

**FRANKFORT PUBLIC SERVICE DISTRICT
RESPONSE TO PUBLIC COMMENTS AT THE NOVEMBER 12, 2025, MEETING**

The Board of the District listened to and considered all comments at the November 12, 2025, public meeting. The Board's primary responsibility is to operate their water and wastewater systems in a manner that provides reliable services. Many of the request's conflict with that responsibility. That said, the Board would like to communicate their consideration and response to the comments.

1. Facilities for November 12, 2025, were inadequate. - The Board believed the district offices would provide an adequate meeting space based on past customer participation at public meetings. The Board listened to all comments and stayed past the time all participants left the building. Adequate opportunity was provided to hear customer feedback.

2. Requests for more information - Information was provided to access the district's required annual filing with the West Virginia Public Service Commission. This report contains financial and operational information for fiscal years ending June 30 since 1999. The district is publishing additional information on its website. The district has agreed to make their contracted accountant available to your elected County Commission and to provide them with information requested. That process has begun and is ongoing. The County Commission will conduct an additional public meeting as part of their review process.

3. Availability of federal grant money – The Board has an ongoing relationship with an engineering firm that continuously monitors the availability of federal and state grant money. The customers of the district have benefited from this relationship as projects have been completed in the past using federal and state grants. Currently, there are no federal or state grant funds available.

4. Requests for increased access to water meters - The Board informed customers on November 12, 2025, why the meters must be placed underground. The West Virginia Public Service Commission discourages customers from accessing water meters serving their property. The meter is owned by the utility, and the customer could be responsible for any damage resulting from the customer's access. The District's Operations Manager directed customers to observe their water usage on each bill and the district encourages customers to use this information to reduce water usage. Customers can install their own water meter for informational purposes. The district's meter will be the basis for billing.

5. Rate structure - Requests were made to reduce the costs for small families with limited usage. It must be realized that there is a fixed cost to provide service to any customer, regardless of their usage. The two thousand gallon minimum bill provides this base revenue and allows the cost per thousand for use over two thousand gallons to be reduced slightly, allowing for a slightly reduced cost for small families with children. A reduction of the minimum bill will require the cost for other users to be increased. Discussion during the current process included implementing a user fee to be paid by all customers before considering usage. That was rejected by the Board because of the potential impact on senior citizens. In future rate discussions, the Board will continue to consider alternate rate structures that consider the burden on small users and still provide a fair rate structure for all customers.

6. Leaks - Reasonable requests made appropriately to the districts office have been and will continue to be addressed. The district asks that customers monitor the conditions in their household and around their property and make respectful requests for assistance when needed. The district directs customers to the leak adjustment portion of the tariff at the PSC website. The leak adjustment policy is at the district's website at Forms & Reports -> All Forms & Policies -> Water & Sewer Leak Adjustment Policy.

7. Request not to propose a rate increase - The District has performed due diligence in proposing the rate increase and is confident that it is appropriate and necessary. The proposed increase has been approved by the district.

8. Request to delay the proposal of a rate increase to the County Commissioners - The District has agreed to work with the County Commission to provide additional time to analyze data requested.