

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

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

CALDWELL COUNTY WATER DISTRICT

OF

118 WEST MARKET STREET  
PRINCETON, KENTUCKY, 42445

RATES & CHARGES  
AND  
RULES & REGULATIONS  
FOR FURNISHING  
WATER SERVICE

AT

CALDWELL COUNTY  
KENTUCKY

FILED WITH THE  
PUBLIC SERVICE COMMISSION  
OF  
KENTUCKY

DATE OF ISSUE 07/14/2011  
Month / Date / Year

DATE EFFECTIVE 09/01/2011  
Month / Date / Year

ISSUED BY JIMMY LITTLEFIELD  
(Signature of Officer)

TITLE Chairman

**KENTUCKY  
PUBLIC SERVICE COMMISSION**

**JEFF R. DEROUEN  
EXECUTIVE DIRECTOR**

TARIFF BRANCH

*Brent Kirtley*

EFFECTIVE

**9/1/2011**

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

OR Caldwell County, Kentucky  
Community Town or City

P.S.C. KY. NO. 1

Revised SHEET NO. 1

Caldwell County Water District  
(Name of Utility)

CANCELLED P.S.C. KY. NO. \_\_\_\_\_

Original SHEET NO. 1

**RATES & CHARGES**

**I. RATES AND CHARGES**

- A. Monthly Rates
- B. Deposits
- C. Meter Connection/Tap-on Charges
- D. Special Non-recurring Charges
- E. Reserved for Future Use (T)
- F. Leak Adjustment Rate

**II. RULES AND REGULATIONS**

- A. Service Information
- B. Special Rules or Requirements
- C. Billings, Meter Readings, and Related Information
- D. Deposits
- E. Special Nonrecurring Charges
- F. Customer Complaints to the Utility
- G. Bill Adjustments
- H. Status of Customer Accounts during Billing Disputes
- I. Customer Request for Termination of Service  
Customer Relations  
Refusal or Termination of Service
- L. Meter Testing  
Meter Test Records

DATE OF ISSUE August 20, 2014

Month / Date / Year

DATE EFFECTIVE August 1, 2014

Month / Date / Year

ISSUED BY JIMMY LITTLEFIELD

(Signature of Officer)

TITLE SUPERINTENDENT

AUTHORITY OF ORDER OF THE PUBLIC SERVICE COMMISSION

IN CASE NO. \_\_\_\_\_ DATED \_\_\_\_\_

<b>KENTUCKY PUBLIC SERVICE COMMISSION</b>
<b>JEFF R. DEROUEN EXECUTIVE DIRECTOR</b>
TARIFF BRANCH  <i>Brent Kirtley</i>
EFFECTIVE <b>8/1/2014</b> PURSUANT TO 807 KAR 5:011 SECTION 9 (1)

FOR Caldwell County, Kentucky  
Community, Town or City

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

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

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

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

Caldwell County Water District  
(Name of Utility)

**CONTENTS**

- N. Customer Requested Meter Tests
- O. Access to Property
- P. Location of Records
- Q. Safety Program
- R. System Inspections
- S. Reporting of Accidents, Property Damage, or Loss of Service
- T. Continuity of Service
- U. Pressures
- V. Service Lines and Connections
- W. Leak Adjustments
- X. Ownership of Mains, Services, and Appurtenances
- Y. Notification of System Problems
- Z. Legal Disclaimers
- AA. Fire Departments
- AB. Fire Hydrants
- AC. Reserved for Future Use
- AD. Requirements for New Connections
- AE. Water Main Extensions
- AF. Extension Policy for Developers and New Subdivisions and Developments

DATE OF ISSUE 07/14/2011

Month / Date / Year

DATE EFFECTIVE 09/01/2011

Month / Date / Year

ISSUED BY JIMMY LITTLEFIELD

(Signature of Officer)

TITLE Chairman

BY AUTHORITY OF ORDER OF THE PUBLIC SERVICE COMMISSION

IN CASE NO. \_\_\_\_\_ DATED \_\_\_\_\_

**KENTUCKY  
PUBLIC SERVICE COMMISSION**

**JEFF R. DEROUEN  
EXECUTIVE DIRECTOR**

TARIFF BRANCH

*Brent Kirtley*

EFFECTIVE

**9/1/2011**

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

FOR Caldwell County, Kentucky  
Community, Town or City

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

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

Caldwell County Water District  
(Name of Utility)

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

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

---

CONTENTS

---

III. ATTACHMENTS

- A. Water User Agreement
- B. Sample Bill
- C. Sample Cut-Off Notice
- D. Water Shortage Plan

DATE OF ISSUE 07/14/2011  
Month / Date / Year

DATE EFFECTIVE 09/01/2011  
Month / Date / Year

ISSUED BY JIMMY LITTLEFIELD  
(Signature of Officer)

TITLE \_\_\_\_\_ Chairman

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

**KENTUCKY  
PUBLIC SERVICE COMMISSION**

**JEFF R. DEROUEN  
EXECUTIVE DIRECTOR**

TARIFF BRANCH

*Brent Kirtley*

EFFECTIVE

**9/1/2011**

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

FOR Caldwell County Water District  
Community, Town or City

P.S.C. KY. NO. 2  
7<sup>th</sup> Revised SHEET NO. 4

Caldwell County Water District  
(Name of Utility)

CANCELLING P.S.C. KY. NO. 1

6<sup>th</sup> Revised SHEET NO. 4

---

---

**SECTION I. RATES AND CHARGES:**

**A. MONTHLY RATES**

**All Size Meter**

First	1,000 gallons	\$29.99 minimum bill	(I) ↓
Next	3,000 gallons	.01589 per gallon	
Next	6,000 gallons	.01306 per gallon	
Next	20,000 gallons	.01024 per gallon	
All Over	30,000 gallons	.00905 per gallon	

---

DATE OF ISSUE December 18, 2023  
Month / Date / Year

DATE EFFECTIVE January 1, 2024  
Month / Date / Year

ISSUED BY /s/ Sally Hart

BY AUTHORITY OF ORDER OF THE PUBLIC SERVICE COMMISSION  
IN CASE NO. 2023-00419 DATE January 25, 2024

**KENTUCKY  
PUBLIC SERVICE COMMISSION**

**Linda C. Bridwell**  
Executive Director



EFFECTIVE

**1/1/2024**

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

FOR Caldwell County, Kentucky  
Community, Town or City

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

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

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

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

Caldwell County Water District  
(Name of Utility)

**RATES AND CHARGES**

**B. DEPOSITS:**

Flat Deposit

\$90.00

DATE OF ISSUE 07/14/2011  
Month / Date / Year

DATE EFFECTIVE 09/01/2011  
Month / Date / Year

ISSUED BY JIMMY LITTLEFIELD  
(Signature of Officer)

TITLE Chairman

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

**KENTUCKY  
PUBLIC SERVICE COMMISSION**

**JEFF R. DEROUEN  
EXECUTIVE DIRECTOR**

TARIFF BRANCH

*Brent Kirtley*

EFFECTIVE

**9/1/2011**

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

AREA Caldwell County, Kentucky

PSC KY NO. 1

1st Revised SHEET NO. 6

CANCELLING PSC KY NO. 1

Original SHEET NO. 6

Caldwell County Water District  
(NAME OF UTILITY)

C. METER CONNECTION/TAP-ON CHARGES

5/8 Inch X 3/4 Inch \$1,385 (I)

All Larger Meters Actual Cost

DATE OF ISSUE 02/1/2024  
MONTH / DATE / YEAR

DATE EFFECTIVE 02/15/2024  
MONTH / DATE / YEAR

ISSUED BY /s/ Sally Hart  
SIGNATURE OF OFFICER

TITLE Chairperson

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

**KENTUCKY**  
**PUBLIC SERVICE COMMISSION**

**Linda C. Bridwell**  
Executive Director



EFFECTIVE  
**2/15/2024**  
PURSUANT TO 807 KAR 5:011 SECTION 9 (1)

AREA Caldwell County Water District

PSC KY NO. 1

1st Revised SHEET NO. 7

CANCELLING PSC KY NO. 1

Original SHEET NO. 7

Caldwell County Water District  
(NAME OF UTILITY)

**A. SPECIAL NON-RECURRING CHARGES:**

Connection/Turn-on Charge	\$20.00 (R)
Credit/Debit Card	1.7% of bill plus \$0.20 per transaction
Field Collection Charge	\$20.00 (R)
Late Payment Penalty	10%
Meter Relocation Charge	Actual Cost
Meter Read Charge	\$20.00 (R)
Meter Re-read Charge	\$20.00 (R)
Meter Test Charge	Actual Cost
Re-connection Charge	\$20.00 (R)
Returned Check Charge	\$25.00
Service Call/Investigation	\$20.00 (R)

DATE OF ISSUE September 12, 2022

MONTH / DATE / YEAR

DATE EFFECTIVE September 12, 2022

MONTH / DATE / YEAR

ISSUED BY /s/ Sally Hart

SIGNATURE OF OFFICER

TITLE Chairperson

BY AUTHORITY OF ORDER OF THE PUBLIC SERVICE COMMISSION

IN CASE NO. 2021-00423 DATED September 12, 2022

**KENTUCKY  
PUBLIC SERVICE COMMISSION**

**Linda C. Bridwell**  
Executive Director



EFFECTIVE

**9/12/2022**

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



FOR \_\_\_\_\_ Caldwell County, Kentucky \_\_\_\_\_  
Community, Town or City

P.S.C. KY. NO. \_\_\_\_\_ 1 \_\_\_\_\_

1st Revised SHEET NO. \_\_\_\_\_ 8 \_\_\_\_\_

Caldwell County Water District  
(Name of Utility)

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

Original SHEET NO. \_\_\_\_\_ 8 \_\_\_\_\_

RATES & CHARGES

E. RESERVED FOR FUTURE USE (T)  
(D)

DATE OF ISSUE \_\_\_\_\_ August 20, 2014 \_\_\_\_\_  
Month / Date / Year

DATE EFFECTIVE \_\_\_\_\_ August 1, 2014 \_\_\_\_\_  
Month / Date / Year

ISSUED BY \_\_\_\_\_ JIMMY LITTLEFIELD \_\_\_\_\_  
(Signature of Officer)

TITLE \_\_\_\_\_ SUPERINTENDENT \_\_\_\_\_

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

<b>KENTUCKY PUBLIC SERVICE COMMISSION</b>
<b>JEFF R. DEROUEN EXECUTIVE DIRECTOR</b>
TARIFF BRANCH <i>Brent Kirtley</i>
EFFECTIVE <b>8/1/2014</b> PURSUANT TO 807 KAR 5:011 SECTION 9 (1)

FOR Caldwell County, Kentucky  
Community, Town or City

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

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

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

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

Caldwell County Water District  
(Name of Utility)

**RATES AND CHARGES**

F. LEAK ADJUSTMENT RATE: Princeton Water & Wastewater rate plus 15%

DATE OF ISSUE 07/14/2011  
Month / Date / Year

DATE EFFECTIVE 09/01/2011  
Month / Date / Year

ISSUED BY JIMMY LITTLEFIELD  
(Signature of Officer)

TITLE Chairman

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

<b>KENTUCKY PUBLIC SERVICE COMMISSION</b>
<b>JEFF R. DEROUEN EXECUTIVE DIRECTOR</b>
TARIFF BRANCH <i>Brent Kirtley</i>
EFFECTIVE <b>9/1/2011</b> PURSUANT TO 807 KAR 5:011 SECTION 9 (1)

FOR Caldwell County, Kentucky  
Community, Town or City

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

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

Caldwell County Water District  
(Name of Utility)

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

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

**RULES AND REGULATIONS**

The following are the rules and regulations of the Caldwell County Water District. The schedule of rates prescribed herein will be uniformly charged to all customers of the utility. Unless specifically set forth in this Tariff no one will receive or be entitled to free service by the utility. No employee or individual commissioner of the utility is permitted to make an exception to these rates, rules, or regulations. These rules and regulations are subject to change by the utility at any time, subject to the approval of the Public Service Commission.

**A. Service Information:**

1. Upon request the utility will give its customers or prospective customers such information as is reasonably possible in order that they may secure safe, efficient, and continuous service. The utility will inform its customers of any change made or proposed in the character of its service that might affect the efficiency, safety, or continuity of operation.
2. The utility will obtain the approval of the Public Service Commission prior to making any substantial change in the character of the service furnished that would affect the efficiency, adjustment, speed, or operation of the equipment or appliances of any customer. The application will show the nature of the change to be made, the number of customers affected, and the manner in which they will be affected.
3. The utility will inform each applicant for service of each type, class, and character of service available at his/her location.
4. Upon request the utility will provide the following information to any applicant/customer:
  - a) Characteristics of Water. A written description of chemical constituents and bacteriological standards of the treated water as required by the Natural Resources Cabinet.
  - b) Rates. A schedule of rates for water service applicable to the service to be rendered to the customer.
  - c) Reading Meters. Information about the method of reading meters.
  - d) Bill Analysis. A statement of the past readings of a customer's meter for a period of two (2) years.

DATE OF ISSUE 07/14/2011

Month / Date / Year

DATE EFFECTIVE 09/01/2011

Month / Date / Year

ISSUED BY JIMMY LITTLEFIELD

(Signature of Officer)

TITLE \_\_\_\_\_ Chairman

BY AUTHORITY OF ORDER OF THE PUBLIC SERVICE COMMISSION

IN CASE NO. \_\_\_\_\_ DATED \_\_\_\_\_

**KENTUCKY  
PUBLIC SERVICE COMMISSION**

**JEFF R. DEROUEN  
EXECUTIVE DIRECTOR**

TARIFF BRANCH

*Brent Kirtley*

EFFECTIVE

**9/1/2011**

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

FOR Caldwell County, Kentucky  
Community, Town or City

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

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

Caldwell County Water District  
(Name of Utility)

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

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

**RULES AND REGULATIONS**

**B. Special Rules or Requirements:**

1. The utility cannot establish any special rule or requirement without first obtaining the approval of the Public Service Commission.
2. A customer that has complied with Public Service Commission rules and regulations cannot be denied service for failure to comply with the utility's rules that have not been approved by the Public Service Commission.
3. Each prospective customer desiring water service will be required to sign the utility's Water Service Contract before service is supplied by the utility.
4. No customer is allowed to resell water except under the terms of a special contract executed by the utility and approved by the Public Service Commission.

DATE OF ISSUE 07/14/2011  
Month / Date / Year

DATE EFFECTIVE 09/01/2011  
Month / Date / Year

ISSUED BY JIMMY LITTLEFIELD  
(Signature of Officer)

TITLE Chairman

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

<b>KENTUCKY PUBLIC SERVICE COMMISSION</b>
<b>JEFF R. DEROUEN EXECUTIVE DIRECTOR</b>
TARIFF BRANCH  <i>Brent Kirtley</i>
EFFECTIVE <b>9/1/2011</b> PURSUANT TO 807 KAR 5:011 SECTION 9 (1)

FOR Caldwell County, Kentucky  
Community, Town or City

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

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

Caldwell County Water District  
(Name of Utility)

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

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

**RULES AND REGULATIONS**

**C. Billings, Meter Readings, and Related Information:**

1. Information on bills. Each bill issued by the utility will clearly show the following, if applicable: class of service; present and last preceding meter readings; date of the present reading; number of units consumed; meter constant, if any; net amount for service rendered; all taxes; any adjustments; and the gross amount of the bill. The date after which a late payment penalty applies to the gross amount will also be indicated. Estimated or calculated bills will be distinctly marked as such. The rate schedule under which the bill is computed will be furnished under one (1) of the following methods:
  - a) By printing it on the bill.
  - b) By publishing it in a newspaper of general circulation once each year.
  - c) By mailing it to each customer once each year.
  - d) By providing a place on each bill where a customer may request a copy of the applicable rates. The utility will mail the customer a copy by return first class mail.
2. Bill format. A copy of the utility's billing form will be included in the utility's tariff.
3. Meter readings. Registration of each meter shall read in the same units as used for billing unless a conversion factor is shown on the billing form.
4. Frequency of meter reading. Unless prevented by reasons beyond the utility's control, meter readings will be taken every month. Records will be kept by the utility to insure that this information is available to Public Service Commission staff and any customer requesting this information. If, due to reasons beyond its control, the utility is unable to read a meter in accordance with this subsection, the utility will record the date and time the attempt was made, if applicable, and the reason the utility was unable to read the meter.
5. Related Information.
  - a) Bills and notices related to the utility's business will be mailed to the customer at the address listed on the Water Service Contract unless a change of address has been filed with the utility in writing. The utility will not otherwise be responsible for delivery of any bill or notice nor will the customer be excused from the payment of any bill or any performance required in the notice.

DATE OF ISSUE 07/14/2011  
Month / Date / Year

DATE EFFECTIVE 09/01/2011  
Month / Date / Year

ISSUED BY JIMMY LITTLEFIELD  
(Signature of Officer)

TITLE Chairman

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

<b>KENTUCKY PUBLIC SERVICE COMMISSION</b>
<b>JEFF R. DEROUEN EXECUTIVE DIRECTOR</b>
TARIFF BRANCH  <i>Burt Kirtley</i>
EFFECTIVE <b>9/1/2011</b> PURSUANT TO 807 KAR 5:011 SECTION 9 (1)

FOR Caldwell County, Kentucky  
Community, Town or City

P.S.C. KY. NO. 1

1<sup>st</sup> Revised SHEET NO. 13

CANCELING P.S.C. KY. NO. 1

Original SHEET NO. 13

Caldwell County Water District  
Name of Utility

- b) Bills are payable and due on the date of issuance.
  - c) Payment must be received, not postmarked, before the close of business on the tenth day of the month; otherwise, the delinquent bill will be assessed the late payment penalty approved and on-file with the Public Service Commission.
  - d) The late payment penalty will be assessed on the delinquent amount of the bill, less taxes and any prior penalty amounts. Pursuant to Public Service Commission Rules and Regulations a penalty may be assessed only once on any bill for rendered services.
  - e) A late notice will be mailed to the customer on the day that the late payment penalty is assessed. The late notice will provide the customer with at least five (5) days written notice of termination, and at least twenty (20) days shall have passed since the issuance of the original bill. The late notice will state that the customer will have until the (20) twentieth day of the month to pay the delinquent amount. On the (21) twenty-first day of the month the customer's service will be turned off unless the customer has signed an extension.
  - f) Extensions may be signed for a delinquent amount allowing the customer to pay by the close of business on the (25) twenty-fifth day of the month. On the (26) twenty-sixth day of the month, all customers with delinquent account balances will be turned off unless the district and the customer have agreed to a partial payment plan as outlined in the Customer Relations section of this tariff.
  - g) After being turned off for non-payment, the customer must pay a reconnect fee of \$30.00 as well as any charges that have generated through the system for that customer since the termination of service.
  - h) Delinquent bills may result in disconnection of service with the utility applying the customer's deposit to the unpaid bill.
  - i) A single meter can serve no more than one residential or commercial unit.
6. ACH-BANK Draft/Automatic Withdraw Policy. All Customers may pay their bill by ACH-Bank Draft/Automatic Withdraw. The ACH-Bank Draft/Automatic Withdraw will be scheduled for the 5<sup>th</sup> of each month. On the 5<sup>th</sup> of each month the payment will be processed. If for any reason payment is declined the payment will still be due by the 10<sup>th</sup> of the month and a returned check charge will be assessed. All late charges and penalties will be applied if payment is not made by the 10<sup>th</sup> of the month.

(T)  
↓

DATE OF ISSUE \_\_\_\_\_  
Month / Date / Year

DATE EFFECTIVE January 1, 2018  
Month / Date / Year

ISSUED BY JIMMY LITTLEFIELD  
(Signature of Officer)

TITLE CEO

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

<b>KENTUCKY PUBLIC SERVICE COMMISSION</b>
<b>Gwen R. Pinson</b> Executive Director

<b>EFFECTIVE 1/1/2018</b> PURSUANT TO 807 KAR 5:011 SECTION 9 (1)

FOR Caldwell County, Kentucky  
Community, Town or City

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

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

Caldwell County Water District  
(Name of Utility)

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

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

**RULES AND REGULATIONS**

**D. Deposits:**

1. The utility requires a cash deposit to secure payment of bills, an equal amount for each class of customers, not to exceed 2/12 of the average annual bill.
2. Deposit amount shall be as listed in the Rates and Charges Section of the Tariff.
3. Service will be refused or discontinued if payment of deposit is not made.
4. 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 credited to the customer's bill on an annual basis. If interest is paid or credited to the customer's bill prior to twelve (12) months from the date of deposit or the last interest payment date, the payment or credit shall be on a prorated basis.
5. Deposits will be refunded to customers upon request after twelve (12) months if customer has established a satisfactory payment history or upon termination of service.

DATE OF ISSUE 07/14/2011

Month / Date / Year

DATE EFFECTIVE 09/01/2011

Month / Date / Year

ISSUED BY JIMMY LITTLEFIELD

(Signature of Officer)

TITLE Chairman

BY AUTHORITY OF ORDER OF THE PUBLIC SERVICE COMMISSION

IN CASE NO. \_\_\_\_\_ DATED \_\_\_\_\_

**KENTUCKY  
PUBLIC SERVICE COMMISSION**

**JEFF R. DEROUEN  
EXECUTIVE DIRECTOR**

TARIFF BRANCH

*Brent Kirtley*

EFFECTIVE

**9/1/2011**

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

FOR Caldwell County, Kentucky  
Community, Town or City

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

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

Caldwell County Water District  
(Name of Utility)

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

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

**RULES AND REGULATIONS**

**E. Special Non-recurring Charges:**

1. The utility will collect for 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 to whom no benefits accrue from the service provided or action taken. The utility may establish or change any special nonrecurring charge by applying for Public Service Commission approval of such charge in accordance with Public Service Commission Rules and Regulations.
2. Special nonrecurring charges will be applied uniformly throughout the area served by the utility. Such charges will relate directly to the service performed or action taken and only yield enough revenue to pay the expenses incurred in rendering the service.
3. The utility will assess a charge for the following non-recurring services:
  - a) Connection/Turn-on Charge: Will be assessed for new service turn-ons, seasonal turn-ons, temporary service, or transfer of service. The charge will not be made for initial installation of service where a meter connection/tap-on charge is applicable.
  - b) Credit/Debit Card: All customers may pay their bill by credit/debit card. The credit/debit card method of payment may be made in person at the Caldwell County Water District office or by telephone. If on the bill due date an attempt to pay by credit card or debit card is made and the card is declined for any reason, payment is still due in full on that date and will be considered late after that date. All late charges and penalties will be applied. If a customer is paying on our disconnect date and the card is declined, the same rules as above apply, in addition to his/her service being disconnected. When a customer makes a payment by credit card or debit card, the utility will assess a fee equal to that charged to the utility by the credit or debit card processing company to process the transaction. This fee is generally calculated using a formula applied to the balance of the amount charged to the credit or debit account, but may be a flat fee per transaction. Prior to processing the transaction, the customer will be informed of the fee amount and upon request by the customer, the formula employed to arrive at this fee amount. 1.7% of the bill plus 20 cents per transaction for Visa, Master Card and Discover.

DATE OF ISSUE 07/14/2011  
Month / Date / Year

DATE EFFECTIVE 09/01/2011  
Month / Date / Year

ISSUED BY JIMMY LITTLEFIELD  
(Signature of Officer)

TITLE Chairman

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

<b>KENTUCKY PUBLIC SERVICE COMMISSION</b>
<b>JEFF R. DEROUEN EXECUTIVE DIRECTOR</b>
TARIFF BRANCH  <i>Brent Kirtley</i>
EFFECTIVE <b>9/1/2011</b> PURSUANT TO 807 KAR 5:011 SECTION 9 (1)



FOR Caldwell County, Kentucky  
Community, Town or City

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

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

Caldwell County Water District  
(Name of Utility)

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

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

**RULES AND REGULATIONS**

- c) Field Collection Charge: Will be assessed once a utility representative arrives at the premises of the service connection to terminate service and the customer calls District Office to make arrangements to pay the delinquent bill to avoid termination. All payments must be handled through the District Office. The utility representatives are not authorized to accept payments in the field. This fee may only be charged once per billing period.
- d) Late Payment Penalty: Will be assessed on the delinquent amount of the bill, less taxes.
- e) Meter Relocation Charge: Will be assessed when a customer or other authorized person requests that a meter be relocated, changed, or modified. Those requesting a change must reimburse the utility for the actual costs incurred, including but not limited to appropriate legal, administrative, engineering, overhead, or other related costs.
- f) Meter Read Charge: Will be assessed when the customer fails to maintain the meter setting in such a manner that the meter reader can not safely locate and access the meter.
- g) Meter Re-read Charge: Will be assessed when a customer requests the utility to re-read the customer's meter and the re-read proves that the original meter reading was correct.
- h) Meter Test Charge: Will be assessed when a customer requests the utility perform a test on the customer's meter to check for accuracy, and the test shows the customer's meter is not more than two percent (2%) fast.
- i) Reconnection Charge: Will be assessed to reconnect service that has been terminated for non-payment of service or for violation of Utility or Public Service Commission rules and regulations, and will include the cost of the service trip for both the disconnection and the reconnection.
- j) Returned Check Charge: Will be assessed when a customer's check is returned, either due to insufficient funds or other reason due to customer fault.
- k) Service Call/Investigation Charge: Will be assessed when a customer requests the onsite presence of utility personnel to investigate a service problem and the problem is a result of the customer's own plumbing facilities, beyond the utility's delivery point, or not caused by

DATE OF ISSUE 07/14/2011  
Month / Date / Year

DATE EFFECTIVE 09/01/2011  
Month / Date / Year

ISSUED BY JIMMY LITTLEFIELD  
(Signature of Officer)

TITLE Chairman

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

<b>KENTUCKY PUBLIC SERVICE COMMISSION</b>
<b>JEFF R. DEROUEN EXECUTIVE DIRECTOR</b>
TARIFF BRANCH  <i>Brent Kirtley</i>
EFFECTIVE <b>9/1/2011</b> PURSUANT TO 807 KAR 5:011 SECTION 9 (1)

FOR Caldwell County, Kentucky  
Community, Town or City

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

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

Caldwell County Water District  
(Name of Utility)

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

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

**RULES AND REGULATIONS**

- F. Customer Complaints to the Utility: Upon complaint to the utility by a customer at the utility's office, by telephone, or in writing, the utility will make a prompt and complete investigation and advise the complainant of its findings. The utility's operator/manager will make a decision within ten (10) days, which the complainant will then have ten (10) days to appeal to the utility's board of commissioners. The customer will receive a final decision from the utility no later than thirty (30) days following the date that the complaint was made. If the complainant is not satisfied with the utility's decision, the utility will provide written notice to the complainant of his/her right to appeal the utility's decision by filing a complaint with the Public Service Commission. The utility will also provide the customer with the address and telephone number of the Public Service Commission. The utility will keep a record of all written complaints. This record will show the name and address of the complainant, the date and nature of the complaint, and the adjustment or disposition of the complaint. Records will be maintained for two (2) years from the date of resolution of the complaint.

DATE OF ISSUE 07/14/2011  
Month / Date / Year

DATE EFFECTIVE 09/01/2011  
Month / Date / Year

ISSUED BY JIMMY LITTLEFIELD  
(Signature of Officer)

TITLE Chairman

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

<b>KENTUCKY PUBLIC SERVICE COMMISSION</b>
<b>JEFF R. DEROUEN EXECUTIVE DIRECTOR</b>
TARIFF BRANCH <i>Brent Kirtley</i>
EFFECTIVE <b>9/1/2011</b> PURSUANT TO 807 KAR 5:011 SECTION 9 (1)

FOR Caldwell County, Kentucky  
Community, Town or City

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

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

Caldwell County Water District  
(Name of Utility)

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

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

**RULES AND REGULATIONS**

**G. Bill Adjustments:**

**1. Fast or slow reading meters:**

- a) If upon periodic test, requested test, or complaint test, a meter in service is found to be more than two percent (2%) fast, additional tests will be made to determine the average error of the meter. The tests will be made in accordance with Public Service Commission 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 percent (2%) fast or slow, or if a customer has been incorrectly billed for any other reason, except in an instance where a utility has filed a verified complaint with the appropriate law enforcement agency alleging fraud or theft by a customer, the utility will immediately determine the period during which the error has existed, and will recompute and adjust the customer's bill to either provide a refund to the customer or collect an additional amount of revenue from the under billed customer. Any adjustment to the customer's account will be in accordance with the Rules and Regulations of the Public Service Commission.
- c) The utility 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, then the time period will be estimated using such data as elapsed time since the last meter test, if applicable, and historical usage data for the customer. If that data is not available, the average usage of similar customer loads will be used for comparison purposes in calculating the time period. If the customer and the utility are unable to agree on an estimate of the time period during which the error existed, the Public Service Commission will determine the issue. In all instances of customer overbilling, the customer's account will be credited or the overbilled amount refunded at the discretion of the customer within thirty (30) days after final meter test results. A utility will not require customer repayment of any under billing to be made over a period shorter than a period coextensive with the under billing.

**2. Meter read failure. When 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 twelve-months consumption. If said meter readings are not available for an entire twelve-month period, the water bill will be estimated by**

DATE OF ISSUE 07/14/2011  
Month / Date / Year

DATE EFFECTIVE 09/01/2011  
Month / Date / Year

ISSUED BY JIMMY HITTLEFIELD  
(Signature of Officer)

TITLE Chairman

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

<b>KENTUCKY PUBLIC SERVICE COMMISSION</b>
<b>JEFF R. DEROUEN EXECUTIVE DIRECTOR</b>
TARIFF BRANCH  <i>Burt Kirtley</i>
EFFECTIVE <b>9/1/2011</b> PURSUANT TO 807 KAR 5:011 SECTION 9 (1)

FOR Caldwell County, Kentucky  
Community, Town or City

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

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

Caldwell County Water District  
(Name of Utility)

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

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

**RULES AND REGULATIONS**

the utility, subject to an upward or downward adjustment once twelve-months of actual meter readings can be calculated.

3. Monitoring usage. The utility will monitor a customer's usage at least annually in such a way to draw the utility's attention to unusual deviations in a customer's usage.
  - a) The customer's annual usage for the most recent twelve (12) month period will be compared with the annual usage for the twelve (12) months immediately preceding that period.
  - b) If the annual usage for the two periods differs by less than fifteen percent (15%) or if a higher percentage difference is attributable to a unique circumstance, such as unusual weather conditions, common to all customers, no further review will be done.
  - c) If the annual usage for the two periods differs by fifteen percent (15%) or more and cannot be attributed to a readily identified common cause, the utility will compare the customer's monthly usage records for the twelve (12) month period with the monthly usage for the same months of the preceding year.
  - d) If the cause for the usage deviation cannot be determined from analysis of the customer's meter reading and billing records, the utility 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 utility will test the customer's meter to determine whether it shows an average error greater than two percent (2%) fast or slow.
  - f) If a customer's usage is unduly high (50% above average) and the deviation is not otherwise explained, the utility will test the customer's meter to determine whether the meter shows an average error greater than two (2) percent fast or slow.
4. The utility will notify the customers of the investigation, its findings, and any refunds or back billing in accordance with Public Service Commission Rules and Regulations.
5. In addition to the annual monitoring, the utility will immediately investigate usage deviations brought to its attention as a result of its on-going meter reading or billing processes or customer inquiry.

DATE OF ISSUE 07/14/2011  
Month / Date / Year

DATE EFFECTIVE 09/01/2011  
Month / Date / Year

ISSUED BY JIMMY LITTLEFIELD  
(Signature of Officer)

TITLE Chairman

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

<b>KENTUCKY PUBLIC SERVICE COMMISSION</b>
<b>JEFF R. DEROUEN EXECUTIVE DIRECTOR</b>
TARIFF BRANCH <i>Burt Kirtley</i>
EFFECTIVE <b>9/1/2011</b> PURSUANT TO 807 KAR 5:011 SECTION 9 (1)

FOR Caldwell County, Kentucky  
Community, Town or City

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

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

Caldwell County Water District  
(Name of Utility)

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

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

**RULES AND REGULATIONS**

6. Customer notification. If a meter is tested and it is found necessary to make a refund or back bill a customer, the customer will be notified in substantially the following form:

On \_\_\_\_\_, 20\_\_\_\_, the meter bearing identification No. \_\_\_\_\_ installed in your building located at \_\_\_\_\_ (Street and Number) in \_\_\_\_\_ (city) was tested at \_\_\_\_\_ (on premises or elsewhere) and found to register \_\_\_\_\_ (percent fast or slow). The meter was tested on \_\_\_\_\_ (Periodic, Request, Complaint) test.

Based upon this we herewith \_\_\_\_\_ (charge or credit) with the sum of \$\_\_\_\_, which amount has been noted on your regular bill. If you desire a cash refund, rather than a credit to your account, of any amount overbilled, you must notify this office in writing within seven (7) days of the date of this notice.

DATE OF ISSUE 07/14/2011  
Month / Date / Year

DATE EFFECTIVE 09/01/2011  
Month / Date / Year

ISSUED BY JIMMY LITTLEFIELD  
(Signature of Officer)

TITLE Chairman

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

**KENTUCKY  
PUBLIC SERVICE COMMISSION**

**JEFF R. DEROUEN  
EXECUTIVE DIRECTOR**

TARIFF BRANCH

*Burt Kirtley*

EFFECTIVE

**9/1/2011**

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

FOR Caldwell County, Kentucky  
Community, Town or City

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

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

Caldwell County Water District  
(Name of Utility)

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

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

**RULES AND REGULATIONS**

H. Status of Customer Accounts during Billing Disputes: With respect to any billing dispute, customer accounts shall be considered to be current while the dispute is pending as long as the customer continues to make undisputed payments and stays current on subsequent bills.

DATE OF ISSUE 07/14/2011

Month / Date / Year

DATE EFFECTIVE 09/01/2011

Month / Date / Year

ISSUED BY JIMMY LITTLEFIELD  
(Signature of Officer)

TITLE \_\_\_\_\_ Chairman

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

**KENTUCKY  
PUBLIC SERVICE COMMISSION**

**JEFF R. DEROUEN  
EXECUTIVE DIRECTOR**

TARIFF BRANCH

*Burt Kirtley*

EFFECTIVE

**9/1/2011**

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

FOR Caldwell County, Kentucky  
Community, Town or City

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

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

Caldwell County Water District  
(Name of Utility)

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

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

---

**RULES AND REGULATIONS**

---

**I. Customer's Request for Termination of Service:**

1. Any customer desiring service terminated or changed from one address to another shall give the utility three (3) working days notice in person, in writing, or by telephone, provided such notice does not violate contractual obligations. The customer will not be responsible for charges for service beyond the three (3) day notice period if the customer provides proper notification and reasonable access to the meter during the notice period. If the customer notifies the utility of his/her request for termination by telephone, the burden of proof is on the customer to prove that service termination was requested if a dispute arises.
2. Upon request that service be reconnected at any premises subsequent to the initial installation or connection to its service lines, the utility will charge the applicant a reconnect fee as set out in this tariff and approved by the Public Service Commission.

DATE OF ISSUE 07/14/2011  
Month / Date / Year

DATE EFFECTIVE 09/01/2011  
Month / Date / Year

ISSUED BY JIMMY LITTLEFIELD  
(Signature of Officer)

TITLE \_\_\_\_\_ Chairman

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

**KENTUCKY  
PUBLIC SERVICE COMMISSION**

**JEFF R. DEROUEN  
EXECUTIVE DIRECTOR**

TARIFF BRANCH

*Burt Kirtley*

EFFECTIVE

**9/1/2011**

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



FOR Caldwell County, Kentucky  
Community, Town or City

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

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

Caldwell County Water District  
(Name of Utility)

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

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

**RULES AND REGULATIONS**

**J. Customer Relations:**

1. Display of customer rights. The utility will prominently display in the office in which payment is received a copy of Customer's Rights. If a customer indicates to any utility personnel that he is experiencing difficulty in paying a current utility bill, that employee will refer the customer to the designated representative for explanation of the customer's rights.
2. Partial payment plans. The utility shall negotiate and accept reasonable partial payment plans at the request of residential customers who have received a termination notice for failure to pay, except that a utility is not required to negotiate a partial payment plan with a customer who is delinquent under a previous partial payment plan. Partial payment plans must be mutually agreed upon. Plans which extend for a period longer than thirty (30) days will be in writing and will advise customers that service may be terminated without additional notice if the customer fails to meet the obligations of the plan.
3. Utility inspections of service conditions prior to providing service. The utility will inspect the condition of the meter and service connections before providing service to a new customer so that prior or fraudulent use of the facilities will not be attributed to the new customer. The new customer will be afforded the opportunity to be present at such inspections. The utility will not be required to render service to any customer until any defects in the customer-owned portion of the service facilities have been corrected.
4. Prompt connection of service. The utility will reconnect existing service within twenty-four (24) hours, and will install and connect new service within seventy-two (72) hours, when the cause for refusal or discontinuance of service has been corrected and the rules and regulations of the utility and Public Service Commission have been met.
5. 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. The termination notice will be in writing, distinguishable and separate from any bill. The termination notice will plainly state the reason for termination, that the termination date will not be affected by receipt of any subsequent bill, and that the customer has the right to dispute the reasons for termination.

DATE OF ISSUE 07/14/2011  
Month / Date / Year

DATE EFFECTIVE 09/01/2011  
Month / Date / Year

ISSUED BY Jimmy LITTLEFIELD  
(Signature of Officer)

TITLE Chairman

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

<b>KENTUCKY PUBLIC SERVICE COMMISSION</b>
<b>JEFF R. DEROUEN EXECUTIVE DIRECTOR</b>
TARIFF BRANCH <i>Brent Kirtley</i>
EFFECTIVE <b>9/1/2011</b> PURSUANT TO 807 KAR 5:011 SECTION 9 (1)



FOR Caldwell County, Kentucky  
Community, Town or City

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

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

Caldwell County Water District  
(Name of Utility)

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

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

**RULES AND REGULATIONS**

**K. Refusal or Termination of Service:**

1. The utility may refuse service to a customer under the following conditions:

- a) For noncompliance with utility or Public Service Commission rules and regulations. The utility cannot refuse service to any customer for noncompliance without first having made a reasonable effort to obtain customer compliance. After such effort by the utility, service may be refused only after the customer has been given a written notice of refusal stating the reasons for refusal of service.
- b) For dangerous conditions. If a dangerous condition exists which could subject any person to imminent harm or result in substantial damage to the property of the utility or others is found to exist on the customer's premises, then service will be refused. The utility will notify the customer in writing and, if possible, orally for the reasons for refusal of service. Such notice will be recorded by the utility and will include the corrective action to be taken by the customer before service can be provided.
- c) For refusal of access. When a customer refuses or neglects to provide reasonable access to the premises for installation, operation, meter reading, maintenance or removal of utility property, the utility may refuse service. The utility will notify the customer in writing and, if possible, orally for the reasons for refusal of service. Such notice will be recorded by the utility and will include the corrective action to be taken by the customer before service can be provided.
- d) For outstanding indebtedness. The utility will not furnish new service to any customer who is indebted to the utility until that customer has repaid the indebtedness.
- e) For noncompliance with state, local, or other codes. The utility may refuse service to a customer if the customer does not comply with state, municipal or other codes, rules, and/or administrative regulations applying to such service. The utility will notify the customer in writing and, if possible, orally for the reasons for refusal of service. Such notice will be recorded by the utility and will include the corrective action to be taken by the customer before service can be provided.

DATE OF ISSUE 07/14/2011  
Month / Date / Year

DATE EFFECTIVE 09/01/2011  
Month / Date / Year

ISSUED BY JIMMY LITTLEFIELD  
(Signature of Officer)

TITLE Chairman

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

<b>KENTUCKY PUBLIC SERVICE COMMISSION</b>
<b>JEFF R. DEROUEN EXECUTIVE DIRECTOR</b>
TARIFF BRANCH <i>Burt Kirtley</i>
EFFECTIVE <b>9/1/2011</b> PURSUANT TO 807 KAR 5:011 SECTION 9 (1)

FOR Caldwell County, Kentucky  
Community, Town or City

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

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

Caldwell County Water District  
(Name of Utility)

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

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

**RULES AND REGULATIONS**

**2. Utility Initiated Termination of Service:**

- a) The termination notice requirements stated herein will not apply if termination notice requirements to a particular customer or customers are otherwise dictated by the terms of a special contract between the utility and customer which has been approved by the Public Service Commission.
- b) When advance termination notice is required, the termination notice shall be mailed or otherwise delivered to the last known address of the customer. The termination notice shall be in writing, distinguishable and separate from any bill. The termination notice shall plainly state the reason for termination, that the termination date will not be affected by receipt of any subsequent bill, and that the customer has the right to dispute the reasons for termination.
- c) The utility may terminate service to a customer under the following conditions with an advance termination notice:
  - 1) For noncompliance with utility or Public Service Commission rules and regulations. The utility cannot terminate service to any customer for noncompliance without first having made a reasonable effort to obtain customer compliance. After such effort by the utility, service may be terminated only after the customer has been given at least ten (10) days written termination notice.
  - 2) For refusal of access. When a customer refuses or neglects to provide reasonable access to the premises for installation, operation, meter reading, maintenance, or removal of utility property, the utility may terminate service. Such action will be taken only when corrective action negotiated between the utility and customer has failed to resolve the situation and after the customer has been given at least ten (10) days written notice of termination.
  - 3) For noncompliance with state, local, or other codes. The utility may terminate service to a customer that does not comply with state, municipal, and/or other codes, rules, and regulations that apply to such service. A utility may terminate service only after ten (10) days written notice of termination is provided unless ordered to terminate immediately by a governmental official.

DATE OF ISSUE 07/14/2011  
Month / Date / Year

DATE EFFECTIVE 09/01/2011  
Month / Date / Year

ISSUED BY JIMMY LITTLEFIELD  
(Signature of Officer)

TITLE \_\_\_\_\_ Chairman

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

<b>KENTUCKY PUBLIC SERVICE COMMISSION</b>
<b>JEFF R. DEROUEN EXECUTIVE DIRECTOR</b>
TARIFF BRANCH  <i>Burt Kirtley</i>
EFFECTIVE <b>9/1/2011</b> PURSUANT TO 807 KAR 5:011 SECTION 9 (1)

FOR Caldwell County, Kentucky  
Community, Town or City

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

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

Caldwell County Water District  
(Name of Utility)

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

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

**RULES AND REGULATIONS**

- 4) For nonpayment of bills. The utility may terminate service for nonpayment of charges incurred for utility services. The utility may terminate service only after five (5) days written notice of termination is provided, and after twenty (20) days have elapsed since the mailing date of the original unpaid bill.
- d) The utility may terminate service to a customer if the following conditions exist without an advance termination notice. Within twenty-four (24) hours after such termination, the utility shall send written notification to the customer of the reason(s) for termination upon which the utility relies, and of the customer's right to challenge the termination by filing a formal complaint with the Public Service Commission. The utility will not restore service until the customer agrees to comply with all rules and regulations of the utility and Public Service Commission.
  - 1) For illegal use or theft of service. The utility may terminate service to a customer without advance notice if it has evidence that a customer has obtained unauthorized service by illegal use or theft. This right of termination is separate from and in addition to any other legal remedies that the utility may pursue for illegal use or theft of service.
  - 2) For dangerous conditions. If a dangerous condition relating to the utility's service which could subject any person to imminent harm or result in substantial damage to the property of the utility or others is found to exist on the customer's premises, then service will be terminated immediately. Upon termination the utility will leave notification at the customer's dwelling and, if possible, orally contact the customer to inform him/her of the reasons for the termination. Such notice will be recorded by the utility and will include the corrective action to be taken by the customer or utility before service can be restored.
  - 3) Unapproved Extensions and/or Additions. Any extension or additions to an existing service connection that have not been approved by the utility will be considered theft of service, and will constitute grounds for termination of service. This right of termination is separate from and in addition to any other legal remedies that the utility may pursue for illegal use or theft of service.

DATE OF ISSUE 07/14/2011

Month / Date / Year

DATE EFFECTIVE 09/01/2011

Month / Date / Year

ISSUED BY JIMMY LITTLEFIELD  
(Signature of Officer)

TITLE Chairman

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

<b>KENTUCKY PUBLIC SERVICE COMMISSION</b>
<b>JEFF R. DEROUEN EXECUTIVE DIRECTOR</b>
TARIFF BRANCH <i>Brent Kirtley</i>
EFFECTIVE <b>9/1/2011</b> PURSUANT TO 807 KAR 5:011 SECTION 9 (1)

FOR Caldwell County, Kentucky  
Community, Town or City

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

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

Caldwell County Water District  
(Name of Utility)

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

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

**RULES AND REGULATIONS**

- 4) Misrepresentation. Any misrepresentation in the application or contract as to the property or fixtures to be supplied or additional use to be made of water will constitute grounds for termination of service, and the customer shall be liable for any damage to any of the utility's facilities or equipment.
  - 5) Failure to Report Changes. Failure to notify the utility of additions to the property or fixtures to be supplied or additional use to be made of water will constitute grounds for termination of service.
  - 6) Resale of Water. Under no circumstances will a customer be allowed to resell or give away water except under the terms of a special contract executed by the utility and approved by the Public Service Commission. Failure to comply with this rule will constitute grounds for termination of service.
  - 7) Waste or Misuse. Waste or misuse of water due to improper or imperfect service pipes and/or failure to keep said pipes in suitable state of repair will constitute grounds for termination of service.
  - 8) Tampering with meter, meter seal, service, valves, or other system facilities, or permitting such tampering by others will constitute grounds for termination of service.
  - 9) Connections, cross-connections, or permitting the same, of any separate water supply to premises that receive water from the utility will constitute grounds for termination of service.
- e) The utility will not terminate service to a customer if the following conditions exist:
- 1) If payment for services is made. Service will not be terminated to a customer that was sent a termination notice if the customer delivers full payment to the utility prior to the actual termination of service.
  - 2) If a partial payment agreement is in effect. Service will not be terminated for nonpayment if the customer and the utility have entered into a partial payment plan and the customer is meeting the requirements of the plan.

DATE OF ISSUE 07/14/2011  
Month / Date / Year

DATE EFFECTIVE 09/01/2011  
Month / Date / Year

ISSUED BY JIMMY LITTLEFIELD  
(Signature of Officer)

TITLE Chairman

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

<b>KENTUCKY PUBLIC SERVICE COMMISSION</b>
<b>JEFF R. DEROUEN EXECUTIVE DIRECTOR</b>
TARIFF BRANCH  <i>Burt Kirtley</i>
EFFECTIVE <b>9/1/2011</b> PURSUANT TO 807 KAR 5:011 SECTION 9 (1)