

PSC Regulation of Water Utilities

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The Public Service Commission ensures that Kentuckians receive adequate, safe, and efficient service at fair, just, and reasonable rates.

KRS 278.280 requires the Public Service Commission to prescribe rules and regulations governing the quality of service for jurisdictional water utilities. There are 148 water utilities in Kentucky that are jurisdictional.

The definition of service includes, “. . . any practice or requirement in any way relating to service of any utility . . .”

For water utilities, service means:

- Purity
- Pressure
- Quantity

KRS 278.010(13)

Adequate service requires jurisdictional water utilities to:

- Maintain the capacity to meet maximum customer demand during a full year; and
- Assure a reasonable continuity of service.

KRS 278.010(14)

The Public Service Commission water service quality regulations cover:

- Definitions
- Information available to customers
- Quality of water, source adequacy
- Continuity of service

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- Pressures
- Water supply measurement
- Standards of construction
- Distribution main, depth, flushing devices, valves, disinfection
- Service lines
- Construction requirements
- Extension of service

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- Service connections
- Measurement of service
- Meter test facilities and equipment
- Accuracy requirements for water/meters
- Periodic tests
- Water shortage response plans
- Deviations

Intersection of Rates and Service Quality

Balancing act: are rates sufficient to provide for adequate infrastructure investment to ensure service quality, but low enough to be affordable?

Issue arises most often with small utilities in rural areas