

**CONFIRMATION**

NORTHERN KY WATER  
PO BOX 18640  
ERLANGER KY 41018-

PO# tariff revis 2019

| <u>Account</u> | <u>AD#</u> | <u>Net Amount</u> | <u>Tax Amount</u> | <u>Total Amount</u> | <u>Payment Method</u> | <u>Payment Amount</u> | <u>Amount Due</u> |
|----------------|------------|-------------------|-------------------|---------------------|-----------------------|-----------------------|-------------------|
| CIN-198985     | 0003697817 | \$3,065.92        | \$0.00            | \$3,065.92          | Invoice               | \$0.00                | \$3,065.92        |

**Sales Rep:** jchristens

**Order Taker:** jchristens

**Order Created** 07/23/2019

| <u>Product</u>           | <u>Placement/Classification</u> | <u># Ins</u> | <u>Start Date</u> | <u>End Date</u> |
|--------------------------|---------------------------------|--------------|-------------------|-----------------|
| CIN-EN Kentucky Enquirer | CIN-Public/Legal Notices        | 3            | 07/25/2019        | 08/08/2019      |
| CIN-EN KY Cincinnati.com | CINW-Publi/Legal Notices        | 3            | 07/25/2019        | 08/08/2019      |

\* ALL TRANSACTIONS CONSIDERED PAID IN FULL UPON CLEARANCE OF FINANCIAL INSTITUTION

**NORTHERN KENTUCKY  
WATER DISTRICT  
NOTICE TO CUSTOMERS**

The public notice published on July 4, 2019 regarding the proposed Northern Kentucky Water District tariff contained an error, and has been withdrawn. It is replaced by the following public notice:

Northern Kentucky Water District provides notice of its proposed tariff revisions that will impact terms and conditions of service. The revisions and text changes contained in this notice are to be proposed by Northern Kentucky Water District to the Public Service Commission on or about July 29, 2019 to be effective on August 29, 2019. In the text below, underlined words are proposed additions to the tariff, and words with lines through them (strikeouts) indicate proposed deletions. Any text with no underlines or strikeouts indicates existing, unchanged tariff language.

Northern Kentucky Water District is proposing the following tariff revisions:

**Proposed Tariff Original  
Sheet No. 4 - Section I, para-  
graph 3:**

3. Upon approval of an Application for Water Service, whether Residential or Commercial, water service will be connected in accordance with 807 KAR 5:006 by ensuring the water is turned on at the meter which services the address listed on the application as either the "Service Location Address" or "Property Address" on the Residential or Commercial Application for Water Service, respectively. The applicant, or co-applicant, will be responsible for all charges, including, but not limited to, the fixed service charge as shown in "Section II – Retail Water Rates 3, Fixed Service Charge" for the respective meter size and interval billing period from the date water is connected and available for use, and every billing period thereafter until water service is terminated.

**Proposed Tariff Original  
Sheet No. 5 - Section I, para-  
graph 14:**

14. a. The normal billing and reading cycle for NKWD the District is a quarterly basis, except for Subdistrict accounts. If a customer wishes to change from quarterly to monthly cycle the following criteria must be met:

1. Submit a written request along with an explanation of why the billing change is needed. This will be reviewed by the District on a case-by-case basis.

2. The average quarterly consumption must be a minimum of 2000 Hundred Cubic Feet per quarter.

b. In the event a customer would like to remain on quarterly billing but obtain more frequent readings, the customer may:

1. Submit a written request along with an explanation of why the more frequent readings are needed. This will be reviewed by the District on a case-by-case basis.

2. Upgrade the meter transmitter to a version compatible with the District's meter reading software, if needed, and install any associated software that may be applicable at the time of installation. The customer will be responsible for the cost of the new transmitter unit and any additional monthly fees passed from the vendor to the District that may be associated with the more frequent readings.

**Proposed Tariff Original  
Sheet No. 6 - Section I. para-**

**graph 16:**

16. Upon customer request, the District will provide testing of the water coming into the structure because of a water quality concern with unaltered water produced by the District. The tests offered are limited to analytical methods that can be performed in-house by staff. The primary analyses offered are chlorine, Total Coliform, E. coli, and routine chemical parameters (alkalinity, aluminum, calcium, chloride, conductivity, copper, fluoride, hardness, iron, lead, manganese, pH, temperature, turbidity, sodium and sulfate). The necessary testing to investigate the concern with the unaltered, District-produced water will be determined by the District. Laboratory testing services deemed to be appropriate by District staff are provided free of charge, provided the water has not undergone additional conditioning, and has not been altered in some manner by the customer. The number of samples and type of tests performed will be determined by the District based on the possible cause of the concern. A customer will be charged if a request is made to test water that has been altered by the customer, such as a faucet treated by a whole-house filter, a filtered refrigerator tap, or after a water heater. If a customer requests analyses that are above those deemed necessary by the District, then the customer will be charged for the testing. The District will charge for samples that are part of a lead testing program within a school or daycare. The District will charge other utilities, including the District's wholesale customers, for analyzing samples collected within the other utility's or wholesale customer's system. The District will charge for tests on samples that are not from District customers, such as those collected from a cistern or private water well. The District reserves the right to waive charges under special or emergency circumstances. Water testing performed by the District's laboratory will be billed under the District's Invoice Billing Policy - see Section XII.

**Proposed Tariff Original Sheet No. 12 - Section VIII, paragraph 5:**

5. A deposit shall be required if one or more of the following conditions exist for the applicant (hereinafter referred to as "Customer"): a customer has had, on any previous or current NKWD District account, service disconnected three or more times in the preceding 12-month period, or a documented history of water service theft.

a. The customer has unpaid balance from a previous NKWD account regardless of location.

b. The customer has on any previous or current NKWD account had service disconnected for non-payment within the previous 2 years.

c. The customer has on any previous or existing NKWD account has two or more checks returned by the bank.

d. The customer has in the previous seven (7) years or during the course of their NKWD service filed for Chapter 7, 11, 12, or 13 Bankruptcy.

e. Any customer that cannot provide a satisfactory credit rating, payment history with this or another utility may be required to pay a deposit to ensure outstanding bills will be paid.

**Proposed Tariff Original Sheet No. 13 - Section VIII, paragraph 9:**

9. Any customer that has had or has two checks returned by the District's

bank for insufficient funds (or for any other reason) applicable to any previous or existing District account within a twelve-month time frame must pay charges due via another method of payment for the subsequent twelve-month period beginning with the date of the first returned check.

**Proposed Tariff Original Sheet No. 14 - Section IX, Type 1 - Underground Leaks:**

In cases where it shall be found after an investigation that a leak is underground and not subject to detection by ordinary methods, and where the customer is free from negligence in causing or failing to report the leak, the District will make an adjustment on the customer's bill for this type of leak. An underground leak is defined as a leak in the customer service line between the meter and the premises. Multi-family buildings and mobile home parks with master meters are not eligible for Type 1 adjustments.

The customer is required to submit in writing a request for this type of adjustment. The written request must include the location of the leak and the date the leak was repaired, including receipts for the repair costs.

This adjustment will be calculated on the billing period(s) that would be affected by the leak not to exceed two billing periods.

The leak will be based on the customer's average bill plus one half of the lost water due to the leak.

Accounts Customers are eligible for an underground leak adjustment of one once per year twelve-month period with a limit of three leaks total. Proof must be submitted verifying the service line has been replaced before a fourth adjustment will be approved.

**Proposed Tariff Original Sheet No. 14 - Section IX, Type 2 - Unknown Leaks Resulting in a High Consumption, paragraph 1 and Item 2.**

~~An Account~~ A customer can be eligible for a courtesy adjustment for an unknown leak and/or unknown plumbing malfunction, where it shall be found after an investigation by a District employee, and a licensed plumber, that the cause for high consumption is unknown.

2. The customer is required to submit a letter in writing requesting an adjustment for an unknown leak resulting in high consumption together with a receipt of findings by the licensed plumber. The letter should also state that the customer has done due diligence in investigating the property for any possible leaks, and has found no evidence that would cause an escalation in consumption that was recorded on the meter for the account.

**Proposed Tariff Original Sheet No. 15 - Section X, paragraph 2.**

2. In the event that an outside meter is blocked by a parked vehicle or other object, including but not limited to a car, truck, trailer or boat, the District has the right to have the object moved or towed.

The District may require the customer to pay for all costs associated with moving the object.

**Proposed Tariff Original Sheet No. 15 - Section X, paragraph 4.**

4. If a bypass pipe is installed in a building by the District in relation to an interior water meter relocation, the District shall only be responsible for maintenance, repair and/or replacement of the bypass pipe for a one-year period commencing from the date that the bypass pipe is installed. After the one-year period, any maintenance, repair, and/or

replacement costs shall be borne by the property owner of the building where the bypass pipe is located.

**Proposed Tariff Original Sheet No. 16 - Section XII, paragraph 6 :**

6. Unless otherwise specified in this tariff, invoices or bills shall become delinquent on the date indicated on the bill, which is thirty (30) days after the billing date. Once considered delinquent, a 10 percent late penalty charge will be included and shown as a separate line item on subsequent bills or invoices.

**Proposed Tariff Original Sheet No. 16 - Section XII, paragraph 7:**

7. The District reserves the right to transfer a customer's unpaid invoice to the customer's water account, if an account exists.

**Proposed Tariff Original Sheet No. 17 - Section XIII, paragraph 2:**

2. Service connections in developments requiring rock boring as a result of a developer's failure to install crossover conduits will be billed for the full cost of the installation under the Invoice Billing Policy, less the connection fee paid at the time of application. This will apply to service connections tapped to water mains installed by a developer and put into service after January 1, 2020. Upon request from a customer for an enlargement of a service connection, the cost to enlarge the service shall not exceed the cost of a new service connection installation for the applicable enlarged service size. In situations where the District is already planning to replace the customer's existing service connection through a main replacement project or through a maintenance work order, the customer may notify the District of their desire to enlarge the service connection that serves their property and will only have to pay the enlargement cost between the replacement cost the District was planning to incur and the cost necessary to enlarge the service connection.

**Proposed Tariff Original Sheet No. 17 - Section XIII, paragraph 3:**

3. If a prospective water customer requests location of a water service connection in a location that differs from the District's recommended location, and it is feasible to install the service connection in the location desired by the customer, then the District will bill the customer under the Invoice Billing Policy for the full cost of the service connection installation, less the service connection fee paid at the time of application, if the cost of the installation exceeds the service connection fee. After the tapping fee has been paid, the District shall tap the distribution main and install the service connection from the distribution main to a meter setting and point of service, which will be located behind the curb or an area determined by the District to be placed in a manner that is safe to perform maintenance on such meter setting.

**Proposed Tariff Original Sheet No. 18 - Section XIII, paragraph 8:**

8. A customer desiring a reduction, enlargement or relocation of an existing service connection shall make application at the District's office and sign a water service connection contract and pay a service connection fee or deposit based on the desired new service size. The District will bill the customer the full amount of the actual service installation under the Invoice Billing Policy, less the service connection fee or deposit amount paid, or refund the difference if the actual

cost is less than the deposit or service connection fee. In situations where the District is already planning to replace the customer's existing service connection through a main replacement project or through a maintenance work order, the customer may notify the District of their desire to reduce or enlarge the service connection that serves their property and will only have to pay any additional costs between the replacement cost the District was planning to incur and the cost necessary to reduce or enlarge the service connection.

**Proposed Tariff Original Sheet No. 32 - Section XX, paragraph 3:**

The District reserves the right to transfer a customer's unpaid fire hydrant fee or any other related fees (such as replacement/repair costs caused by damage or theft) to the customer's water account, if an account exists.

**Proposed Tariff Original Sheet No. 33 - Section XXI, paragraph 3:**

A non-reporting user's report shall be presumed to be 0.03 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 should consider this evidence and may adjust the presumed usage amount accordingly.

Any person may examine this tariff filing at Northern Kentucky Water District's offices located at 2835 Crescent Springs Road, Erlanger, Kentucky, Monday through Friday, 8:00 a.m. to 5:00 p.m., or through the District's website at <http://www.nkywater.org>. This filing may also be examined by any person at the Public Service Commission's offices located at 211 Sower Boulevard, Frankfort, Kentucky, Monday through Friday, 8:00 a.m. to 4:30 p.m., or through the Commission's website at <http://psc.ky.gov>. Comments regarding this tariff filing may be submitted to the Public Service Commission through its website or by mail to Public Service Commission, P.O. Box 615, Frankfort, Kentucky 40602.

The terms and conditions of service contained in this notice are Northern Kentucky Water District's proposed terms and conditions. The Public Service Commission may order terms and conditions of service that differ from the proposed terms and conditions contained in this notice.

Any person may submit a timely written request for intervention to the Public Service Commission, P.O. Box 615, Frankfort, Kentucky 40602, establishing the grounds for the request including the status and interest of the party. If the Public Service Commission does not receive a written request for intervention within thirty (30) days of initial publication of this notice, the Commission may take final action on Northern Kentucky Water District's tariff filing.

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