

P.S.C. Ky. No.....

Cancels P.S.C. Ky. No.....

BILLY GOREY - OWNER  
TOWN AND COUNTRY WATER DISTRICT

HIGHLAND LICK ROAD, RUSSELLVILLE Ky  
OF

Rates, Rules and Regulations for Furnishing  
WATER

AT

HIGHLAND LICK ROAD AREA

Filed with PUBLIC SERVICE COMMISSION OF  
KENTUCKY

CANCELLED  
AUG 2000

ISSUED....., 19.....  
PUBLIC SERVICE COMMISSION  
OF KENTUCKY  
EFFECTIVE

EFFECTIVE..... 12-1-1992....., 1992.....

DEC 10 1992

ISSUED BY.....  
(Name of Utility)

BILLY GOREY, OWNER  
TOWN AND COUNTRY WATER DIST

PURSUANT TO 807 KAR 5.011,  
SECTION 9 (1)

BY.....

BY: [Signature]  
PUBLIC SERVICE COMMISSION MANAGER

[Signature]

Highway 178, Russellville Ky  
For REEDVILLE Community  
Community, Town or City

P.S.C. NO. \_\_\_\_\_

\_\_\_\_\_ SHEET NO. \_\_\_\_\_

CANCELLING P.S.C. NO. \_\_\_\_\_

\_\_\_\_\_ SHEET NO. \_\_\_\_\_

BILLY GOKEY DBA  
TOWN & COUNTRY WATER DISTRICT  
Name of Issuing Corporation

CLASSIFICATION OF SERVICE

RESIDENTIAL WATER DISTRICT RATE PER UNIT

AS PER PSC (Case 92-187)

NEW RATES ARE ESTABLISHED AS  
FOLLOWS:

FIRST 2000 GALLONS \$ 16.40 MIN BILL

ALL OVER 2000 GALLONS \$ 4.50 per 1000 gallons.

THE NEW RATES WERE EFFECTIVE 12-1-92  
PER PUBLIC SERVICE COMMISSION.



PUBLIC SERVICE COMMISSION  
OF KENTUCKY  
EFFECTIVE

DEC 10 1992

DATE OF ISSUE \_\_\_\_\_

DATE EFFECTIVE 12-1-92  
PURSUANT TO 807 KAR 5:011  
SECTION 9(1)

ISSUED BY \_\_\_\_\_  
Name of Officer

TITLE BY: Shana Hallett  
PUBLIC SERVICE COMMISSION MANAGER

Issued by authority of an Order of the Public Service Commission of Kentucky  
in Case No. \_\_\_\_\_ dated \_\_\_\_\_

FOR \_\_\_\_\_

P.S.C. Ky. No. 1

Original Sheet No. 2

Cancelling P.S.C. Ky. No. \_\_\_\_\_

Sheet No. \_\_\_\_\_

Town + Country Water District

RULES AND REGULATIONS

- A. New Hook-up Fee \$250.00
- B. Cut on Fee 25.00
- C. Deposit 25.00
- D. Bills Due on 5th of Month.
- E. After 5th, a 6.5% Late Charge.

PUBLIC SERVICE COMMISSION  
OF KENTUCKY  
EFFECTIVE

APR 24 1992

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

BY: Sharon Hallett  
PUBLIC SERVICE COMMISSION MANAGER

CANCELLED  
AUG 2000

DATE OF ISSUE 3 23 92  
Month Day Year

DATE EFFECTIVE 4 24 92  
Month Day Year

ISSUED BY \_\_\_\_\_  
Name of Officer Title Address

Billy Galy Owner

Form for filing Rate Schedules

PUBLIC SERVICE COMMISSION  
OF KENTUCKY  
EFFECTIVE

FOR Reidville Community  
Community, Town or City

P.S.C. NO. \_\_\_\_\_

Town and Country Water District JUL 30 1993  
Name of Issuing Corporation

SHEET NO. \_\_\_\_\_

CANCELLING P.S.C. NO. \_\_\_\_\_

SHEET NO. \_\_\_\_\_

PURSUANT TO 807 KAR 5.011.

**CLASSIFICATION OF SERVICE**

BY: [Signature]

RAT.  
PER U

**DEPOSITS**

The Company may require a minimum cash deposit or other guaranty to secure payment of bills except for customers qualifying for service reconnection pursuant to 807 KAR 5:006, Section 15, Winter Hardship Reconnection. Service may be refused or discontinued for failure to pay the requested deposit. Interest, as prescribed by KRS 278.460,<sup>1</sup> will be paid annually either by refund or credit to the customer's bill, except that no refund or credit will be made if the customer's bill is delinquent on the anniversary date of the deposit.

The deposit may be waived upon a customer's showing of satisfactory credit or payment history, and required deposits will be returned after one (1) year if the customer has established a satisfactory payment record for that period. If a deposit has been waived or returned and the customer fails to maintain a satisfactory payment record, a deposit may then be required. The Company may require a deposit in addition to the initial deposit if the customer's classification of service changes or if there is a substantial change in usage. Upon termination of service, the deposit, any principal amounts, and any interest earned and owing will be credited to the final bill with any remainder refunded to the customer.

CANCELLED  
AUG 2000

In determining whether a deposit will be required or waived, the following criteria will be considered:

1. Previous payment history with the Company. If the customer has no previous history with the Company, statements from other utilities, banks, etc. may be presented by the customer as evidence of good credit.
2. Whether the customer has an established income or line of credit.
3. Length of time the customer has resided or been located in the area.
4. Whether the customer owns property in the area.
5. Whether the customer has filed bankruptcy proceedings within the last seven years.
6. Whether another customer with a good payment history is willing to sign as a guarantor for an amount equal to the required deposit.

If a deposit is held longer than 18 months, the deposit will be recalculated at the customer's request based on the customer's actual usage. If the deposit on account differs from the recalculated amount by more than \$10.00 for a residential customer or 10 percent for a non-residential customer, the Company may collect any underpayment and shall refund any overpayment by check or credit to the customer's bill. No refund will be made if the customer's bill is delinquent at the time of the recalculation.

<sup>1</sup> Water districts should substitute KRS 74.050 and water associations should substitute KRS 273.392 since these statutes govern the rate of interest to be paid by water districts and associations.

DATE OF ISSUE June 30, 1993 DATE EFFECTIVE July 30, 1993  
ISSUED BY Burr TITLE Owner  
Name of Officer

Issued by authority of an Order of the Public Service Commission of Kentucky  
in Case No. \_\_\_\_\_ dated \_\_\_\_\_.

Form for filing Rate Schedules

FOR Reidville Community  
Community, Town of  
P.S.C. NO. \_\_\_\_\_  
SHEET NO. \_\_\_\_\_  
CANCELLING P.S.C. NO. \_\_\_\_\_  
SHEET NO. \_\_\_\_\_

Town and Country Water District  
Name of Issuing Corporation

CLASSIFICATION OF SERVICE

P1

Equal Deposits

TOWN AND COUNTRY WATER DISTRICT

(Insert above: Business/Commercial or residential or all) Customers will pay equal deposits in the amount of \$ 25.00. This amount does not exceed the average bill of residential customers served by the Company and is equal to 2/12 of the average annual bill. [3/12 where bills are rendered bimonthly or 4/12 where bills are rendered quarterly.]



PUBLIC SERVICE COMMISSION  
OF KENTUCKY  
EFFECTIVE

JUL 30 1993

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

BY: Sharon Helle  
PUBLIC SERVICE COMMISSION MANAGER

DATE OF ISSUE June 30, 1993

ISSUED BY Billy Lee

Name of Officer

DATE EFFECTIVE July 30, 1993

TITLE Chair

Issued by authority of an Order of the Public Service Commission

Town and Country Water District  
Name of Issuing Corporation

SHEET NO. \_\_\_\_\_  
CANCELLING P.S.C. NO. \_\_\_\_\_  
SHEET NO. \_\_\_\_\_

CLASSIFICATION OF SERVICE

P!

MONITORING OF CUSTOMER USAGE

At least once annually the Company will monitor the usage of ea customer according to the following procedure:

1. The customer's annual usage for the most recent 12-month peri will be compared with the annual usage for the 12 mont immediately preceding that period.
2. If the annual usage for the two periods are substantially t same or if any difference is known to be attributed to unic circumstances, such as unusual weather conditions, common to a customers, no further review will be done.
3. If the annual usages differ by 100 percent or more and canr be attributed to a readily identified common cause, the Compa will compare the customer's monthly usage records for t 12-month period with the monthly usage for the same months of preceding year.
4. If the cause for the usage deviation cannot be determined f analysis of the customer's meter reading and billing records, Company will contact the customer by telephone or in writing determine whether there have been changes such as differ number of household members or work staff, additional different appliances, changes in business volume, or known le in the customer's service line.
5. Where the deviation is not otherwise explained, the Company w test the customer's meter to determine whether it shows average error greater than 2 percent fast or slow.
6. The Company will notify the customers of the investigation, findings, and any refunds or backbilling in accordance with KAR 5:006, Section 10(4) and (5).

In addition to the annual monitoring, the Company will immediat investigate usage deviations brought to its attention as a result of on-going meter reading or billing processes or customer

**CANCELLED**  
AUG 2000

PUBLIC SERVICE COMMISSION  
OF KENTUCKY  
EFFECTIVE

JUL 30 1993

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

BY: Glenn Deller

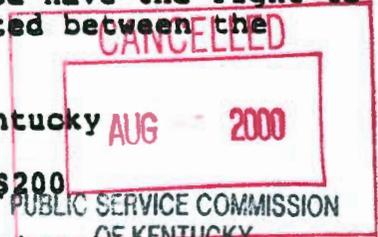
DATE OF ISSUE July 30, 1993  
ISSUED BY Bruce Dyer  
Name of Officer

DATE EFFECTIVE July 30, 1993  
TITLE Chairman

## CUSTOMER BILL OF RIGHTS

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

- You have the right to service, provided you (or a member of your household whose debt was accumulated at your address) are not indebted to the utility.
- You have the right to inspect and review the utility's rates and tariffed operating procedures during the utility's normal office hours.
- You have the right to be present at any routine utility inspection of your service conditions.
- You must be provided a separate, distinct disconnect notice alerting you to a possible disconnection of your service if payment is not received.
- You have the right to dispute the reasons for any announced termination of your service.
- You have the right to negotiate a partial payment plan when your service is threatened by disconnection for non-payment.
- You have the right to participate in equal, budget payment plans for your natural gas and electric service.
- You have the right to maintain your utility service for up to thirty (30) days upon presentation of a medical certificate issued by a health official.
- You have the right to prompt (within 24 hours) restoration of your service when the cause for discontinuance of the service has been corrected.
- If you have not been disconnected, you have the right to maintain your natural gas and electric service for up to thirty (30) days if you present a Certificate of Need issued by the Kentucky Cabinet for Human Resources between November and the end of March.
- If you have been disconnected due to nonpayment, you have the right to have your natural gas or electric service reconnected between the months of November through March provided you:
  1. Present a Certificate of Need issued by the Kentucky Cabinet for Human Resources, and
  2. Pay one third (1/3) of your outstanding bill (\$200 maximum), and
  3. Accept referral to the Human Resources' Weatherization Program, and
  4. Agree to a repayment schedule that will cause your bill to become current by October 15.
- You have the right to contact the Public Service Commission regarding any dispute that you have been unable to resolve with your utility (Call Toll Free 1-800-772-4636).



JUL 30 1993

BY: Charles H. [Signature]  
PUBLIC SERVICE COMMISSION MANAGER