

PSC KY. NO. 6

CANCELLING PSC KY. NO. 5

HYDEN-LESLIE COUNTY WATER DISTRICT

OF

356 WENDOVER ROAD

HYDEN, KENTUCKY 41749

RATES – CHARGES – RULES - REGULATIONS

FOR FURNISHING

WATER SERVICE

AT

LESLIE COUNTY, KENTUCKY

FILED WITH THE

PUBLIC SERVICE COMMISSION OF KENTUCKY

DATE OF ISSUE February 4, 2021
MONTH / DATE / YEAR

DATE EFFECTIVE November 6, 2020
MONTH / DATE / YEAR

ISSUED BY /s/Kevin Cook
SIGNATURE OF OFFICER

TITLE Chairman

AREA Clay, Leslie, Perry Counties, Ky

PSC KY NO. 6

Original SHEET NO. 1

Hyden-Leslie County Water District

CANCELLING PSC KY NO. _____

_____ SHEET NO. _____

RATES AND CHARGES

Monthly Rates

Phase 1 Rates (effective until and including November 5, 2021)

First 2,000 gallons	\$ 23.44 Minimum Bill
Next 3,000 gallons	0.00982 Per gallon
Next 20,000 gallons	0.00860 Per gallon
Next 75,000 gallons	0.00738 Per gallon
Over 100,000 gallons	0.00617 Per gallon
Water Loss Reduction Surcharge	\$1.53

Phase 2 Rates (effective on and after November 6, 2021)

First 2,000 gallons	\$ 29.78 Minimum Bill
Next 3,000 gallons	0.01248 Per gallon
Next 20,000 gallons	0.01093 Per gallon
Next 75,000 gallons	0.00938 Per gallon
Over 100,000 gallons	0.00784 Per gallon
Water Loss Reduction Surcharge	\$1.53

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TITLE Chairman

BY AUTHORITY OF ORDER OF THE PUBLIC SERVICE
COMMISSION IN CASE NO. 2020-00141 DATED November 6, 2010

AREA Clay, Leslie, Perry Counties, Ky

PSC KY NO. 6

Original SHEET NO. 1.1

Hyden-Leslie County Water District

CANCELLING PSC KY NO. _____

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RATES AND CHARGES

Non-Recurring Charges

Connection/Turn-On Charge	\$10.44
Reconnection Charge	\$10.44
Reconnection Charge (After Hours)*	\$53.62
Service Call/Investigation	\$10.44
Service Call/Investigation (After Hours)*	\$53.62
Meter Test Request	\$20.44
Damage to Meter Setting or Lid	Actual Cost
Meter Relocate	Actual Cost
Meter Connection/Tap-On Charge (5/8-Inch x 3/4-Inch Meter)	\$1,000.00
Meter Connection/Tap-On Charge (All Larger Meters)	Actual Cost*
Deposit	\$74.00

* Regular working hours for the utility's maintenance staff is 8:00 a.m. to 4:30 p.m., Monday through Friday, excluding holidays. Upon customer request, and subject to availability of maintenance staff, services may be performed outside regular working hours at the after-hours rate.

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AREA Clay, Leslie, Perry Counties, Ky

PSC KY NO. 6

Original SHEET NO. 1.2

Hyden-Leslie County Water District

CANCELLING PSC KY NO. _____

_____ SHEET NO. _____

RATES AND CHARGES

Water Loss Reduction Surcharge

Water Loss Reduction Surcharge

\$1.53 Monthly Per Bill

Effective for bills issued in December 2020 and each month thereafter until November 2024, or until \$263,124 is collected, whichever occurs first, the Water Loss Reduction Surcharge will be collected subject to the following conditions:

1. All surcharge proceeds will be retained in a separate, interest-bearing account.
2. The use of surcharge proceeds for a specific water loss reduction activity requires prior Commission approval. No surcharge proceeds may be expended without such approval.
3. Beginning for the month of January 2021 and each month thereafter until Hyden-Leslie County Water District ("the District") ceases collection of the surcharge and all surcharge proceeds have been expended, the District must file with the Commission an activity report, which includes a statement of monthly surcharge billings and collections; a monthly surcharge bank statement; a list of each payment from the account, its payee and a description of its purpose; and invoices supporting each payment, no later than the 15th day of the following month.
4. Beginning for the month of January 2021 and then each month thereafter until the District ceases collection of the surcharge and all surcharge proceeds have been expended, the District must file with the Commission a water loss report for the month no later than the 15th day of the following month.

Failure to comply with these conditions will result in termination of the Water Loss Reduction Surcharge and refund of all unexpended surcharge proceeds

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AREA Clay, Leslie, Perry Counties, Ky

PSC KY NO. 6

Original SHEET NO. 2

Hyden-Leslie County Water District

CANCELLING PSC KY NO. _____

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RULES AND REGULATIONS

1. DEFINITIONS

a. "Commercial sales" means sales to private schools, colleges, hospitals, churches and other private educational, cultural, social or religious organizations, business or manufacturing establishments if the water is not used principally in manufacturing or processing functions.

b. "Commission" means Kentucky Public Service Commission.

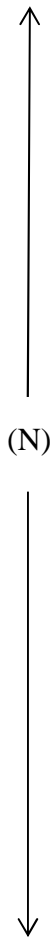
c. "Customer" shall mean any person, firm, corporation, entity or municipality supplied with water service by Hyden-Leslie County Water District pursuant to these Rules and Regulations.

d. "District" means Hyden-Leslie County Water District acting through its officers, managers, or other duly authorized employees or agents.

e. "Fire department" means a firefighting organization operated and controlled by any city, county, urban-county, charter county, fire protection district, or volunteer fire protection district.

f. "Industrial sales" means sales to manufacturing or processing establishments if the water is used principally in manufacturing or processing function.

g. "Residential sales" means sales to single premise residences, to multiple premises residences where each premise is served through a single Meter, or premises served through a single Meter with multiple owners if the usage is primary for residential purposes.



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AREA Clay, Leslie, Perry Counties, Ky

PSC KY NO. 6

Original SHEET NO. 3

Hyden-Leslie County Water District

CANCELLING PSC KY NO. _____

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RULES AND REGULATIONS

2. RULES AND REGULATIONS GOVERNING RENDERING OF SERVICE

These Rules and Regulations, and any subsequent amendments or revisions, govern the District's provision of water service to all customers.

3. REQUESTS FOR WATER SERVICE

a. Each applicant for water service must execute a contract for water service for each Premises for which the applicant seeks water service. The information provided in the contract shall be true, accurate and current. The applicant is responsible for advising the District of any changes in the information. False, misleading, or inaccurate information in the contract is grounds for discontinuance of water service.

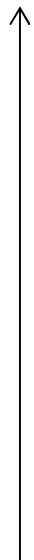
b. Any change in the identity of the Customer at a Premises requires a new contract for water service. The District may, after reasonable notice, discontinue water service until a new contract for service has been executed.

c. A Customer contracting for water service with the District, is responsible for payment of all water service furnished to the Premises until such time as the Customer properly notifies the District to discontinue the service for his/her account at the Premises.

d. No Customer receiving water service from the District shall use water for any purpose other than that for which he/she shall have requested service and the District has approved.

e. No customer may resell water except as permitted by these Rules and Regulations.

f. The District may refuse service to a Customer with an outstanding, unpaid balance due until the Customer pays the balance due.



(N)



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Hyden-Leslie County Water District

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RULES AND REGULATIONS

4. TERMS AND CONDITIONS OF BILLING AND PAYMENT

a. Bills for water service by Meter will be rendered monthly with ending dates as the District determines.

b. All bills for water and service are due and payable when rendered and are considered delinquent if not paid in accordance with this Tariff and the Commission's regulations. Failure to pay will render the Customer subject to disconnection and subject to payment of reconnection fee in Tariff. If any bill for water service is not paid in accordance with this Tariff, the District may discontinue service in accordance with these Rules and Regulations.

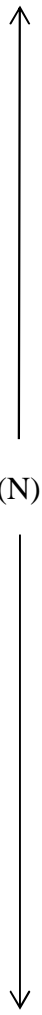
c. Customers are responsible for furnishing the District with their correct billing addresses (e-mail or postal address). Failure to receive a bill does not excuse non-payment nor permit an extension of the date when the account would be considered delinquent.

d. Bills will be sent to the billing address (e-mail or postal address) provided in the application for service unless the District is notified in writing by the Customer of a change of billing address.

e. The District is not bound by bills rendered under mistake of fact as to the quantity of service rendered.

f. If a Customer disputes a bill, the Customer's accounts shall be considered current while the dispute is pending if the customer continues to make undisputed payments and stays current on subsequent bills.

g. The use of water by the same Customer at different premises or localities will not be combined.



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Hyden-Leslie County Water District

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RULES AND REGULATIONS

h. The District maintains a night deposit box for the convenience of Customers and retrieves the deposited payments at the start of each business day. Payments deposited in the night deposit box, except for those made in response to a termination of service notice, will be considered as received on the previous business day. (N)

i. Customers may make payment by credit or debit card in person online, at the District's office, or by telephone. When paying by telephone, customers must have the current month's bill available. If payment by credit or debit card is attempted and declined, the customer's obligation to pay the billed amount on the due date remains unchanged and a late payment charge will be assessed if payment is not timely made. Credit card payments are subject to a convenience fee assessed by the card processor (not the District). Prior to processing the transaction, the customer will be informed of the fee amount. (T)

j. A customer's payment will be applied in the following order of priority: amounts owed for current billing period; unpaid balance for water service provided in prior billing periods; and fees or taxes collected for other entities. (N)

k. Meter connections serving more than one residential or commercial unit. A single bill will be issued monthly to the Customer who has executed the current Water Service Contract for the service to the meter. The Customer who executed the Water Service Contract is solely responsible for payment of all charges for service associated with the meter, including all water provided through the meter; (N)

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Hyden-Leslie County Water District

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1. Residential Customers may elect to participate in a monthly budget billing payment plan. Under such a plan, Customers pay a fixed monthly amount determined by the District based on historical or estimated usage. A Customer may enroll in such a plan at any time. The District will issue bills so as to bring each customer's account current once each 12-month period or through a series of levelized adjustments on a monthly basis if usage indicates that the account will not be current upon payment of the last monthly budget amount. If a Customer fails to pay bills as required under the plan, the District may remove the Customer from the plan, restore the customer to regular billing, and require immediate payment of any deficiency. (N) (N) (N) (N) (N) (N) (N)

5. METER BILL ADJUSTMENT

a. Whenever a meter in service is found upon periodic request or complaint test to be more than two percent (2%) fast, additional tests shall be conducted at once to determine the average error of the Meter. These tests will be conducted in accordance with the Commission's regulations then in effect.

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 the District has filed a verified complaint with the appropriate law enforcement agency alleging fraud or theft by the customer, the District will immediately determine the period during which the error has existed, and will re-compute and adjust the Customer's bill to either provide a refund to the customer or collect any under-billed amount. (T)

c. The District 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 over-billing, the Customer's account will be credited, or the over-billed amount refunded at the Customer's discretion within thirty (30) days after final meter test results. A customer will not be required to repay any under-billing over a period less than a period coextensive with the under-billing.

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Hyden-Leslie County Water District

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RULES AND REGULATIONS

d. The period of recovery for under-billing will be limited to the most recent twenty-four (24) months of under-billing, even if the under-billing occurred for a longer period, unless the underbilling is the result of Customer fraud, theft or deception.

e. If a meter has ceased to register, or a meter reading cannot be obtained, the quantity of water to be billed will be based upon an average of six months' consumption. If said meter readings are not available for an entire six-month period, the District may estimate water bill, subject to adjustment once a six-month average of actual meter readings can be calculated.

f. When a Meter is found to have an error in excess of two percent (2%) fast or slow the amount of refund or the amount to be collected by the District shall be calculated using that percentage of error as determined by the test. As the District is responsible for maintaining the accuracy of its measuring device as near to one hundred percent (100%) as is commercially practicable, the percent error shall be that difference between one hundred percent (100%) and that amount of error as indicated by the test.

6. DEPOSITS

a. A minimum deposit of \$74.00 will be assessed upon any customer requesting water service from the District. Service may be refused or disconnected if payment of the deposit is not made.

b. The utility may require a deposit in addition to the initial deposit if a Customer's classification of service changes or its usage changes substantially change in usage, except that an additional deposit will not be required of a residential customer whose payment record is satisfactory unless the customer's classification of service changes or the deposit is recalculated at the customer's request in accordance with Commission regulations.

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AREA Clay, Leslie, Perry Counties, Ky

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Hyden-Leslie County Water District

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RULES AND REGULATIONS

c. Interest on deposits. Interest will accrue on all deposits at the rate prescribed by law beginning on the date of the deposit. Interest accrued will be refunded to the Customer or to the Customer's bill on an annual basis.

d. Upon termination of service, the deposit, any principal amounts, and interest earned, and owing will be credited to the final bill with any remainder refunded to the customer.

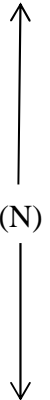
e. If a deposit is held longer than 18 months, the deposit will be recalculated at the Customer's request based on the customer's actual usage. If the deposit on account differs from the recalculated amount by more than \$10.00 for a residential customer or 10 percent for a non-residential customer, the District 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.

7. NON-RECURRING CHARGES

The District will assess a charge for the following non-recurring services:

a. A Meter Test Charge will be assessed if a customer requests the District performs a test on a Customer's meter to check for accuracy and the test shows the Customer's meter is not more than two percent (2%) fast.

b. A Reconnection Charge will be assessed to reconnect service that has been terminated for non-payment of service or for violation of these Rules and Regulations or the Commission regulations.



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Hyden-Leslie County Water District

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RULES AND REGULATIONS

c. A Service Call/Investigation Charge will be assessed when a Customer requests the presence of District’s personnel to investigate a service problem and the problem is a result of the Customer’s own plumbing facilities, beyond the District’s delivery point, or not caused by failure of utility facilities. Any maintenance and repair of facilities beyond the District’s delivery point is the responsibility of the Customer.

d. A Customer who maliciously, willfully, or negligently breaks, damages, destroys, uncovers, defaces, or tampers with any structure, appurtenance, or equipment which is part of the District’s water works, shall be subject to disconnection of water service and shall pay the cost of repairing or replacing the a structure, appurtenance.

e. A Meter Connection Charge will be assessed for initial installation and connection of water service on the Customer’s property.

f. A customer or other authorized person who requests that a meter be relocated, changed, modified or re-set a meter that has been removed at the customer’s request will be assessed the District’s cost to perform such relocation, modification or re-setting.

8. CUSTOMER COMPLAINTS

A Customer may submit a complaint with the District in person, by telephone, mail or e-mail. The District will address all complaints in accordance the Commission’s regulations.

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AREA Clay, Leslie, Perry Counties, Ky

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Hyden-Leslie County Water District

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RULES AND REGULATIONS

9. DISCONTINUANCE AND RECONNECTION OF SERVICE

a. Discontinuance of Water Service

(1) A Customer requesting discontinuance of water service or transfer of service to another location shall provide the District with three business days' notice. Unless the contract for water service provides otherwise, the Customer will not be responsible for charges for service beyond the three (3) day notice period if the Customer provides reasonable access to the meter during the notice period. If the Customer requests discontinuance of service by telephone and a dispute arises regarding the request, he or she bears the burden of demonstrating that the request was made.

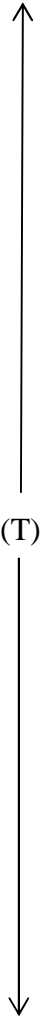
(2) The District may discontinue a Customer's service for non-payment of bills upon providing the Customer with at least five (5) days written notice delivered by mail or personally delivered to him/her or a member of his/her household, However, no service will be discontinued until twenty (20) days after the mailing date of the original bill.

(3) Service rendered under any application, contract or agreement may be discontinued without notice for the following reasons:

(a) Fraudulent use of water;

(b) Interfering or tampering by the Customer, or others with the knowledge of the Customer, with any Meter, connection, service pipe, curb stop, seal or any other appliance of the District controlling or regulating the Customer's water supply;

(c) Existence on the Customer's Premises of a dangerous condition relating to water service that could subject a person to imminent harm or result in substantial damage to the property of the District's or others;



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AREA Clay, Leslie, Perry Counties, Ky

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RULES AND REGULATIONS

(d) Willful or indifferent waste of water due to any cause which adversely affects either water service to other Customers or the District's utility operations;

(e) Unauthorized use by illegal use or theft;

(f) Misrepresentation in the Water Service Contract;

(g) Resale of water without the District's approval; or

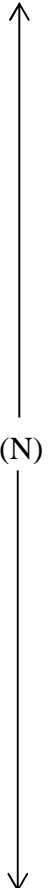
(h) Connections, cross-connections, or permitting the same of any separate water supply to the Customer's premises

(4) Upon ten (10) days advance notice in writing of the reasons for the proposed discontinuance and the corrective action required to avoid discontinuance and the Customer's failure to take such action, the District may discontinue service for the following reasons:

(a) Non-compliance with these Rules and Regulations or the Commission's regulations;

(b) Non-compliance with state, local or other codes; or

(c) For failure to provide the District's employees free and reasonable access to the Premises or for obstructing the way of ingress to the Meter or other appliance of the District controlling or regulating the Customer's water supply;



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Hyden-Leslie County Water District

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RULES AND REGULATIONS

- (5) If prior to discontinuance, a residential customer presents to the District a written certificate, signed by a physician, registered nurse or public health officer, that such discontinuance will aggravate an existing illness or infirmity on the affected premises, the District shall not discontinued service before thirty (30) days after the original termination date.
- (6) In cases where water is provided to multiple units through a single meter, the person making application shall be responsible for all water bills and other legitimate charges. Any violation of these Rules and Regulations with reference to any of the units, shall be deemed a violation as to all, and the District may enforce compliance with these Rules by shutting off the entire service.
- (7) Discontinuing the supply of water to a Premises for any such reason shall not prevent the District from pursuing any lawful remedy by action at law or otherwise for the collection of moneys due from the Customer.
- (8) The District will negotiate reasonable partial payment plans at the request of residential customers who have received a termination notice for non-payment of bills but is not obligated to do so for Customers who are delinquent under an existing partial payment plan. Plans that extend for a period longer than thirty (30) days will be in writing. The District may discontinue Customer's service without additional notice if the customer fails to meet his or her obligations under a partial payment plan.



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b. Renewal of Water Service After Discontinuance

(1) When water service to a Premises has been terminated for any reason other than temporary vacancy, it will be restored only after the conditions, circumstances or practices which caused its discontinuance are corrected to the District's satisfaction and upon payment of all charges due and payable by the Customer in accordance with these Rules. The District shall reconnect existing service within twenty-four (24) hours or close of the next business day, whichever is later, after correction of the practice or condition giving rise to the discontinuance of service and payment of all charges due and payable.

(2) No Customer whose service has been turned off shall turn on service, or have same done by anyone other than the District.

c. Reconnection Charge. When water service to a Premises is discontinued because of a violation of these Rules or failure to pay any bill, the District will assess a charge to cover the expense of disconnecting service. This charge, together with any unpaid fees or charges for service must be paid before water service is reconnected.

d. Imputed Liability of Adults Residing with Customer. Applicant/Customer and all members of Applicant/Customer's family who are 18 years or older, reside at the Applicant/Customer's premises, and directly benefit from the provision of water service to that premise are jointly and severally liable for payment of services rendered to that location while they reside there. Should a delinquency in payment for water service to the premises occur, each member of the household who is 18 years or older when the water service was rendered is responsible for the delinquency and is indebted to the District for the delinquency. The District may deny any application or request for water service from those persons until such indebtedness is paid.



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RULES AND REGULATIONS

10. METERS

- a. Water will be sold by Meter measurement only. (N)
- b. All Meters, except detector devices and/or fire service line Meters, will be installed, maintained and replaced by; and at the expense of the District, but in case of damage to such Meters by reason of any act, neglect or omission on the Customer's part the Customer shall pay to the District the cost of the meter's repair upon presentation of a bill for such costs. (T)
(T)
(T)
(T)
- c. The District reserves the right to determine the kind and size of Meter that shall be placed on any service pipe, and such Meters will be furnished, installed and removed by the District alone, and shall remain its property. (N)
(N)
(N)
- d. Each Premise shall be supplied through an independent Meter setting unless the District otherwise authorizes. (N)
(N)
- e. All Meters are accurately tested before installation and are also periodically tested in accordance with the Commission's regulations. The District may at any time remove any Meter for periodic tests or for repairs or replacement and may, at its option and expense, test any Meter when the District has reason to believe that it is registering inaccurately. (N)
(N)
(N)
(N)
- f. The District shall test any Meter upon a Customer's written request if the request is not made more frequently than once each twelve (12) months. The Customer shall be given the opportunity to be present at the requested test. The Customer will be charged a fee of \$20.44 if the said Meter be found less than two percent incorrect to the prejudice of the Customer. (T)
(T)
(T)
(T)

DATE OF ISSUE February 4, 2021
MONTH / DATE / YEAR

DATE EFFECTIVE March 6, 2021
MONTH / DATE / YEAR

ISSUED BY /s/Kevin Cook
SIGNATURE OF OFFICER

TITLE Chairman

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

AREA Clay, Leslie, Perry Counties, Ky

PSC KY NO. 6

Original SHEET NO. 15

Hyden-Leslie County Water District

CANCELLING PSC KY NO. _____

_____ SHEET NO. _____

RULES AND REGULATIONS

g. The District reserves the right to put seals on any water Meter, or on couplings in and for any premises, and may shut off the supply if such seals are found broken or removed. (N)

h. Once any Meter has been placed, a Customer may request a change in the meter's location. The District will relocate the Meter at the Customer's expense if the location is acceptable. (N)

i. Meters may be located either in an outdoor Meter box or vault, at the option of the Company. The location of the Meter must be acceptable to the Company and allow for the Meter to be easily examined, tested, repaired, read, removed or replaced. The Meter box or vault shall be located in a convenient and readily accessible location acceptable to the Company. The Meter box or vault must be constructed to protect the Meter from freezing and damage by vehicular traffic, and its location and design shall prevent, as far as possible, the inflow of surface water. After a Meter is installed by the Company, a Customer shall not tamper with, alter, repair or remove the Meter or allow anyone other than the Company to do so. Any plumbing, piping, grading or structural modification which could result in the relocation of the Meter or impact accessibility must first be approved by the Company. (N)

11. SERVICE LINES

a. The District will furnish and install for the purpose of connecting its distribution system to the Customer's premises that portion of the service connection from its main to and including the meter and meter box. (T)

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AREA Clay, Leslie, Perry Counties, Ky

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Hyden-Leslie County Water District

CANCELLING PSC KY NO. _____

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RULES AND REGULATIONS

b. In areas where the District's distribution system follows well-defined streets and roads, the Customer's point of service will be located at that point on or near the street right-of-way or property line most accessible to the utility 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 property line as practicable. Prior to installation of the meter, the District will consult with the Customer as to the most practical location.

c. All service lines must be laid at a sufficient depth (a minimum of 24 inches) to prevent freezing during the coldest weather normally experienced except where services are not intended for use during freezing weather and are actually drained during such periods.

d. Customer must present evidence of a plumbing permit from the appropriate regulatory agency before service will be established.

e. The Applicant/Customer must furnish and lay the necessary pipe to make the connection from the point of service 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, one-way check valve, and pressure reducing valve, installed on his/her property beginning at the outlet side of the water meter. The service line must be kept in good repair and in accordance with the Rules.

f. The installation and maintenance of the water service line must be in accordance with the regulations of the Kentucky Department for Public Health.



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g. Cross-Connections. No cross-connection will be permitted unless an acceptable form of protection against contamination by backflow into the water distribution system is provided by a testable backflow prevention assembly. Acceptable forms of protection must comply with all applicable state and local requirements and approved by the District. The required protective device or system shall be provided, installed and maintained by the Customer in good working condition, at the Customer's expense, and shall be subject to the District's testing and approval before being placed in service, and at such times thereafter as the District deems necessary. Any cross-connection existing which is in violation of these Rules shall be immediately removed or corrected.

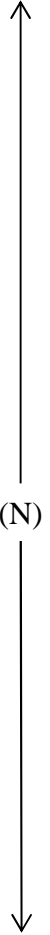
h. No connection shall be made to a premise that has or uses a well that has or is being until District personnel have inspected and verified the well's disconnection and separation.

i. No service line installation shall use galvanized pipe or fittings.

j. No meter shall be located on a Customer's service line at a point that does not deliver a minimum pressure of 30 pounds per square inch at the meter point.

k. If the applicant/Customer's point of usage is at a higher elevation than the meter, the customer should consult with a reputable engineering firm to properly size the service line from the meter to the point of usage.

l. Subject to the District's approval, an applicant/Customer may install an individual pressure booster system. The District reserves the right to require discontinuance and disconnection should the private booster system have a detrimental effect on the District's system.



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Hyden-Leslie County Water District

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m. Piping on the premises of the applicant/Customer must be installed to ensure that connections are conveniently located with respect to the District's lines and mains. Applicant/Customer must provide a place for metering that is always unobstructed and accessible

n. The District may require the Applicant/Customer at his/her own expense, to install a back-flow preventer and pressure regulator.

o. All meters will be installed, renewed, and maintained at the District's expense. The District reserves the right to approve the size and type of meter used.

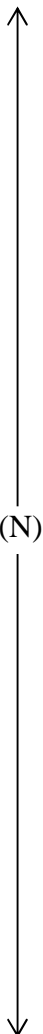
p. All taps and connections to the District's mains must be made by or under the direction and supervision of District personnel and will incur a meter connection/tap-on charge.

q. Any customer having boilers and/or pressure vessels that receive water from the utility must have a check valve on the water supply line and a vacuum valve on the steam line in order to prevent a collapse were the water supply from the utility to be interrupted or discontinued.

r. Any customer desiring nonstandard service shall pay the cost of any special installation necessary to meet his particular requirements for the service other than standard water taps. This includes fire hydrants, check valves, pressure reducing valves when customer requests pressure less than 100 psi, and surge relief valves.

12. FIRE PROTECTION

a. Fire hydrants installed prior to June 7, 1992, that do not meet the requirements set out in 807 KAR 5066, Section 10(2)(b), shall not be used for firefighting purposes. However, fire departments may access and withdraw water from flush hydrants to fill the tanks on a fire engine for firefighting or fire protection training purposes.



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BY AUTHORITY OF ORDER OF THE PUBLIC SERVICE
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AREA Clay, Leslie, Perry Counties, Ky

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Hyden-Leslie County Water District

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b. Unless otherwise permitted by the District, fire hydrants meeting the requirements of 807 KAR 5066, Section 10(2)(b) shall only be used for firefighting and fire training purposes, shall be used only by fire departments, and shall not be used by others to secure water for any purpose other than firefighting and fire protection training. The use of a fire hydrant by anyone other than properly authorized fire department personnel for firefighting or fire protection training shall be considered a "theft of service" and may be prosecuted in accordance with the laws of the Commonwealth of Kentucky. Unauthorized users shall be assessed an investigation charge, the cost of any damages to the District's property, and the full cost of any water withdrawn.

c. The District will furnish water a fire department to fight a fire from a fire hydrant connected directly to its water main at each fire location for a period not to exceed a total of four (4) hours of usage. If more than four (4) hours of usage occurs in fighting a fire, the owner of the property on which the fire occurs may be billed for all water usage in excess of the four hours.

d. Except as noted paragraph d above, a fire department may withdraw water from the District' water distribution system to fight a fire or train firefighters at no charge provided it maintains an estimate of the amount of water used for such purposes during each calendar month and reports the amount of this usage to the District in writing no later than the tenth day of the following calendar month. Negative reports of water usage are required. In lieu of a written report, a report may be submitted telephonically or by electronic mail. In such cases, the District will maintain a written record of the report.

e. A fire department that fails to submit the required report in a timely manner shall be assessed the cost of water withdrawn from the District's system. A non-reporting fire department shall be presumed to use 0.3 percent of the District's total water sales for the calendar month in which it fails to submit a report. A non-reporting fire department may present evidence of its actual usage to rebut the presumption and the District shall adjust the presumed usage accordingly. In addition, a fire department that fails to submit the required monthly report in a timely manner shall be assess a penalty of \$50.00 for each failure.



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f. A non-reporting fire department shall be billed for its water usage for firefighting or fire training purposes at the District's lowest usage rate block.

g. The District may install fire hydrants for private fire protection purposes. The location, installation, and responsibility for the maintenance of such facilities shall be subject to negotiation between the District and the Applicant/Customer.

13. MONITORING OF CUSTOMER USAGE

At least once annually, the District will monitor each Customer's usage as follows:

a. The customer's annual usage for the most recent 12-month period will be compared with the annual usage for the 12 months immediately preceding that period.

b. If the annual usage for the two periods are substantially the same or if any difference is known to be attributed to unique circumstances, such as unusual weather conditions, common to all customers, no further review will be done.

c. If the annual usages differ by 100 percent or more and cannot be attributed to a readily identified common cause, the District will compare the Customer's monthly usage records for the 12-month period with the monthly usage for the same months of the preceding year. (T)

d. If the cause for the usage deviation cannot be determined from analysis of the Customer's meter reading and billing records, the District will contact the Customer by telephone or in writing to determine whether, there have been changes such as different number. of household members or work staff, additional or different appliances, changes in business volume, or known leaks in the customer's service line.

e. Where the deviation is not otherwise explained, the District will test the Customer's meter to determine whether it shows an average error greater than 2 percent fast or slow.

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f. The District will notify the Customer of the investigation, its findings, and any refunds or back billing in accordance with the Commission’s regulations.

g. In addition to the annual monitoring, the District will immediately investigate usage deviations brought to its attention as a result of its on-going meter reading or billing processes or customer inquiry.

14. RIGHTS AND RESPONSIBILITIES

a. Customers Requiring Uninterrupted Supply

(1) The District will endeavor to give reasonable service but does not guarantee a sufficient or consistent pressure or an absolutely uninterrupted supply of water, and Customers are cautioned to provide sufficient storage of water where an absolutely uninterrupted supply must be assured, such as for steam boilers, domestic hot water systems, gas engines, etc.

(2) The District is not responsible for accidents or damages to fixtures or devices that take a supply of water directly from the service pipes and depend upon the hydraulic pressure of the District’s pipe system for supplying water under working pressure.

b. Interruptions in Water Supply

(1) The District reserves the right at any time to shut off the water in the Mains without notice in case of accident or emergency, or for the purpose of making connections, extensions, improvements, alterations, repairs, changes, or for other proper business reasons, and may restrict the use of water to reserve a sufficient supply in its reservoirs for fire protection or other emergencies whenever the public welfare may so require in accordance with Commission Rules. Notwithstanding any other provision in these Rules or any contract or agreement between the District and any Customer, when, in the District’s judgment, sufficient supplies of water are not available to the District, for any reason, to meet all existing and reasonably anticipated demands for service or to preserve and replenish its storage in amounts sufficient to provide fire



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protection on its system, the District shall have the right to restrict, limit, curtail or interrupt water service to or water usage by any Customer or Customers.

(2) The temporary shutting off of water from any Premises for any cause, whether non-payment of bills, leaking pipes, fixtures, etc. shall not cancel a contract for water supply service except at the option of the Company or upon notice from the Customer.

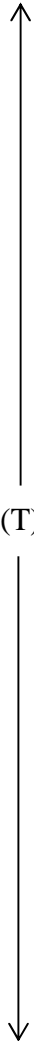
c. District's Liability

(1) The District is not liable or responsible to any person or persons for any loss or damage from any excess or deficiency in the pressure, volume, or supply of water, due to any cause whatsoever. The District will use reasonable care and diligence to prevent interruptions and fluctuations in the service but does not guarantee that such will not occur.

(2) The District will make every effort to maintain a pressure on its distribution system that is required for reasonable service and is compliant with federal and state requirements but does not guarantee to furnish at all times any given quantity of water at any given pressure for fire uses or for general purposes.

(3) The District is not responsible for accidents or damages to boilers, hot water tanks, etc., resulting from the discontinuance of service, nor by reason of the breaking of any main, water pipe, fixture or appliance whether owned by the District or Customer. No person shall be entitled to damages or have any portion of a payment refunded for any interruption of service. The District will exercise every care in this matter. In the event of the necessity of turning off water, every reasonable effort will be made to notify the Customer.

(4) The District is not an insurer of property or persons and does not undertake to extinguish fire or to protect any persons or property against loss or damage by fire, or otherwise. It agrees to furnish such supply of water as is available. It shall be free and exempt from any



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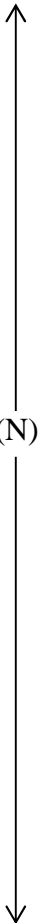
claims for damages on account of any injury to property or persons by reason of fire, water, failure to supply water or pressure, or for any other cause whatsoever.

d. No person shall turn the water on or off at any street valve, District stop, curb stop or other street connection, or at meter setting or meter vault, or disconnect, remove or bypass any meter without the District's consent. The District has the right to prosecute for any damage resulting from any unauthorized tampering with District property.

e. No electric wires shall be grounded on the District's mains or on any District Service Lines or pipes or fixtures of any kind which have a metallic connection with the District's mains. The District retains the right to prosecute for any damage resulting violation of this Rule. Water furnished to any Customer, except if sold to a water utility for resale, is for the Customer's use only and such water shall not be resold by the Customer to any other person, firm, or corporation on the customer's premises or for use on any other premise. A Customer may allocate the amount billed to the customer to any other person, firm, or corporation provided the sum of such allocations does not exceed the total amount billed.

f. A Customer shall grant or convey, or shall cause to be granted or conveyed, to the District a perpetual easement and right of way across any property that he or she owns or controls wherever said easement or right of way is necessary for the District's water facilities and lines necessary to furnish services to the Customer.

g. Customer shall notify the District immediately should his or her service be unsatisfactory for any reason or should he or she discover any defects, problems, trouble, or accidents affecting the District's water system.



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Hyden-Leslie County Water District

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15. WATER MAIN EXTENSIONS

Upon request of applicant(s) for a water main extension, the District shall determine the total length and cost of the proposed extension (exclusive of meter connections). Applicants shall deposit with the District the total cost of the extension less the cost of fifty (50) feet of the extension for each applicant for service. Unless the applicants otherwise agreed in writing, each applicant shall deposit an equal portion of the required amount. The deposit shall not relieve an applicant from his or her obligation to pay a connection/tap-on fee for a meter connection to the extension. For a period of ten (10) years following completion of the water main extension, the District shall annually refund to the applicants collectively an amount equal to the cost of fifty (50) feet of the extension for each additional customer who directly connected to the water main extension service during the year. The total amount refunded shall not exceed the amount deposited with the District. At the end of the ten-year period, any portion of deposited funds that have not been refunded shall become the District's property. Applicants making deposits shall be responsible for maintain a current address on file with the District to ensure prompt and correct payment of any refund. Applicants must contract to use the water service for a minimum of one (1) year.



16. LEAK ADJUSTMENTS

- a. A rate equal to the lowest block rate for residential customers will be applied to all water usage resulting from a leak in a residential customer's service line between the meter and the premises.
- b. Leak adjustments will be granted to residential customers only.
- c. A request for leak adjustment must be in writing on a Leak Adjustment Request Form and made prior to the payment of the bill for which the adjustment is sought.
- d. Customer must provide a plumber's statement or list of materials showing that the leak has been repaired. Plastic pipe for repair of underground water service lines must be certified

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to withstand a working pressure of 200 pounds per square inch or greater and be CTS pipe. The use of radiator clamps, King Nipples or equivalent will not be accepted.

e. After verification of repairs by the District, the water usage resulting from the leak will be determined by comparing the Customer's usage during the leak billing period to his or her average usage for the past twelve (12) billing periods. Water usage in excess of the average customer usage will be billed at lowest block rate for residential customers. If a customer applying for a leak adjustment has not been a customer of the District for 12 consecutive months, the average residential usage will be used to determine the amount of the adjustment.

f. An adjustment may cover a maximum of two billing periods.

g. A customer may apply and receive a leak adjustment only once during a 24-month period.

h. Customer remains responsible for the full amount of bill pending review of his or her request and his or service will be discontinued for non-payment if not paid in full. If service is discontinued, the full amount plus a reconnection fee must be paid before service will be restored and any adjustment made, will be credited to the account.



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17. BILL FORMAT

Hyden-Leslie Co. Water District
PO Box 906
Hyden, Kentucky 41749
672-2791

TYPE OF SERVICE	METER READING		USED	CHARGES
	PRESENT	PREVIOUS		
Water	51200	49500	1,700	20.24
School Tax				0.61
Past Due				117.57

RTS

FIRST-CLASS MAIL
U.S. POSTAGE PAID
HYDEN KY PERMIT NO. 3

A 10% Penalty will be added to past due accounts.

CUSTOMER		DUE DATE
ROUTE	ACCOUNT	
14	3913	11/1/20
NET AMOUNT TO BE PAID		
138.42		


MAIL THIS STUB WITH YOUR PAYMENT

Service From 8/28/2020 TO 9/28/2020 ACCOUNT [REDACTED] 10/5/20 [REDACTED]

METER READ MONTH	METER READ DAY	CLASS	NET AMOUNT TO BE PAID
9	28	1	138.42

Stinnett KY 40868

UTF



18. FORMS

- a. Water Contract
- b. Payment Plan Agreement

(N)
(N)
(N)

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- c. Leak Adjustment Request Form (N)
- d. Request to Turn-On Service (N)

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TITLE Chairman

BY AUTHORITY OF ORDER OF THE PUBLIC SERVICE
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WATER CONTRACT



**WATER USER AGREEMENT
(NEW SERVICE INSTALLATION)**

This Agreement entered into between _____ (“User”),
(User’s Name)

whose mailing address is _____, and Hyden-Leslie
County Water District, Hyden, Kentucky, hereinafter called “the District”.

Whereas, the User desires to purchase water from the District and the District’s Rules and Regulations require an applicant for initial service to execute a Water User Agreement;

Now therefore, in consideration of the mutual covenants, promises and agreements herein contained, it is hereby understood and agreed by the parties to this Agreement as follows:

The District shall furnish, subject to the limitations set out in its bylaws, rules and regulations now in force or as hereafter amended, such quantity of water as the User may desire in connection with the property to be served by this Agreement. The property to be served is a _____ located at _____
(Structure Type)

(Physical Address)

The User shall install and maintain at the User’s expense a service line that shall begin at the meter setting and extend to the dwelling or place of use. The service line must be laid at a sufficient depth (a minimum of 24 inches) to prevent freezing during the coldest weather normally experienced. The User shall install a shut-off valve, one-way check valve, and pressure reducing valve on the outlet side of the meter.

The District will determine the location of the water meter on the property. The District shall purchase and install a cutoff valve and water meter. The District shall have exclusive right to use such cutoff and water meter.

The User shall connect the user’s service line to the water distribution system and shall commence to use water from the system on the date the water is available. Water charges to the User will commence on the date service is made available by the District, regardless of whether the User is connected to the system.

The User agrees to pay a meter connection/tap-on fee to the District. Pursuant to the Rules and Regulations of the District, the User is also required to place a water use deposit with the District. If the water system is constructed, but the property covered by this Agreement is not reached by the District’s water line the connection fee and deposit if applicable, will be fully refunded to the User.

The District does not guarantee water service will be made available to the User.

The User agrees to comply with and be bound by the District’s Bylaws, Tariff and Rules and Regulations, now in force or as hereafter duly and legally implemented, amended or changed. The User agrees to pay for water at such rates, time and place as shall be determined by the District and agrees to the imposition of such penalties for noncompliance as are now set out in the District’s Tariff, Rules and Regulations, or which have been or hereafter is adopted by the District.

The District shall determine the allocation of water to the User in the event of a water shortage and may shut off water to the User if the User allows a connection or extension to be made of the User's service line for the purpose of supplying water to another party. In the event the total water supply shall be insufficient to meet all of the User's needs, or in the event there is a shortage of water, the District may prorate the water available among the various Users on such basis as is deemed equitable by the governing body. If at any time the total water supply shall be insufficient to meet all the Users, the District must first satisfy all of the needs of all Users for domestic purposes before supplying any water for livestock purposes and/or before supplying any water for garden purposes.

The User agrees that no present or future source of water will be connected to any water lines served by the District's water lines and will disconnect from the User's present water supply prior to connecting to and switching to the District's system and shall eliminate present or future cross-connections in the User's system.

The failure of the User to pay water charges only imposed shall result in the automatic imposition of the following penalties:

1. Nonpayment within thirty days from the due date will result in the water being shut off from the User's property.
2. In the event it becomes necessary for the District to shut off the water from the User's property, a fee of \$10.44 will be charged for a reconnection of service.

It is understood and agreed that the District reserves the right to determine the size of service connection to be used to supply water to the User. A 5/8-inch by 3/4-inch meter will be used unless a larger meter is requested by the User. A separate meter must be installed for each residence.

The User agrees to grant the District, its successors and assigns, a perpetual easement in, over, under and upon land owned by the User, with the right to erect, construct, install and lay, and thereafter use, inspect, repair, maintain, replace, and remove water pipelines and appurtenant facilities, together with the right to utilize lands belonging to the User for the purpose of ingress to and egress from the said lands.

In witness whereof, we have executed this Agreement this _____ day of _____, 20_____.

WITNESS: _____
(Water User)

ATTEST: _____
(Water User's Spouse)

(User's Phone Number)

HYDEN-LESLIE COUNTY WATER DISTRICT

By: _____

Title: _____

Office Use Only

Date of Service Trip Fee and Receipt #: _____
Date of Tap-On-Fee and Receipt #: _____
Date of Deposit and Receipt #: _____
Date of Meter Setting: _____ / Lat. #: _____ Long. #: _____

PAYMENT PLAN AGREEMENT



Payment Agreement

Account Number: _____ Date: _____, 20____

Account Holder Name: _____

Address: _____

Phone: _____

Account Holder owes Hyden-Leslie County Water District \$_____ for water service previously provided and agree s to pay the sum of \$_____ today and to make payments as listed below on the unpaid balance as well as keep current my regular monthly charges.

Date	Amount	Date	Amount
____/____,20__	_____	____/____,20__	_____
____/____,20__	_____	____/____,20__	_____
____/____,20__	_____	____/____,20__	_____
____/____,20__	_____	____/____,20__	_____
____/____,20__	_____	____/____,20__	_____
____/____,20__	_____	____/____,20__	_____

I have been advised and fully understand that if I fail to make a scheduled payment by the specified date, Hyden-Leslie County Water district may immediately discontinue my water service and the unpaid balance will become immediately due. Once discontinued, water service will not be restored until the unpaid balance and a reconnection fee are paid.

Customer's Signature

Employee's Signature

Hyden-Leslie County Water District does not discriminate on the basis of race, color, national origin, sex, age or disability in employment or the provision of services.

LEAK ADJUSTMENT REQUEST



LEAK ADJUSTMENT REQUEST

Account Name: _____

Service Address: _____

Account Number: _____

1. Date of Repairs: _____

2. Person or Firm Making Repairs _____

3. Materials Used For Repairs: _____

_____ (Attach receipts for materials used.)

4. Attached a copy of Plumber's Statement regarding repairs if Plumber performed the repairs.

5. Leak Location: _____

a. State Distance from Meter Box _____ feet

b. State Distance from House _____ feet

c. Check all applicable items

_____ Feet from Meter Box

_____ Feet from House

_____ Inside House or Structure

_____ Toilet

_____ Outside House

_____ Underground Line

_____ Outside Faucet or Spicket

I acknowledge that the water usage resulting from the leak will be determined by comparing the Customer's usage during the leak billing period to his or her average usage for the past twelve (12) billing periods. Water usage in excess of the average customer usage will be billed at lowest block rate for residential customers. If a customer applying for a leak adjustment has not been a customer of Hyden-Leslie County Water District ("the District") for 12 consecutive months, the average residential usage will be used to determine the amount of the adjustment. If my request for an adjustment is approved, my bill for water service during the month in which the leak occurred will be equal to the sum of the cost of water for my average monthly water usage billed at the District's existing rate schedule and the cost of the water resulting from the leak billed at lowest block rate for residential customers.

I further acknowledge that until my request for an adjustment is approved, I am responsible for the amount billed for water service and my failure to pay this bill by the billing due date may result in the discontinuance of water service for non-payment. If disconnected for non-payment, I will be required to pay the full amount owed for water service plus the District's current fee for service reconnection before my water service will be restored and any adjustment is credited to my account.

I further acknowledge that I may apply and receive a leak adjustment only once during a 24-month period and that any adjustment will cover no more than two billing periods.

I acknowledge that no adjustment to my bill for water service will be made until this form, completed in its entirety, signed and dated, receipts and a plumber's statement (if applicable), are returned to the District.

I hereby verify that I have read the information given above and that all statements are true and correct, and that the excess usage in my plumbing system has now been corrected.

Name of Property Owner: _____

Property Owner's Phone Number: _____

SIGNED: _____

DATE: _____

**REQUEST TO TURN-ON
SERVICE**



**WATER USER AGREEMENT
(ALL USERS)**

I hereby make application and authorize Hyden-Leslie County Water District (“the District”) to turn on the water at the address listed below. I agree to **pay the bill for service** by the due date specified on the bill for water furnished to any address where I either have an interest in the ownership of the property, directly or indirectly, or have requested service, and I hereby agree to continue to be responsible for the same until I notify the District in writing to the contrary.

I agree to take the necessary measures to protect the meter box, meter setting and service. I agree to maintain at my own expense the service line beginning at the meter setting and extending to my dwelling or place of use. The service line will be maintained at a sufficient depth (a minimum of 24 inches) to prevent freezing during the coldest weather normally experienced. I will maintain a shut-off valve, one-way check valve, and pressure reducing valve on the outlet side of the meter. I will be responsible for damages to the District caused by me, my contractor and/or sub-contractor during any on-site construction.

I agree to abide by and comply with the District’s rules, regulations and rates as approved by the Public Service Commission of the Commonwealth of Kentucky and as changed from time to time.

If, at any time, any bill owed by me to the District, whether collectible under this Contract or otherwise, is not paid when due or payable, then the District shall have the right to discontinue the supply of water to the location.

All applicants for water service will be required to have a copy of photo identification on file and pay a security deposit as of \$74.00.

Customer Signature _____

Authorized Utility Representative Signature _____ **Date** _____

Please complete the following information

Service Address _____ Apt # _____

City/State _____ Zip Code _____

Please Circle primary use of building: Residential Commercial

Billing Name: First _____ Middle _____ Last _____

Marital Status: Single _____ Married _____ Maiden Name _____

Spouse Name First _____ Middle _____ Last _____

How many residing in the home? _____

DL# _____

Names of household members _____

Billing Address (if different from service address):

Street _____

City/State _____ Zip Code _____

Telephone number:

Home _____

Cell _____

Contact Person _____

Phone number _____

Do you own or rent this address? Own _____ Rent _____

Landlord Name _____

Phone # _____

Do you have rental agreement? Yes _____ No _____

If so, please provide a copy of rental agreement with this contract.

OFFICE USE ONLY	
RECEIPT #	_____
DEPOSIT AMOUNT	_____
CASH	CHECK# _____
C/C	MONEY ORDER _____