrison County Water Association, Inc. that I wish to have my water service discontinued. Also, I bind myself to abide by the Tariff, By-Laws, and Rules and Regulations of the Harrison County Water Association, Inc.

Signature

Driver's License Number


KENTUCKY PUBLIC SERVICE COMMISSION
Linda C. Bridwell
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Harrison County
Water Association
PO Box 215
433 Sea Biscuit Way
Cynthiana, KY 41031

ACCOUNT #	[REDACTED]
Location	[REDACTED]
Amount Due Now	118.88
Late After 3/17/2024	5.95
After Due Date	124.83

For address changes or updates please email or call our office
Please include THIS PORTION with your payment.

Harrison County Water Association
PO Box 215
Cynthiana, KY 41031-0215

Exhibit "B"

ACCOUNT #	LOCATION #	SERVICE ADDRESS			SERVICE DATES		
[REDACTED]	[REDACTED]	[REDACTED]			2/2/2024 - 3/1/2024		
POSTED DATE	DESCRIPTION	CURRENT	PREVIOUS	USAGE	READING DATES	DAYS	AMOUNT
1/18/2024	Balance Forward						41.75
2/19/2024	Water Penalty						2.09
2/26/2024	Utility Tax						2.14
2/26/2024	WATER	81210	72960	8250	1/11/2024 - 2/12/2024	32	71.47
2/26/2024	Water Loss Surcharge						1.43
PAYMENT LATE AFTER	AFTER DUE DATE PAY	PAY ON TIME AND SAVE		STATEMENT DATE	PAY THIS AMOUNT		
3/17/2024	124.83	5.95		2/26/2024	118.88		

Office Phone: 859-234-4284
 Fax: 859-234-4292
 Office Hours: Monday - Friday, 8:00AM - 4:00PM
 Email: harrisonwatercynthiana@gmail.com
 Website: <http://www.harrisoncwaterky.com>
 Follow us on Facebook at Harrison County Water Association KY

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Harrison County Water Association

P.O. Box 215
2167 US Highway 27 S
Cynthiana, KY 41031

Delinquent Payment Agreement

Date: _____

This agreement is between the Harrison County Water Association, Inc. and

_____, located at _____.

I agree to pay \$ _____ PER MONTH towards my outstanding water bill over the course of the next ___ months on or before the 17th of each month.

I understand that failure to make required payments will result in disconnection of water service. I also understand that if water has been disconnected, there will be a reconnection fee of \$19.65 plus the delinquent balance on my account. If this contract is breached, the entire balance will have to be paid in full in order to be re-connected.

The Harrison County Water Association will waive all late fees associated with this account.

Customer

Phone Number

_____/_____

Account Number / Location Number

HCWA office personnel

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**Linda C. Bridwell
Executive Director**



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HARRISON COUNTY WATER ASSOCIATION, INC.

LEAK ADJUSTMENT REQUEST FORM

CUSTOMER/MEMBER NAME: _____ (If the Account is not in an individual name, i.e. a farm, partnership, and/or corporate name, please specify bill name).

ADDRESS OF ACCOUNT NUMBER: _____

1. Date repairs were made: _____
2. Person/Entity who made repairs: _____
3. Itemize/List of materials used: _____

4. Location of Leak: _____

5. Does the leak involve a swimming pool? Yes or No (circle one only).
6. Attach any and all copies of any and all receipts for material and labor used and paid for (not self-labor, only hired labor with paid invoices).

1. Policy: Any customer/member, except a customer purchasing water to provide wholesale water service, if approved by KY PSC, may request a bill adjustment for water usage resulting from service line leaks after the meter, hidden internal structural piping failures, and/or plumbing equipment failures.
2. A request for leak adjustment, must be in writing on a Leak Adjustment Request Form, made available by HCWA, and made within thirty days of the billing date of the bill requested to be adjusted.
3. A customer/member must provide sufficient evidence to reasonably demonstrate the existence and repair of the leak, and that the leak caused the above average water usage by providing at least one of the following evidence/proof with the customer's application. Such evidence/proof may include a plumber's statement, invoices for materials and labor, and sworn affidavits from persons with


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knowledge of the leak's existence and repair. The customer/member is encouraged to provide all available information, that supports the request for adjustment. HCWA will review the application and verify the existence of the leak and repairs. Pipe for repair of the underground water service lines, must be certified to withstand a working pressure of 160 psi or greater.

4. Except as provided in paragraph 5, water usage resulting from a leak will be determined by comparing the Customer's usage during the leak billing period to the Customer's average usage for the previous twelve (12) billing periods. Water usage in excess of the average customer usage, will be billed at a rate equal to the HCWA's purchased water cost rate, for period of the leak, plus its average pumping and distribution cost per 1,000 gallons of water. (The pumping and distribution cost rate, will be determine using the Transmission and Distribution Operation Expense, and number of gallons sold, as reported in the HCWA's most recently filed annual report with the Public Service Commission (PSC). If a customer applying for a leak adjustment has not been a customer of the HCWA for twelve (12) consecutive months, the average residential usage will be used to determine the amount of the adjustment.
5. If a requested adjustment relates to usage occurring during a summer month (May through September), usage resulting from the leak will be determined by comparing the Customer's usage during the leak billing period with the monthly average for the previous year's summer months (May – September).
6. Leak Adjustments shall only cover one billing period.
7. An adjustment shall cover only one billing period. g. A customer may receive a leak adjustment only once during a twelve (12) month period.
8. Adjustments to reflect seasonal changes in usage (for example, the filling of a swimming pool) are not eligible for billing adjustments.
9. All bills will be considered current under a pending request for a water leak adjustment as long as the customer continues to make undisputed payments and stays current on subsequent bills. Once a determination of the water leak adjustment is made, a customer remains responsible for the full amount of bill after any authorized water leak adjustments, if granted by HCWA, of the Customer's request; and the Customer's service will be discontinued for non-payment, thereafter, if not paid in full by the date stated on the water leak adjustment determination. If service is discontinued, the full amount plus a termination charge must be paid before service will be restored.

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VERIFICATION:

I, _____, (print individual name, or corporate, partnership, and/or entity name with signature authority of authorized representative), do hereby verify that I have read the information on pages one (1) and two (2) of the leak adjustment request form, and all information provided is true and accurate to the best of my knowledge and belief, and I have not made a request for a leak adjustment in the last twelve (12) months.

CUSTOMER/MEMBER SIGNATURE

HCWA, REPRESENTATIVE SIGNATURE

