

**KENTUCKY-AMERICAN WATER COMPANY
CASE NO. 2012-00520
COMMISSION STAFF'S SECOND REQUEST FOR INFORMATION**

Witness: **Linda C. Bridwell**

77. Provide all correspondence, electronic mail, analyses, notes, memoranda, studies, and related documents in which employees of Kentucky-American, American Water, or Service Company discuss the provision of billing services for non-Kentucky-American or American Water entities.

Response:

KAW has made an effort to review all of its existing files for any information related to KAW's provision of billing services for non-KAW or American Water entities that is responsive to the request and has attached those documents. The attachment is redacted for the attorney-client privilege, and other documents that were entirely protected by the attorney-client privilege have not been produced.

The attachment also contains confidential information. Therefore, the Company has filed a Petition for Confidential Treatment contemporaneously with these responses. The Company will provide copies of the requested documents to all parties in this case upon execution of an appropriate confidentiality agreement.



Re: Billing Contracts required to move into SAP needs to be submitted to BT by December 01, 2011.

John C Clarkson to: Keith L Cartier
Cc: Douglas Brock, Rachel Cole

11/28/2011 03:44 PM

Thank you Keith.

John Clarkson | American Water | Central Division (CA/AZ/MO/IL/IA)
Director, Customer Relations
300 North Water Works Drive
Belleville, IL 62223
o: 618-239-3210 | c: 618-971-3176 | f: 618-236-1186
internal: 7-431-3210
e: john.clarkson@amwater.com

Keith L Cartier

John, KY does not plan to convert any current bil...

11/28/2011 02:59:53 PM

From: Keith L Cartier/KAWC/AWWSC
To: John C Clarkson/SHARVCS/AWWSC@AWW
Cc: Douglas Brock/KAWC/AWWSC@AWW, Rachel Cole/KAWC/AWWSC@AWW
Date: 11/28/2011 02:59 PM
Subject: Re: Billing Contracts required to move into SAP needs to be submitted to BT by December 01, 2011.

John,

KY does not plan to convert any current billing arrangements to SAP.
[attachment "Kentucky Response SAP Conversion 11.28.11.xls" deleted by John C Clarkson/SHARVCS/AWWSC]

Keith Cartier
Vice President, Operations
Kentucky American Water
1 859 268 6324 Office
1 859 321 9803 Cell
keith.cartier@amwater.com

John C Clarkson/SHARVCS/AWWSC



John C
Clarkson/SHARVCS/AWWS
C

11/28/2011 09:51 AM

To Barry L Suits/LAWC/AWWSC@AWW, Greg Weeks/MOAWC/AWWSC@AWW, Keith L Cartier/KAWC/AWWSC@AWW, Edward A Simon/MOAWC/AWWSC@AWW, Charlie Jones/IAWC/AWWSC@AWW, Douglas R Amos/SERVCO/AWWSC@AWW, William Walsh/VAWC/AWWSC@AWW, Bruce A Hauk/INAWC/AWWSC@AWW, Deron E Allen/TAWC/AWWSC@AWW, William C Kelvington/PAWC/AWWSC@AWW
cc Brian K Bruce/CAWC/AWWSC@AWW, Jeffrey C Henson/ADMIN/CORP/AWWSC@AWW, Stacy Owens/KAWC/AWWSC@AWW, Alan J DeBoy/INAWC/AWWSC@AWW, Frank



Kartmann/MOAWC/AWWSC@AWW, Karla A
 Teasley/ILAWC/AWWSC@AWW, Cheryl D
 Norton/ILAWC/AWWSC@AWW, Kathy L
 Pape/PAWC/AWWSC@AWW, Traci A
 Cross/PAWC/AWWSC@AWW, Tammy T
 MacLaughlin/CALLCTR/CORP/AWWSC@AWW, Jody E
 McCracken/SERVCO/AWWSC@AWW, Walter
 Lynch/SERVCO/AWWSC@AWW, David K
 Baker/SERVCO/AWWSC@AWW, Sonya S
 Metcalfe/ADMIN/CORP/AWWSC@AWW, Dorian
 Washington/NJAWC/AWWSC@AWW, Donna
 Taylor/KAWC/AWWSC@AWW, Cheryl
 DiSanti/PAWC/AWWSC@AWW, Robert G
 MacLean/ADMIN/CORP/AWWSC@AWW, Randy A
 Moore/IAWC/AWWSC@AWW

Subject Billing Contracts required to move into SAP needs to be submitted to BT by December 01, 2011.

All

The business is required to supply the BT team with a list of billing contracts that need to be carried over into SAP in 2013. Attached is a spreadsheet titled "AW Billing Contracts Converting to SAP_12.01.11" for documenting the billing contracts will need to move into SAP. **Please populate columns C, D, H, L and M for your area of responsibility and return it to me by end of day Thursday, December 01.**

Below is a summary of the deadlines and costs associated with billing contracts that need to move into SAP. Also attached are the guidelines concerning the treatment of surcharges and fees that are currently being collected for municipalities as well as the latest master spreadsheet of the billing contracts with the exit calendar.

Billing Contract Services in SAP - Requirements & Costs

- List of any contracts that **can not** begin exit activities with ITS by **October 31, 2012**, must be submitted to John Clarkson by **December 1, 2011**.
- States with remaining contracts will share in cost (based on # of customers per contract) of configuration and enhancements needed in SAP to support billing contracts - **\$500,000**.
- States will absorb rate configuration cost of **\$40,000** per contract.
- Cost of ongoing system maintenance has not been determined.

[attachment "AW Billing Contracts Converting to SAP_12.01.11_state initials.xls" deleted by Keith L Cartier/KAWC/AWWSC]

[attachment "Guidelines for Surcharges_Misc Fees.doc" deleted by Keith L Cartier/KAWC/AWWSC]

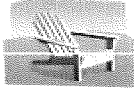
[attachment "AW Billing Contracts Master Spreadsheet for States Nov 21 Status.xls" deleted by Keith L Cartier/KAWC/AWWSC]

Please contact me if you have questions.

 John Clarkson | American Water | Central Division (CA/AZ/MO/IL/IA)
 Director, Customer Relations
 300 North Water Works Drive
 Belleville, IL. 62223
 o: 618-239-3210 | c: 618-971-3176 | f: 618-236-1186

internal: 7-431-3210

e: john.clarkson@amwater.com



Billing Services Correspondence 1
Bryan Siler to: Linda Bridwell

02/14/2013 10:21 AM

Bryan Siler
Field Operations Supervisor
Kentucky American Water
2300 Richmond Road
Lexington, Kentucky 40502
859-268-6350 Office
859-268-6374 Fax
bryan.siler@amwater.com

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:19 AM -----

From: "Candice Deininger" <cdeining@lexingtonky.gov>
To: <Bryan.Siler@amwater.com>
Date: 01/03/2012 03:14 PM
Subject: RE: OAM Access

Hi, Bryan - yes, I've got access - thank you!!

Candice Deininger
Revenue Supervisor
LFUCG Division of Revenue
200 East Main Street
Lexington, KY 40507
859-258-3364
cdeining@lexingtonky.gov

-----Original Message-----

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]
Sent: Tuesday, January 03, 2012 3:13 PM
To: Candice Deininger
Subject: OAM Access

Candice,

You should have access to the Usage Data now. Please check and let me know if it works.

Thanks.

Bryan Siler
Field Operations Supervisor
Kentucky American Water
2300 Richmond Road
Lexington, Kentucky 40502

859-268-6350 Office
859-268-6374 Fax
bryan.siler@amwater.com

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:19 AM -----

From: Cheryl D Norton/KAWC/AWWSC
To: Bryan Siler/KAWC/AWWSC@AWW
Date: 01/05/2012 07:56 AM
Subject: Fw: Declined: LFUCG: Meeting w Jane and Bill

Bryan - don't worry about coming to the meeting. Susan and I thought that since you have been so involved, it might be helpful to have you there. Definitely not something that I want you to change your plans for.

Thanks,

Cheryl

Cheryl D. Norton
President
Kentucky American Water
2300 Richmond Road
Lexington, KY 40502-1390

Office (859) 268-6339
Internal (7 + 533-6339)
Cell (859) 533-3540

***** Internet E-mail Confidentiality Disclaimer *****

This e-mail message may contain privileged or confidential information. If you are not the intended recipient, you may not disclose, use, disseminate, distribute, copy or rely upon this message or attachment in any way. If you received this e-mail message in error, please return by forwarding the message and its attachments to the sender.

American Water, its subsidiaries and affiliates, does not accept liability for any errors, omissions, corruption or virus in the contents of this message or any attachments that arise as a result of e-mail transmission.

----- Forwarded by Cheryl D Norton/KAWC/AWWSC on 01/05/2012 07:55 AM -----



Declined: LFUCG: Meeting w Jane and Bill

Tue 01/17/2012 11:00 AM - 12:00

PM

Location: LFUCG Offices

Bryan Siler has declined this meeting invitation

ⓘ Sorry. I am actually out of the office this day. If I am definitely needed, I could come to Lexington for the meeting.

Required: billo@lexingtonky.gov, Bryan Siler/KAWC/AWWSC@AWW, jdriskell@lexingtonky.gov, Keith L Cartier/KAWC/AWWSC@AWW, Susan L Lancho/KAWC/AWWSC@AWW

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:19 AM -----

From: "Cecily Chan" <cecilyc@lexingtonky.gov>
 To: <Bryan.Siler@amwater.com>, "Candice Deininger" <cdeining@lexingtonky.gov>
 Cc: "James Hoskins" <jhoskins@lexingtonky.gov>
 Date: 01/12/2012 03:01 PM
 Subject: RE: December Sales Tax Information

Thank you!

Cecily

-----Original Message-----

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]
 Sent: Thursday, January 12, 2012 2:20 PM
 To: Candice Deininger
 Cc: Cecily Chan; James Hoskins
 Subject: RE: December Sales Tax Information

Cecily,

This is what we discussed. Let me know if you have any questions.

Bryan Siler
 Field Operations Supervisor
 Kentucky American Water
 2300 Richmond Road
 Lexington, Kentucky 40502
 859-268-6350 Office
 859-268-6374 Fax
 bryan.siler@amwater.com

From: "Candice Deininger" <cdeining@lexingtonky.gov>
 To: <Bryan.Siler@amwater.com>
 Cc: "James Hoskins" <jhoskins@lexingtonky.gov>, "Cecily Chan" <cecilyc@lexingtonky.gov>
 Date: 01/12/2012 12:47 PM
 Subject: RE: December Sales Tax Information

Hi, Bryan . . . is there any way you can run the queries to get the information needed by Cecily so those can close their books? I'm on a brief lunch break, in-between sessions with our first vendor demonstration. It would be greatly appreciated if you could get those numbers to her today .

. . .
Candice Deininger
Revenue Supervisor
LFUCG Division of Revenue
200 East Main Street
Lexington, KY 40507
859-258-3364
cdeining@lexingtonky.gov

From: Cecily Chan
Sent: Tuesday, January 10, 2012 10:56 AM
To: 'Bryan.Siler@amwater.com'
Cc: Candice Deininger; James Hoskins
Subject: FW: December Sales Tax Information
Importance: High

Bryan,

We are closing December TODAY and Sewer Journal is one of the few items holding off the closing, please send us the December sales tax information today before 4 PM.

Thanks!

Cecily Chan
Accountant Sr.
Division of Accounting
(859) 258-3318

From: Candice Deininger
Sent: Monday, January 09, 2012 11:03 AM
To: 'Bryan.Siler@amwater.com'
Cc: Cecily Chan
Subject: December Sales Tax Information
Importance: High

Good morning, Bryan. Is there any way you can get the sales tax information that appears at the bottom of page 1 of the summary report to us today? Accounting is trying to close December but can't without it. Any help you can provide will be most appreciated - thank you!!

Candice Deininger
Revenue Supervisor
LFUCG Division of Revenue
200 East Main Street
Lexington, KY 40507
859-258-3364
cdeining@lexingtonky.gov

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:19 AM -----

From: "Sheila Long" <slong@lexingtonky.gov>

To: <Bryan.Siler@amwater.com>
 Date: 01/12/2012 03:04 PM
 Subject: file

Thank you,
Sheila Long
 Mainframe and Help Desk Services
 Division of Computer Services
 Lexington Fayette Urban Co Gov.
 Phone: 859-258-3730
 Fax: 859-258-3399



HERC0109.TXT

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:19 AM -----

From: "Candice Deininger" <cdeining@lexingtonky.gov>
 To: <Bryan.Siler@amwater.com>, "Charles Martin" <chmartin@lexingtonky.gov>
 Cc: "William O'Mara" <billo@lexingtonky.gov>, <Douglas.Brock@amwater.com>, <Keith.Cartier@amwater.com>, <Rachel.Cole@amwater.com>, "Lynne Cross" <ccross@lexingtonky.gov>
 Date: 01/17/2012 10:48 AM
 Subject: RE: Blue Sky Wastewater Treatment Plant

Good morning, Bryan. The sale of the Blue Sky Wastewater Treatment Plant is complete. As a follow-up to earlier emails in December, would you kindly begin billing sewer with the next water meter reading in February at the rates currently in effect for LFUCG sewer customers. If you have any questions, kindly let me know. Thank you for your assistance!

Candice Deininger
 Revenue Supervisor
 LFUCG Division of Revenue
 200 East Main Street
 Lexington, KY 40507
 859-258-3364
 cdeining@lexingtonky.gov
 -----Original Message-----

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]
 Sent: Tuesday, December 06, 2011 12:09 PM
 To: Charles Martin
 Cc: William O'Mara; Candice Deininger; Douglas.Brock@amwater.com; Keith.Cartier@amwater.com; Rachel.Cole@amwater.com
 Subject: RE: Blue Sky Wastewater Treatment Plant

Charles,

With it not approved and no closing schedule it would be hard to plan the work. We have to avoid changes for several days prior to reading those accounts. It sounds like we should not plan for Kentucky American to bill

these in January. I will get a better timeline together and let everyone know though.

Bryan Siler
Field Operations Supervisor
Kentucky American Water
2300 Richmond Road
Lexington, Kentucky 40502
859-268-6350 Office
859-268-6374 Fax
bryan.siler@amwater.com

From: "Charles Martin" <chmartin@lexingtonky.gov>
To: <Bryan.Siler@amwater.com>, "Candice Deininger"
<cdeining@lexingtonky.gov>
Cc: "William O'Mara" <billo@lexingtonky.gov>,
<Keith.Cartier@amwater.com>, <Douglas.Brock@amwater.com>,
<Rachel.Cole@amwater.com>
Date: 12/06/2011 12:03 PM
Subject: RE: Blue Sky Wastewater Treatment Plant

The closing for Blue Sky has not been scheduled yet. What's the drop dead date to make changes for the January 2012 billing? Given the holidays ahead, I doubt that closing would occur in time but thought I'd ask anyway.

NOTE THE NEW ADDRESS FOR THE DIVISION OF WATER QUALITY'S ADMINISTRATIVE OFFICES

125 LISLE INDUSTRIAL AVE., SUITE 180
LEXINGTON KY, 40511

Charles H. Martin, P.E., Director
Division of Water Quality
Lexington-Fayette Urban County Government
office (859) 425-2455
fax (859) 254-7787
chmartin@lexingtonky.gov

-----Original Message-----

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]
Sent: Tuesday, December 06, 2011 12:00 PM
To: Candice Deininger
Cc: William O'Mara; Charles Martin; Keith.Cartier@amwater.com;
Douglas.Brock@amwater.com; Rachel.Cole@amwater.com
Subject: Re: Blue Sky Wastewater Treatment Plant

Candice,

As we discussed I am working to find out how long it will take to update those premises. I hope to have an answer for you by tomorrow afternoon. These accounts were just read yesterday and will bill on December 8th. If we can get the premises updated before these are accounts read again we would be able to bill the sewer fees. Otherwise, the LFUCG would need to continue to bill them in January or until they are updated.

I will be in touch with an answer. In the meantime, please let me know if you have any questions.

Bryan Siler
 Field Operations Supervisor
 Kentucky American Water
 2300 Richmond Road
 Lexington, Kentucky 40502
 859-268-6350 Office
 859-268-6374 Fax
 bryan.siler@amwater.com

From: "Candice Deininger" <cdeining@lexingtonky.gov>
 To: <Bryan.Siler@amwater.com>
 Cc: <Keith.Cartier@amwater.com>, "William O'Mara"
 <billo@lexingtonky.gov>, "Charles Martin"
 <chmartin@lexingtonky.gov>
 Date: 12/06/2011 09:22 AM
 Subject: Blue Sky Wastewater Treatment Plant

Good morning, Bryan. There will be a walk-on item for today's Council meeting recommending the sale of the Blue Sky Wastewater Treatment Plant to LFUCG, and it is anticipated that it will receive approval. As such, the accounts currently included in the Blue Sky area for which we receive water usage information and bill in-house will now need to be billed by KAWC just like any other mutual water/sewer customer. I need to know if there is anything I need to do on our end to facilitate the transition of these accounts into the regular billing system. I'd appreciate hearing from you as soon as possible - thank you!!

Candice Deininger
 Revenue Supervisor
 LFUCG Division of Revenue
 200 East Main Street
 Lexington, KY 40507
 859-258-3364
 cdeining@lexingtonky.gov

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:19 AM -----

From: Kathryn M Milburn/SHARVCS/AWWSC
To: CDeining@lfucg.com, rpulliam@lexingtonky.gov
Cc: Bryan Siler/KAWC/AWWSC@AWW
Date: 01/17/2012 02:50 PM
Subject: 12/2011 Managed Contract

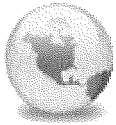
Hi Candice,

Attached is the December Invoice.

Kathy

Kathryn M. Milburn
Cash Management Specialist
American Water Shared Services
Cherry Hill, NJ 08034
Ph-856-310-5844
Fax-856-672-2873
Kathryn.Milburn@AMWater.com

----- Forwarded by Kathryn M Milburn/SHARVCS/AWWSC on 01/17/2012 02:50 PM -----



njwdcrst@amwater.com

01/17/2012 02:51 PM

To "Kathy Milburn" <Kathryn.Milburn@amwater.com>

cc

Subject Attached Image



4327_001.pdf

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:19 AM -----

From: Kathryn M Milburn/SHARVCS/AWWSC
To: sadievilleky@bellsouth.net
Cc: Bryan Siler/KAWC/AWWSC@AWW
Date: 01/17/2012 02:52 PM
Subject: 12/2011 Managed Contract

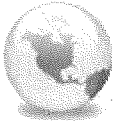
Attn: Cindy Foster,

Attached is the December 2011 Invoice.

Kathy

Kathryn M. Milburn
Cash Management Specialist
American Water Shared Services
Cherry Hill, NJ 08034
Ph-856-310-5844
Fax-856-672-2873
Kathryn.Milburn@AMWater.com

----- Forwarded by Kathryn M Milburn/SHARVCS/AWWSC on 01/17/2012 02:52 PM -----



njwdcrst@amwater.com

01/17/2012 02:52 PM

To "Kathy Milburn" <Kathryn.Milburn@amwater.com>

cc

Subject Attached Image



4328_001.pdf

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:19 AM -----

From: "Candice Deininger" <cdeining@lexingtonky.gov>
 To: <Kathryn.Milburn@amwater.com>, "Robin Adams" <radams@lexingtonky.gov>
 Cc: <Bryan.Siler@amwater.com>
 Date: 01/17/2012 03:26 PM
 Subject: RE: 12/2011 Managed Contract

Hi, Kathy, and thank you!

Candice Deininger
 Revenue Supervisor
 LFUCG Division of Revenue
 200 East Main Street
 Lexington, KY 40507
 859-258-3364
 cdeining@lexingtonky.gov

-----Original Message-----

From: Kathryn.Milburn@amwater.com [mailto:Kathryn.Milburn@amwater.com]
 Sent: Tuesday, January 17, 2012 2:50 PM
 To: Candice Deininger; Robin Adams
 Cc: Bryan.Siler@amwater.com
 Subject: 12/2011 Managed Contract

Hi Candice,

Attached is the December Invoice.

Kathy

Kathryn M. Milburn
 Cash Management Specialist
 American Water Shared Services
 Cherry Hill, NJ 08034
 Ph-856-310-5844
 Fax-856-672-2873
 Kathryn.Milburn@AMWater.com

----- Forwarded by Kathryn M Milburn/SHARSVCS/AWWSC on 01/17/2012 02:50 PM

njwdcrst@amwater.

com

To 01/17/2012 02:51 "Kathy Milburn"
PM <Kathryn.Milburn@amwater.com>

cc

Subject Attached Image

(See attached file: 4327_001.pdf)

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To: <Bryan.Siler@amwater.com>
Cc: "William O'Mara" <billo@lexingtonky.gov>, "Lynne Cross" <ccross@lexingtonky.gov>, "Charles Martin" <chmartin@lexingtonky.gov>, <Douglas.Brock@amwater.com>, <Keith.Cartier@amwater.com>, <Rachel.Cole@amwater.com>
Date: 01/18/2012 11:23 AM
Subject: RE: Blue Sky Wastewater Treatment Plant

Hi, Bryan, and thank you for letting me know. Will this be complete in time for the February billing?

Candice Deininger
Revenue Supervisor
LFUCG Division of Revenue
200 East Main Street
Lexington, KY 40507
859-258-3364
cdeining@lexingtonky.gov

-----Original Message-----

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]
Sent: Wednesday, January 18, 2012 11:22 AM
To: Candice Deininger
Cc: William O'Mara; Lynne Cross; Charles Martin;
Douglas.Brock@amwater.com; Keith.Cartier@amwater.com;
Rachel.Cole@amwater.com
Subject: RE: Blue Sky Wastewater Treatment Plant

Thanks Candice. We will begin working on those and will let you know when we are finished.

Bryan Siler
 Field Operations Supervisor
 Kentucky American Water
 2300 Richmond Road
 Lexington, Kentucky 40502
 859-268-6350 Office
 859-268-6374 Fax
 bryan.siler@amwater.com

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 Cc: "William O'Mara" <billo@lexingtonky.gov>,
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 <ccross@lexingtonky.gov>
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 Subject: RE: Blue Sky Wastewater Treatment Plant

Charles,

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bill
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 everyone
 know though.

Bryan Siler
 Field Operations Supervisor
 Kentucky American Water
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 Lexington, Kentucky 40502
 859-268-6350 Office
 859-268-6374 Fax
 bryan.siler@amwater.com

From: "Charles Martin" <chmartin@lexingtonky.gov>
 To: <Bryan.Siler@amwater.com>, "Candice Deininger"
 <cdeining@lexingtonky.gov>
 Cc: "William O'Mara" <billo@lexingtonky.gov>,
 <Keith.Cartier@amwater.com>, <Douglas.Brock@amwater.com>,
 <Rachel.Cole@amwater.com>
 Date: 12/06/2011 12:03 PM
 Subject: RE: Blue Sky Wastewater Treatment Plant

The closing for Blue Sky has not been scheduled yet. What's the drop
 dead date to make changes for the January 2012 billing? Given the
 holidays ahead, I doubt that closing would occur in time but thought I'd
 ask anyway.

NOTE THE NEW ADDRESS FOR THE DIVISION OF WATER QUALITY'S ADMINISTRATIVE
 OFFICES

125 LISLE INDUSTRIAL AVE., SUITE 180
 LEXINGTON KY, 40511

Charles H. Martin, P.E., Director
 Division of Water Quality
 Lexington-Fayette Urban County Government
 office (859) 425-2455
 fax (859) 254-7787
 chmartin@lexingtonky.gov

-----Original Message-----

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]
 Sent: Tuesday, December 06, 2011 12:00 PM
 To: Candice Deininger
 Cc: William O'Mara; Charles Martin; Keith.Cartier@amwater.com;
 Douglas.Brock@amwater.com; Rachel.Cole@amwater.com
 Subject: Re: Blue Sky Wastewater Treatment Plant

Candice,

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we can get the premises updated before these are accounts read again we would be able to bill the sewer fees. Otherwise, the LFUCG would need to

continue to bill them in January or until they are updated.

I will be in touch with an answer. In the meantime, please let me know if

you have any questions.

Bryan Siler
Field Operations Supervisor
Kentucky American Water
2300 Richmond Road
Lexington, Kentucky 40502
859-268-6350 Office
859-268-6374 Fax
bryan.siler@amwater.com

From: "Candice Deininger"
<cdeining@lexingtonky.gov>
To: <Bryan.Siler@amwater.com>
Cc: <Keith.Cartier@amwater.com>, "William O'Mara"
<billo@lexingtonky.gov>, "Charles Martin"
<chmartin@lexingtonky.gov>
Date: 12/06/2011 09:22 AM
Subject: Blue Sky Wastewater
Treatment
Plant

Good morning, Bryan. There will be a walk-on item for today's Council meeting recommending the sale of the Blue Sky Wastewater Treatment Plant to LFUCG, and it is anticipated that it will receive approval. As such, the accounts currently included in the Blue Sky area for which we receive water usage information and bill in-house will now need to be billed by KAWC just like any other mutual water/sewer customer. I need to know if there is anything I need to do on our end to facilitate the transition of these accounts into the regular billing system. I'd appreciate hearing from you as soon as possible - thank you!!

Candice Deininger
Revenue Supervisor
LFUCG Division of Revenue

200 East Main Street
Lexington, KY 40507
859-258-3364
cdeining@lexingtonky.gov

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:19 AM -----

From: "Sheila Long" <slong@lexingtonky.gov>
To: <Bryan.Siler@amwater.com>
Date: 01/20/2012 03:35 PM
Subject: weekly file

I don't think I sent this to you!
Thank you,
Sheila Long
Mainframe and Help Desk Services
Division of Computer Services
Lexington Fayette Urban Co Gov.
Phone: 859-258-3730
Fax: 859-258-3399



HERC0117.TXT

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:19 AM -----

From: "Sheila Long" <slong@lexingtonky.gov>
To: <Bryan.Siler@amwater.com>
Date: 01/23/2012 12:52 PM
Subject: file

Thank you,
Sheila Long
Mainframe and Help Desk Services
Division of Computer Services
Lexington Fayette Urban Co Gov.
Phone: 859-258-3730
Fax: 859-258-3399



HERC0123.TXT

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:19 AM -----

From: "John Hoggard" <jhoggard@utiliplan.com>
To: <Bryan.Siler@amwater.com>
Date: 01/23/2012 02:10 PM
Subject: follow up items

Hi Bryan,

Thanks for coming in last week - it was good to meet you. Here are the items you were going to look into:

- How are turn offs going to be noted in the files now, and after SAP is implemented?
- By when will the SAP file mapping be completed?
- Can we get phone numbers included in the files now and when SAP is implemented?
- Can we transfer EFT data to our selected vendor so EFT customers do not have to sign up again?
- Can we have a file of all EFT customers now, along with their contact information including mailing addresses and phone numbers?
- We discussed that our selected vendor will be able to access the data files exactly how it is done now. By when will KAWC know how it will be done in the future when SAP is implemented (ie the same way as now, via FTP, etc)?

Is there anything you need me to look into on our end? Please let me know how I can help.

Thanks
John

John Hoggard
LFUCG Billing Project
978-264-0085

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:19 AM -----

From: Rachel Cole/KAWC/AWWSC
To: Warren B Walker/CONSULT/AWWSC@AWW
Cc: Bryan Siler/KAWC/AWWSC@AWW, Donna Taylor/SERVCO/AWWSC@AWW
Date: 01/27/2012 02:03 PM
Subject: Re: Work Order 457899 - Blue Sky

Warren,

It looks like we'll be updating on Tuesday the 31st. We'll let you know when we're done. Thanks.

Rachel S. Cole
Kentucky American Water
Email: rachel.cole@amwater.com
Ph: 859-268-6307
Fax: 859-335-3307

Warren B Walker Rachel, I have attached a revised spreadsheet f...

01/26/2012 07:07:08 PM



Warren B
Walker/CONSULT/AWWSC
01/26/2012 07:07 PM

To Rachel Cole/KAWC/AWWSC@AWW
cc

Subject Work Order 457899 - Blue Sky



Rachel,

I have attached a revised spreadsheet for your review.

There are only 5 premises that have more than 1 service.

[attachment "WW457899A.xls" deleted by Rachel Cole/KAWC/AWWSC]

Please notify me with your approval or if you need any modifications.

Warren B Walker

E-Mail : Warren.Walker@amwater.com

Telephone : 856-782-2878

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:19 AM -----

From: David S Derr/SERVCO/AWWSC
 To: Bryan Siler/KAWC/AWWSC@AWW
 Cc: David S Derr/PAWC/AWWSC@AWW, Douglas Brock/KAWC/AWWSC@AWW, Tammy T MacLaughlin/CALLCTR/CORP/AWWSC@AWW
 Date: 01/30/2012 10:20 AM
 Subject: Re: LFUCG Followup Questions

Bryan, please see my responses below in red. I have also copied Tammy MacLaughlin, as there are multiple questions her team will need to answer.

Please let me know if you have any questions.

Thanks

David S. Derr
Application Development Manager
Business Application Development - Middle Office

American Water
800 West Hershey Park Drive
Hershey, PA 17033
U.S.A.

Phone +1 717-520-4520
Mobile + 1 717-572-0812
e:mail david.derr@amwater.com

American Water

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Bryan Siler

Dave, These are some follow up issues from my...

01/23/2012 02:47:21 PM

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:19 AM -----

From: "John Hoggard" <jhoggard@utiliplan.com>
 To: <Bryan.Siler@amwater.com>
 Date: 01/30/2012 02:06 PM
 Subject: LFUCG data files

Hi Bryan,

Can you resend the data files that the new vendor will be given to bill? You had previously sent them to me/Candice/Bill, but for some reason it didn't come through.

Thanks

John

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:19 AM -----

From: "John Hoggard" <jhoggard@utiliplan.com>
 To: <Bryan.Siler@amwater.com>, "Candice Deininger" <cdeining@lexingtonky.gov>
 Cc: <marisa@utiliplan.com>
 Date: 01/30/2012 05:01 PM
 Subject: can we have a call Wed morning?

Bryan and Candice,

Can we have a call sometime Wednesday morning to catch up? How about 10am or 11am?

One of the items we need to cover is access to the files that the vendor will be getting:

UdUsg.txt
 UdTrnSmy.txt
 UdRdg.txt
 UdPrmChg.txt
 UdActChg.txt

Where is each file located in the menus? When I go online, I can't get to files because there is a secondary password required. I imagine the vendor will have the same issue...

Thanks

John

-----Original Message-----

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]
 Sent: Friday, December 30, 2011 10:58 AM

To: jhoggard@utiliplan.com
 Subject: LFUCG usage data

Hi John,

Candice asked me to send these files to you. Can you let us know if you receive them? there are five files at about 7.7MB.

Bryan Siler
 Field Operations Supervisor
 Kentucky American Water
 2300 Richmond Road
 Lexington, Kentucky 40502
 859-268-6350 Office
 859-268-6374 Fax
 bryan.siler@amwater.com

----- Forwarded by Bryan Siler/KAWC/AWWSC on 12/30/2011 11:00 AM -----

From: Bryan Siler/KAWC/AWWSC
 To: Candice Deininger <cdeining@lexingtonky.gov>
 Date: 12/30/2011 10:39 AM
 Subject: usage data

(See attached file: UdUsg.txt)(See attached file: UdTrnSmy.txt)(See attached file: UdRdg.txt)(See attached file: UdPrmChg.txt)(See attached file: UdActChg.txt)

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:19 AM -----

From: Kenneth D Evans/CALLCTR/CORP/AWWSC
 To: Bryan Siler/KAWC/AWWSC@AWW
 Date: 01/30/2012 06:30 PM
 Subject: Re: Fw: CSR calls KAWC takes for LFUCG?

No Brian,

We have no way to answer this question. Unfortunately, our calls are not separated in a way to determine who is calling. Also, there isn't a utility contact that will show specifically LFUCG request. Sorry I couldn't be of any more assistance.

Thanks,

Ken Evans
 Sr. Divisional Liaison - Business Services
 American Water Customer Service Center
 (618) 433-4604 Office
 (618) 792-6044 Cell
 (618) 433-4665 Fax
 kevens@amwater.com

Bryan Siler

Ken, Do you know if we are able to answer this q...

01/30/2012 12:28:20 PM

Bryan Siler

Linda, Do you know who might be able to answe...

01/30/2012 12:20:53 PM

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:19 AM -----

From: Vanessa A Conrad/CALLCTR/CORP/AWWSC
 To: Bryan Siler/KAWC/AWWSC@AWW
 Date: 01/31/2012 02:40 PM
 Subject: Chat between CN=Bryan Siler/OU=KAWC/O=AWWSC and CN=Vanessa A Conrad/OU=CALLCTR/OU=CORP/O=AWWSC

Bryan, they are all currently locked , let me know when you need me to unclok them. Also will you need the closing batch s well?

Forwarding...

Jan 31, 2012 12:48:50 PM **Bryan Siler/KAWC/AWWSC** - Recalc done?

12:49:08 PM **Bryan Siler/KAWC/AWWSC** - I am headed to a meeting until 3 and wanted to test and approve before that meeting if possible.

12:50:20 PM **Vanessa A Conrad/CALLCTR/CORP/AWWSC** - give me a second Bryan, we are not suppose to recalc until 1pm

12:51:06 PM **Bryan Siler/KAWC/AWWSC** - That's fine. I will be out of the meeting at 3:00pm Eastern time. I will check for your e-mail then and do my testing. I will send approval once I am done.

12:51:16 PM **Bryan Siler/KAWC/AWWSC** - It should only take 5 minutes or so.

12:52:57 PM **Vanessa A Conrad/CALLCTR/CORP/AWWSC** - ok i will go ahead and start to recalc now and shoot you an email or im

12:53:18 PM **Vanessa A Conrad/CALLCTR/CORP/AWWSC** - once its all complete.

1:18:13 PM **Vanessa A Conrad/CALLCTR/CORP/AWWSC** - the batches are all done recalcing 12001 12002 and 12003

1:31:04 PM **Bryan Siler/KAWC/AWWSC** - Thanks, I will test and send you an e-mail.

1:35:40 PM **Vanessa A Conrad/CALLCTR/CORP/AWWSC** - ok thank you

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:19 AM -----

From: Vanessa A Conrad/CALLCTR/CORP/AWWSC
 To: Bryan Siler/KAWC/AWWSC@AWW
 Date: 01/31/2012 03:41 PM
 Subject: Re: Chat between CN=Bryan Siler/OU=KAWC/O=AWWSC and CN=Vanessa A Conrad/OU=CALLCTR/OU=CORP/O=AWWSC

thank you, have a great day!

Bryan Siler

Vanessa, I tested and am approving the batches...

01/31/2012 02:40:02 PM

Vanessa A Conrad

Bryan, they are all currently locked , let me kno...

01/31/2012 02:40:20 PM

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:19 AM -----

From: "William O'Mara" <billo@lexingtonky.gov>
 To: <Keith.Cartier@amwater.com>, <Bryan.Siler@amwater.com>
 Cc: "Candice Deininger" <cdeining@lexingtonky.gov>, "John Hoggard" <jhoggard@utiliplan.com>, "marisa" <marisa@utiliplan.com>, "Jane C Driskell" <jdriskell@lexingtonky.gov>, "Douglas Brock"

Date: <Douglas.Brock@amwater.com>
02/01/2012 02:44 PM
Subject: RE: can we have a call Wed morning?

Thanks Keith. I agree, this will speed things along.

Thanks again.

Bill O

-----Original Message-----

From: Keith.Cartier@amwater.com [mailto:Keith.Cartier@amwater.com]
Sent: Wednesday, February 01, 2012 12:29 PM
To: William O'Mara; Bryan.Siler@amwater.com
Cc: Candice Deininger; John Hoggard; marisa; Jane C Driskell; Douglas Brock
Subject: Re: can we have a call Wed morning?

Bill

With the selection of vendor and project manager, I think we can now treat those firms as agents of LFUCG. I view these differently than those direct inquiries experienced from a number of potential vendors during earlier phases of the project. From our perspective these types of conversations will only help accelerate the process and facilitate a smooth transition. Bryan Siler is the appropriate contact person here, and will bring in any additional technical folks to help as necessary.

Keith

----- Original Message -----

From: "William O'Mara" [billo@lexingtonky.gov]
Sent: 02/01/2012 08:52 AM EST
To: Bryan Siler; Keith Cartier
Cc: "Candice Deininger" <cdeining@lexingtonky.gov>; "John Hoggard" <jhoggard@utiliplan.com>; <marisa@utiliplan.com>; "Jane C Driskell" <jdriskell@lexingtonky.gov>
Subject: RE: can we have a call Wed morning?

Bryan & Keith-

LFUCG has engaged John Hoggard and Marisa Miralles from UPN to be the project managers for the user fee billing and collection project. It would be very beneficial and a time saving measure if they can correspond directly with representatives of American Water on technical, data, and process issues throughout this process. All correspondence and e-mail will include LFUCG staff.

John & Marisa would like to have a conference call with Bryan to clarify access and security issues regarding usage data from KAW.

Thanks for your cooperation to help expedite our transition off KAW billing system.

Bill O

-----Original Message-----

From: Candice Deininger
 Sent: Wednesday, February 01, 2012 8:06 AM
 To: William O'Mara; 'John Hoggard'; marisa@utiliplan.com
 Subject: FW: can we have a call Wed morning?
 Importance: High

Bill - Kindly refer to John's request just below Bryan's response . . .

Candice Deininger
 Revenue Supervisor
 LFUCG Division of Revenue
 200 East Main Street
 Lexington, KY 40507
 859-258-3364
 cdeining@lexingtonky.gov

-----Original Message-----

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]
 Sent: Wednesday, February 01, 2012 8:01 AM
 To: Candice Deininger
 Subject: Fw: can we have a call Wed morning?

Candice,

It would be best if these types of requests came from the LFUCG. I hope you understand. If we're at a point to open the relationship up to us dealing with someone outside the LFUCG I am good. I would just ask that we get everyone's blessing.

Call me if you'd like. Thanks.

Bryan Siler
 Field Operations Supervisor
 Kentucky American Water
 2300 Richmond Road
 Lexington, Kentucky 40502
 859-268-6350 Office
 859-268-6374 Fax
 bryan.siler@amwater.com

----- Forwarded by Bryan Siler/KAWC/AWWS on 02/01/2012 08:01 AM -----

From: jhoggard@utiliplan.com
 To: Bryan.Siler@amwater.com, jhoggard@utiliplan.com
 Cc: "'Candice Deininger'" <cdeining@lexingtonky.gov>, marisa@utiliplan.com
 Date: 02/01/2012 07:54 AM
 Subject: Re: can we have a call Wed morning?

Bryan,
 I think you are right about the security issue. We will try from a different location.

Instead of this afternoon, can you join me on a call tomorrow (Thursday) at 1pm? We are talking to the vendor about data.

Thanks

John

-----Original Message-----

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]
 Sent: Tuesday, January 31, 2012 08:09 PM
 To: jhoggard@utiliplan.com
 Cc: 'Candice Deininger', marisa@utiliplan.com
 Subject: Re: can we have a call Wed morning?

John, Did we experience this secondary password issue when we met at the LFUCG? I am afraid that may be a security issue on the vendors network. I

am available pretty much anytime Wednesday afternoon.

***** Bryan Siler Field

Operations

Supervisor Kentucky American Water 2300 Richmond Road Lexington, Kentucky
 40502 859-268-6350 Office 859-268-6374 Fax bryan.siler@amwater.com

From:

"John Hoggard" To: , "Candice Deininger" Cc: Date: 01/30/2012 05:01 PM

Subject: can we have a call Wed morning? Bryan and Candice, Can we have a

call sometime Wednesday morning to catch up? How about 10am or 11am? One

of the items we need to cover is access to the files that the vendor will

be getting: UdUsg.txt UdTrnSmy.txt UdRdg.txt UdPrmChg.txt UdActChg.txt
 Where is each file located in the menus? When I go online, I can't get to

files because there is a secondary password required. I imagine the vendor

will have the same issue... Thanks John -----Original Message-----

From:

Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com] Sent: Friday, December 30, 2011 10:58 AM To: jhoggard@utiliplan.com Subject: LFUCG usage

data Hi John, Candice asked me to send these files to you. Can you let us

know if you receive them? there are five files at about 7.7MB.

***** Bryan Siler Field

Operations

Supervisor Kentucky American Water 2300 Richmond Road Lexington, Kentucky
 40502 859-268-6350 Office 859-268-6374 Fax bryan.siler@amwater.com

Forwarded by Bryan Siler/KAWC/AWWSC on 12/30/2011 11:00 AM ----- From: Bryan Siler/KAWC/AWWSC To: Candice Deininger Date: 12/30/2011 10:39 AM Subject: usage data (See attached file: UdUsg.txt)(See attached file: UdTrnSmy.txt)(See attached file: UdRdg.txt)(See attached file: UdPrmChg.txt)(See attached file: UdActChg.txt)

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:19 AM -----

From: Kathryn M Milburn/SHARSVCS/AWWSC
 To: CDeining@lfucg.com, rpulliam@lexingtonky.gov
 Cc: Bryan Siler/KAWC/AWWSC@AWW
 Date: 02/06/2012 11:27 AM

Subject: January 2012 Sewer Collections

Candice,

Attached is the January Bill

Kathryn M. Milburn
 Cash Management Specialist
 American Water Shared Services
 Cherry Hill, NJ 08034
 Ph-856-310-5844
 Fax-856-672-2873
 Kathryn.Milburn@AMWater.com

----- Forwarded by Kathryn M Milburn/SHARVCS/AWWSC on 02/06/2012 11:26 AM -----



njwocrst@amwater.com

02/06/2012 11:26 AM

To "Kathy Milburn" <Kathryn.Milburn@amwater.com>

cc

Subject Attached Image



4751_001.pdf

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:19 AM -----

From: Kathryn M Milburn/SHARVCS/AWWSC
 To: sadievilleky@bellsouth.net
 Cc: Bryan Siler/KAWC/AWWSC@AWW
 Date: 02/06/2012 11:31 AM
 Subject: January 2012 Managed Contract

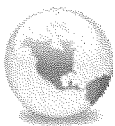
Cindy Foster,

Attached is January 2012 Managed Contract Bill.

Kathy

Kathryn M. Milburn
 Cash Management Specialist
 American Water Shared Services
 Cherry Hill, NJ 08034
 Ph-856-310-5844
 Fax-856-672-2873
 Kathryn.Milburn@AMWater.com

----- Forwarded by Kathryn M Milburn/SHARVCS/AWWSC on 02/06/2012 11:30 AM -----



njwocrst@amwater.com

02/06/2012 11:26 AM

To "Kathy Milburn" <Kathryn.Milburn@amwater.com>

cc

Subject Attached Image



4752_001.pdf

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:19 AM -----

From: "Candice Deininger" <cdeining@lexingtonky.gov>
 To: <Bryan.Siler@amwater.com>
 Date: 02/06/2012 11:44 AM
 Subject: RE: January Reports

Good morning, Bryan, and thank you very much!! Also checking to be sure that Blue Sky is going to be billed on the water bill this month per our earlier requests . . .

Candice Deininger
 Revenue Supervisor
 LFUCG Division of Revenue
 200 East Main Street
 Lexington, KY 40507
 859-258-3364
 cdeining@lexingtonky.gov

-----Original Message-----

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]
 Sent: Monday, February 06, 2012 11:04 AM
 To: Candice Deininger; Renee Wallingford; Deborah Gerardi;
 Rachel.Cole@amwater.com; William O'Mara; Lori Vahle; Stephen Mulligan;
 Takisha.Walker@amwater.com; James Hoskins; Cecily Chan;
 Susan.Lee@amwater.com; Steven.Snowden@amwater.com; Kimberly Bryan;
 Samantha.Papa@amwater.com; Robin Adams
 Subject: January Reports

Hello,

Attached are the sewer, landfill and water quality management fee monthly reports for your review. There were 9 OPA accounts that were billed \$44.71 in taxes. These will be corrected.

The aging files are too large to e-mail but they are available on the Online Account Manager.

Please let me know if you have any questions.

Thank you.

(See attached file: LFUCG 0112 Report.xls)

Bryan Siler
 Field Operations Supervisor
 Kentucky American Water
 2300 Richmond Road
 Lexington, Kentucky 40502
 859-268-6350 Office
 859-268-6374 Fax
 bryan.siler@amwater.com

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:19 AM -----

From: "Sheila Long" <slong@lexingtonky.gov>
To: <Bryan.Siler@amwater.com>
Date: 02/07/2012 02:25 PM
Subject: weekly file

Thank you,
Sheila Long
Mainframe and Help Desk Services
Division of Computer Services
Lexington Fayette Urban Co Gov.
Phone: 859-258-3730
Fax: 859-258-3399



HERC0206.TXT

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:19 AM -----

From: "Candice Deininger" <cdeining@lexingtonky.gov>
To: <Bryan.Siler@amwater.com>
Cc: "Lynne Cross" <ccross@lexingtonky.gov>, <Rachel.Cole@amwater.com>
Date: 02/10/2012 02:07 PM
Subject: RE: Blue Sky

Thanks for getting back to me about Blue Sky, Bryan . . . out of all the accounts I could pick to check, I chose one that was closed!! Glad they are now billing as we discussed. Thanks and have a good weekend!

Candice Deininger
Revenue Supervisor
LFUCG Division of Revenue
200 East Main Street
Lexington, KY 40507
859-258-3364
cdeining@lexingtonky.gov

From: Candice Deininger
Sent: Friday, February 10, 2012 8:18 AM
To: 'Bryan.Siler@amwater.com'
Cc: Lynne Cross; Rachel.Cole@amwater.com
Subject: Blue Sky

Good morning, Bryan. I received an automatically generated notice about Blue Sky usage, so I checked one of those accounts on OAM and found no billing. We did receive the usage data download, and I noticed that all the account billing information was included in that. I thought we were all set to have these incorporated into the regular LFUCG sewer billing at our rates – what happened?

Candice Deininger
Revenue Supervisor
LFUCG Division of Revenue

200 East Main Street
Lexington, KY 40507
859-258-3364
cdeining@lexingtonky.gov

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:19 AM -----

From: Rachel Cole/KAWC/AWWSC
To: Bryan Siler/KAWC/AWWSC@AWW
Date: 02/10/2012 02:35 PM
Subject: Re: Fw: Blue Sky

Bryan,

We did... This was the last file that we received...



WW457899C.xls

Warren B Walker

E-Mail : Warren.Walker@amwater.com
Telephone : 856-782-2878

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:19 AM -----

From: Rachel Cole/KAWC/AWWSC
To: Bryan Siler/KAWC/AWWSC@AWW
Date: 02/10/2012 02:36 PM
Subject: Re: Fw: Blue Sky

Great!

Rachel S. Cole
Kentucky American Water
Email: rachel.cole@amwater.com
Ph: 859-268-6307
Fax: 859-335-3307

Bryan Siler	I checked some with Candice and the ones we c...	02/10/2012 02:02:50 PM
Rachel Cole	Deidra and Bethany, Would you please troubles...	02/10/2012 11:05:11 AM

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:19 AM -----

From: "Sheila Long" <slong@lexingtonky.gov>
To: <Bryan.Siler@amwater.com>
Date: 02/14/2012 12:07 PM
Subject: RE: WEELY FILE

Bryan,

You will need to talk to Candice about this. Sorry!

Thank you,

Sheila Long

Mainframe and Help Desk Services

Division of Computer Services

Lexington Fayette Urban Co Gov.

Phone: 859-258-3730

Fax: 859-258-3399

-----Original Message-----

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]

Sent: Tuesday, February 14, 2012 7:34 AM

To: Sheila Long

Cc: Candice Deininger

Subject: Re: WEELY FILE

Sheila,

These were processed with no errors.

I still suggest we do a full update - we used to do this every six months.
If you send me the file I will be glad to process it.

Thanks.

(Embedded image moved to file: pic14855.gif)

Bryan Siler
Field Operations Supervisor
Kentucky American Water
2300 Richmond Road
Lexington, Kentucky 40502
859-268-6350 Office
859-268-6374 Fax
bryan.siler@amwater.com

From: "Sheila Long" <slong@lexingtonky.gov>

To: <Bryan.Siler@amwater.com>

Date: 02/13/2012 05:51 PM

Subject: WEELY FILE

Thank you,

Sheila Long

Mainframe and Help Desk Services

Division of Computer Services

Lexington Fayette Urban Co Gov.

Phone: 859-258-3730

Fax: 859-258-3399

[attachment "HERC0213.TXT" deleted by Bryan Siler/KAWC/AWWSC]

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:19 AM -----

From: "Candice Deininger" <cdeining@lexingtonky.gov>
 To: <Bryan.Siler@amwater.com>
 Cc: "Lynne Cross" <ccross@lexingtonky.gov>, "John Hoggard" <jhoggard@utiliplan.com>, <marisa@utiliplan.com>, "Mike Smith" <mikes@lexingtonky.gov>, "Sheila Long" <slong@lexingtonky.gov>
 Date: 02/16/2012 04:45 PM
 Subject: RE: WEELY FILE

Hey, Bryan . . . we will certainly want to do the full update and it's good to know that we can do that any time. Thank you!!

Candice Deininger
 Revenue Supervisor
 LFUCG Division of Revenue
 200 East Main Street
 Lexington, KY 40507
 859-258-3364
 cdeining@lexingtonky.gov

-----Original Message-----

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]
 Sent: Thursday, February 16, 2012 3:15 PM
 To: Candice Deininger
 Cc: Lynne Cross; John Hoggard; marisa@utiliplan.com; Mike Smith; Sheila Long
 Subject: RE: WEELY FILE

Candice,

There is no requirement to do it. It is in our contract that we will but if there are circumstances preventing you from providing the data right now it is not a problem. I just wanted to let you know that we could at any time. I do suggest running it before we transition the billing but that can be done up to several days before that happens.

Thanks.

Bryan Siler
 Field Operations Supervisor
 Kentucky American Water
 2300 Richmond Road
 Lexington, Kentucky 40502
 859-268-6350 Office
 859-268-6374 Fax
 bryan.siler@amwater.com

From: "Candice Deininger" <cdeining@lexingtonky.gov>
 To: <Bryan.Siler@amwater.com>
 Cc: "Mike Smith" <mikes@lexingtonky.gov>, "Sheila Long" <slong@lexingtonky.gov>, "Lynne Cross" <ccross@lexingtonky.gov>, "John Hoggard" <jhoggard@utiliplan.com>, <marisa@utiliplan.com>
 Date: 02/15/2012 08:13 AM
 Subject: RE: WEELY FILE

Good morning, Bryan - yes, it is! I know you've mentioned doing this before; however, we have a landfill project going on right now in which the Division of Waste Management is doing a detailed inventory/investigation of waste containers in an attempt to document the number of containers and where the service is being given using new routing software to either correct or add containers as necessary. Since this is an ongoing process, I need for you to give me some idea of a cut-off date, if any, for doing a full update prior to LFUCG going live. Thanks!!

Candice Deininger
 Revenue Supervisor
 LFUCG Division of Revenue
 200 East Main Street
 Lexington, KY 40507
 859-258-3364
 cdeining@lexingtonky.gov

-----Original Message-----

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]
 Sent: Tuesday, February 14, 2012 9:07 PM
 To: Candice Deininger
 Subject: Fw: WEELY FILE

I guess it is me and you now. :)

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2012 09:11 PM -----

From: "Sheila Long" <slong@lexingtonky.gov>
 To: <Bryan.Siler@amwater.com>
 Date: 02/14/2012 12:07 PM
 Subject: RE: WEELY FILE

Bryan,

You will need to talk to Candice about this. Sorry!

Thank you,

Sheila Long

Mainframe and Help Desk Services

Division of Computer Services

Lexington Fayette Urban Co Gov.

Phone: 859-258-3730

Fax: 859-258-3399

-----Original Message-----

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]

Sent: Tuesday, February 14, 2012 7:34 AM

To: Sheila Long

Cc: Candice Deininger

Subject: Re: WEELY FILE

Sheila,

These were processed with no errors.

I still suggest we do a full update - we used to do this every six months.

If you send me the file I will be glad to process it.

Thanks.

(Embedded image moved to file: pic14855.gif)

Bryan Siler

Field Operations Supervisor

Kentucky American Water

2300 Richmond Road

Lexington, Kentucky 40502

859-268-6350 Office

859-268-6374 Fax

bryan.siler@amwater.com

From: "Sheila Long" <slong@lexingtonky.gov>

To: <Bryan.Siler@amwater.com>

Date: 02/13/2012 05:51 PM

Subject: WEELY FILE

Thank you,

Sheila Long

Mainframe and Help Desk Services

Division of Computer Services

Lexington Fayette Urban Co Gov.

Phone: 859-258-3730

Fax: 859-258-3399

[attachment "HERC0213.TXT" deleted by Bryan Siler/KAWC/AWWSC]

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:19 AM -----

From: "Mike Smith" <mikes@lexingtonky.gov>

To: <Bryan.Siler@amwater.com>
 Cc: "Candice Deininger" <cdeining@lexingtonky.gov>
 Date: 02/20/2012 09:46 AM
 Subject: weekly file

The weekly file is attached.

Thank you!

Michael S. Smith

Computer Operations Manager
 Help Desk Manager
 Cell Phone Administrator
 Division of Computer Services - Suite # 712
 200 East Main Street - Lexington, KY 40507
 859-258-3730 mikes@lexingtonky.gov



HERC0220.TXT

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:19 AM -----

From: "Candice Deininger" <cdeining@lexingtonky.gov>
 To: <Rachel.Cole@amwater.com>
 Cc: <Bryan.Siler@amwater.com>, "Hilori Morgan" <hmorgan@lexingtonky.gov>, <Deidra.Hayden@amwater.com>
 Date: 02/22/2012 09:29 AM
 Subject: RE: FW: [REDACTED]

Thanks very much, Rachel - much appreciated it!!!

Candice Deininger
 Revenue Supervisor
 LFUCG Division of Revenue
 200 East Main Street
 Lexington, KY 40507
 859-258-3364
 cdeining@lexingtonky.gov

-----Original Message-----


From: Rachel.Cole@amwater.com [mailto:Rachel.Cole@amwater.com]
 Sent: Wednesday, February 22, 2012 9:29 AM
 To: Candice Deininger
 Cc: Bryan.Siler@amwater.com; Hilori Morgan; Deidra.Hayden@amwater.com
 Subject: Re: FW: [REDACTED]

Candice,

We will take the \$26.00 activation fee off.


Rachel S. Cole
 Kentucky American Water
 Field Services Supervisor
 Customer Advocacy Office

Email: rachel.cole@amwater.com
Ph: 859-268-6307
Fax: 859-335-3307

"Candice
Deininger"
<cdeining@lexingt
To onky.gov> <Bryan.Siler@amwater.com>,
<Rachel.Cole@amwater.com>
02/22/2012 09:25
cc AM "Hilori Morgan"
<hmorgan@lexingtonky.gov>
Subject
FW: 

Good morning, Bryan and Rachel. Just following up on this . . . would appreciate some type of answer - thank you!!!

Candice Deininger
Revenue Supervisor
LFUCG Division of Revenue
200 East Main Street
Lexington, KY 40507
859-258-3364
cdeining@lexingtonky.gov

From: Hilori Morgan
Sent: Wednesday, February 22, 2012 9:00 AM
To: Candice Deininger
Subject: RE: 

Did you ever hear back from KAWC about this?

Thank you,

Hilori Morgan
LFUCG Division of Water Quality
125 Lisle Industrial Avenue, Suite 180
Lexington, KY 40511
859.425.2507 direct line
hmorgan@lexingtonky.gov

From: Candice Deininger
Sent: Monday, February 13, 2012 4:17 PM
To: 'Bryan.Siler@amwater.com'
Cc: Hilori Morgan; 'Rachel.Cole@amwater.com'
Subject: FW: [REDACTED]
Importance: High

Good afternoon, Bryan. Hilori forwarded an email from a WQMF customer at [REDACTED] (and attached copy of KAWC bill) in which the customer was questioning the \$26 activation fee. Since this bill is not for activating a water account, was this customer charged that fee in error?

Candice Deininger
Revenue Supervisor
LFUCG Division of Revenue
200 East Main Street
Lexington, KY 40507
859-258-3364
cdeining@lexingtonky.gov

From: Hilori Morgan
Sent: Friday, February 10, 2012 4:34 PM
To: Candice Deininger
Subject: FW: [REDACTED]

Thank you,

Hilori Morgan
LFUCG Division of Water Quality
125 Lisle Industrial Avenue, Suite 180
Lexington, KY 40511
859.425.2507 direct line
hmorgan@lexingtonky.gov

From: Richard Masson [mailto:richard@ponymass.com]
Sent: Friday, February 10, 2012 4:31 PM
To: Hilori Morgan
Cc: sue@ponymass.com
Subject: [REDACTED]

Hilary,
Attached is the [REDACTED] initial bill for [REDACTED]

This shows the \$26 activation fee, already paid on our main bill [REDACTED]

If you have any questions, call me at [REDACTED] or cell [REDACTED]
Sue Masson
sue@ponymass.com

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:19 AM -----

From: "John Hoggard" <jhoggard@utiliplan.com>
To: <Bryan.Siler@amwater.com>
Cc: "Candice Deininger" <cdeining@lexingtonky.gov>, <marisa@utiliplan.com>
Date: 02/22/2012 03:38 PM
Subject: LFUCG questions

Hi Bryan,

Can we have a call sometime tomorrow morning or early afternoon? We have some urgent questions for you. Just name any time that works for you.

Thanks
John

REDACTED - PRIVILEGED



----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:19 AM -----

From: "Sheila Long" <slong@lexingtonky.gov>
To: <Bryan.Siler@amwater.com>
Cc: "Mike Smith" <mikes@lexingtonky.gov>, "Candice Deininger" <cdeining@lexingtonky.gov>
Date: 02/27/2012 12:49 PM
Subject: weekly file

Thank you,
Sheila Long
Mainframe and Help Desk Services
Division of Computer Services
Lexington Fayette Urban Co Gov.
Phone: 859-258-3730
Fax: 859-258-3399



HERC0227.TXT

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:19 AM -----

From: "Mike Smith" <mikes@lexingtonky.gov>
To: <Bryan.Siler@amwater.com>
Cc: "Candice Deininger" <cdeining@lexingtonky.gov>
Date: 03/12/2012 05:24 PM
Subject: weekly file

Weekly file is attached.

Thank you!

Michael S. Smith

Computer Operations Manager
Help Desk Manager
Cell Phone Administrator
Division of Computer Services - Suite # 712
200 East Main Street - Lexington, KY 40507
859-258-3730 mikes@lexingtonky.gov



HERC0312.TXT

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:19 AM -----

From: Kathryn M Milburn/SHARVCS/AWWSC
To: sadievilleky@bellsouth.net
Cc: Bryan Siler/KAWC/AWWSC@AWW
Date: 03/14/2012 04:35 PM
Subject: February 2012 Managed Contract

Attn: Cindy Foster

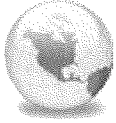
Attached is the invoice.

Kathy

Kathryn M. Milburn
Cash Management Specialist

American Water Shared Services
 Cherry Hill, NJ 08034
 Ph-856-310-5844
 Fax-856-672-2873
 Kathryn.Milburn@AMWater.com

----- Forwarded by Kathryn M Milburn/SHARSVCS/AWWSC on 03/14/2012 04:35 PM -----



njwdcrst@amwater.com

03/14/2012 04:33 PM

To "Kathy Milburn" <Kathryn.Milburn@amwater.com>

cc

Subject Attached Image



0417_001.pdf

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:19 AM -----

From: Kathryn M Milburn/SHARSVCS/AWWSC
 To: cdeining@lexingtonky.gov
 Cc: Bryan Siler/KAWC/AWWSC@AWW
 Date: 03/14/2012 04:37 PM
 Subject: February 2012 Managed Contract

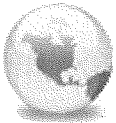
Candice,

Attached is the February Invoice.

Kathy

Kathryn M. Milburn
 Cash Management Specialist
 American Water Shared Services
 Cherry Hill, NJ 08034
 Ph-856-310-5844
 Fax-856-672-2873
 Kathryn.Milburn@AMWater.com

----- Forwarded by Kathryn M Milburn/SHARSVCS/AWWSC on 03/14/2012 04:39 PM -----



njwdcrst@amwater.com

03/14/2012 04:33 PM

To "Kathy Milburn" <Kathryn.Milburn@amwater.com>

cc

Subject Attached Image



0418_001.pdf

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:19 AM -----

From: Kelly Townsend/KAWC/AWWSC
 To: "Hilori Morgan" <hmorgan@lexingtonky.gov>
 Cc: Bryan.Siler@amwater.com, Kelly.Townsend@amwater.com, Rachel.Cole@amwater.com
 Date: 03/21/2012 10:10 AM

Subject: RE: [REDACTED] WQLMF

We do not bill [REDACTED] or [REDACTED] for water services, they are all on the two big meters.. The owners have metered each property and they pay someone to go out and read those meters they then break down the 2 bills we send them between all the stores out there.

"Hilori Morgan" Currently, the way we are billing the WQMF is th...

03/21/2012 09:53:42 AM

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:19 AM -----

From: "Hilori Morgan" <hmorgan@lexingtonky.gov>
 To: <Kelly.Townsend@amwater.com>, <Rachel.Cole@amwater.com>
 Cc: <Bryan.Siler@amwater.com>
 Date: 03/21/2012 10:22 AM
 Subject: RE: [REDACTED] LMQMF

[REDACTED] owns the property the store sits on. There is 427,782 square feet of impervious are on that one parcel, and [REDACTED] is billed 171 ERUs per month (\$750.69). I was incorrect about the type of bill - it is a non-mutual, but it is only for [REDACTED] parcel.

[REDACTED] is the only store that sits on the parcel at [REDACTED] is billed on a non-mutual for 93 ERUs per month (\$408.27), which is for the 232,061 square feet of impervious area for that parcel.

[REDACTED] pays the majority of the WQMF for [REDACTED] (well over 2 million square feet).

- 954 ERUs (\$4,188.06 per month)
- 204 ERUs (\$895.56 per month)

I hope this clears up any problems or misunderstandings. If not, let me know.

Thank you,

Hilori Morgan
 LFUCG Division of Water Quality
 125 Lisle Industrial Avenue, Suite 180
 Lexington, KY 40511
 859.425.2507 direct line
 hmorgan@lexingtonky.gov

-----Original Message-----

From: Kelly.Townsend@amwater.com [mailto:Kelly.Townsend@amwater.com]
 Sent: Wednesday, March 21, 2012 10:06 AM
 To: Rachel.Cole@amwater.com
 Cc: Bryan.Siler@amwater.com; Hilori Morgan
 Subject: RE: [REDACTED] LMQMF

[REDACTED] and [REDACTED] do not have meters, they are being bill the LWQMF charge for the who shopping center which is normally paid for by the owner of the

land which in this case should be [REDACTED]

We bill the owner of the property directly for the 2 large meters that they have out there and they have installed their own meters to each store and are read and bill by a third party.

Kelly Townsend
Operations Clerk
2300 Richmond Road
Lexington, KY 40502
859-268-6354 office
859-268-6374 fax
kelly.townsend@amwater.com

You don't stop laughing because you grow old.
You grow old because you stop laughing."

Rachel

Cole/KAWC/AWWSC

To

03/21/2012 09:46

"Hilori Morgan"

AM

<hmorgan@lexingtonky.gov>@AWX

cc

Bryan Siler/KAWC/AWWSC@AWW, Kelly

Townsend/KAWC/AWWSC@AWW

Subject

RE: [REDACTED] WQLMF (Document link:

Kelly Townsend)

Thanks, Hilori.

I can check that, if you would please let me know who should be paying.

Do

you think it would be [REDACTED]

Rachel S. Cole
Kentucky American Water
Field Services Supervisor
Customer Advocacy Office
Email: rachel.cole@amwater.com
Ph: 859-268-6307
Fax: 859-335-3307

"Hilori Morgan"

<hmorgan@lexingto

nky.gov>

To

<Rachel.Cole@amwater.com>

03/21/2012 09:23

cc

AM

Subject

RE: [REDACTED]

It is my understanding that only [REDACTED] and [REDACTED] have KAWC meters. The remainder of the stores have separate meters administered by a third party. We bill the owner of the property directly for the WQMF (other than [REDACTED] and [REDACTED]). I don't know if they pay it and swallow the costs or if they pass the fee along to the tenants.

Thank you,

Hilori Morgan
LFUCG Division of Water Quality
125 Lisle Industrial Avenue, Suite 180
Lexington, KY 40511
859.425.2507 direct line
hmorgan@lexingtonky.gov

-----Original Message-----

From: Rachel.Cole@amwater.com [mailto:Rachel.Cole@amwater.com]
Sent: Tuesday, March 20, 2012 7:26 PM
To: Hilori Morgan
Subject: RE: [REDACTED] WQLMF

Hi Hilori,

Do you know why [REDACTED] and [REDACTED] pays their own stormwater fee while the rest of the businesses are not even charged?

(Embedded image moved to file: pic10422.jpg)

Rachel S. Cole
Kentucky American Water
Field Services Supervisor
Customer Advocacy Office
Email: rachel.cole@amwater.com
Ph: 859-268-6307
Fax: 859-335-3307

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:19 AM -----

From: "Mike Smith" <mikes@lexingtonky.gov>
To: <Bryan.Siler@amwater.com>
Cc: "Candice Deininger" <cdeining@lexingtonky.gov>, "Sheila Long" <slong@lexingtonky.gov>
Date: 04/02/2012 09:30 AM
Subject: weekly file

The weekly file is attached.

Thank you!

Michael S. Smith

Computer Operations Manager

Help Desk Manager

Cell Phone Administrator

Division of Computer Services - Suite # 712

200 East Main Street - Lexington, KY 40507

859-258-3730 mikes@lexingtonky.gov





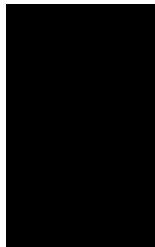
HERC0402.TXT

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:19 AM -----

From: "Hilori Morgan" <hmorgan@lexingtonky.gov>
To: <Rachel.Cole@amwater.com>
Cc: <Bryan.Siler@amwater.com>
Date: 04/09/2012 09:55 AM
Subject: Region Codes

Rachel,

I found several accounts where the stormwater region code was incorrect. The following premises should be coded 1220 for Lexington:



(stormwater, landfill, and wastewater)

If you could update these region codes when you get a chance, that would be great.

Thanks!
Hilori

Thank you,

Hilori Morgan

LFUCG Division of Water Quality
125 Lisle Industrial Avenue, Suite 180
Lexington, KY 40511
859.425.2507 direct line
hmorgan@lexingtonky.gov

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:19 AM -----

From: "Hilori Morgan" <hmorgan@lexingtonky.gov>
To: <Rachel.Cole@amwater.com>
Cc: <Bryan.Siler@amwater.com>
Date: 04/09/2012 10:02 AM
Subject: Stormwater Region Code

Rachel,

I also found a couple of premises that are listed with a region code of 1220 for Lexington, but I believe they should be coded for Paris, KY. Premise [REDACTED] and premise [REDACTED] belong to parcels that are outside of the Fayette County area. I am taking steps for remove the stormwater fee, but I would appreciate it if you could change the region code when you get a chance.

If you have any questions, please let me know.

Thanks!
Hilori

Thank you,

Hilori Morgan

LFUCG Division of Water Quality
125 Lisle Industrial Avenue, Suite 180
Lexington, KY 40511
859.425.2507 direct line
hmorgan@lexingtonky.gov

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:19 AM -----

From: Rachel Cole/KAWC/AWWSC
To: "Hilori Morgan" <hmorgan@lexingtonky.gov>@AWX
Cc: Bryan.Siler@amwater.com
Date: 04/09/2012 10:20 AM
Subject: Re: Region Codes

Hilori,

This is complete.

Rachel S. Cole
Kentucky American Water
Field Services Supervisor
Customer Advocacy Office
Email: rachel.cole@amwater.com
Ph: 859-268-6307
Fax: 859-335-3307

"Hilori Morgan"

"Hilori Morgan" <hmorgan@lexingtonky.gov>

04/09/2012 09:55:58 AM

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:19 AM -----

From: "Hilori Morgan" <hmorgan@lexingtonky.gov>
To: <Rachel.Cole@amwater.com>
Cc: <Bryan.Siler@amwater.com>
Date: 04/09/2012 10:22 AM
Subject: RE: Region Codes

Thank you!!!

Hilori

-----Original Message-----

From: Rachel.Cole@amwater.com [<mailto:Rachel.Cole@amwater.com>]
Sent: Monday, April 09, 2012 10:20 AM

To: Hilori Morgan
Cc: Bryan.Siler@amwater.com
Subject: Re: Region Codes

Hilori,

This is complete.

Rachel S. Cole
Kentucky American Water
Field Services Supervisor
Customer Advocacy Office
Email: rachel.cole@amwater.com
Ph: 859-268-6307
Fax: 859-335-3307

"Hilori Morgan"
<hmorgan@lexingto
nky.gov>

To <Rachel.Cole@amwater.com>

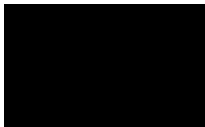
cc 04/09/2012 09:55

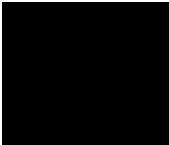
AM <Bryan.Siler@amwater.com>

Subject Region Codes

Rachel,

I found several accounts where the stormwater region code was incorrect.
The following premises should be coded 1220 for Lexington:





(stormwater, landfill, and wastewater)

If you could update these region codes when you get a chance, that would be great.

Thanks!
Hilori

Thank you,

Hilori Morgan
LFUCG Division of Water Quality
125 Lisle Industrial Avenue, Suite 180
Lexington, KY 40511
859.425.2507 direct line
hmorgan@lexingtonky.gov

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:19 AM -----

From: "Sheila Long" <slong@lexingtonky.gov>
To: <Bryan.Siler@amwater.com>
Cc: "Candice Deininger" <cdeining@lexingtonky.gov>, "Mike Smith" <mikes@lexingtonky.gov>
Date: 04/09/2012 10:37 AM
Subject: weekly file

Thank you,
Sheila Long
Mainframe and Help Desk Services
Division of Computer Services
Lexington Fayette Urban Co Gov.
Phone: 859-258-3730
Fax: 859-258-3399



HERC0409.TXT

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:19 AM -----

From: "Sheila Long" <slong@lexingtonky.gov>
To: <Bryan.Siler@amwater.com>
Cc: "Candice Deininger" <cdeining@lexingtonky.gov>, "Mike Smith" <mikes@lexingtonky.gov>
Date: 04/16/2012 11:39 AM
Subject: weekly file

Thank you,
Sheila Long

Mainframe and Help Desk Services
 Division of Computer Services
 Lexington Fayette Urban Co Gov.
 Phone: 859-258-3730
 Fax: 859-258-3399



HERC0416.TXT

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:19 AM -----

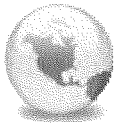
From: Kathryn M Milburn/SHARSVCS/AWWSC
 To: cdeining@lexingtonky.gov, radams@lexingtonky.gov
 Cc: Bryan Siler/KAWC/AWWSC@AWW
 Date: 04/17/2012 09:37 AM
 Subject: 03/2012 Managed Contract

Attached is the March invoice.

Kathy

Kathryn M. Milburn
 Cash Management Specialist
 American Water Shared Services
 Cherry Hill, NJ 08034
 Ph-856-310-5844
 Fax-856-672-2873
 Kathryn.Milburn@AMWater.com

----- Forwarded by Kathryn M Milburn/SHARSVCS/AWWSC on 04/17/2012 09:30 AM -----



njwdcrst@amwater.com

04/17/2012 09:34 AM

To "Kathy Milburn" <Kathryn.Milburn@amwater.com>

cc

Subject Attached Image



0806_001.pdf

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:19 AM -----

From: Kathryn M Milburn/SHARSVCS/AWWSC
 To: sadievilleky@bellsouth.net
 Cc: Bryan Siler/KAWC/AWWSC@AWW
 Date: 04/17/2012 09:42 AM
 Subject: 03/2012 Managed Contract

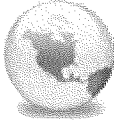
Attn: Cindy Foster

Please disregard previous email, I sent the incorrect invoice to you. Attached below is the correct invoice.

Kathy

Kathryn M. Milburn
 Cash Management Specialist
 American Water Shared Services
 Cherry Hill, NJ 08034
 Ph-856-310-5844
 Fax-856-672-2873
 Kathryn.Milburn@AMWater.com

----- Forwarded by Kathryn M Milburn/SHARSVCS/AWWSC on 04/17/2012 09:41 AM -----



njwdcrst@amwater.com

04/17/2012 09:34 AM

To "Kathy Milburn" <Kathryn.Milburn@amwater.com>

cc

Subject Attached Image



0807_001.pdf

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:19 AM -----

From: "Mike Smith" <mikes@lexingtonky.gov>
 To: <Bryan.Siler@amwater.com>
 Cc: "Candice Deininger" <cdeining@lexingtonky.gov>, "Sheila Long" <slong@lexingtonky.gov>
 Date: 04/23/2012 10:56 AM
 Subject: weekly file

The weekly file is attached.

Thank you!

Michael S. Smith

Computer Operations Manager

Help Desk Manager

Cell Phone Administrator

Division of Computer Services - Suite # 712

200 East Main Street - Lexington, KY 40507

859-258-3730 mikes@lexingtonky.gov



HERC0423.TXT

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:19 AM -----

From: "Candice Deininger" <cdeining@lexingtonky.gov>
 To: <Bryan.Siler@amwater.com>, <rachel.cole@amwater.com>
 Date: 04/23/2012 03:47 PM
 Subject: March 2012 Sewer Tap-On List

Good afternoon. Attached is the file containing the March 2012 sewer tap-ons. Kindly let me know if you have any questions . . . thank you and have a good evening!

Candice J. Deininger
Revenue Supervisor
LFUCG Division of Revenue
200 East Main Street
Lexington, KY 40507
859-258-3364
cdeining@lexingtonky.gov



MARCH 2012 TAP-ON LIST.xls

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:19 AM -----

From: "Sheila Long" <slong@lexingtonky.gov>
To: <Bryan.Siler@amwater.com>
Date: 05/02/2012 02:05 PM
Subject: weekly file

Thank you,
Sheila Long
Mainframe and Help Desk Services
Division of Computer Services
Lexington Fayette Urban Co Gov.
Phone: 859-258-3730
Fax: 859-258-3399



HERC0430.TXT

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:19 AM -----

From: Kathryn M Milburn/SHARVCS/AWWSC
To: cdeining@lexingtonky.gov, radams@lexingtonky.gov
Cc: Bryan Siler/KAWC/AWWSC@AWW
Date: 05/09/2012 10:33 AM
Subject: April 2012 Managed Contract

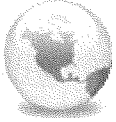
Hello Candace,

Attached is the April bill for Managed Contracts.

Kathy

Kathryn M. Milburn
Cash Management Specialist
American Water Shared Services
Cherry Hill, NJ 08034
Ph-856-310-5844
Fax-856-672-2873
Kathryn.Milburn@AMWater.com

----- Forwarded by Kathryn M Milburn/SHARVCS/AWWSC on 05/09/2012 10:31 AM -----



njwdcrst@amwater.com

05/09/2012 10:35 AM

To "Kathy Milburn" <Kathryn.Milburn@amwater.com>

cc

Subject Attached Image



1044_001.pdf

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:19 AM -----

From: Kathryn M Milburn/SHARVCS/AWWSC
 To: sadievilleky@bellsouth.net
 Cc: Bryan Siler/KAWC/AWWSC@AWW
 Date: 05/09/2012 10:34 AM
 Subject: April 2012 Managed Contract

Cindy Foster,

Attached is the April bill for Sewer Collections.

Kathy

Kathryn M. Milburn
 Cash Management Specialist
 American Water Shared Services
 Cherry Hill, NJ 08034
 Ph-856-310-5844
 Fax-856-672-2873
 Kathryn.Milburn@AMWater.com

----- Forwarded by Kathryn M Milburn/SHARVCS/AWWSC on 05/09/2012 10:33 AM -----



njwdcrst@amwater.com

05/09/2012 10:35 AM

To "Kathy Milburn" <Kathryn.Milburn@amwater.com>

cc

Subject Attached Image



1045_001.pdf

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:19 AM -----

From: "Candice Deininger" <cdeining@lexingtonky.gov>
 To: <Kathryn.Milburn@amwater.com>, "Robin Adams" <radams@lexingtonky.gov>
 Cc: <Bryan.Siler@amwater.com>
 Date: 05/09/2012 11:26 AM
 Subject: RE: April 2012 Managed Contract

Good morning, Kathy, and thank you! Have a good day!!

Candice J. Deininger

Revenue Supervisor
LFUCG Division of Revenue
200 East Main Street
Lexington, KY 40507
859-258-3364
cdeining@lexingtonky.gov

-----Original Message-----

From: Kathryn.Milburn@amwater.com [mailto:Kathryn.Milburn@amwater.com]
Sent: Wednesday, May 09, 2012 10:33 AM
To: Candice Deininger; Robin Adams
Cc: Bryan.Siler@amwater.com
Subject: April 2012 Managed Contract

Hello Candace,

Attached is the April bill for Managed Contracts.

Kathy

Kathryn M. Milburn
Cash Management Specialist
American Water Shared Services
Cherry Hill, NJ 08034
Ph-856-310-5844
Fax-856-672-2873
Kathryn.Milburn@AMWater.com

----- Forwarded by Kathryn M Milburn/SHARSVCS/AWWS on 05/09/2012 10:31 AM

njwdcrst@amwater.

com

To

05/09/2012 10:35

"Kathy Milburn"

AM

<Kathryn.Milburn@amwater.com>

cc

Subject

Attached Image

(See attached file: 1044_001.pdf)

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:19 AM -----

From: "Lynne Cross" <ccross@lexingtonky.gov>
To: <bryan.siler@amwater.com>
Cc: "Candice Deininger" <cdeining@lexingtonky.gov>
Date: 05/15/2012 10:28 AM
Subject: Sewer Tap-On List April 2012

Bryan,

Here is the sewer tap on list for April 2012. If you have any questions please let me know.

Thanks!

Lynne Cross



859.258.3363APRIL 2012 TAP-ON LIST.xls

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:19 AM -----

From: Kathryn M Milburn/SHARVCS/AWWSC
To: cdeining@lexingtonky.gov, radams@lexingtonky.gov
Cc: Bryan Siler/KAWC/AWWSC@AWW
Date: 06/18/2012 02:20 PM
Subject: May 2012 Managed Contract

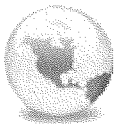
Hi Candace,

Attached is the May invoice.

Kathy

Kathryn M. Milburn
Cash Management Specialist
American Water Shared Services
Cherry Hill, NJ 08034
Ph-856-310-5844
Fax-856-672-2873
Kathryn.Milburn@AMWater.com

----- Forwarded by Kathryn M Milburn/SHARVCS/AWWSC on 06/18/2012 02:19 PM -----



njwdcrst@amwater.com

06/18/2012 02:23 PM

To "Kathy Milburn" <Kathryn.Milburn@amwater.com>

cc

Subject Attached Image



1396_001.pdf

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:19 AM -----

From: Kathryn M Milburn/SHARVCS/AWWSC
 To: sadievilleky@bellsouth.net
 Cc: Bryan Siler/KAWC/AWWSC@AWW
 Date: 06/18/2012 02:22 PM
 Subject: May 2012 Managed Contract

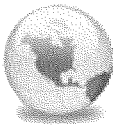
Attention Cindy Foster,

Attached is the 05/2012 invoice.

Kathy

Kathryn M. Milburn
 Cash Management Specialist
 American Water Shared Services
 Cherry Hill, NJ 08034
 Ph-856-310-5844
 Fax-856-672-2873
 Kathryn.Milburn@AMWater.com

----- Forwarded by Kathryn M Milburn/SHARVCS/AWWSC on 06/18/2012 02:20 PM -----



njwdcrst@amwater.com

06/18/2012 02:23 PM

To "Kathy Milburn" <Kathryn.Milburn@amwater.com>

cc

Subject Attached Image



1397_001.pdf

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:19 AM -----

From: "Candice Deininger" <cdeining@lexingtonky.gov>
 To: <Kathryn.Milburn@amwater.com>, "Robin Adams" <radams@lexingtonky.gov>
 Cc: <Bryan.Siler@amwater.com>
 Date: 06/18/2012 02:29 PM
 Subject: RE: May 2012 Managed Contract

Good afternoon, Kathy, and thank you! Have a good day!!

Candice J. Deininger
 Revenue Supervisor
 LFUCG Division of Revenue
 200 East Main Street
 Lexington, KY 40507
 859-258-3364
 cdeining@lexingtonky.gov

-----Original Message-----

From: Kathryn.Milburn@amwater.com [mailto:Kathryn.Milburn@amwater.com]

Sent: Monday, June 18, 2012 2:21 PM
To: Candice Deininger; Robin Adams
Cc: Bryan.Siler@amwater.com
Subject: May 2012 Managed Contract

Hi Candace,

Attached is the May invoice.

Kathy

Kathryn M. Milburn
Cash Management Specialist
American Water Shared Services
Cherry Hill, NJ 08034
Ph-856-310-5844
Fax-856-672-2873
Kathryn.Milburn@AMWater.com

----- Forwarded by Kathryn M Milburn/SHARVCS/AWWSC on 06/18/2012 02:19 PM

njwdcrst@amwater.

com

To

06/18/2012 02:23

"Kathy Milburn"

PM

<Kathryn.Milburn@amwater.com>

cc

Subject

Attached Image

(See attached file: 1396_001.pdf)

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:19 AM -----

From: "Candice Deininger" <cdeining@lexingtonky.gov>
To: <Bryan.Siler@amwater.com>
Cc: "Hilori Morgan" <hmorgan@lexingtonky.gov>
Date: 06/18/2012 04:55 PM
Subject: RE: Thank you

Hi, Bryan - this looks like a water quality management fee issue, so I'm copying Hilori on this email so she can give you a call - she is our resident expert on this one!!!

Have a good evening!

Candice J. Deininger
Revenue Supervisor
LFUCG Division of Revenue
200 East Main Street
Lexington, KY 40507
859-258-3364
cdeining@lexingtonky.gov

-----Original Message-----

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]
Sent: Monday, June 18, 2012 4:35 PM
To: Candice Deininger
Subject: Fw: Thank you

Candice,

Can you call me on this tomorrow? Thanks.

Bryan Siler
Field Operations Supervisor
Kentucky American Water
2300 Richmond Road
Lexington, Kentucky 40502
859-268-6350 Office
859-268-6374 Fax
bryan.siler@amwater.com

----- Forwarded by Bryan Siler/KAWC/AWWS on 06/18/2012 04:34 PM -----

From: "Kathleen Young" <kyoung@dellamgmt.com>
To: <Bryan.Siler@AMwater.com>
Date: 06/18/2012 04:24 PM
Subject: RE: Thank you

Mr. Siler,

I appreciate your call. We thought the fee was based on the actual square footage and that it was a yearly charge, divided into 12 payments. I believe we must have been mistaken though if it is true that we can shut off that service and not be billed. Can you explain this to me to the

best
of your ability.

Thanks,

Kathleen H. Young

(Embedded image moved to file: pic00292.jpg)
cid:image001.jpg@01CD4812.B3C0F170

4080 Clearwater Way
Lexington, KY 40515
P: 859.273.6000
F: 859.272.2911
kyoung@dellamgmt.com
www.DellaValleMgmt.com

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:19 AM -----

From: "Candice Deininger" <cdeining@lexingtonky.gov>
To: <Bryan.Siler@amwater.com>
Date: 06/26/2012 04:59 PM
Subject: RE: Wed Meeting Cancelled

Thanks, Bryan!

Candice J. Deininger
Revenue Supervisor
LFUCG Division of Revenue
200 East Main Street
Lexington, KY 40507
859-258-3364
cdeining@lexingtonky.gov

-----Original Message-----

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]
Sent: Tuesday, June 26, 2012 4:01 PM
To: Candice Deininger
Subject: Fw: Wed Meeting Cancelled

FYI

----- Forwarded by Bryan Siler/KAWC/AWWSC on 06/26/2012 04:00 PM -----

From: jhoggard@utiliplan.com
To: Bryan.Siler@amwater.com
Cc: Rachel.Cole@amwater.com
Date: 06/26/2012 03:41 PM
Subject: Re: Wed Meeting

Hi Bryan, thanks for checking in. I checked with GCWW and he said we can

cancel the 2pm meeting tomorrow. They will contact you directly if they have any questions.

Thanks
John

-----Original Message-----

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]
Sent: Tuesday, June 26, 2012 03:02 PM
To: 'John Hoggard'
Cc: Rachel.Cole@amwater.com
Subject: Wed Meeting

Hi John, Are we having the weekly call tomorrow?

***** Bryan Siler Field
Operations
Supervisor Kentucky American Water 2300 Richmond Road Lexington,
Kentucky
40502 859-268-6350 Office 859-268-6374 Fax bryan.siler@amwater.com

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:19 AM -----

From: "Candice Deininger" <cdeining@lexingtonky.gov>
To: <Bryan.Siler@amwater.com>, <Rachel.Cole@amwater.com>
Date: 07/09/2012 05:10 PM
Subject: KAWC New Services - May 2012

Good afternoon! I'm finally getting around to sending the May 2012 file of new services that have been geocoded . . . thank you!!

Candice J. Deininger
Revenue Supervisor
LFUCG Division of Revenue
200 East Main Street
Lexington, KY 40507
859-258-3364
cdeining@lexingtonky.gov



ONSET-NEW TAPS FOR MAY 2012.xls

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:19 AM -----

From: "Candice Deininger" <cdeining@lexingtonky.gov>
To: <bryan.siler@amwater.com>
Cc: "Sheila Powell" <sheilap@lexingtonky.gov>, "William O'Mara" <billo@lexingtonky.gov>, "Connie Godfrey" <cgodfrey@lexingtonky.gov>
Date: 07/13/2012 01:48 PM
Subject: FW: Clients put on 30% discount since 2008

Good afternoon, Bryan. Here's the master list of clients from Adult Services whose accounts were eligible for the 30% discount. If you have any questions, please contact Sheila Powell directly. Thanks very much and have a good weekend!!

Candice J. Deininger
 Revenue Supervisor
 LFUCG Division of Revenue
 200 East Main Street
 Lexington, KY 40507
 859-258-3364
cdeining@lexingtonky.gov

From: Sheila Powell
Sent: Friday, July 13, 2012 1:28 PM
To: Candice Deininger; William O'Mara
Cc: Connie Godfrey
Subject: Clients put on 30% discount since 2008



Master file of Premises-30% disc customers.xls

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:19 AM -----

From: "Mike Smith" <mikes@lexingtonky.gov>
 To: <Bryan.Siler@amwater.com>
 Cc: "Candice Deininger" <cdeining@lexingtonky.gov>
 Date: 07/16/2012 03:09 PM
 Subject: weekly file

Just staying on routine ☺

Thank you!

Michael S. Smith

Computer Operations Manager
 Help Desk Manager
 Cell Phone Administrator
 Division of Computer Services - Suite # 712
 200 East Main Street - Lexington, KY 40507
 859-258-3730 mikes@lexingtonky.gov



HERC0716.TXT

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:19 AM -----

From: "Mike Smith" <mikes@lexingtonky.gov>
 To: "Candice Deininger" <cdeining@lexingtonky.gov>, <bryan.siler@amwater.com>
 Cc: "William O'Mara" <billo@lexingtonky.gov>, "Robert Bowman" <rbowman2@lexingtonky.gov>, "Hilori Morgan" <hmorgan@lexingtonky.gov>
 Date: 07/16/2012 03:13 PM

Subject: RE: WQMF File and Landfill File

Bryan:

Please find attached the file request by Candice Deininger.

Thank you!

Michael S. Smith

Computer Operations Manager

Help Desk Manager

Cell Phone Administrator

Division of Computer Services - Suite # 712

200 East Main Street - Lexington, KY 40507

859-258-3730 mikes@lexingtonky.gov



From: Candice Deininger

Sent: Friday, July 13, 2012 4:41 PM

To: 'bryan.siler@amwater.com'

Cc: William O'Mara; Robert Bowman; Hilori Morgan; Mike Smith

Subject: WQMF File and Landfill File

Importance: High

Good afternoon, Bryan. Per Bill, I'm forwarding the *entire* water quality management fee file to reconcile with what KAWC currently has. I've spoken with Mike Smith, and he will send the *entire* landfill file by the end of next week.

Bill also mentioned your request about suspending all adjustment requests the last week of August prior to go live. We certainly have no problem with this, and I will make sure folks here know to comply with your request. In addition, I wanted to let you know that LFUCG sent out a mailing earlier this week notifying those customers who usually submit exclusion requests that LFUCG will be suspending the submission of those requests for the month of August but will resume submissions once we go live. Like you, we're trying to keep the number of adjustments down in an attempt to keep activity to a minimum.

Kindly let me know if you have any questions. Thanks again for your assistance. Have a great weekend .

...

Candice J. Deininger
Revenue Supervisor
LFUCG Division of Revenue
200 East Main Street
Lexington, KY 40507
859-258-3364
cdeining@lexingtonky.gov

From: Robert Bowman

Sent: Friday, July 13, 2012 9:31 AM

To: Candice Deininger
Cc: Hilori Morgan
Subject: RE: WQMF File

Candice,

I have the file attached that contains every premise and the billed ERUs. It contains over 118,000 records.



Thanks, Robert HER_LANDFILL.TXT

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:19 AM -----

From: "Candice Deininger" <cdeining@lexingtonky.gov>
To: <Bryan.Siler@amwater.com>
Cc: "Sheila Powell" <sheilap@lexingtonky.gov>
Date: 07/16/2012 05:22 PM
Subject: 30% Discount Coding

Good afternoon, Bryan. Attached is the latest file from Adult Services containing the names of clients whose accounts need to be coded for the 30% discount. Kindly let Sheila know if you have any questions. Thank you and have a good evening!

Candice J. Deininger
Revenue Supervisor
LFUCG Division of Revenue
200 East Main Street
Lexington, KY 40507
859-258-3364
cdeining@lexingtonky.gov



Friday July 13 2012.xls

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:19 AM -----

From: "Mike Smith" <mikes@lexingtonky.gov>
To: <Bryan.Siler@amwater.com>
Cc: "William O'Mara" <billo@lexingtonky.gov>, "Candice Deininger" <cdeining@lexingtonky.gov>, "Hilori Morgan" <hmorgan@lexingtonky.gov>, "Robert Bowman" <rbowman2@lexingtonky.gov>
Date: 07/18/2012 07:59 AM
Subject: RE: WQMF File and Landfill File

Hmmmm.....I didn't get the "usual" picture of the accounts that I get....just got the HDI picture from my email?

Thank you!

Michael S. Smith
Computer Operations Manager
Help Desk Manager
Cell Phone Administrator
Division of Computer Services - Suite # 712

200 East Main Street - Lexington, KY 40507
859-258-3730 mikes@lexingtonky.gov

-----Original Message-----

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]
Sent: Wednesday, July 18, 2012 7:55 AM
To: Mike Smith
Cc: William O'Mara; Candice Deininger; Hilori Morgan; Robert Bowman
Subject: RE: WQMF File and Landfill File

These were processed with no errors.

Thanks.

Bryan Siler
Field Operations Supervisor
Kentucky American Water
2300 Richmond Road
Lexington, Kentucky 40502
859-268-6350 Office
859-268-6374 Fax
bryan.siler@amwater.com

From: "Mike Smith" <mikes@lexingtonky.gov>
To: "Candice Deininger" <cdeining@lexingtonky.gov>,
<bryan.siler@amwater.com>
Cc: "William O'Mara" <billo@lexingtonky.gov>, "Robert Bowman"
<rbowman2@lexingtonky.gov>, "Hilori Morgan"
<hmorgan@lexingtonky.gov>
Date: 07/16/2012 03:13 PM
Subject: RE: WQMF File and Landfill File

Bryan:

Please find attached the file request by Candice Deininger.

Thank you!

Michael S. Smith
Computer Operations Manager
Help Desk Manager
Cell Phone Administrator
Division of Computer Services - Suite # 712 200 East Main Street -
Lexington, KY 40507
859-258-3730 mikes@lexingtonky.gov
(Embedded image moved to file: pic11979.jpg)HDI CERTIFIED

From: Candice Deininger
Sent: Friday, July 13, 2012 4:41 PM
To: 'bryan.siler@amwater.com'

Cc: William O'Mara; Robert Bowman; Hilori Morgan; Mike Smith
Subject: WQMF File and Landfill File
Importance: High

Good afternoon, Bryan. Per Bill, I'm forwarding the entire water quality management fee file to reconcile with what KAWC currently has. I've spoken with Mike Smith, and he will send the entire landfill file by the end of next week.

Bill also mentioned your request about suspending all adjustment requests the last week of August prior to go live. We certainly have no problem with this, and I will make sure folks here know to comply with your request. In addition, I wanted to let you know that LFUCG sent out a mailing earlier this week notifying those customers who usually submit exclusion requests that LFUCG will be suspending the submission of those requests for the month of August but will resume submissions once we go live. Like you, we're trying to keep the number of adjustments down in an attempt to keep activity to a minimum.

Kindly let me know if you have any questions. Thanks again for your assistance. Have a great weekend

Candice J. Deininger
Revenue Supervisor
LFUCG Division of Revenue
200 East Main Street
Lexington, KY 40507
859-258-3364
cdeining@lexingtonky.gov

From: Robert Bowman
Sent: Friday, July 13, 2012 9:31 AM
To: Candice Deininger
Cc: Hilori Morgan
Subject: RE: WQMF File

Candice,

I have the file attached that contains every premise and the billed ERUs. It contains over 118,000 records.

Thanks, Robert [attachment "HER_LANDFILL.TXT" deleted by Bryan Siler/KAWC/AWWSC]

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:19 AM -----

From: "Candice Deininger" <cdeining@lexingtonky.gov>
To: <Bryan.Siler@amwater.com>, "Mike Smith" <mikes@lexingtonky.gov>
Cc: "William O'Mara" <billo@lexingtonky.gov>, "Hilori Morgan" <hmorgan@lexingtonky.gov>, "Robert Bowman" <rbowman2@lexingtonky.gov>
Date: 07/18/2012 08:00 AM
Subject: RE: WQMF File and Landfill File

Good morning, Bryan, and thanks very much!!

Candice J. Deininger
Revenue Supervisor
LFUCG Division of Revenue

200 East Main Street
Lexington, KY 40507
859-258-3364
cdeining@lexingtonky.gov

-----Original Message-----

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]
Sent: Wednesday, July 18, 2012 7:55 AM
To: Mike Smith
Cc: William O'Mara; Candice Deininger; Hilori Morgan; Robert Bowman
Subject: RE: WQMF File and Landfill File

These were processed with no errors.

Thanks.

Bryan Siler
Field Operations Supervisor
Kentucky American Water
2300 Richmond Road
Lexington, Kentucky 40502
859-268-6350 Office
859-268-6374 Fax
bryan.siler@amwater.com

From: "Mike Smith" <mikes@lexingtonky.gov>
To: "Candice Deininger" <cdeining@lexingtonky.gov>,
<bryan.siler@amwater.com>
Cc: "William O'Mara" <billo@lexingtonky.gov>, "Robert Bowman"
<rbowman2@lexingtonky.gov>, "Hilori Morgan"
<hmorgan@lexingtonky.gov>
Date: 07/16/2012 03:13 PM
Subject: RE: WQMF File and Landfill File

Bryan:

Please find attached the file request by Candice Deininger.

Thank you!

Michael S. Smith
Computer Operations Manager
Help Desk Manager
Cell Phone Administrator
Division of Computer Services - Suite # 712
200 East Main Street - Lexington, KY 40507
859-258-3730 mikes@lexingtonky.gov
(Embedded image moved to file: pic11979.jpg)HDI CERTIFIED

From: Candice Deininger
Sent: Friday, July 13, 2012 4:41 PM

To: 'bryan.siler@amwater.com'
Cc: William O'Mara; Robert Bowman; Hilori Morgan; Mike Smith
Subject: WQMF File and Landfill File
Importance: High

Good afternoon, Bryan. Per Bill, I'm forwarding the entire water quality management fee file to reconcile with what KAWC currently has. I've spoken with Mike Smith, and he will send the entire landfill file by the end of next week.

Bill also mentioned your request about suspending all adjustment requests the last week of August prior to go live. We certainly have no problem with this, and I will make sure folks here know to comply with your request. In addition, I wanted to let you know that LFUCG sent out a mailing earlier this week notifying those customers who usually submit exclusion requests that LFUCG will be suspending the submission of those requests for the month of August but will resume submissions once we go live. Like you, we're trying to keep the number of adjustments down in an attempt to keep activity to a minimum.

Kindly let me know if you have any questions. Thanks again for your assistance. Have a great weekend

Candice J. Deininger
Revenue Supervisor
LFUCG Division of Revenue
200 East Main Street
Lexington, KY 40507
859-258-3364
cdeining@lexingtonky.gov

From: Robert Bowman
Sent: Friday, July 13, 2012 9:31 AM
To: Candice Deininger
Cc: Hilori Morgan
Subject: RE: WQMF File

Candice,

I have the file attached that contains every premise and the billed ERUs.

It contains over 118,000 records.

Thanks, Robert [attachment "HER_LANDFILL.TXT" deleted by Bryan Siler/KAWC/AWWSC]

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:19 AM -----

From: "Mike Smith" <mikes@lexingtonky.gov>
To: <Bryan.Siler@amwater.com>
Date: 07/18/2012 08:54 AM
Subject: RE: WQMF File and Landfill File

Ok so I was really confused - sorry - now I have it

And no, with the larger file done, you would not need to do the smaller one.

Thanks Bryan....again - sorry for the confusion.

Thank you!

Michael S. Smith
Computer Operations Manager
Help Desk Manager
Cell Phone Administrator
Division of Computer Services - Suite # 712
200 East Main Street - Lexington, KY 40507
859-258-3730 mikes@lexingtonky.gov

-----Original Message-----

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]
Sent: Wednesday, July 18, 2012 8:53 AM
To: Mike Smith
Cc: Candice Deininger
Subject: RE: WQMF File and Landfill File

You sent two files on 7/16. I processed the large file with 95,000+ premises.

Did I need to process the weekly file that was sent before the large file?

Bryan Siler
Field Operations Supervisor
Kentucky American Water
2300 Richmond Road
Lexington, Kentucky 40502
859-268-6350 Office
859-268-6374 Fax
bryan.siler@amwater.com

From: "Mike Smith" <mikes@lexingtonky.gov>
To: <Bryan.Siler@amwater.com>
Date: 07/18/2012 08:50 AM
Subject: RE: WQMF File and Landfill File

OH...so it wasn't the whole file, just the weekly one I send....glad I asked...sorry 'bout that.

Thank you!

Michael S. Smith
Computer Operations Manager
Help Desk Manager
Cell Phone Administrator

Division of Computer Services - Suite # 712
200 East Main Street - Lexington, KY 40507
859-258-3730 mikes@lexingtonky.gov

-----Original Message-----

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]
Sent: Wednesday, July 18, 2012 8:48 AM
To: Mike Smith
Subject: RE: WQMF File and Landfill File

The file from 7/16.

Bryan Siler
Field Operations Supervisor
Kentucky American Water
2300 Richmond Road
Lexington, Kentucky 40502
859-268-6350 Office
859-268-6374 Fax
bryan.siler@amwater.com

From: "Mike Smith" <mikes@lexingtonky.gov>
To: <Bryan.Siler@amwater.com>
Date: 07/18/2012 08:19 AM
Subject: RE: WQMF File and Landfill File

So that was the file I sent yesterday that you processed correct? (I've learned NEVER to assume :))

Thank you!

Michael S. Smith
Computer Operations Manager
Help Desk Manager
Cell Phone Administrator
Division of Computer Services - Suite # 712
200 East Main Street - Lexington, KY 40507
859-258-3730 mikes@lexingtonky.gov

-----Original Message-----

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]
Sent: Wednesday, July 18, 2012 8:10 AM
To: Mike Smith
Cc: William O'Mara; Candice Deininger; Hilori Morgan; Robert Bowman
Subject: RE: WQMF File and Landfill File

Here you go.

Thanks.

(Embedded image moved to file: pic25697.gif)

Bryan Siler
 Field Operations Supervisor
 Kentucky American Water
 2300 Richmond Road
 Lexington, Kentucky 40502
 859-268-6350 Office
 859-268-6374 Fax
 bryan.siler@amwater.com

From: "Mike Smith"
 <mikes@lexingtonky.gov>
 To: <Bryan.Siler@amwater.com>
 Cc: "William O'Mara"
 <billo@lexingtonky.gov>, "Candice Deininger"
 <cdeining@lexingtonky.gov>, "Hilori Morgan"
 <hmorgan@lexingtonky.gov>, "Robert Bowman"
 <rbowman2@lexingtonky.gov>
 Date: 07/18/2012 07:59 AM
 Subject: RE: WQMF File and
 Landfill File

Hmmmm.....I didn't get the "usual" picture of the accounts that I
 get....just got the HDI picture from my email?

Thank you!

Michael S. Smith
 Computer Operations Manager
 Help Desk Manager
 Cell Phone Administrator
 Division of Computer Services - Suite # 712 200 East Main Street -
 Lexington, KY 40507 859-258-3730 mikes@lexingtonky.gov

-----Original Message-----

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]
 Sent: Wednesday, July 18, 2012 7:55 AM
 To: Mike Smith
 Cc: William O'Mara; Candice Deininger; Hilori Morgan; Robert Bowman
 Subject: RE: WQMF File and Landfill File

These were processed with no errors.

Thanks.

Bryan Siler
Field Operations Supervisor
Kentucky American Water
2300 Richmond Road
Lexington, Kentucky 40502
859-268-6350 Office
859-268-6374 Fax
bryan.siler@amwater.com

From: "Mike Smith"
<mikes@lexingtonky.gov>
To: "Candice Deininger"
<cdeining@lexingtonky.gov>,
<bryan.siler@amwater.com>
Cc: "William O'Mara"
<billo@lexingtonky.gov>, "Robert
Bowman"
<rbowman2@lexingtonky.gov>, "Hilori Morgan"
<hmorgan@lexingtonky.gov>
Date: 07/16/2012 03:13 PM
Subject: RE: WQMF File and
Landfill File

Bryan:

Please find attached the file request by Candice Deininger.

Thank you!

Michael S. Smith
Computer Operations Manager
Help Desk Manager
Cell Phone Administrator
Division of Computer Services - Suite # 712 200 East Main Street -
Lexington, KY 40507
859-258-3730 mikes@lexingtonky.gov
(Embedded image moved to file: pic11979.jpg)HDI CERTIFIED

From: Candice Deininger
Sent: Friday, July 13, 2012 4:41 PM
To: 'bryan.siler@amwater.com'
Cc: William O'Mara; Robert Bowman; Hilori Morgan; Mike Smith
Subject: WQMF File and Landfill File
Importance: High

Good afternoon, Bryan. Per Bill, I'm forwarding the entire water quality management fee file to reconcile with what KAWC currently has. I've spoken with Mike Smith, and he will send the entire landfill file by the end of

next week.

Bill also mentioned your request about suspending all adjustment requests the last week of August prior to go live. We certainly have no problem with this, and I will make sure folks here know to comply with your request. In addition, I wanted to let you know that LFUCG sent out a mailing earlier this week notifying those customers who usually submit exclusion requests that LFUCG will be suspending the submission of those requests for the month of August but will resume submissions once we go live. Like you, we're trying to keep the number of adjustments down in an attempt to keep activity to a minimum.

Kindly let me know if you have any questions. Thanks again for your assistance. Have a great weekend

Candice J. Deininger
Revenue Supervisor
LFUCG Division of Revenue
200 East Main Street
Lexington, KY 40507
859-258-3364
cdeining@lexingtonky.gov

From: Robert Bowman
Sent: Friday, July 13, 2012 9:31 AM
To: Candice Deininger
Cc: Hilori Morgan
Subject: RE: WQMF File

Candice,

I have the file attached that contains every premise and the billed ERUs. It contains over 118,000 records.

Thanks, Robert [attachment "HER_LANDFILL.TXT" deleted by Bryan Siler/KAWC/AWWSC]

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:19 AM -----

From: Kathryn M Milburn/SHARVCS/AWWSC
To: cdeining@lexingtonky.gov, radams@lexingtonky.gov
Cc: Bryan Siler/KAWC/AWWSC@AWW
Date: 07/19/2012 11:35 AM
Subject: June 2012 Managed Contract

Candace,

Attached is the June invoice.

Thanks,

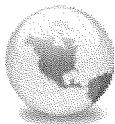
Kathy

Kathryn M. Milburn
Cash Operations Specialist
American Water Shared Services
Cherry Hill, NJ 08034
Ph-856-310-5844

Fax-856-672-2873

Kathryn.Milburn@AMWater.com

----- Forwarded by Kathryn M Milburn/SHARSVCS/AWWSC on 07/19/2012 11:33 AM -----



njwdcrst@amwater.com

07/19/2012 11:37 AM

To "Kathy Milburn" <Kathryn.Milburn@amwater.com>

cc

Subject Attached Image



1688_001.pdf

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:19 AM -----

From: Kathryn M Milburn/SHARSVCS/AWWSC
 To: sadievilleky@bellsouth.net
 Cc: Bryan Siler/KAWC/AWWSC@AWW
 Date: 07/19/2012 11:36 AM
 Subject: June 2012 Managed Contract

Attn: Cindy Foster

Cindy,

Attached is the June 2012 Invoice.

Thank you,

Kathy

Kathryn M. Milburn
 Cash Operations Specialist
 American Water Shared Services
 Cherry Hill, NJ 08034
 Ph-856-310-5844
 Fax-856-672-2873
 Kathryn.Milburn@AMWater.com

----- Forwarded by Kathryn M Milburn/SHARSVCS/AWWSC on 07/19/2012 11:35 AM -----



njwdcrst@amwater.com

07/19/2012 11:38 AM

To "Kathy Milburn" <Kathryn.Milburn@amwater.com>

cc

Subject Attached Image



1689_001.pdf

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:19 AM -----

From: Kathryn M Milburn/SHARSVCS/AWWSC
 To: Bryan Siler/KAWC/AWWSC@AWW
 Date: 07/19/2012 11:50 AM

Subject: Fw: June 2012 Managed Contract

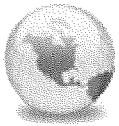
Bryan,

I am forwarding Cindy Foster's message below from the City of Sadieville.

Kathy

Kathryn M. Milburn
Cash Operations Specialist
American Water Shared Services
Cherry Hill, NJ 08034
Ph-856-310-5844
Fax-856-672-2873
Kathryn.Milburn@AMWater.com

----- Forwarded by Kathryn M Milburn/SHARSVCS/AWWSC on 07/19/2012 11:49 AM -----



"Cindy Foster"

<sadievilleky@bellsouth.net

>

07/19/2012 11:46 AM

To <Kathryn.Milburn@amwater.com>

cc

Subject Re: June 2012 Managed Contract

Kathy,

This will be the last invoice for the City of Sadieville. Our Wastewater Utility was officially turned over to Georgetown Municipal Water and Sewer Service effective July 1, 2012.

Please feel free to call me at (502) 857-4576 if you have any questions.

Cindy Foster
City of Sadieville

-----Original Message-----

From: Kathryn.Milburn@amwater.com
Sent: Thursday, July 19, 2012 11:36 AM
To: sadievilleky@bellsouth.net
Cc: Bryan.Siler@amwater.com
Subject: June 2012 Managed Contract

Attn: Cindy Foster

Cindy,

Attached is the June 2012 Invoice.

Thank you,

Kathy

Kathryn M. Milburn
Cash Operations Specialist
American Water Shared Services
Cherry Hill, NJ 08034

Ph-856-310-5844

Fax-856-672-2873

Kathryn.Milburn@AMWater.com

----- Forwarded by Kathryn M Milburn/SHARVCS/AWWSC on 07/19/2012 11:35 AM

njwdcrst@amwater.
com

07/19/2012 11:38
AM

"Kathy Milburn"
<Kathryn.Milburn@amwater.com>

To

cc

Subject

Attached Image

(See attached file: 1689_001.pdf)

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:19 AM -----

From: "Candice Deininger" <cdeining@lexingtonky.gov>
To: <Kathryn.Milburn@amwater.com>, "Robin Adams" <radams@lexingtonky.gov>
Cc: <Bryan.Siler@amwater.com>
Date: 07/19/2012 03:45 PM
Subject: RE: June 2012 Managed Contract

Hi, Kathy, and thank you!!

Candice J. Deininger
Revenue Supervisor
LFUCG Division of Revenue
200 East Main Street
Lexington, KY 40507
859-258-3364
cdeining@lexingtonky.gov

-----Original Message-----

From: Kathryn.Milburn@amwater.com [mailto:Kathryn.Milburn@amwater.com]
Sent: Thursday, July 19, 2012 11:35 AM
To: Candice Deininger; Robin Adams
Cc: Bryan.Siler@amwater.com
Subject: June 2012 Managed Contract

Candace,

Attached is the June invoice.

Thanks,

Kathy

Kathryn M. Milburn
Cash Operations Specialist
American Water Shared Services
Cherry Hill, NJ 08034
Ph-856-310-5844
Fax-856-672-2873
Kathryn.Milburn@AMWater.com

----- Forwarded by Kathryn M Milburn/SHARVCS/AWWSC on 07/19/2012 11:33 AM

AM

njwdcrst@amwater.

com

To

07/19/2012 11:37

"Kathy Milburn"

AM

<Kathryn.Milburn@amwater.com>

cc

Subject

Attached Image

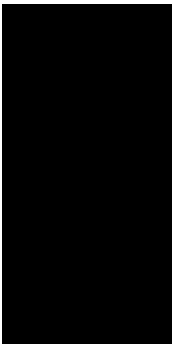
(See attached file: 1688_001.pdf)

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:19 AM -----

From: Kelly Townsend/KAWC/AWWSC
To: Bryan Siler/KAWC/AWWSC@AWW
Date: 07/23/2012 09:46 AM
Subject: LFUCG Updates Complete

These where closed accounts that I could not change the sewer rate



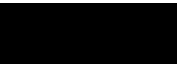


Kelly Townsend
Operations Clerk
2300 Richmond Road
Lexington, KY 40502
859-268-6354 office
859-268-6374 fax
kelly.townsend@amwater.com

You don't stop laughing because you grow old.
You grow old because you stop laughing."

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:19 AM -----

From: Kelly Townsend/KAWC/AWWSC
To: Bryan Siler/KAWC/AWWSC@AWW
Date: 07/23/2012 10:02 AM
Subject: LFUCG Updates Complete

If this person pays her final for non pay then we need to go back in and give her the credit 

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:19 AM -----

From: kylexiof23
To: "B Siler" <bryan.siler@amwater.com>
Date: 07/23/2012 10:09 AM
Subject: LFUCG Updates Complete



1646_001.pdf

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:19 AM -----

From: Bryan Siler/KAWC/AWWSC
 To: William O'Mara <billo@lexingtonky.gov>
 Cc: Douglas Brock/KAWC/AWWSC@AWW, Rachel Cole/KAWC/AWWSC@AWW
 Date: 07/23/2012 10:23 AM
 Subject: LFUCG Updates Complete

Bill,

I just wanted to let you know that all of the discount premises have been reviewed and corrected as needed. We also updated the entire list of premises that receive the Landfill and Water Quality Management fees. Thanks again for helping us get those lists.

As we continue to receive changes we will make sure they get updated right up until August 30th. We will then run the closing package on August 31st as planned.

Please let me know if you have any questions.

Bryan Siler
 Field Operations Supervisor
 Kentucky American Water
 2300 Richmond Road
 Lexington, Kentucky 40502
 859-268-6350 Office
 859-268-6374 Fax
 bryan.siler@amwater.com

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:19 AM -----

From: "William O'Mara" <billo@lexingtonky.gov>
 To: <Bryan.Siler@amwater.com>
 Cc: <Douglas.Brock@amwater.com>, <Rachel.Cole@amwater.com>
 Date: 07/23/2012 10:36 AM
 Subject: RE: LFUCG Updates Complete

Thanks Bryan, Rachel, and Doug. We appreciate your efforts.

Bill O

-----Original Message-----

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]
 Sent: Monday, July 23, 2012 10:23 AM
 To: William O'Mara
 Cc: Douglas.Brock@amwater.com; Rachel.Cole@amwater.com
 Subject: LFUCG Updates Complete

Bill,

I just wanted to let you know that all of the discount premises have been

reviewed and corrected as needed. We also updated the entire list of premises that receive the Landfill and Water Quality Management fees. Thanks again for helping us get those lists.

As we continue to receive changes we will make sure they get updated right up until August 30th. We will then run the closing package on August 31st as planned.

Please let me know if you have any questions.

Bryan Siler
Field Operations Supervisor
Kentucky American Water
2300 Richmond Road
Lexington, Kentucky 40502
859-268-6350 Office
859-268-6374 Fax
bryan.siler@amwater.com

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:19 AM -----

From: "Candice Deininger" <cdeining@lexingtonky.gov>
To: <Bryan.Siler@amwater.com>
Cc: <Rachel.Cole@amwater.com>
Date: 07/23/2012 11:39 AM
Subject: RE: LFUCG Updates Complete

Thanks, Bryan!

Candice J. Deininger
Revenue Supervisor
LFUCG Division of Revenue
200 East Main Street
Lexington, KY 40507
859-258-3364
cdeining@lexingtonky.gov

-----Original Message-----

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]
Sent: Monday, July 23, 2012 10:29 AM
To: Candice Deininger
Cc: Rachel.Cole@amwater.com
Subject: Fw: LFUCG Updates Complete

Candice,

I meant to copy you on this e-mail.

There are 14 premises without active accounts so we are unable to change them to add/remove any discounts. We will keep checking to see if they become active again and update them at that point. If they do not become active they will not be updated correctly in our closing package we will

be
sending on 8/31/12.

Bryan Siler
Field Operations Supervisor
Kentucky American Water
2300 Richmond Road
Lexington, Kentucky 40502
859-268-6350 Office
859-268-6374 Fax
bryan.siler@amwater.com

----- Forwarded by Bryan Siler/KAWC/AWWSC on 07/23/2012 10:26 AM -----

From: Bryan Siler/KAWC/AWWSC
To: William O'Mara <billo@lexingtonky.gov>
Cc: Douglas Brock/KAWC/AWWSC@AWW, Rachel Cole/KAWC/AWWSC@AWW
Date: 07/23/2012 10:23 AM
Subject: LFUCG Updates Complete

Bill,

I just wanted to let you know that all of the discount premises have been reviewed and corrected as needed. We also updated the entire list of premises that receive the Landfill and Water Quality Management fees. Thanks again for helping us get those lists.

As we continue to receive changes we will make sure they get updated right up until August 30th. We will then run the closing package on August 31st as planned.

Please let me know if you have any questions.

Bryan Siler
Field Operations Supervisor
Kentucky American Water
2300 Richmond Road
Lexington, Kentucky 40502
859-268-6350 Office
859-268-6374 Fax
bryan.siler@amwater.com

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:19 AM -----

From: "Candice Deininger" <cdeining@lexingtonky.gov>
To: <Bryan.Siler@amwater.com>
Cc: <Rachel.Cole@amwater.com>
Date: 07/24/2012 03:23 PM
Subject: RE: Premise [REDACTED]

Hello - the current customer hasn't been there very long - just glad the

meter will be changed out so it will bill in the future. Thanks again to both of you!!

Candice J. Deininger
Revenue Supervisor
LFUCG Division of Revenue
200 East Main Street
Lexington, KY 40507
859-258-3364
cdeining@lexingtonky.gov

-----Original Message-----

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]
Sent: Tuesday, July 24, 2012 7:28 AM
To: Candice Deininger
Cc: Rachel.Cole@amwater.com
Subject: Re: Premise [REDACTED]

Candice,

We found this meter stuck and are looking into back billing usage.

Bryan Siler
Field Operations Supervisor
Kentucky American Water
2300 Richmond Road
Lexington, Kentucky 40502
859-268-6350 Office
859-268-6374 Fax
bryan.siler@amwater.com

From: "Candice Deininger" <cdeining@lexingtonky.gov>
To: <bryan.siler@amwater.com>, <Rachel.Cole@amwater.com>
Date: 07/16/2012 11:26 AM
Subject: Premise [REDACTED]

Good morning. Would one of you kindly look at this account, please? It appears that it has billed zero consumption for over a year
thank
you!!

Candice J. Deininger
Revenue Supervisor
LFUCG Division of Revenue
200 East Main Street
Lexington, KY 40507
859-258-3364
cdeining@lexingtonky.gov

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:19 AM -----

From: "Robert Bowman" <rbowman2@lexingtonky.gov>
 To: <Bryan.Siler@amwater.com>
 Cc: "Candice Deininger" <cdeining@lexingtonky.gov>, "John Hoggard" <jhoggard@utiliplan.com>, "Basu, Sandip" <Sandip.Basu@gcww.cincinnati-oh.gov>
 Date: 07/24/2012 03:52 PM
 Subject: RE: WQMFee Billing File

Will August 24th work OK for you?

Robert

-----Original Message-----

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]
 Sent: Tuesday, July 24, 2012 3:50 PM
 To: Robert Bowman
 Cc: Candice Deininger; John Hoggard; Basu, Sandip
 Subject: RE: WQMFee Billing File

Anytime prior to the 29th.

Bryan Siler
 Field Operations Supervisor
 Kentucky American Water
 2300 Richmond Road
 Lexington, Kentucky 40502
 859-268-6350 Office
 859-268-6374 Fax
 bryan.siler@amwater.com

From: "Robert Bowman" <rbowman2@lexingtonky.gov>
 To: <Bryan.Siler@amwater.com>
 Cc: "Candice Deininger" <cdeining@lexingtonky.gov>, "Basu, Sandip" <Sandip.Basu@gcww.cincinnati-oh.gov>, "John Hoggard" <jhoggard@utiliplan.com>
 Date: 07/24/2012 03:46 PM
 Subject: RE: WQMFee Billing File

Hello Bryan,

What's the last day that we can send a billing file?

Robert

-----Original Message-----

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]
 Sent: Tuesday, July 24, 2012 3:05 PM
 To: Robert Bowman
 Cc: Candice Deininger; Basu, Sandip; John Hoggard
 Subject: Re: WQMFee Billing File

Candice,

Is this the last update we will be running? We would not be able to run it as usual at the end of August. It would need to be earlier in the month.

Bryan Siler
Field Operations Supervisor
Kentucky American Water
2300 Richmond Road
Lexington, Kentucky 40502
859-268-6350 Office
859-268-6374 Fax
bryan.siler@amwater.com

From: "Robert Bowman" <rbowman2@lexingtonky.gov>
To: <Bryan.Siler@amwater.com>
Cc: "Candice Deininger" <cdeining@lexingtonky.gov>
Date: 07/24/2012 12:38 PM
Subject: WQM Fee Billing File

Hello Bryan,

The August billing file is attached.

Thanks, Robert

Robert Bowman
Database Administrator
Lexington-Fayette Urban County Government
Office: 859.425.2456
Email: RBowman2@LexingtonKY.gov
[attachment "August2012.csv" deleted by Bryan Siler/KAWC/AWWSC]

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:19 AM -----

From: "Candice Deininger" <cdeining@lexingtonky.gov>
To: <Bryan.Siler@amwater.com>
Cc: <Rachel.Cole@amwater.com>
Date: 07/26/2012 03:40 PM
Subject: Previously Unsewered Premises; June 2012 Sewer Tap-On List

Good afternoon, Bryan. My staff has completed a review of previously submitted LFUCG sewer tap-on lists looking specifically for those locations that had a KIA grant associated with it. These locations were located in unsewered pockets of the city; but with the assistance provided by KIA grants, they have been successfully hooked onto the sanitary sewer system.

I have attached a file containing a list of those locations that have not yet been coded for sewer. I'm also

attaching a copy of June's tap-on list; any location on that list with KIA grant funding have been incorporated as part of the list I'm sending you. Kindly let me know if you have any questions. We appreciate your assistance in getting these accounts coded – thank you and have a good day!

Candice

Candice J. Deininger
Revenue Supervisor
LFUCG Division of Revenue
200 East Main Street
Lexington, KY 40507
859-258-3364
cdeining@lexingtonky.gov



Previously Unanswered Premises.xls JUNE 2012 TAP-ON LIST.xls

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:19 AM -----

From: "Hilori Morgan" <hmorgan@lexingtonky.gov>
To: <Bryan.Siler@amwater.com>
Date: 07/27/2012 09:36 AM
Subject: [REDACTED]

A change was sent in the update file for October 2011 to change this premise from 1 ERU to 6 ERUs. However, this update never actually made it through to the billing. Can you please look into this and update the premise to reflect the appropriate charge of 6 ERUs?

If you have any questions, please let me know.

Thanks!
Hilori

Thank you,

Hilori Morgan

LFUCG Division of Water Quality
125 Lisle Industrial Avenue, Suite 180
Lexington, KY 40511
859.425.2507 direct line
hmorgan@lexingtonky.gov

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:19 AM -----

From: "Hilori Morgan" <hmorgan@lexingtonky.gov>
To: <Bryan.Siler@amwater.com>
Date: 07/27/2012 11:05 AM
Subject: RE: [REDACTED]

Thanks!!!!

Thank you,

Hilori Morgan
LFUCG Division of Water Quality
125 Lisle Industrial Avenue, Suite 180
Lexington, KY 40511
859.425.2507 direct line
hmorgan@lexingtonky.gov

-----Original Message-----

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]
Sent: Friday, July 27, 2012 11:05 AM
To: Hilori Morgan
Subject: Re: [REDACTED]

This has been corrected.

Bryan Siler
Field Operations Supervisor
Kentucky American Water
2300 Richmond Road
Lexington, Kentucky 40502
859-268-6350 Office
859-268-6374 Fax
bryan.siler@amwater.com

From: "Hilori Morgan" <hmorgan@lexingtonky.gov>
To: <Bryan.Siler@amwater.com>
Date: 07/27/2012 09:36 AM
Subject: [REDACTED]

A change was sent in the update file for October 2011 to change this premise from 1 ERU to 6 ERUs. However, this update never actually made it through to the billing. Can you please look into this and update the premise to reflect the appropriate charge of 6 ERUs?

If you have any questions, please let me know.

Thanks!
Hilori

Thank you,

Hilori Morgan
LFUCG Division of Water Quality
125 Lisle Industrial Avenue, Suite 180
Lexington, KY 40511
859.425.2507 direct line
hmorgan@lexingtonky.gov

----- Forwarded by Bryan Siler/KAWC/AWWSA on 02/14/2013 10:19 AM -----

From: "William O'Mara" <billo@lexingtonky.gov>
To: <Bryan.Siler@amwater.com>, <Douglas.Brock@amwater.com>
Date: 07/27/2012 11:36 AM
Subject: FW: Previously Unsewered Premises; June 2012 Sewer Tap-On List

Bryan & Doug-

We appreciate your 'truing up' the KAWC list of sewer, landfill, and water quality accounts as well as customers qualifying for assistance. If you could also up date for these 'new' sewer accounts it would be great.

Thanks again for your assistance.

Bill O

From: Candice Deininger
Sent: Friday, July 27, 2012 8:57 AM
To: William O'Mara
Subject: FW: Previously Unsewered Premises; June 2012 Sewer Tap-On List

Bill – Here is the email, and attachments, I sent to Bryan yesterday - I think it's self-explanatory.

Candice J. Deininger
Revenue Supervisor
LFUCG Division of Revenue
200 East Main Street
Lexington, KY 40507
859-258-3364
cdeining@lexingtonky.gov

From: Candice Deininger
Sent: Thursday, July 26, 2012 3:41 PM
To: Bryan.Siler@amwater.com
Cc: Rachel.Cole@amwater.com
Subject: Previously Unsewered Premises; June 2012 Sewer Tap-On List

Good afternoon, Bryan. My staff has completed a review of previously submitted LFUCG sewer tap-on lists looking specifically for those locations that had a KIA grant associated with it. These locations were located in unsewered pockets of the city; but with the assistance provided by KIA grants, they have been successfully hooked onto the sanitary sewer system.

I have attached a file containing a list of those locations that have not yet been coded for sewer. I'm also attaching a copy of June's tap-on list; any location on that list with KIA grant funding have been incorporated as part of the list I'm sending you. Kindly let me know if you have any questions. We appreciate your assistance in getting these accounts coded – thank you and have a good day!

Candice

Candice J. Deininger
Revenue Supervisor
LFUCG Division of Revenue
200 East Main Street
Lexington, KY 40507

859-258-3364

cdeining@lexingtonky.gov

Previously Unanswered Premises.xls JUNE 2012 TAP-ON LIST.xls

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:19 AM -----

From: "Mike Smith" <mikes@lexingtonky.gov>
To: <Bryan.Siler@amwater.com>
Cc: "Candice Deininger" <cdeining@lexingtonky.gov>, "Sheila Long" <slong@lexingtonky.gov>
Date: 07/30/2012 08:13 AM
Subject: weekly file

The weekly file is attached.

Thank you!

Michael S. Smith*Computer Operations Manager**Help Desk Manager**Cell Phone Administrator**Division of Computer Services - Suite # 712**200 East Main Street - Lexington, KY 40507**859-258-3730 mikes@lexingtonky.gov*

HERC0730.TXT

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:19 AM -----

From: "Candice Deininger" <cdeining@lexingtonky.gov>
To: <Bryan.Siler@amwater.com>
Cc: "Sheila Powell" <sheilap@lexingtonky.gov>
Date: 07/30/2012 08:56 AM
Subject: 30% Discount Coding

Good morning, Bryan. Attached is the latest file from Adult Services listing the names of clients whose accounts need to be coded to receive the 30% discount. Kindly contact Sheila if you have any questions. Thank you and have a good day!

Candice J. Deininger
Revenue Supervisor
LFUCG Division of Revenue
200 East Main Street
Lexington, KY 40507
859-258-3364
cdeining@lexingtonky.gov



Friday July 27 2012.xls

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:19 AM -----

From: Rachel Cole/KAWC/AWWSC
 To: cdeining@lfucg.com
 Cc: Bryan Siler/KAWC/AWWSC@AWW
 Date: 07/30/2012 09:30 AM
 Subject: Fw: Previously Unsewered Premises; June 2012 Sewer Tap-On List

FYI- Thanks.

----- Forwarded by Rachel Cole/KAWC/AWWSC on 07/30/2012 09:29 AM -----



★
 Deidra S
 Hayden/KAWC/AWWSC
 07/27/2012 03:29 PM

To Rachel Cole/KAWC/AWWSC@AWW
 cc

Subject Re: Fw: Previously Unsewered Premises; June 2012 Sewer Tap-On List

This has been completed



Previously Unsewered Premises.xls LFUCG.xls
 Thanks

Deidra S Hayden
 Operations Clerk
 Kentucky American Water
 2300 Richmond Rd.
 Lexington, KY 40502
 Office 859-268-6303
 Fax 859-268-6315
 Deidra.Hayden@amwater.com

Rachel Cole

Rachel Cole/KAWC/AWWSC

07/26/2012 04:37:23 PM

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:19 AM -----

From: "Mike Smith" <mikes@lexingtonky.gov>
 To: <Bryan.Siler@amwater.com>
 Cc: "Sheila Long" <slong@lexingtonky.gov>, "Candice Deining" <cdeining@lexingtonky.gov>
 Date: 08/06/2012 08:49 AM
 Subject: WEEKLY

The weekly file is attached.

Thank you!

Michael S. Smith
 Computer Operations Manager

Help Desk Manager
 Cell Phone Administrator
 Division of Computer Services - Suite # 712
 200 East Main Street - Lexington, KY 40507
 859-258-3730 mikes@lexingtonky.gov



HERC0806.TXT

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:19 AM -----

From: "Candice Deininger" <cdeining@lexingtonky.gov>
 To: <Bryan.Siler@amwater.com>
 Cc: "Sheila Powell" <sheilap@lexingtonky.gov>
 Date: 08/07/2012 11:44 AM
 Subject: 30% Discount Coding

Good morning, Bryan. Attached is the latest file from Adult Services with the names of clients listed to receive the 30% discount coding. Kindly let Sheila know if you have any questions. Thank you and have a good day!

Candice J. Deininger
 Revenue Supervisor
 LFUCG Division of Revenue
 200 East Main Street
 Lexington, KY 40507
 859-258-3364
cdeining@lexingtonky.gov



Friday August 3 2012.xls

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:19 AM -----

From: "Candice Deininger" <cdeining@lexingtonky.gov>
 To: <Bryan.Siler@amwater.com>
 Cc: "Sheila Powell" <sheilap@lexingtonky.gov>, <Rachel.Cole@amwater.com>
 Date: 08/07/2012 11:58 AM
 Subject: RE: 30% Discount Coding

Thanks, Bryan!

Candice J. Deininger
 Revenue Supervisor
 LFUCG Division of Revenue
 200 East Main Street
 Lexington, KY 40507
 859-258-3364
cdeining@lexingtonky.gov

-----Original Message-----

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]

Sent: Tuesday, August 07, 2012 11:53 AM
To: Candice Deininger
Cc: Sheila Powell; Rachel.Cole@amwater.com
Subject: Re: 30% Discount Coding

I added the discount to this premise.

Thanks.

Bryan Siler
Field Operations Supervisor
Kentucky American Water
2300 Richmond Road
Lexington, Kentucky 40502
859-268-6350 Office
859-268-6374 Fax
bryan.siler@amwater.com

From: "Candice Deininger" <cdeining@lexingtonky.gov>
To: <Bryan.Siler@amwater.com>
Cc: "Sheila Powell" <sheilap@lexingtonky.gov>
Date: 08/07/2012 11:44 AM
Subject: 30% Discount Coding

Good morning, Bryan. Attached is the latest file from Adult Services with the names of clients listed to receive the 30% discount coding. Kindly let Sheila know if you have any questions. Thank you and have a good day!

Candice J. Deininger
Revenue Supervisor
LFUCG Division of Revenue
200 East Main Street
Lexington, KY 40507
859-258-3364
cdeining@lexingtonky.gov

[attachment "Friday August 3 2012.xls" deleted by Bryan Siler/KAWC/AWWSC]

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:19 AM -----

From: "Candice Deininger" <cdeining@lexingtonky.gov>
To: <Bryan.Siler@amwater.com>
Cc: <Rachel.Cole@amwater.com>
Date: 08/08/2012 08:04 AM
Subject: July 2012 Sewer Tap-On List

Good morning – attached is the July 2012 sewer tap-on list. Please give me a call if you have any

questions – thank you and have a good day!

Candice J. Deininger
Revenue Supervisor
LFUCG Division of Revenue
200 East Main Street
Lexington, KY 40507
859-258-3364
cdeining@lexingtonky.gov



JULY 2012 TAP-ON LIST (2).xls

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:19 AM -----

From: "Mike Smith" <mikes@lexingtonky.gov>
To: <Bryan.Siler@amwater.com>
Cc: "Candice Deininger" <cdeining@lexingtonky.gov>
Date: 08/13/2012 07:43 AM
Subject: weekly file

Good Morning Bryan:

The weekly file is attached.

Thank you!

Michael S. Smith

Computer Operations Manager
Help Desk Manager
Cell Phone Administrator
Division of Computer Services - Suite # 712
200 East Main Street - Lexington, KY 40507
859-258-3730 mikes@lexingtonky.gov



HERC0813.TXT

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:19 AM -----

From: "Candice Deininger" <cdeining@lexingtonky.gov>
To: <Bryan.Siler@amwater.com>, <Rachel.Cole@amwater.com>
Cc: "Julie Mantrom" <jmantrom@lexingtonky.gov>, "Rickie Caldwell" <rcaldwell@lexingtonky.gov>
Date: 08/16/2012 08:12 AM
Subject: FW: [REDACTED]

Good morning! I received verification that the following location, [REDACTED] [REDACTED] premise number [REDACTED] should not be billed for sewer. would you kindly have the sewer billing code removed. Thanks very much and have a good day!!

Candice J. Deininger
Revenue Supervisor
LFUCG Division of Revenue
200 East Main Street
Lexington, KY 40507
859-258-3364
cdeining@lexingtonky.gov

-----Original Message-----

From: Julie Mantram
Sent: Wednesday, August 15, 2012 12:31 PM
To: Candice Deininger
Cc: Hilori Morgan
Subject: RE: [REDACTED]

Yes. Hilori verified there are no buildings on that address:-)

-----Original Message-----

From: Candice Deininger
Sent: Wednesday, August 15, 2012 10:28 AM
To: Julie Mantram
Subject: FW: [REDACTED]

Good morning kindly see Rickie Caldwell's email below. May I proceed with removing the sewer billing code? Thanks, Julie!!

Candice J. Deininger
Revenue Supervisor
LFUCG Division of Revenue
200 East Main Street
Lexington, KY 40507
859-258-3364
cdeining@lexingtonky.gov

-----Original Message-----

From: Rickie Caldwell
Sent: Wednesday, August 15, 2012 9:06 AM
To: Candice Deininger
Subject: FW: [REDACTED]

Thanks Candice !!!

All you needed was more work generated from a fellow employee, right ???
Anyway, I really appreciate your help in getting this removed. Have a great day !

Rick Caldwell
Administrative Officer
Office of the Commissioner
Department of General Services
200 E Main Street - 4th Floor
Lexington, KY 40507
rcaldwell@lexingtonky.gov
Office (859) 258-3023
Fax (859) 258-3909

-----Original Message-----

From: Stephen Mulligan
Sent: Wednesday, August 15, 2012 8:59 AM

To: Deborah Gerardi; Laura Harris
Cc: Rickie Caldwell; James Bush; Chris A Cooperrider; Candice Deininger
Subject: RE: [REDACTED]

I've forwarded this email to Candice Deininger in Revenue regarding removal of the sewer user fee charges.

Thanks!

Stephen Mulligan
859.258.3301
smulligan@lexingtonky.gov

-----Original Message-----

From: Deborah Gerardi
Sent: Wednesday, August 15, 2012 8:44 AM
To: Stephen Mulligan; Laura Harris
Cc: Rickie Caldwell; Deborah Gerardi; James Bush; Chris A Cooperrider
Subject: FW: [REDACTED]

Stephen,

See below for information on this account for [REDACTED]

Can you help in getting the sewer usage charges removed?

Rick, James,

Stephen and Laura are working with the new set up for Lexserv so they would be the ones that can help with any changes for this account.

Thanks!

Deborah Gerardi
Accounts Payable Supervisor
Division of Accounting
Lexington Fayette Urban County Government Phone 859 258-3311 Fax 859
425-2889 Email dgerardi@lfucg.com

-----Original Message-----

From: Rickie Caldwell
Sent: Wednesday, August 15, 2012 8:37 AM
To: Deborah Gerardi
Cc: James Bush; Chris A Cooperrider
Subject: RE: [REDACTED]

Deborah,

This account serves [REDACTED] and is ours (serves a water bib and drinking fountain) and the account string is correct.

I do see that there is a problem with sewer usage charges (shouldn't be on the bill).

James - because we are transitioning to Lexserv for this billing, who needs to be contacted to get this removed?

Rick Caldwell
Administrative Officer
Office of the Commissioner
Department of General Services
200 E Main Street - 4th Floor
Lexington, KY 40507
rcaldwell@lexingtonky.gov
Office (859) 258-3023
Fax (859) 258-3909

-----Original Message-----

From: Deborah Gerardi
Sent: Wednesday, August 15, 2012 8:15 AM
To: Rickie Caldwell
Cc: Deborah Gerardi
Subject: [REDACTED]

Rick,

Can you please take a look at this bill?

The bill indicates residential but we have been paying this account for quite awhile. It has been charged to [REDACTED]

This is ours correct?

Deborah Gerardi
Accounts Payable Supervisor
Division of Accounting
Lexington Fayette Urban County Government
Phone 859 258-3311
Fax 859 425-2889
Email dgerardi@lfucg.com

-----Original Message-----

From: ACCT23316@lfucg.com [mailto:ACCT23316@lfucg.com]
Sent: Tuesday, August 14, 2012 4:18 AM
To: Deborah Gerardi
Subject: [Image File] dgerardi [REDACTED]

FROM: LFUCG ACCOUNTS PAYABLE
Image data has been attached to
the E-Mail.

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:19 AM -----

From: "Sheila Long" <slong@lexingtonky.gov>
To: <Bryan.Siler@amwater.com>
Date: 08/20/2012 03:48 PM

Subject: weekly file

Thank you,
Sheila Long
 Mainframe and Help Desk Services
 Division of Computer Services
 Lexington Fayette Urban Co Gov.
 Phone: 859-258-3730
 Fax: 859-258-3399



HERC0820.TXT

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:19 AM -----

From: AW - MI Requests/AWWSC
 To: Bryan Siler/KAWC/AWWSC@AWW
 Date: 08/24/2012 08:06 AM
 Subject: Re: Managed Contract Billing
 Sent by: Kathryn M Milburn

Bryan,

We can no longer accept paper MI's. There is a new way of creating MI's in the SAP system. You would have to put a quotation in SAP and we pull a quotation list daily and process sales orders from the quotations. You would need to see if the customer is already in SAP by using Tcode XD03 - only customer's with open balances were pulled over to SAP. If they are not already a customer, create a customer by using XD01. Then you would have to create a quotation by using VA21.

Step by Step instructions are found in MY BT Support - go to Finance and then go to Sales&Distribution, Misc Invoice for the Creator.

Kathy

Bryan Siler	Attached is the MI request for the LFUCG month...	08/21/2012 08:40:05 AM
-------------	---	------------------------

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:19 AM -----

From: "Candice Deininger" <cdeining@lexingtonky.gov>
 To: <Bryan.Siler@amwater.com>
 Cc: "Sheila Long" <slong@lexingtonky.gov>, "Mike Smith" <mikes@lexingtonky.gov>
 Date: 08/27/2012 03:32 PM
 Subject: RE: weekly file

Hi, Bryan – I know you are not able to update the landfill files, so we'll hang onto this and send to GCW once we go live. Thank you!!

Candice J. Deininger
 Revenue Supervisor
 LFUCG Division of Revenue
 200 East Main Street
 Lexington, KY 40507
 859-258-3364
cdeining@lexingtonky.gov

From: Mike Smith
Sent: Monday, August 27, 2012 8:08 AM
To: 'Bryan.Siler@amwater.com'
Cc: Candice Deininger; Sheila Long
Subject: weekly file

The weekly file is attached.

Thank you!

Michael S. Smith

*Computer Operations Manager
Help Desk Manager
Cell Phone Administrator
Lexington-Fayette Urban County Government
Division of Computer Services - Suite # 712
200 East Main Street - Lexington, KY 40507
859-258-3730 mikes@lexingtonky.gov*



----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:19 AM -----

From: "Lynne Webb" <lwebb@lexingtonky.gov>
To: "Bryan Siler @ Amwater" <Bryan.Siler@amwater.com>, "Rachel Cole @ Amwater" <Rachel.Cole@amwater.com>
Cc: "Candice Deininger" <cdeining@lexingtonky.gov>, "Hilori Morgan" <hmorgan@lexingtonky.gov>, "Tonia Walters" <twalters2@lexingtonky.gov>
Date: 08/29/2012 12:24 PM
Subject: Premise [REDACTED]

Bryan/Rachel –

Premise [REDACTED] is listed as residential in OAM and should be commercial per the PVA website (see below). Could you please change the classification on this account? They are paying residential sewer rates but being charged commercial rates for their water quality management fee.

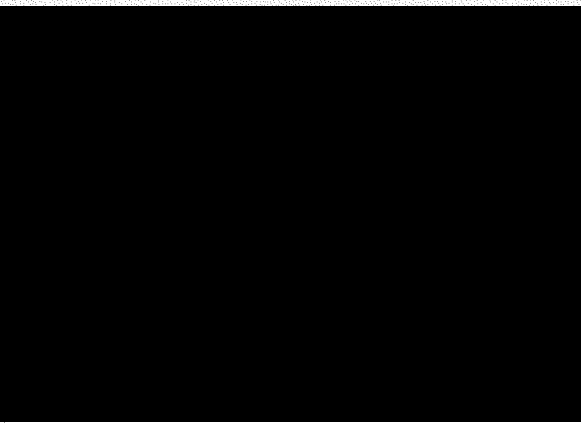
Thanks!

Fayette County PVA Office - Windows Internet Explorer
 http://qpublic7.qpublic.net/ky_fayette_display.php?county=ky_fayette&KEY=

File Edit View Favorites Tools Help

★ Favorites | ☆ MSN | 📖 LFUCG Phone List Search | 🗄️ Customize Links | 🌐 Windows Marketplace

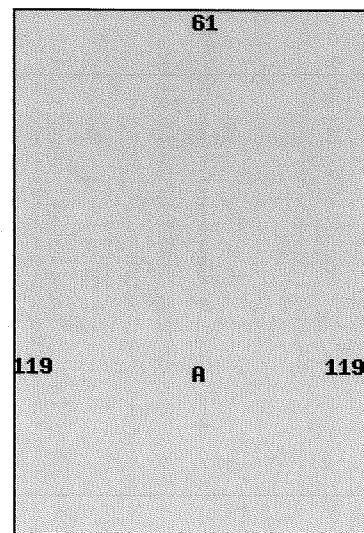
☰ Citrix XenApp - Applications Fayette County PVA Of... x

Owner Name	
Mailing Address	
Location Address	
Legal Description	
Property Class	
Neighborhood	
Land Use Code	
USA/RSA Map	
Map Block	
Lot	
Subdivision	
Deeded Acres	0.79
Cabinet/Slide	

		Assessment	
Year	Fair Cash Value	Agricultural Value Land	
2012	\$ 395,000	\$ 0	

				Cor
Card	Building Type	Structure Code/Desc	Units	Year B
1	1	373-RETAIL	1	199

Building Sketch [Enlarge S](#)



Lynne Webb
Lexington-Fayette Urban County Government
lwebb@lexingtonky.gov
859.258.3363

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:19 AM -----

From: "Lynne Webb" <lwebb@lexingtonky.gov>
To: "Bryan Siler @ Amwater" <Bryan.Siler@amwater.com>, "Rachel Cole @ Amwater" <Rachel.Cole@amwater.com>
Cc: "Candice Deininger" <cdeining@lexingtonky.gov>, "Tonia Walters" <twalters2@lexingtonky.gov>
Date: 08/31/2012 01:55 PM
Subject: premise [REDACTED]

Bryan/Rachel –

I have an account that looks as though it has a stuck meter. Could one of you please put in an order to have this account checked as soon as possible?

Premise [REDACTED]

Thanks so much!!

Lynne Webb
Lexington-Fayette Urban County Government
lwebb@lexingtonky.gov
859.258.3363

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:19 AM -----

From: "Candice Deininger" <cdeining@lexingtonky.gov>
To: <Bryan.Siler@amwater.com>
Date: 09/01/2012 07:59 AM
Subject: RE: Transition

Thanks for all your help over the years, Bryan - much appreciated!! I sort of figured that Rachel would be the contact going forward, but it's good to know 'officially'!! Again, thank you so much!!!

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]
Sent: Fri 8/31/2012 6:02 PM

To: Candice Deininger

Subject: Transition

Hey Candice,

While I am always available if needed and certainly involved this weekend and next week with the transition, going forward Rachel will be the primary contact for usage issues and inquiries.

I plan to send the last month end reports early next week. If you could, please redirect any routine inquiries to Rachel.

Thanks and have a great weekend. I hope all goes well.

Bryan Siler
 Field Operations Supervisor
 Kentucky American Water
 2300 Richmond Road
 Lexington, Kentucky 40502
 859-268-6350 Office
 859-268-6374 Fax
 bryan.siler@amwater.com

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:19 AM -----

From: Rachel Cole/KAWC/AWWSC
 To: Mary Gina Money/SERVCO/AWWSC@AWW
 Cc: Bryan Siler/KAWC/AWWSC@AWW
 Date: 10/03/2012 08:42 PM
 Subject: Fw: Managed Contract Billing

Gina,

I don't know how to see this in SAP, but if we haven't entered we will...

I noticed this was just sent to me..I have not sent to George Kamu or Candice or anyone else. I believe we have created the quotation. Let me know if that's not the case.

Rachel S. Cole
 Kentucky American Water
 Field Services Supervisor
 Customer Advocacy Office
 Email: rachel.cole@amwater.com
 Ph: 859-268-6307
 Fax: 859-335-3307

----- Forwarded by Rachel Cole/KAWC/AWWSC on 10/03/2012 08:38 PM -----

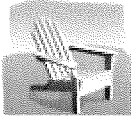


Bryan Siler/KAWC/AWWSC

09/21/2012 10:47 AM

To Rachel Cole/KAWC/AWWSC@AWW

cc



Subject Managed Contract Billing

Last one...

Attached is the Quotation request MI request for the LFUCG monthly bill. Please process and send the .pdf file to Candice Deininger at the LFUCG.

Thanks.



LFUCG 0812 MI Request.doc

LFUCG Managed Contract
Monthly Billing
8/31/2012

LFUCG	Sewer	Landfill	Water Quality
Total Bills			
Rate Per Bill			
Total LFUCG Misc Invoice			

Bryan Siler
Field Operations Supervisor
Kentucky American Water
2300 Richmond Road
Lexington, Kentucky 40502
859-268-6350 Office
859-268-6374 Fax
bryan.siler@amwater.com

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:19 AM -----

From: Mary Gina Money/SERVCO/AWWSC
To: Bryan Siler/KAWC/AWWSC@AWW, Peter Z Yuan/SERVCO/AWWSC@AWW
Cc: George Kamu/SERVCO/AWWSC@AWW
Date: 10/03/2012 08:49 PM
Subject: Re: LFUCG Billing Contract Revenue

I think so.
Gina

Bryan Siler	Yes. August's was sent a couple weeks ago. ...	10/03/2012 08:36 PM EDT
Peter Z Yuan	Bryan, Do you know if we are supposed to hav...	10/03/2012 10:33 AM EDT

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:19 AM -----

From: Mary Gina Money/SERVCO/AWWSC
To: "Peter Z Yuan" <Peter.Yuan@amwater.com>, "George Kamu" <George.Kamu@amwater.com>
Cc: "Bryan Siler" <Bryan.Siler@amwater.com>, "Rachel Cole" <Rachel.Cole@amwater.com>
Date: 10/03/2012 08:56 PM
Subject: Fw: Managed Contract Billing

George - can you assist Rachel in determining what needs to be done with the quotation?
Gina

Rachel Cole

----- Original Message -----

From: Rachel Cole
Sent: 10/03/2012 08:42 PM EDT
To: Mary Money
Cc: Bryan Siler
Subject: Fw: Managed Contract Billing

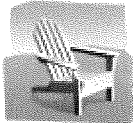
Gina,

I don't know how to see this in SAP, but if we haven't entered we will...

I noticed this was just to sent to me..I have not sent to George Kamu or Candice or anyone else. I believe we have created the quotation. Let me know if that's not the case.

Rachel S. Cole
Kentucky American Water
Field Services Supervisor
Customer Advocacy Office
Email: rachel.cole@amwater.com
Ph: 859-268-6307
Fax: 859-335-3307

----- Forwarded by Rachel Cole/KAWC/AWWSC on 10/03/2012 08:38 PM -----



Bryan Siler/KAWC/AWWSC

09/21/2012 10:47 AM

To Rachel Cole/KAWC/AWWSC@AWW

cc

Subject Managed Contract Billing

Last one...

Attached is the Quotation request MI request for the LFUCG monthly bill. Please process and send the .pdf file to Candice Deininger at the LFUCG.

Thanks.



LFUCG 0812 MI Request.doc

LFUCG Managed Contract
 Monthly Billing
 8/31/2012

LFUCG	Sewer	Landfill	Water Quality
Total Bills			
Rate Per Bill			
Total LFUCG Misc Invoice			

Bryan Siler
 Field Operations Supervisor
 Kentucky American Water
 2300 Richmond Road
 Lexington, Kentucky 40502
 859-268-6350 Office
 859-268-6374 Fax
 bryan.siler@amwater.com

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:19 AM -----

From: George Kamu/SERVCO/AWWSC
 To: Mary Gina Money/SERVCO/AWWSC@AWW
 Cc: "Bryan Siler" <Bryan.Siler@amwater.com>, "Peter Z Yuan" <Peter.Yuan@amwater.com>, "Rachel Cole" <Rachel.Cole@amwater.com>
 Date: 10/04/2012 09:05 AM
 Subject: Re: Fw: Managed Contract Billing

Gina,

This quotation has not been entered into SAP for September. If this is the last amount we can only input it to reflect in September as an accrual pending the actual processing of the quotation, which will be reflected in the SAP system in October. My accruals will reflect in September and reverse in October when the actual has be processed. If I should go ahead and accrue the \$157k now please confirm.

Rachel,

The quotation has to be sent just as all previous quotation pertaining to this was handled. The last quotation and the first processed in SAP was for \$137,220.69. Please see the SAP print screen below.

Thank you.

George T. Kamu
 Intermediate Accountant
 American Water - Shared Services Center

131 Woodcrest Road
Cherry Hill, NJ 08003
856-310-5837

Document Edit Goto Extras Settings Environment System Help



Display Document: Data Entry View

Display Currency General Ledger View

Data Entry View

Document Number	4000000226	Company Code	1012	Fiscal Year	2012
Document Date	08/27/2012	Posting Date	08/27/2012	Period	8
Reference	4000000226	Cross-Comp.No.			
Currency	USD	Texts exist	<input type="checkbox"/>	Ledger Group	



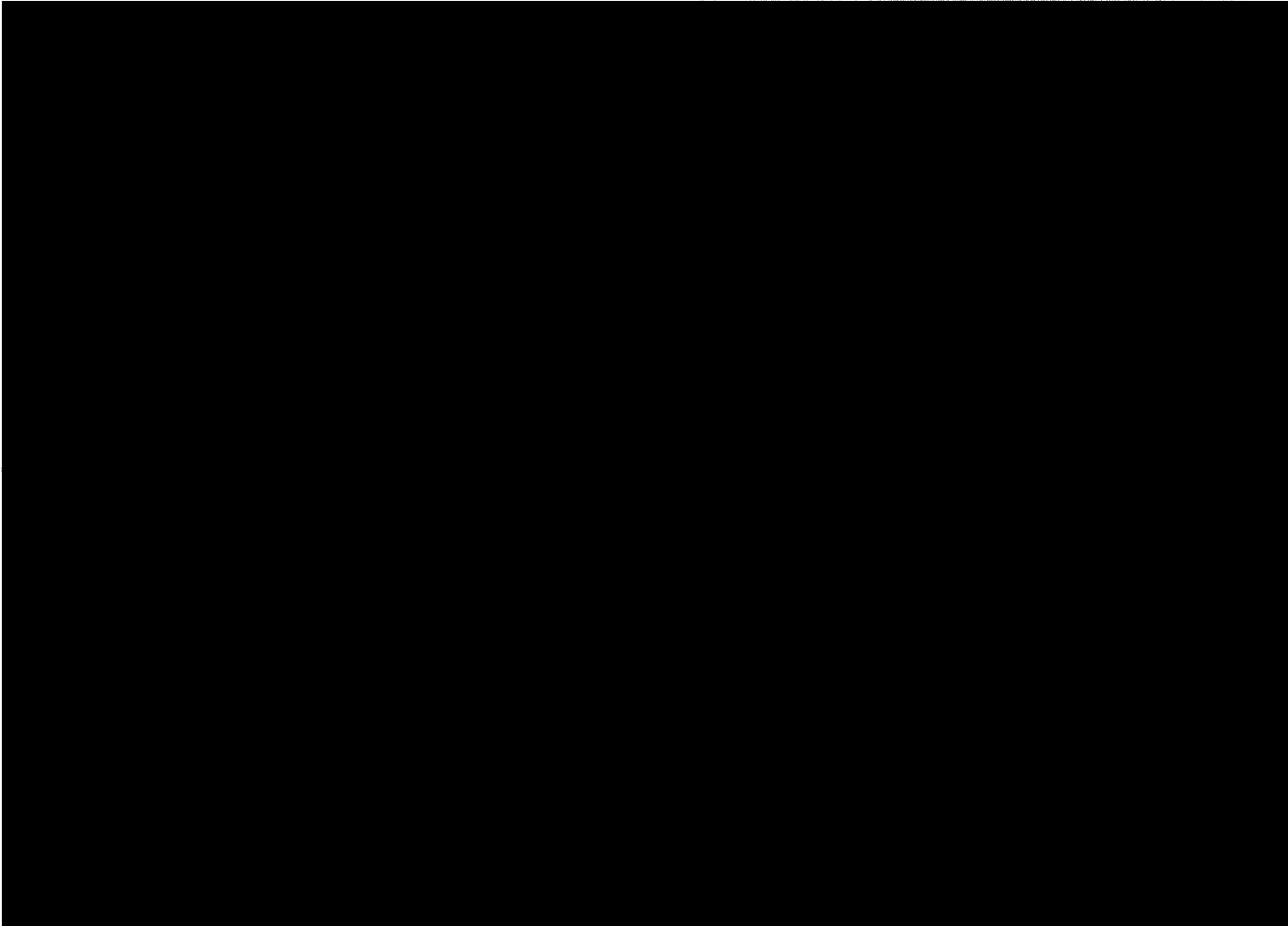
Co...	Item	PK	S	Account	Description	Amount	Curr.	Tx	Assignment
1012	1	01					USD	01	
	2	50					USD	01	



List Edit Goto Extras Environment Settings System Help



G/L Account Line Item Display G/L View



Mary Gina Money/SERVCO/AWWSC

10/03/2012 08:56 PM

To "Peter Z Yuan" <Peter.Yuan@amwater.com>, "George Kamu" <George.Kamu@amwater.com>
cc "Bryan Siler" <Bryan.Siler@amwater.com>, "Rachel Cole" <Rachel.Cole@amwater.com>
Subje Fw: Managed Contract Billing
ct

George - can you assist Rachel in determining what needs to be done with the quotation?
Gina

----- Original Message -----

From: Rachel Cole
Sent: 10/03/2012 08:42 PM EDT
To: Mary Money
Cc: Bryan Siler
Subject: Fw: Managed Contract Billing

Gina,

I don't know how to see this in SAP, but if we haven't entered we will...

I noticed this was just to sent to me..I have not sent to George Kamu or Candice or anyone else. I believe we have created the quotation. Let me know if that's not the case.

Rachel S. Cole
Kentucky American Water
Field Services Supervisor
Customer Advocacy Office
Email: rachel.cole@amwater.com
Ph: 859-268-6307
Fax: 859-335-3307

----- Forwarded by Rachel Cole/KAWC/AWWSC on 10/03/2012 08:38 PM -----

Bryan Siler/KAWC/AWWSC

09/21/2012 10:47 AM

To Rachel Cole/KAWC/AWWSC@AWW
cc
Subject Managed Contract Billing

Last one...

Attached is the Quotation request MI-request for the LFUCG monthly bill. Please process and send the .pdf file to Candice Deiningner at the LFUCG.

Thanks.

[attachment "LFUCG 0812 MI Request.doc" deleted by George Kamu/SERVCO/AWWSC]

LFUCG Managed Contract
Monthly Billing
8/31/2012

LFUCG	Sewer	Landfill	Water Quality
Total Bills			
Rate Per Bill			
Total LFUCG Misc Invoice			

Bryan Siler
Field Operations Supervisor
Kentucky American Water
2300 Richmond Road
Lexington, Kentucky 40502
859-268-6350 Office
859-268-6374 Fax
bryan.siler@amwater.com

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:19 AM -----

From: Mary Gina Money/SERVCO/AWWSC
To: George Kamu/SERVCO/AWWSC@AWW
Cc: "Bryan Siler" <Bryan.Siler@amwater.com>, "Peter Z Yuan" <Peter.Yuan@amwater.com>, "Rachel Cole" <Rachel.Cole@amwater.com>
Date: 10/04/2012 09:16 AM
Subject: Re: Fw: Managed Contract Billing

Geroge - yes, please accrue.

Gina Money Handel, Manager - Finance
Kentucky American Water

2300 Richmond Road Lexington, KY 40502
gina.money@amwater.com
P 859.268.6311 M 859.494.4988

For quality and value, tap water is the clear choice.

George Kamu	Gina, This quotation has not been entered into S...	10/04/2012 09:05:05 AM
Mary Gina Money	Mary Gina Money/SERVCO/AWWSC	10/03/2012 08:56:57 PM

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:19 AM -----

From: Maryann Concilio/SHARVCS/AWWSC
To: Rachel Cole/KAWC/AWWSC@AWW
Cc: Bryan Siler/KAWC/AWWSC@AWW, Charles E Boland/KAWC/AWWSC@AWW, Thomas M Gildea/SHARVCS/AWWSC@AWW
Date: 10/08/2012 05:20 PM
Subject: Re: Fw: Confirmation Request - LFUCG

Hi Rachel, I have attached the files for the breakdown per month per Utility Type for the time period of the years 2011 & 2012.

Please let me know if you need anything else.

Have a great day.



ACHRec12.xls



ACHRec11.xls

Mary Ann Concilio-Sbraga
Cash Operations Analyst
American Water Shared Services Center
131 Woodcrest Rd.
Cherry Hill, NJ 08003
(856)310-5886

We are committed to be a high-value, reliable, customer -focused service provider to support our American Water Business Partners.

"We are American Water Shared Services!"

Rachel Cole	Hi Bryan, I'm pretty sure i didn't have that inform...	10/05/2012 12:57:04 PM
Bryan Siler	Amount by month by utility type. ***** ...	10/05/2012 11:03:42 AM
Rachel Cole	Bryan, This is the total for the time period reques...	10/04/2012 02:51:57 PM
Bryan Siler	Do you know how to look these up? ***** ...	09/28/2012 07:38:52 AM

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:19 AM -----

From: Maryann Concilio/SHARVCS/AWWSC
To: Bryan Siler/KAWC/AWWSC@AWW
Date: 10/09/2012 08:50 AM

Subject: Re: Fw: Confirmation Request - LFUCG

You can use the totals for each Utility type but take the total of the bad debt and add it back to the sewer total.

Mary Ann Concilio-Sbraga
Cash Operations Analyst
American Water Shared Services Center
131 Woodcrest Rd.
Cherry Hill, NJ 08003
(856)310-5886

We are committed to be a high-value, reliable, customer -focused service provider to support our American Water Business Partners.

"We are American Water Shared Services!"

Bryan Siler	Which numbers do we use? Just the totals for e...	10/09/2012 08:25:17 AM
Maryann Concilio	Hi Rachel, I have attached the files for the break...	10/08/2012 05:20:10 PM
Rachel Cole	Hi Bryan, I'm pretty sure i didn't have that inform...	10/05/2012 12:57:04 PM
Bryan Siler	Amount by month by utility type. ***** ...	10/05/2012 11:03:42 AM
Rachel Cole	Bryan, This is the total for the time period reques..	10/04/2012 02:51:57 PM
Bryan Siler	Do you know how to look these up? ***** ...	09/28/2012 07:38:52 AM

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:19 AM -----

From: Bryan Siler/KAWC/AWWSC
To: Rachel Cole/KAWC/AWWSC@AWW, Charles E Boland/KAWC/AWWSC@AWW
Cc: Douglas Brock/KAWC/AWWSC@AWW
Date: 10/09/2012 08:00 PM
Subject: LFUCG Audit

Rachel,

This does not include Franchise Fees. Can you forward this with the Franchise Fees?

Let me know if you have any questions.

Bryan Siler
Field Operations Supervisor
Kentucky American Water
2300 Richmond Road
Lexington, Kentucky 40502
859-268-6350 Office
859-268-6374 Fax
bryan.siler@amwater.com

----- Forwarded by Bryan Siler/KAWC/AWWSC on 10/09/2012 07:59 PM -----

From: kylexiof23

To: "B Siler" <bryan.siler@amwater.com>
 Date: 10/09/2012 07:57 PM
 Subject: Attached Image



2549_001.pdf

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:19 AM -----

From: Charles E Boland/KAWC/AWWSC
 To: "Fritsch, Erica" <efritsch@ddafcpa.com>@AWX
 Cc: Rachel Cole/KAWC/AWWSC@AWW, Bryan Siler/KAWC/AWWSC@AWW, Mary Gina Money/SERVCO/AWWSC@AWW
 Date: 10/10/2012 09:20 AM
 Subject: RE: FW: LFUCG Confirmation

Good morning Erica, please find the Kentucky American Water confirmation reports needed for the FY 2012 LFUCG Audit attached. I notice that the one pdf with the monthly user fee amounts were not grand-totaled, and I did not have access to that document to edit it and add that in. But I wanted to go ahead and get these to you this morning...thank you and let me know if any questions.



LFUCG FY 2012 Audit Franchise Fees CR.pdf LFUCG FY 2012 Audit User Fees CR.pdf

Charlie Boland
 Major Accounts / External Affairs Specialist
 Kentucky American Water Company
 2300 Richmond Road
 Lexington, KY 40502
 Office (859) 268-6314
 Internal 7-533-6314
 Fax (859) 268-6315
 Charles.Boland@amwater.com

For quality and value, tap water is the clear choice.

"Fritsch, Erica"

Great! Thank you so much! And yes quarterly is...

10/09/2012 09:20:56 AM

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:19 AM -----

From: "Fritsch, Erica" <efritsch@ddafcpa.com>
 To: "'Bryan.Siler@amwater.com'" <Bryan.Siler@amwater.com>
 Date: 10/16/2012 12:29 PM
 Subject: RE: LFUCG Confirmation - Aging Report

Bryan,

I'm sorry I missed your call this morning. I am out of the office working at a client location. I left you a voicemail with my cell phone number, but wanted to go ahead and send it to you as well.

Please feel free to give me a call at 502-471-8148 at your convenience.

Thank you

-----Original Message-----

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]
Sent: Tuesday, October 16, 2012 8:21 AM
To: Fritsch, Erica
Cc: Charles.Boland@amwater.com
Subject: Fw: LFUCG Confirmation - Aging Report

Erica,

I tried calling but got a voice mail that I wasn't sure was yours. Can you give me a call to discuss this request?

Thanks.

Bryan

From: "Fritsch, Erica" <efritsch@ddafcpa.com>
To: "'Charles.Boland@amwater.com'" <Charles.Boland@amwater.com>
Date: 10/10/2012 10:17 AM
Subject: RE: FW: LFUCG Confirmation

Charlie,

Great thank you so much for getting that to us! It is greatly appreciated!

The only other thing we received last year that we would like to obtain again this year is an aging report (see attached). It appears to be a system generated report. Would it be possible to receive this as well?

I do apologize for any convenience.

Thanks

Erica Fritsch, CPA
Specialist in Accounting & Business Compliance Services

200 South 5th St., Ste 201 South
Louisville, KY 40202
ph (502) 566-1013 fax (502) 568-4313
efritsch@ddafcpa.com

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Bryan Siler
 Field Operations Supervisor
 Kentucky American Water
 2300 Richmond Road
 Lexington, Kentucky 40502
 859-268-6350 Office
 859-268-6374 Fax
 bryan.siler@amwater.com

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:19 AM -----

From: "Basu, Sandip" <Sandip.Basu@gcww.cincinnati-oh.gov>
 To: <Bryan.Siler@amwater.com>, "John Hoggard @ UtilPlan" <jhoggard@utilplan.com>
 Cc: <Rachel.Cole@amwater.com>, "Nam, Eileen" <Eileen.Nam@gcww.cincinnati-oh.gov>, "Caldwell, Lisa" <Lisa.Caldwell@gcww.cincinnati-oh.gov>, "Wiest, Gary" <Gary.Wiest@gcww.cincinnati-oh.gov>, "Deininger, Candice" <cdeining@lexingtonky.gov>, "Cossins, Faye" <Faye.Cossins@gcww.cincinnati-oh.gov>, "Bill O'Mara @ LFUCG" <billo@lexingtonky.gov>
 Date: 01/07/2013 04:39 PM
 Subject: FW: LEXI - 01/04 Usage file process

Bryan – Happy New Year to you!

We understand that Rachel is out of the office for training through the end of this month. Candice is also out of the office this week – on a jury duty.

Would you please be able to help us with the following?

- 0100 – 1/7 – 5,600+ account - We did not receive KAWC readings yet.

Eileen notes: 0100 was not included in 01/02 usage file. It supposed to be read on 12/27 and billed on 12/31. Requesting to produce usage file as soon as these are billed. Otherwise, these accounts will kept processed every night and placed to the exception, which will cause our batch to run longer and will not be billed until 1/11.

We appreciate a prompt response and assistance with getting this resolved ASAP – so that GCWW can

bill correctly and on a timely manner for these 5600 LFUCG customers.

If we need to get in touch with anyone else,

Thank you,
Sandip.

From: Nam, Eileen
Sent: Fri 1/4/2013 10:56 AM
To: Caldwell, Lisa; Riegler, Amy; Basu, Sandip
Cc: Wiest, Gary
Subject: LEXI - 01/04 Usage file process
Lisa,

The attached is transaction exception & address changes from usage file 01/04 and the list of accounts needed adjustments for not converted accounts. The CANCEL_REBILL contains ignored transactions since the usages already billed for the reading date. However, this may be the case where we received Cancelling the consumption as adjustments in the previous usage file and now we are receiving re-billing consumption.

There are NO Discount/UCGB account transactions with 1 to 15 DOS.

There are NO Discount rate accounts move out transactions.

Sandip,
The 'USAGE_TRX_FOR_NON_ICS_OR_CLOSED_ACCOUNT_20130104.xlsx' may need to be forwarded to Candice.

We received readings for following cycles.

- 2100 – 1/4 – 6,400+ account
- 0100 – 1/7 – 5,600+ account - We did not receive readings yet.
- **1/8 – NO REGULAR BILLS to align with KAWC reading/billing schedule.**
- 0200 – 1/9 – 5,500+ account
- 0300 – 1/10 – 6,200+ account
- 0400/3600/3700/3800/3900 – 1/11 – 8,100+ accounts - These readings should be coming in the usage file on 1/11 and will be charged/billed on 11/11.

Sandip,
Please contact KAWC to see why readings for route 0100 was not included in 01/02 usage file. It supposed to be read on 12/27 and billed on 12/31. Also to see if they can produce usage file as soon as they are billed. Otherwise, these accounts will kept processed every night and placed to the exception, which will cause our batch to run longer and will not be billed until 1/11.
There will be around 6,920+ accounts billed (6,400+ regular bills for cycle 2100, 250+ Final bills, and 270+ exception bills) for tonight.

Thanks.
Eileen



Billing Services Correspondence 2
Bryan Siler to: Linda Bridwell

02/14/2013 10:25 AM

Bryan Siler
Field Operations Supervisor
Kentucky American Water
2300 Richmond Road
Lexington, Kentucky 40502
859-268-6350 Office
859-268-6374 Fax
bryan.siler@amwater.com

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:23 AM -----

From: "Candice Deininger" <cdeining@lexingtonky.gov>
To: <Bryan.Siler@amwater.com>
Cc: "Sheila Powell" <sheilap@lexingtonky.gov>
Date: 01/03/2011 01:42 PM
Subject: 30% Discount Coding

Hi, Bryan, and Happy New Year! Attached is only one file with the names of clients whose accounts need to be coded to receive the 30% discount on the sewer and water quality fees. If you have any questions, kindly contact Sheila. Thanks very much and have a good day.

Candice Deininger
Revenue Supervisor
LFUCG Division of Revenue
200 East Main Street
Lexington, KY 40507
859-258-3364
cdeining@lexingtonky.gov



Friday December 31 2010.xls

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:23 AM -----

From: "Sheila Powell" <sheilap@lexingtonky.gov>
To: <Bryan.Siler@amwater.com>
Date: 01/03/2011 04:03 PM
Subject: RE: 30% Discount Coding

Thanks

-----Original Message-----

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]
Sent: Monday, January 03, 2011 4:03 PM
To: Candice Deininger

Cc: Sheila Powell
Subject: Re: 30% Discount Coding

Just to be clear, I do not do anything on the closed accounts.

Bryan Siler
Eastern Division
bryan.siler@amwater.com
Phone: (859) 268-6350

"Candice
Deininger"
<cdeining@lexingt
onky.gov> <Bryan.Siler@amwater.com>

To

cc 01/03/2011 01:42 "Sheila Powell"
PM <sheilap@lexingtonky.gov>

Subject 30% Discount Coding

Hi, Bryan, and Happy New Year! Attached is only one file with the names of clients whose accounts need to be coded to receive the 30% discount on the sewer and water quality fees. If you have any questions, kindly contact Sheila. Thanks very much and have a good day.

Candice Deininger
Revenue Supervisor

LFUCG Division of Revenue
 200 East Main Street
 Lexington, KY 40507
 859-258-3364
 cdeining@lexingtonky.gov

[attachment "Friday December 31 2010.xls" deleted by Bryan Siler/KAWC/AWWSC]

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:23 AM -----

From: Kimberly M Nye/CONSULT/AWWSC
 To: Bryan Siler/KAWC/AWWSC@AWW
 Cc: David S Derr/PAWC/AWWSC@AWW
 Date: 01/04/2011 12:47 PM
 Subject: Re: Will OAM reports be available today?

Hi Bryan,
 The 12/31/10 Aging Reports are now available on OAM. Sorry for the delay.

Please let me know if you have any other questions or concerns.

Thanks,
 Kim Nye
 856-782-2853

Bryan Siler The again reports - I sent a screen shot. ***** ... 01/04/2011 11:24:47 AM

From: Bryan Siler/KAWC/AWWSC
 To: David S Derr/PAWC/AWWSC@AWW
 Cc: Kimberly M Nye/CONSULT/AWWSC@AWW
 Date: 01/04/2011 11:24 AM
 Subject: Re: Will OAM reports be available today?


The again reports - I sent a screen shot.

Bryan Siler
 Eastern Division
 bryan.siler@amwater.com
 Phone: (859) 268-6350

David S Derr/PAWC/AWWSC



David S
 Derr/PAWC/AWWSC
 01/04/2011 11:07 AM

To: Bryan Siler/KAWC/AWWSC@AWW
 cc: Kimberly M Nye/CONSULT/AWWSC@AWW
 Subject: Re: Will OAM reports be available today? 

Bryan, I logged into OAM and I am able to see all reports. Which specific report did you click on? I would suggest clearing your browser cache and see if that clears up the issue. If you need assistance with that, the Service Desk would be able to help you.

David S Derr | American Water | Hershey, PA
Manager, Business Application Development - ITS
800 West Hersheypark Drive Hershey, PA 17033
i: 7-300-4520 | o: 717.520.4520 | c: 717.572.0812 | e: david.derr@amwater.com

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Bryan Siler The LFUCG reports do not appear. 01/04/2011 10:57:37 AM
David S Derr/PAWC/AWWSC



David S
Derr/PAWC/AWWSC
01/04/2011 10:04 AM

To Bryan Siler/KAWC/AWWSC@AWW
cc Kimberly M Nye/CONSULT/AWWSC@AWW

Subject Re: Will OAM reports be available today?

Bryan, the reports were generated on the 1st of January. Have you received a report that they are unavailable?

Thanks

David S Derr | American Water | Hershey, PA
Manager, Business Application Development - ITS
800 West Hersheypark Drive Hershey, PA 17033
i: 7-300-4520 | o: 717.520.4520 | c: 717.572.0812 | e: david.derr@amwater.com

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Bryan Siler ***** Brya... 01/04/2011 09:54:17 AM

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:23 AM -----

From: "Candice Deininger" <cdeining@lexingtonky.gov>
 To: <Bryan.Siler@amwater.com>
 Cc: "Hilori Morgan" <hmorgan@lexingtonky.gov>, "Julie Mantrom" <jmantrom@lexingtonky.gov>, "Cassie Felty" <mfelty@lexingtonky.gov>, <Takisha.Walker@amwater.com>
 Date: 01/04/2011 02:05 PM
 Subject: RE: December Month-End Aging Reports

Thanks very much, Bryan - appreciate it.

Candice Deininger
 Revenue Supervisor
 LFUCG Division of Revenue
 200 East Main Street
 Lexington, KY 40507
 859-258-3364
 cdeining@lexingtonky.gov

-----Original Message-----

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]
 Sent: Tuesday, January 04, 2011 1:07 PM
 To: Candice Deininger
 Cc: Hilori Morgan; Julie Mantrom; Cassie Felty;
 Takisha.Walker@amwater.com
 Subject: Re: December Month-End Aging Reports

Candice,

These are available now. Our IT department is looking into what caused the delay.

Bryan Siler
 Eastern Division
 bryan.siler@amwater.com
 Phone: (859) 268-6350

To: "Candice
 Deininger"
 <cdeining@lexingt
 onky.gov> <Bryan.Siler@amwater.com>

cc: 01/04/2011 08:38 AM "Hilori Morgan"
 <hmorgan@lexingtonky.gov>, "Julie
 Mantrom"

"Cassie

<jmantrom@lexingtonky.gov>,

Felty" <mfelty@lexingtonky.gov>

Subject

December Month-End Aging Reports

Good morning, Bryan. Hilori is in the process of trying to get out our first batch collection/reminder letters regarding the water quality management fee, but we've discovered that the month-end aging reports for

December are not yet available on OAM. Do you have any idea/information as to why they aren't available? Thanks for checking - appreciate it!!

Candice Deininger
Revenue Supervisor
LFUCG Division of Revenue
200 East Main Street
Lexington, KY 40507
859-258-3364
cdeining@lexingtonky.gov

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:23 AM -----

From: "Sheila Powell" <sheilap@lexingtonky.gov>
To: <Bryan.Siler@amwater.com>
Date: 01/06/2011 09:50 AM
Subject: 30% Sewer discount for Delisa Robinson Hamilton

This was sent on 01-15-2010 did you receive this batch? If not can you please add them on.

Thanks

Sheila Powell, Administrative Specialist

Division of Adult & Tenant Services

1055 Industry Road

Lexington, KY. 40505

Phone: 859- 258-3811

Fax: 859-425-2055

Email: [SheilaP@Lexingtonky .gov](mailto:SheilaP@Lexingtonky.gov)



FRIDAY, January 15, 2010.xls

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:23 AM -----

From: "Sheila Powell" <sheilap@lexingtonky.gov>
To: <Bryan.Siler@amwater.com>
Date: 01/07/2011 04:48 PM
Subject: FW: Sewer User Fee clients 30% for week ending 02-26-2010

[REDACTED] was sent to Candice on 2-26-2010 she came in to recertify for 30% off sewer and her current water bill does not reflect she has been getting them. I highlighted her name with this batch.

Thanks Bryan

Have a good weekend.

From: Sheila Powell
Sent: Friday, February 26, 2010 6:45 PM
To: Candice Deininger
Subject: Sewer User Fee clients 30% for week ending 02-26-2010

Sheila Powell, Administrative Specialist
Division of Adult & Tenant Services
1055 Industry Road
Lexington, KY. 40505
Phone: 859- 258-3811
Fax: 859-425-2055
Email: [SheilaP@Lexingtonky .gov](mailto:SheilaP@Lexingtonky.gov)



Friday, February 26, 2010.xls

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:23 AM -----

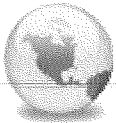
From: Kathryn M Milburn/SHARVCS/AWWSC
 To: CDeining@lfucg.com, khicks@lfucg.com
 Cc: Bryan Siler/KAWC/AWWSC@AWW
 Date: 01/10/2011 08:31 AM
 Subject: 12/2010 Billing - LFUCG

Attached is the December 2010 Invoice.

Kathy

Kathryn M. Milburn
 Cash Management Specialist
 American Water Shared Services
 Cherry Hill, NJ 08034
 Ph-856-310-5844
 Fax-856-672-2873
 Kathryn.Milburn@AMWater.com

----- Forwarded by Kathryn M Milburn/SHARVCS/AWWSC on 01/10/2011 08:29 AM -----

**"AMERICAN WATER"**

<njwdcrst45@amwater.com

>

To "kathy milburn" <kathryn.milburn@amwater.com>

cc

01/10/2011 08:32 AM

Subject Attached Image



2998_001.pdf

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:23 AM -----

From: Kathryn M Milburn/SHARVCS/AWWSC
 To: sadievilleky@bellsouth.net
 Cc: Bryan Siler/KAWC/AWWSC@AWW
 Date: 01/10/2011 08:32 AM
 Subject: 12/2010 Billing - Sadieville

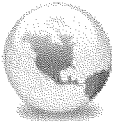
Cindy Foster,

Attached is the December 2010 Billing.

Kathy

Kathryn M. Milburn
 Cash Management Specialist
 American Water Shared Services
 Cherry Hill, NJ 08034
 Ph-856-310-5844
 Fax-856-672-2873
 Kathryn.Milburn@AMWater.com

----- Forwarded by Kathryn M Milburn/SHARVCS/AWWSC on 01/10/2011 08:31 AM -----



"AMERICAN WATER"

<njwdcrst45@amwater.com

>

01/10/2011 08:32 AM

To "kathy milburn" <kathryn.milburn@amwater.com>

cc

Subject Attached Image



2999_001.pdf

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:23 AM -----

From: "Candice Deininger" <cdeining@lexingtonky.gov>
 To: <Bryan.Siler@amwater.com>
 Date: 01/10/2011 09:02 AM
 Subject: RE: December Reports

Good morning, Bryan. Regarding the route 100 accounts billing twice, I understand the increase in the number of bills, but it appears as though the billed revenue for these accounts was also booked and attributed to December's accounting.

Candice Deininger
 Revenue Supervisor
 LFUCG Division of Revenue
 200 East Main Street
 Lexington, KY 40507
 859-258-3364
 cdeining@lexingtonky.gov

-----Original Message-----

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]
 Sent: Friday, January 07, 2011 4:39 PM
 To: Candice Deininger; Rhonda Hicks; Deborah Gerardi;
 Rachel.Cole@amwater.com; William O'Mara; Kathleen Hicks; Lori Vahle;
 Stephen Mulligan; Takisha.Walker@amwater.com; James Hoskins; Cecily
 Chan; Susan.Lee@amwater.com; Steven.Snowden@amwater.com; Kimberly Bryan;
 Samantha.Papa@amwater.com
 Subject: December Reports

Hello,

Attached are the sewer, landfill and water quality management fee monthly reports for your review. There were 10 OPA and 2 residential accounts that were billed \$70.49 in taxes. These will be corrected.

Please let me know if you have any questions.

Thank you.

(See attached file: LFUCG 1210 Report.xls) (See attached file: LFUCG 1210 Aging Totals.pdf)

Bryan Siler
Eastern Division
bryan.siler@amwater.com
Phone: (859) 268-6350

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:23 AM -----

From: Brian T McDonough/CONSULT/AWWSC
To: Bryan Siler/KAWC/AWWSC@AWW
Date: 01/10/2011 11:56 AM
Subject: Analysis of Sewer Avg Revenue Decrease in Dec 2010

Hi Bryan,

I was not able to find any system level issues with the Sewer revenue data for Dec 2010. The count of transactions for Dec 2010 is consistent with all the other months and utilities. There was a set of bills from rev month 201101 which was included in Dec 2010 because of the timing of the bills, but the number of transactions and the revenue were all included as normal. When I ran an account level comparison between the difference between Nov Revenue vs Dec Revenue there does appear to be a decrease that correlates to the high level comparison. There did seem to be a pretty significant drop with some of the large customers that may warrant reviewing the bills for large accounts, but I don't find any issue with the way the OAM data was compiled. If the 2011 revenue data is considered an issue I think it is independent, not related to the avg revenue drop. You mentioned you were already looking at usage so I did not pursue that, but I think it would be worthwhile.

Query KYDTACHK2 is a comparison of revenue by Acct (Nov vs Dec), feel free to review that info. What I did was to sum any Util 2 revenue by Acct for each separate month then join the data by Acct. Then I subtracted Dec rev from Nov Rev, and finally summed the differences, the net result is positive of course, and most accounts had a record in both Nov and Dec. I also ran checks to look for significant difference between the set of Accts billing in Nov vs Dec. Also my independent queries tie with the CBT reports very closely. If you find anything more specific that is strange please let me know and I'll investigate further.

Brian McDonough
(856)-782-2833 Office
(609)-933-2212 Cell

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:23 AM -----

From: "Sheila Powell" <sheilap@lexingtonky.gov>
To: <Bryan.Siler@amwater.com>
Date: 01/10/2011 04:32 PM
Subject: [REDACTED] Premise number [REDACTED]

This was submitted in July of 2008 for 30% sewer deduction; [REDACTED] is our client and pays the water bill, and however the bills name is in [REDACTED] s name. Did not know if you needed this information or not?

Thanks

Sheila Powell, Administrative Specialist

Division of Adult & Tenant Services

1055 Industry Road

Lexington, KY. 40505

Phone: 859- 258-3811

Fax: 859-425-2055

Email: [SheilaP@Lexingtonky .gov](mailto:SheilaP@Lexingtonky.gov)

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:23 AM -----

From: Linda K Toussaint/ILAWC/AWWSC
To: Bryan Siler/KAWC/AWWSC@AWW
Cc: KAWC - Field Services Team
Date: 01/11/2011 08:16 AM
Subject: Re: Fw: KY: LFUCG / WQMF Credit Acct# [REDACTED]

Hi Bryan -

It is pretty much up to the state how they wish to handle these. The only states that want the adjustments on closed accounts that result in a credit balance are IL, IN & MO. In the past, all the others only want credits processed up to the remaining balance .. have us notify the sewer authority of the situation and advise the remaining balance to credit back to the customer. We will be happy to process these however instructed. Please review and let me know ... thank you

Best Regards,
Linda K Toussaint
Team Supervisor
Special Accounts Dept Alton IL
M-F 7am to 4pm
ph# 1-866-957-2886 Ext 5018
fax# 1-866-464-0232
linda.toussaint@amwater.com

Bryan Siler

Linda, Is there a policy that prevents us from doi...

01/11/2011 07:02:46 AM

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:23 AM -----

From: "Candice Deininger" <cdeining@lexingtonky.gov>
To: <Bryan.Siler@amwater.com>
Cc: "Sheila Powell" <sheilap@lexingtonky.gov>
Date: 01/11/2011 09:32 AM
Subject: 30% Discount Coding

Good morning, Bryan. Attached is the most recent file with a list of client names whose accounts need to

be coded to receive the 30% discount on the sewer and water quality fees. Kindly contact Sheila if you have any questions. Thank you and have a good day.

Candice Deininger
Revenue Supervisor
LFUCG Division of Revenue
200 East Main Street
Lexington, KY 40507
859-258-3364
cdeining@lexingtonky.gov



Friday January 7 2011.xls

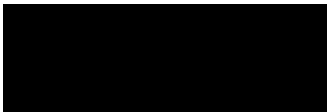
----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:23 AM -----

From: "Hilori Morgan" <hmorgan@lexingtonky.gov>
To: <Bryan.Siler@amwater.com>
Date: 01/11/2011 11:58 AM
Subject: Premise [REDACTED]

Bryan,

The service address for premis [REDACTED] is incorrect. It is associated with the correct PVA number, but for whatever reason, I provided the wrong address when I requested the non-mutual.

The correct service address should be:



Can you please correct this for me?

Thanks!
Hilori

Thank you,

Hilori Morgan

LFUCG Division of Water Quality
301 Lisle Industrial Avenue
Lexington, KY 40511
859.425.2507 direct line
hmorgan@lexingtonky.gov

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:23 AM -----

From: Paul M Ebbeler/CALLCTR/CORP/AWWSC
To: Bryan Siler/KAWC/AWWSC@AWW
Cc: Takisha D Walker/KAWC/AWWSC@AWW, Kevin R Mixon/CALLCTR/CORP/AWWSC@AWW,
Dawn L McDonald/CALLCTR/CORP/AWWSC@AWW
Date: 01/11/2011 01:54 PM
Subject: Re: Fw: Why were route 100s were billed twice in December.

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:23 AM -----

From: Bryan Siler/KAWC/AWWSC
To: Takisha D Walker/KAWC/AWWSC@AWW
Date: 01/11/2011 02:00 PM
Subject: LFUCG Monthly Call - Requests

Takisha,

During the monthly conference call the following requests were made:

Candice asked for an example of a collections letter where the amount required is different than the water bill the charges were originally billed on. Basically, she is wanting to see an example of us billing water, sewer, storm water and landfill but only requiring someone to pay the water and sewer to avoid disconnection.

and

Scott (GIS) asked if we could run a query listing all active accounts and send the file to them each month. This stems from an issue they are having with maintaining a file of active/inactive accounts they can use to adjust their billing of the stormwater fee. Previously the LFUCG Energy Management folks made a similar request and the response we were given is below. We did not share this response with the LFUCG.

There are two options:

Option 1: Create a query that can be run each month to extract the data and put in an excel file to be sent to the user.

Estimate Initial cost / time for creating and testing would be approximately 1 week (40 hours) at \$125 per hour

- a. if you want to run it for them and send the file we can put the query in your library
- b. if you want us to run it then a request would need to be entered each month.

Estimate Maintenance cost / time if you want us to run it each month would be approximately 2 to 3 hours at \$125 per hour

Option 2: Have a report set up in ECIS that runs automatically on the ROBOT schedule, creates the file and emails it to the user

The work order would need to be changed to an 'Enhancement Request' and go to the Enhancement committee.

It can be done but would cost more for the initial set up. I cannot give an estimate on the cost or time for this option, I'm not a report developer for ECIS. When you put in the enhancement request and give detail of what is needed I think they give you an estimate.

Bryan Siler
Eastern Division
bryan.siler@amwater.com
Phone: (859) 268-6350

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:23 AM -----

From: "Sheila Long" <slong@lexingtonky.gov>
 To: <Bryan.Siler@amwater.com>
 Date: 01/12/2011 05:53 PM
 Subject: file

Sheila K. Long

**Computer Operator
 Division of Computer Services
 Lexington Fayette Urban County Government**

200 East Main Street Lexington, Kentucky 40507

slong@lexingtonky.gov

PHONE: 859.258.3334

FAX: 859.258.3918

"To Thine Own Self Be True"

...William Shakespeare



HERC0112.TXT

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:23 AM -----

From: "Candice Deininger" <cdeining@lexingtonky.gov>
 To: <Bryan.Siler@amwater.com>
 Cc: "Sheila Powell" <sheilap@lexingtonky.gov>
 Date: 01/19/2011 12:10 PM
 Subject: 30% Discount Coding

Good afternoon, Bryan. Here's the most recent file from Sheila at Adult Services with the list of clients whose accounts need to be coded for the 30% discount. Please contact Sheila if you have any questions. Thanks a lot and have a good afternoon!

Candice Deininger
 Revenue Supervisor
 LFUCG Division of Revenue
 200 East Main Street
 Lexington, KY 40507
 859-258-3364
 cdeining@lexingtonky.gov



Friday January 14 2011.xls

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:23 AM -----

From: "Candice Deininger" <cdeining@lexingtonky.gov>
 To: <Bryan.Siler@amwater.com>
 Cc: <Deidra.Hayden@amwater.com>
 Date: 01/19/2011 12:20 PM
 Subject: RE: Removed Sewer Charges

Thanks, Bryan . . .

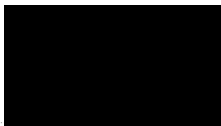
Candice Deininger
Revenue Supervisor
LFUCG Division of Revenue
200 East Main Street
Lexington, KY 40507
859-258-3364
cdeining@lexingtonky.gov

-----Original Message-----

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]
Sent: Wednesday, January 19, 2011 10:30 AM
To: Candice Deininger
Cc: Deidra.Hayden@amwater.com
Subject: Removed Sewer Charges

Candice,

I just wanted to let you know we removed sewer from these three premises.



Bryan Siler
Eastern Division
bryan.siler@amwater.com
Phone: (859) 268-6350

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:23 AM -----

From: "Sheila Long" <slong@lexingtonky.gov>
To: <Bryan.Siler@amwater.com>
Date: 01/24/2011 02:05 PM
Subject:

Hope you are having a good week.

**Computer Operator
Division of Computer Services
Lexington Fayette Urban County Government**

200 East Main Street Lexington, Kentucky 40507

slong@lexingtonky.gov

PHONE: 859.258.3334

FAX: 859.258.3918

"To Thine Own Self Be True" .. William Shakespeare



HERC0124.TXT

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:23 AM -----

From: "Sheila Powell" <sheilap@lexingtonky.gov>
To: <Bryan.Siler@amwater.com>
Date: 01/31/2011 03:43 PM
Subject: [REDACTED]

Good Afternoon Bryan

On January 21st payment was mailed out for \$17.15, \$14.90 was applied towards & \$2.25 also worker got \$57.51 from [REDACTED] to pay bill have you received total of \$74.66 have you received payment yet I need to call client and confirm.

Thanks

Sheila Powell, Administrative Specialist

Division of Adult & Tenant Services

1055 Industry Road

Lexington, KY. 40505

Phone: 859- 258-3811

Fax: 859-425-2055

Email: [SheilaP@Lexingtonky .gov](mailto:SheilaP@Lexingtonky.gov)

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:23 AM -----

From: "Candice Deininger" <cdeining@lexingtonky.gov>
To: <Bryan.Siler@amwater.com>
Date: 01/31/2011 03:51 PM
Subject: [REDACTED]

Hi, Bryan. Does this address have water service? A customer is trying to sign up for water service there, was informed it was a 'no work zone' for KAWC and told to contact us. I have no idea what is going on with this and don't understand why he was referred to LFUCG . . . are you able to help? Thanks a lot!!

Candice Deininger
 Revenue Supervisor
 LFUCG Division of Revenue
 200 East Main Street
 Lexington, KY 40507
 859-258-3364
 cdeining@lexingtonky.gov

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:23 AM -----

From: "Candice Deininger" <cdeining@lexingtonky.gov>
 To: <Bryan.Siler@amwater.com>
 Date: 01/31/2011 04:16 PM
 Subject: RE: [REDACTED]

I know there's a non-mutual there but didn't know there was no water service there. I did have the gentleman call the customer advocate office in your shop, so I'm guessing maybe Takisha spoke with the gentleman. Thanks, Bryan!

Candice Deininger
 Revenue Supervisor
 LFUCG Division of Revenue
 200 East Main Street
 Lexington, KY 40507
 859-258-3364
 cdeining@lexingtonky.gov

-----Original Message-----

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]
 Sent: Monday, January 31, 2011 4:13 PM
 To: Candice Deininger
 Subject: Re: [REDACTED]

This is a non-mutual. (That has an unpaid balance by the way).

That is why it is coded "NO WORK". They were probably told they were only being billed the LFUCG Water Quality Fee and since they did not have water service there they would have to pay a tap fee to get water service. They can call our tap line at 859-268-6379 and we will get them taken care of or we can call them if you have a name and number for them. Hope that helps.

Bryan Siler
 Eastern Division
 bryan.siler@amwater.com
 Phone: (859) 268-6350

From: "Candice Deininger" <cdeining@lexingtonky.gov>
To: <Bryan.Siler@amwater.com>
Date: 01/31/2011 03:51 PM
Subject: [REDACTED]

Hi, Bryan. Does this address have water service? A customer is trying to sign up for water service there, was informed it was a 'no work zone' for KAWC and told to contact us. I have no idea what is going on with this and don't understand why he was referred to LFUCG . . . are you able to help?
Thanks a lot!!

Candice Deininger
Revenue Supervisor
LFUCG Division of Revenue
200 East Main Street
Lexington, KY 40507
859-258-3364
cdeining@lexingtonky.gov

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:23 AM -----

From: "Candice Deininger" <cdeining@lexingtonky.gov>
To: <Bryan.Siler@amwater.com>
Date: 01/31/2011 04:18 PM
Subject: RE: Out of Office

Thanks, Bryan!

Candice Deininger
Revenue Supervisor
LFUCG Division of Revenue
200 East Main Street
Lexington, KY 40507
859-258-3364
cdeining@lexingtonky.gov

-----Original Message-----

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]
Sent: Monday, January 31, 2011 4:17 PM
To: Candice Deininger; Hilori Morgan; Julie Mantrom
Cc: Takisha.Walker@amwater.com; Desirae.Hagan@amwater.com
Subject: Out of Office

Everyone,

I will be out of the office tomorrow. Our Special Accounts department can handle any account questions you have during this time and any escalated issues can be sent to our local Customer Advocate Group here at kawc.fieldservices@amwater.com.

Thanks.

Bryan Siler
 Eastern Division
 bryan.siler@amwater.com
 Phone: (859) 268-6350

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:23 AM -----

From: "Scott Dickison" <sdickison@lexingtonky.gov>
 To: <Bryan.Siler@amwater.com>
 Date: 02/02/2011 11:13 AM
 Subject: Re: NEW NON-MUTUAL

When we have multiple premises on a single parcel our application groups all of the premises for that parcel whether a change has been made or not. So, even if I only change the ERUs on one premise it sends all of the related premises whether they have changed or not. I intend to fix this when I rewrite the application.

On Jan 31, 2011, at 3:30 PM, "Bryan.Siler@amwater.com"
 <Bryan.Siler@amwater.com> wrote:

> What makes these show up in the bill file again when the ERUs are the same?
 >
 > (Embedded image moved to file: pic19984.gif)
 > <pic19984.gif>

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:23 AM -----

From: "Lynne Cross" <ccross@lexingtonky.gov>
 To: <Bryan.Siler@amwater.com>
 Date: 02/02/2011 03:21 PM
 Subject: RE: Premise [REDACTED]

That's what I needed to know. Thanks Bryan!

Lynne
 258.3363

-----Original Message-----

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]
 Sent: Wednesday, February 02, 2011 3:21 PM
 To: Lynne Cross
 Subject: Re: Premise [REDACTED]

Hi Lynne,

We made an adjustment in accordance with our hidden leak tariff. No other adjustment will be made by us for this issue. When the customer asked about an additional sewer adjustment they were advised to contact the LFUCG. I hope that helps.

Bryan Siler
Eastern Division
bryan.siler@amwater.com
Phone: (859) 268-6350

From: "Lynne Cross" <ccross@lexingtonky.gov>
To: <Bryan.Siler@amwater.com>
Cc: <Takisha.Walker@amwater.com>, "Candice Deininger"
<cdeining@lexingtonky.gov>
Date: 02/02/2011 03:11 PM
Subject: Premise [REDACTED]

Hi Bryan!

Question - Did you by any chance talk with a customer at [REDACTED] about a hidden underground leak? He said he had been talking with someone there locally about his leak and he also said that his meter is located 6 blocks away from his home and that is why he didn't know he had a leak. He said he was working with [REDACTED] and that KY American was moving his water meter at no expense to him because of it being located so far away. In looking at his account I can see that one month was adjusted by the Water Company and I was wondering if this is the only adjustment he is going to get or if there will be another one. I don't want to adjust anything on my end until I am sure you guys are finished adjusting. Please let me know as soon as you get a chance so I can call this customer back and resolve his sewer billing issues.

Thanks!!

Lynne Throckmorton
Lexington-Fayette Urban County Government
200 E. Main Street
Lexington, KY 40507
859-258-3363

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:23 AM -----

From: "Sheila Long" <slong@lexingtonky.gov>
To: <Bryan.Siler@amwater.com>
Date: 02/04/2011 06:21 PM
Subject: Have a great week.

File for week.

Shelia K. Long

**Computer Operator
Division of Computer Services
Lexington Fayette Urban County Government**

200 East Main Street Lexington, Kentucky 40507

slong@lexingtonky.gov

PHONE: 859.258.3334

FAX: 859.258.3918

"To Thine Own Self Be True"

...William Shakespeare



HERC0204.TXT

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:23 AM -----

From: Kathryn M Milburn/SHARVCS/AWWSC
To: CDeining@lfucg.com, khicks@lfucg.com
Cc: Bryan Siler/KAWC/AWWSC@AWW
Date: 02/08/2011 10:19 AM
Subject: Managed Contract Billing 01/11

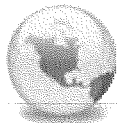
Candace,

Attached is the January invoice.

Kathy

Kathryn M. Milburn
Cash Management Specialist
American Water Shared Services
Cherry Hill, NJ 08034
Ph-856-310-5844
Fax-856-672-2873
Kathryn.Milburn@AMWater.com

----- Forwarded by Kathryn M Milburn/SHARVCS/AWWSC on 02/08/2011 10:12 AM -----



njwdcrst@amwater.com

02/08/2011 10:13 AM

To "Kathy Milburn" <Kathryn.Milburn@amwater.com>

cc

Subject Attached Image



0221_001.pdf

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:23 AM -----

From: Kathryn M Milburn/SHARVCS/AWWSC
To: sadievilley@bellsouth.net
Cc: Bryan Siler/KAWC/AWWSC@AWW
Date: 02/08/2011 10:23 AM
Subject: Managed Contract Billing

Attached is your January Invoice.

Kathy

Kathryn M. Milburn
Cash Management Specialist
American Water Shared Services
Cherry Hill, NJ 08034
Ph-856-310-5844
Fax-856-672-2873
Kathryn.Milburn@AMWater.com

----- Forwarded by Kathryn M Milburn/SHARSVCS/AWWSC on 02/08/2011 10:20 AM -----



njwdcrst@amwater.com

02/08/2011 10:13 AM

To "Kathy Milburn" <Kathryn.Milburn@amwater.com>

cc

Subject Attached Image



0222_001.pdf

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:23 AM -----

From: "Candice Deininger" <cdeining@lexingtonky.gov>
To: <Kathryn.Milburn@amwater.com>
Cc: <Bryan.Siler@amwater.com>, "Robin Adams" <radams@lexingtonky.gov>, "Kathleen Hicks" <khicks@lexingtonky.gov>
Date: 02/08/2011 10:32 AM
Subject: RE: Managed Contract Billing 01/11

Good morning, Kathryn. We've had a few changes here regarding the email notification/distribution of the monthly invoice. Kindly remove the name of Kathleen Hicks and replace with Robin Adams; email: rpulliam@lexingtonky.gov. Thanks very much and have a good day!

Candice Deininger
Revenue Supervisor
LFUCG Division of Revenue
200 East Main Street
Lexington, KY 40507
859-258-3364
cdeining@lexingtonky.gov

-----Original Message-----

From: Kathryn.Milburn@amwater.com [mailto:Kathryn.Milburn@amwater.com]
Sent: Tuesday, February 08, 2011 10:20 AM
To: Candice Deininger; Kathleen Hicks
Cc: Bryan.Siler@amwater.com
Subject: Managed Contract Billing 01/11

Candace,

Attached is the January invoice.

Kathy

Kathryn M. Milburn
Cash Management Specialist
American Water Shared Services
Cherry Hill, NJ 08034
Ph-856-310-5844
Fax-856-672-2873
Kathryn.Milburn@AMWater.com

----- Forwarded by Kathryn M Milburn/SHARSVCS/AWWSC on 02/08/2011 10:12
AM

njwdcrst@amwater.

com

To

02/08/2011 10:13

"Kathy Milburn"

AM

<Kathryn.Milburn@amwater.com>

cc

Subject

Attached Image

(See attached file: 0221_001.pdf)

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:23 AM -----

From: "Candice Deininger" <cdeining@lexingtonky.gov>
To: <Bryan.Siler@amwater.com>
Cc: "Robin Adams" <radams@lexingtonky.gov>
Date: 02/08/2011 10:34 AM
Subject: RE: Managed Contract Billing

Good morning, Bryan. As you may have seen from my other email to

Kathryn, we've had a few changes here. For future emails, would you kindly include Robin Adams (rpulliam@lexingtonky.gov) on the email and remove Kathleen's name. Robin will processing payments from here on out. Thanks very much!!

Candice Deininger
 Revenue Supervisor
 LFUCG Division of Revenue
 200 East Main Street
 Lexington, KY 40507
 859-258-3364
 cdeining@lexingtonky.gov

-----Original Message-----

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]
 Sent: Monday, February 07, 2011 11:17 AM
 To: AW - MI Requests@amwater.net
 Cc: Rachel.Cole@amwater.com; Candice Deininger; Kathleen Hicks;
 Mary.Money@amwater.com; Takisha.Walker@amwater.com;
 Steven.Snowden@amwater.com; Susan.Lee@amwater.com;
 Samantha.Papa@amwater.com
 Subject: Managed Contract Billing

Here are the MI requests for the LFUCG and Sadieville monthly billings. Please process and send the LFUCG .pdf file to Candice Deininger at the LFUCG and send the Sadieville .pdf file to Cindy Foster at the City of Sadieville.

Thanks.

(See attached file: LFUCG 0111 MI Request.doc) (See attached file: Sadieville 0111 MI Request.doc)

(Embedded image moved to file: pic05436.gif)

Bryan Siler
 Southeast Region
 bryan.siler@amwater.com
 Phone: (859) 268-6350

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:23 AM -----

From: "Candice Deininger" <cdeining@lexingtonky.gov>
 To: <Bryan.Siler@amwater.com>
 Cc: "Robin Adams" <radams@lexingtonky.gov>
 Date: 02/08/2011 11:14 AM
 Subject: RE: Managed Contract Billing

Thank you!

Candice Deininger
 Revenue Supervisor
 LFUCG Division of Revenue
 200 East Main Street
 Lexington, KY 40507
 859-258-3364

cdeining@lexingtonky.gov

-----Original Message-----

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]
Sent: Tuesday, February 08, 2011 10:51 AM
To: Candice Deininger
Cc: Robin Adams
Subject: RE: Managed Contract Billing

Hi Candice and Robin,

I made this change.

Bryan Siler
Eastern Division
bryan.siler@amwater.com
Phone: (859) 268-6350

From: "Candice Deininger" <cdeining@lexingtonky.gov>
To: <Bryan.Siler@amwater.com>
Cc: "Robin Adams" <radams@lexingtonky.gov>
Date: 02/08/2011 10:34 AM
Subject: RE: Managed Contract Billing

Good morning, Bryan. As you may have seen from my other email to Kathryn, we've had a few changes here. For future emails, would you kindly include Robin Adams (rpulliam@lexingtonky.gov) on the email and remove Kathleen's name. Robin will processing payments from here on out. Thanks very much!!

Candice Deininger
Revenue Supervisor
LFUCG Division of Revenue
200 East Main Street
Lexington, KY 40507
859-258-3364
cdeining@lexingtonky.gov

-----Original Message-----

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]
Sent: Monday, February 07, 2011 11:17 AM
To: AW - MI Requests@amwater.net
Cc: Rachel.Cole@amwater.com; Candice Deininger; Kathleen Hicks;
Mary.Money@amwater.com; Takisha.Walker@amwater.com;
Steven.Snowden@amwater.com; Susan.Lee@amwater.com;
Samantha.Papa@amwater.com
Subject: Managed Contract Billing

Here are the MI requests for the LFUCG and Sadieville monthly billings. Please process and send the LFUCG .pdf file to Candice Deininger at the LFUCG and send the Sadieville .pdf file to Cindy Foster at the City of

Sadieville.

Thanks.

(See attached file: LFUCG 0111 MI Request.doc) (See attached file: Sadieville 0111 MI Request.doc)

(Embedded image moved to file: pic05436.gif)

Bryan Siler
Southeast Region
bryan.siler@amwater.com
Phone: (859) 268-6350

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:23 AM -----

From: "Candice Deininger" <cdeining@lexingtonky.gov>
To: <Bryan.Siler@amwater.com>
Date: 02/08/2011 11:14 AM
Subject: RE: Question

Director of Revenue

Candice Deininger
Revenue Supervisor
LFUCG Division of Revenue
200 East Main Street
Lexington, KY 40507
859-258-3364
cdeining@lexingtonky.gov

-----Original Message-----

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]
Sent: Tuesday, February 08, 2011 10:43 AM
To: Candice Deininger
Subject: Question

What is Bill's title?

Bryan Siler
Eastern Division
bryan.siler@amwater.com
Phone: (859) 268-6350

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:23 AM -----

From: "Candice Deininger" <cdeining@lexingtonky.gov>
To: <Bryan.Siler@amwater.com>
Date: 02/08/2011 11:15 AM

Subject: RE: Extra-Strength Tax Not Applied

Thanks, Bryan!

Candice Deininger
 Revenue Supervisor
 LFUCG Division of Revenue
 200 East Main Street
 Lexington, KY 40507
 859-258-3364
 cdeining@lexingtonky.gov

-----Original Message-----

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]
 Sent: Tuesday, February 08, 2011 11:12 AM
 To: Candice Deininger
 Subject: Fw: Extra-Strength Tax Not Applied

FYI - The Ex Strength Tax of \$315.07 has been entered into today's bill batch.

Bryan Siler
 Eastern Division
 bryan.siler@amwater.com
 Phone: (859) 268-6350

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2011 10:23 AM -----

From: Keith L Cartier/KAWC/AWWSC
 To: Deborah A Degillio/ADMIN/CORP/AWWSC@AWW
 Cc: Susan Lee/SERVCO/AWWSC@AWW, Bryan Siler/KAWC/AWWSC@AWW, Takisha D Walker/KAWC/AWWSC@AWW
 Date: 02/08/2011 12:12 PM
 Subject: Re: Costs of LFUCG

Deb,

The same amount of time would be used for either billing or usage contracts. Fifty percent would be a good estimate.

Keith Cartier
 Vice President, Operations
 Kentucky American Water
 1 859 268 6324 Office
 1 859 321 9803 Cell
 keith.cartier@amwater.com
 Deborah A Degillio/ADMIN/CORP/AWWSC

Deborah A
 Degillio/ADMIN/CORP/AWW
 SC
 02/08/2011 11:59 AM

To Keith L Cartier/KAWC/AWWSC@AWW
 cc Susan Lee/SERVCO/AWWSC@AWW
 Subject Costs of LFUCG

Keith -

Does Bryan Siler only work on the LFUCG contracts? Do you know how much of his direct time we should include in the costs for these contracts?

Thanks

Deb Degillio
 VP of Finance - Eastern Division
 American Water
 2300 Richmond Road
 Lexington, KY 40502
 Office: 859-268-6322
 Cell: 859-388-0658
 E-mail: deborah.degillio@amwater.com

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:23 AM -----

From: Deborah A Degillio/ADMIN/CORP/AWWSC
 To: Keith L Cartier/KAWC/AWWSC@AWW
 Cc: Bryan Siler/KAWC/AWWSC@AWW, Susan Lee/SERVCO/AWWSC@AWW, Takisha D Walker/KAWC/AWWSC@AWW
 Date: 02/08/2011 12:18 PM
 Subject: Re: Costs of LFUCG

50% total of Bryan's time? Anyone else?

Deb Degillio
 VP of Finance - Eastern Division
 American Water
 2300 Richmond Road
 Lexington, KY 40502
 Office: 859-268-6322
 Cell: 859-388-0658
 E-mail: deborah.degillio@amwater.com

Keith L Cartier Deb, The same amount of time would be used fo... 02/08/2011 12:12:21 PM
 Deborah A Degillio/ADMIN/CORP/AWWSC

Deborah A
 Degillio/ADMIN/CORP/AWW
 SC
 02/08/2011 11:59 AM
 To Keith L Cartier/KAWC/AWWSC@AWW
 cc Susan Lee/SERVCO/AWWSC@AWW
 Subject Costs of LFUCG

Keith -

Does Bryan Siler only work on the LFUCG contracts? Do you know how much of his direct time we should include in the costs for these contracts?

Thanks

Deb Degillio
VP of Finance - Eastern Division
American Water
2300 Richmond Road
Lexington, KY 40502
Office: 859-268-6322
Cell: 859-388-0658
E-mail: deborah.degillio@amwater.com

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:23 AM -----

From: "Candice Deininger" <cdeining@lexingtonky.gov>
To: <Bryan.Siler@amwater.com>
Cc: "Sheila Powell" <sheilap@lexingtonky.gov>
Date: 02/11/2011 04:14 PM
Subject: 30% Discount Coding

Good afternoon, Bryan. Attached is the file containing the most recent list of accounts from Sheila needing the 30% discount for sewer and the water quality fee. Have a great weekend and enjoy the warmer temps!!

Candice Deininger
Revenue Supervisor
LFUCG Division of Revenue
200 East Main Street
Lexington, KY 40507
859-258-3364
cdeining@lexingtonky.gov



Friday February 11 2011.xls

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:23 AM -----

From: "Sheila Long" <slong@lexingtonky.gov>
To: <Bryan.Siler@amwater.com>
Date: 02/14/2011 12:42 PM
Subject: file

Happy Valentines Day.

Shelia K. Long

**Computer Operator
Division of Computer Services
Lexington Fayette Urban County Government**

200 East Main Street Lexington, Kentucky 40507

slong@lexingtonky.gov

PHONE: 859.258.3334

FAX: 859.258.3918

"To Thine Own Self Be True"

...William Shakespeare



HERC0214.TXT

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:23 AM -----

From: "Candice Deininger" <cdeining@lexingtonky.gov>
To: <Bryan.Siler@amwater.com>
Date: 02/15/2011 09:20 AM
Subject: RE: Follow Up - Exclusion Credits and Taxes

Yup, sure is . . . thanks, Bryan!!

Candice Deininger
Revenue Supervisor
LFUCG Division of Revenue
200 East Main Street
Lexington, KY 40507
859-258-3364
cdeining@lexingtonky.gov

-----Original Message-----

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]
Sent: Tuesday, February 15, 2011 8:54 AM
To: Candice Deininger
Subject: Follow Up - Exclusion Credits and Taxes

Candice,

I looked at Trane and Pepsi. I see the single amount on the CBT report and the detailed amounts (adjustment and tax) in the miscellaneous adjustment file. I looked back a ways and this appears to be how they have been doing it for some time. I thought you were saying the detailed amounts were combined. Is this okay?

Bryan Siler
Eastern Division
bryan.siler@amwater.com
Phone: (859) 268-6350

From: "Candice Deininger" <cdeining@lexingtonky.gov>
 To: <specialaccts@amwater.com>
 Cc: <Bryan.Siler@amwater.com>, <Takisha.Walker@amwater.com>,
 "Jose Rincon" <jrincon@lexingtonky.gov>, "Lynne Cross"
 <ccross@lexingtonky.gov>
 Date: 01/24/2011 04:14 PM
 Subject: Request To Apply Sewer User Exclusion Credits

Good afternoon. Please find attached one spreadsheet containing 27 sewer user exclusion credits to be applied to customer accounts. Kindly let me know if you have any questions. Thanks very much and have a good evening!

Candice Deininger
 Revenue Supervisor
 LFUCG Division of Revenue
 200 East Main Street
 Lexington, KY 40507
 859-258-3364
 cdeining@lexingtonky.gov

[attachment "ex012411.XLS" deleted by Bryan Siler/KAWC/AWWSC]

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:23 AM -----

From: "Sheila Long" <slong@lexingtonky.gov>
 To: <Bryan.Siler@amwater.com>
 Date: 02/22/2011 11:31 AM
 Subject: file for herbie water

Hoe you have an awesome day.



**Computer Operator
 Division of Computer Services
 Lexington Fayette Urban County Government**

200 East Main Street Lexington, Kentucky 40507

slong@lexingtonky.gov

PHONE: 859.258.3334

FAX: 859.258.3918

"To Thine Own Self Be True"

...William Shakespeare



HERC0222.TXT

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:23 AM -----

From: DaRue Smith/CALLCTR/CORP/AWWSC

To: Bryan Siler/KAWC/AWWSC@AWW
 Cc: Asia L Newby/CALLCTR/CORP/AWWSC@AWW, Kevin R
 Mixon/CALLCTR/CORP/AWWSC@AWW, Takisha D Walker/KAWC/AWWSC@AWW
 Date: 02/28/2011 09:01 AM
 Subject: Re: Reminder: Please hold all bills today until the LFUCG update is approved. Thanks.
 Sent by: Darue Smith

ok

DaRue Smith
 Billing Tech
 618-433-4116
 Bryan Siler/KAWC/AWWSC



Bryan Siler/KAWC/AWWSC

02/28/2011 08:00 AM

To: Kevin R Mixon/CALLCTR/CORP/AWWSC@AWW, Darue
 Smith/CALLCTR/CORP/AWWSC@AWW, Asia L
 Newby/CALLCTR/CORP/AWWSC@AWW
 cc: Takisha D Walker/KAWC/AWWSC@AWW
 Subject: Reminder: Please hold all bills today until the LFUCG
 update is approved. Thanks.

Bryan Siler
 Eastern Division
 bryan.siler@amwater.com
 Phone: (859) 268-6350

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:23 AM -----

From: "Hilori Morgan" <hmorgan@lexingtonky.gov>
 To: <Bryan.Siler@amwater.com>
 Date: 02/28/2011 01:00 PM
 Subject: Non-Mutual Service Address Changes

Hey, Bryan! I hope you had a good weekend.

I was wondering if you had had a chance to change the service addresses for premises [REDACTED]
 and [REDACTED]. I am not worried about the [REDACTED] as much as I am [REDACTED]
 address. [REDACTED] has been trying to get this changed for several months. I would like to see if done for the March
 billing. Parcel lines have changed, so this bill really should not belong to [REDACTED]

Please let me know!

Thanks!
 Hilori

Thank you,

Hilori Morgan

LFUCG Division of Water Quality
301 Lisle Industrial Avenue
Lexington, KY 40511
859.425.2507 direct line
hmorgan@lexingtonky.gov

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:23 AM -----

From: "Hilori Morgan" <hmorgan@lexingtonky.gov>
To: <Bryan.Siler@amwater.com>
Date: 02/28/2011 01:41 PM
Subject: RE: Non-Mutual Service Address Changes

Perfect! Thank you!

Thank you,

Hilori Morgan
LFUCG Division of Water Quality
301 Lisle Industrial Avenue
Lexington, KY 40511
859.425.2507 direct line
hmorgan@lexingtonky.gov

-----Original Message-----

From: Bryan.Siler@amwater.com [<mailto:Bryan.Siler@amwater.com>]
Sent: Monday, February 28, 2011 1:41 PM
To: Hilori Morgan
Subject: Re: Non-Mutual Service Address Changes

This has been changed.

(Embedded image moved to file: pic17442.gif)

Bryan Siler
Eastern Division
bryan.siler@amwater.com
Phone: (859) 268-6350

From: "Hilori Morgan" <hmorgan@lexingtonky.gov>
To: <Bryan.Siler@amwater.com>
Date: 02/28/2011 01:00 PM
Subject: Non-Mutual Service Address Changes

Hey, Bryan! I hope you had a good weekend.

I was wondering if you had had a chance to change the service addresses for [REDACTED] and [REDACTED]. I am not worried about the [REDACTED] address as much as I am the [REDACTED] address.

[REDACTED] has been trying to get this changed for several months, I would like to see if done for the March billing. Parcel lines have changed, so this bill really should not belong to [REDACTED].

Please let me know!

Thanks!
Hilori

Thank you,

Hilori Morgan
LFUCG Division of Water Quality
301 Lisle Industrial Avenue
Lexington, KY 40511
859.425.2507 direct line
hmorgan@lexingtonky.gov

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:23 AM -----

From: "Hilori Morgan" <hmorgan@lexingtonky.gov>
To: <Bryan.Siler@amwater.com>
Date: 02/28/2011 01:56 PM
Subject: RE: Non-Mutual Service Address Changes

Great!

Thank you,

Hilori Morgan
LFUCG Division of Water Quality
301 Lisle Industrial Avenue
Lexington, KY 40511
859.425.2507 direct line
hmorgan@lexingtonky.gov

-----Original Message-----

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]
Sent: Monday, February 28, 2011 1:56 PM
To: Hilori Morgan
Subject: Re: Non-Mutual Service Address Changes

[REDACTED] street has been done too.

Bryan Siler

Eastern Division
bryan.siler@amwater.com
Phone: (859) 268-6350

From: "Hilori Morgan" <hmorgan@lexingtonky.gov>
To: <Bryan.Siler@amwater.com>
Date: 02/28/2011 01:00 PM
Subject: Non-Mutual Service Address Changes

Hey, Bryan! I hope you had a good weekend.

I was wondering if you had had a chance to change the service addresses for [REDACTED] and [REDACTED]. I am not worried about the [REDACTED] address as much as I am the [REDACTED] address.

[REDACTED] has been trying to get this changed for several months, I would like to see if done for the March billing. Parcel lines have changed, so this bill really should not belong to [REDACTED].

Please let me know!

Thanks!
Hilori

Thank you,

Hilori Morgan
LFUCG Division of Water Quality
301 Lisle Industrial Avenue
Lexington, KY 40511
859.425.2507 direct line
hmorgan@lexingtonky.gov

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:23 AM -----

From: "Mike Smith" <mikes@lexingtonky.gov>
To: <BRYAN.SILER@AMWATER.COM>
Date: 02/28/2011 03:09 PM
Subject: file

Weekly file is attached.

Thank you!

Michael S. Smith
Computer Operations Manager/Help Desk Manager

Division of Computer Services - Suite # 718
200 East Main Street - Lexington, KY 40507
859-258-3730 mikes@lexingtonky.gov



HERC0228.TXT

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:23 AM -----

From: "Rhonda Hicks" <rhicks@lexingtonky.gov>
To: <Bryan.Siler@amwater.com>
Cc: "Cecily Chan" <cecilyc@lexingtonky.gov>
Date: 03/04/2011 01:25 PM
Subject: RE: February Reports

Would you add Cecily Chan - cecilyc@lexingtonky.gov - to your email list? She will need this report after I retire next month.

Rhonda Hicks
Division of Accounting
LFUCG
phone - 859-258-3315
email - rhicks@lfucg.com

-----Original Message-----

From: Bryan.Siler@amwater.com [<mailto:Bryan.Siler@amwater.com>]
Sent: Friday, March 04, 2011 1:21 PM
To: Candice Deininger; Rhonda Hicks; Deborah Gerardi;
Rachel.Cole@amwater.com; William O'Mara; Lori Vahle; Stephen Mulligan;
Takisha.Walker@amwater.com; James Hoskins; Cecily Chan;
Susan.Lee@amwater.com; Steven.Snowden@amwater.com; Kimberly Bryan;
Samantha.Papa@amwater.com; Robin Adams
Subject: February Reports

Hello,

Attached are the sewer, landfill and water quality management fee monthly reports for your review. There were 7 OPA accounts that were billed \$9.68 in taxes. These will be corrected.

Please let me know if you have any questions.

Thank you.

(See attached file: LFUCG 0211 Aging Totals.pdf) (See attached file: LFUCG 0211 Report.xls)

Bryan Siler
Eastern Division
bryan.siler@amwater.com
Phone: (859) 268-6350

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:23 AM -----

From: "Lynne Cross" <ccross@lexingtonky.gov>
To: <Bryan.Siler@amwater.com>
Date: 03/07/2011 03:32 PM
Subject: Premise [REDACTED]

Bryan –

Per PVA's office, premise [REDACTED] should be listed as Residential and not Commercial. As well, please remove the tax coding on this account.

If you have any questions please let me know. Thanks!

Lynne Throckmorton
Lexington-Fayette Urban County Government
200 E. Main Street
Lexington, KY 40507
859-258-3363

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:23 AM -----

From: "Lynne Cross" <ccross@lexingtonky.gov>
To: <Bryan.Siler@amwater.com>
Date: 03/07/2011 03:34 PM
Subject: FW: Premise [REDACTED]

I meant to send you a screen shot. Here you go...

Fayette County Property Valuation Administrator - Windows Internet Explorer

http://www.fayettepva.com/Forms/Datalets.aspx?id=1&sIndex=0

File Edit View Favorites Tools Help

Fayette County Property Valuation Administrator

SIGN IN | CONTACT US

Fayette County, Kentucky

Property Valuation Administrator

KY State Government > Fayette County Clerk > Lexington Fayette Co

Home Property Records

- Profile
- Sales
- Residential
- Commercial
- Out Buildings
- Sketch
- Photos
- Values
- LFJCG Map

Start | [Icons] | Inbox - Microsoft Outlook | Fayette County Prop...

Lynne
258.3363

From: Lynne Cross
Sent: Monday, March 07, 2011 3:32 PM
To: 'Bryan.Siler@amwater.com'

Subject: Premise [REDACTED]

Bryan –

Per PVA's office, premise [REDACTED] should be listed as Residential and not Commercial. As well, please remove the tax coding on this account.

If you have any questions please let me know. Thanks!

Lynne Throckmorton
Lexington-Fayette Urban County Government
200 E. Main Street
Lexington, KY 40507
859-258-3363

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:23 AM -----

From: Kathryn M Milburn/SHARVCS/AWWSC
To: CDeining@lfucg.com, rpulliam@lexingtonky.gov
Cc: Bryan Siler/KAWC/AWWSC@AWW
Date: 03/08/2011 11:21 AM
Subject: Managed Contract Billing 02/2011

Attached is the February Bill.

Kathy

Kathryn M. Milburn
Cash Management Specialist
American Water Shared Services
Cherry Hill, NJ 08034
Ph-856-310-5844
Fax-856-672-2873
Kathryn.Milburn@AMWater.com

----- Forwarded by Kathryn M Milburn/SHARVCS/AWWSC on 03/08/2011 11:20 AM -----



njwdcrst@amwater.com

03/08/2011 11:21 AM

To "Kathy Milburn" <Kathryn.Milburn@amwater.com>

cc

Subject Attached Image



0496_001.pdf

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:23 AM -----

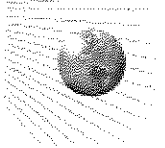
From: Kathryn M Milburn/SHARVCS/AWWSC
To: Bryan Siler/KAWC/AWWSC@AWW
Date: 03/08/2011 11:24 AM
Subject: Fw: Managed Contract Billing 02/2011

I forgot to copy you on this one.

Kathy

Kathryn M. Milburn
Cash Management Specialist
American Water Shared Services
Cherry Hill, NJ 08034
Ph-856-310-5844
Fax-856-672-2873
Kathryn.Milburn@AMWater.com

----- Forwarded by Kathryn M Milburn/SHARSVCS/AWWSC on 03/08/2011 11:23 AM -----



Kathryn M
Milburn/SHARSVCS/AWWS
C

03/08/2011 11:23 AM

To sadievilleky@bellsouth.net

cc

Subject Managed Contract Billing 02/2011

Attention Cindy Foster,

Attached is the February Invoice.

Kathy

Kathryn M. Milburn
Cash Management Specialist
American Water Shared Services
Cherry Hill, NJ 08034
Ph-856-310-5844
Fax-856-672-2873
Kathryn.Milburn@AMWater.com

----- Forwarded by Kathryn M Milburn/SHARSVCS/AWWSC on 03/08/2011 11:22 AM -----



njwdcrst@amwater.com

03/08/2011 11:21 AM

To "Kathy Milburn" <Kathryn.Milburn@amwater.com>

cc

Subject Attached Image



0497_001.pdf

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:23 AM -----

From: "Lynne Cross" <ccross@lexingtonky.gov>
To: <Bryan.Siler@amwater.com>
Cc: "Candice Deininger" <cdeining@lexingtonky.gov>
Date: 03/09/2011 10:29 AM
Subject: FW: Premise [REDACTED]

Bryan-

This customer called again this morning wanting to know if they had been reclassified as residential yet so their next bill will not reflect the wrong rates. Have you had a chance to correct this?

Lynne
258.3363

From: Lynne Cross
Sent: Monday, March 07, 2011 3:34 PM
To: 'Bryan.Siler@amwater.com'
Subject: FW: Premise #120046033

I meant to send you a screen shot. Here you go...

Fayette County Property Valuation Administrator - Windows Internet Explorer

http://www.fayettepva.com/Forms/Datalets.aspx?id=1&Index=0

File Edit View Favorites Tools Help

Fayette County Property Valuation Administrator

SIGN IN | CONTACT US

Fayette County, Kentucky

Property Valuation Administrator

KY State Government > Fayette County Clerk > Lexington Fayette Co

Home Property Records

Address Parcel ID Advanced

- Profile
- Sales
- Residential
- Commercial
- Out Buildings
- Sketch
- Photos
- Values
- LFUCG Map

Start | [Icons] | [Inbox - Microsoft Outlook] | Fayette County Prope...

Lynne
258.3363

From: Lynne Cross
Sent: Monday, March 07, 2011 3:32 PM
To: 'Bryan.Siler@amwater.com'

Subject: Premise [REDACTED]

Bryan –

Per PVA's office, premise [REDACTED] should be listed as Residential and not Commercial. As well, please remove the tax coding on this account.

If you have any questions please let me know. Thanks!

Lynne Throckmorton
Lexington-Fayette Urban County Government
200 E. Main Street
Lexington, KY 40507
859-258-3363

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:23 AM -----

From: "Hilori Morgan" <hmorgan@lexingtonky.gov>
To: <Bryan.Siler@amwater.com>
Date: 03/11/2011 03:15 PM
Subject: Quick Questions

Good morning!

I sent you an email and left a voice mail for you last week and haven't heard back. I just had a couple of quick questions.

1. When I submit a request for new non-mutuals, do you absolutely need the number of ERUs? For the most part, this isn't a problem, but I have a couple of parcels which haven't been measured. Scott would prefer to have the non-mutual in place prior to making the calculations.

2. I have come across a couple of non-mutuals that have the status listed as charged off or sent to agency. I was under the impression that only LFUCG would determine when and if non-mutual accounts would go to collections. Am I mistaken? I can't find my example right now, but I believe I left the name and premise number on your voicemail.

Thanks!

Hilori Morgan

LFUCG Division of Water Quality
125 Lisle Industrial Avenue, Suite 180
Lexington, KY 40511
859.425.2507 direct line
hmorgan@lexingtonky.gov

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:23 AM -----

From: "Sheila Long" <slong@lexingtonky.gov>
To: <BRYAN.SILER@AMWATER.COM>
Date: 03/14/2011 05:06 PM

Subject: file for week



HERC0314.TXT

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:23 AM -----

From: Scott H Allison/CONSULT/AWWSC
 To: Bryan Siler/KAWC/AWWSC@AWW
 Date: 03/17/2011 07:47 AM
 Subject: Re: Fw: Attribute

Hi Bryan,

I just want to confirm. Originally I had thought you wanted an entirely new attribute created and applied to premises, but in this case you just want an already existing attribute applied to a list of premises that you will be providing me , correct?

Please let me know if you have any questions.

Thanks so much!

-Scott Allison

Bryan Siler I will provide an updated list of premises. Pleas... 03/16/2011 04:39:34 PM

Bryan Siler FYI 03/16/2011 04:09:26 PM

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:23 AM -----

From: "Candice Deininger" <cdeining@lexingtonky.gov>
 To: <Bryan.Siler@amwater.com>
 Date: 03/21/2011 11:48 AM
 Subject: RE: [REDACTED]

Hello . . . I haven't heard of anything. The only contact I have there works in Accounting, but I'll give it try and let you know.

Candice Deininger
 Revenue Supervisor
 LFUCG Division of Revenue
 200 East Main Street
 Lexington, KY 40507
 859-258-3364
 cdeining@lexingtonky.gov

-----Original Message-----

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]
 Sent: Monday, March 21, 2011 11:40 AM
 To: Candice Deininger
 Subject: [REDACTED]

Hi Candice,

The [REDACTED] usage has been declining for some time. Do you know of anything they're doing to cause a decrease?

Just curious. Thanks.

(Embedded image moved to file: pic13245.gif)

Bryan Siler
 Eastern Division
 bryan.siler@amwater.com
 Phone: (859) 268-6350

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:23 AM -----

From: "Candice Deininger" <cdeining@lexingtonky.gov>
 To: <Bryan.Siler@amwater.com>
 Cc: "Julie Mantrom" <jmantrom@lexingtonky.gov>
 Date: 03/21/2011 11:50 AM
 Subject: FW: Councilmember Phone Call

Bryan – Are there any notes on this account that would indicate where the pipe broke? I was just wondering if it was a hidden underground leak and whether or not the water portion could be adjusted under that policy.

Candice Deininger
 Revenue Supervisor
 LFUCG Division of Revenue
 200 East Main Street
 Lexington, KY 40507
 859-258-3364
 cdeining@lexingtonky.gov

From: Julie Mantrom
Sent: Monday, March 21, 2011 11:13 AM
To: 'Bryan.Siler@amwater.com'
Cc: Candice Deininger
Subject: Councilmember Phone Call

One of Councilmember Henson's constituents had a broken water pipe. The property owner knows he must pay the water bill, but would like to have the sewer fee removed—which is reasonable. The property owner cannot afford to pay the bill with the sewer included, and has asked KAWC to remove; however it has not worked out for him yet. Can you please forgive or remove the sewer user fee from [REDACTED] or the period he had the broken pipe?

Thank you for your help.

Julie A. Mantrom
 Division of Water Quality
 Department of Environmental Quality
 Lexington-Fayette Urban County Government
 (859) 425-2402 (Office)
 (859) 254-7787 (Fax)
 jmantrom@lfucg.com

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:23 AM -----

From: "Candice Deininger" <cdeining@lexingtonky.gov>
To: "Sheila Powell" <sheilap@lexingtonky.gov>
Cc: <Takisha.Walker@amwater.com>, <Bryan.Siler@amwater.com>
Date: 03/23/2011 01:12 PM
Subject: RE: Payments Being Made on Closed Accounts -- Adult Tenant Services Assistance Program

Hi, Sheila, and thank you! I've copied Takisha and Bryan as well so they'll know to send these to you in the future. Have a great afternoon!!

Candice Deininger
Revenue Supervisor
LFUCG Division of Revenue
200 East Main Street
Lexington, KY 40507
859-258-3364
cdeining@lexingtonky.gov

-----Original Message-----

From: Sheila Powell
Sent: Wednesday, March 23, 2011 1:10 PM
To: Candice Deininger
Subject: RE: Payments Being Made on Closed Accounts -- Adult Tenant Services Assistance Program

Candice I will take care of this, should anymore arise please forward them to me.

Thanks Sheila

-----Original Message-----

From: Candice Deininger
Sent: Wednesday, March 23, 2011 12:11 PM
To: Sheila Powell
Cc: 'Takisha.Walker@amwater.com'; 'Bryan.Siler@amwater.com'; 'travis.rodgers@amwater.com'
Subject: FW: Payments Being Made on Closed Accounts -- Adult Tenant Services Assistance Program

Good afternoon, Sheila. Kindly refer to the following email from Takisha at KAWC. Should you get the information to which she refers, or is there someone else to whom this should go? Thank you!!

Candice Deininger
Revenue Supervisor
LFUCG Division of Revenue
200 East Main Street
Lexington, KY 40507
859-258-3364
cdeining@lexingtonky.gov

-----Original Message-----

From: Takisha.Walker@amwater.com [mailto:Takisha.Walker@amwater.com]
Sent: Wednesday, March 23, 2011 12:06 PM
To: Candice Deininger
Cc: Bryan.Siler@amwater.com; Travis.Rodgers@amwater.com
Subject: Payments Being Made on Closed Accounts -- Adult Tenant Services Assistance Program

Hello Candice,

I need your assistance. We receive and process the payments that are sent from Adult Tenant Services. It is from their program that provides assistance on the sewer user fee.

We have processed the payments as requested, however we have identified some accounts that are closed and still on the list for payments.

We wanted to provide this information to the appropriate department but did not have a direct contact for this program. We will continue to send a list based upon the payments that have been sent for processing.

Please let me know if you have any additional questions or concerns.

Thanks

(See attached file: Closed Accounts.xls)
Takisha Walker, Customer Service Advocate
Kentucky American Water
(O) 859-268-6313
(M) 859-361-8981
(F) 859-268-6315
takisha.walker@amwater.com
We Care About Water. It's What We Do.

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:23 AM -----

From: "Sheila Long" <slong@lexingtonky.gov>
To: <BRYAN.SILER@AMWATER.COM>
Date: 03/28/2011 10:23 AM
Subject:

Bryan,



I think I forgot to send this last week. I will do this weeks in a little bit. HERC0321.TXT

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:23 AM -----

From: "Candice Deininger" <cdeining@lexingtonky.gov>
To: <Bryan.Siler@amwater.com>
Cc: "Julie Mantrom" <jmantrom@lexingtonky.gov>
Date: 03/28/2011 10:27 AM
Subject: Premise [REDACTED]

Good morning, Bryan. During the course of work being undertaken by the Division of Water Quality, it was discovered that the above premise was coded for sewer and should not have been. Would you kindly remove the sewer billing for this location. I'll be sending an email to Special Accounts to request a cash refund of the remaining credit balance that currently appears on the account. Kindly let me know if you have any questions. Thanks very much and have a good day!

Candice Deininger

Revenue Supervisor
 LFUCG Division of Revenue
 200 East Main Street
 Lexington, KY 40507
 859-258-3364
 cdeining@lexingtonky.gov

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:23 AM -----

From: "Sheila Long" <slong@lexingtonky.gov>
 To: <BRYAN.SILER@AMWATER.COM>
 Date: 03/28/2011 01:39 PM
 Subject: current week

Thanks you!
 Have a good day.
 Sheila Long



258-3730 HERC0328.TXT

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:23 AM -----

From: Susan Lee/SERVCO/AWWSC
 To:
 Cc: Bryan Siler/KAWC/AWWSC@AWW, Mary Gina Money/SERVCO/AWWSC@AWW
 Date: 03/30/2011 02:26 PM
 Subject: Invitation: Usage Data Cost Analysis (cont.) (Mar 30 02:30 PM EDT in 1-866-528-2256; [REDACTED])




Usage Data Cost Analysis 03.30.11.ppt

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:23 AM -----

From: Aimee C Lacasse/PAWC/AWWSC
 To: Bryan Siler/KAWC/AWWSC@AWW
 Date: 03/31/2011 01:05 PM
 Subject: User approval needed- Service Request [REDACTED]

Bryan-

This request is ready for your review/approval. I am attaching the spreadsheet containing the premises to be updated along with my test results below for you to review. If everything is acceptable please approve the attached QA approval form 

thank you

Service Request [REDACTED]
 Need to add swrexempt attribute in KY



Premises needing attribute.xls



35680 test results.doc

Aimee Lacasse
 IT Quality Assurance
 American Water
 Office - 717-520-4534
 Fax- 717-531-3251
 aimee.lacasse@amwater.com

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:23 AM -----

From: "Mike Smith" <mikes@lexingtonky.gov>
 To: <BRYAN.SILER@AMWATER.COM>
 Date: 04/04/2011 10:55 AM
 Subject: weekly file

Weekly file is attached.

Thank you !

Michael S. Smith
Computer Operations Manager
Help Desk Manager
Cell Phone Administrator
Division of Computer Services - Suite # 718
200 East Main Street - Lexington, KY 40507
859-258-3730 mikes@lexingtonky.gov



HERC0404.TXT

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:23 AM -----

From: Kathryn M Milburn/SHARVCS/AWWSC
 To: CDeining@lfucg.com, rpulliam@lexingtonky.gov
 Cc: Bryan Siler/KAWC/AWWSC@AWW
 Date: 04/05/2011 10:36 AM
 Subject: Managed Contract Billing 03/2011

Kathryn M. Milburn
 Cash Management Specialist
 American Water Shared Services
 Cherry Hill, NJ 08034
 Ph-856-310-5844
 Fax-856-672-2873
 Kathryn.Milburn@AMWater.com

----- Forwarded by Kathryn M Milburn/SHARVCS/AWWSC on 04/05/2011 10:34 AM -----

njwdcrst@amwater.com

04/05/2011 10:35 AM

To "Kathy Milburn" <Kathryn.Milburn@amwater.com>

cc

Subject Attached Image





0751_001.pdf

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:23 AM -----

From: Kathryn M Milburn/SHARVCS/AWWSC
 To: sadievilleky@bellsouth.net
 Cc: Bryan Siler/KAWC/AWWSC@AWW
 Date: 04/05/2011 10:37 AM
 Subject: Managed Contract Billing 03/2011

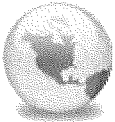
Cindy Foster,

Attached is the invoice.

Kathy

Kathryn M. Milburn
 Cash Management Specialist
 American Water Shared Services
 Cherry Hill, NJ 08034
 Ph-856-310-5844
 Fax-856-672-2873
 Kathryn.Milburn@AMWater.com

----- Forwarded by Kathryn M Milburn/SHARVCS/AWWSC on 04/05/2011 10:36 AM -----



njwdcrst@amwater.com

04/05/2011 10:35 AM

To "Kathy Milburn" <Kathryn.Milburn@amwater.com>

cc

Subject Attached Image



0752_001.pdf

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:23 AM -----

From: "Hilori Morgan" <hmorgan@lexingtonky.gov>
 To: <Bryan.Siler@amwater.com>
 Date: 04/05/2011 04:01 PM
 Subject: RE: Premise [REDACTED]

This is the first time I've ever come across one of these accounts.
 Thanks for checking.

Thank you,

Hilori Morgan
 LFUCG Division of Water Quality
 125 Lisle Industrial Avenue, Suite 180
 Lexington, KY 40511
 859.425.2507 direct line
 hmorgan@lexingtonky.gov

-----Original Message-----

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]
Sent: Tuesday, April 05, 2011 2:27 PM
To: Hilori Morgan
Subject: Re: Premise [REDACTED]

In February 2010 the 30% discount was requested for this premise.

Bryan Siler
Eastern Division
bryan.siler@amwater.com
Phone: (859) 268-6350

From: "Hilori Morgan" <hmorgan@lexingtonky.gov>
To: <Bryan.Siler@amwater.com>
Date: 04/05/2011 09:10 AM
Subject: Premise [REDACTED]

Bryan,

It appears this customer is being billed \$3.02 a month for the WQMF. Since KAWC only bills in whole ERUs, I was curious as to what was going on here. Can you look into this and let me know if you find anything?

Thanks!
Hilori

(Embedded image moved to file: pic01704.jpg)

Thank you,

Hilori Morgan
LFUCG Division of Water Quality
125 Lisle Industrial Avenue, Suite 180
Lexington, KY 40511
859.425.2507 direct line
hmorgan@lexingtonky.gov

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:23 AM -----

From: "Sheila Long" <slong@lexingtonky.gov>
To: <BRYAN.SILER@AMWATER.COM>
Date: 04/11/2011 12:51 PM
Subject: file



Have a great day!!! HERC0411.TXT

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:23 AM -----

From: Bryan Siler/KAWC/AWWSC
 To: "Candice Deininger" <cdeining@lexingtonky.gov>@AWX
 Date: 04/14/2011 11:09 AM
 Subject: Re: [REDACTED]

Candice,

We verified the reading was correct. I created an order to have someone check for a stuck meter. I will let you know what we find.

Bryan Siler
 Eastern Division
 bryan.siler@amwater.com
 Phone: (859) 268-6350

"Candice Deininger" Good morning, Bryan. I have one more accou... 04/14/2011 10:18:01 AM

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:23 AM -----

From: "Sheila Long" <slong@lexingtonky.gov>
 To: <BRYAN.SILER@AMWATER.COM>
 Date: 04/18/2011 01:10 PM
 Subject: weekly file



Hope you have a great spring day. HERC0418.TXT

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:23 AM -----

From: "Candice Deininger" <cdeining@lexingtonky.gov>
 To: <Bryan.Siler@amwater.com>
 Cc: "Julie Mantrom" <jmantrom@lexingtonky.gov>
 Date: 04/20/2011 08:27 AM
 Subject: RE: Premise [REDACTED]

Thanks so much, Bryan - much appreciated!!

Candice Deininger
 Revenue Supervisor
 LFUCG Division of Revenue
 200 East Main Street
 Lexington, KY 40507
 859-258-3364
 cdeining@lexingtonky.gov

-----Original Message-----

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]
 Sent: Wednesday, April 20, 2011 7:59 AM

To: Candice Deininger
 Cc: Julie Mantrom
 Subject: Re: Premise [REDACTED]

This has been removed and refunded.

Bryan Siler
 Eastern Division
 bryan.siler@amwater.com
 Phone: (859) 268-6350

From: "Candice Deininger" <cdeining@lexingtonky.gov>
 To: <Bryan.Siler@amwater.com>
 Cc: "Julie Mantrom" <jmantrom@lexingtonky.gov>
 Date: 03/28/2011 10:27 AM
 Subject: Premise [REDACTED]

Good morning, Bryan. During the course of work being undertaken by the Division of Water Quality, it was discovered that the above premise was coded for sewer and should not have been. Would you kindly remove the sewer billing for this location. I'll be sending an email to Special Accounts to request a cash refund of the remaining credit balance that currently appears on the account. Kindly let me know if you have any questions. Thanks very much and have a good day!

Candice Deininger
 Revenue Supervisor
 LFUCG Division of Revenue
 200 East Main Street
 Lexington, KY 40507
 859-258-3364
 cdeining@lexingtonky.gov

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:23 AM -----

From: "Sheila Long" <slong@lexingtonky.gov>
 To: <BRYAN.SILER@AMWATER.COM>
 Date: 04/25/2011 01:59 PM
 Subject: file



HERC0425.TXT

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:23 AM -----

From: "Lynne Cross" <ccross@lexingtonky.gov>
 To: <Bryan.Siler@amwater.com>
 Cc: "Candice Deininger" <cdeining@lexingtonky.gov>, <Takisha.Walker@amwater.com>
 Date: 04/26/2011 10:05 AM
 Subject: RE: Premise [REDACTED]

Thank you Bryan for all your help with this! Have a wonderful day!

Lynne
258.3363

-----Original Message-----

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]
Sent: Tuesday, April 26, 2011 10:05 AM
To: Lynne Cross
Cc: Candice Deininger; Takisha.Walker@amwater.com
Subject: RE: Premise [REDACTED]

Lynne,

These changes are scheduled to be made in our OAM production environment on Thursday, April 28, 2011.

Bryan Siler
Eastern Division
bryan.siler@amwater.com
Phone: (859) 268-6350

From: "Lynne Cross" <ccross@lexingtonky.gov>
To: <Bryan.Siler@amwater.com>, "Candice Deininger" <cdeining@lexingtonky.gov>
Cc: <Takisha.Walker@amwater.com>
Date: 04/13/2011 04:27 PM
Subject: RE: Premise [REDACTED]

Thank you Bryan...

Lynne
258.3363

-----Original Message-----

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]
Sent: Wednesday, April 13, 2011 4:27 PM
To: Candice Deininger
Cc: Lynne Cross; Takisha.Walker@amwater.com
Subject: RE: Premise [REDACTED]

Candice,

I have submitted a ticket to our IT department to investigate. I will let you know what I find out.

Bryan Siler
Eastern Division
bryan.siler@amwater.com
Phone: (859) 268-6350

From: "Candice Deininger" <cdeining@lexingtonky.gov>
 To: <Bryan.Siler@amwater.com>, "Lynne Cross"
 <ccross@lexingtonky.gov>
 Cc: <Takisha.Walker@amwater.com>
 Date: 04/13/2011 03:29 PM
 Subject: RE: Premise [REDACTED]

Hi, Bryan. I was on a call and just saw your email. We have always had the ability to view landlord accounts . . .

Candice Deininger
 Revenue Supervisor
 LFUCG Division of Revenue
 200 East Main Street
 Lexington, KY 40507
 859-258-3364
 cdeining@lexingtonky.gov

-----Original Message-----

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]
 Sent: Wednesday, April 13, 2011 2:51 PM
 To: Lynne Cross
 Cc: Candice Deininger; Takisha.Walker@amwater.com
 Subject: Re: Premise [REDACTED]

Lynne,

Unfortunately the landlord accounts will not show up on the online account manager. If you ever have any questions about a landlord account please feel free to send them to us and we'll get the answer for you.

Bryan Siler
 Eastern Division
 bryan.siler@amwater.com
 Phone: (859) 268-6350

From: "Lynne Cross"
 <ccross@lexingtonky.gov>
 To: <Bryan.Siler@amwater.com>
 Cc: <Takisha.Walker@amwater.com>, "Candice
 Deininger" <cdeining@lexingtonky.gov>
 Date: 04/13/2011 12:04 PM
 Subject: Premise #120071980

Bryan -

I had a call from [REDACTED] concerning rental property she owns at [REDACTED]. She has a bill for \$352.87 of which \$147.95 is sewer charges and this high bill is due to a leak she had in one of her pipes. I tried to find the bill on KY-American's website using the premise number and also by putting in the address and all I can find showing are bills for tenants who have lived there. I am attaching a copy of the bill she received and I would appreciate it if you could tell me where I can locate this bill on KY- American's website so I can adjust it for her.

Please let me know as soon as you can and thank you so much for your help!

Lynne Throckmorton
Lexington-Fayette Urban County Government
859-258-3363

[attachment "Premise 120071980 Marie Crawley.pdf" deleted by Bryan Siler/KAWC/AWWSC]

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:23 AM -----

From: "American Water Service Desk" <awservicedesk@amwater.com>
To: <Bryan.Siler@amwater.com>
Date: 04/28/2011 01:25 PM
Subject: Service Call Ticket 535503 in regards to "Online Account Manager does not show landlord accounts when account is in landlo" has been closed.

Your Service Call reported to us, has been closed. Details below:

Ticket Number:535503
Reported on April 14, 2011 08:30
Description: Process/Application:
>> Process Not Listed (as defined above)
Service Request Detail:
>> Online Account Manager does not show landlord accounts when account is in landlord's name. It will only show account before and after the landlord's account. Premise [REDACTED] is an example. Please call me.

Solution: 04/28/11 njo

Issue resolved by chnage in WO 411531 promoted today.

04/18/11 njo

This is duplicate situation as in WO 411531 from [REDACTED]

You can now track the status of your request online at <http://sdonline>. Just click on the "View Existing Requests" link, and then login with your windows username and password.

If this issue has been closed incorrectly, please contact the Service Desk at 1.866.777.8426 option #1

This message has been generated automatically.
Please do not reply to this message.

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:23 AM -----

From: "Hilori Morgan" <hmorgan@lexingtonky.gov>
To: <Bryan.Siler@amwater.com>
Date: 04/28/2011 01:55 PM
Subject: Active premise

Bryan,

Can you please tell me if premise [REDACTED] is an active premise? I would like to put the WQMF on it, but it's so far out that there's no information that I can pull up.

Thanks!
Hilori

Thank you,

Hilori Morgan

LFUCG Division of Water Quality
125 Lisle Industrial Avenue, Suite 180
Lexington, KY 40511
859.425.2507 direct line
hmorgan@lexingtonky.gov

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:23 AM -----

From: "Hilori Morgan" <hmorgan@lexingtonky.gov>
To: <Bryan.Siler@amwater.com>
Date: 04/28/2011 01:58 PM
Subject: RE: Active premise

Thanks! I appreciate it.

Thank you,

Hilori Morgan
LFUCG Division of Water Quality
125 Lisle Industrial Avenue, Suite 180
Lexington, KY 40511
859.425.2507 direct line
hmorgan@lexingtonky.gov

-----Original Message-----

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]
Sent: Thursday, April 28, 2011 1:58 PM
To: Hilori Morgan

Subject: Re: Active premise

Yes, it is active. [REDACTED]

From: "Hilori Morgan" <hmorgan@lexingtonky.gov>
To: <Bryan.Siler@amwater.com>
Date: 04/28/2011 01:55 PM
Subject: Active premise

Bryan,

Can you please tell me if premise [REDACTED] is an active premise? I would like to put the WQMF on it, but it's so far out that there's no information that I can pull up.

Thanks!
Hilori

Thank you,

Hilori Morgan
LFUCG Division of Water Quality
125 Lisle Industrial Avenue, Suite 180
Lexington, KY 40511
859.425.2507 direct line
hmorgan@lexingtonky.gov

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:23 AM -----

From: Maryann Concilio/SHARVCS/AWWSC
To: dgerardi@lfucg.com, rhicks@lfucg.com, "Kimberly Bryan" <kbryan@lfucg.com>, Lvahle@lfucg.com
Cc: cdeining@lexingtonky.gov, Bryan Siler/KAWC/AWWSC@AWW
Date: 05/02/2011 09:12 AM
Subject: Kentucky April ACH Disbursements

Attached you will find your ACH spreadsheet for the month of April.

If you have any questions, please feel free to call me at the below number.

Thank you and have a great day.



ACHRec11.xls

Mary Ann Concilio-Sbraga
Cash Operations Analyst
American Water Shared Services Center

131 Woodcrest Rd.
Cherry Hill, NJ 08003
(856)310-5886

We are committed to be a high-value, reliable, customer -focused service provider to support our American Water Business Partners.

"We are American Water Shared Services!"

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:23 AM -----

From: "Sheila Long" <slong@lexingtonky.gov>
To: <BRYAN.SILER@AMWATER.COM>
Date: 05/02/2011 04:43 PM
Subject: weekly file

Have a great week.
Sheila



258-3730 HERC0502.TXT

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:23 AM -----

From: "Candice Deininger" <cdeining@lexingtonky.gov>
To: <Bryan.Siler@amwater.com>
Date: 05/05/2011 08:48 AM
Subject: Sewer Aging

Hi, Bryan. Bill and I did a cursory calculation of the sewer aging figures comparing those of April 2011 and April 2010 and found that there was an approximate increase of 77% in the amounts that have aged over 30 days. Do you know if this is comparable to other year-to-year comparisons? And if not, is there some explanation as to the increase? Even with the PSC-mandated change in payment allocation, we're concerned about the increase since accounts can still be shut off for non-payment of the sewer portion of the bill. Thanks for your help – much appreciated!

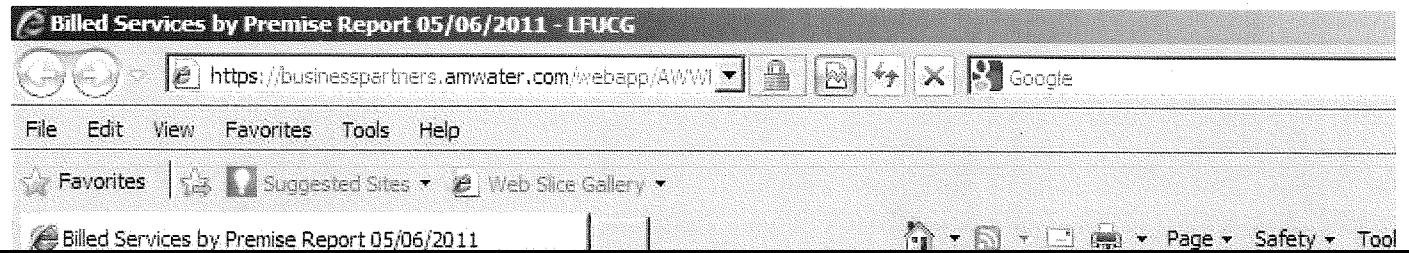
Candice Deininger
Revenue Supervisor
LFUCG Division of Revenue
200 East Main Street
Lexington, KY 40507
859-258-3364
cdeining@lexingtonky.gov

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:23 AM -----

From: "Candice Deininger" <cdeining@lexingtonky.gov>
To: <Bryan.Siler@amwater.com>
Cc: <Takisha.Walker@amwater.com>
Date: 05/06/2011 10:31 AM
Subject: Premise 120119396

Good morning, Bryan. I was looking at aging landfill accounts and noticed the high unpaid balance on this

residential account. For an over-61 balance to be \$112.80, that represents a lot of months at \$4.50/month. I then checked the sewer and found the following. Since August 2009, it appears that this account holder has made only three payments and the sewer balance allowed to grow to the amount shown. Any ideas?



Candice Deininger
Revenue Supervisor
LFUCG Division of Revenue
200 East Main Street
Lexington, KY 40507
859-258-3364
cdeining@lexingtonky.gov

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:23 AM -----

From: "Candice Deininger" <cdeining@lexingtonky.gov>
To: <Bryan.Siler@amwater.com>
Cc: <Takisha.Walker@amwater.com>

Date: 05/06/2011 11:40 AM
Subject: RE: Premise [REDACTED]

Why wouldn't the account have been shut off for non-payment of sewer?

Candice Deininger
Revenue Supervisor
LFUCG Division of Revenue
200 East Main Street
Lexington, KY 40507
859-258-3364
cdeining@lexingtonky.gov

-----Original Message-----

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]
Sent: Friday, May 06, 2011 11:38 AM
To: Candice Deininger
Cc: Takisha.Walker@amwater.com
Subject: Re: Premise [REDACTED]

Candice,

I looked at the last several payments and all but the last one was applied all to water. That's what has been happening. The payments applied to water will not show up on the OAM. We can review the account in more detail if you would like.

Bryan Siler
Eastern Division
bryan.siler@amwater.com
Phone: (859) 268-6350

From: "Candice Deininger" <cdeining@lexingtonky.gov>
To: <Bryan.Siler@amwater.com>
Cc: <Takisha.Walker@amwater.com>
Date: 05/06/2011 10:31 AM
Subject: Premise [REDACTED]

Good morning, Bryan. I was looking at aging landfill accounts and noticed the high unpaid balance on this residential account. For an over-61 balance to be \$112.80, that represents a lot of months at \$4.50/month. I then checked the sewer and found the following. Since August 2009, it appears that this account holder has made only three payments and the sewer balance allowed to grow to the amount shown. Any ideas?

(Embedded image moved to file: pic05351.jpg)

Candice Deininger

Revenue Supervisor
LFUCG Division of Revenue
200 East Main Street
Lexington, KY 40507
859-258-3364
cdeining@lexingtonky.gov

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:23 AM -----

From: "Candice Deininger" <cdeining@lexingtonky.gov>
To: <Bryan.Siler@amwater.com>
Date: 05/06/2011 01:09 PM
Subject: Premise [REDACTED]

Hello . . . would you kindly change the bill class on this account from residential to commercial, please?
Kindly see the PVA record following that indicates it's commercial. Thanks a lot!!

Fayette County Property Valuation Administrator - LFUCG

http://www.fayettepva.com/Forms/Datalets.aspx?mode=PR

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Fayette County Property Valuation Administrator

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Fayette County, Kentucky
Property Valuation Administrator

KY State Government > Fayette County Clerk > Lexington Fayette Co

- Profile
- Sales
- Residential
- Commercial
- Out Buildings
- Sketch
- Photos
- Values
- LFUCG Map

Done

Start 2 Microsoft

Candice Deininger
 Revenue Supervisor
 LFUCG Division of Revenue
 200 East Main Street
 Lexington, KY 40507
 859-258-3364
 cdeining@lexingtonky.gov

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:23 AM -----

From: "Candice Deininger" <cdeining@lexingtonky.gov>
 To: <Bryan.Siler@amwater.com>
 Cc: "Robin Adams" <radams@lexingtonky.gov>
 Date: 05/06/2011 04:27 PM
 Subject: RE: Managed Contract Billing

Thanks for all the reports, Bryan. In the future on this email, would you kindly remove Kathleen Hicks' name and replace with Robin Adams; her email address is radams@lexingtonky.gov. Thanks very much and have a good weekend!

Candice Deininger
 Revenue Supervisor
 LFUCG Division of Revenue
 200 East Main Street
 Lexington, KY 40507
 859-258-3364
 cdeining@lexingtonky.gov

-----Original Message-----

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]
 Sent: Friday, May 06, 2011 4:03 PM
 To: AW_-_MI_Requests@amwater.net
 Cc: Rachel.Cole@amwater.com; Candice Deininger; Kathleen Hicks;
 Mary.Money@amwater.com; Takisha.Walker@amwater.com;
 Susan.Lee@amwater.com; Samantha.Papa@amwater.com
 Subject: Managed Contract Billing

Here are the MI requests for the LFUCG and Sadieville monthly billings. Please process and send the LFUCG .pdf file to Candice Deininger at the LFUCG and send the Sadieville .pdf file to Cindy Foster at the City of Sadieville.

Thanks.

(See attached file: LFUCG 0411 MI Request.doc) (See attached file: Sadieville 0411 MI Request.doc)

(Embedded image moved to file: pic02334.gif)

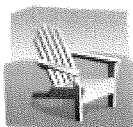
Bryan Siler
 Southeast Region
 bryan.siler@amwater.com
 Phone: (859) 268-6350

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:23 AM -----

From: Deidra S Hayden/KAWC/AWWSC
To: Bryan Siler/KAWC/AWWSC@AWW
Cc: Takisha D Walker/KAWC/AWWSC@AWW
Date: 05/09/2011 11:07 AM
Subject: Re: Fw: Premise [REDACTED]

This has been completed

Deidra S Hayden
Operations Clerk
Kentucky American Water
2300 Richmond Rd.
Lexington, KY 40502
Office 859-268-6303
Fax 859-268-6315
Deidra.Hayden@amwater.com
Bryan Siler/KAWC/AWWSC



Bryan Siler/KAWC/AWWSC
05/06/2011 01:30 PM

To Deidra S Hayden/KAWC/AWWSC@AWW
cc Takisha D Walker/KAWC/AWWSC@AWW
Subject Fw: Premise [REDACTED]

Deidra,

Can you change this please? Thanks.

Bryan Siler
Eastern Division
bryan.siler@amwater.com
Phone: (859) 268-6350

----- Forwarded by Bryan Siler/KAWC/AWWSC on 05/06/2011 01:31 PM -----

From: "Candice Deininger" <cdeining@lexingtonky.gov>
To: <Bryan.Siler@amwater.com>
Date: 05/06/2011 01:09 PM
Subject: Premise [REDACTED]

Hello . . . would you kindly change the bill class on this account from residential to commercial, please?
Kindly see the PVA record following that indicates it's commercial. Thanks a lot!!

Fayette County Property Valuation Administrator - LFUCG

http://www.fayettepva.com/Forms/Datalets.aspx?mode=PR

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Fayette County Property Valuation Administrator

SIGN IN CONTACT US

Fayette County, Kentucky
Property Valuation Administrator

KY State Government > Fayette County Clerk > Lexington Fayette Co

Home Property Records

- Profile
- Sales
- Residential
- Commercial
- Out Buildings
- Sketch
- Photos
- Values
- LFUCG Map

Done

Start 2 Microsof... Session A - ... 4 Interne... EasyZip 2000 AGING.csv Desktop

Candice Deininger
 Revenue Supervisor
 LFUCG Division of Revenue
 200 East Main Street
 Lexington, KY 40507
 859-258-3364
 cdeining@lexingtonky.gov

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:23 AM -----

From: "Candice Deininger" <cdeining@lexingtonky.gov>
 To: <Bryan.Siler@amwater.com>
 Date: 05/09/2011 01:56 PM
 Subject: RE: Premis [REDACTED]

Hi, Bryan - crazy morning here. When you said it was disconnected, was it shut off? And for non-payment of the sewer or water? I guess I'm having some difficulty in understanding how the sewer balance was allowed to get so large in comparison to the sample shut-off notice you sent me that showed that customer owing much less. If the water is paid in full, does that mean the customer gets away with not having to pay any of the sewer?

Candice Deininger
 Revenue Supervisor
 LFUCG Division of Revenue
 200 East Main Street
 Lexington, KY 40507
 859-258-3364
 cdeining@lexingtonky.gov

-----Original Message-----

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]
 Sent: Monday, May 09, 2011 9:15 AM
 To: Candice Deininger
 Subject: RE: Premise [REDACTED]

The account has been disconnected. The customer repeatedly called in and stated she paid enough to get the water turned back on. Those payments were either returned for non-payment or were never received.

Bryan Siler
 Eastern Division
 bryan.siler@amwater.com
 Phone: (859) 268-6350

From: "Candice Deininger" <cdeining@lexingtonky.gov>
 To: <Bryan.Siler@amwater.com>
 Cc: <Takisha.Walker@amwater.com>
 Date: 05/06/2011 11:40 AM
 Subject: RE: Premise [REDACTED]

Why wouldn't the account have been shut off for non-payment of sewer?

Candice Deininger
 Revenue Supervisor
 LFUCG Division of Revenue
 200 East Main Street
 Lexington, KY 40507
 859-258-3364
 cdeining@lexingtonky.gov

-----Original Message-----

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]
 Sent: Friday, May 06, 2011 11:38 AM
 To: Candice Deininger
 Cc: Takisha.Walker@amwater.com

Subject: Re: Premise [REDACTED]

Candice,

I looked at the last several payments and all but the last one was applied all to water. That's what has been happening. The payments applied to water will not show up on the OAM. We can review the account in more detail if you would like.

Bryan Siler
 Eastern Division
 bryan.siler@amwater.com
 Phone: (859) 268-6350

From: "Candice Deininger" <cdeining@lexingtonky.gov>
 To: <Bryan.Siler@amwater.com>
 Cc: <Takisha.Walker@amwater.com>
 Date: 05/06/2011 10:31 AM
 Subject: Premise [REDACTED]

Good morning, Bryan. I was looking at aging landfill accounts and noticed the high unpaid balance on this residential account. For an over-61 balance to be \$112.80, that represents a lot of months at \$4.50/month. I then checked the sewer and found the following. Since August 2009, it appears that this account holder has made only three payments and the sewer balance allowed to grow to the amount shown. Any ideas?

(Embedded image moved to file: pic05351.jpg)

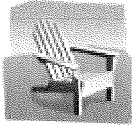
Candice Deininger
 Revenue Supervisor
 LFUCG Division of Revenue
 200 East Main Street
 Lexington, KY 40507
 859-258-3364
 cdeining@lexingtonky.gov

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:23 AM -----

From: Keith L Cartier/KAWC/AWWSC
 To: Bryan Siler/KAWC/AWWSC@AWW
 Cc: Takisha D Walker/KAWC/AWWSC@AWW
 Date: 05/09/2011 04:38 PM
 Subject: Re: LFUCG Request

Let's discuss. Just returning from a meeting with lfucg, and understand Bill O'Mara is on vacation.

Keith Cartier
 Vice President, Operations
 Kentucky American Water
 1 859 268 6324 Office
 1 859 321 9803 Cell
 keith.cartier@amwater.com
 Bryan Siler/KAWC/AWWSC



Bryan Siler/KAWC/AWWSC

05/09/2011 03:55 PM

To Takisha D Walker/KAWC/AWWSC@AWW

cc Keith L Cartier/KAWC/AWWSC@AWW

Subject LFUCG Request

Takisha,

The LFUCG has requested any information we can give them regarding uncollectibles and/or aging data for Kentucky American Water for April 2011 vs 2010 and April 2011 vs March 2011. No dollar amounts were asked for. I told them I would check and see but was not sure what we had. They are asking in hopes it will help explain the variations they are experiencing year over year and current vs. prior month.

I don't know what we can or are willing to share in this regard.

Bryan Siler
 Eastern Division
 bryan.siler@amwater.com
 Phone: (859) 268-6350

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:23 AM -----

From: "Julie Mantrom" <jmantrom@lexingtonky.gov>
 To: <Bryan.Siler@amwater.com>, "Candice Deininger" <cdeining@lexingtonky.gov>
 Date: 05/09/2011 04:51 PM
 Subject: RE: 2 premises

Thank you.

-----Original Message-----

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]
 Sent: Monday, May 09, 2011 4:18 PM
 To: Julie Mantrom; Candice Deininger
 Subject: 2 premises

Since our meeting last month...

The first one paid \$1,800 and then \$2,364. That wasn't enough so they have a disconnect order for tomorrow.

The second one has had one bill and two payments leaving a zero balance.

Bryan Siler
Eastern Division
bryan.siler@amwater.com
Phone: (859) 268-6350

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:23 AM -----

From: "Candice Deininger" <cdeining@lexingtonky.gov>
To: <Bryan.Siler@amwater.com>
Date: 05/10/2011 07:56 AM
Subject: RE: Premise [REDACTED]

Thank you, Bryan!

Candice Deininger
Revenue Supervisor
LFUCG Division of Revenue
200 East Main Street
Lexington, KY 40507
859-258-3364
cdeining@lexingtonky.gov

-----Original Message-----

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]
Sent: Monday, May 09, 2011 3:56 PM
To: Candice Deininger
Subject: Re: Premise [REDACTED]

This has been completed.

Bryan Siler
Eastern Division
bryan.siler@amwater.com
Phone: (859) 268-6350

From: "Candice Deininger" <cdeining@lexingtonky.gov>
To: <Bryan.Siler@amwater.com>
Date: 05/06/2011 01:09 PM
Subject: Premise [REDACTED]

Hello . . . would you kindly change the bill class on this account from residential to commercial, please? Kindly see the PVA record following that indicates it's commercial. Thanks a lot!!

(Embedded image moved to file: pic21742.jpg)

Candice Deininger
 Revenue Supervisor
 LFUCG Division of Revenue
 200 East Main Street
 Lexington, KY 40507
 859-258-3364
 cdeining@lexingtonky.gov

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:23 AM -----

From: Kathryn M Milburn/SHARVCS/AWWSC
 To: CDeining@lfucg.com, rpulliam@lexingtonky.gov
 Cc: Bryan Siler/KAWC/AWWSC@AWW
 Date: 05/10/2011 08:53 AM
 Subject: 04/2011 Managed Contract Billing

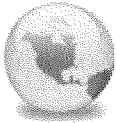
Candice,

Attached is the invoice for 04/2011.

Kathy

Kathryn M. Milburn
 Cash Management Specialist
 American Water Shared Services
 Cherry Hill, NJ 08034
 Ph-856-310-5844
 Fax-856-672-2873
 Kathryn.Milburn@AMWater.com

----- Forwarded by Kathryn M Milburn/SHARVCS/AWWSC on 05/10/2011 08:51 AM -----



njwdcrst@amwater.com

05/10/2011 08:53 AM

To "Kathy Milburn" <Kathryn.Milburn@amwater.com>

cc

Subject Attached Image



1108_001.pdf

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:23 AM -----

From: Kathryn M Milburn/SHARVCS/AWWSC
 To: sadievilleky@bellsouth.net
 Cc: Bryan Siler/KAWC/AWWSC@AWW
 Date: 05/10/2011 08:54 AM
 Subject: 04/2011 Managed Contract Billing

Cindy Foster,

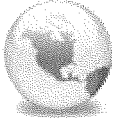
Attached is the invoice for 04/2011.

Kathy

Kathryn M. Milburn
 Cash Management Specialist

American Water Shared Services
 Cherry Hill, NJ 08034
 Ph-856-310-5844
 Fax-856-672-2873
 Kathryn.Milburn@AMWater.com

----- Forwarded by Kathryn M Milburn/SHARSVCS/AWWSC on 05/10/2011 08:54 AM -----



njwdcrst@amwater.com

05/10/2011 08:53 AM

To "Kathy Milburn" <Kathryn.Milburn@amwater.com>

cc

Subject Attached Image



1109_001.pdf

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:23 AM -----

From: Keith L Cartier/KAWC/AWWSC
 To: Donna Taylor/KAWC/AWWSC@AWW
 Cc: Takisha D Walker/KAWC/AWWSC@AWW, Douglas Brock/KAWC/AWWSC@AWW, Bryan Siler/KAWC/AWWSC@AWW
 Date: 05/10/2011 04:48 PM
 Subject: Re: ****Response Requested by May 11, 2011 - Billing Contracts Review***

Donna,
 I'd suggest Takisha Walker as primary, and Bryan Siler as a secondary contact.

I'd also want the team to look at what we might want to do, not just what we're currently doing.

Keith Cartier
 Vice President, Operations
 Kentucky American Water
 1 859 268 6324 Office
 1 859 321 9803 Cell
 keith.cartier@amwater.com
 Donna Taylor/KAWC/AWWSC



Donna
 Taylor/KAWC/AWWSC
 05/10/2011 04:20 PM

To Keith L Cartier/KAWC/AWWSC@AWW, Rachel Bartley/TAWC/AWWSC@AWW, Douglas R Amos/SERVCO/AWWSC@AWW, Charles D Vanhorne/OAWC/AWWSC@AWW

cc

Subject ****Response Requested by May 11, 2011 - Billing Contracts Review***

Hello All,

The Business Transformation team is reviewing SAP options for billing of contract services (e.g. wastewater, refuse, etc.). They are requesting contact names in each state who have a strong knowledge of your billing agreements, and they may reach out to these individuals with questions regarding specific

areas of the contracts. They have asked us to provide this information by the end of day on Wednesday, May 11. Can you please provide me name and phone numbers for the individuals in your states with the most knowledge of contract billing functions.

If you are not the person to provide this information, would you kindly forward to the appropriate person.

Thank you.

Donna

Donna B. Taylor
Supervisor, Regional Support
American Water - Eastern Division
2300 Richmond Rd.
Lexington, KY 40502
Voice: 859.268.6734
Fax: 859.335.3306
email: donna.taylor@amwater.com

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:23 AM -----

From: "Candice Deininger" <cdeining@lexingtonky.gov>
To: <Bryan.Siler@amwater.com>
Cc: "Becky Irwin" <birwin@lexingtonky.gov>
Date: 05/11/2011 08:03 AM
Subject: FW: Water or [REDACTED]

Good morning, Bryan. Kindly refer to the following emails, please. Is there someone there who could answer/help the individuals asking about water service on [REDACTED] Thank you for your help!

Candice Deininger
Revenue Supervisor
LFUCG Division of Revenue
200 East Main Street
Lexington, KY 40507
859-258-3364
cdeining@lexingtonky.gov

From: Becky Irwin
Sent: Tuesday, May 10, 2011 5:09 PM
To: Candice Deininger [REDACTED]
Subject: FW: Water or [REDACTED]

From: Scott Dickison
Sent: Tuesday, May 10, 2011 2:29 PM
To: Becky Irwin
Subject: RE: Water or [REDACTED]

Yeah, I have no idea. That is definitely a question for Candice.

From: Becky Irwin
Sent: Tuesday, May 10, 2011 2:06 PM
To: Scott Dickison
Subject: Water on [REDACTED]

I received a call yesterday from a man at [REDACTED] who gets his water from a well. He has gotten it that way for 30 years. KAWC said there are no water meters out there, however his neighbor 2/10ths of a mile down the road does have water. It is apparently from Frankfort.

Another KAWC person told him that the only way for him to receive water would be to connect at [REDACTED] which is now [REDACTED] and originally known as [REDACTED] it was owned by the [REDACTED] who put in their own water meters 20 to 25 years ago and apparently had city water. (The listed premise number is [REDACTED] which appears inactive).

Neighbor [REDACTED] has his own meter 500 feet west of his house, and he "gets water from [REDACTED]"

Anyway, the gist is: --Can he get water on [REDACTED]

--I am sure there is not another water company in Lexington, but can one get water from Frankfort in Fayette County?

Should I ask Candice? I have several premises and all of them seem to only have a WQMF.

Thank you,

Becky Irwin

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:23 AM -----

From: "Candice Deininger" <cdeining@lexingtonky.gov>
To: <Bryan.Siler@amwater.com>
Date: 05/11/2011 08:26 AM
Subject: KRA Rate

Hi, Bryan – what is the current KRA fee per ccf?

Candice Deininger
Revenue Supervisor
LFUCG Division of Revenue
200 East Main Street
Lexington, KY 40507
859-258-3364
cdeining@lexingtonky.gov

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:23 AM -----

From: "Candice Deininger" <cdeining@lexingtonky.gov>

To: <Bryan.Siler@amwater.com>
Cc: "Richard Lamey" <richard@lexingtonky.gov>
Date: 05/12/2011 01:59 PM
Subject: FW: [REDACTED]

Good afternoon, Bryan. Richard and I have been working with [REDACTED] regarding their account at [REDACTED] that serves the clubhouse swimming pool, irrigation system and small bathroom; Richard made an on-site visit there yesterday. Kindly refer to the following emails between Richard and me about this account.

LFUCG is prepared to issue an adjustment to the sewer portion of the bill; however, we need to know if KAWC is going to make any type of adjustment on the water consumption which would then affect the sewer usage. Would you kindly let us know if KAWC will be making any type of adjustment to the water portion of the bill so we can proceed with the necessary steps to get them a sewer adjustment.

Thanks very much, Bryan!

Candice Deininger
Revenue Supervisor
LFUCG Division of Revenue
200 East Main Street
Lexington, KY 40507
859-258-3364
cdeining@lexingtonky.gov

From: Richard Lamey
Sent: Thursday, May 12, 2011 1:46 PM
To: Candice Deininger
Subject: RE: [REDACTED]

Candice, Based on 25,000 pool volume (33ccf), the usage still seems high. They normally do not empty the pool for the winter, the bathroom don't get much use and the area they are irrigating is fairly small.

Richard Lamey
Compliance and Monitoring Manager
Division of Water Quality
Lexington-Fayette Urban County Government
859-425-2412

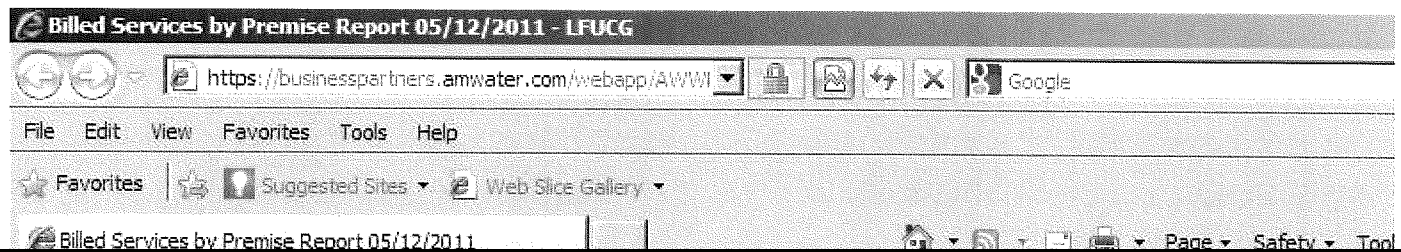
From: Candice Deininger
Sent: Thursday, May 12, 2011 1:30 PM
To: Richard Lamey
Subject: FW: [REDACTED]

Hello – just received a call from [REDACTED] and she wanted me to tell you that the pool holds 25,000 gallons per [REDACTED]. This translates to 33 ccf.

Candice Deininger
Revenue Supervisor
LFUCG Division of Revenue
200 East Main Street
Lexington, KY 40507
859-258-3364
cdeining@lexingtonky.gov

From: Candice Deininger
Sent: Thursday, May 12, 2011 9:25 AM
To: Richard Lamey
Subject: RE: [REDACTED]

Hi, Richard. All these bills were estimated. Kindly see below. On the first screenshot below, the charge on 04/14/11 is the back billing for 6 years (72 months) at a monthly *estimated* usage of approximately 21 ccf. Under the 'Readings' section on the second screenshot, you'll see where 3 out of the 4 readings were coded 'E' which means estimated; the 4th reading shows 'S' which means a service order was issued. I have noticed that KAWC customarily uses a usage of 20 ccf/month for estimation purposes on commercial accounts (which this one actually is but coded incorrectly as residential); following this practice, they estimated the same amount that was charged 04/29/11 after they learned it was commercial. The first charge on 01/31/11 was estimated at 6 ccf which is the customary estimation for a residential account.





Candice Deininger
Revenue Supervisor
LFUCG Division of Revenue
200 East Main Street
Lexington, KY 40507
859-258-3364
cdeining@lexingtonky.gov

From: Richard Lamey
Sent: Thursday, May 12, 2011 6:03 AM
To: Candice Deininger
Subject: Goldon Trophy

Candice, this doesn't make sense. I understand they have been there 6 years and not received a bill. But I would assume KAWC would provide some justification of this big bill they received. I think she should get some answers from them before we proceed. Specifically, on the second attached page....what is the 1/13/09 - 1/13-11 charge based on? How did they arrive at that number with no history?

Once we get those answer, we can provide them some relief on the sewer fee based on pool capacity and estimate from their other irrigation account.

Richard Lamey
Compliance and Monitoring Manager
Division of Water Quality
Lexington-Fayette Urban County Government
859-425-2412

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:23 AM -----

From: "Candice Deininger" <cdeining@lexingtonky.gov>
To: <Bryan.Siler@amwater.com>
Cc: "Richard Lamey" <richard@lexingtonky.gov>
Date: 05/12/2011 02:40 PM
Subject: RE: FW: [REDACTED]

Okay - thanks very much your help and quick response!

Candice Deininger
Revenue Supervisor
LFUCG Division of Revenue
200 East Main Street
Lexington, KY 40507
859-258-3364
cdeining@lexingtonky.gov

-----Original Message-----

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]
Sent: Thursday, May 12, 2011 2:39 PM
To: Candice Deininger
Cc: Richard Lamey
Subject: Re: FW: [REDACTED]

Hi Candice,

Other than correcting the most recent estimated bill and re-pricing the back bill (which has already been done but not billed) and fixing what ever issue caused the last estimated reading, no other adjustments will be made by us.

The back bill was based on actual readings we obtained in January 2009 and in 2011.

Bryan Siler

Eastern Division
bryan.siler@amwater.com
Phone: (859) 268-6350

From: "Candice Deininger" <cdeining@lexingtonky.gov>
To: <Bryan.Siler@amwater.com>
Cc: "Richard Lamey" <richard@lexingtonky.gov>
Date: 05/12/2011
Subject: FW: [REDACTED]

Good afternoon, Bryan. Richard and I have been working with Judi Finn at Coldiron-Veith regarding their account at [REDACTED] that serves the clubhouse swimming pool, irrigation system and small bathroom; Richard made an on-site visit there yesterday. Kindly refer to the following emails between Richard and me about this account.

LFUCG is prepared to issue an adjustment to the sewer portion of the bill; however, we need to know if KAWC is going to make any type of adjustment on the water consumption which would then affect the sewer usage. Would you kindly let us know if KAWC will be making any type of adjustment to the water portion of the bill so we can proceed with the necessary steps to get them a sewer adjustment.

Thanks very much, Bryan!

Candice Deininger
Revenue Supervisor
LFUCG Division of Revenue
200 East Main Street
Lexington, KY 40507
859-258-3364
cdeining@lexingtonky.gov

From: Richard Lamey
Sent: Thursday, May 12, 2011 1:46 PM
To: Candice [REDACTED]
Subject: RE: [REDACTED]

Candice, Based on 25,000 pool volume (33ccf), the usage still seems high. They normally do not empty the pool for the winter, the bathroom don't get much use and the area they are irrigating is fairly small.

Richard Lamey
Compliance and Monitoring Manager
Division of Water Quality
Lexington-Fayette Urban County Government

859-425-2412

From: Candice Deininger
Sent: Thursday, May 12, 2011 1:30 PM
To: Richard Lamey
Subject: FW: [REDACTED]

Hello - just received a call from [REDACTED] and she wanted me to tell you that the pool holds 25,000 gallons per [REDACTED]. This translates to 33 ccf.

Candice Deininger
Revenue Supervisor
LFUCG Division of Revenue
200 East Main Street
Lexington, KY 40507
859-258-3364
cdeining@lexingtonky.gov

From: Candice Deininger
Sent: Thursday, May 12, 2011 9:25 AM
To: Richard Lamey
Subject: RE: [REDACTED]

Hi, Richard. All these bills were estimated. Kindly see below. On the first screenshot below, the charge on 04/14/11 is the back billing for 6 years (72 months) at a monthly estimated usage of approximately 21 ccf. Under the 'Readings' section on the second screenshot, you'll see where 3 out of the 4 readings were coded 'E' which means estimated; the 4th reading shows 'S' which means a service order was issued. I have noticed that KAWC customarily uses a usage of 20 ccf/month for estimation purposes on commercial accounts (which this one actually is but coded incorrectly as residential); following this practice, they estimated the same amount that was charged 04/29/11 after they learned it was commercial. The first charge on 01/31/11 was estimated at 6 ccf which is the customary estimation for a residential account.

(Embedded image moved to file: pic21415.jpg)

(Embedded image moved to file: pic27879.jpg)

Candice Deininger
Revenue Supervisor
LFUCG Division of Revenue
200 East Main Street
Lexington, KY 40507
859-258-3364

cdeining@lexingtonky.gov

From: Richard Lamey
Sent: Thursday, May 12, 2011 6:03 AM
To: Candice Deininger
Subject: [REDACTED]

Candice, this doesn't make sense. I understand they have been there 6 years and not received a bill. But I would assume KAWC would provide some justification of this big bill they received. I think she should get some answers from them before we proceed. Specifically, on the second attached page....what is the 1/13/09 - 1/13-11 charge based on? How did they arrive at that number with no history?

Once we get those answer, we can provide them some relief on the sewer fee based on pool capacity and estimate from their other irrigation account.

Richard Lamey
Compliance and Monitoring Manager
Division of Water Quality
Lexington-Fayette Urban County Government
859-425-2412

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:23 AM -----

From: "Sheila Long" <slong@lexingtonky.gov>
To: <Bryan.Siler@amwater.com>
Date: 05/12/2011 03:46 PM
Subject: weekly file

Have a great week.
Sheila
258-3730



HERC0512.TXT

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:23 AM -----

From: "Sheila Long" <slong@lexingtonky.gov>
To: <Bryan.Siler@amwater.com>
Cc: "Mike Smith" <mikes@lexingtonky.gov>, "Candice Deininger" <cdeining@lexingtonky.gov>
Date: 05/13/2011 09:22 AM
Subject: RE: weekly file

Bryan,
Mike Smith request that you include him in the emails in the future.
I will do so as well.
Thanks,
Sheila

-----Original Message-----

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]
Sent: Friday, May 13, 2011 8:00 AM
To: Sheila Long
Cc: Candice Deininger
Subject: Re: weekly file

Hi Sheila,

These were processed with one error. Premise [REDACTED] does not exist.

(Embedded image moved to file: pic16812.gif)

Bryan Siler
Eastern Division
bryan.siler@amwater.com
Phone: (859) 268-6350

From: "Sheila Long" <slong@lexingtonky.gov>
To: <Bryan.Siler@amwater.com>
Date: 05/12/2011 03:46 PM
Subject: weekly file

Have a great week.

Sheila

258-3730

[attachment "HERC0512.TXT" deleted by Bryan Siler/KAWC/AWWSC]

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:23 AM -----

From: "Sheila Long" <slong@lexingtonky.gov>
To: <Bryan.Siler@amwater.com>
Cc: "Mike Smith" <mikes@lexingtonky.gov>, "Candice Deininger" <cdeining@lexingtonky.gov>
Date: 05/16/2011 03:25 PM
Subject: file for Herwatr\$

File is empty for 05/16/2011

Thank you,

Sheila Long

Mainframe and Help Desk Services

Division of Computer Services

Lexington Fayette Urban Co Gov.

Phone: 859-258-3730

Fax: 859-258-3399



HERC0516.TXT

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:23 AM -----

From: "Sheila Long" <slong@lexingtonky.gov>
To: <Bryan.Siler@amwater.com>
Cc: "Mike Smith" <mikes@lexingtonky.gov>
Date: 05/23/2011 02:39 PM
Subject: weekly file

Thank you,
Sheila Long
Mainframe and Help Desk Services
Division of Computer Services
Lexington Fayette Urban Co Gov.
Phone: 859-258-3730
Fax: 859-258-3399



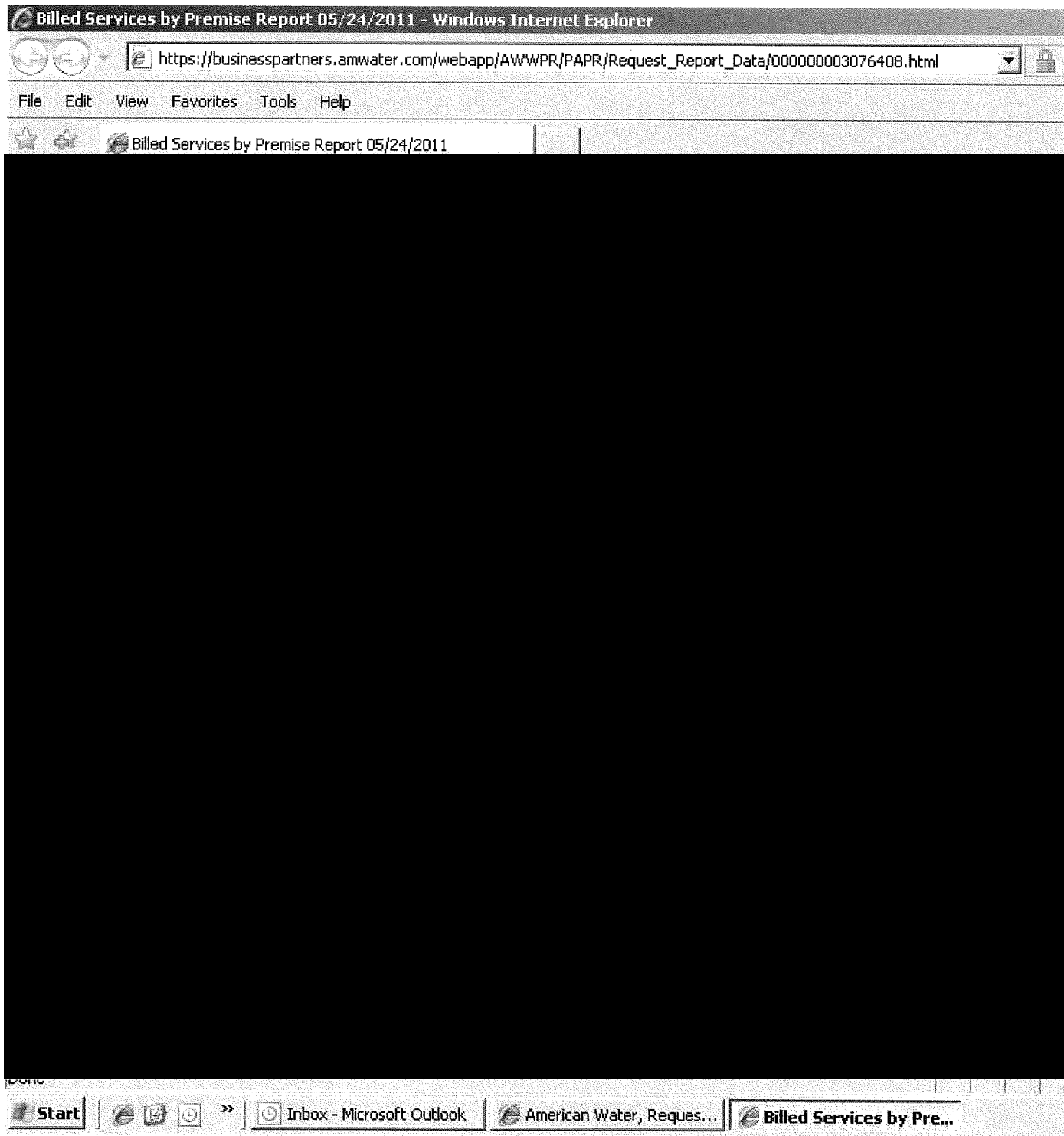
HERC0523.TXT

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:23 AM -----

From: "Lynne Cross" <ccross@lexingtonky.gov>
To: <Bryan.Siler@amwater.com>
Date: 05/24/2011 03:03 PM
Subject: Premise [REDACTED]

Hi Bryan!

I need to know if you guys are doing anything with the account below? There seems to be something suspicious going on with this account – look at the 2 huge usages and then the one from 2010 was adjusted off. Do you have any info about this account?



Lynne Throckmorton
Lexington-Fayette Urban County Government
859-258-3363

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:23 AM -----

From: "Candice Deininger" <cdeining@lexingtonky.gov>
To: <Bryan.Siler@amwater.com>
Date: 05/25/2011 10:43 AM
Subject: RE: Account Codes

Thanks, Bryan!

Candice Deininger
Revenue Supervisor
LFUCG Division of Revenue
200 East Main Street
Lexington, KY 40507
859-258-3364
cdeining@lexingtonky.gov

-----Original Message-----

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]
Sent: Wednesday, May 25, 2011 10:37 AM
To: Candice Deininger
Cc: Takisha.Walker@amwater.com
Subject: Re: Account Codes

Candice,

NP = Disconnected for Non Pay
Any account in NP status is still considered an active account. Active accounts are eligible for collections if they are 31+ days overdue in any one utility. Once the account is closed, it will follow the steps outlined for the CN process.

CN = Closed Account - Non Pay
A closed account must be in Closed status (CA or CN) for approximately 30 days before it is eligible for collections.

Hope this helps.

Bryan Siler
Eastern Division
bryan.siler@amwater.com
Phone: (859) 268-6350

From: "Candice Deininger" <cdeining@lexingtonky.gov>
To: <Bryan.Siler@amwater.com>
Date: 05/25/2011 08:27 AM
Subject: Account Codes

Good morning, Bryan. When the status of an account is designated as CN or NP, is it sent to the collection agency?

Candice Deininger
Revenue Supervisor
LFUCG Division of Revenue
200 East Main Street
Lexington, KY 40507
859-258-3364
cdeining@lexingtonky.gov

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:23 AM -----

From: "Sheila Long" <slong@lexingtonky.gov>
To: <Bryan.Siler@amwater.com>
Cc: "Mike Smith" <mikes@lexingtonky.gov>
Date: 05/31/2011 04:24 PM
Subject: weekly file

Thank you,
Sheila Long
Mainframe and Help Desk Services
Division of Computer Services
Lexington Fayette Urban Co Gov.
Phone: 859-258-3730
Fax: 859-258-3399



HERC0531.TXT

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:23 AM -----

From: "Mike Smith" <mikes@lexingtonky.gov>
To: <Bryan.Siler@amwater.com>
Cc: "Sheila Long" <slong@lexingtonky.gov>, "Candice Deininger" <cdeining@lexingtonky.gov>
Date: 06/01/2011 08:07 AM
Subject: FW: weekly file

Hi Bryan:

Beginning next week instead of sending this information to Sheila and myself, would you send it to Candice Deininger instead, please? She is the one who would process the information.

Thank you !

Michael S. Smith
Computer Operations Manager
Help Desk Manager
Cell Phone Administrator
Division of Computer Services - Suite # 718
200 East Main Street - Lexington, KY 40507
859-258-3730 mikes@lexingtonky.gov

-----Original Message-----

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]
Sent: Tuesday, May 31, 2011 4:27 PM
To: Sheila Long
Cc: Mike Smith
Subject: Re: weekly file

These were processed with one error.

(Embedded image moved to file: pic27577.gif)

Bryan Siler
Eastern Division
bryan.siler@amwater.com
Phone: (859) 268-6350

From: "Sheila Long" <slong@lexingtonky.gov>
To: <Bryan.Siler@amwater.com>
Cc: "Mike Smith" <mikes@lexingtonky.gov>
Date: 05/31/2011 04:24 PM
Subject: weekly file

Thank you,
Sheila Long
Mainframe and Help Desk Services
Division of Computer Services
Lexington Fayette Urban Co Gov.
Phone: 859-258-3730
Fax: 859-258-3399

[attachment "HERC0531.TXT" deleted by Bryan Siler/KAWC/AWWSC]



pic27577.gif

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:23 AM -----

From: "Candice Deininger" <cdeining@lexingtonky.gov>
To: <Bryan.Siler@amwater.com>
Date: 06/01/2011 08:15 AM
Subject: FW: weekly file

Good morning, Bryan. The correct premise number for that record is I've changed it in our files. Thank you!!

Candice Deininger
Revenue Supervisor

LFUCG Division of Revenue
200 East Main Street
Lexington, KY 40507
859-258-3364
cdeining@lexingtonky.gov

-----Original Message-----

From: Mike Smith
Sent: Wednesday, June 01, 2011 8:07 AM
To: 'Bryan.Siler@amwater.com'
Cc: Sheila Long; Candice Deininger
Subject: FW: weekly file

Hi Bryan:

Beginning next week instead of sending this information to Sheila and myself, would you
Send it to Candice Deininger instead, please? She is the one who would process the information.

Thank you !

Michael S. Smith
Computer Operations Manager
Help Desk Manager
Cell Phone Administrator
Division of Computer Services - Suite # 718
200 East Main Street - Lexington, KY 40507
859-258-3730 mikes@lexingtonky.gov

-----Original Message-----

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]
Sent: Tuesday, May 31, 2011 4:27 PM
To: Sheila Long
Cc: Mike Smith
Subject: Re: weekly file

These were processed with one error.

(Embedded image moved to file: pic27577.gif)

Bryan Siler
Eastern Division
bryan.siler@amwater.com
Phone: (859) 268-6350

From: "Sheila Long" <slong@lexingtonky.gov>
To: <Bryan.Siler@amwater.com>
Cc: "Mike Smith" <mikes@lexingtonky.gov>
Date: 05/31/2011 04:24 PM
Subject: weekly file

Thank you,
Sheila Long
Mainframe and Help Desk Services
Division of Computer Services
Lexington Fayette Urban Co Gov.
Phone: 859-258-3730
Fax: 859-258-3399

[attachment "HERC0531.TXT" deleted by Bryan Siler/KAWC/AWWS]



pic27577.gif

----- Forwarded by Bryan Siler/KAWC/AWWS on 02/14/2013 10:23 AM -----

From: "Sheila Powell" <sheilap@lexingtonky.gov>
To: <Bryan.Siler@amwater.com>
Cc: "Kay Selter" <kselter@lexingtonky.gov>
Date: 06/06/2011 09:44 AM
Subject: FW:

In this batch I sent to [REDACTED] Premise # [REDACTED] he said he called the water company and they told him he was not coded to receive 30% can you look into this for me when you get a moment.

Thanks

Sheila

From: Sheila Powell
Sent: Monday, April 18, 2011 8:18 AM
To: Candice Deininger
Subject:

Here you go sorry about that.

Sheila Powell, Administrative Specialist

Division of Adult & Tenant Services

1055 Industry Road

Lexington, KY. 40505

Phone: 859- 258-3811

Fax: 859-425-2055

Email: [SheilaP@Lexingtonky .gov](mailto:SheilaP@Lexingtonky.gov)



Friday, April 15, 2011.xls

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:23 AM -----

From: Keith L Cartier/KAWC/AWWSC
To: Bryan Siler/KAWC/AWWSC@AWW, Takisha D Walker/KAWC/AWWSC@AWW
Cc: Douglas Brock/KAWC/AWWSC@AWW
Date: 06/07/2011 04:31 PM
Subject: lfucg delinquencies update

Takisha/Bryan,

Will you please update the LFUCG delinquencies through May. We have a meeting scheduled Friday, and while this isn't on the agenda as far as I know, it would be nice to have updated info. I also need to schedule an update session with Bill O and Jane D, and it would be nice to have and send as I'm contacting them. Thanks.

Keith Cartier
Vice President, Operations
Kentucky American Water
1 859 268 6324 Office
1 859 321 9803 Cell
keith.cartier@amwater.com

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:23 AM -----

From: "Sheila Long" <slong@lexingtonky.gov>
To: <Bryan.Siler@amwater.com>
Cc: "Mike Smith" <mikes@lexingtonky.gov>
Date: 06/07/2011 05:30 PM
Subject: file for week

Thank you,

Sheila Long

Mainframe and Help Desk Services

Division of Computer Services

Lexington Fayette Urban Co Gov.

Phone: 859-258-3730

Fax: 859-258-3399



HERC0606.TXT

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:23 AM -----

From: "Candice Deininger" <cdeining@lexingtonky.gov>
 To: <Bryan.Siler@amwater.com>
 Date: 06/08/2011 10:11 AM
 Subject: RE: file for week

Hello . . . are you referring to the invalid account number? If so, I'll let our computer folks to delete it . . .

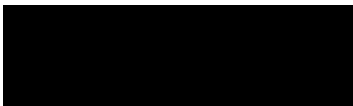
Candice Deininger
 Revenue Supervisor
 LFUCG Division of Revenue
 200 East Main Street
 Lexington, KY 40507
 859-258-3364
 cdeining@lexingtonky.gov

-----Original Message-----

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]
 Sent: Wednesday, June 08, 2011 9:52 AM
 To: Candice Deininger
 Subject: Fw: file for week

Candice,

Both of these premise numbers showed up on this report. I ignored the invalid one. Did you mean for it to come off your report?



Bryan Siler
 Eastern Division
 bryan.siler@amwater.com
 Phone: (859) 268-6350

----- Forwarded by Bryan Siler/KAWC/AWWSC on 06/08/2011 09:19 AM -----

From: "Sheila Long" <slong@lexingtonky.gov>
 To: <Bryan.Siler@amwater.com>
 Cc: "Mike Smith" <mikes@lexingtonky.gov>
 Date: 06/07/2011 05:30 PM
 Subject: file for week

Thank you,
 Sheila Long
 Mainframe and Help Desk Services

Division of Computer Services
Lexington Fayette Urban Co Gov.
Phone: 859-258-3730
Fax: 859-258-3399
(See attached file: HERC0606.TXT)

----- Forwarded by Bryan Siler/KAWC/AWWSA on 02/14/2013 10:23 AM -----

From: "Candice Deininger" <cdeining@lexingtonky.gov>
To: <Bryan.Siler@amwater.com>
Date: 06/08/2011 10:47 AM
Subject: RE: file for week

Thanks, Bryan - I'll have computer services delete that record, if they can.

Candice Deininger
Revenue Supervisor
LFUCG Division of Revenue
200 East Main Street
Lexington, KY 40507
859-258-3364
cdeining@lexingtonky.gov

-----Original Message-----

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]
Sent: Wednesday, June 08, 2011 10:36 AM
To: Candice Deininger
Subject: RE: file for week

Yeah, it was the error last week. You gave me that second premise that it should be. This week, they both showed up.

Thanks.

Bryan Siler
Eastern Division
bryan.siler@amwater.com
Phone: (859) 268-6350

From: "Candice Deininger" <cdeining@lexingtonky.gov>
To: <Bryan.Siler@amwater.com>
Date: 06/08/2011 10:11 AM
Subject: RE: file for week

Hello . . . are you referring to the invalid account number? If so, I'll let our computer folks to delete it . . .

Candice Deininger
Revenue Supervisor

LFUCG Division of Revenue
 200 East Main Street
 Lexington, KY 40507
 859-258-3364
 cdeining@lexingtonky.gov

-----Original Message-----

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]
 Sent: Wednesday, June 08, 2011 9:52 AM
 To: Candice Deininger
 Subject: Fw: file for week

Candice,

Both of these premise numbers showed up on this report. I ignored the invalid one. Did you mean for it to come off your report?



Bryan Siler
 Eastern Division
 bryan.siler@amwater.com
 Phone: (859) 268-6350

----- Forwarded by Bryan Siler/KAWC/AWWS on 06/08/2011 09:19 AM -----

From: "Sheila Long" <slong@lexingtonky.gov>
 To: <Bryan.Siler@amwater.com>
 Cc: "Mike Smith" <mikes@lexingtonky.gov>
 Date: 06/07/2011 05:30 PM
 Subject: file for week

Thank you,
 Sheila Long
 Mainframe and Help Desk Services
 Division of Computer Services
 Lexington Fayette Urban Co Gov.
 Phone: 859-258-3730
 Fax: 859-258-3399
 (See attached file: HERC0606.TXT)

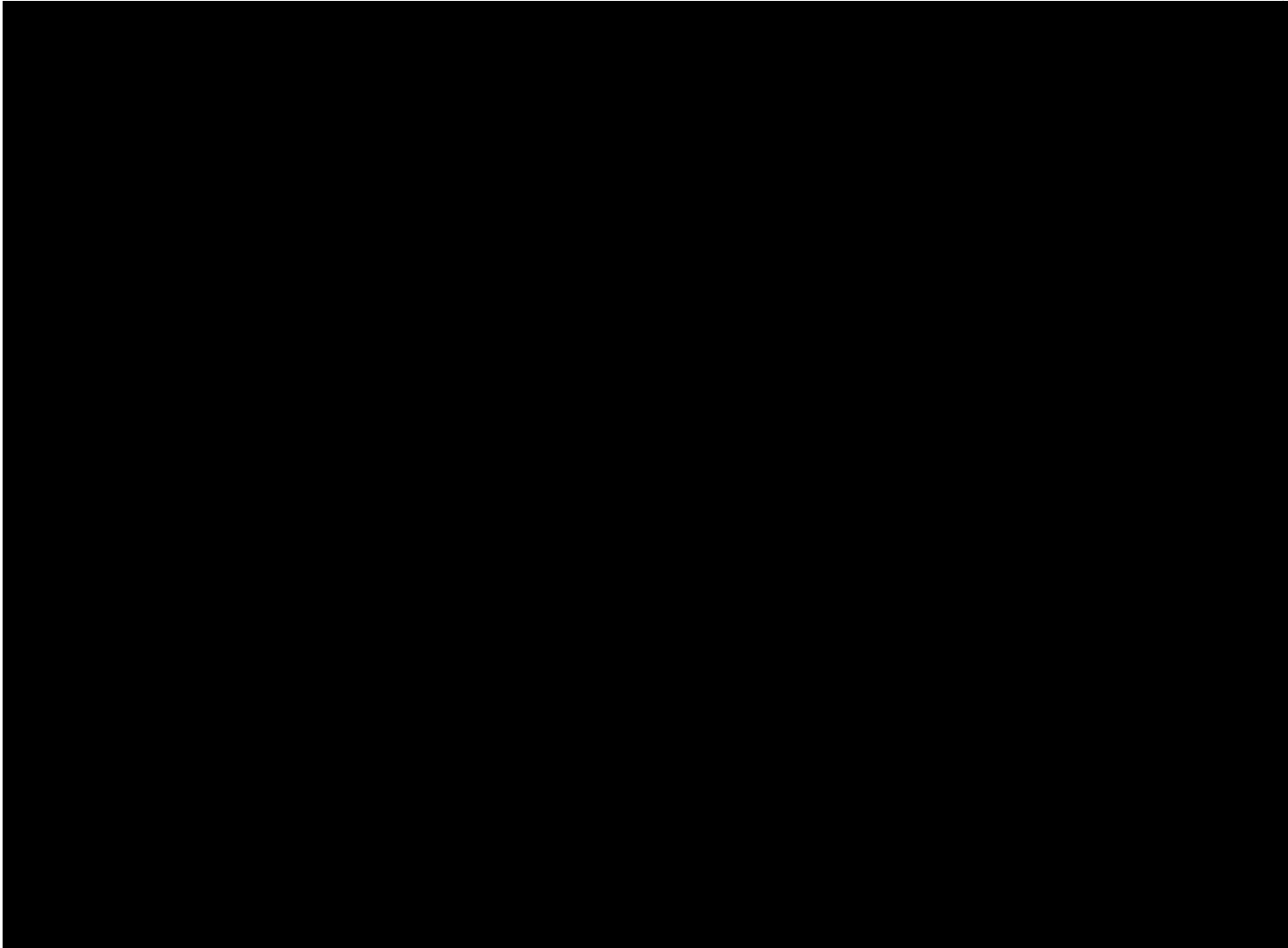
----- Forwarded by Bryan Siler/KAWC/AWWS on 02/14/2013 10:23 AM -----

From: "James Hoskins" <jhoskins@lexingtonky.gov>
 To: <Bryan.Siler@amwater.com>, "Candice Deininger" <cdeining@lexingtonky.gov>, "Rhonda Hicks" <rhicks@lexingtonky.gov>, "Deborah Gerardi" <dgerardi@lexingtonky.gov>, <Rachel.Cole@amwater.com>, "William O'Mara" <billo@lexingtonky.gov>, "Lori Vahle" <lvahle@lexingtonky.gov>, "Stephen Mulligan" <smulligan@lexingtonky.gov>, <Takisha.Walker@amwater.com>, "Cecily Chan" <cecilyc@lexingtonky.gov>, <Susan.Lee@amwater.com>, <Steven.Snowden@amwater.com>, "Kimberly Bryan"

<bryan@lexingtonky.gov>, <Samantha.Papa@amwater.com>, "Robin Adams"
<radams@lexingtonky.gov>

Date: 06/08/2011 04:59 PM
Subject: RE: May Reports

Thanks Bryan, last month you included a comparison report is that available for May.



From: Bryan Giles [mailto:bryan.giles@amwater.com] Sent: Friday, June 08, 2011 4:50 PM
To: Candice Deisinger; Rhonda Hoke; Deborah Gerard; Rachel Cook [mailto:rachel.cook@amwater.com]; William O'Pora; Lori Wade; Stephen Mulgrew; Tabusha Walker [mailto:tabusha.walker@amwater.com]; James Hoskins; Cecily Chan; Susan Lee [mailto:susan.lee@amwater.com]; Steven Snowden [mailto:steven.snowden@amwater.com]; Kimberly Bryan; Samantha Papa [mailto:samantha.papa@amwater.com]; Robin Adams
Cc:
Subject: April Reports
Attachments: LFUCG 6-11 Report.xls (3 MB); LFUCG 6-11 Aging Tables.pdf (101 KB); LFUCG AGING COMPARISON.pdf (10 KB)

James A. Hoskins
Accountant

E-mail; jhoskins@lexingotnky.gov
phone: 859-258-3193

-----Original Message-----

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]
Sent: Wednesday, June 08, 2011 4:20 PM
To: Candice Deininger; Rhonda Hicks; Deborah Gerardi; Rachel.Cole@amwater.com; William O'Mara; Lori Vahle; Stephen Mulligan; Takisha.Walker@amwater.com; James Hoskins; Cecily Chan; Susan.Lee@amwater.com; Steven.Snowden@amwater.com; Kimberly Bryan; Samantha.Papa@amwater.com; Robin Adams
Subject: May Reports

Hello,

Attached are the sewer, landfill and water quality management fee monthly reports for your review. There were 1 residential and 7 OPA accounts that were billed \$41.63 in taxes. These will be corrected.

Please let me know if you have any questions.

Thank you.

(See attached file: LFUCG 0511 Aging Totals.pdf)(See attached file: LFUCG 0511 Report.xls)

Bryan Siler
Eastern Division
bryan.siler@amwater.com
Phone: (859) 268-6350

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:23 AM -----

From: "James Hoskins" <jhoskins@lexingtonky.gov>
To: <Bryan.Siler@amwater.com>
Date: 06/09/2011 09:23 AM
Subject: RE: May Reports

Yes, it is. Thank you.

James A. Hoskins
Accountant
E-mail; jhoskins@lexingotnky.gov
phone: 859-258-3193

-----Original Message-----

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]
Sent: Thursday, June 09, 2011 8:35 AM
To: James Hoskins
Cc: William O'Mara; Candice Deininger; Cecily Chan; Deborah Gerardi; Kimberly Bryan; Lori Vahle; Rachel.Cole@amwater.com; Robin Adams; Rhonda

Hicks; Samantha.Papa@amwater.com; Stephen Mulligan;
Susan.Lee@amwater.com; Takisha.Walker@amwater.com
Subject: RE: May Reports

Hi James,

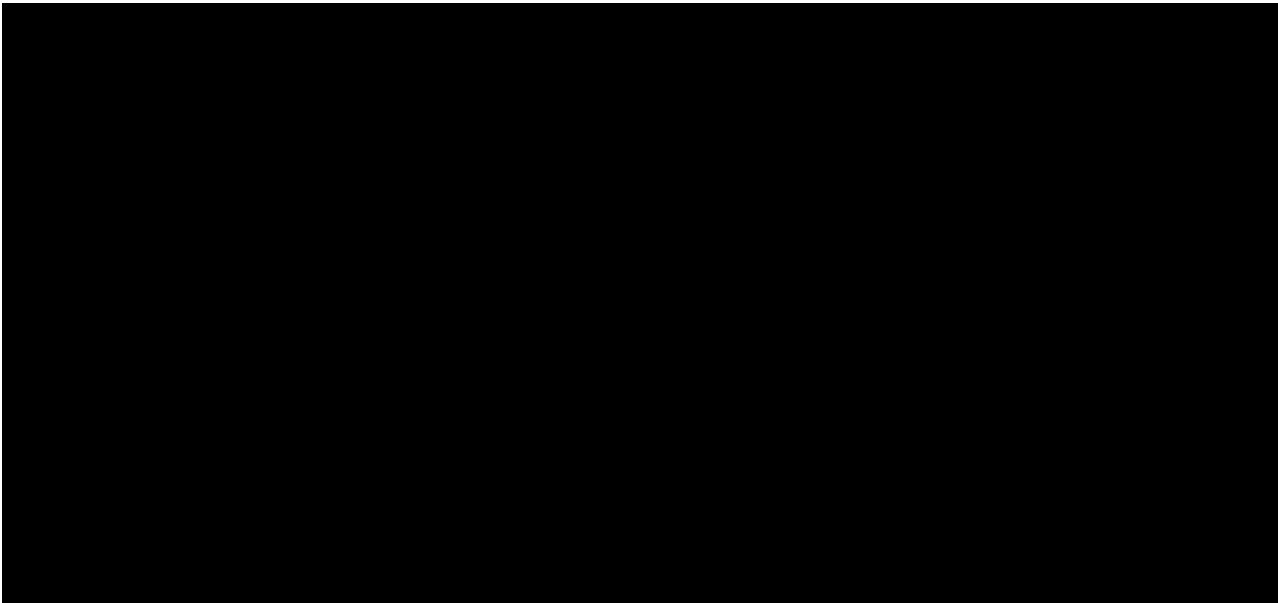
I think this is the comparison you mentioned. I sent it to Candice yesterday but will continue to send it to the group going forward.

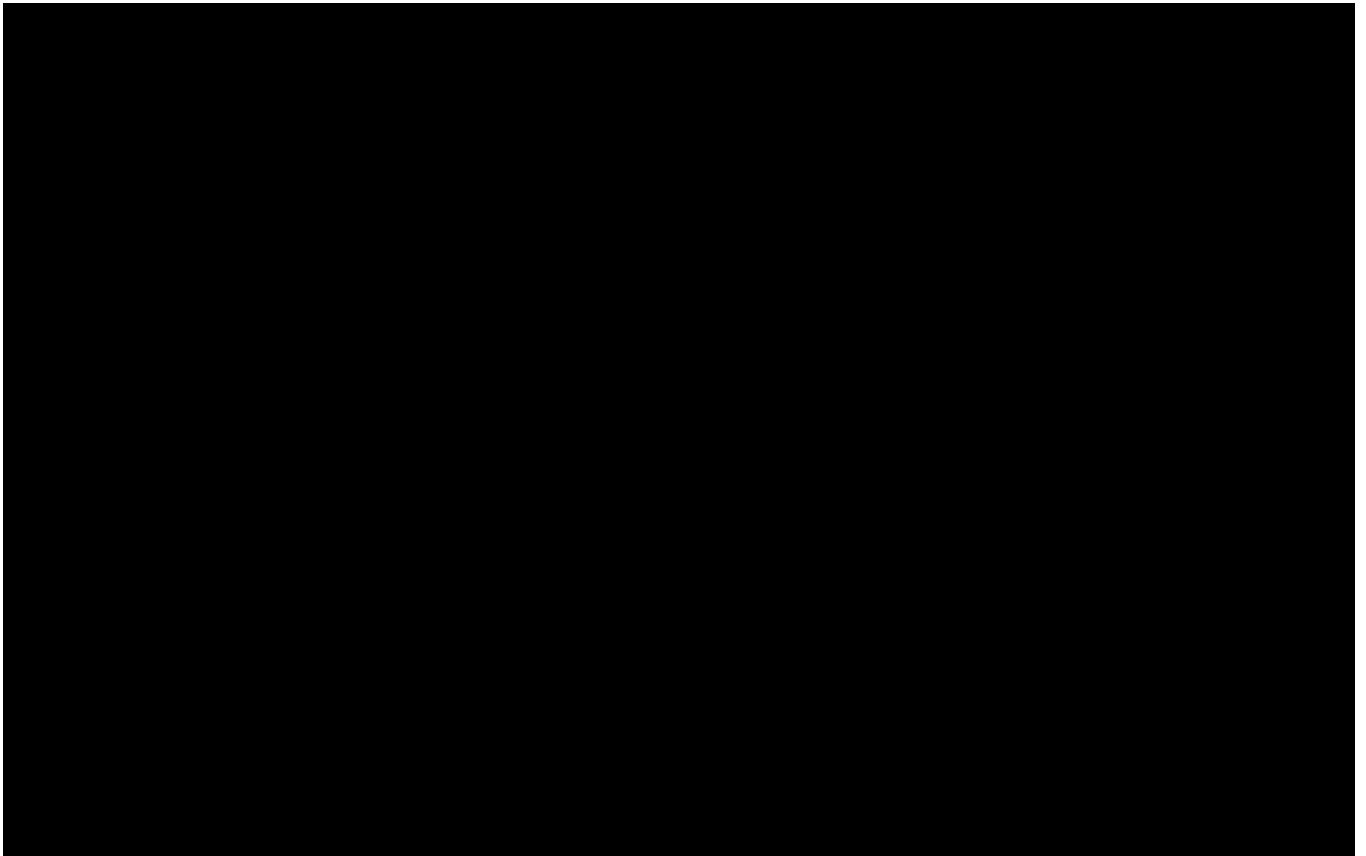
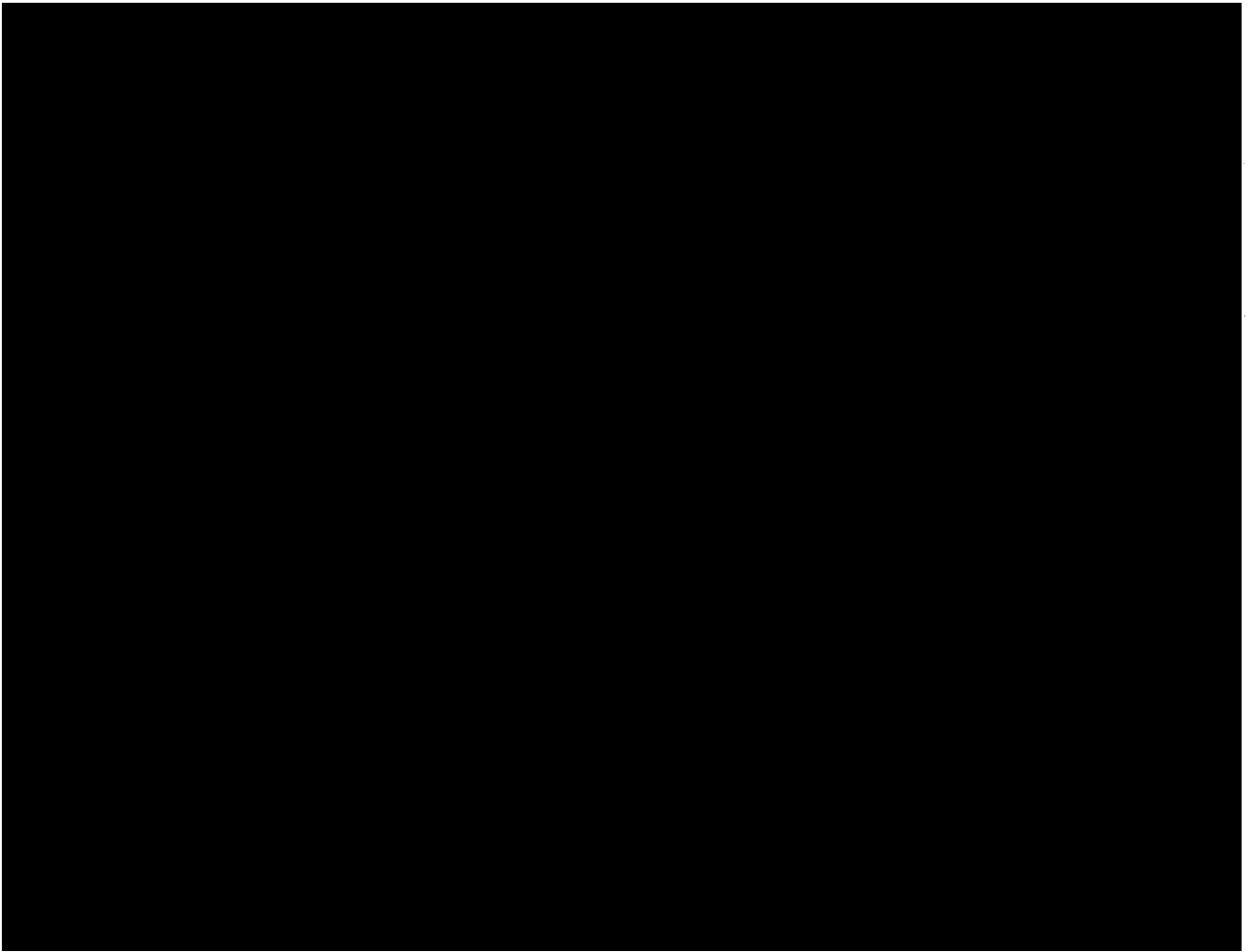
(See attached file: LFUCG_AGING_COMPARISON.pdf)

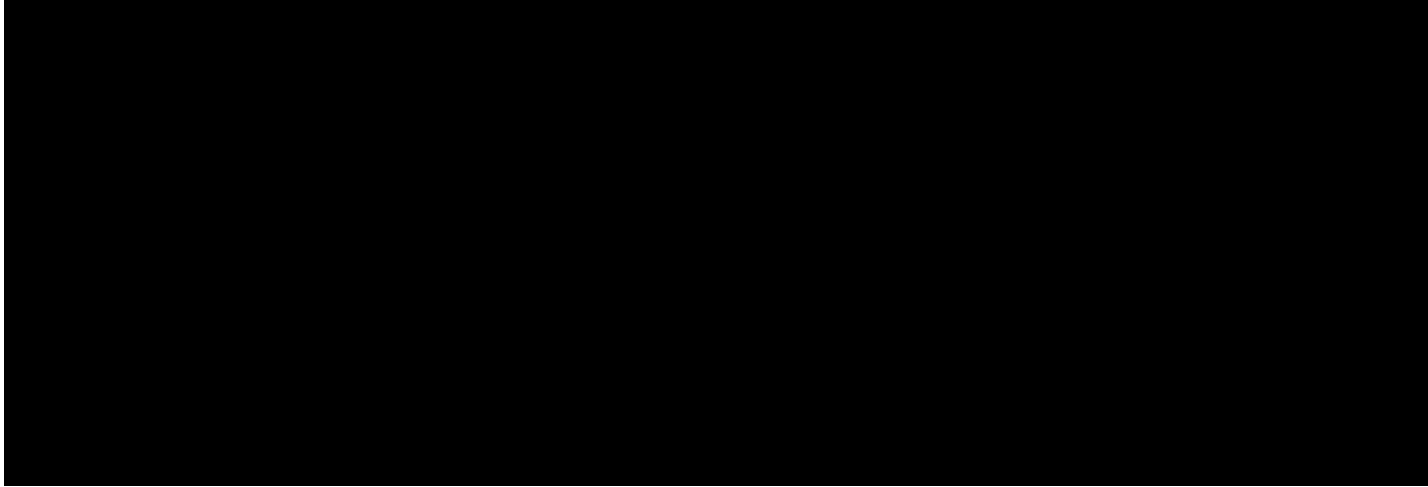
Bryan Siler
Eastern Division
bryan.siler@amwater.com
Phone: (859) 268-6350

From: "James Hoskins" <jhoskins@lexingtonky.gov>
To: <Bryan.Siler@amwater.com>, "Candice Deininger"
<cdeining@lexingtonky.gov>, "Rhonda Hicks"
<rhicks@lexingtonky.gov>, "Deborah Gerardi"
<dgerardi@lexingtonky.gov>, <Rachel.Cole@amwater.com>,
"William
O'Mara" <billo@lexingtonky.gov>, "Lori Vahle"
<lvahle@lexingtonky.gov>, "Stephen Mulligan"
<smulligan@lexingtonky.gov>, <Takisha.Walker@amwater.com>,
"Cecily Chan" <cecilyc@lexingtonky.gov>,
<Susan.Lee@amwater.com>, <Steven.Snowden@amwater.com>,
"Kimberly Bryan" <kbryan@lexingtonky.gov>,
<Samantha.Papa@amwater.com>, "Robin Adams"
<radams@lexingtonky.gov>
Date: 06/08/2011 04:59 PM
Subject: RE: May Reports

Thanks Bryan, last month you included a comparison report is that available for May.







(Embedded image moved to file: pic04591.gif)

James A. Hoskins
Accountant
E-mail; jhoskins@lexingotnky.gov
phone: 859-258-3193

-----Original Message-----

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]
Sent: Wednesday, June 08, 2011 4:20 PM
To: Candice Deininger; Rhonda Hicks; Deborah Gerardi;
Rachel.Cole@amwater.com; William O'Mara; Lori Vahle; Stephen Mulligan;
Takisha.Walker@amwater.com; James Hoskins; Cecily Chan;
Susan.Lee@amwater.com; Steven.Snowden@amwater.com; Kimberly Bryan;
Samantha.Papa@amwater.com; Robin Adams
Subject: May Reports

Hello,

Attached are the sewer, landfill and water quality management fee
monthly
reports for your review. There were 1 residential and 7 OPA accounts
that
were billed \$41.63 in taxes. These will be corrected.

Please let me know if you have any questions.

Thank you.

(See attached file: LFUCG 0511 Aging Totals.pdf) (See attached file:
LFUCG
0511 Report.xls)

Bryan Siler
Eastern Division
bryan.siler@amwater.com
Phone: (859) 268-6350

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:23 AM -----

From: "Lynne Cross" <ccross@lexingtonky.gov>
To: <specialaccts@amwater.com>
Cc: <Bryan.Siler@amwater.com>, <Linda.Toussaint@amwater.com>, "Candice Deininger" <cdeining@lexingtonky.gov>
Date: 06/09/2011 10:38 AM
Subject: Request for sewer adjustment and FWA change

Please apply a credit sewer adjustment of \$25.06 to premise [REDACTED] and also please change her FWA to "2". Thanks and if you have any questions please feel free to let me know.

Lynne Throckmorton
Lexington-Fayette Urban County Government
859-258-3363

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:23 AM -----

From: "Lynne Cross" <ccross@lexingtonky.gov>
To: <specialaccts@amwater.com>
Cc: <Bryan.Siler@amwater.com>, <Linda.Toussaint@amwater.com>, "Candice Deininger" <cdeining@lexingtonky.gov>
Date: 06/09/2011 12:23 PM
Subject: Request for Credit Sewer Adjustment and Change in FWA

Please apply a credit sewer adjustment of \$14.32 to premise [REDACTED] and also change the FWA to "2". Thanks!

Lynne Throckmorton
Lexington-Fayette Urban County Government
859-258-3363

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:23 AM -----

From: "Mike Smith" <mikes@lexingtonky.gov>
To: <Bryan.Siler@amwater.com>
Cc: "Candice Deininger" <cdeining@lexingtonky.gov>
Date: 06/13/2011 10:32 AM
Subject: weekly file is attached

Thank you !

Michael S. Smith
Computer Operations Manager
Help Desk Manager
Cell Phone Administrator

Division of Computer Services - Suite # 718
200 East Main Street - Lexington, KY 40507
859-258-3730 mikes@lexingtonky.gov



HERC0613.TXT

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:23 AM -----

From: "Sheila Powell" <sheilap@lexingtonky.gov>
To: <Bryan.Siler@amwater.com>
Cc: "Kay Selter" <kselter@lexingtonky.gov>, "Cheryl Talbert" <ctalbert@lexingtonky.gov>
Date: 06/14/2011 08:43 AM
Subject: [REDACTED]

Good Morning Bryan,

[REDACTED] was set to receive 30% discount off Sewer usage fee off his KAWC bill, I have copy of his most recent bill and DISC does not appear next to his service address, he was sent to Candice April 15th.

Thanks

Sheila Powell, Administrative Specialist

Division of Adult & Tenant Services

1055 Industry Road

Lexington, KY. 40505

Phone: 859- 258-3811

Fax: 859-425-2055

Email: SheilaP@Lexingtonky.gov



Friday, April 15, 2011.xls

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:23 AM -----

From: Kathryn M Milburn/SHARVCS/AWWSC
To: CDeining@lfucg.com, rpulliam@lexingtonky.gov

Cc: Bryan Siler/KAWC/AWWSC@AWW
 Date: 06/16/2011 03:15 PM
 Subject: Managed Contract Billing 05/2011

Candice,

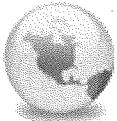
Attached is the May 2011 invoice.

Thank you,

Kathy

Kathryn M. Milburn
 Cash Management Specialist
 American Water Shared Services
 Cherry Hill, NJ 08034
 Ph-856-310-5844
 Fax-856-672-2873
 Kathryn.Milburn@AMWater.com

----- Forwarded by Kathryn M Milburn/SHARVCS/AWWSC on 06/16/2011 03:14 PM -----



njwdcrst@amwater.com

06/16/2011 03:15 PM

To "Kathy Milburn" <Kathryn.Milburn@amwater.com>

cc

Subject Attached Image



1597_001.pdf

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:23 AM -----

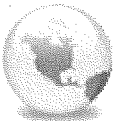
From: Kathryn M Milburn/SHARVCS/AWWSC
 To: sadievilleky@bellsouth.net
 Cc: Bryan Siler/KAWC/AWWSC@AWW
 Date: 06/16/2011 03:17 PM
 Subject: 05/2011 Managed Contract Billing

Cindy Foster,

Attached is the May 2011 invoice.

Kathryn M. Milburn
 Cash Management Specialist
 American Water Shared Services
 Cherry Hill, NJ 08034
 Ph-856-310-5844
 Fax-856-672-2873
 Kathryn.Milburn@AMWater.com

----- Forwarded by Kathryn M Milburn/SHARVCS/AWWSC on 06/16/2011 03:16 PM -----



njwdcrst@amwater.com

06/16/2011 03:16 PM

To "Kathy Milburn" <Kathryn.Milburn@amwater.com>

cc

Subject Attached Image



1598_001.pdf

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:23 AM -----

From: "Candice Deininger" <cdeining@lexingtonky.gov>
To: <Kathryn.Milburn@amwater.com>, "Robin Adams" <radams@lexingtonky.gov>
Cc: <Bryan.Siler@amwater.com>
Date: 06/16/2011 03:17 PM
Subject: RE: Managed Contract Billing 05/2011

Thanks, Kathryn - have a nice evening!

Candice Deininger
Revenue Supervisor
LFUCG Division of Revenue
200 East Main Street
Lexington, KY 40507
859-258-3364
cdeining@lexingtonky.gov

-----Original Message-----

From: Kathryn.Milburn@amwater.com [mailto:Kathryn.Milburn@amwater.com]
Sent: Thursday, June 16, 2011 3:16 PM
To: Candice Deininger; Robin Adams
Cc: Bryan.Siler@amwater.com
Subject: Managed Contract Billing 05/2011

Candice,

Attached is the May 2011 invoice.

Thank you,

Kathy

Kathryn M. Milburn
Cash Management Specialist
American Water Shared Services
Cherry Hill, NJ 08034
Ph-856-310-5844
Fax-856-672-2873
Kathryn.Milburn@AMWater.com

----- Forwarded by Kathryn M Milburn/SHARVCS/AWWSC on 06/16/2011 03:14 PM

njwdcrst@amwater.

com

To

06/16/2011 03:15

"Kathy Milburn"

PM

<Kathryn.Milburn@amwater.com>

cc

Subject

Attached Image

(See attached file: 1597_001.pdf)

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:23 AM -----

From: "Candice Deininger" <cdeining@lexingtonky.gov>
To: <Bryan.Siler@amwater.com>
Date: 06/20/2011 02:03 PM
Subject: RE: weekly file is attached

Thanks, Bryan!

Candice Deininger
Revenue Supervisor
LFUCG Division of Revenue
200 East Main Street
Lexington, KY 40507
859-258-3364
cdeining@lexingtonky.gov

-----Original Message-----

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]
Sent: Monday, June 20, 2011 2:02 PM
Cc: Candice Deininger
Subject: Re: weekly file is attached

Hi Candice,

This file was processed with no errors.

(Embedded image moved to file: pic31556.gif)

Bryan Siler
Eastern Division

bryan.siler@amwater.com
Phone: (859) 268-6350

From: "Mike Smith" <mikes@lexingtonky.gov>
To: <Bryan.Siler@amwater.com>
Cc: "Candice Deininger" <cdeining@lexingtonky.gov>
Date: 06/13/2011 10:32 AM
Subject: weekly file is attached

Thank you !

Michael S. Smith
Computer Operations Manager
Help Desk Manager
Cell Phone Administrator
Division of Computer Services - Suite # 718
200 East Main Street - Lexington, KY 40507
859-258-3730 mikes@lexingtonky.gov
(Embedded image moved to file: pic22798.jpg)HDI CERTIFIED

[attachment "HERC0613.TXT" deleted by Bryan Siler/KAWC/AWWSC]

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:23 AM -----

From: "Sheila Long" <slong@lexingtonky.gov>
To: <Bryan.Siler@amwater.com>
Date: 06/20/2011 09:23 PM
Subject: file for this week.

Thank you,
Sheila Long
Mainframe and Help Desk Services
Division of Computer Services
Lexington Fayette Urban Co Gov.
Phone: 859-258-3730
Fax: 859-258-3399



HERC0620.TXT

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:23 AM -----

From: "Kay Selter" <kselter@lexingtonky.gov>
To: <Bryan.Siler@amwater.com>
Date: 06/21/2011 01:49 PM
Subject: RE [REDACTED]

WOW!! Thanks for the info. His apartment manager had a leak at the toilet repaired and KAWC sent him a dye pack to check and make sure there were no further problems. Again thank you for the information. ~k

-----Original Message-----

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]
 Sent: Tuesday, June 21, 2011 1:35 PM
 To: Kay Selter
 Cc: Candice Deininger
 Subject: RE: [REDACTED]

Hi Kay,

If we look at April he had a usage of one unit for 6 days. That's about 5 units for the month. His usage was 7 units in May and 5 units in June indicating it was a small leak or it may not have been repaired. If it has been repaired we should see that number drop significantly.

He has not completed a leak adjustment form. Contacting our customer service department and making this request is what starts the process.

I

am happy to help him with that. He would need to factor in that our tariff only allows for a maximum of two lifetime adjustments on the existing service line. He may choose not to use on on this small of an adjustment.

Please let me know if you have any questions.

Bryan Siler
 Eastern Division
 bryan.siler@amwater.com
 Phone: (859) 268-6350

From: "Kay Selter" <kselter@lexingtonky.gov>
 To: <Bryan.Siler@amwater.com>
 Date: 06/21/2011 01:19 PM
 Subject: RE: [REDACTED]

Thanks! Will he get credit on June's bill? He had a leak in the apartment so his bill was higher than it should be. ~K

-----Original Message-----

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]
 Sent: Tuesday, June 21, 2011 1:17 PM
 To: Kay Selter
 Cc: Sheila Powell
 Subject: RE: [REDACTED]

That's right, it will show on his July bill (around the first of the month).

Bryan Siler
Eastern Division
bryan.siler@amwater.com
Phone: (859) 268-6350

From: "Kay Selter" <kselter@lexingtonky.gov>
To: <Bryan.Siler@amwater.com>
Cc: "Sheila Powell" <sheilap@lexingtonky.gov>
Date: 06/21/2011 01:03 PM
Subject: RE: [REDACTED]

Not showing yet on his bill. ~K

-----Original Message-----

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]
Sent: Tuesday, June 21, 2011 11:38 AM
To: Sheila Powell
Cc: Cheryl Talbert; Kay Selter
Subject: Re: [REDACTED]

This has already been set up.

Bryan Siler
Eastern Division
bryan.siler@amwater.com
Phone: (859) 268-6350

From: "Sheila Powell" <sheilap@lexingtonky.gov>
To: <Bryan.Siler@amwater.com>
Cc: "Kay Selter" <kselter@lexingtonky.gov>, "Cheryl Talbert" <ctalbert@lexingtonky.gov>
Date: 06/14/2011 08:43 AM
Subject: [REDACTED]
Premise # [REDACTED]

(Embedded image moved to file: pic28253.jpg)

Good Morning Bryan,

[REDACTED] was set to receive 30% discount off Sewer usage fee off
KAWC bill, I have copy of his most recent bill and DISC does not appear
next to his service address, he was sent to Candice April 15th.

Thanks

Sheila Powell, Administrative Specialist

Division of Adult & Tenant Services

1055 Industry Road

Lexington, KY. 40505

Phone: 859- 258-3811

Fax: 859-425-2055

Email: SheilaP@Lexingtonky.gov

[attachment "Friday, April 15, 2011.xls" deleted by Bryan
Siler/KAWC/AWWSC]

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:23 AM -----

From: "Candice Deininger" <cdeining@lexingtonky.gov>
To: <Bryan.Siler@amwater.com>
Cc: <Takisha.Walker@amwater.com>, "Scott Dickison" <sdickison@lexingtonky.gov>
Date: 06/21/2011 04:05 PM
Subject: May 2011 New Services

Good afternoon, Bryan. Attached is the file containing the geocoded locations for new services for May 2011. Thanks and have a good evening!!

Candice Deininger
Revenue Supervisor

LFUCG Division of Revenue
200 East Main Street
Lexington, KY 40507
859-258-3364
cdeining@lexingtonky.gov



ONSET-NEW TAPS FOR MAY 2011.xls

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:23 AM -----

From: "Candice Deininger" <cdeining@lexingtonky.gov>
To: <Bryan.Siler@amwater.com>
Cc: "Scott Dickison" <sdickison@lexingtonky.gov>, <Takisha.Walker@amwater.com>
Date: 06/22/2011 04:12 PM
Subject: RE: May 2011 New Services

Hello . . . I'll go back and look at the address - they may have been overlooked.

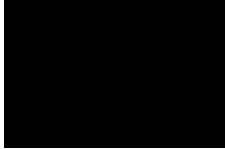
Candice Deininger
Revenue Supervisor
LFUCG Division of Revenue
200 East Main Street
Lexington, KY 40507
859-258-3364
cdeining@lexingtonky.gov

-----Original Message-----

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]
Sent: Wednesday, June 22, 2011 4:06 PM
To: Candice Deininger
Cc: Scott Dickison; Takisha.Walker@amwater.com
Subject: Re: May 2011 New Services

Candice,

What about the following premises:



Thanks.

Bryan Siler
Eastern Division
bryan.siler@amwater.com
Phone: (859) 268-6350

From: "Candice Deininger" <cdeining@lexingtonky.gov>
To: <Bryan.Siler@amwater.com>
Cc: <Takisha.Walker@amwater.com>, "Scott Dickison" <sdickison@lexingtonky.gov>
Date: 06/21/2011 04:05 PM
Subject: May 2011 New Services

Good afternoon, Bryan. Attached is the file containing the geocoded locations for new services for May 2011. Thanks and have a good evening!!

Candice Deininger
 Revenue Supervisor
 LFUCG Division of Revenue
 200 East Main Street
 Lexington, KY 40507
 859-258-3364
 cdeining@lexingtonky.gov

[attachment "ONSET-NEW TAPS FOR MAY 2011.xls" deleted by Bryan Siler/KAWC/AWWSC]

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:23 AM -----

From: "Scott Dickison" <sdickison@lexingtonky.gov>
 To: "Candice Deininger" <cdeining@lexingtonky.gov>
 Cc: <Bryan.Siler@amwater.com>, <Takisha.Walker@amwater.com>
 Date: 06/22/2011 04:24 PM
 Subject: Re: May 2011 New Services

They were hydrant meters.

On Jun 22, 2011, at 4:12 PM, "Candice Deininger" <cdeining@lexingtonky.gov> wrote:

> Hello . . . I'll go back and look at the address - they may have been
 > overlooked.

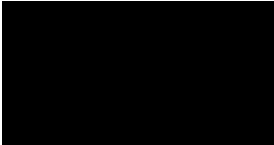
>
 > Candice Deininger
 > Revenue Supervisor
 > LFUCG Division of Revenue
 > 200 East Main Street
 > Lexington, KY 40507
 > 859-258-3364
 > cdeining@lexingtonky.gov

> -----Original Message-----

> From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]
 > Sent: Wednesday, June 22, 2011 4:06 PM
 > To: Candice Deininger
 > Cc: Scott Dickison; Takisha.Walker@amwater.com
 > Subject: Re: May 2011 New Services

>
 > Candice,

> What about the following premises:



> Thanks.

>

> *****

> Bryan Siler

> Eastern Division
> bryan.siler@amwater.com
> Phone: (859) 268-6350
>
>
>
>
> From: "Candice Deininger" <cdeining@lexingtonky.gov>
> To: <Bryan.Siler@amwater.com>
> Cc: <Takisha.Walker@amwater.com>, "Scott Dickison"
> <sdickison@lexingtonky.gov>
> Date: 06/21/2011 04:05 PM
> Subject: May 2011 New Services
>
>
>
> Good afternoon, Bryan. Attached is the file containing the geocoded
> locations for new services for May 2011. Thanks and have a good
> evening!!
>
> Candice Deininger
> Revenue Supervisor
> LFUCG Division of Revenue
> 200 East Main Street
> Lexington, KY 40507
> 859-258-3364
> cdeining@lexingtonky.gov
> [attachment "ONSET-NEW TAPS FOR MAY 2011.xls" deleted by Bryan
> Siler/KAWC/AWWSC]
>

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:23 AM -----

From: "Candice Deininger" <cdeining@lexingtonky.gov>
To: "Scott Dickison" <sdickison@lexingtonky.gov>
Cc: <Bryan.Siler@amwater.com>, <Takisha.Walker@amwater.com>
Date: 06/22/2011 04:24 PM
Subject: RE: May 2011 New Services

Thanks, Scott!!

Candice Deininger
Revenue Supervisor
LFUCG Division of Revenue
200 East Main Street
Lexington, KY 40507
859-258-3364
cdeining@lexingtonky.gov

-----Original Message-----

From: Scott Dickison
Sent: Wednesday, June 22, 2011 4:24 PM
To: Candice Deininger
Cc: Bryan.Siler@amwater.com; Takisha.Walker@amwater.com
Subject: Re: May 2011 New Services

They were hydrant meters.

On Jun 22, 2011, at 4:12 PM, "Candice Deininger"

<cdeining@lexingtonky.gov> wrote:

> Hello . . . I'll go back and look at the address - they may have been
> overlooked.

>
> Candice Deininger
> Revenue Supervisor
> LFUCG Division of Revenue
> 200 East Main Street
> Lexington, KY 40507
> 859-258-3364
> cdeining@lexingtonky.gov

> -----Original Message-----

> From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]
> Sent: Wednesday, June 22, 2011 4:06 PM
> To: Candice Deininger
> Cc: Scott Dickison; Takisha.Walker@amwater.com
> Subject: Re: May 2011 New Services

>
> Candice,

>
> What about the following premises:

>
> 120137384
> 120137334
> 120137343

>
> Thanks.

>
> *****

> Bryan Siler
> Eastern Division
> bryan.siler@amwater.com
> Phone: (859) 268-6350

>
>
>
>
> From: "Candice Deininger" <cdeining@lexingtonky.gov>
> To: <Bryan.Siler@amwater.com>
> Cc: <Takisha.Walker@amwater.com>, "Scott Dickison"
> <sdickison@lexingtonky.gov>
> Date: 06/21/2011 04:05 PM
> Subject: May 2011 New Services

>
>
>
> Good afternoon, Bryan. Attached is the file containing the geocoded
> locations for new services for May 2011. Thanks and have a good
> evening!!

>
> Candice Deininger
> Revenue Supervisor
> LFUCG Division of Revenue
> 200 East Main Street
> Lexington, KY 40507
> 859-258-3364
> cdeining@lexingtonky.gov
> [attachment "ONSET-NEW TAPS FOR MAY 2011.xls" deleted by Bryan
> Siler/KAWC/AWWSC]

>

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:23 AM -----

From: "Candice Deininger" <cdeining@lexingtonky.gov>
 To: <Bryan.Siler@amwater.com>
 Cc: "Lynne Cross" <ccross@lexingtonky.gov>
 Date: 06/22/2011 04:44 PM
 Subject: RE: Premise [REDACTED]

Hi, Bryan. I did speak with this customer about a half hour ago. He indicated he had been trying since March to have the water turned off. I explained to him that as long as the account is active, he'd keep getting both a water and sewer bill. Because he hadn't received any bills for awhile (because of the returned mail issue Lynne had with this location), he was annoyed and puzzled by the large sewer bill he now has. Not much we can do from our end . . . will an off order be issued?

Candice Deininger
 Revenue Supervisor
 LFUCG Division of Revenue
 200 East Main Street
 Lexington, KY 40507
 859-258-3364
 cdeining@lexingtonky.gov

-----Original Message-----

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]
 Sent: Wednesday, June 22, 2011 4:40 PM
 To: Candice Deininger
 Subject: [REDACTED]

FYI

This premise requested an OFF order to disconnect service. This may have been one Lynne inquired about the other day with returned mail. He said he got a large bill from the sewer company so it made me think of that. Call me if you would like more details.

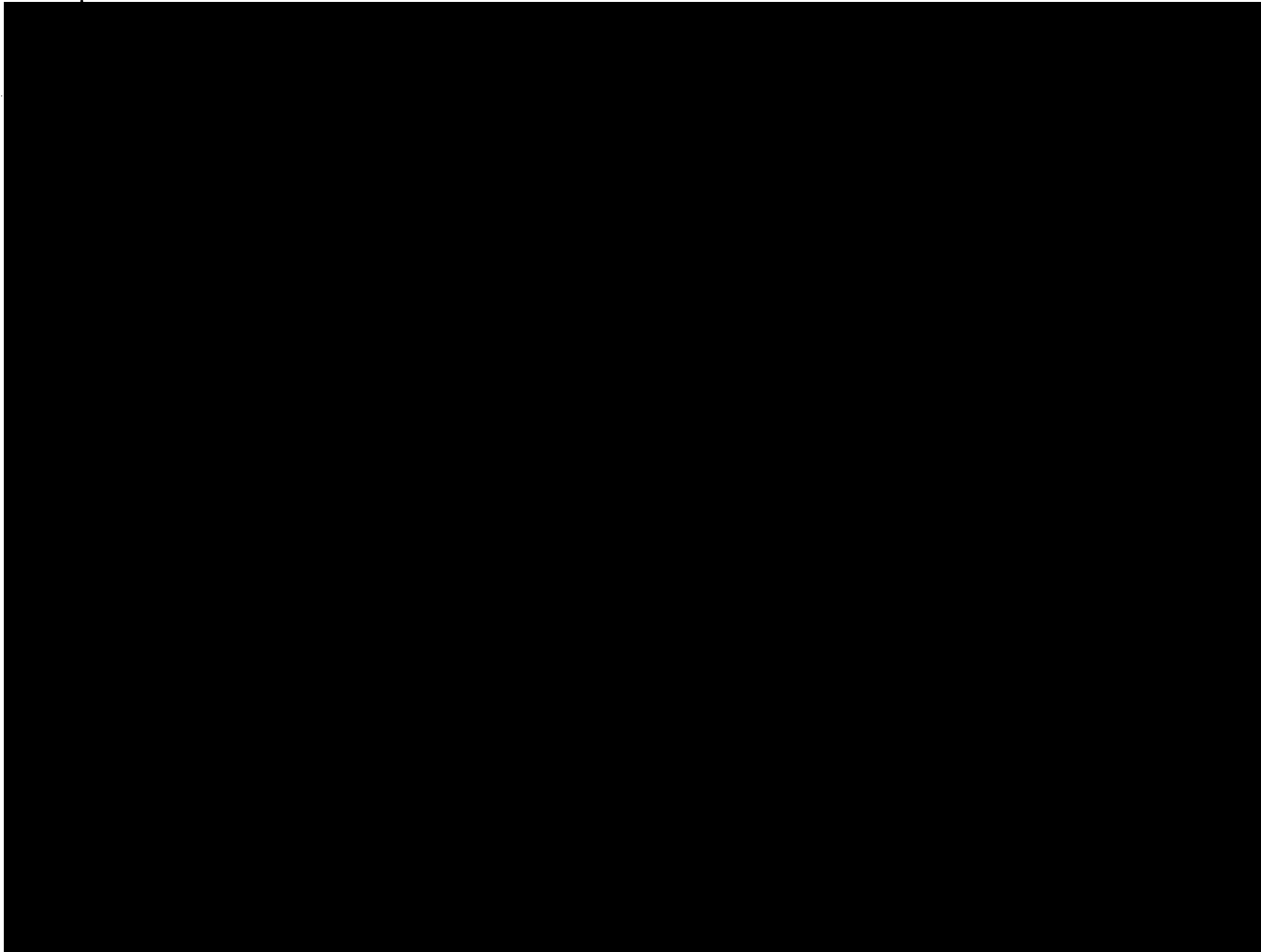
(Embedded image moved to file: pic22758.gif)

Bryan Siler
 Eastern Division
 bryan.siler@amwater.com
 Phone: (859) 268-6350

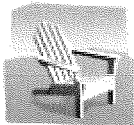
----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:23 AM -----

From: Deidra S Hayden/KAWC/AWWSC
 To: Bryan Siler/KAWC/AWWSC@AWW
 Date: 06/23/2011 10:03 AM
 Subject: Re: Fw: May 2011 New Services

Completed



Deidra S Hayden
Operations Clerk
Kentucky American Water
2300 Richmond Rd.
Lexington, KY 40502
Office 859-268-6303
Fax 859-268-6315
Deidra.Hayden@amwater.com
Bryan Siler/KAWC/AWWSC



Bryan Siler/KAWC/AWWSC

06/22/2011 04:05 PM

To Deidra S Hayden/KAWC/AWWSC@AWW

cc

Subject Fw: May 2011 New Services

Deidra,

Per the LFUCG please remove sewer from premises [REDACTED]

Thanks.

Bryan Siler
Eastern Division
bryan.siler@amwater.com
Phone: (859) 268-6350

----- Forwarded by Bryan Siler/KAWC/AWWSC on 06/22/2011 04:07 PM -----

From: "Candice Deininger" <cdeining@lexingtonky.gov>
To: <Bryan.Siler@amwater.com>
Cc: <Takisha.Walker@amwater.com>, "Scott Dickison" <sdickison@lexingtonky.gov>
Date: 06/21/2011 04:05 PM
Subject: May 2011 New Services

Good afternoon, Bryan. Attached is the file containing the geocoded locations for new services for May 2011. Thanks and have a good evening!!

Candice Deininger
Revenue Supervisor
LFUCG Division of Revenue
200 East Main Street
Lexington, KY 40507
859-258-3364
cdeining@lexingtonky.gov



ONSET-NEW TAPS FOR MAY 2011.xls

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:23 AM -----

From: "Sheila Long" <slong@lexingtonky.gov>
To: <Bryan.Siler@amwater.com>
Cc: "Mike Smith" <mikes@lexingtonky.gov>
Date: 06/27/2011 04:19 PM
Subject: weekly file

Thank you,
Sheila Long
Mainframe and Help Desk Services
Division of Computer Services
Lexington Fayette Urban Co Gov.
Phone: 859-258-3730
Fax: 859-258-3399



HERC0627.TXT

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:23 AM -----

From: "Charles Martin" <chmartin@lexingtonky.gov>
To: "Demetria R Kimball" <dkimball@lexingtonky.gov>, "Carolyn E Knoll" <cknoll@lexingtonky.gov>
Cc: <Bryan.Siler@amwater.com>, "Cassie Felty" <mfelty@lexingtonky.gov>, "Julie Mantrom" <jmantrom@lexingtonky.gov>
Date: 06/29/2011 08:33 AM
Subject: RE: WQ Complaint/Report

Demetria / Carrie:

Please have someone check this out. A follow up with police might be worthwhile as well since there was confusion on their part on who to contact. Thanks.

NOTE THE NEW ADDRESS FOR THE DIVISION OF WATER QUALITY'S ADMINISTRATIVE OFFICES

125 LISLE INDUSTRIAL AVE., SUITE 180
LEXINGTON KY, 40511

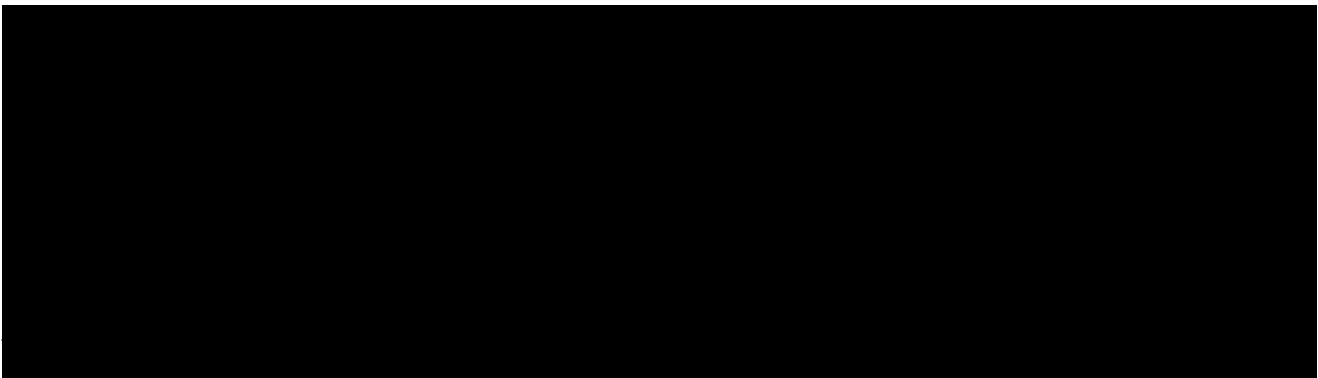
Charles H. Martin, P.E., Director
Division of Water Quality
Lexington-Fayette Urban County Government
office (859) 425-2455
fax (859) 254-7787
chmartin@lexingtonky.gov

-----Original Message-----

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]
Sent: Wednesday, June 29, 2011 8:30 AM
To: Cassie Felty; Julie Mantrom
Cc: Charles Martin
Subject: WQ Complaint/Report

Hello,

We received this information late last night. Thought you might want to know about it.



Bryan Siler
Eastern Division
bryan.siler@amwater.com
Phone: (859) 268-6350

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:23 AM -----

From: "Julie Mantrom" <jmantrom@lexingtonky.gov>
To: <Bryan.Siler@amwater.com>
Date: 06/29/2011 08:54 AM
Subject: RE: WQ Complaint/Report

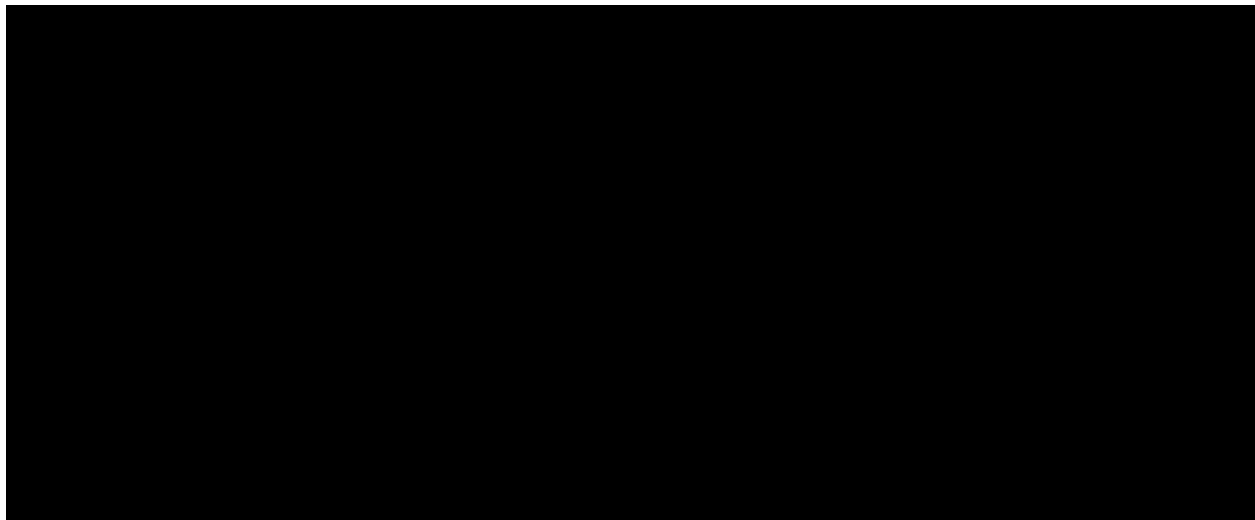
Thank you so much. Please do not hesitate to contact me if anything like this happens again. My cell is [REDACTED] Hope you had some good time off--I was on vacation too.

-----Original Message-----

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]
Sent: Wednesday, June 29, 2011 8:30 AM
To: Cassie Felty; Julie Mantrom
Cc: Charles Martin
Subject: WQ Complaint/Report

Hello,

We received this information late last night. Thought you might want to know about it.



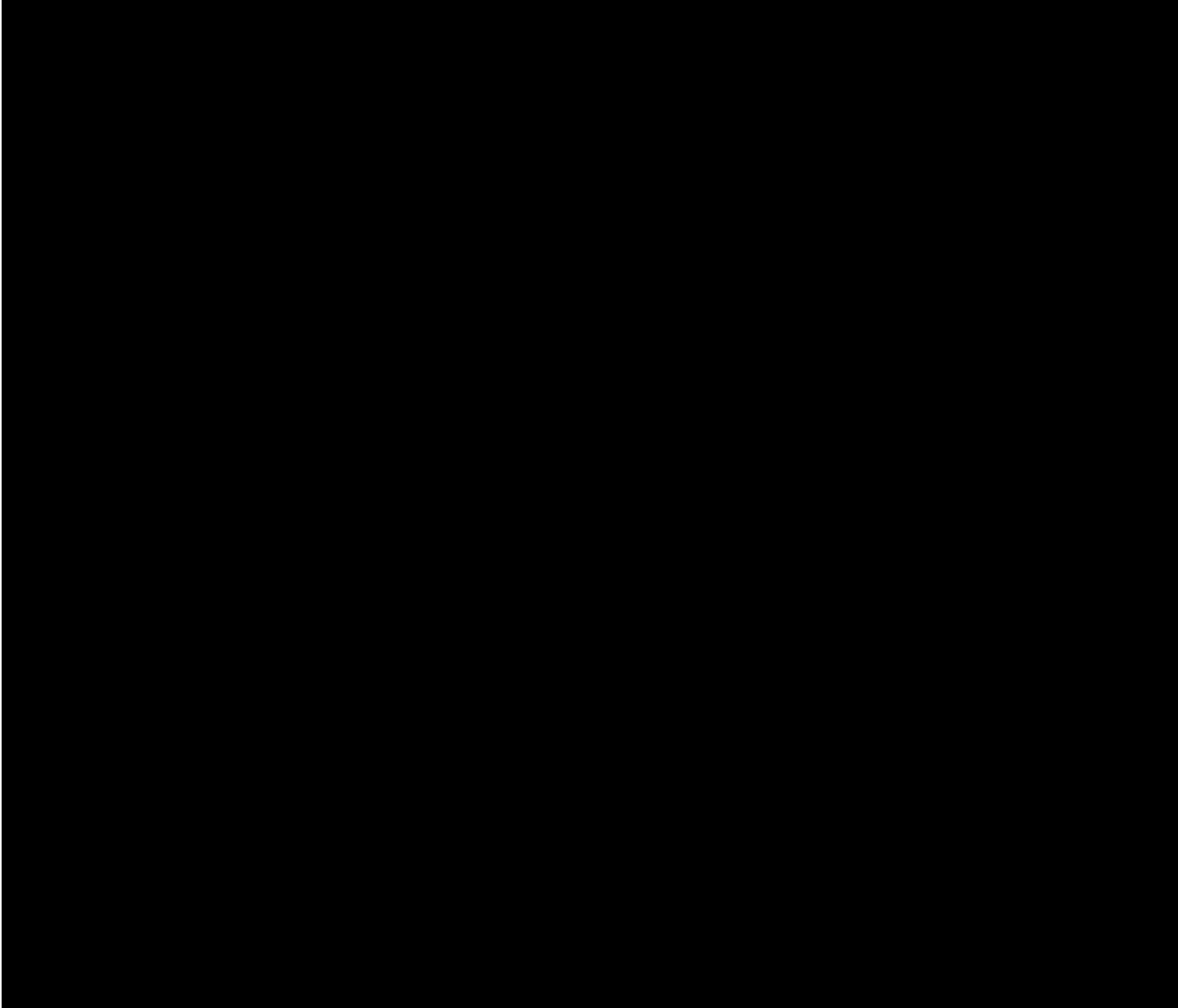
Bryan Siler
Eastern Division
bryan.siler@amwater.com

Phone: (859) 268-6350

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:23 AM -----

From: "Candice Deininger" <cdeining@lexingtonky.gov>
To: <Bryan.Siler@amwater.com>
Cc: "Julie Mantrom" <jmantrom@lexingtonky.gov>, "Cassie Felty" <mfelty@lexingtonky.gov>, "Mike Lambert" <mlambert@lexingtonky.gov>
Date: 06/29/2011 02:20 PM
Subject: [REDACTED]

Good afternoon, Bryan. Mike Lambert at the Tap-On desk verified that the above location is sewerred, but I don't find a premise number at that address for a sewer account. I see where they have a private fire service and are being charged the water quality fee (on premise [REDACTED]). Do your records show any type of water account? If so, then it should be coded to receive sewer charges as well. Following is a screenshot of the master sewer tap-on record. Thanks for your help!



Candice Deininger
Revenue Supervisor
LFUCG Division of Revenue
200 East Main Street
Lexington, KY 40507
859-258-3364
cdeining@lexingtonky.gov

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:23 AM -----

From: "Candice Deininger" <cdeining@lexingtonky.gov>
To: <Bryan.Siler@amwater.com>
Cc: "Julie Mantrom" <jmantrom@lexingtonky.gov>, "Cassie Felty" <mfelty@lexingtonky.gov>, "Mike Lambert" <mlambert@lexingtonky.gov>
Date: 06/29/2011 02:54 PM
Subject: RE: [REDACTED]

Bryan – I did some further digging on this and found a water (and sewer) account for [REDACTED] with a service address of [REDACTED]. According to PVA records, there is no such number – only [REDACTED] in that name (see following screenshot of PVA records). Would you be able to change the address from [REDACTED] to [REDACTED] to match our records? Thank you!!

Fayette County Property Valuation Administrator - LFUCG

http://www.fayettepva.com/Search/GenericSearch.aspx?mo

File Edit View Favorites Tools Help

Favorites Suggested Sites Web Slice Gallery

Fayette County Prop

David O'Neill PVA

Printable Ver

Done

Start 5 Microsoft Of... 5 Internet Ex... Session A - [24 ... Microsoft Excel Desktop

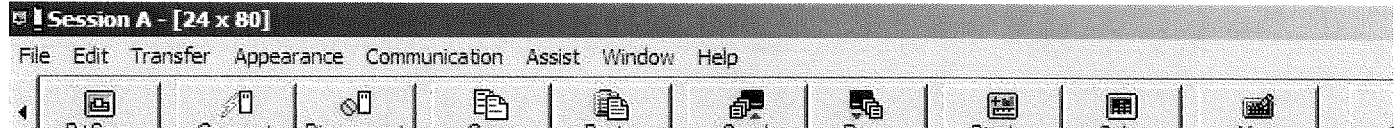
Candice Deining
Revenue Supervisor
LFUCG Division of Revenue
200 East Main Street
Lexington, KY 40507
859-258-3364
cdeining@lexingtonky.gov

From: Candice Deining
Sent: Wednesday, June 29, 2011 2:21 PM
To: 'Bryan.Siler@amwater.com'

Cc: Julie Mantrou; Cassie Felty; Mike Lambert

Subject: [REDACTED]

Good afternoon, Bryan. Mike Lambert at the Tap-On desk verified that the above location is sewerred, but I don't find a premise number at that address for a sewer account. I see where they have a private fire service and are being charged the water quality fee (on premise [REDACTED]). Do your records show any type of water account? If so, then it should be coded to receive sewer charges as well. Following is a screenshot of the master sewer tap-on record. Thanks for your help!



Candice Deininger
Revenue Supervisor
LFUCG Division of Revenue
200 East Main Street
Lexington, KY 40507
859-258-3364
cdeining@lexingtonky.gov

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:23 AM -----

From: "Sheila Long" <slong@lexingtonky.gov>
To: <Bryan.Siler@amwater.com>
Date: 06/30/2011 05:16 PM
Subject: file ran on Monday 06/27/2011

Thank you,
Sheila Long
Mainframe and Help Desk Services
Division of Computer Services
Lexington Fayette Urban Co Gov.
Phone: 859-258-3730
Fax: 859-258-3399



HERC0627.TXT

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:23 AM -----

From: Maryann Concilio/SHARSVCS/AWWSC
To: dgerardi@lfucg.com, rhicks@lfucg.com, "Kimberly Bryan" <kbryan@lfucg.com>, Lvahle@lfucg.com
Cc: cdeining@lexingtonky.gov, Bryan Siler/KAWC/AWWSC@AWW
Date: 07/01/2011 09:41 AM
Subject: Kentucky June ACH Disbursements

Attached you will find your ACH spreadsheet for the month of June.

If you have any questions, please feel free to call me at the below number.

Thank you and have a great day. Please have a Safe and Wonderful 4th of July.



ACHRec11.xls

Mary Ann Concilio-Sbraga
Cash Operations Analyst
American Water Shared Services Center
131 Woodcrest Rd.
Cherry Hill, NJ 08003
(856)310-5886

We are committed to be a high-value, reliable, customer -focused service provider to support our American Water Business Partners.

"We are American Water Shared Services!"

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:23 AM -----

From: "Candice Deininger" <cdeining@lexingtonky.gov>
To: <Bryan.Siler@amwater.com>
Date: 07/01/2011 05:02 PM
Subject: FW: TAP062011 - LFUCG June Sewer Tap Ons

Hi, Bryan . . . here's the sewer tap-on report for June 2011 – thank you!!

Candice Deininger
Revenue Supervisor
LFUCG Division of Revenue
200 East Main Street
Lexington, KY 40507
859-258-3364
cdeining@lexingtonky.gov

From: Sheila Long
Sent: Friday, July 01, 2011 4:05 PM
To: Candice Deininger
Subject:

Thank you,
Sheila Long
Mainframe and Help Desk Services
Division of Computer Services
Lexington Fayette Urban Co Gov.
Phone: 859-258-3730
Fax: 859-258-3399



TAP062011R.TXT

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:23 AM -----

From: "Candice Deininger" <cdeining@lexingtonky.gov>
To: <Bryan.Siler@amwater.com>
Cc: "Scott Dickison" <sdickison@lexingtonky.gov>, "Robert Bowman" <rbowman2@lexingtonky.gov>, "Kenneth Johns" <kjohns@lexingtonky.gov>
Date: 07/06/2011 10:24 AM
Subject: Access to KAWC Website

Good morning, Bryan. As Scott stated in an email last week, his time with LFUCG is coming to an end this Friday, July 8. His departure leaves a huge void in our processes that deal with KAWC, and he will be missed greatly. His duties are being reassigned to two individuals who will need the same level of access to KAWC as did Scott; their names are Robert Bowman (rbowman2@lexingtonky.gov) and Kenneth Johns (kjohns@lexingtonky.gov). Would you kindly take care of this for us at your earliest convenience – thank you!!

Candice Deininger
Revenue Supervisor
LFUCG Division of Revenue
200 East Main Street
Lexington, KY 40507
859-258-3364
cdeining@lexingtonky.gov

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:23 AM -----

From: "Candice Deininger" <cdeining@lexingtonky.gov>
To: <Bryan.Siler@amwater.com>
Cc: "Kenneth Johns" <kjohns@lexingtonky.gov>, "Robert Bowman" <rbowman2@lexingtonky.gov>, "Scott Dickison" <sdickison@lexingtonky.gov>
Date: 07/07/2011 09:24 AM
Subject: RE: Access to KAWC Website

Thanks very much, Bryan!

Candice Deininger
Revenue Supervisor
LFUCG Division of Revenue
200 East Main Street
Lexington, KY 40507
859-258-3364
cdeining@lexingtonky.gov

-----Original Message-----

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]
Sent: Thursday, July 07, 2011 9:20 AM
To: Candice Deininger
Cc: Kenneth Johns; Robert Bowman; Scott Dickison
Subject: Re: Access to KAWC Website

Candice,

I sent this request in. They are usually pretty quick to turn it

around.

Good Luck Scott!!!

Bryan Siler
 Eastern Division
 bryan.siler@amwater.com
 Phone: (859) 268-6350

From: "Candice Deininger" <cdeining@lexingtonky.gov>
 To: <Bryan.Siler@amwater.com>
 Cc: "Scott Dickison" <sdickison@lexingtonky.gov>, "Robert Bowman"
 <rbowman2@lexingtonky.gov>, "Kenneth Johns"
 <kjohns@lexingtonky.gov>
 Date: 07/06/2011 10:24 AM
 Subject: Access to KAWC Website

Good morning, Bryan. As Scott stated in an email last week, his time with LFUCG is coming to an end this Friday, July 8. His departure leaves a huge void in our processes that deal with KAWC, and he will be missed greatly. His duties are being reassigned to two individuals who will need the same level of access to KAWC as did Scott; their names are Robert Bowman (rbowman2@lexingtonky.gov) and Kenneth Johns (kjohns@lexingtonky.gov). Would you kindly take care of this for us at your earliest convenience - thank you!!

Candice Deininger
 Revenue Supervisor
 LFUCG Division of Revenue
 200 East Main Street
 Lexington, KY 40507
 859-258-3364
 cdeining@lexingtonky.gov

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:23 AM -----

From: "Hilori Morgan" <hmorgan@lexingtonky.gov>
 To: <Bryan.Siler@amwater.com>
 Cc: "Cassie Felty" <mfelty@lexingtonky.gov>, "Julie Mantrom" <jmantrom@lexingtonky.gov>, "Candice Deininger" <cdeining@lexingtonky.gov>
 Date: 07/07/2011 10:27 AM
 Subject: FW: Service Address Change

Bryan,

I sent this request for a service address change on May 13, 2011, but it has not yet been completed. Can you please

double-check for me and make the change, if necessary?

Thanks!
Hilori

Thank you,

Hilori Morgan

LFUCG Division of Water Quality
125 Lisle Industrial Avenue, Suite 180
Lexington, KY 40511
859.425.2507 direct line
hmorgan@lexingtonky.gov

From: Hilori Morgan
Sent: Friday, May 13, 2011 10:59 AM
To: 'Bryan.Siler@amwater.com'
Subject: Service Address Change

If you have any questions, please give me a call. I hope you have a good weekend.

Thank you,

Hilori Morgan

LFUCG Division of Water Quality
125 Lisle Industrial Avenue, Suite 180
Lexington, KY 40511
859.425.2507 direct line
hmorgan@lexingtonky.gov



120135665CHANGE.doc

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:23 AM -----

From: CSC_Special_Accounts/AWWSC
To: cdeining@lexingtonky.gov
Cc: Bryan Siler/KAWC/AWWSC@AWW
Date: 07/07/2011 10:46 AM
Subject: Re: Fw: Access to KAWC Website
Sent by: Beverly D Brassfield

Hi Candice,

Setting up access for new users to OAM requires an IT ticket. Please fill out and return the attached Usage Data Request Form and we can submit it to IT to have access for your new users set up.

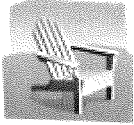
Thanks,

Beverly Brassfield
Special Accounts Representative



OAM Set Up Form revised 7.15.09.doc

Bryan Siler/KAWC/AWWSC



Bryan Siler/KAWC/AWWSC

07/07/2011 08:18 AM

To CSC_Special_Accounts/AWWSC@AWW

cc

Subject Fw: Access to KAWC Website

Hello,

Can these two people be set up for access to the Online Account Manager? If rbowman2@lexingtonky.gov is already set up he will need a new password.

Thanks.

Bryan Siler
Eastern Division
bryan.siler@amwater.com
Phone: (859) 268-6350

----- Forwarded by Bryan Siler/KAWC/AWWSC on 07/07/2011 09:20 AM -----

From: "Candice Deininger" <cdeining@lexingtonky.gov>
To: <Bryan.Siler@amwater.com>
Cc: "Scott Dickison" <sdickison@lexingtonky.gov>, "Robert Bowman" <rbowman2@lexingtonky.gov>, "Kenneth Johns" <kjohns@lexingtonky.gov>
Date: 07/06/2011 10:24 AM
Subject: Access to KAWC Website

Good morning, Bryan. As Scott stated in an email last week, his time with LFUCG is coming to an end this Friday, July 8. His departure leaves a huge void in our processes that deal with KAWC, and he will be missed greatly. His duties are being reassigned to two individuals who will need the same level of access to KAWC as did Scott; their names are Robert Bowman (rbowman2@lexingtonky.gov) and Kenneth Johns (kjohns@lexingtonky.gov). Would you kindly take care of this for us at your earliest convenience – thank you!!

Candice Deininger
Revenue Supervisor
LFUCG Division of Revenue
200 East Main Street
Lexington, KY 40507
859-258-3364
cdeining@lexingtonky.gov

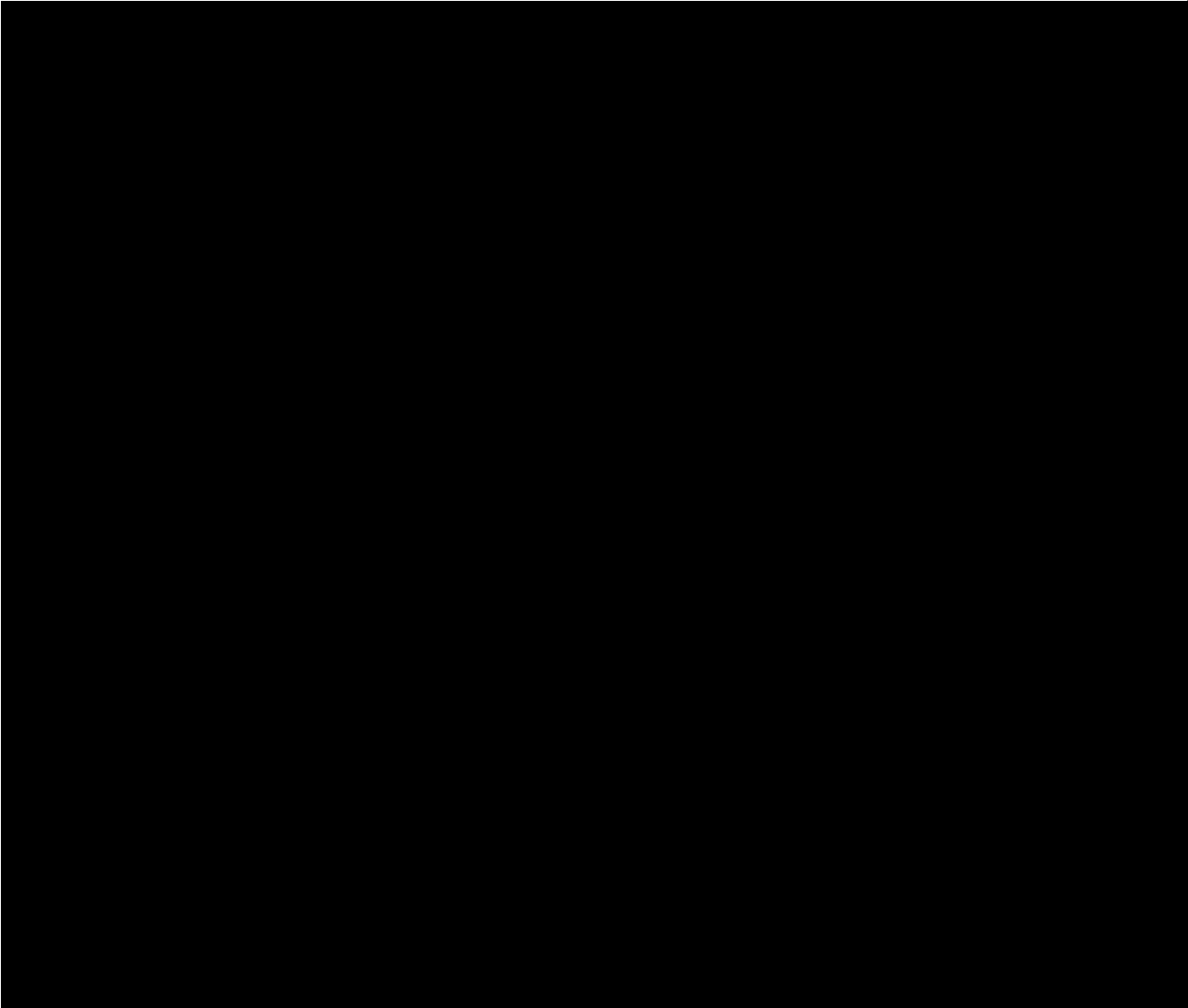
----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:23 AM -----

From: "Candice Deininger" <cdeining@lexingtonky.gov>
To: <Bryan.Siler@amwater.com>
Cc: "Hilori Morgan" <hmorgan@lexingtonky.gov>
Date: 07/07/2011 10:58 AM
Subject: Premise [REDACTED]

Hi, Bryan – Hope you got message about the above account and the water quality fee question. Here's a screenshot of the account:



Also discovered the following account that was billed correctly:



Candice Deininger
Revenue Supervisor
LFUCG Division of Revenue
200 East Main Street
Lexington, KY 40507
859-258-3364
cdeining@lexingtonky.gov

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:23 AM -----

From: "Candice Deininger" <cdeining@lexingtonky.gov>
To: <specialaccts@amwater.com>
Cc: <Bryan.Siler@amwater.com>
Date: 07/07/2011 11:20 AM
Subject: RE: Fw: Access to KAWC Website

Good morning, Beverly. I hope I completed the attached form correctly. These two LFUCG employees need the same level of access/privileges as current user Scott Dickison (sdickison@lexingtonky.gov). Please let me know if anything further is needed. And thanks for your help in getting them set up as quickly as possible!!

Candice Deininger
Revenue Supervisor
LFUCG Division of Revenue
200 East Main Street
Lexington, KY 40507
859-258-3364
cdeining@lexingtonky.gov

-----Original Message-----

From: Beverly.Brassfield@amwater.com
[mailto:Beverly.Brassfield@amwater.com] On Behalf Of
specialaccts@amwater.com
Sent: Thursday, July 07, 2011 10:46 AM
To: Candice Deininger
Cc: Bryan.Siler@amwater.com
Subject: Re: Fw: Access to KAWC Website

Hi Candice,

Setting up access for new users to OAM requires an IT ticket. Please fill out and return the attached Usage Data Request Form and we can submit it to IT to have access for your new users set up.

Thanks,

Beverly Brassfield
Special Accounts Representative

(See attached file: OAM Set Up Form revised 7.15.09.doc)

Bryan

Siler/KAWC/AWWSC

To

07/07/2011 08:18

CSC_Special_Accounts/AWWSC@AWW

AM

cc

Subject

Fw: Access to KAWC Website

Hello,

Can these two people be set up for access to the Online Account Manager?
If rbowman2@lexingtonky.gov is already set up he will need a new
password.

Thanks.

Bryan Siler
Eastern Division
bryan.siler@amwater.com
Phone: (859) 268-6350

----- Forwarded by Bryan Siler/KAWC/AWWSQ on 07/07/2011 09:20 AM -----

From: "Candice Deininger" <cdeining@lexingtonky.gov>
To: <Bryan.Siler@amwater.com>
Cc: "Scott Dickison" <sdickison@lexingtonky.gov>, "Robert Bowman"
<rbowman2@lexingtonky.gov>, "Kenneth Johns"
<kjohns@lexingtonky.gov>
Date: 07/06/2011 10:24 AM
Subject: Access to KAWC Website

Good morning, Bryan. As Scott stated in an email last week, his time
with
LFUCG is coming to an end this Friday, July 8. His departure leaves a
huge
void in our processes that deal with KAWC, and he will be missed
greatly.
His duties are being reassigned to two individuals who will need the
same
level of access to KAWC as did Scott; there names are Robert Bowman (
rbowman2@lexingtonky.gov) and Kenneth Johns (kjohns@lexingtonky.gov).
Would you kindly take care of this for us at your earliest convenience -
thank you!!

Candice Deininger
Revenue Supervisor
LFUCG Division of Revenue
200 East Main Street
Lexington, KY 40507
859-258-3364

cdeining@lexingtonky.gov



OAM Set Up Form revised 7 15 09.doc

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:23 AM -----

From: "Lynne Cross" <ccross@lexingtonky.gov>
 To: <specialaccts@amwater.com>
 Cc: <Bryan.Siler@amwater.com>, <Linda.Toussaint@amwater.com>, "Candice Deininger" <cdeining@lexingtonky.gov>
 Date: 07/07/2011 11:46 AM
 Subject: Request for Credit Sewer Adjustments

Please apply the following credit sewer adjustments:

Premise [REDACTED] \$3.58 and change the FWA to "4"
 Premise [REDACTED] \$175.42 for filling pool

Thanks and have a good day!

Lynne Throckmorton
 Lexington-Fayette Urban County Government
 859-258-3363

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:23 AM -----

From: "Candice Deininger" <cdeining@lexingtonky.gov>
 To: <specialaccts@amwater.com>
 Cc: <Bryan.Siler@amwater.com>, "Lynne Cross" <ccross@lexingtonky.gov>
 Date: 07/07/2011 11:52 AM
 Subject: Request For Sewer Adjustment

Good morning. Kindly apply a sewer credit adjustment to Premise [REDACTED] in the name of [REDACTED] in the amount of \$10.74 and please manually change his FWA to 11. If you have any questions, kindly let me know. Thanks very much and have a good day!

Candice Deininger
 Revenue Supervisor
 LFUCG Division of Revenue
 200 East Main Street
 Lexington, KY 40507
 859-258-3364
 cdeining@lexingtonky.gov

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:23 AM -----

From: "Candice Deininger" <cdeining@lexingtonky.gov>
 To: <Bryan.Siler@amwater.com>
 Cc: "Hilori Morgan" <hmorgan@lexingtonky.gov>
 Date: 07/07/2011 12:07 PM
 Subject: RE: Premise 120135231 and Premise [REDACTED]

Thanks, Bryan!!

Candice Deininger
Revenue Supervisor
LFUCG Division of Revenue
200 East Main Street
Lexington, KY 40507
859-258-3364
cdeining@lexingtonky.gov

-----Original Message-----

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]
Sent: Thursday, July 07, 2011 12:03 PM
To: Candice Deininger
Cc: Hilori Morgan
Subject: Re: Premise [REDACTED]

Candice,

I am looking into this with our billing and rates department. I'll let you know what I find.

Everything I saw dated 7/1/11 billed correctly. I have found a few dated 7/7/11 that did this proration and I am not sure how widespread this is.

I should know something shortly.

Bryan Siler
Eastern Division
bryan.siler@amwater.com
Phone: (859) 268-6350

From: "Candice Deininger" <cdeining@lexingtonky.gov>
To: <Bryan.Siler@amwater.com>
Cc: "Hilori Morgan" <hmorgan@lexingtonky.gov>
Date: 07/07/2011 10:58 AM
Subject: Premise [REDACTED]

Hi, Bryan - Hope you got message about the above account and the water quality fee question. Here's a screenshot of the account:

(Embedded image moved to file: pic11102.jpg)

Also discovered the following account that was billed correctly:

(Embedded image moved to file: pic01418.jpg)

Candice Deininger

Revenue Supervisor
LFUCG Division of Revenue
200 East Main Street
Lexington, KY 40507
859-258-3364
cdeining@lexingtonky.gov

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:23 AM -----

From: Sheila Miller/WVAWC/AWWSC
To: Nikki S Pacific/CALLCTR/CORP/AWWSC@AWW, Paul M Ebbeler/CALLCTR/CORP/AWWSC@AWW, Jeffrey A Taylor/CALLCTR/CORP/AWWSC@AWW, Satin C Bostic/CAWC/AWWSC@AWW
Cc: Sean P Ireland/ADMIN/CORP/AWWSC@AWW, Bryan Siler/KAWC/AWWSC@AWW
Date: 07/07/2011 02:22 PM
Subject: Ky LFUCG water quality management fee

Bryan just checked today's billing and the non-mutual accounts are prorating today too. This should not be happening.

Nikki,

As we saw with account [REDACTED] in the FIX path, the account billed June 6 for May; on July 7 it billed for the month of May again. Apparently that is happening with today's bills. Can we please hold today's batch until we see what is causing this? Of course it is too late for yesterday's bills. All those that were checked prior to yesterday were correct. Bryan said that yesterday's bills were the 400 routes and that is the majority of the non-mutual accounts.

Sheila Miller
Manager Rates & Regulation
American Water Works Service Company
Eastern Region
PO Box 1906
Charleston, WV 25327-1906
Internal: 7-250-6317
Phone: (304)353-6317
Fax: (304)353-6332
Sheila.Miller@amwater.com

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:23 AM -----

From: Elizabeth A Pflieger/CALLCTR/CORP/AWWSC
To: Bryan Siler/KAWC/AWWSC@AWW
Cc: Asia L Newby/CALLCTR/CORP/AWWSC@AWW, Darue Smith/CALLCTR/CORP/AWWSC@AWW, Takisha D Walker/KAWC/AWWSC@AWW
Date: 07/07/2011 02:59 PM
Subject: Re: I think this bill is prorating longer than it should.

Good Afternoon Bryan -

We will address this account. The service order states that Backbilling needs to be completed.

Thank You for the heads up!!

S/O Maintenance by Premise (SOPR) - CIS3025 - Kentucky American (KYPR) Production



Thank You,
E. Anne Pfleger
Billing Team Supervisor
Elizabeth.Pfleger@amwater.com
Phone: 618-433-4364

Bryan Siler

Account 581867 - 580 days

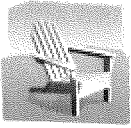
07/07/2011 01:40:13 PM

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:23 AM -----

From: DaRue Smith/CALLCTR/CORP/AWWSC
To: Bryan Siler/KAWC/AWWSC@AWW
Date: 07/07/2011 03:05 PM
Subject: Re: I think this bill is prorating longer than it should.
Sent by: Darue Smith

So everything is good to go...

DaRue Smith
Billing Tech
618-433-4116
Bryan Siler/KAWC/AWWSC



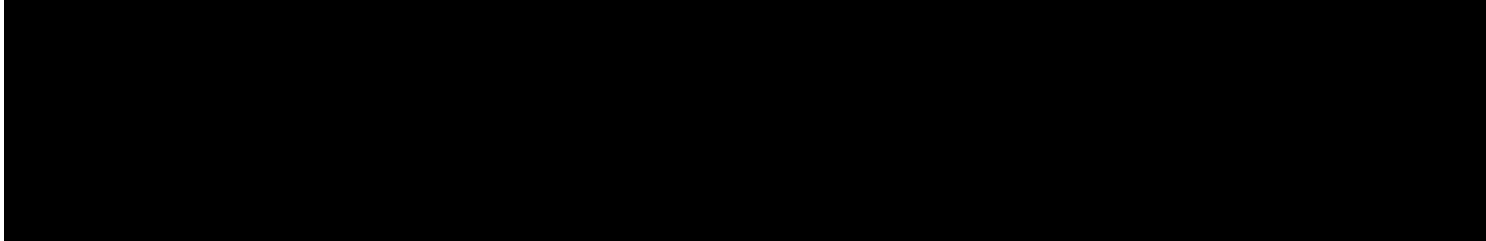
Bryan Siler/KAWC/AWWSC

07/07/2011 01:40 PM

To Darue Smith/CALLCTR/CORP/AWWSC@AWW, Asia L
Newby/CALLCTR/CORP/AWWSC@AWW, Elizabeth A
Pfleger/CALLCTR/CORP/AWWSC@AWW
cc Takisha D Walker/KAWC/AWWSC@AWW

Subject I think this bill is prorating longer than it should.

Account [redacted] 580 days



Test Bill Batch Against Billing File

Bryan Siler
Eastern Division
bryan.siler@amwater.com
Phone: (859) 268-6350

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:23 AM -----

From: "Rebecca Burke" <rburke@lexingtonky.gov>
To: <specialaccts@amwater.com>
Cc: "Candice Deininger" <cdeining@lexingtonky.gov>, <Bryan.Siler@amwater.com>, <Linda.Toussaint@amwater.com>
Date: 07/08/2011 09:39 AM
Subject: LANDFILL CHARGES

Good Morning,

Please bill for Landfill charges on premise number [redacted] for

Bill for May 2011 \$22.00

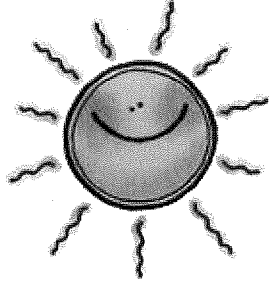
Bill for June 2011 \$22.00

The total would be \$45.00

If you have any questions please call or email

Thanks!

Rebecca Burke
 Administrative Specialist
 rburke@lexingtonky.gov
 Landfill and Sewer Department
 Division of Revenue
 PH# 859.258.3365
 Fax# 859.258.3352



----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:23 AM -----

From: Samantha Papa/SERVCO/AWWSC
 To: Bryan Siler/KAWC/AWWSC@AWW
 Cc: Kristina M Baehr/SERVCO/AWWSC@AWW
 Date: 07/08/2011 11:12 AM
 Subject: June Reports

Hi Bryan,

I am no longer the accountant for KYAW. If you could please remove me from this distribution list and include Kristina Baehr instead I would appreciate it. She is the new accountant for the state.

Thanks!

Samantha Papa
 Accountant - Accounting & Reporting
 American Water SSC
 131 Woodcrest Rd.
 Cherry Hill, NJ 08003
 (856)310-5790

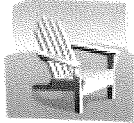
----- Forwarded by Samantha Papa/SERVCO/AWWSC on 07/08/2011 11:09 AM -----

Bryan Siler/KAWC/AWWSC

07/08/2011 11:08 AM

To cdeining@lfucg.com, rhicks@lfucg.com,
 dgerardi@lfucg.com, Rachel Cole/KAWC/AWWSC@AWW,
 billo@lfucg.com, lvahle@lfucg.com, smulligan@lfucg.com,
 Takisha D Walker/KAWC/AWWSC@AWW,
 jhoskins@lfucg.com, cecilyc@lexingtonky.gov, Susan
 Lee/SERVCO/AWWSC@AWW, Steven
 Snowden/SERVCO/AWWSC@AWW,
 kbryan@lexingtonky.gov, Samantha
 Papa/SERVCO/AWWSC@AWW, rpulliam@lexingtonky.gov





cc
Subject June Reports

Hello,

Attached are the sewer, landfill and water quality management fee monthly reports for your review. There were 1 residential and 6 OPA accounts that were billed \$6.80 in taxes. These will be corrected.

Please let me know if you have any questions.

Thank you.



LFUCG 0611 Aging Totals.pdf LFUCG_AGING_COMPARISON.pdf LFUCG 0611 Report.xls

Bryan Siler
Eastern Division
bryan.siler@amwater.com
Phone: (859) 268-6350

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:23 AM -----

From: Kathryn M Milburn/SHARVCS/AWWSC
To: CDeining@lfucg.com, rpulliam@lexingtonky.gov
Cc: Bryan Siler/KAWC/AWWSC@AWW
Date: 07/11/2011 10:31 AM
Subject: Managed Contract 06/2011

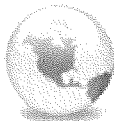
Candice,

Attached is the new invoice for June Managed Contract.

Kathy

Kathryn M. Milburn
Cash Management Specialist
American Water Shared Services
Cherry Hill, NJ 08034
Ph-856-310-5844
Fax-856-672-2873
Kathryn.Milburn@AMWater.com

----- Forwarded by Kathryn M Milburn/SHARVCS/AWWSC on 07/11/2011 10:29 AM -----



njwdcrst@amwater.com
07/11/2011 10:29 AM

To "Kathy Milburn" <Kathryn.Milburn@amwater.com>

cc

Subject Attached Image



1829_001.pdf

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:23 AM -----

From: Kathryn M Milburn/SHARVCS/AWWSC
 To: sadievilleky@bellsouth.net
 Cc: Bryan Siler/KAWC/AWWSC@AWW
 Date: 07/11/2011 10:32 AM
 Subject: Managed Contract Billing 06/2011

Cindy Foster,

Attached is the new invoice for June 2011.

Kathy

Kathryn M. Milburn
 Cash Management Specialist
 American Water Shared Services
 Cherry Hill, NJ 08034
 Ph-856-310-5844
 Fax-856-672-2873
 Kathryn.Milburn@AMWater.com

----- Forwarded by Kathryn M Milburn/SHARVCS/AWWSC on 07/11/2011 10:31 AM -----



njwdcrst@amwater.com

07/11/2011 10:29 AM

To "Kathy Milburn" <Kathryn.Milburn@amwater.com>

cc

Subject Attached Image



1830_001.pdf

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:23 AM -----

From: "Candice Deininger" <cdeining@lexingtonky.gov>
 To: <Kathryn.Milburn@amwater.com>, "Robin Adams" <radams@lexingtonky.gov>
 Cc: <Bryan.Siler@amwater.com>
 Date: 07/11/2011 10:38 AM
 Subject: RE: Managed Contract 06/2011

Good morning, Kathy, and thank you!!

Candice Deininger
 Revenue Supervisor
 LFUCG Division of Revenue
 200 East Main Street
 Lexington, KY 40507
 859-258-3364
 cdeining@lexingtonky.gov
 -----Original Message-----

From: Kathryn.Milburn@amwater.com [mailto:Kathryn.Milburn@amwater.com]
Sent: Monday, July 11, 2011 10:31 AM
To: Candice Deininger; Robin Adams
Cc: Bryan.Siler@amwater.com
Subject: Managed Contract 06/2011

Candice,

Attached is the new invoice for June Managed Contract.

Kathy

Kathryn M. Milburn
Cash Management Specialist
American Water Shared Services
Cherry Hill, NJ 08034
Ph-856-310-5844
Fax-856-672-2873
Kathryn.Milburn@AMWater.com

----- Forwarded by Kathryn M Milburn/SHARVCS/AWWSC on 07/11/2011 10:29 AM -----

njwdrst@amwater.

com

To 07/11/2011 10:29 "Kathy Milburn"
AM <Kathryn.Milburn@amwater.com>

cc

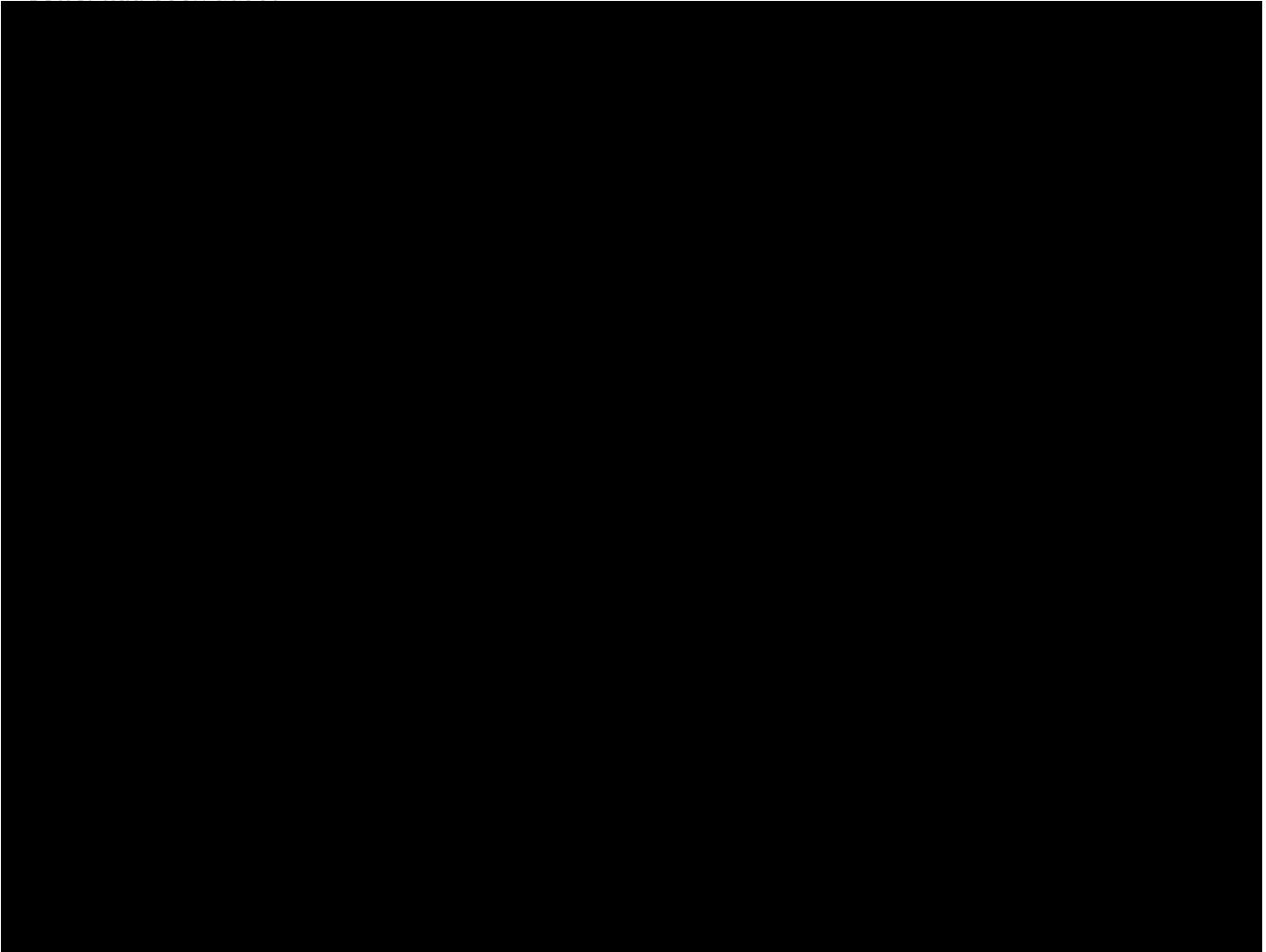
Subject Attached Image

(See attached file: 1829_001.pdf)

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:23 AM -----

From: Deidra S Hayden/KAWC/AWWSC
To: Bryan Siler/KAWC/AWWSC@AWW
Date: 07/11/2011 11:16 AM
Subject: Re: Please add sewer to this premise.

Sewer had been added



Deidra S Hayden
Operations Clerk
Kentucky American Water
2300 Richmond Rd.
Lexington, KY 40502
Office 859-268-6303
Fax 859-268-6315
Deidra.Hayden@amwater.com
Bryan Siler/KAWC/AWWSC

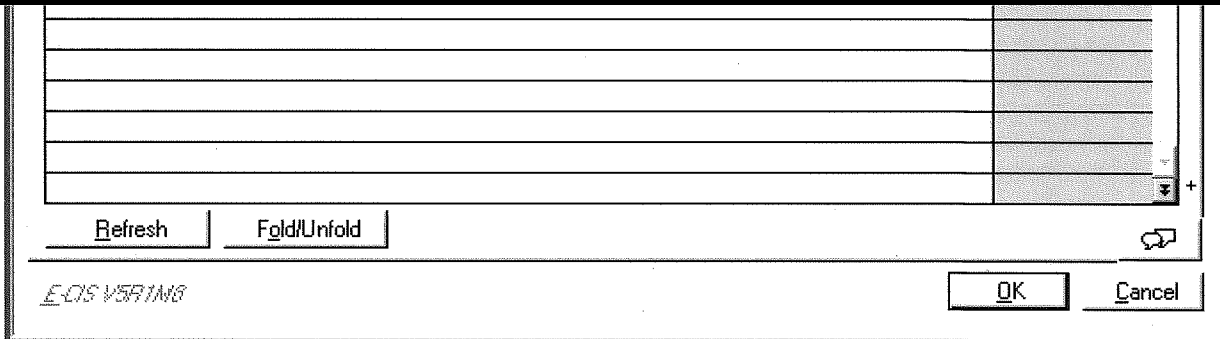
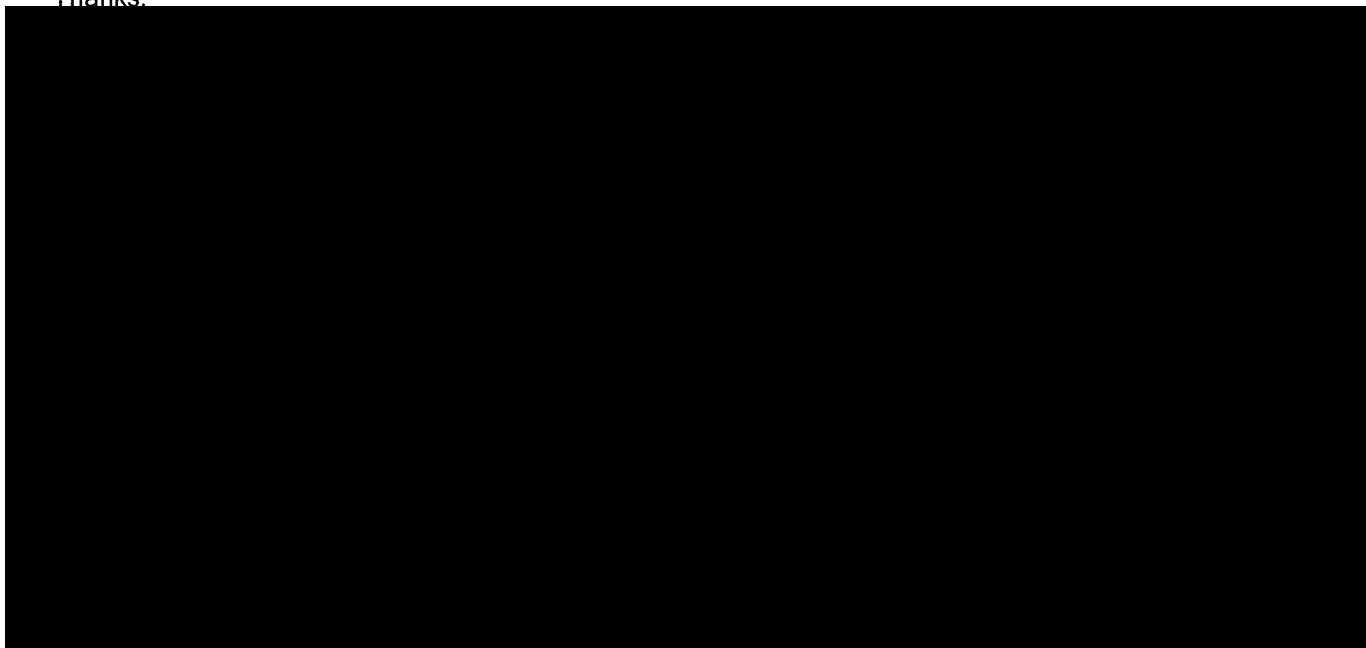


Bryan Siler/KAWC/AWWSC
07/11/2011 10:39 AM

To Deidra S Hayden/KAWC/AWWSC@AWW
cc
Subject Please add sewer to this premise.



Thanks.



Bryan Siler
 Eastern Division
 bryan.siler@amwater.com
 Phone: (859) 268-6350

----- Forwarded by Bryan Siler/KAWC/AWWSC on 07/11/2011 10:41 AM -----

From: "Candice Deininger" <cdeining@lexingtonky.gov>
 To: <Bryan.Siler@amwater.com>
 Date: 07/01/2011 05:02 PM
 Subject: FW:

Hi, Bryan . . . here's the sewer tap-on report for June 2011 – thank you!!

Candice Deininger
Revenue Supervisor
LFUCG Division of Revenue
200 East Main Street
Lexington, KY 40507
859-258-3364
cdeining@lexingtonky.gov

From: Sheila Long
Sent: Friday, July 01, 2011 4:05 PM
To: Candice Deininger
Subject:

Thank you,
Sheila Long
Mainframe and Help Desk Services
Division of Computer Services
Lexington Fayette Urban Co Gov.
Phone: 859-258-3730
Fax: 859-258-3399



TAP062011R.TXT

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:23 AM -----

From: "Candice Deininger" <cdeining@lexingtonky.gov>
To: <Bryan.Siler@amwater.com>
Date: 07/11/2011 11:22 AM
Subject: RE: FW:

Thanks!

Candice Deininger
Revenue Supervisor
LFUCG Division of Revenue
200 East Main Street
Lexington, KY 40507
859-258-3364
cdeining@lexingtonky.gov

-----Original Message-----

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]
Sent: Monday, July 11, 2011 11:20 AM
To: Candice Deininger
Subject: Re: FW:

This has been processed.

Bryan Siler

Eastern Division
bryan.siler@amwater.com
Phone: (859) 268-6350

From: "Candice Deininger" <cdeining@lexingtonky.gov>
To: <Bryan.Siler@amwater.com>
Date: 07/01/2011 05:02 PM
Subject: FW:

Hi, Bryan . . . here's the sewer tap-on report for June 2011 - thank you!!

Candice Deininger
Revenue Supervisor
LFUCG Division of Revenue
200 East Main Street
Lexington, KY 40507
859-258-3364
cdeining@lexingtonky.gov

From: Sheila Long
Sent: Friday, July 01, 2011 4:05 PM
To: Candice Deininger
Subject:

Thank you,
Sheila Long
Mainframe and Help Desk Services
Division of Computer Services
Lexington Fayette Urban Co Gov.
Phone: 859-258-3730
Fax: 859-258-3399
[attachment "TAP062011R.TXT" deleted by Bryan Siler/KAWC/AWWSC]

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:23 AM -----

From: "Sheila Long" <slong@lexingtonky.gov>
To: <Bryan.Siler@amwater.com>
Cc: "Network Staff \ (Email\)" <NetworkStaff@lexingtonky.gov>
Date: 07/11/2011 03:03 PM
Subject: weekly file

Thank you,
Sheila Long
Mainframe and Help Desk Services
Division of Computer Services
Lexington Fayette Urban Co Gov.
Phone: 859-258-3730

Fax: 859-258-3399



HERC0711.TXT

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:23 AM -----

From: "Sheila Powell" <sheilap@lexingtonky.gov>
To: <Bryan.Siler@amwater.com>
Cc: "Carol Morton" <cmorton@lexingtonky.gov>
Date: 07/13/2011 01:32 PM
Subject: New Address of [REDACTED] and new premise #

Good afternoon Bryan,

[REDACTED]

She came in today to recertify new address is [REDACTED] and new premise [REDACTED] can this be updated to reflect that she should get 30% off her Sewer charge.

Thanks

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:23 AM -----

From: "Candice Deininger" <cdeining@lexingtonky.gov>
To: <Bryan.Siler@amwater.com>
Cc: <Takisha.Walker@amwater.com>
Date: 07/13/2011 04:07 PM
Subject: RE: Kentucky account [REDACTED]

Hi, Bryan, thanks for sending this. I've gone back through my emails and can find nothing that this has been resolved. If they're up for disconnect due to non-payment of sewer, would you please put a hold on the order for a month - hopefully I can get something from someone.

Candice Deininger
Revenue Supervisor
LFUCG Division of Revenue
200 East Main Street
Lexington, KY 40507
859-258-3364
cdeining@lexingtonky.gov

-----Original Message-----

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]
Sent: Wednesday, July 13, 2011 2:29 PM
To: Candice Deininger
Cc: Takisha.Walker@amwater.com
Subject: RE: Kentucky account [REDACTED]

Hi Candice,

These folks are up for disconnection and are still disputing their sewer bill. Has a final decision ever been reached?

Bryan Siler
Eastern Division
bryan.siler@amwater.com
Phone: (859) 268-6350

From: Bryan Siler/KAWC/AWWS
To: "Candice Deininger" <cdeining@lexingtonky.gov>@AWX
Date: 12/07/2010 04:12 PM
Subject: RE: Kentucky account [REDACTED]

Okay, thanks.

Bryan Siler
Eastern Division
bryan.siler@amwater.com
Phone: (859) 268-6350

"Candice
Deininger"
<cdeining@lexingt
To onky.gov> <Bryan.Siler@amwater.com>
cc
12/07/2010 04:10
Subject PM
RE: Kentucky account 97803

No, not yet . . .I'll see what I can find out . . .

Candice Deininger
Revenue Supervisor
LFUCG Division of Revenue
200 East Main Street
Lexington, KY 40507
859-258-3364
cdeining@lexingtonky.gov

-----Original Message-----

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]
Sent: Tuesday, December 07, 2010 3:29 PM
To: Candice Deininger
Subject: RE: Kentucky account [REDACTED]

Hi Candice,

Was there ever a final opinion on this one.

Bryan Siler
Eastern Division
bryan.siler@amwater.com
Phone: (859) 268-6350

"Candice
Deininger"
To: <cdeining@lexingt
onky.gov> <Bryan.Siler@amwater.com>
cc 09/08/2010 04:50 PM <Candiss.Martin@amwater.com>,
<Linda.Toussaint@amwater.com>,
<Patricia.Butler@amwater.com>,
<Penny.Pohlman@amwater.com>,
<specialaccts@amwater.com>,
<Takisha.Walker@amwater.com>
Subject RE: Kentucky account [REDACTED]

Probably not . . . pickin's are mighty slim down there - I'm going to try to have Richard Lamey ask Jose Rincon to check it since it could possibly involve exclusions - not sure if I'll have much luck there either but I'll give it whirl . . .

Candice Deininger
Revenue Supervisor
LFUCG Division of Revenue
200 East Main Street
Lexington, KY 40507
859-258-3364
cdeining@lexingtonky.gov

-----Original Message-----

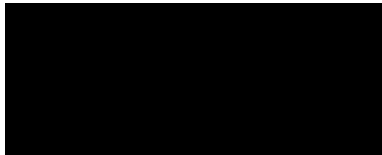
From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]
Sent: Wednesday, September 08, 2010 4:47 PM
To: Candice Deininger
Cc: Candiss.Martin@amwater.com; Linda.Toussaint@amwater.com;
Patricia.Butler@amwater.com; Penny.Pohlman@amwater.com;
specialaccts@amwater.com; Takisha.Walker@amwater.com
Subject: RE: Kentucky account [REDACTED]

Candice,

This is one I asked about before. Did Julie ever find out anything?

----- Forwarded by Bryan Siler/KAWC/AWWS on 09/08/2010 04:45 PM -----

"Candice
Deininger"
<cdeining@lexingt
To onky.gov> <Bryan.Siler@amwater.com>
cc 07/23/2010 10:59
AM
Subject RE: Premise [REDACTED]



Hi, Bryan . . . this address does not exist in PVA, however, I'm pretty sure it's part of the same parcel located at [redacted] I've emailed Julie to see if anyone in that shop is familiar with this location and if it serves a water tower.

Candice Deininger
Revenue Supervisor
LFUCG Division of Revenue
200 East Main Street
Lexington, KY 40507
859-258-3364
cdeining@lexingtonky.gov

-----Original Message-----

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]
Sent: Friday, July 23, 2010 9:26 AM
To: Candice Deininger
Subject: Premise [redacted]


Hi Candice,

Should this premise be billed sewer? I have notes that say it services a water tower. It was inactive for a couple years but just began service again last month.

Bryan Siler
Eastern Division
bryan.siler@amwater.com
Phone: (859) 268-6350
Fax: (859) 335-3350

Bryan Siler
Eastern Division

bryan.siler@amwater.com
Phone: (859) 268-6350

"Candice
Deininger"
<cdeining@lexingt
To onky.gov> <Patricia.Butler@amwater.com>
cc 09/08/2010 04:26 <Bryan.Siler@amwater.com>,
PM <Candiss.Martin@amwater.com>,
<Linda.Toussaint@amwater.com>,
<Penny.Pohlman@amwater.com>,
<specialaccts@amwater.com>,
<Takisha.Walker@amwater.com>
Subject RE: Kentucky account 

Thanks, Patty - just another reason why you get complimentary emails!!
Have a great evening . . . I'll let everyone know what, if anything, is
found out.

Candice Deininger
Revenue Supervisor
LFUCG Division of Revenue
200 East Main Street
Lexington, KY 40507
859-258-3364
cdeining@lexingtonky.gov

-----Original Message-----

From: Patricia.Butler@amwater.com [mailto:Patricia.Butler@amwater.com]
 Sent: Wednesday, September 08, 2010 4:17 PM
 To: Candice Deininger
 Cc: Bryan.Siler@amwater.com; Candiss.Martin@amwater.com;
 Linda.Toussaint@amwater.com; Penny.Pohlman@amwater.com;
 specialaccts@amwater.com; Takisha.Walker@amwater.com
 Subject: RE: Kentucky account [REDACTED]

Hi Candice,

[REDACTED] called the call center on 6/25/10 and gave
 the
 number as [REDACTED]. Let me know if you need anything else.

Thanks,

Patty Butler
 Special Accounts Representative
 American Water
 Phone - 866-772-2228 ext 5023
 Fax - 866-464-0232

"Candice
 Deininger"
 <cdeining@lexingt
 To onky.gov> <Patricia.Butler@amwater.com>,
 <Takisha.Walker@amwater.com>,
 09/08/2010 03:01 <Bryan.Siler@amwater.com>,
 PM <Candiss.Martin@amwater.com>,
 <Linda.Toussaint@amwater.com>

cc <specialaccts@amwater.com>,
 <Penny.Pohlman@amwater.com>

Subject RE: Kentucky account [REDACTED]

Hi, Bryan. I've pulled up the sewer portion of the billing on this account and noticed the lack of billing until June of this year which would seem to support the customer's claim. If this account does serve only a cooling tower, and nothing else, then it would not be charged sewer. However, if it does serve a sanitary sewer function, then it should be charged and the customer would need to apply for an exclusion for that portion which serves the cooling tower. Is there a contact person and number at [REDACTED] that someone from Water Quality could contact? I'm not sure if they have anyone who could make an on-site inspection but it's worth a try to confirm one way or another. And, I don't suppose we'd get lucky enough to have any comments on the account anywhere?

Candice Deininger
Revenue Supervisor
LFUCG Division of Revenue
200 East Main Street
Lexington, KY 40507
859-258-3364
cdeining@lexingtonky.gov

-----Original Message-----

From: Patricia.Butler@amwater.com [mailto:Patricia.Butler@amwater.com]
Sent: Wednesday, September 08, 2010 3:31 PM
To: Takisha.Walker@amwater.com; Bryan.Siler@amwater.com;
Candiss.Martin@amwater.com; Linda.Toussaint@amwater.com
Cc: Candice Deininger; specialaccts@amwater.com;
Penny.Pohlman@amwater.com
Subject: Fw: Kentucky account [REDACTED]

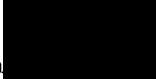
Hi Adrian,

This is under the wrong area code if it is in fact to be charged for sewer, but there is also an open contact here due to the customer stating this is a water cooling tower and they don't believe it should be charged for sewer at all. At this point, I can reverse the incorrect area code charges, but I don't want to re-apply them until we can determine whether or not they should be charged for sewer. Once we get the ok to charge for sewer or not, I will do what is necessary to correct it from that time forward.

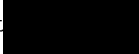
Thanks,

Patty Butler
Special Accounts Representative
American Water
Phone - 866-772-2228 ext 5023
Fax - 866-464-0232

----- Forwarded by Patricia A Butler/CALLCTR/CORP/AWWSC on 09/08/2010
02:24
PM -----

Adrian
Teague/SHARSVCS/A
WWSC
To CSC_Special_Accounts/AWWSC@AWW
09/07/2010 01:38
cc PM
Subject Kentucky account 

Good Afternoon,

Could someone please look at KY account  I believe this account is set up under the wrong area code because every time this account bills for sewer, it creates an error. If this account is to bill for sewer than I believe it should be set up in area code 1215, there should be no sewer billing under area 1210 since that is the default area. If the area is incorrect and needs to be changed, then the charges first need to be reversed in the incorrect area (1210) before the area is changed. If this is not done, the errors will not be corrected. Once the area is changed to 1215, the charges can be entered through a misc adj.

So far this account has caused the following errors which need to be corrected

07/13	147.99 for sewer billing and 8.88 for sales tax on UT 2.
07/27	5.76 for sewer billing and .35 for sales tax on UT 2
09/01	2,709.58 for sewer billing and 162.57 for sales tax on UT2

Thank you.

(Embedded image moved to file: pic13877.gif)

Adrian Teague
Senior Accountant
AW Shared Services Center
856-310-5478
Adrian.Teague@amwater.com

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:23 AM -----

From: "Candice Deininger" <cdeining@lexingtonky.gov>
To: <Bryan.Siler@amwater.com>
Cc: <Takisha.Walker@amwater.com>, "Julie Mantrom" <jmantrom@lexingtonky.gov>
Date: 07/13/2011 05:08 PM
Subject: RE: Kentucky account [REDACTED]

Hi, Bryan!! I heard from Julie, and this location should not be billed sewer, so would you kindly remove the coding for it, please? I'll send an email to Special Accounts crediting the remaining sewer balance. I appreciate your patience and assistance with this one . . . have a good evening!

Candice Deininger
Revenue Supervisor
LFUCG Division of Revenue
200 East Main Street
Lexington, KY 40507
859-258-3364
cdeining@lexingtonky.gov

-----Original Message-----

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]
Sent: Wednesday, July 13, 2011 4:10 PM
To: Candice Deininger
Cc: Takisha.Walker@amwater.com [REDACTED]
Subject: RE: Kentucky account [REDACTED]

Thanks, Candice.

I placed a hold on the account through 8/19/11. Today's disconnect order was cancelled.

Bryan Siler
Eastern Division
bryan.siler@amwater.com
Phone: (859) 268-6350

From: "Candice Deininger" <cdeining@lexingtonky.gov>
To: <Bryan.Siler@amwater.com>
Cc: <Takisha.Walker@amwater.com>
Date: 07/13/2011 04:07 PM
Subject: RE: Kentucky account [REDACTED]

Hi, Bryan, thanks for sending this. I've gone back through my emails and can find nothing that this has been resolved. If they're up for disconnect due to non-payment of sewer, would you please put a hold on the order for a month - hopefully I can get something from someone.

Candice Deininger
Revenue Supervisor
LFUCG Division of Revenue
200 East Main Street
Lexington, KY 40507
859-258-3364
cdeining@lexingtonky.gov

-----Original Message-----

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]
Sent: Wednesday, July 13, 2011 2:29 PM
To: Candice Deininger
Cc: Takisha.Walker@amwater.com
Subject: RE: Kentucky account [REDACTED]

Hi Candice,

These folks are up for disconnection and are still disputing their sewer bill. Has a final decision ever been reached?

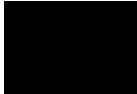
Bryan Siler
Eastern Division
bryan.siler@amwater.com
Phone: (859) 268-6350

From: Bryan Siler/KAWC/AWWSC
To: "Candice Deininger" <cdeining@lexingtonky.gov>@AWX
Date: 12/07/2010 04:12 PM
Subject: RE: Kentucky account [REDACTED]

Okay, thanks.

Bryan Siler
Eastern Division
bryan.siler@amwater.com

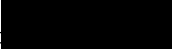
Phone: (859) 268-6350

"Candice
Deininger"
To: <cdeining@lexingt
onky.gov> <Bryan.Siler@amwater.com>
cc: 12/07/2010 04:10
Subject: PM
RE: Kentucky account 

No, not yet . . .I'll see what I can find out . . .

Candice Deininger
Revenue Supervisor
LFUCG Division of Revenue
200 East Main Street
Lexington, KY 40507
859-258-3364
cdeining@lexingtonky.gov

-----Original Message-----

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]
Sent: Tuesday, December 07, 2010 3:29 PM
To: Candice Deininger
Subject: RE: Kentucky account 


Hi Candice,

Was there ever a final opinion on this one.

Bryan Siler
Eastern Division
bryan.siler@amwater.com
Phone: (859) 268-6350

"Candice
Deininger"
<cdeining@lexingt
To onky.gov> <Bryan.Siler@amwater.com>

cc 09/08/2010 04:50 <Candiss.Martin@amwater.com>,
PM <Linda.Toussaint@amwater.com>,
<Patricia.Butler@amwater.com>,
<Penny.Pohlman@amwater.com>,
<specialaccts@amwater.com>,
<Takisha.Walker@amwater.com>

Subject RE: Kentucky account 

Probably not . . . pickin's are mighty slim down there - I'm going to try to have Richard Lamey ask Jose Rincon to check it since it could possibly involve exclusions - not sure if I'll have much luck there either but I'll give it whirl . . .

Candice Deininger
Revenue Supervisor
LFUCG Division of Revenue

200 East Main Street
Lexington, KY 40507
859-258-3364
cdeining@lexingtonky.gov

-----Original Message-----

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]
Sent: Wednesday, September 08, 2010 4:47 PM
To: Candice Deininger
Cc: Candiss.Martin@amwater.com; Linda.Toussaint@amwater.com;
Patricia.Butler@amwater.com; Penny.Pohlman@amwater.com;
specialaccts@amwater.com; Takisha.Walker@amwater.com
Subject: RE: Kentucky account [REDACTED]

Candice,

This is one I asked about before. Did Julie ever find out anything?

----- Forwarded by Bryan Siler/KAWC/AWWS on 09/08/2010 04:45 PM -----

"Candice
Deininger"
<cdeining@lexingt
To onky.gov> <Bryan.Siler@amwater.com>
cc 07/23/2010 10:59
Subject AM
RE: Premise [REDACTED]
[REDACTED]

Hi, Bryan . . . this address does not exist in PVA, however, I'm pretty sure it's part of the same parcel located at [REDACTED] I've emailed Julie to see if anyone in that shop is familiar with this

location and if it serves a water tower.

Candice Deininger
Revenue Supervisor
LFUCG Division of Revenue
200 East Main Street
Lexington, KY 40507
859-258-3364
cdeining@lexingtonky.gov

-----Original Message-----

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]
Sent: Friday, July 23, 2010 9:26 AM
To: Candice Deininger
Subject: Premise [REDACTED]

Hi Candice,

Should this premise be billed sewer? I have notes that say it services a water tower. It was inactive for a couple years but just began service again last month.

Bryan Siler
Eastern Division
bryan.siler@amwater.com
Phone: (859) 268-6350
Fax: (859) 335-3350

Bryan Siler
Eastern Division
bryan.siler@amwater.com
Phone: (859) 268-6350

"Candice
Deininger"
<cdeining@lexingt
To onky.gov> <Patricia.Butler@amwater.com>
cc 09/08/2010 04:26 <Bryan.Siler@amwater.com>,
PM <Candiss.Martin@amwater.com>

<Linda.Toussaint@amwater.com>,
<Penny.Pohlman@amwater.com>,
<specialaccts@amwater.com>,
<Takisha.Walker@amwater.com>

Subject

RE: Kentucky account [REDACTED]

Thanks, Patty - just another reason why you get complimentary emails!!
Have a great evening . . . I'll let everyone know what, if anything, is
found out.

Candice Deininger
Revenue Supervisor
LFUCG Division of Revenue
200 East Main Street
Lexington, KY 40507
859-258-3364
cdeining@lexingtonky.gov

-----Original Message-----

From: Patricia.Butler@amwater.com [mailto:Patricia.Butler@amwater.com]
Sent: Wednesday, September 08, 2010 4:17 PM
To: Candice Deininger
Cc: Bryan.Siler@amwater.com; Candiss.Martin@amwater.com;
Linda.Toussaint@amwater.com; Penny.Pohlman@amwater.com;
specialaccts@amwater.com; Takisha.Walker@amwater.com
Subject: RE: Kentucky account [REDACTED]

Hi Candice,

[REDACTED] called the call center on 6/25/10 and gave
the
number as [REDACTED] Let me know if you need anything else.

Thanks,

Patty Butler
Special Accounts Representative
American Water
Phone - 866-772-2228 ext 5023

Fax - 866-464-0232

"Candice
Deininger"
<cdeining@lexingt
To onky.gov> <Patricia.Butler@amwater.com>,
<Takisha.Walker@amwater.com>,
09/08/2010 03:01 <Bryan.Siler@amwater.com>,
PM <Candiss.Martin@amwater.com>,
<Linda.Toussaint@amwater.com>
cc <specialaccts@amwater.com>,
<Penny.Pohlman@amwater.com>
Subject RE: Kentucky account [REDACTED]

Hi, Bryan. I've pulled up the sewer portion of the billing on this account and noticed the lack of billing until June of this year which would seem to support the customer's claim. If this account does serve only a cooling tower, and nothing else, then it would not be charged sewer. However, if it does serve a sanitary sewer function, then it should be charged and the customer would need to apply for an exclusion for that portion which serves the cooling tower. Is there a contact person and number at [REDACTED] that someone from Water Quality could contact? I'm not sure if they have anyone who could make an on-site inspection but it's worth a try to confirm one way or another. And, I don't suppose we'd get lucky enough to have any comments on the account anywhere?

Candice Deininger
Revenue Supervisor
LFUCG Division of Revenue
200 East Main Street
Lexington, KY 40507
859-258-3364
cdeining@lexingtonky.gov

-----Original Message-----

From: Patricia.Butler@amwater.com [mailto:Patricia.Butler@amwater.com]
Sent: Wednesday, September 08, 2010 3:31 PM
To: Takisha.Walker@amwater.com; Bryan.Siler@amwater.com;
Candiss.Martin@amwater.com; Linda.Toussaint@amwater.com
Cc: Candice Deininger; specialaccts@amwater.com;
Penny.Pohlman@amwater.com
Subject: Fw: Kentucky account [REDACTED]

Hi Adrian,

This is under the wrong area code if it is in fact to be charged for sewer, but there is also an open contact here due to the customer stating this is a water cooling tower and they don't believe it should be charged for sewer at all. At this point, I can reverse the incorrect area code charges, but I don't want to re-apply them until we can determine whether or not they should be charged for sewer. Once we get the ok to charge for sewer or not, I will do what is necessary to correct it from that time forward.

Thanks,

Patty Butler
Special Accounts Representative
American Water
Phone - 866-772-2228 ext 5023
Fax - 866-464-0232

----- Forwarded by Patricia A Butler/CALLCTR/CORP/AWWSC on 09/08/2010 02:24 PM -----

Adrian

Teague/SHARVCS/A

WWSC

To

CSC_Special_Accounts/AWWSC@AWW

09/07/2010 01:38

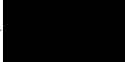
cc

PM

Subject

Kentucky account [REDACTED]

Good Afternoon,

Could someone please look at KY account  I believe this account is set up under the wrong area code because every time this account bills for sewer, it creates an error. If this account is to bill for sewer than I believe it should be set up in area code 1215, there should be no sewer billing under area 1210 since that is the default area. If the area is incorrect and needs to be changed, then the charges first need to be reversed in the incorrect area (1210) before the area is changed. If this is not done, the errors will not be corrected. Once the area is changed to 1215, the charges can be entered through a misc adj.

So far this account has caused the following errors which need to be corrected

07/13 147.99 for sewer billing and 8.88 for sales tax on UT 2.
07/27 5.76 for sewer billing and .35 for sales tax on UT 2
09/01 2,709.58 for sewer billing and 162.57 for sales tax on UT2

Thank you.

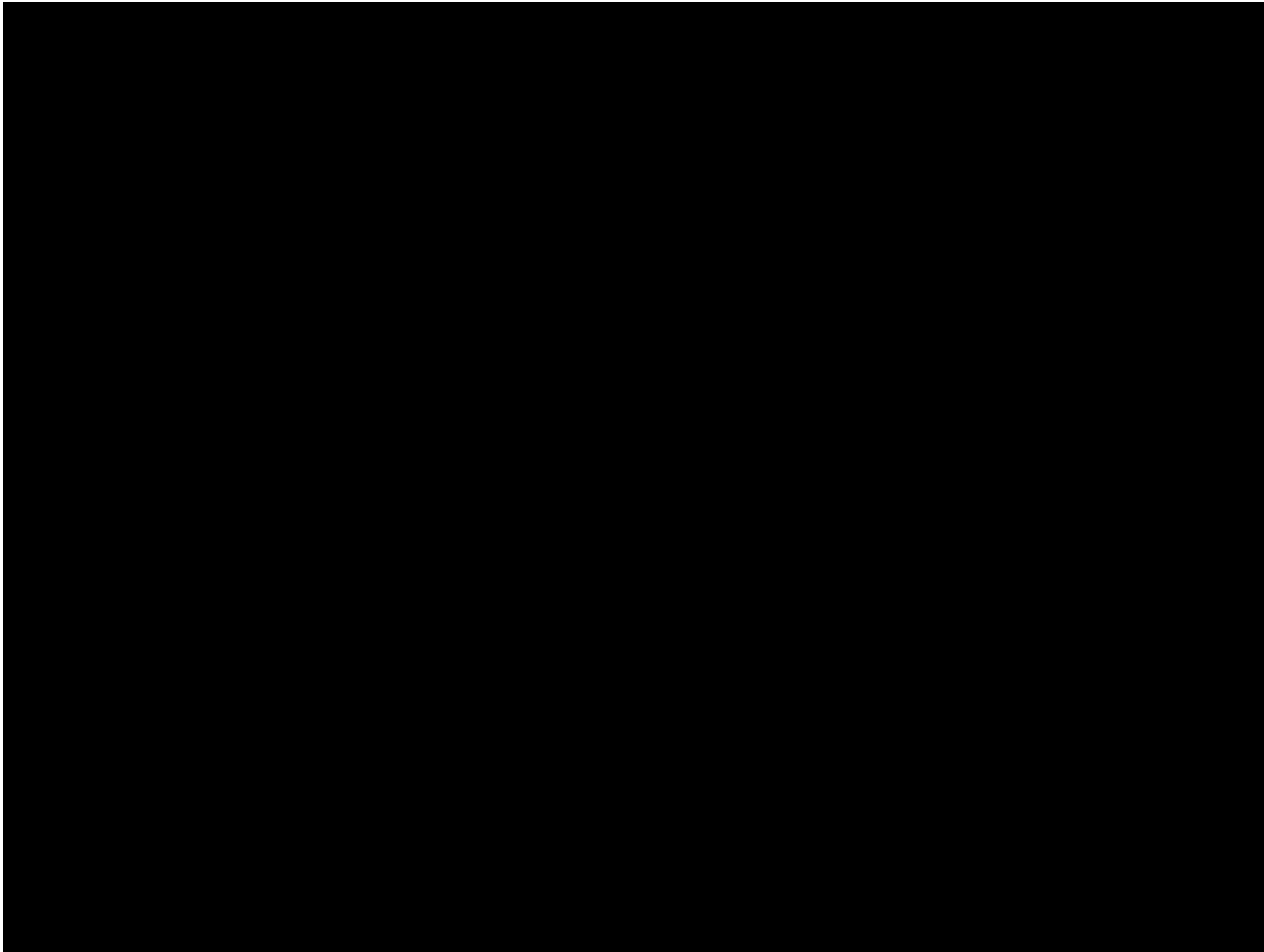
(Embedded image moved to file: pic13877.gif)

Adrian Teague
Senior Accountant
AW Shared Services Center
856-310-5478
Adrian.Teague@amwater.com

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:23 AM -----

From: Deidra S Hayden/KAWC/AWWSC

To: Bryan Siler/KAWC/AWWSC@AWW
Date: 07/14/2011 08:36 AM
Subject: Re: Fw: Kentucky account [REDACTED]



Deidra S Hayden
Operations Clerk
Kentucky American Water
2300 Richmond Rd.
Lexington, KY 40502
Office 859-268-6303
Fax 859-268-6315
Deidra.Hayden@amwater.com
Bryan Siler/KAWC/AWWSC



Bryan Siler/KAWC/AWWSC
07/14/2011 08:21 AM

To Deidra S Hayden/KAWC/AWWSC@AWW
cc
Subject Fw: Kentucky account [REDACTED]

Per LFUCG request below, please remove sewer from this premise and update CPREM contact when completed. Thanks.

Bryan Siler
Eastern Division
bryan.siler@amwater.com
Phone: (859) 268-6350

----- Forwarded by Bryan Siler/KAWC/AWWSC on 07/14/2011 08:20 AM -----

From: "Candice Deininger" <cdeining@lexingtonky.gov>
To: <Bryan.Siler@amwater.com>
Cc: <Takisha.Walker@amwater.com>, "Julie Mantrom" <jmantrom@lexingtonky.gov>
Date: 07/13/2011 05:08 PM
Subject: RE: Kentucky account [REDACTED]

Hi, Bryan!! I heard from Julie, and this location should not be billed sewer, so would you kindly remove the coding for it, please? I'll send an email to Special Accounts crediting the remaining sewer balance. I appreciate your patience and assistance with this one . . . have a good evening!

Candice Deininger
Revenue Supervisor
LFUCG Division of Revenue
200 East Main Street
Lexington, KY 40507
859-258-3364
cdeining@lexingtonky.gov

-----Original Message-----

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]
Sent: Wednesday, July 13, 2011 4:10 PM
To: Candice Deininger
Cc: Takisha.Walker@amwater.com
Subject: RE: Kentucky account [REDACTED]

Thanks, Candice.

I placed a hold on the account through 8/19/11. Today's disconnect order was cancelled.

Bryan Siler
Eastern Division
bryan.siler@amwater.com
Phone: (859) 268-6350

From: "Candice Deininger" <cdeining@lexingtonky.gov>
To: <Bryan.Siler@amwater.com>
Cc: <Takisha.Walker@amwater.com>
Date: 07/13/2011 04:07 PM
Subject: RE: Kentucky account [REDACTED]

Hi, Bryan, thanks for sending this. I've gone back through my emails and can find nothing that this has been resolved. If they're up for disconnect due to non-payment of sewer, would you please put a hold on the order for a month - hopefully I can get something from someone.

Candice Deininger
Revenue Supervisor
LFUCG Division of Revenue
200 East Main Street
Lexington, KY 40507
859-258-3364
cdeining@lexingtonky.gov

-----Original Message-----

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]
Sent: Wednesday, July 13, 2011 2:29 PM
To: Candice Deininger
Cc: Takisha.Walker@amwater.com
Subject: RE: Kentucky account [REDACTED]

Hi Candice,

These folks are up for disconnection and are still disputing their sewer bill. Has a final decision ever been reached?

Bryan Siler
Eastern Division
bryan.siler@amwater.com
Phone: (859) 268-6350

From: Bryan Siler/KAWC/AWWSC
To: "Candice Deininger" <cdeining@lexingtonky.gov>@AWX
Date: 12/07/2010 04:12 PM
Subject: RE: Kentucky account [REDACTED]

Okay, thanks.

Bryan Siler
Eastern Division
bryan.siler@amwater.com
Phone: (859) 268-6350

"Candice
Deininger"
To: <cdeining@lexingt
onky.gov> <Bryan.Siler@amwater.com>
cc: 12/07/2010 04:10
Subject: PM
RE: Kentucky account [REDACTED]

No, not yet . . .I'll see what I can find out . . .

Candice Deininger
Revenue Supervisor
LFUCG Division of Revenue
200 East Main Street
Lexington, KY 40507
859-258-3364
cdeining@lexingtonky.gov

-----Original Message-----

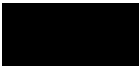
From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]
Sent: Tuesday, December 07, 2010 3:29 PM
To: Candice Deininger
Subject: RE: Kentucky account [REDACTED]

Hi Candice,

Was there ever a final opinion on this one.

Bryan Siler
Eastern Division

bryan.siler@amwater.com
Phone: (859) 268-6350

"Candice
Deininger"
<cdeining@lexingt
To onky.gov> <Bryan.Siler@amwater.com>
cc 09/08/2010 04:50 <Candiss.Martin@amwater.com>,
PM <Linda.Toussaint@amwater.com>,
<Patricia.Butler@amwater.com>,
<Penny.Pohlman@amwater.com>,
<specialaccts@amwater.com>,
<Takisha.Walker@amwater.com>
Subject RE: Kentucky account 

Probably not . . . pickin's are mighty slim down there - I'm going to try to have Richard Lamey ask Jose Rincon to check it since it could possibly involve exclusions - not sure if I'll have much luck there either but I'll give it whirl . . .

Candice Deininger
Revenue Supervisor
LFUCG Division of Revenue
200 East Main Street
Lexington, KY 40507
859-258-3364

cdeining@lexingtonky.gov

-----Original Message-----

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]
Sent: Wednesday, September 08, 2010 4:47 PM
To: Candice Deininger
Cc: Candiss.Martin@amwater.com; Linda.Toussaint@amwater.com;
Patricia.Butler@amwater.com; Penny.Pohlman@amwater.com;
specialaccts@amwater.com; Takisha.Walker@amwater.com
Subject: RE: Kentucky account [REDACTED]

Candice,

This is one I asked about before. Did Julie ever find out anything?

----- Forwarded by Bryan Siler/KAWC/AWWSC on 09/08/2010 04:45 PM -----

"Candice
Deininger"
<cdeining@lexingt
To onky.gov> <Bryan.Siler@amwater.com>
cc 07/23/2010 10:59
Subject AM
RE: Premise [REDACTED]
[REDACTED]

Hi, Bryan . . . this address does not exist in PVA however, I'm pretty sure it's part of the same parcel located at [REDACTED] I've emailed Julie to see if anyone in that shop is familiar with this location and if it serves a water tower.

Candice Deininger

Revenue Supervisor
LFUCG Division of Revenue
200 East Main Street
Lexington, KY 40507
859-258-3364
cdeining@lexingtonky.gov

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From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]
Sent: Friday, July 23, 2010 9:26 AM
To: Candice Deininger
Subject: Premise [REDACTED]

Hi Candice,

Should this premise be billed sewer? I have notes that say it services a water tower. It was inactive for a couple years but just began service again last month.

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Eastern Division
bryan.siler@amwater.com
Phone: (859) 268-6350
Fax: (859) 335-3350

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Eastern Division
bryan.siler@amwater.com
Phone: (859) 268-6350

"Candice
Deininger"
To: <cdeining@lexingt
onky.gov> <Patricia.Butler@amwater.com>
cc 09/08/2010 04:26 <Bryan.Siler@amwater.com>,
PM <Candiss.Martin@amwater.com>,
<Linda.Toussaint@amwater.com>,
<Penny.Pohlman@amwater.com>

<specialaccts@amwater.com>,

<Takisha.Walker@amwater.com>

Subject

RE: Kentucky account [REDACTED]

Thanks, Patty - just another reason why you get complimentary emails!!
Have a great evening . . . I'll let everyone know what, if anything, is
found out.

Candice Deininger
Revenue Supervisor
LFUCG Division of Revenue
200 East Main Street
Lexington, KY 40507
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cdeining@lexingtonky.gov

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Sent: Wednesday, September 08, 2010 4:17 PM
To: Candice Deininger
Cc: Bryan.Siler@amwater.com; Candiss.Martin@amwater.com;
Linda.Toussaint@amwater.com; Penny.Pohlman@amwater.com;
specialaccts@amwater.com; Takisha.Walker@amwater.com
Subject: RE: Kentucky account [REDACTED]

Hi Candice,

[REDACTED] called the call center on 6/25/10 and gave
the [REDACTED]
number as [REDACTED]. Let me know if you need anything else.

Thanks,

Patty Butler
Special Accounts Representative
American Water
Phone - 866-772-2228 ext 5023
Fax - 866-464-0232

"Candice
Deininger"
<cdeining@lexingt
onky.gov>
09/08/2010 03:01
PM
cc
Subject

<Patricia.Butler@amwater.com>,
<Takisha.Walker@amwater.com>,
<Bryan.Siler@amwater.com>,
<Candiss.Martin@amwater.com>,
<Linda.Toussaint@amwater.com>
<specialaccts@amwater.com>,
<Penny.Pohlman@amwater.com>
RE: Kentucky account [REDACTED]

Hi, Bryan. I've pulled up the sewer portion of the billing on this account and noticed the lack of billing until June of this year which would seem to support the customer's claim. If this account does serve only a cooling tower, and nothing else, then it would not be charged sewer. However, if it does serve a sanitary sewer function, then it should be charged and the customer would need to apply for an exclusion for that portion which serves the cooling tower. Is there a contact person and number at [REDACTED] that someone from Water Quality could contact? I'm not sure if they have anyone who could make an on-site inspection but it's worth a try to confirm one way or another. And, I don't suppose we'd get lucky enough to have any comments on the account anywhere?

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LFUCG Division of Revenue

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cdeining@lexingtonky.gov

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Sent: Wednesday, September 08, 2010 3:31 PM
To: Takisha.Walker@amwater.com; Bryan.Siler@amwater.com;
Candiss.Martin@amwater.com; Linda.Toussaint@amwater.com
Cc: Candice Deininger; specialaccts@amwater.com;
Penny.Pohlman@amwater.com
Subject: Fw: Kentucky account [REDACTED]

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American Water
Phone - 866-772-2228 ext 5023
Fax - 866-464-0232

----- Forwarded by Patricia A Butler/CALLCTR/CORP/AWWSA on 09/08/2010 02:24 PM -----

Adrian

Teague/SHARVCS/A

WWSC

To

CSC_Special_Accounts/AWWSA@AWW

09/07/2010 01:38

cc

PM

Subject

Kentucky account [REDACTED]

Good Afternoon,

Could someone please look at KY account [REDACTED] I believe this account is set up under the wrong area code because every time this account bills for sewer, it creates an error. If this account is to bill for sewer than I believe it should be set up in area code 1215, there should be no sewer billing under area 1210 since that is the default area. If the area is incorrect and needs to be changed, then the charges first need to be reversed in the incorrect area (1210) before the area is changed. If this is not done, the errors will not be corrected. Once the area is changed to 1215, the charges can be entered through a misc adj.

So far this account has caused the following errors which need to be corrected

07/13 147.99 for sewer billing and 8.88 for sales tax on UT 2.
07/27 5.76 for sewer billing and .35 for sales tax on UT 2
09/01 2,709.58 for sewer billing and 162.57 for sales tax on UT2

Thank you.

(Embedded image moved to file: pic13877.gif)

Adrian Teague
Senior Accountant
AW Shared Services Center
856-310-5478
Adrian.Teague@amwater.com

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:23 AM -----

From: "Candice Deininger" <cdeining@lexingtonky.gov>
To: <Bryan.Siler@amwater.com>
Cc: <Takisha.Walker@amwater.com>, "Kenneth Johns" <kjohns@lexingtonky.gov>

Date: 07/14/2011 09:24 AM
 Subject: KAWC New Services - June 2011

Hi, Bryan! Here's the file containing the geocoded locations for new services for June 2011. If you have any questions, please let me know – thanks and have a good day!

Candice Deininger
 Revenue Supervisor
 LFUCG Division of Revenue
 200 East Main Street
 Lexington, KY 40507
 859-258-3364
 cdeining@lexingtonky.gov



ONSET-NEW TAPS FOR JUNE 2011.xls

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:23 AM -----

From: "Candice Deininger" <cdeining@lexingtonky.gov>
 To: <Bryan.Siler@amwater.com>
 Cc: "Kenneth Johns" <kjohns@lexingtonky.gov>, <Takisha.Walker@amwater.com>
 Date: 07/14/2011 09:39 AM
 Subject: RE: KAWC New Services - June 2011

Hello . . . I see the same characters as well - not sure, but didn't some of Scott's later files also show this configuration? It looks like the characters on lines not designated as 'Y' are dashes that presumably indicate not sewerred and are for the lines where it has been labeled 'W' for water service. Would it be better if we removed the dashes?

Candice Deininger
 Revenue Supervisor
 LFUCG Division of Revenue
 200 East Main Street
 Lexington, KY 40507
 859-258-3364
 cdeining@lexingtonky.gov

-----Original Message-----

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]
 Sent: Thursday, July 14, 2011 9:33 AM
 To: Candice Deininger
 Cc: Kenneth Johns; Takisha.Walker@amwater.com
 Subject: Re: KAWC New Services - June 2011

Hi Candice,

I am having trouble seeing the Sewered column. I see "Y"s and jumbled characters. If you see the correct values in this column can you PDF it to me or something?

 Bryan Siler
 Eastern Division

bryan.siler@amwater.com
Phone: (859) 268-6350

From: "Candice Deininger" <cdeining@lexingtonky.gov>
To: <Bryan.Siler@amwater.com>
Cc: <Takisha.Walker@amwater.com>, "Kenneth Johns"
<kjohns@lexingtonky.gov>
Date: 07/14/2011 09:24 AM
Subject: KAWC New Services - June 2011

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Candice Deininger
Revenue Supervisor
LFUCG Division of Revenue
200 East Main Street
Lexington, KY 40507
859-258-3364
cdeining@lexingtonky.gov
[attachment "ONSET-NEW TAPS FOR JUNE 2011.xls" deleted by Bryan Siler/KAWC/AWWSC]

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:23 AM -----

From: "Candice Deininger" <cdeining@lexingtonky.gov>
To: <Bryan.Siler@amwater.com>
Cc: "Rickie Caldwell" <rcaldwell@lexingtonky.gov>, "Hilori Morgan" <hmorgan@lexingtonky.gov>
Date: 07/14/2011 10:35 AM
Subject: Premise [REDACTED]

Good morning, Bryan. I'm trying to clear up some outstanding balances for LFUCG accounts, and I'm having some difficulty with the above premise located at [REDACTED]'s being billed for water, sewer and landfill but not the WQM fee. There is no such address in the PVA database, so I'm looking for a 'good' address where I can match the addresses. Are there any notes on the account about the physical address? The meter number that serves the account is [REDACTED]. Any further information would be most helpful - thanks very much!!!

Candice Deininger
Revenue Supervisor
LFUCG Division of Revenue
200 East Main Street
Lexington, KY 40507
859-258-3364
cdeining@lexingtonky.gov

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:23 AM -----

From: "Candice Deininger" <cdeining@lexingtonky.gov>
To: <Bryan.Siler@amwater.com>
Cc: "Hilori Morgan" <hmorgan@lexingtonky.gov>, "Rickie Caldwell" <rcaldwell@lexingtonky.gov>,

<Takisha.Walker@amwater.com>
 Date: 07/14/2011 12:23 PM
 Subject: RE: Premise [REDACTED]

I'm sure this will help a great deal - we now know what it's for. Many thanks!!

Candice Deininger
 Revenue Supervisor
 LFUCG Division of Revenue
 200 East Main Street
 Lexington, KY 40507
 859-258-3364
 cdeining@lexingtonky.gov

-----Original Message-----

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]
 Sent: Thursday, July 14, 2011 12:22 PM
 To: Candice Deininger
 Cc: Hilori Morgan; Rickie Caldwell; Takisha.Walker@amwater.com
 Subject: Re: Premise [REDACTED]

Hi Candice,

This is all I was able to find.

I do not have an entry in the LFUCG WQ Mgt Fee bill file for this premise.

The tap order from 11/19/73 says the owner is [REDACTED] Would they have any records?

There were some hand written notes on an order from 2002 that said [REDACTED]

Everything has that same address. Were the streets changed or lines redrawn over the years? I hope that helps.

Bryan Siler
 Eastern Division
 bryan.siler@amwater.com
 Phone: (859) 268-6350

From: "Candice Deininger" <cdeining@lexingtonky.gov>
 To: <Bryan.Siler@amwater.com>
 Cc: "Rickie Caldwell" <rcaldwell@lexingtonky.gov>, "Hilori Morgan" <hmorgan@lexingtonky.gov>
 Date: 07/14/2011 10:35 AM
 Subject: Premise [REDACTED]

Good morning, Bryan. I'm trying to clear up some outstanding balances

for

LFUCG accounts, and I'm having some difficulty with the above premise located at [REDACTED]. It's being billed for water, sewer and landfill but not the WQM fee. There is no such address in the PVA database, so I'm looking for a 'good' address where I can match the addresses. Are there any notes on the account about the physical address?

The meter number that serves the account is [REDACTED]. Any further information would be most helpful - thanks very much!!!

Candice Deininger
Revenue Supervisor
LFUCG Division of Revenue
200 East Main Street
Lexington, KY 40507
859-258-3364
cdeining@lexingtonky.gov

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:23 AM -----

From: "Candice Deininger" <cdeining@lexingtonky.gov>
To: <Beverly.Brassfield@amwater.com>
Cc: <Bryan.Siler@amwater.com>, "Carolyn E Knoll" <cknoll@lexingtonky.gov>, "Jose Rincon" <jrincon@lexingtonky.gov>
Date: 07/14/2011 03:12 PM
Subject: Request for New User Access to KAWC Website

Good afternoon, Beverly. I have another request for user access to KAWC's website and have attached the completed form. Carolyn needs the same level of access/privileges as those for existing user Jose Rincon (jrincon@lexingtonky.gov).

Also, has user access been established/updated for the two I submitted a week ago for Robert Bowman and Kenneth Johns?

Thanks for your help – have a good evening!!

Candice Deininger
Revenue Supervisor
LFUCG Division of Revenue
200 East Main Street
Lexington, KY 40507
859-258-3364
cdeining@lexingtonky.gov



OAM Set Up Form- Carrie Knoll.doc

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:23 AM -----

From: Elizabeth A Pflieger/CALLCTR/CORP/AWWSC
To: Bryan Siler/KAWC/AWWSC@AWW
Cc: Dawn L McDonald/CALLCTR/CORP/AWWSC@AWW, Jeffrey A Taylor/CALLCTR/CORP/AWWSC@AWW, Linda K Toussaint/LAWC/AWWSC@AWW, Takisha D Walker/KAWC/AWWSC@AWW, Paul M Ebbeler/CALLCTR/CORP/AWWSC@AWW
Date: 07/15/2011 01:14 PM
Subject: Re: [REDACTED] Fixed Bill History for 07-2011

Good Afternoon Bryan -

I am checking in to see if you have an update in regards to the corrections process for these customer's accounts.

See notes below: "Bryan will be providing us an update on suggested correction measures after you review and discuss this issue with the city. If needed, we will assist with calculating the over-billing associated with this error. In most of the examples we reviewed, the over-billing appears to be approximately \$0.04."

Please let me know if there is any additional information that I may be able to provide.

Thank You,
E. Anne Pflieger
Billing Team Supervisor
Elizabeth.Pflieger@amwater.com
Phone: 618-433-4364

Paul M Ebbeler Hello Bryan, As we discussed:

07/07/2011 04:09:11 PM

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:23 AM -----

From: Elizabeth A Pflieger/CALLCTR/CORP/AWWSC
To: Bryan Siler/KAWC/AWWSC@AWW
Cc: Paul M Ebbeler/CALLCTR/CORP/AWWSC@AWW, Takisha D Walker/KAWC/AWWSC@AWW
Date: 07/18/2011 08:40 AM
Subject: Re: [REDACTED] Fixed Bill History for 07-2011

Good Morning Bryan -

Thank You for the update!

Thank You,
E. Anne Pflieger
Billing Team Supervisor
Elizabeth.Pflieger@amwater.com
Phone: 618-433-4364

Bryan Siler Anne, I think these were under-billed. We do not...

07/18/2011 07:24:12 AM

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:23 AM -----

From: "Mike Smith" <mikes@lexingtonky.gov>
To: <Bryan.Siler@amwater.com>, "Candice Deininger" <cdeining@lexingtonky.gov>
Date: 07/18/2011 09:48 AM
Subject: weekly file is attached.

Here you go.

Thank you !

Michael S. Smith
Computer Operations Manager

**Help Desk Manager
Cell Phone Administrator
Division of Computer Services - Suite # 718
200 East Main Street - Lexington, KY 40507
859-258-3730 mikes@lexingtonky.gov**



HERC0718.TXT

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:23 AM -----

From: "Candice Deininger" <cdeining@lexingtonky.gov>
To: <Bryan.Siler@amwater.com>
Date: 07/18/2011 09:50 AM
Subject: RE: KAWC New Services - June 2011

Okay - just let me know if there's something else we can be doing to help.

Candice Deininger
Revenue Supervisor
LFUCG Division of Revenue
200 East Main Street
Lexington, KY 40507
859-258-3364
cdeining@lexingtonky.gov

-----Original Message-----

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]
Sent: Monday, July 18, 2011 9:41 AM
To: Candice Deininger
Cc: Kenneth Johns; Takisha.Walker@amwater.com
Subject: RE: KAWC New Services - June 2011

No, that's what I needed to know. Could have been the way I opened it.
Thanks.

Bryan Siler
Eastern Division
bryan.siler@amwater.com
Phone: (859) 268-6350

From: "Candice Deininger" <cdeining@lexingtonky.gov>
To: <Bryan.Siler@amwater.com>
Cc: "Kenneth Johns" <kjohns@lexingtonky.gov>, <Takisha.Walker@amwater.com>
Date: 07/14/2011 09:39 AM
Subject: RE: KAWC New Services - June 2011

Hello . . . I see the same characters as well - not sure, but didn't some of Scott's later files also show this configuration? It looks like the characters on lines not designated as 'Y' are dashes that presumably indicate not sewerred and are for the lines where it has been labeled 'W' for water service. Would it be better if we removed the dashes?

Candice Deininger
 Revenue Supervisor
 LFUCG Division of Revenue
 200 East Main Street
 Lexington, KY 40507
 859-258-3364
 cdeining@lexingtonky.gov

-----Original Message-----

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]
 Sent: Thursday, July 14, 2011 9:33 AM
 To: Candice Deininger
 Cc: Kenneth Johns; Takisha.Walker@amwater.com
 Subject: Re: KAWC New Services - June 2011

Hi Candice,

I am having trouble seeing the Sewered column. I see "Y"s and jumbled characters. If you see the correct values in this column can you PDF it to me or something?

Bryan Siler
 Eastern Division
 bryan.siler@amwater.com
 Phone: (859) 268-6350

From: "Candice Deininger" <cdeining@lexingtonky.gov>
 To: <Bryan.Siler@amwater.com>
 Cc: <Takisha.Walker@amwater.com>, "Kenneth Johns" <kjohns@lexingtonky.gov>
 Date: 07/14/2011 09:24 AM
 Subject: KAWC New Services - June 2011

Hi, Bryan! Here's the file containing the geocoded locations for new services for June 2011. If you have any questions, please let me know - thanks and have a good day!

Candice Deininger
 Revenue Supervisor
 LFUCG Division of Revenue
 200 East Main Street
 Lexington, KY 40507
 859-258-3364
 cdeining@lexingtonky.gov

[attachment "ONSET-NEW TAPS FOR JUNE 2011.xls" deleted by Bryan Siler/KAWC/AWWSC]

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:23 AM -----

From: Takisha D Walker/KAWC/AWWSC
To: sheilap@lexingtonky.gov
Cc: cmorton@lexingtonky.gov, Bryan Siler/KAWC/AWWSC@AWW
Date: 07/18/2011 10:07 AM
Subject: Fw: FYI: Fw: New Address on [REDACTED] and new premise #

Hello Sheila,

I have updated the customers account to reflect the 30% discount for sewer. It was not noted in the email below, however I wanted to confirm if this customer should also receive the discount for the water quality management fee.

Please advise and let me know if you have any additional questions.

Thanks

Takisha Walker, Customer Service Advocate
Kentucky American Water
(O) 859-268-6313
(M) 859-361-8981
(F) 859-268-6315
takisha.walker@amwater.com

We Care About Water. It's What We Do.

----- Forwarded by Takisha D Walker/KAWC/AWWSC on 07/18/2011 10:05 AM -----

----- Forwarded by Bryan Siler/KAWC/AWWSC on 07/18/2011 09:44 AM -----

From: "Sheila Powell" <sheilap@lexingtonky.gov>
To: <Bryan.Siler@amwater.com>
Cc: "Carol Morton" <cmorton@lexingtonky.gov>
Date: 07/13/2011 01:32 PM
Subject: New Address on [REDACTED] and new premise #

Good afternoon Bryan,

[REDACTED]

She came in today to recertify new address is [REDACTED] and new premise [REDACTED] can this be updated to reflect that she should get 30% off her Sewer charge.

Thanks

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:23 AM -----

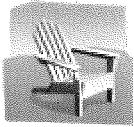
From: Takisha D Walker/KAWC/AWWSC
To: Bryan Siler/KAWC/AWWSC@AWW
Date: 07/18/2011 10:10 AM
Subject: RE: KAWC New Services - June 2011

Hello Bryan,

Is there anything we need to do with this list? Also, have you reached out to Candice regarding the accounts that they stated was not billing for sewer?

Thanks

Takisha Walker, Customer Service Advocate
 Kentucky American Water
 (O) 859-268-6313
 (M) 859-361-8981
 (F) 859-268-6315
 takisha.walker@amwater.com
 We Care About Water. It's What We Do.
 Bryan Siler/KAWC/AWWSC



Bryan Siler/KAWC/AWWSC

07/18/2011 09:40 AM

To "Candice Deininger" <cdeining@lexingtonky.gov>@AWX
 cc "Kenneth Johns" <kjohns@lexingtonky.gov>,
 Takisha.Walker@amwater.com
 Subject RE: KAWC New Services - June 2011

No, that's what I needed to know. Could have been the way I opened it. Thanks.

Bryan Siler
 Eastern Division
 bryan.siler@amwater.com
 Phone: (859) 268-6350

"Candice Deininger" Hello . . . I see the same characters as well - n...

07/14/2011 09:39:06 AM

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:23 AM -----

From: Beverly D Brassfield/CALLCTR/CORP/AWWSC
 To: "Candice Deininger" <cdeining@lexingtonky.gov>@AWX
 Cc: Bryan.Siler@amwater.com, "Carolyn E Knoll" <cknoll@lexingtonky.gov>, "Jose Rincon" <jrincon@lexingtonky.gov>
 Date: 07/18/2011 02:21 PM
 Subject: Re: Request for New User Access to KAWC Website

Hi Candice,

The new OAM user id 'cknoll@lexingtonky.gov' has been created for contract billing customer codes LFUCG & LFUCG2 in Kentucky.

The log on information for Carrie Knoll:
 user id: [REDACTED]

password [REDACTED]

Please confirm with an email that the id is working so that we may close the work order.

Thanks,

Beverly Brassfield
Special Accounts Representative
1-866-772-2228 Phone
1-866-464-0232 Fax

"Candice Deininger" <cdeining@lexingtonky.gov>



"Candice Deininger"
<cdeining@lexingtonky.gov>
>

07/14/2011 02:11 PM

To <Beverly.Brasfield@amwater.com>

cc <Bryan.Siler@amwater.com>, "Carolyn E Knoll"
<cknoll@lexingtonky.gov>, "Jose Rincon"
<jrincon@lexingtonky.gov>

Subject Request for New User Access to KAWC Website

Good afternoon, Beverly. I have another request for user access to KAWC's website and have attached the completed form. Carolyn needs the same level of access/privileges as those for existing user Jose Rincon (jrincon@lexingtonky.gov).

Also, has user access been established/updated for the two I submitted a week ago for Robert Bowman and Kenneth Johns?

Thanks for your help – have a good evening!!

Candice Deininger
Revenue Supervisor
LFUCG Division of Revenue
200 East Main Street
Lexington, KY 40507
859-258-3364
cdeining@lexingtonky.gov

[attachment "OAM Set Up Form- Carrie Knoll.doc" deleted by Beverly D Brassfield/CALLCTR/CORP/AWWSC]

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:23 AM -----

From: "Candice Deininger" <cdeining@lexingtonky.gov>
To: <Beverly.Brasfield@amwater.com>
Cc: <Bryan.Siler@amwater.com>, "Carolyn E Knoll" <cknoll@lexingtonky.gov>, "Jose Rincon" <jrincon@lexingtonky.gov>
Date: 07/18/2011 02:35 PM
Subject: RE: Request for New User Access to KAWC Website

Hi, Beverly, and thanks so very much!!! Have a good evening!!

Candice Deininger
 Revenue Supervisor
 LFUCG Division of Revenue
 200 East Main Street
 Lexington, KY 40507
 859-258-3364
 cdeining@lexingtonky.gov

-----Original Message-----

From: Beverly.Brassfield@amwater.com
 [mailto:Beverly.Brassfield@amwater.com]
 Sent: Monday, July 18, 2011 2:21 PM
 To: Candice Deininger
 Cc: Bryan.Siler@amwater.com; Carolyn E Knoll; Jose Rincon
 Subject: Re: Request for New User Access to KAWC Website

Hi Candice,

The new OAM user id 'cknoll@lexingtonky.gov' has been created for contract billing customer codes LFUCG & LFUCG2 in Kentucky.

The log on information for Carrie Knoll:
 user id: [REDACTED]
 password [REDACTED]

Please confirm with an email that the id is working so that we may close the work order.

Thanks,

Beverly Brassfield
 Special Accounts Representative
 1-866-772-2228 Phone
 1-866-464-0232 Fax

"Candice
 Deininger"
 <cdeining@lexingt
 onky.gov>
 To: <Beverly.Brassfield@amwater.com>
 cc: 07/14/2011 02:11 <Bryan.Siler@amwater.com>,
 "Carolyn
 PM E Knoll"

<cknoll@lexingtonky.gov>,

"Jose Rincon"

<jrincon@lexingtonky.gov>

Subject

Request for New User Access to

KAWC

Website

Good afternoon, Beverly. I have another request for user access to KAWC's website and have attached the completed form. Carolyn needs the same level of access/privileges as those for existing user Jose Rincon (jrincon@lexingtonky.gov).

Also, has user access been established/updated for the two I submitted a week ago for Robert Bowman and Kenneth Johns?

Thanks for your help - have a good evening!!

Candice Deininger
Revenue Supervisor
LFUCG Division of Revenue
200 East Main Street
Lexington, KY 40507
859-258-3364
cdeining@lexingtonky.gov

[attachment "OAM Set Up Form- Carrie Knoll.doc" deleted by Beverly D Brassfield/CALLCTR/CORP/AWWSC]

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:23 AM -----

From: "Carolyn E Knoll" <cknoll@lexingtonky.gov>
To: <Beverly.Bradfield@amwater.com>, "Candice Deininger" <cdeining@lexingtonky.gov>
Cc: <Bryan.Siler@amwater.com>, "Jose Rincon" <jrincon@lexingtonky.gov>
Date: 07/19/2011 08:03 AM
Subject: RE: Request for New User Access to KAWC Website

Thank you very much!

Carrie Knoll
Program Specialist
Division of Water Quality
Lexington-Fayette Urban County Government
Phone: (859) 425-2409
Fax: (859) 425-2548

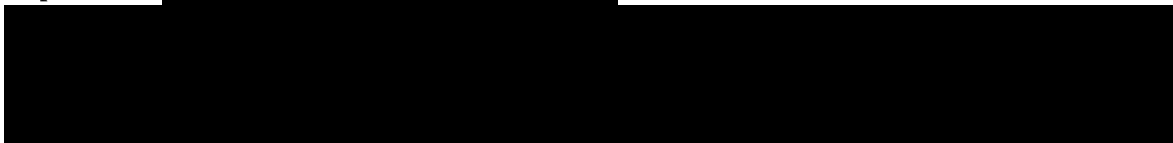
-----Original Message-----

From: Beverly.Brassfield@amwater.com
[mailto:Beverly.Brassfield@amwater.com]
Sent: Monday, July 18, 2011 2:21 PM
To: Candice Deininger
Cc: Bryan.Siler@amwater.com; Carolyn E Knoll; Jose Rincon
Subject: Re: Request for New User Access to KAWC Website

Hi Candice,

The new OAM user id 'cknoll@lexingtonky.gov' has been created for contract billing customer codes LFUCG & LFUCG2 in Kentucky.

The log on information for Carrie Knoll:
user id: [REDACTED]
password [REDACTED]



Please confirm with an email that the id is working so that we may close the work order.

Thanks,

Beverly Brassfield
Special Accounts Representative
1-866-772-2228 Phone
1-866-464-0232 Fax

"Candice

Deininger"

To: <cdeining@lexingt
onky.gov> <Beverly.Brassfield@amwater.com>

cc: 07/14/2011 02:11 <Bryan.Siler@amwater.com>,
"Carolyn E Knoll"
PM <cknoll@lexingtonky.gov>,
"Jose Rincon"

<jrincon@lexingtonky.gov>

Subject

KAWC

Request for New User Access to
Website

Good afternoon, Beverly. I have another request for user access to KAWC's website and have attached the completed form. Carolyn needs the same level of access/privileges as those for existing user Jose Rincon (jrincon@lexingtonky.gov).

Also, has user access been established/updated for the two I submitted a week ago for Robert Bowman and Kenneth Johns?

Thanks for your help - have a good evening!!

Candice Deininger
Revenue Supervisor
LFUCG Division of Revenue
200 East Main Street
Lexington, KY 40507
859-258-3364

cdeining@lexingtonky.gov

[attachment "OAM Set Up Form- Carrie Knoll.doc" deleted by Beverly D Brassfield/CALLCTR/CORP/AWWSC]

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:23 AM -----

From: "Candice Deininger" <cdeining@lexingtonky.gov>
To: <Bryan.Siler@amwater.com>
Date: 07/19/2011 08:56 AM
Subject: Cumulative Tap-On List

Good morning, Bryan. Our IT department ran a report for the specified time period that we discussed yesterday, and it is available in a text format - is this okay for your use?

Candice Deininger
Revenue Supervisor

LFUCG Division of Revenue
200 East Main Street
Lexington, KY 40507
859-258-3364
cdeining@lexingtonky.gov

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:23 AM -----

From: "Candice Deininger" <cdeining@lexingtonky.gov>
To: <Bryan.Siler@amwater.com>
Date: 07/19/2011 09:10 AM
Subject: RE: Cumulative Tap-On List

Thanks, Bryan - here it is

Candice Deininger
Revenue Supervisor
LFUCG Division of Revenue
200 East Main Street
Lexington, KY 40507
859-258-3364
cdeining@lexingtonky.gov

-----Original Message-----

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]
Sent: Tuesday, July 19, 2011 9:09 AM
To: Candice Deininger
Subject: Re: Cumulative Tap-On List

Yes, it is. Thanks.

Bryan Siler
Eastern Division
bryan.siler@amwater.com
Phone: (859) 268-6350

From: "Candice Deininger" <cdeining@lexingtonky.gov>
To: <Bryan.Siler@amwater.com>
Date: 07/19/2011 08:56 AM
Subject: Cumulative Tap-On List

Good morning, Bryan. Our IT department ran a report for the specified time period that we discussed yesterday, and it is available in a text format - is this okay for your use?

Candice Deininger
Revenue Supervisor
LFUCG Division of Revenue

200 East Main Street
Lexington, KY 40507
859-258-3364
cdeining@lexingtonky.gov



TAP8-2008 - 04-2011.TXT

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:23 AM -----

From: "Candice Deininger" <cdeining@lexingtonky.gov>
To: <Bryan.Siler@amwater.com>
Cc: <Takisha.Walker@amwater.com>
Date: 07/19/2011 03:01 PM
Subject: List of Unsewered Accounts

Good afternoon, Bryan. I have created a list of the accounts that were referred to in the meeting last week between representatives of KAWC and LFUCG. It includes the premise number and location of accounts that were included on the monthly sewer tap-on lists and identified as recipients of KIA grants. Kindly let me know if you need anything further. Thank you and have a good afternoon!

Candice Deininger
Revenue Supervisor
LFUCG Division of Revenue
200 East Main Street
Lexington, KY 40507
859-258-3364
cdeining@lexingtonky.gov



UNCODED ACCOUNTS FOR SEWER 2008-2011.xls

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:23 AM -----

From: "Candice Deininger" <cdeining@lexingtonky.gov>
To: <Takisha.Walker@amwater.com>
Cc: <jim@turftown.com>, <Bryan.Siler@amwater.com>
Date: 07/21/2011 12:17 PM
Subject: RE: FYI: Fw: Request For Sewer Adjustment

Thank you!!

Candice Deininger
Revenue Supervisor
LFUCG Division of Revenue
200 East Main Street
Lexington, KY 40507
859-258-3364
cdeining@lexingtonky.gov

-----Original Message-----

From: Takisha.Walker@amwater.com [mailto:Takisha.Walker@amwater.com]
Sent: Wednesday, July 20, 2011 6:22 PM
To: Candice Deininger
Cc: jim@turftown.com; Bryan.Siler@amwater.com
Subject: Fw: FYI: Fw: Request For Sewer Adjustment

Hello Candice,

This account has been updated to residential.

Please let me know if you have any additional questions or concerns.

Thanks

Takisha Walker, Customer Service Advocate

Kentucky American Water

(O) 859-268-6313

(M) 859-361-8981

(F) 859-268-6315

takisha.walker@amwater.com

We Care About Water. It's What We Do.

----- Forwarded by Takisha D Walker/KAWC/AWWSO on 07/20/2011 03:53 PM

Deidra S

Hayden/KAWC/AWWSO

To

07/20/2011 03:52

Takisha D Walker/KAWC/AWWSO@AWW

PM

cc

Bryan Siler/KAWC/AWWSO@AWW

Subject

Re: Deidra Account Update Needed

--- Fw: FYI: Fw: Request For

Sewer Adjustment(Document link:

Takisha D Walker)

Completed!

Deidra S Hayden
Operations Clerk

Kentucky American Water
 2300 Richmond Rd.
 Lexington, KY 40502
 Office 859-268-6303
 Fax 859-268-6315
 Deidra.Hayden@amwater.com

----- Forwarded by Bryan Siler/KAWC/AWWSC on 07/20/2011 02:10 PM -----

From: "Candice Deininger" <cdeining@lexingtonky.gov>
 To: <Bryan.Siler@amwater.com>
 Cc: [REDACTED]
 Date: 07/20/2011 02:03 PM
 Subject: FW: Request For Sewer Adjustment

Hi, Bryan . . . I received a call from this customer stating that the changes to his account that I requested in my June 22 email have not been made. Would you kindly ensure these changes are made? I've included a screenshot from PVA showing that the property is classed as residential and not commercial. I'll be emailing Special Accounts with another adjustment to his account. If you have any questions, please give me a call. Thanks very much!!

(Embedded image moved to file: pic28318.jpg)

Candice Deininger
 Revenue Supervisor
 LFUCG Division of Revenue
 200 East Main Street
 Lexington, KY 40507
 859-258-3364
 cdeining@lexingtonky.gov

From: Candice Deininger
 Sent: Wednesday, June 22, 2011 9:14 AM
 To: 'specialaccts@amwater.com'; [REDACTED]
 Cc: 'Bryan.Siler@amwater.com'; [REDACTED]
 Subject: Request For Sewer Adjustment

Good morning. Kindly apply a sewer credit adjustment to Premise [REDACTED] in the name of [REDACTED] in the amount of \$33.07; watering. Account classification is incorrect and should be 'Residential' which I have asked the local office to change. In addition, this account will need a FWA (Fall Winter Average) of '3' manually applied. If you have any questions, kindly let me know. Thanks very much and have a good day!

Candice Deininger
Revenue Supervisor
LFUCG Division of Revenue
200 East Main Street
Lexington, KY 40507
859-258-3364
cdeining@lexingtonky.gov

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:23 AM -----

From: "Candice Deininger" <cdeining@lexingtonky.gov>
To: <Bryan.Siler@amwater.com>
Date: 07/27/2011 07:49 AM
Subject: RE: [REDACTED]

Hello . . . just heard back from Mike Lambert at the tap-on desk, and he confirmed that this location should not be sewerred.

Candice Deininger
Revenue Supervisor
LFUCG Division of Revenue
200 East Main Street
Lexington, KY 40507
859-258-3364
cdeining@lexingtonky.gov

-----Original Message-----

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]
Sent: Tuesday, July 26, 2011 4:50 PM
To: Candice Deininger
Subject: [REDACTED]

Candice,

Should this premise be sewerred?

Bryan Siler
Eastern Division
bryan.siler@amwater.com
Phone: (859) 268-6350

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:23 AM -----

From: "Sheila Long" <slong@lexingtonky.gov>
To: <Bryan.Siler@amwater.com>
Cc: "Mike Smith" <mikes@lexingtonky.gov>
Date: 07/27/2011 12:12 PM
Subject: weekly file

Thank you,
Sheila Long
Mainframe and Help Desk Services
Division of Computer Services
Lexington Fayette Urban Co Gov.
Phone: 859-258-3730
Fax: 859-258-3399



HERC0727.TXT

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:23 AM -----

From: Maryann Concilio/SHARSVCS/AWWSC
To: dgerardi@lfucg.com, rhicks@lfucg.com, "Kimberly Bryan" <kbryan@lfucg.com>, Lvahle@lfucg.com
Cc: cdeining@lexingtonky.gov, Bryan Siler/KAWC/AWWSC@AWW
Date: 08/01/2011 09:43 AM
Subject: Kentucky July ACH Disbursements

Attached you will find your ACH spreadsheet for the month of July.

If you have any questions, please feel free to call me at the below number.

Thank you and have a great day.



ACHRec11.xls

Mary Ann Concilio-Sbraga
Cash Operations Analyst
American Water Shared Services Center
131 Woodcrest Rd.
Cherry Hill, NJ 08003
(856)310-5886

We are committed to be a high-value, reliable, customer -focused service provider to support our American Water Business Partners.

"We are American Water Shared Services!"

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:23 AM -----

From: "Sheila Long" <slong@lexingtonky.gov>
To: <Bryan.Siler@amwater.com>
Cc: "Mike Smith" <mikes@lexingtonky.gov>, "Candice Deininger" <cdeining@lexingtonky.gov>
Date: 08/01/2011 02:30 PM
Subject: Weekly file

For 08-01-11

Thank you,

Sheila Long

Mainframe and Help Desk Services
Division of Computer Services
Lexington Fayette Urban Co Gov.
Phone: 859-258-3730
Fax: 859-258-3399



HERC0801.TXT

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:23 AM -----

From: "Candice Deininger" <cdeining@lexingtonky.gov>
To: <Bryan.Siler@amwater.com>
Date: 08/09/2011 04:29 PM
Subject: RE: July Reports

Thanks, Bryan!!

Candice Deininger
Revenue Supervisor
LFUCG Division of Revenue
200 East Main Street
Lexington, KY 40507
859-258-3364
cdeining@lexingtonky.gov

-----Original Message-----

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]
Sent: Tuesday, August 09, 2011 3:45 PM
To: Candice Deininger; Rhonda Hicks; Deborah Gerardi;
Rachel.Cole@amwater.com; William O'Mara; Lori Vahle; Stephen Mulligan;
Takisha.Walker@amwater.com; James Hoskins; Cecily Chan;
Susan.Lee@amwater.com; Steven.Snowden@amwater.com; Kimberly Bryan;
Samantha.Papa@amwater.com; Robin Adams
Subject: July Reports

Hello,

Attached are the sewer, landfill and water quality management fee monthly reports for your review. There were 1 residential and 7 OPA accounts that were billed \$38.25 in taxes. These will be corrected. The rate for billing the Water Quality Management Fee has been adjusted.

Please let me know if you have any questions.

Thank you.

(See attached file: LFUCG 0711 Report.xls) (See attached file: LFUCG 0711 Aging Totals.pdf) (See attached file: CPI-Price Change 07-2011 - WQ FEE.pdf)

Aging comparison will be sent separately.

Bryan Siler
Eastern Division
bryan.siler@amwater.com
Phone: (859) 268-6350

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:23 AM -----

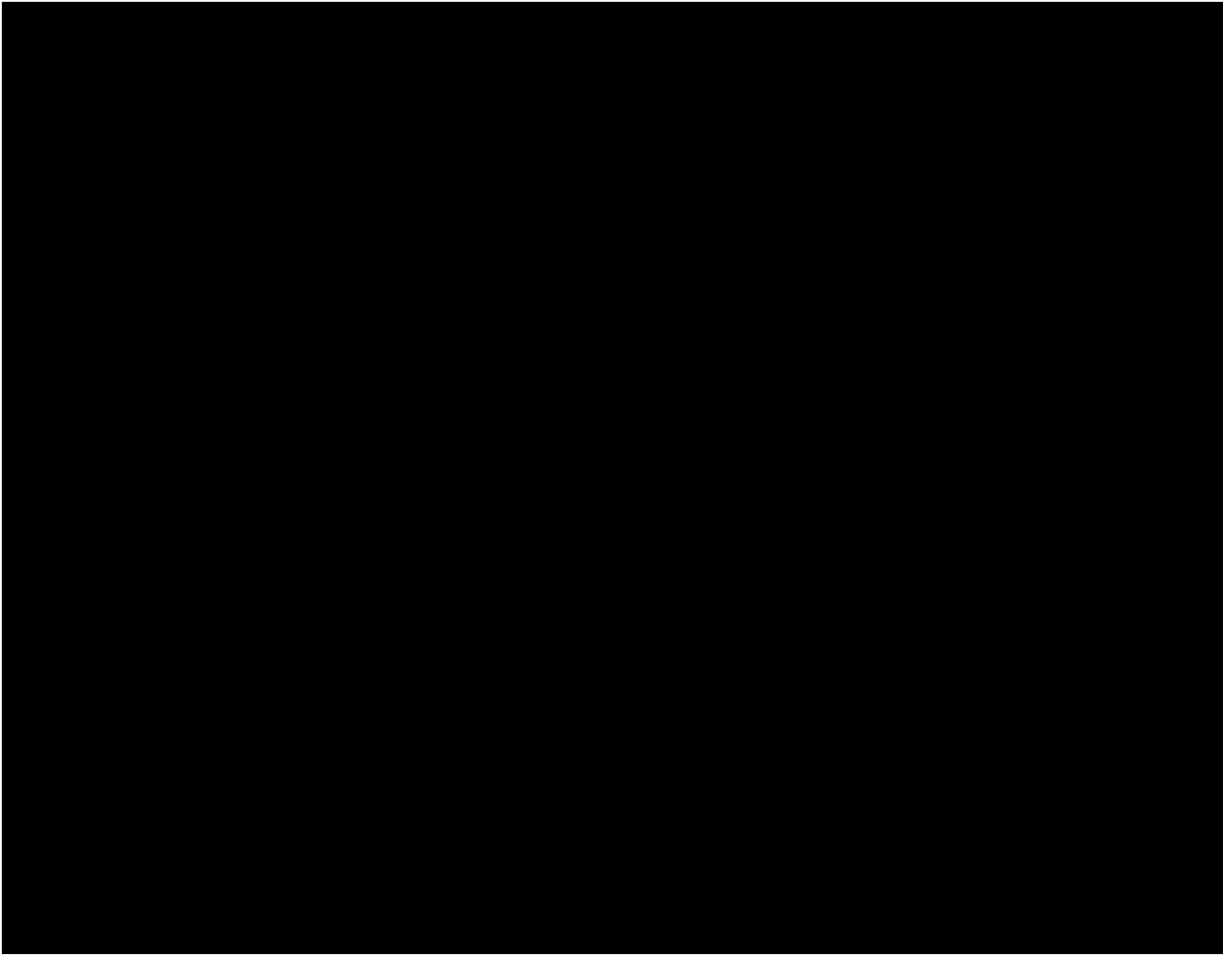
From: CSC_Special_Accounts/AWWSC
To: Takisha D Walker/KAWC/AWWSC@AWW, Bryan Siler/KAWC/AWWSC@AWW
Cc: Linda K Toussaint/LAWC/AWWSC@AWW, Marilyn H Bolling/CALLCTR/CORP/AWWSC@AWW
Date: 08/15/2011 04:41 PM
Subject: LWQMF accounts
Sent by: Patricia A Butler

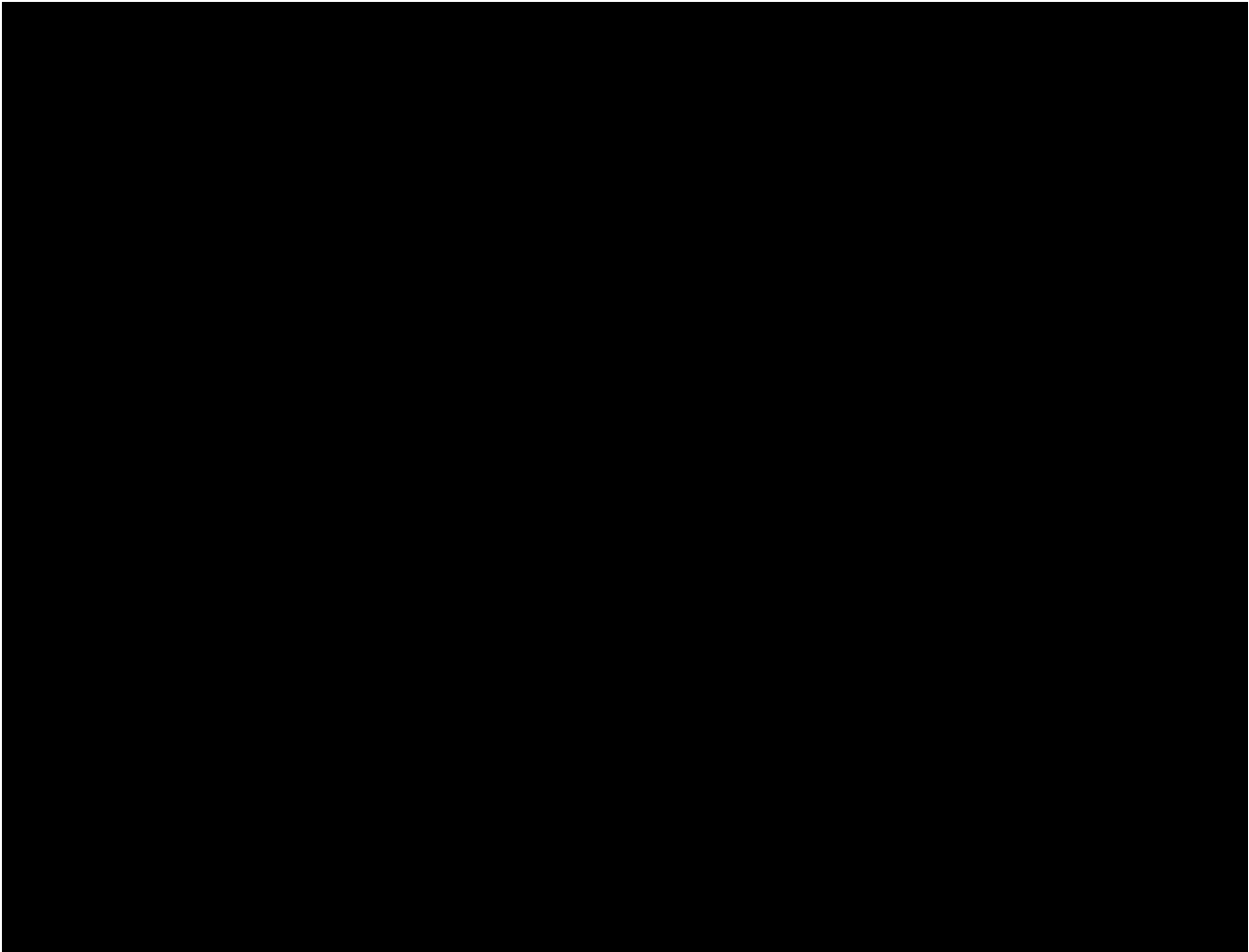
Hi All,

Just wanted to check with you due to these accounts are sitting in our 12XXX batch and have been for a while. I noticed the first screen shot has had all their fixed charges inactivated and the second screen shot never had a fixed charge added in which to bill from. Please take a look at these and see if they need to be closed or re-activated. I didn't receive any info from LFUCG as to closing these accounts, so I'm not sure what to do with them.

Thanks,

Patty Butler
Special Accounts Representative
American Water - Alton Call Center





----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:23 AM -----

From: Kathryn M Milburn/SHARVCS/AWWSC
To: CDeining@lfucg.com, rpulliam@lexingtonky.gov
Cc: Bryan Siler/KAWC/AWWSC@AWW
Date: 08/16/2011 09:51 AM
Subject: Managed Contract 07/2011

Hi Candice,

Attached is the invoice for 07/2011.

Kathy

Kathryn M. Milburn
Cash Management Specialist
American Water Shared Services
Cherry Hill, NJ 08034
Ph-856-310-5844
Fax-856-672-2873
Kathryn.Milburn@AMWater.com

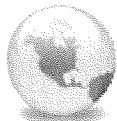
----- Forwarded by Kathryn M Milburn/SHARVCS/AWWSC on 08/16/2011 09:49 AM -----



njwdcrst@amwater.com

08/16/2011 09:51 AM

To "Kathy Milburn" <Kathryn.Milburn@amwater.com>



cc

Subject Attached Image



2172_001.pdf

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:23 AM -----

From: Kathryn M Milburn/SHARVCS/AWWSC
 To: sadievilleky@bellsouth.net
 Cc: Bryan Siler/KAWC/AWWSC@AWW
 Date: 08/16/2011 09:52 AM
 Subject: Managed Contract 07/2011

Cindy Foster,

Attached is the invoice for 07/2011.

Kathy

Kathryn M. Milburn
 Cash Management Specialist
 American Water Shared Services
 Cherry Hill, NJ 08034
 Ph-856-310-5844
 Fax-856-672-2873
 Kathryn.Milburn@AMWater.com

----- Forwarded by Kathryn M Milburn/SHARVCS/AWWSC on 08/16/2011 09:51 AM -----

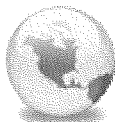
njwdcrst@amwater.com

08/16/2011 09:52 AM

To "Kathy Milburn" <Kathryn.Milburn@amwater.com>

cc

Subject Attached Image



2173_001.pdf

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:23 AM -----

From: "Sheila Long" <slong@lexingtonky.gov>
 To: <Bryan.Siler@amwater.com>
 Cc: "Mike Smith" <mikes@lexingtonky.gov>
 Date: 08/16/2011 02:08 PM
 Subject: file for week

Thank you,

Sheila Long

Mainframe and Help Desk Services

Division of Computer Services
Lexington Fayette Urban Co Gov.
Phone: 859-258-3730
Fax: 859-258-3399



HERC0816.TXT

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:23 AM -----

From: "Candice Deininger" <cdeining@lexingtonky.gov>
To: <Bryan.Siler@amwater.com>
Cc: <Takisha.Walker@amwater.com>, "Christopher Doerge" <cdoerge@lexingtonky.gov>
Date: 08/16/2011 04:48 PM
Subject: KAWC New Services - July 2011

Good afternoon, Bryan. Attached is the file containing the geocoded locations for new services for July 2011. If you have any questions, kindly let me know. I apologize for the delay; but since Scott has left, our IT department has been stretched pretty thin as duties are reassigned among remaining personnel. Thanks!

Candice Deininger
Revenue Supervisor
LFUCG Division of Revenue
200 East Main Street
Lexington, KY 40507
859-258-3364
cdeining@lexingtonky.gov



ONSET-NEW TAPS FOR JULY 2011.xls

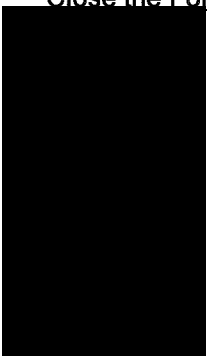
----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:23 AM -----

From: Takisha D Walker/KAWC/AWWSC
To: CSC_Special_Accounts/AWWSC@AWW
Cc: Bryan Siler/KAWC/AWWSC@AWW, Linda K Toussaint/ILAWC/AWWSC@AWW, Marilyn H Bolling/CALLCTR/CORP/AWWSC@AWW, Patricia A Butler/CALLCTR/CORP/AWWSC@AWW
Date: 08/17/2011 03:41 PM
Subject: Re: LWQMF accounts

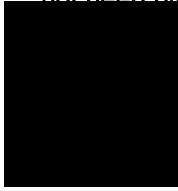
Hello,

I have reviewed the accounts and here is the following:

Close the Following Accounts:



We will contact the city and follow-up on these accounts as they were set-up at their request but have not been billed any ERUs:



Please let me know if you have any additional questions or concerns.

Thanks

Takisha Walker, Customer Service Advocate
 Kentucky American Water
 (O) 859-268-6313
 (M) 859-361-8981
 (F) 859-268-6315
 takisha.walker@amwater.com
 We Care About Water. It's What We Do.
 Takisha D Walker/KAWC/AWWSC



Takisha D
 Walker/KAWC/AWWSC
 08/17/2011 09:14 AM

To CSC_Special_Accounts/AWWSC
 cc Bryan Siler/KAWC/AWWSC@AWW, Linda K
 Toussaint/ILAWC/AWWSC@AWW, Marilyn H
 Bolling/CALLCTR/CORP/AWWSC@AWW, Patricia A
 Butler/CALLCTR/CORP/AWWSC@AWW
 Subject Re: LWQMF accounts

Hello,

I will review these accounts today and provide feedback.

Thanks

Takisha Walker, Customer Service Advocate
 Kentucky American Water
 (O) 859-268-6313
 (M) 859-361-8981
 (F) 859-268-6315
 takisha.walker@amwater.com
 We Care About Water. It's What We Do.
 CSC_Special_Accounts/AWWSC



CSC_Special_Accounts/AW
 WSC
 Sent by: Patricia A Butler
 08/15/2011 04:41 PM

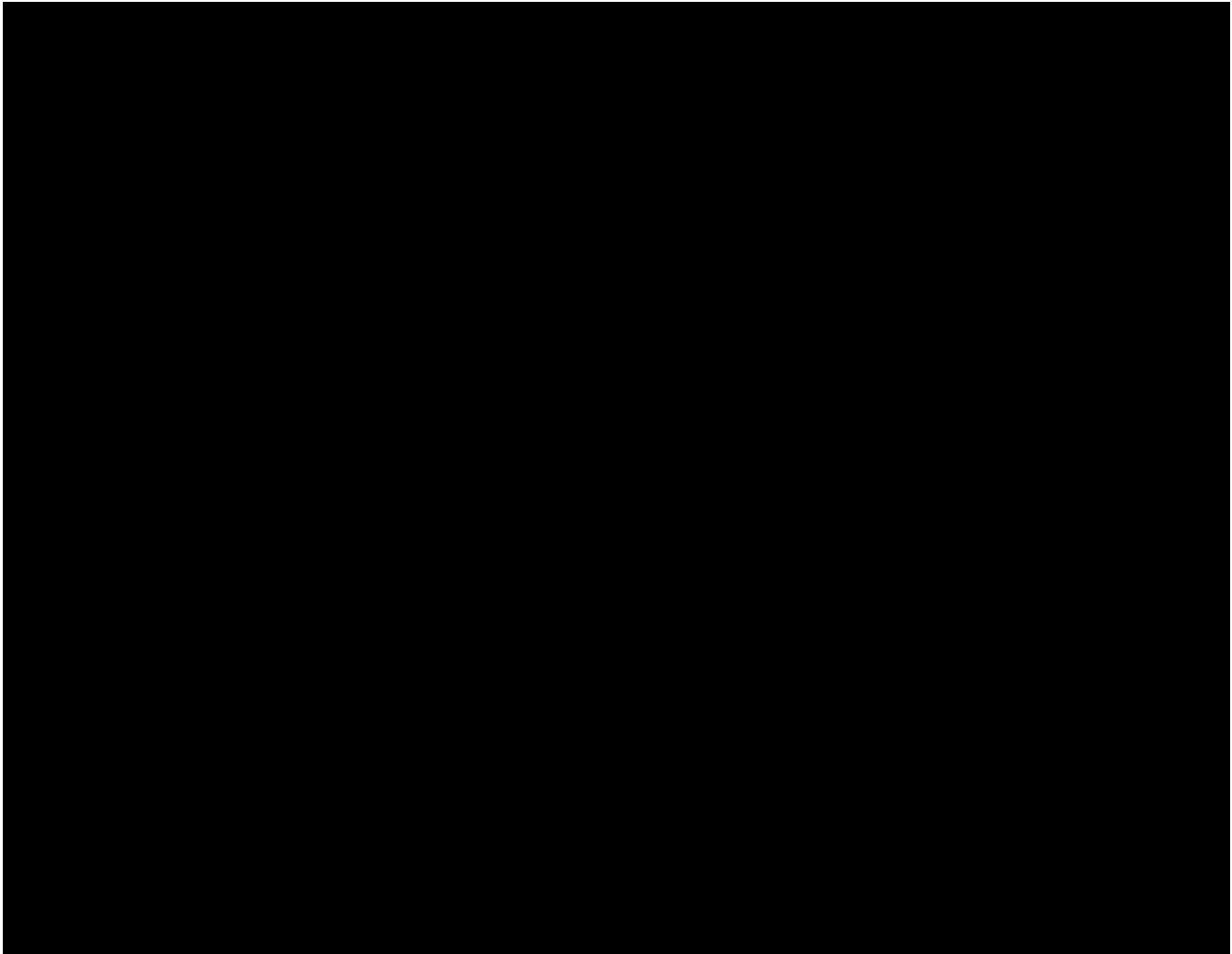
To Takisha D Walker/KAWC/AWWSC@AWW, Bryan
 Siler/KAWC/AWWSC@AWW
 cc Linda K Toussaint/ILAWC/AWWSC@AWW, Marilyn H
 Bolling/CALLCTR/CORP/AWWSC@AWW
 Subject LWQMF accounts

Hi All,

Just wanted to check with you due to these accounts are sitting in our 12XXX batch and have been for a while. I noticed the first screen shot has had all their fixed charges inactivated and the second screen shot never had a fixed charge added in which to bill from. Please take a look at these and see if they need to be closed or re-activated. I didn't receive any info from LFUCG as to closing these accounts, so I'm not sure what to do with them.

Thanks,

Patty Butler
Special Accounts Representative
American Water - Alton Call Center





----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:23 AM -----

From: Linda K Toussaint/ILAWC/AWWSC
To: Takisha D Walker/KAWC/AWWSC@AWW
Cc: Bryan Siler/KAWC/AWWSC@AWW, CSC_Special_Accounts/AWWSC@AWW, Marilyn H
Bolling/CALLCTR/CORP/AWWSC@AWW, Patricia A Butler/CALLCTR/CORP/AWWSC@AWW
Date: 08/17/2011 08:43 PM
Subject: Re: LWQMF accounts

Thank you Takisha.

Patty...could you please address the following accounts?.. thank you

Candiss ..please credit Patty with these accounts..thank you

Best Regards,
Linda K Toussaint
Team Supervisor
Special Accounts Dept Alton IL
M-F 7am to 4pm
ph# 1-866-957-2886 Ext 5018
fax# 1-866-464-0232
linda.toussaint@amwater.com

Takisha D Walker Hello, I have reviewed the accounts and here is t...

08/17/2011 02:41:42 PM

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:23 AM -----

From: "Sheila Long" <slong@lexingtonky.gov>
 To: <Bryan.Siler@amwater.com>
 Cc: "Mike Smith" <mikes@lexingtonky.gov>
 Date: 08/22/2011 04:55 PM
 Subject: weekly file

Thank you,

Sheila Long

Mainframe and Help Desk Services

Division of Computer Services

Lexington Fayette Urban Co Gov.

Phone: 859-258-3730

Fax: 859-258-3399



HERC0822.TXT

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:23 AM -----

From: Takisha D Walker/KAWC/AWWSC
 To: "Cheryl Talbert" <ctalbert@lexingtonky.gov>@AWX
 Cc: Bryan Siler/KAWC/AWWSC@AWW
 Date: 08/26/2011 10:50 AM
 Subject: Re: Account Users

Hello Cheryl,

We have received your list. Bryan will work with you to get the users and the training set-up.

Thanks

Takisha Walker, Customer Service Advocate

Kentucky American Water

(O) 859-268-6313 (Internal: 7-533-6313)

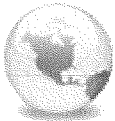
(M) 859-361-8981

(F) 859-268-6315

takisha.walker@amwater.com

We Care About Water. It's What We Do.

"Cheryl Talbert" <ctalbert@lexingtonky.gov>



"Cheryl Talbert"
 <ctalbert@lexingtonky.gov>

08/26/2011 10:43 AM

To <takisha.walker@amwater.com>

cc

Subject Account Users

Good morning Takisha. I am requesting that the following individuals have access to the water accounts:

Cheryl Talbert- ctalbert@lexingtonky.gov
Stephanie Jackson- sjackso2@lexingtonky.gov
Sheila Powell- sheilap@lexingtonky.gov
Carol Morton- cmorton@lexingtonky.gov
Kevin Edmonds- kedmonds@lexingtonky.gov
Richard Flewelling- richardf@lexingtonky.gov
Dolores Couch- dcouch@lexingtonky.gov
Scott Kelly- skelly@lexingtonky.gov
Sharon Smith- ssmith@lexingtonky.gov

Please let me know if you have any additional questions.

Cheryl L. Talbert, MSW, CSW
Director of Adult & Tenant Services
1055 Industry Rd.
Lexington, KY 40505
859-258-3818
859-425-2055 (fax)
ctalbert@lexingtonky.gov

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:23 AM -----

From: "Cheryl Talbert" <ctalbert@lexingtonky.gov>
To: <Bryan.Siler@amwater.com>
Date: 08/26/2011 10:51 AM
Subject: meeting confirmation

Bryan-thank you for agreeing to come to our staff meeting. To confirm the meeting is 9/08/11 at 9:00 a.m. Our office is located at 1055 Industry Rd. Thanks.

Cheryl L. Talbert, MSW, CSW
Director of Adult & Tenant Services
1055 Industry Rd.
Lexington, KY 40505
859-258-3818
859-425-2055 (fax)

ctalbert@lexingtonky.gov

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:23 AM -----

From: "Cheryl Talbert" <ctalbert@lexingtonky.gov>
To: <Takisha.Walker@amwater.com>
Cc: <Bryan.Siler@amwater.com>
Date: 08/26/2011 10:52 AM
Subject: RE: Account Users

Thank you! Have a great weekend!

-----Original Message-----

From: Takisha.Walker@amwater.com [mailto:Takisha.Walker@amwater.com]
Sent: Friday, August 26, 2011 10:51 AM
To: Cheryl Talbert
Cc: Bryan.Siler@amwater.com
Subject: Re: Account Users

Hello Cheryl,

We have received your list. Bryan will work with you to get the users and the training set-up.

Thanks

Takisha Walker, Customer Service Advocate
Kentucky American Water
(O) 859-268-6313 (Internal: 7-533-6313)
(M) 859-361-8981
(F) 859-268-6315
takisha.walker@amwater.com
We Care About Water. It's What We Do.

"Cheryl Talbert"
<ctalbert@lexingt
onky.gov>
To <takisha.walker@amwater.com>
08/26/2011 10:43
cc AM
Subject Account Users

(Embedded image moved to file: pic07640.jpg)
Good morning Takisha. I am requesting that the following individuals
have
access to the water accounts:

Cheryl Talbert- ctalbert@lexingtonky.gov
Stephanie Jackson- sjackso2@lexingtonky.gov
Sheila Powell- sheilap@lexingtonky.gov
Carol Morton- cmorton@lexingtonky.gov
Kevin Edmonds- kedmonds@lexingtonky.gov
Richard Flewelling- richardf@lexingtonky.gov
Dolores Couch- dcouch@lexingtonky.gov
Scott Kelly- skelly@lexingtonky.gov
Sharon Smith- ssmith@lexingtonky.gov

Please let me know if you have any additional questions.

Cheryl L. Talbert, MSW, CSW
Director of Adult & Tenant Services
1055 Industry Rd.
Lexington, KY 40505
859-258-3818
859-425-2055 (fax)
ctalbert@lexingtonky.gov

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:23 AM -----

From: "Sheila Long" <slong@lexingtonky.gov>
To: <Bryan.Siler@amwater.com>
Cc: "Mike Smith" <mikes@lexingtonky.gov>
Date: 08/29/2011 11:14 AM
Subject: weekly file

Thank you,
Sheila Long
Mainframe and Help Desk Services
Division of Computer Services
Lexington Fayette Urban Co Gov.
Phone: 859-258-3730

Fax: 859-258-3399



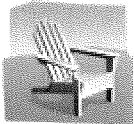
HERC0829.TXT

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:23 AM -----

From: DaRue Smith/CALLCTR/CORP/AWWSC
To: Bryan Siler/KAWC/AWWSC@AWW
Date: 08/31/2011 03:47 PM
Subject: Re: Reminder: Please hold all bills today until the LFUCG updates are approved. Thanks.
Sent by: Darue Smith

recalc is complete....

DaRue Smith
Billing Tech
618-433-4116
Bryan Siler/KAWC/AWWSC



Bryan Siler/KAWC/AWWSC
08/31/2011 11:50 AM

To Elizabeth A Pflieger/CALLCTR/CORP/AWWSC@AWW
cc Asia L Newby/CALLCTR/CORP/AWWSC@AWW, Darue Smith/CALLCTR/CORP/AWWSC@AWW, Takisha D Walker/KAWC/AWWSC@AWW, Paul M Ebbeler/CALLCTR/CORP/AWWSC@AWW
Subject Re: Reminder: Please hold all bills today until the LFUCG updates are approved. Thanks.

Anne,

My update is done. Please let me know when the recalc is complete. I will be in a meeting from 1pm - 3pm but will check in when I get back.

Thanks.

Bryan Siler
Eastern Division
bryan.siler@amwater.com
Phone: (859) 268-6350

Elizabeth A Pflieger	Thank You for the update - We will Hold until yo...	08/31/2011 09:00:42 AM
Bryan Siler	***** Brya...	08/31/2011 07:57:29 AM

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:23 AM -----

From: Maryann Concilio/SHARVCS/AWWSC
To: dgerardi@lfucg.com, rhicks@lfucg.com, "Kimberly Bryan" <kbryan@lfucg.com>

Cc: Lvahle@lfucg.com
Date: cdeining@lexingtonky.gov, Bryan Siler/KAWC/AWWSC@AWW
09/01/2011 10:05 AM
Subject: Kentucky August ACH Disbursements

Attached you will find your ACH spreadsheet for the month of August.

If you have any questions, please feel free to call me at the below number.

Thank you and have a great day.



ACHRec11.xls

Mary Ann Concilio-Sbraga
Cash Operations Analyst
American Water Shared Services Center
131 Woodcrest Rd.
Cherry Hill, NJ 08003
(856)310-5886

We are committed to be a high-value, reliable, customer -focused service provider to support our American Water Business Partners.

"We are American Water Shared Services!"

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:23 AM -----

From: "Sheila Long" <slong@lexingtonky.gov>
To: <Bryan.Siler@amwater.com>
Cc: "Mike Smith" <mikes@lexingtonky.gov>
Date: 09/06/2011 12:52 PM
Subject: weekly file

Thank you,
Sheila Long
Mainframe and Help Desk Services
Division of Computer Services
Lexington Fayette Urban Co Gov.
Phone: 859-258-3730
Fax: 859-258-3399



HERC0906.TXT

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:23 AM -----

From: "James Hoskins" <jhoskins@lexingtonky.gov>
To: <Bryan.Siler@amwater.com>
Date: 09/06/2011 01:17 PM
Subject: RE: August Reports

Can you give me an estimate when LFUCG's August Reports will be ready. Short week, I am trying to schedule my time. Thanks.

James A. Hoskins
Accountant
E-mail; jhoskins@lexingtonky.gov
phone: 859-258-3193

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:23 AM -----

From: "James Hoskins" <jhoskins@lexingtonky.gov>
To: <Bryan.Siler@amwater.com>
Date: 09/06/2011 02:05 PM
Subject: RE: August Reports

Thanks, that will work.

James A. Hoskins
Accountant
E-mail; jhoskins@lexingtonky.gov
phone: 859-258-3193

-----Original Message-----

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]
Sent: Tuesday, September 06, 2011 2:02 PM
To: James Hoskins
Cc: Candice Deininger
Subject: RE: August Reports

No problem, I can certainly appreciate that. I am shooting for tomorrow but it could be Thursday morning.

Bryan Siler
Eastern Division
bryan.siler@amwater.com
Phone: (859) 268-6350

From: "James Hoskins" <jhoskins@lexingtonky.gov>
To: <Bryan.Siler@amwater.com>
Date: 09/06/2011 01:17 PM
Subject: RE: August Reports

Can you give me an estimate when LFUCG's August Reports will be ready. Short week, I am trying to schedule my time. Thanks.

James A. Hoskins

Accountant
E-mail; jhoskins@lexingtonky.gov
phone: 859-258-3193

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:23 AM -----

From: Candiss L Martin/CALLCTR/CORP/AWWSC
To: Wynona E Caldwell/CONSULT/AWWSC@AWW, Bryan Siler/KAWC/AWWSC@AWW
Cc: Linda K Toussaint/LAWC/AWWSC@AWW
Date: 09/08/2011 11:27 AM
Subject: Re: WO 434255- OAM user ids for KY

Hi Wynona,

Sorry for the delay. Just getting back in the flow of things again. I'll forward this on to LFUCG to make sure they can all get access. Thanks for your help.

Bryan,

Here's the update you need for OAM access for KY. If you could forward it on to them to make sure they have the appropriate access, I'd appreciate it. Thank you.

Candiss Martin
Special Accounts
Technical Coordinator
Alton IL CSC
Ph. 1-866-957-2886 xt. 6029
Special Accts. Ph. 866-772-2228
Fax 866-464-0232
Wynona E Caldwell/CONSULT/AWWSC

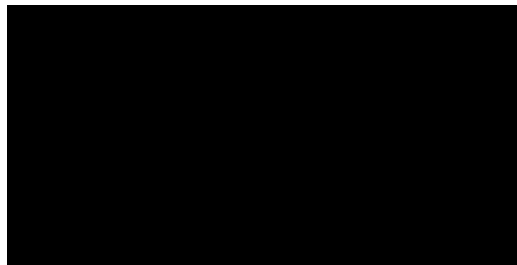
Wynona E
Caldwell/CONSULT/AWWS
C
09/02/2011 01:00 PM

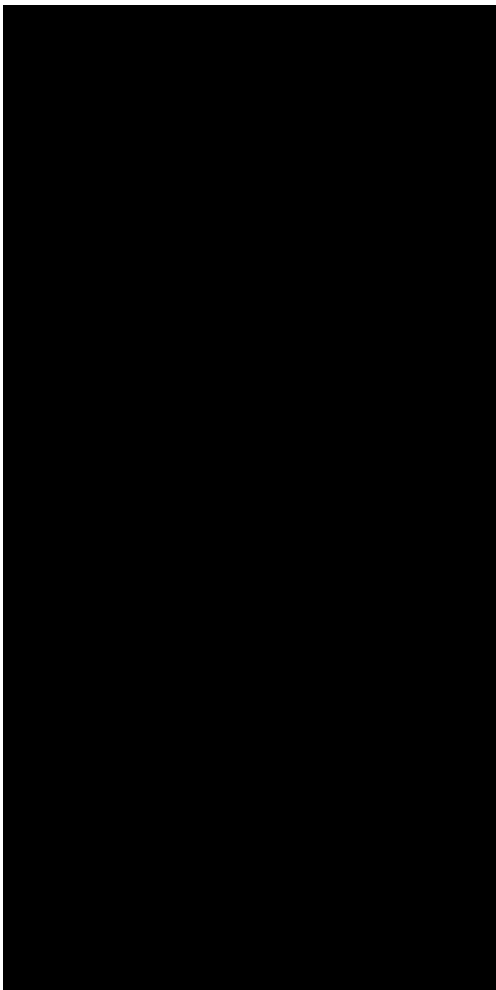
To Linda K Toussaint/LAWC/AWWSC@AWW, Candiss L
Martin/CALLCTR/CORP/AWWSC@AWW
cc
Subject WO 434255- OAM user ids for KY

Candiss, Linda

The following new OAM user ids for KY have been created with access to:
For contract billing authorize to: LFUCG & LFUCG2
For usage data authorize to: BLSKY & FAYTE

Log on information for each user:





Attached is a copy of the documentation from production for your review.

Please confirm with an email that the new OAM user ids are working so that I may close the work order.



WO_434255_OAM_KYPR_LFUCG.doc

Thanks,
Wynona Caldwell
office: (856) 782-2872

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:23 AM -----

From: "Cheryl Talbert" <ctalbert@lexingtonky.gov>
To: "Mike Nugent" <MikeN@lexingtonky.gov>
Cc: <Bryan.Siler@amwater.com>
Date: 09/08/2011 12:23 PM
Subject: FW: Account Users

Good afternoon Mike. Adult & Tenant Services is working with Ky. American to allow our staff to have access to their system to obtain information for clients seeking assistance from our office. There appears to be a technical issue and Bryan from Ky. American is trying to

get this resolved. Can you or someone from your staff work with him on this? Thanks!

-----Original Message-----

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]
Sent: Thursday, September 08, 2011 12:19 PM
To: Cheryl Talbert
Subject: RE: Account Users

Yes, please.

Bryan Siler
Eastern Division
bryan.siler@amwater.com
Phone: (859) 268-6350

From: "Cheryl Talbert" <ctalbert@lexingtonky.gov>
To: <Bryan.Siler@amwater.com>
Date: 09/08/2011 12:13 PM
Subject: RE: Account Users

To clarify-you need to the contact information for our IT staff?

-----Original Message-----

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]
Sent: Thursday, September 08, 2011 12:01 PM
To: Cheryl Talbert
Cc: Takisha.Walker@amwater.com
Subject: RE: Account Users

Cheryl,

Thanks for allowing me to come to your meeting this morning. All of your users have now been set up with access to our system. We experienced some technical issues when doing the training in your office. I have seen this same issue with other departments at the LFUCG. If you have their information, I will gladly contact your IT department to see if they can make the necessary changes to your computers. Also, I am happy to come back and walk people through the process when everything is functional. Please let me know if that suits your needs and we can schedule it. I can also bring a computer that can be used in the conference room with the projector. Internet access will not be needed.

Thanks again.

Bryan Siler

Eastern Division
bryan.siler@amwater.com
Phone: (859) 268-6350

From: "Cheryl Talbert" <ctalbert@lexingtonky.gov>
To: <Takisha.Walker@amwater.com>
Cc: <Bryan.Siler@amwater.com>
Date: 08/26/2011 10:52 AM
Subject: RE: Account Users

Thank you! Have a great weekend!

-----Original Message-----

From: Takisha.Walker@amwater.com [mailto:Takisha.Walker@amwater.com]
Sent: Friday, August 26, 2011 10:51 AM
To: Cheryl Talbert
Cc: Bryan.Siler@amwater.com
Subject: Re: Account Users

Hello Cheryl,

We have received your list. Bryan will work with you to get the users and the training set-up.

Thanks

Takisha Walker, Customer Service Advocate
Kentucky American Water
(O) 859-268-6313 (Internal: 7-533-6313)
(M) 859-361-8981
(F) 859-268-6315
takisha.walker@amwater.com
We Care About Water. It's What We Do.

"Cheryl Talbert"
<ctalbert@lexingt
onky.gov>
To <takisha.walker@amwater.com>
08/26/2011 10:43
cc AM
Subject Account Users

(Embedded image moved to file: pic07640.jpg)
Good morning Takisha. I am requesting that the following individuals
have
access to the water accounts:

Cheryl Talbert- ctalbert@lexingtonky.gov
Stephanie Jackson- sjackso2@lexingtonky.gov
Sheila Powell- sheilap@lexingtonky.gov
Carol Morton- cmorton@lexingtonky.gov
Kevin Edmonds- kedmonds@lexingtonky.gov
Richard Flewelling- richardf@lexingtonky.gov
Dolores Couch- dcouch@lexingtonky.gov
Scott Kelly- skelly@lexingtonky.gov
Sharon Smith- ssmith@lexingtonky.gov

Please let me know if you have any additional questions.

Cheryl L. Talbert, MSW, CSW
Director of Adult & Tenant Services
1055 Industry Rd.
Lexington, KY 40505
859-258-3818
859-425-2055 (fax)
ctalbert@lexingtonky.gov

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:23 AM -----

From: "Mike Nugent" <MikeN@lexingtonky.gov>
To: "Cheryl Talbert" <ctalbert@lexingtonky.gov>
Cc: <Bryan.Siler@amwater.com>
Date: 09/08/2011 12:27 PM
Subject: RE: Account Users

Cheryl,

Would you please provide some additional information as to what the

issue is.....so that I can assign the correct individual(s) to resolve the issue.

Mike

|
| Michael J. Nugent
| Director of Computer Services
| Lexington-Fayette Urban County Government
| 200 East Main Street
| Lexington, KY 40507
|
| Phone: 859.258.3730
| Fax: 859.258.3399
|

-----Original Message-----

From: Cheryl Talbert
Sent: Thursday, September 08, 2011 12:23
To: Mike Nugent
Cc: Bryan.Siler@amwater.com
Subject: FW: Account Users

Good afternoon Mike. Adult & Tenant Services is working with Ky. American to allow our staff to have access to their system to obtain information for clients seeking assistance from our office. There appears to be a technical issue and Bryan from Ky. American is trying to get this resolved. Can you or someone from your staff work with him on this? Thanks!

-----Original Message-----

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]
Sent: Thursday, September 08, 2011 12:19 PM
To: Cheryl Talbert
Subject: RE: Account Users

Yes, please.

Bryan Siler
Eastern Division
bryan.siler@amwater.com
Phone: (859) 268-6350

From: "Cheryl Talbert" <ctalbert@lexingtonky.gov>
To: <Bryan.Siler@amwater.com>
Date: 09/08/2011 12:13 PM
Subject: RE: Account Users

To clarify-you need to the contact information for our IT staff?

-----Original Message-----

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]

Sent: Thursday, September 08, 2011 12:01 PM
To: Cheryl Talbert
Cc: Takisha.Walker@amwater.com
Subject: RE: Account Users

Cheryl,

Thanks for allowing me to come to your meeting this morning. All of your users have now been set up with access to our system. We experienced some technical issues when doing the training in your office. I have seen this same issue with other departments at the LFUCG. If you have their information, I will gladly contact your IT department to see if they can make the necessary changes to your computers. Also, I am happy to come back and walk people through the process when everything is functional. Please let me know if that suits your needs and we can schedule it. I can also bring a computer that can be used in the conference room with the projector. Internet access will not be needed.

Thanks again.

Bryan Siler
Eastern Division
bryan.siler@amwater.com
Phone: (859) 268-6350

From: "Cheryl Talbert" <ctalbert@lexingtonky.gov>
To: <Takisha.Walker@amwater.com>
Cc: <Bryan.Siler@amwater.com>
Date: 08/26/2011 10:52 AM
Subject: RE: Account Users

Thank you! Have a great weekend!

-----Original Message-----

From: Takisha.Walker@amwater.com [mailto:Takisha.Walker@amwater.com]
Sent: Friday, August 26, 2011 10:51 AM
To: Cheryl Talbert
Cc: Bryan.Siler@amwater.com
Subject: Re: Account Users

Hello Cheryl,

We have received your list. Bryan will work with you to get the users and the training set-up.

Thanks

Takisha Walker, Customer Service Advocate Kentucky American Water
(O) 859-268-6313 (Internal: 7-533-6313)
(M) 859-361-8981
(F) 859-268-6315
takisha.walker@amwater.com

We Care About Water. It's What We Do.

"Cheryl Talbert"
<ctalbert@lexingt
onky.gov>
To <takisha.walker@amwater.com>
08/26/2011 10:43
cc AM
Subject Account Users

(Embedded image moved to file: pic07640.jpg) Good morning Takisha. I am requesting that the following individuals have access to the water accounts:

Cheryl Talbert- ctalbert@lexingtonky.gov Stephanie Jackson- sjackso2@lexingtonky.gov Sheila Powell- sheilap@lexingtonky.gov Carol Morton- cmorton@lexingtonky.gov Kevin Edmonds- kedmonds@lexingtonky.gov Richard Flewelling- richardf@lexingtonky.gov Dolores Couch- dcouch@lexingtonky.gov Scott Kelly- skelly@lexingtonky.gov Sharon Smith- ssmith@lexingtonky.gov

Please let me know if you have any additional questions.

Cheryl L. Talbert, MSW, CSW
Director of Adult & Tenant Services
1055 Industry Rd.
Lexington, KY 40505
859-258-3818
859-425-2055 (fax)
ctalbert@lexingtonky.gov

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:23 AM -----

From: "Cheryl Talbert" <ctalbert@lexingtonky.gov>
To: "Mike Nugent" <MikeN@lexingtonky.gov>
Cc: <Bryan.Siler@amwater.com>
Date: 09/08/2011 12:33 PM
Subject: RE: Account Users

Brian can you please give a description of the problem? Thanks.

-----Original Message-----

From: Mike Nugent
Sent: Thursday, September 08, 2011 12:27 PM
To: Cheryl Talbert
Cc: 'Bryan.Siler@amwater.com'
Subject: RE: Account Users

Cheryl,

Would you please provide some additional information as to what the issue is.....so that I can assign the correct individual(s) to resolve the issue.

Mike

|
| Michael J. Nugent
| Director of Computer Services
| Lexington-Fayette Urban County Government
| 200 East Main Street
| Lexington, KY 40507
|
| Phone: 859.258.3730
| Fax: 859.258.3399
|

-----Original Message-----

From: Cheryl Talbert
Sent: Thursday, September 08, 2011 12:23
To: Mike Nugent
Cc: Bryan.Siler@amwater.com
Subject: FW: Account Users

Good afternoon Mike. Adult & Tenant Services is working with Ky. American to allow our staff to have access to their system to obtain information for clients seeking assistance from our office. There appears to be a technical issue and Bryan from Ky. American is trying to get this resolved. Can you or someone from your staff work with him on this? Thanks!

-----Original Message-----

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]
Sent: Thursday, September 08, 2011 12:19 PM
To: Cheryl Talbert

Subject: RE: Account Users

Yes, please.

Bryan Siler
Eastern Division
bryan.siler@amwater.com
Phone: (859) 268-6350

From: "Cheryl Talbert" <ctalbert@lexingtonky.gov>
To: <Bryan.Siler@amwater.com>
Date: 09/08/2011 12:13 PM
Subject: RE: Account Users

To clarify-you need to the contact information for our IT staff?

-----Original Message-----

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]
Sent: Thursday, September 08, 2011 12:01 PM
To: Cheryl Talbert
Cc: Takisha.Walker@amwater.com
Subject: RE: Account Users

Cheryl,

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Thanks again.

Bryan Siler
Eastern Division
bryan.siler@amwater.com
Phone: (859) 268-6350

From: "Cheryl Talbert" <ctalbert@lexingtonky.gov>
To: <Takisha.Walker@amwater.com>

Cc: <Bryan.Siler@amwater.com>
Date: 08/26/2011 10:52 AM
Subject: RE: Account Users

Thank you! Have a great weekend!

-----Original Message-----

From: Takisha.Walker@amwater.com [mailto:Takisha.Walker@amwater.com]
Sent: Friday, August 26, 2011 10:51 AM
To: Cheryl Talbert
Cc: Bryan.Siler@amwater.com
Subject: Re: Account Users

Hello Cheryl,

We have received your list. Bryan will work with you to get the users and the training set-up.

Thanks

Takisha Walker, Customer Service Advocate Kentucky American Water
(O) 859-268-6313 (Internal: 7-533-6313)
(M) 859-361-8981
(F) 859-268-6315
takisha.walker@amwater.com
We Care About Water. It's What We Do.

"Cheryl Talbert"

<ctalbert@lexingt

onky.gov>

To

<takisha.walker@amwater.com>

08/26/2011 10:43

cc

AM

Subject

Account Users

(Embedded image moved to file: pic07640.jpg) Good morning Takisha. I am requesting that the following individuals have access to the water accounts:

Cheryl Talbert- ctalbert@lexingtonky.gov Stephanie Jackson- sjackso2@lexingtonky.gov Sheila Powell- sheilap@lexingotnky.gov Carol Morton- cmorton@lexingtonky.gov Kevin Edmonds- kedmonds@lexingtonky.gov Richard Flewelling- richardf@lexingtonky.gov Dolores Couch- dcouch@lexingtonky.gov Scott Kelly- skelly@lexingtonky.gov Sharon Smith- ssmith@lexingtonky.gov

Please let me know if you have any additional questions.

Cheryl L. Talbert, MSW, CSW
 Director of Adult & Tenant Services
 1055 Industry Rd.
 Lexington, KY 40505
 859-258-3818
 859-425-2055 (fax)
 ctalbert@lexingtonky.gov

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:23 AM -----

From: Kathryn M Milburn/SHARVCS/AWWSC
 To: CDeining@lfucg.com, rpulliam@lexingtonky.gov
 Cc: Bryan Siler/KAWC/AWWSC@AWW
 Date: 09/12/2011 08:58 AM
 Subject: Managed Contract 08/2011

Hi Candace,

Attached is the managed contract billing for August 2011.

Kathy

Kathryn M. Milburn
 Cash Management Specialist
 American Water Shared Services
 Cherry Hill, NJ 08034
 Ph-856-310-5844
 Fax-856-672-2873
 Kathryn.Milburn@AMWater.com

----- Forwarded by Kathryn M Milburn/SHARVCS/AWWSC on 09/12/2011 08:57 AM -----

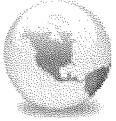


njwdcrst@amwater.com

09/12/2011 08:59 AM

To "Kathy Milburn" <Kathryn.Milburn@amwater.com>

cc



Subject Attached Image



2424_001.pdf

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:23 AM -----

From: Kathryn M Milburn/SHARSVCS/AWWSC
 To: sadievilleky@bellsouth.net
 Cc: Bryan Siler/KAWC/AWWSC@AWW
 Date: 09/12/2011 09:00 AM
 Subject: Managed Contract 08/2011

Cindy Foster,

Attached is the managed contract billing for August 2011.

Kathy

Kathryn M. Milburn
 Cash Management Specialist
 American Water Shared Services
 Cherry Hill, NJ 08034
 Ph-856-310-5844
 Fax-856-672-2873
 Kathryn.Milburn@AMWater.com

----- Forwarded by Kathryn M Milburn/SHARSVCS/AWWSC on 09/12/2011 08:58 AM -----



njwdcrst@amwater.com

09/12/2011 08:59 AM

To "Kathy Milburn" <Kathryn.Milburn@amwater.com>

cc

Subject Attached Image



2425_001.pdf

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:23 AM -----

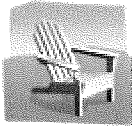
From: Theresa J Duba/CALLCTR/CORP/AWWSC
 To: Bryan Siler/KAWC/AWWSC@AWW
 Cc: Debbie L Maurer/CALLCTR/CORP/AWWSC@AWW
 Date: 09/12/2011 11:52 AM
 Subject: Re: Fw: Exclusion Credits - KY Accounts

Good Morning Bryan,

I looked at the first three accounts you have listed below and these are state sales tax credits applied to accounts that should have been tax exempt. When Debbie Maurer or me receives a request from the customer that their accounts are to be tax exempt, we will make a UC Contact then update the tax path exemptions. If the customer request a credit for taxes charged in error, we run a credit query and issue

the tax credit and the credit is applied to the appropriate tax revenue code that was charged. For the sales tax the revenue code is L1600 and the county sales tax, if it's to be credited, would have a different revenue tax code.

Theresa Duba
 Billing Control Specialist
 American Water - Alton Call Center
 PO Box 578 - Alton, IL 62002
 T: 618-433-4613 F: 618-433-4664
 T: 866-957-2886, X-4613
 E: theresa.duba@amwater.com
 Bryan Siler/KAWC/AWWSC



Bryan Siler/KAWC/AWWSC
 09/12/2011 07:38 AM

To Theresa J Duba/CALLCTR/CORP/AWWSC@AWW, Debbie
 L Maurer/CALLCTR/CORP/AWWSC@AWW
 cc

Subject Fw: Exclusion Credits

FYI

Bryan Siler
 Eastern Division
 bryan.siler@amwater.com
 Phone: (859) 268-6350

----- Forwarded by Bryan Siler/KAWC/AWWSC on 09/12/2011 08:41 AM -----

From: CSC_Special_Accounts/AWWSC
 To: Bryan Siler/KAWC/AWWSC@AWW
 Cc: CSC_Special_Accounts/AWWSC@AWW, Rachel Cole/KAWC/AWWSC@AWW, Takisha D
 Walker/KAWC/AWWSC@AWW
 Date: 09/09/2011 12:58 PM
 Subject: Re: Exclusion Credits
 Sent by: Candiss L Martin

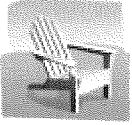
Hi Bryan,

In glancing at a few of the ones that were highlighted, it looks like the adjustments made were due to the accounts being tax exempt. Those are taken care of by Teresa Duba and Debbie Maurer. You would need to check with them to see what their process is and which codes they use for crediting the tax exempts.

Candiss Martin
 Special Accounts
 Technical Coordinator
 Bryan Siler/KAWC/AWWSC



Bryan Siler/KAWC/AWWSC



09/09/2011 10:18 AM

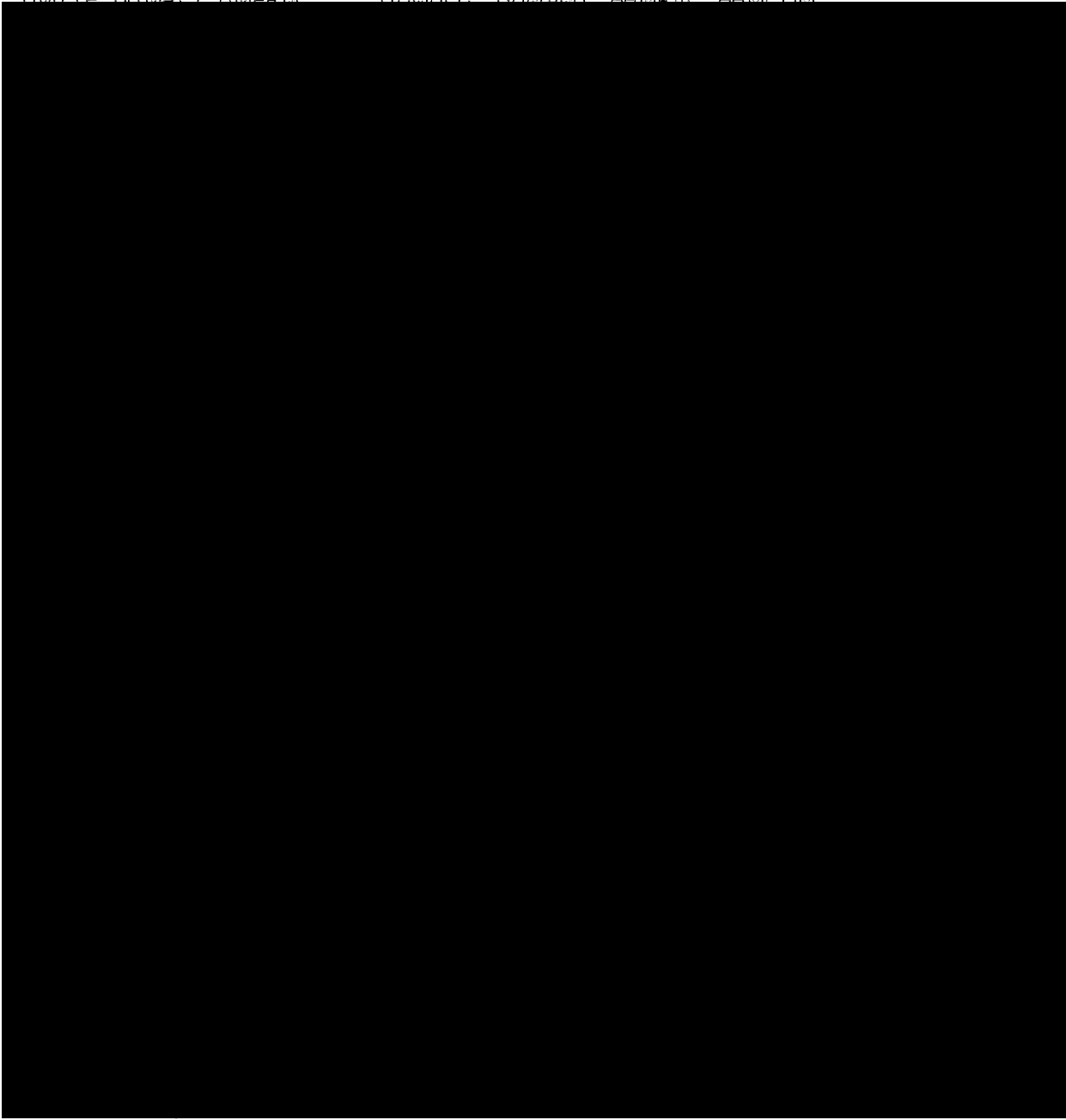
To CSC_Special_Accounts/AWWSC@AWW
cc Takisha D Walker/KAWC/AWWSC@AWW, Rachel
Cole/KAWC/AWWSC@AWW
Subject Exclusion Credits

I am not used to seeing these types of adjustments when I query for Extra Strength and Exclusion adjustments. Are these supposed to be coded as L1600?

Thanks,

Bryan

UMTYR BHMACT UMPEM BHMELD BHMAMT BHMPCV BHMCOM



Bryan Siler
Eastern Division
bryan.siler@amwater.com
Phone: (859) 268-6350

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:23 AM -----

From: Kathryn M Milburn/SHARSVCS/AWWSC

To: Julie DuBois/IAWC/AWWSC@AWW, Kim F Durham/TAWC/AWWSC@AWW, Maria C Banich/LAWC/AWWSC@AWW, Rich Lutz/PAWC/AWWSC@AWW, Nora C Cobb/BELLAB/AWWSC@AWW, Raymond Kelton/SHARVCS/AWWSC@AWW, Rose L Hunyady/OAWC/AWWSC@AWW, Adrienne Wolfson/SERVCO/AWWSC@AWW, Debbie S McDonald/LAWC/AWWSC@AWW, Ashley J Dengler/CONSULT/AWWSC@AWW, Brian Markham/TAWC/AWWSC@AWW, Sherry Charles/NJAWC/AWWSC@AWW, Jo Ann Garland/LAWC/AWWSC@AWW, Donna S Henson/INAWC/AWWSC@AWW, Linda C Whitt/KAWC/AWWSC@AWW, Rhonda L Wilson/LAWC/AWWSC@AWW, Debbie K Farris/MOAWC/AWWSC@AWW, Pam Flanery/MOAWC/AWWSC@AWW, Paula Gilmore/LAWC/AWWSC@AWW, Nicole A Cataldo/SHARVCS/AWWSC@AWW, Michelle L Young/PAWC/AWWSC@AWW, Debbie Fraley/KAWC/AWWSC@AWW, Julie G Kociara/INAWC/AWWSC@AWW, Bryan Siler/KAWC/AWWSC@AWW, Lulin Zhong/NJAWC/AWWSC@AWW, Sharon E Hutchins/MOAWC/AWWSC@AWW, Cassie N Friederich/BELLAB/AWWSC@AWW, Jean Youse/ADMIN/CORP/AWWSC@AWW, Alyssa A Webb/SERVCO/AWWSC@AWW, Melanie S Walls/PAWC/AWWSC@AWW, Renita Goldstein/MOAWC/AWWSC@AWW, Patti Rehard/CAWC/AWWSC@AWW, Pat A Berger/IAWC/AWWSC@AWW, Patricia A Hudock/PAWC/AWWSC@AWW, Angela M Jones/LAWC/AWWSC@AWW, Rhonda L Wilson/LAWC/AWWSC@AWW, Karma L Falkenbury/LAWC/AWWSC@AWW, Rosemary A Nardone/PAWC/AWWSC@AWW, Tammy R Gleaves/MOAWC/AWWSC@AWW, Mary Lou Swartz/PAWC/AWWSC@AWW, Sarah Workman/WVAWC/AWWSC@AWW, Rachel Cole/KAWC/AWWSC@AWW

Cc: Sharifah B Hilton/SHARVCS/AWWSC@AWW

Date: 09/13/2011 08:45 AM

Subject: New MI Lotus Notes Mail Box

There is a new address for the MI lotus notes mailbox. It is AW - MI Requests/AWWSC. Please use this beginning today for all MI Requests.

Thank you,

Kathy

Kathryn M. Milburn
 Cash Management Specialist
 American Water Shared Services
 Cherry Hill, NJ 08034
 Ph-856-310-5844
 Fax-856-672-2873
 Kathryn.Milburn@AMWater.com

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:23 AM -----

From: "Sheila Long" <slong@lexingtonky.gov>
 To: <Bryan.Siler@amwater.com>
 Cc: "Mike Smith" <mikes@lexingtonky.gov>
 Date: 09/13/2011 05:23 PM
 Subject: weekly file

Thank you,

Sheila Long

Mainframe and Help Desk Services
 Division of Computer Services
 Lexington Fayette Urban Co Gov.
 Phone: 859-258-3730
 Fax: 859-258-3399



HERC0913.TXT

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:23 AM -----

From: "Sheila Long" <slong@lexingtonky.gov>
 To: <Bryan.Siler@amwater.com>
 Cc: "Mike Smith" <mikes@lexingtonky.gov>
 Date: 09/19/2011 03:31 PM
 Subject: weekly file

Thank you,

Sheila Long

Mainframe and Help Desk Services
 Division of Computer Services
 Lexington Fayette Urban Co Gov.
 Phone: 859-258-3730
 Fax: 859-258-3399



HERC0919.TXT

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:23 AM -----

From: "Candice Deininger" <cdeining@lexingtonky.gov>
 To: <Bryan.Siler@amwater.com>
 Cc: "Sheila Powell" <sheilap@lexingtonky.gov>
 Date: 09/20/2011 12:43 PM
 Subject: 30% Discount Coding

Good afternoon, Bryan. Attached are three files from Adult Services containing the names of clients whose accounts need to be coded for the 30% discount. Kindly contact Sheila if you have any questions. Thanks very much and have a good afternoon!

Candice Deininger
 Revenue Supervisor
 LFUCG Division of Revenue
 200 East Main Street
 Lexington, KY 40507
 859-258-3364
 cdeining@lexingtonky.gov



Friday September 2 2011.xls Friday September 16 2011.xls Friday September 23 2011.xls

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:23 AM -----

From: "Candice Deininger" <cdeining@lexingtonky.gov>
 To: <Bryan.Siler@amwater.com>
 Cc: "Hilori Morgan" <hmorgan@lexingtonky.gov>, "Becky Irwin" <birwin@lexingtonky.gov>, "Lynne Cross" <ccross@lexingtonky.gov>, "Julie Mantrom" <jmantrom@lexingtonky.gov>, "Robert Bowman" <rbowman2@lexingtonky.gov>, <specialaccts@amwater.com>
 Date: 09/22/2011 09:51 AM
 Subject: Premise Numbers 120090962 and 120072519

Good morning, Bryan. While doing some research on these two accounts, I discovered that neither one is being billed the three LFUCG fees and they should be. I will speak with Robert about the best way to get the WQ fee coded, as I believe he's in the process of completing this month's billing for submission.

By copy of this email to Special Accounts, I am requesting that these two accounts be coded for sewer and landfill.

Thank you!

Candice Deininger
Revenue Supervisor
LFUCG Division of Revenue
200 East Main Street
Lexington, KY 40507
859-258-3364
cdeining@lexingtonky.gov

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:23 AM -----

From: "Sheila Long" <slong@lexingtonky.gov>
To: <Bryan.Siler@amwater.com>
Cc: "Mike Smith" <mikes@lexingtonky.gov>
Date: 09/26/2011 03:47 PM
Subject: weekly herbie file

Thank you,
Sheila Long
Mainframe and Help Desk Services
Division of Computer Services
Lexington Fayette Urban Co Gov.
Phone: 859-258-3730
Fax: 859-258-3399



HERC0926.TXT

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:23 AM -----

From: Keith L Cartier/KAWC/AWWSC
To: Bryan Siler/KAWC/AWWSC@AWW
Date: 09/27/2011 08:34 AM
Subject: Fw: Usage Data Layout

Keith Cartier
Vice President, Operations
Kentucky American Water
1 859 268 6324 Office
1 859 321 9803 Cell
keith.cartier@amwater.com

----- Forwarded by Keith L Cartier/KAWC/AWWSC on 09/27/2011 08:34 AM -----



Tammy T
MacLaughlin/CALLCTR/CO
RP/AWWSC

To Keith L Cartier/KAWC/AWWSC@AWW

cc

09/21/2011 05:44 PM

Subject Fw: Usage Data Layout

Keith,

In response to your voice message, I believe LFUCG may be looking for some information concerning what and how we would provide in a usage data file. The attached contains the current file layouts for usage data coming out of ECIS. These file layouts will change when we go the SAP. The type of data will likely be the same or similar, but file lengths will definitely change.

Let me know if this isn't what you are looking for and we'll circle back around.

Thanks,
Tammy

Tammy MacLaughlin
CIS Process Lead
Business Transformation Program
American Water
Phone: 856-568-5884
Cell: 618-910-9817
Fax: 856-568-5949
tammy.maclaughlin@amwater.com

Mailing Address:
American Water
1025 Laurel Oak Dr
Voorhees, NJ 08043

Physical Address:
1000 Voorhees Drive, Suite D
Voorhees, NJ 08043

----- Forwarded by Tammy T MacLaughlin/CALLCTR/CORP/AWWSC on 09/21/2011 03:38 PM -----

From: Brian K Schaertel/PAWC/AWWSC
To: Tammy T MacLaughlin/CALLCTR/CORP/AWWSC@AWW
Date: 09/21/2011 03:27 PM
Subject: Usage Data Layout



2194_001.pdf

Brian Schaertel
ITS Team Lead
American Water

800 West Hershey Park Drive
Hershey, PA 17033
717-520-4545
717-991-1964 (cell)
717-531-3251 (fax)
bschaert@pawc.com

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:23 AM -----

From: "Sheila Powell" <sheilap@lexingtonky.gov>
To: <Bryan.Siler@amwater.com>
Cc: "Dolores Couch" <dcouch@lexingtonky.gov>
Date: 09/27/2011 09:29 AM
Subject: [REDACTED]

Good Morning Bryan,

Can you check and see if [REDACTED] is receiving 30 percent off her sewer charge she said she called the water company and she was not we put her on the program last August of 2010 and her information was forwarded to Candice Sept 3rd 2010 that was the Friday that ended that week.



Can you check and get back with me Friday, September 03, 2010.xls

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:22 AM -----

From: Keith L Cartier/KAWC/AWWSC
To: Bryan Siler/KAWC/AWWSC@AWW
Date: 09/27/2011 11:17 AM
Subject: [REDACTED]

Keith Cartier
Vice President, Operations
Kentucky American Water
1 859 268 6324 Office
1 859 321 9803 Cell
keith.cartier@amwater.com

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:22 AM -----

From: "Sheila Powell" <sheilap@lexingtonky.gov>
To: <Bryan.Siler@amwater.com>
Date: 09/29/2011 08:25 AM
Subject: FW: 30 Sewer % for weekending 08-12-2011

Good Morning Bryan,

[REDACTED] was sent with this batch can you please check and see if she is receiving 30% discount off her sewer charge.

Thanks

From: Sheila Powell
Sent: Friday, August 26, 2011 1:16 PM
To: Candice Deininger
Subject: 30 Sewer % for weekendng 08-12-2011



Friday, August 12, 2011.xls

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:22 AM -----

From: "Linda Borkosky" <linda.borkosky@therfpcompany.com>
To: Bryan.Siler@amwater.com
Date: 09/29/2011 03:29 PM
Subject: Re: Meeting

Thank you.

Linda

Linda Borkosky
the RFP company
(859) 312-7690

-----Original Message-----

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]
Sent: Wednesday, September 28, 2011 11:38 AM
To: linda.borkosky@therfpcompany.com
Subject: Meeting

Linda,

It was great meeting with you. I know we discussed a lot of information so if you have any follow up questions I am happy to discuss them with you. Attached is the list of vendors we discussed. These are the ones that have already been provided to the LFUCG.

Please let me know if you need any additional information.

(See attached file: Billing Vendor List.xls)

Bryan Siler
Field Operations Supervisor
Kentucky American Water
2300 Richmond Road
Lexington, Kentucky 40502
859-268-6350 Office
859-268-6374 Fax
bryan.siler@amwater.com

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:22 AM -----

From: "Thomas, Travis" <TThomas@ddafcpa.com>
To: "Bryan.Siler@amwater.com" <Bryan.Siler@amwater.com>

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----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:22 AM -----

From: "Candice Deininger" <cdeining@lexingtonky.gov>
To: <Bryan.Siler@amwater.com>
Date: 10/07/2011 08:54 AM
Subject: RE: Out of Office

Thanks again, Bryan, for the follow-up of issues from our meeting - much appreciated! Have a great vacation!!!

Candice Deininger
Revenue Supervisor
LFUCG Division of Revenue
200 East Main Street
Lexington, KY 40507
859-258-3364
cdeining@lexingtonky.gov

-----Original Message-----

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]
Sent: Friday, October 07, 2011 8:31 AM
To: Candice Deininger; Hilori Morgan; Julie Mantrom
Cc: Takisha.Walker@amwater.com
Subject: Out of Office

Everyone,

I will be out of the office October 10th - 14th. Our Special Accounts

department can handle any account questions you have during this time and any escalated issues can be sent to our local Customer Advocate Group here at kawc.fieldservices@amwater.com.

Thanks.

Bryan Siler
Field Operations Supervisor
Kentucky American Water
2300 Richmond Road
Lexington, Kentucky 40502
859-268-6350 Office
859-268-6374 Fax
bryan.siler@amwater.com

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:22 AM -----

From: Kathryn M Milburn/SHARVCS/AWWSC
To: CDeining@lfucg.com, rpulliam@lexingtonky.gov
Cc: Bryan Siler/KAWC/AWWSC@AWW
Date: 10/10/2011 10:51 AM
Subject: September 2011 Managed Contract

Hi Candice,

The September bill is attached.

Kathy

Kathryn M. Milburn
Cash Management Specialist
American Water Shared Services
Cherry Hill, NJ 08034
Ph-856-310-5844
Fax-856-672-2873
Kathryn.Milburn@AMWater.com

----- Forwarded by Kathryn M Milburn/SHARVCS/AWWSC on 10/10/2011 10:49 AM -----



njwdcrst@amwater.com

10/10/2011 10:42 AM

To "Kathy Milburn" <Kathryn.Milburn@amwater.com>

cc

Subject Attached Image



2904_001.pdf

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:22 AM -----

From: Kathryn M Milburn/SHARVCS/AWWSC
To: sadievilleky@bellsouth.net

Cc: Bryan Siler/KAWC/AWWSC@AWW
 Date: 10/10/2011 10:52 AM
 Subject: September 2011 Managed Contract

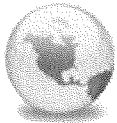
Cindy Foster,

. Attached is the September bill.

Kathy

Kathryn M. Milburn
 Cash Management Specialist
 American Water Shared Services
 Cherry Hill, NJ 08034
 Ph-856-310-5844
 Fax-856-672-2873
 Kathryn.Milburn@AMWater.com

----- Forwarded by Kathryn M Milburn/SHARSVCS/AWWSC on 10/10/2011 10:51 AM -----



njwdcrst@amwater.com

10/10/2011 10:42 AM

To "Kathy Milburn" <Kathryn.Milburn@amwater.com>

cc

Subject Attached Image



2905_001.pdf

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:22 AM -----

From: "Sheila Long" <slong@lexingtonky.gov>
 To: <Bryan.Siler@amwater.com>
 Cc: "Mike Smith" <mikes@lexingtonky.gov>
 Date: 10/10/2011 11:46 AM
 Subject: weekly file

Thank you,

Sheila Long

Mainframe and Help Desk Services
 Division of Computer Services
 Lexington Fayette Urban Co Gov.
 Phone: 859-258-3730
 Fax: 859-258-3399



HERC1010.TXT

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:22 AM -----

From: "Sheila Long" <slong@lexingtonky.gov>
 To: <Bryan.Siler@amwater.com>
 Cc: "Mike Smith" <mikes@lexingtonky.gov>
 Date: 10/17/2011 10:08 AM

Subject: weekly files

Thank you,

Sheila Long

Mainframe and Help Desk Services

Division of Computer Services

Lexington Fayette Urban Co Gov.

Phone: 859-258-3730

Fax: 859-258-3399



HERC1017.TXT

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:22 AM -----

From: "Linda Borkosky" <linda.borkosky@therfpcompany.com>
To: Bryan.Siler@amwater.com
Date: 10/21/2011 10:36 AM
Subject: Re: new question

Never mind on this question, I was confused for a second, you would have no reason to calculate the FWA.

Thanks,
Linda

Linda Borkosky
the RFP company
(859) 312-7690

-----Original Message-----

From: Linda Borkosky [mailto:linda.borkosky@therfpcompany.com]
Sent: Friday, October 21, 2011 08:55 AM
To: Bryan.Siler@amwater.com
Subject: Re: new question

Bryan - in writing the RFP and explaining the billing process to the potential vendors I have a question about the fall winter average. I'm going into detail about calculating the FWA but it occurred to me that KAWC will already have calculated this and I'm assuming you will be supplying that average as total use billed. Is that correct?

Thanks,
Linda

Linda Borkosky
the RFP company
(859) 312-7690

-----Original Message-----

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]
Sent: Wednesday, October 19, 2011 10:36 AM
To: linda.borkosky@therfpcompany.com
Subject: Re: Fwd: Meeting

Hi Linda,

Attached are documents containing information related to the usage data files.

The file below contains the field layouts for the usage data files that are available on the Online Account Manager (OAM) system. A new file is available each Thursday containing that weeks billing information.

(See attached file: Usage Data File Layouts.doc)

The file below contains sample records from the usage data file. The first three rows of the file are the column numbers that correspond with the usage data file layout. The weekly file is provided as a text file.

(See attached file: Usage Data File Layout - Billing Records.txt)

The file below contains an explanation and example of a multi metered account which shows as one record on the usage data file. This confirms that there is only one record for each account billed.

(See attached file: Multi Meter Account Example.doc)

Please review and let me know if you need additional information or would like to discuss further.

Bryan

Bryan Siler
Field Operations Supervisor
Kentucky American Water
2300 Richmond Road
Lexington, Kentucky 40502
859-268-6350 Office
859-268-6374 Fax
bryan.siler@amwater.com

From: "Linda Borkosky" <linda.borkosky@therfpcompany.com>
To: Bryan.Siler@amwater.com
Date: 10/18/2011 05:40 PM
Subject: Fwd: Meeting

Hey Bryan,

Sorry to bother you again - I would like to get a layout of the data elements associated with LFUCG to include in the RFP. If you could pull together the layout of the customer database elements with all the associated metadata, field name, size, format, definition, etc. that would be very helpful.

Thanks,
Linda

Linda Borkosky
the RFP company
(859)312-7690

-----Original Message-----

From: Linda Borkosky [mailto:linda.borkosky@therfpcompany.com]
Sent: Thursday, October 13, 2011 01:54 PM
To: Bryan.Siler@amwater.com
Subject: Re: Meeting

Hey Bryan,

When we spoke a couple of weeks ago, you mentioned that you had a computer flow of the billing process. If you have easy access to that document, could you please send on over to me?

Thank you,
Linda

-----Original Message-----

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]
Sent: Wednesday, September 28, 2011 11:38 AM
To: linda.borkosky@therfpcompany.com
Subject: Meeting

Linda,

It was great meeting with you. I know we discussed a lot of information so if you have any follow up questions I am happy to discuss them with you. Attached is the list of vendors we discussed. These are the ones that have already been provided to the LFUCG.

Please let me know if you need any additional information.

(See attached file: Billing Vendor List.xls)

Bryan Siler
Field Operations Supervisor
Kentucky American Water
2300 Richmond Road
Lexington, Kentucky 40502
859-268-6350 Office
859-268-6374 Fax
bryan.siler@amwater.com

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:22 AM -----

From: "Sheila Long" <slong@lexingtonky.gov>
To: <Bryan.Siler@amwater.com>
Date: 10/24/2011 10:03 AM
Subject: weekly file

Thank you,
Sheila Long
Mainframe and Help Desk Services
Division of Computer Services
Lexington Fayette Urban Co Gov.
Phone: 859-258-3730
Fax: 859-258-3399



HERC1024.TXT

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:22 AM -----

From: "Sheila Powell" <sheilap@lexingtonky.gov>
To: <Bryan.Siler@amwater.com>
Date: 10/24/2011 01:23 PM
Subject: [REDACTED]

Hi Bryan I had Emailed you on September 30, 2011 can you please email me [REDACTED] sent me a copy of your water bill [REDACTED] said DISC said he has not had a reduction since June of this year. He is calling wanted proof [REDACTED]

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:22 AM -----

From: "Lynne Cross" <ccross@lexingtonky.gov>
To: <bryan.siler@amwater.com>
Cc: <takisha.walker@amwater.com>, "Candice Deininger" <cdeining@lexingtonky.gov>
Date: 11/02/2011 11:02 AM
Subject: Sewer Tap Ons Oct. 2011

Hi Bryan!

Attached is the spreadsheet for the October 2011 sewer tap ons. If you have any questions please let me know.

Lynne Throckmorton
Lexington-Fayette Urban County Government



859-258-3363OCTOBER 2011 TAP-ON LIST.xls

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:22 AM -----

From: "Candice Deininger" <cdeining@lexingtonky.gov>
To: <Bryan.Siler@amwater.com>, <Takisha.Walker@amwater.com>
Cc: "Christopher Doerge" <cdoerge@lexingtonky.gov>
Date: 11/03/2011 01:49 PM
Subject: KAWC New Services-October 2011

Good afternoon, Bryan and Takisha. Attached is the geocoded file of KAWC new services for October 2011. Kindly let me or Chris know if you have any questions. Thanks very much and have a good day!

Candice Deininger
Revenue Supervisor
LFUCG Division of Revenue
200 East Main Street
Lexington, KY 40507
859-258-3364
cdeining@lexingtonky.gov



ONSET-NEW TAPS FOR OCTOBER 2011.xls

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:22 AM -----

From: "Sheila Long" <slong@lexingtonky.gov>
To: <Bryan.Siler@amwater.com>
Date: 11/03/2011 03:41 PM
Subject: weekly file

Thank you,
Sheila Long
Mainframe and Help Desk Services
Division of Computer Services
Lexington Fayette Urban Co Gov.
Phone: 859-258-3730
Fax: 859-258-3399



HERC1103.TXT

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:22 AM -----

From: Cheryl D Norton/KAWC/AWWSC
To: "Mr. Bryan Siler" <Bryan.Siler@amwater.com>
Date: 11/03/2011 04:16 PM
Subject: Sewer billing companies

Bryan - can you tell me if CUSI was one of the companies we shared with LFUCG?

Thanks,

Cheryl

Cheryl D. Norton
President
Kentucky American Water
2300 Richmond Road
Lexington, KY 40502

Office (859) 268-6339
Cell (859) 533-3540

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:22 AM -----

From: Takisha D Walker/KAWC/AWWSC
To: Bryan Siler/KAWC/AWWSC@AWW
Cc: Rachel Cole/KAWC/AWWSC@AWW
Date: 11/07/2011 10:33 AM
Subject: Re: Payment Allocation Matrix

Hello Bryan,

The matrix is set-up as you outlined below. I can provide the screen shot if needed, however it is in "greenscreen" and is the behind the scene programming set-up.

Thanks

Takisha Walker, Customer Service Advocate
Kentucky American Water
(O) 859-268-6313 (Internal: 7-533-6313)
(M) 859-361-8981
(F) 859-268-6315
takisha.walker@amwater.com
We Care About Water. It's What We Do.

Bryan Siler

Doug and I meet with Bill O'Mara and a custome...

11/07/2011 10:19:50 AM

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:22 AM -----

From: "Hilori Morgan" <hmorgan@lexingtonky.gov>
To: <Bryan.Siler@amwater.com>
Date: 11/07/2011 01:07 PM
Subject: New Non-Mutual Request

I have attached the information for one new non-mutual.

If you have any questions, please let me know.

Thank you,

Hilori Morgan

LFUCG Division of Water Quality
125 Lisle Industrial Avenue, Suite 180
Lexington, KY 40511
859.425.2507 direct line
hmorgan@lexingtonky.gov



November 4, 2011.xls

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:22 AM -----

From: "Sheila Long" <slong@lexingtonky.gov>
To: <Bryan.Siler@amwater.com>
Date: 11/07/2011 03:46 PM
Subject: weekly file

Before you do this file, did you run the one from Wednesday November 03, 2011?

Thank you,

Sheila Long

Mainframe and Help Desk Services

Division of Computer Services

Lexington Fayette Urban Co Gov.

Phone: 859-258-3730

Fax: 859-258-3399



HERC1107.TXT

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:22 AM -----

From: Keith L Cartier/KAWC/AWWSC
 To: Bryan Siler/KAWC/AWWSC@AWW, Douglas Brock/KAWC/AWWSC@AWW
 Date: 11/14/2011 04:44 PM
 Subject: Re: LFUCG CPI Increase

Thanks Bryan. Has that already been conveyed to lfiucg?

Bryan Siler FYI The cpi increase for sewer and landfill was... 11/14/2011 04:26 PM EST

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:22 AM -----

From: Keith L Cartier/KAWC/AWWSC
 To: Tammy T MacLaughlin/CALLCTR/CORP/AWWSC@AWW
 Cc: Douglas Brock/KAWC/AWWSC@AWW, Bryan Siler/KAWC/AWWSC@AWW
 Date: 11/15/2011 08:39 AM
 Subject: Fw: LFUCG RFP

Tammy,

This is a copy of the RFP that Lexington Fayette Urban County Government has issued for billing services. Toward the back is a long list of codes from our current billing system. Assuming that these types of codes will be in the new SAP system as well, though may have different names.

In the interests of LFUCG and other entities that will begin billing, I think we need to provide them a heads up if we know those codes will change for sure so they can advise potential vendors of the need for flexibility, and provide mapping etc to translate when that occurs.

Will you follow up with Bryan Siler and Doug Brock to provide them some insight as to current thinking/knowledge about how that is to be addressed.

Thanks Tammy.

Keith Cartier
 Vice President, Operations
 Kentucky American Water
 1 859 268 6324 Office
 1 859 321 9803 Cell
 keith.cartier@amwater.com

----- Forwarded by Keith L Cartier/KAWC/AWWSC on 11/15/2011 08:25 AM -----



Bryan Siler/KAWC/AWWSC

11/14/2011 03:03 PM

To Douglas Brock/KAWC/AWWSC@AWW, Keith L
 Cartier/KAWC/AWWSC@AWW



cc

Subject LFUCG RFP

FYI - This is what they sent to Purchasing...



RFP #40-2011 Billing Collection Services - Sewer Landfill Water Quality Fees(3)-To Purchasing.doc
 ---- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:22 AM ----

From: Tammy T MacLaughlin/CALLCTR/CORP/AWWSC
 To: Keith L Cartier/KAWC/AWWSC@AWW
 Cc: Bryan Siler/KAWC/AWWSC@AWW, Douglas Brock/KAWC/AWWSC@AWW
 Date: 11/15/2011 10:49 AM
 Subject: Re: Fw: LFUCG RFP

Keith, Doug and Brian,

Thanks for the heads up. The LFUCG RFP is concerning with the level of detail related to ECIS and specific field attributes. I am going to work on providing a view of considerations that municipalities may want to provide in future billing provider RFPs and have available for states the week of 11/28. I'll also set up a Webex to go over the contents. In the meantime, let me know of any questions.

Thanks,
 Tammy

Tammy MacLaughlin
 CIS Release Lead
 Business Transformation Program
 American Water
 Phone: 856-568-5884
 Cell: 618-910-9817
 Fax: 856-568-5949
 tammy.maclaughlin@amwater.com

Mailing Address:
 American Water
 1025 Laurel Oak Dr
 Voorhees, NJ 08043

Physical Address:
 1000 Voorhees Drive, Suite D
 Voorhees, NJ 08043

Keith L Cartier

Tammy, This is a copy of the RFP that Lexingto...

11/15/2011 07:39:38 AM

---- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:22 AM ----

From: Bryan Siler/KAWC/AWWSC
 To: Rachel Cole/KAWC/AWWSC@AWW
 Cc: Bryan Siler/KAWC/AWWSC@AWW, Robert Shiltz/IS/CORP/AWWSC@AWW, Sheila Miller/WVAWC/AWWSC@AWW, Takisha D Walker/KAWC/AWWSC@AWW
 Date: 11/15/2011 10:49 AM

Subject: Re: Fw: Question on KY - LFUGC rates

The LFUGC provides us the number of ERUs to bill the fixed charge on. We will not be billing this fixed charge in the future. I am unclear on why we would provide any ERU information once we quit billing this charge.

Bryan Siler
 Field Operations Supervisor
 Kentucky American Water
 2300 Richmond Road
 Lexington, Kentucky 40502
 859-268-6350 Office
 859-268-6374 Fax
 bryan.siler@amwater.com

Rachel Cole	Bryan, I thought LRUCG determined ERU's?	11/15/2011 10:39:14 AM
Robert Shiltz	Tammy, Based on the comments we received fr...	11/15/2011 08:56:32 AM
Tammy T MacLaughlin	The following is from LFUGC's RPR for a bil...	11/15/2011 09:35:37 AM

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:22 AM -----

From: Keith L Cartier/KAWC/AWWSC
 To: Tammy T MacLaughlin/CALLCTR/CORP/AWWSC@AWW
 Cc: Bryan Siler/KAWC/AWWSC@AWW, Douglas Brock/KAWC/AWWSC@AWW
 Date: 11/15/2011 10:54 AM
 Subject: Re: Fw: LFUGC RFP

Thanks for the quick read and response. Look forward to that guidance for clients.

Tammy T MacLaughlin	Keith, Doug and Brian, Thanks for the hea...	11/15/2011 10:49 AM EST
Keith L Cartier	Tammy, This is a copy of the RFP that Lexingto...	11/15/2011 07:39:38 AM

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:22 AM -----

From: "Sheila Long" <slong@lexingtonky.gov>
 To: <Bryan.Siler@amwater.com>
 Date: 11/15/2011 01:21 PM
 Subject: RE: weekly file

Yes this one is from 11/07 and I will be sending another one for yesterday shortly.

Thank you,

Sheila Long

Mainframe and Help Desk Services

Division of Computer Services

Lexington Fayette Urban Co Gov.

Phone: 859-258-3730

Fax: 859-258-3399

-----Original Message-----

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]

Sent: Tuesday, November 15, 2011 8:47 AM

To: Sheila Long

Subject: Re: weekly file

Yes, the 1103 file was processed with no errors.

Do you want this one processed?

Bryan Siler
Field Operations Supervisor
Kentucky American Water
2300 Richmond Road
Lexington, Kentucky 40502
859-268-6350 Office
859-268-6374 Fax
bryan.siler@amwater.com

From: "Sheila Long" <slong@lexingtonky.gov>
To: <Bryan.Siler@amwater.com>
Date: 11/07/2011 03:46 PM
Subject: weekly file

Before you do this file, did you run the one from Wednesday November 03, 2011?

Thank you,
Sheila Long
Mainframe and Help Desk Services
Division of Computer Services
Lexington Fayette Urban Co Gov.
Phone: 859-258-3730
Fax: 859-258-3399
[attachment "HERC1107.TXT" deleted by Bryan Siler/KAWC/AWWSC]

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:22 AM -----

From: "Sheila Long" <slong@lexingtonky.gov>
To: <Bryan.Siler@amwater.com>
Date: 11/15/2011 01:56 PM
Subject: Weekly file

Thank you,

Sheila Long

Mainframe and Help Desk Services

Division of Computer Services

Lexington Fayette Urban Co Gov.

Phone: 859-258-3730

Fax: 859-258-3399

Mainframe and Help Desk Services

Division of Computer Services

Lexington Fayette Urban Co Gov.

Phone: 859-258-3730

Fax: 859-258-3399



HERC1114.TXT

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:22 AM -----

From: Kathryn M Milburn/SHARVCS/AWWSC
To: Bryan Siler/KAWC/AWWSC@AWW
Date: 11/16/2011 07:49 AM
Subject: Re: Managed Contract Billing

No need to resend - I only looked at the LFUCG and then noticed the Sadieville did say October. I'll just cross out the September and write October on the MI Request.

Thank you,

Kathy

Kathryn M. Milburn
Cash Management Specialist
American Water Shared Services
Cherry Hill, NJ 08034
Ph-856-310-5844
Fax-856-672-2873
Kathryn.Milburn@AMWater.com
Bryan Siler/KAWC/AWWSC



Bryan Siler/KAWC/AWWSC

11/15/2011 06:49 PM

To Kathryn M Milburn/SHARVCS/AWWSC@AWW

cc

Subject Re: Managed Contract Billing

Yes, thank you so much for catching that. I was rushed and got sloppy. I can resend these tomorrow if you need me to.

Thanks!!!

Kathryn M Milburn Bryan, I just want to be sure before I create t...

11/15/2011 03:24 PM EST

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:22 AM -----

From: Kathryn M Milburn/SHARVCS/AWWSC
To: CDeining@lfucg.com, rpulliam@lexingtonky.gov
Cc: Bryan Siler/KAWC/AWWSC@AWW
Date: 11/16/2011 07:59 AM
Subject: October 2011 Managed Contract

Hello Candice,

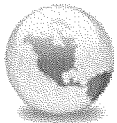
Attached is the invoice for October 2011.

Thank you, have a nice day!

Kathy

Kathryn M. Milburn
Cash Management Specialist
American Water Shared Services
Cherry Hill, NJ 08034
Ph-856-310-5844
Fax-856-672-2873
Kathryn.Milburn@AMWater.com

----- Forwarded by Kathryn M Milburn/SHARVCS/AWWSC on 11/16/2011 07:57 AM -----



njwdrst@amwater.com

11/16/2011 07:59 AM

To "Kathy Milburn" <Kathryn.Milburn@amwater.com>

cc

Subject Attached Image



3475_001.pdf

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:22 AM -----

From: Kathryn M Milburn/SHARVCS/AWWSC
To: sadievilleky@bellsouth.net
Cc: Bryan Siler/KAWC/AWWSC@AWW
Date: 11/16/2011 08:00 AM
Subject: October 2011 Managed Contract

Cindy Foster,

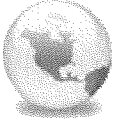
Attached is the invoice for October 2011.

Thank you and have a nice day!

Kathy

Kathryn M. Milburn
 Cash Management Specialist
 American Water Shared Services
 Cherry Hill, NJ 08034
 Ph-856-310-5844
 Fax-856-672-2873
 Kathryn.Milburn@AMWater.com

----- Forwarded by Kathryn M Milburn/SHARSVCS/AWWSC on 11/16/2011 07:59 AM -----



njwdcrst@amwater.com

11/16/2011 07:59 AM

To "Kathy Milburn" <Kathryn.Milburn@amwater.com>

cc

Subject Attached Image



3476_001.pdf

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:22 AM -----

From: "Candice Deininger" <cdeining@lexingtonky.gov>
 To: <Kathryn.Milburn@amwater.com>, "Robin Adams" <radams@lexingtonky.gov>
 Cc: <Bryan.Siler@amwater.com>
 Date: 11/16/2011 08:13 AM
 Subject: RE: October 2011 Managed Contract

Good morning, Kathy, and thank you!!

Candice Deininger
 Revenue Supervisor
 LFUCG Division of Revenue
 200 East Main Street
 Lexington, KY 40507
 859-258-3364
 cdeining@lexingtonky.gov

-----Original Message-----

From: Kathryn.Milburn@amwater.com [mailto:Kathryn.Milburn@amwater.com]
 Sent: Wednesday, November 16, 2011 7:59 AM
 To: Candice Deininger; Robin Adams
 Cc: Bryan.Siler@amwater.com
 Subject: October 2011 Managed Contract

Hello Candice,

Attached is the invoice for October 2011.

Thank you, have a nice day!

Kathy

Kathryn M. Milburn
 Cash Management Specialist
 American Water Shared Services
 Cherry Hill, NJ 08034

Ph-856-310-5844

Fax-856-672-2873

Kathryn.Milburn@AMWater.com

----- Forwarded by Kathryn M Milburn/SHARVCS/AWWSC on 11/16/2011 07:57

AM

njwdcrst@amwater.

com

To

11/16/2011 07:59

"Kathy Milburn"

AM

<Kathryn.Milburn@amwater.com>

cc

Subject

Attached Image

(See attached file: 3475_001.pdf)

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:22 AM -----

From: "Sheila Long" <slong@lexingtonky.gov>
To: <Bryan.Siler@amwater.com>
Cc: "Mike Smith" <mikes@lexingtonky.gov>
Date: 11/21/2011 04:14 PM
Subject: weekly file

Thank you,

Sheila Long

Mainframe and Help Desk Services

Division of Computer Services

Lexington Fayette Urban Co Gov.

Phone: 859-258-3730

Fax: 859-258-3399



HERC1121.TXT

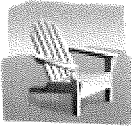
----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:22 AM -----

From: Keith L Cartier/KAWC/AWWSC
 To: Bryan Siler/KAWC/AWWSC@AWW
 Cc: Douglas Brock/KAWC/AWWSC@AWW, Rachel Cole/KAWC/AWWSC@AWW
 Date: 11/29/2011 06:06 PM
 Subject: Re: Fw: Questions Related to LFUCG

Bryan,

Please refer all requests back to Bill O'Mara or whomever at LFUCG is coordinating RFP's , and I'll shoot Bill an email asking that LFUCG consolidate and send us questions that they may be unable to answer.

Keith Cartier
 Vice President, Operations
 Kentucky American Water
 1 859 268 6324 Office
 1 859 321 9803 Cell
 keith.cartier@amwater.com
 Bryan Siler/KAWC/AWWSC



Bryan Siler/KAWC/AWWSC

11/29/2011 12:30 PM

To Keith L Cartier/KAWC/AWWSC@AWW, Douglas Brock/KAWC/AWWSC@AWW

cc

Subject Fw: Questions Related to LFUCG

I have received several requests for information on the LFUCG's RFP. I am reluctant to answer the individual requests.

When we met with Bill O'Mara, his timeline included some back and forth between the interested parties, LFUCG and American Water to answer any questions or items that need clarification. Bill wanted to gather those questions and present them to us for clarification. I have not received any request from Bill. However, several have told me that Todd Slaten, who represented himself as with the LFUCG, has given out my name and number for them to get answers.

Are the questions below anything we would respond to at this point?

Bryan Siler
 Field Operations Supervisor
 Kentucky American Water
 2300 Richmond Road
 Lexington, Kentucky 40502
 859-268-6350 Office
 859-268-6374 Fax
 bryan.siler@amwater.com

----- Forwarded by Bryan Siler/KAWC/AWWSC on 11/29/2011 12:21 PM -----

From: Stacy Owens/KAWC/AWWSC
To: Bryan Siler/KAWC/AWWSC@AWW
Date: 11/29/2011 10:43 AM
Subject: Re: Fw: Questions Related to LFUCG

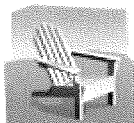
I would refer this to Doug and Keith. This information may be necessary to ensure a smooth transition. I would think we should get authorization or confirmation from LFUCG before responding. Some of these questions should be directed to LFUCG.

Let me know.

Stacy R.Owens
Director, Customer Relations
American Water Central Division - Lexington
2300 Richmond Road
Lexington, KY 40502
Email: stacy.owens@amwater.com
Phone: 859.268.6704
Cell: 859.576.8804
Fax: 859.335.3384

"We care about water. It's what we do."

Bryan Siler/KAWC/AWWSC



Bryan Siler/KAWC/AWWSC
11/29/2011 07:38 AM

To Stacy Owens/KAWC/AWWSC@AWW
cc
Subject Fw: Questions Related to LFUCG

Hi Stacy,

Do you know if we will be responding to these types of questions? I wasn't sure who to send them to.

Bryan Siler
Field Operations Supervisor
Kentucky American Water
2300 Richmond Road
Lexington, Kentucky 40502
859-268-6350 Office
859-268-6374 Fax
bryan.siler@amwater.com

----- Forwarded by Bryan Siler/KAWC/AWWSC on 11/29/2011 07:36 AM -----

From: "Campbell, Dan" <Dan.Campbell@gcww.cincinnati-oh.gov>

To: <bryan.siler@amwater.com>
Date: 11/21/2011 04:11 PM
Subject: Questions Related to LFUCG

I am currently working on a response to a Request for Proposal (RFP) from the Lexington Fayette Urban County Government related to billing and collection services. Our team has some questions you may be able to help us with as follows:

1. How soon could KAW provide the data files referenced in the LFUCG Request for Proposal (usage data files for Usage Transactions, Usage Transaction Periods, Readings, and Account Changes)? Would it be possible for them to be provided to LFUCG by January 1, 2012 or earlier?
2. Can you provide a sense of the number of non-water calls currently handled by KAW or American Water on behalf of LFUCG?
3. What role does KAW envision in the project to migrate non-water billing and collection services from KAW to some other provider?
4. What advice do you have for us?
5. Are there policy/procedure/training documents available regarding current processes? Of particular interest are the delinquency procedures.
6. What are KAW Contact Center current days/hours of operation?
7. Can you provide information regarding current service level performance goals for LFUCG?

8. GCWW Systems Team is trying to better understand Delinquency rules/*life cycle* and associated system procedure from necessary system configuration requirements purposes. Is there a policy/procedure manual or summary data sheet available that can explain the LFUCG delinquency procedure?

You can reach me at 513-591-7747 with any questions you might have

Thanks

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:22 AM -----

From: Keith L Cartier/KAWC/AWWSC
To: billo@lexingtonky.gov
Cc: Bryan Siler/KAWC/AWWSC@AWW
Date: 11/30/2011 10:29 AM
Subject: individual requests for RFP info

Hi Bill,

Just an FYI and request. Bryan Siler has been receiving requests for various info directly from some prospective responders. Consistent with what I believe we agreed, we're referring those back to LFUCG for vetting and response. If there are aspects that LFUCG may not be able to address, then we'd provide that info back to LFUCG for dispersal to all interested parties. Initially we thought that we refer back to you, but then realized we're not that familiar with the internal LFUCG processes to know whether that would be appropriate. Is there someone else who would be more appropriate for the prospect questions?

Keith Cartier
Vice President, Operations

Kentucky American Water
1 859 268 6324 Office
1 859 321 9803 Cell
keith.cartier@amwater.com

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:22 AM -----

From: "William O'Mara" <billo@lexingtonky.gov>
To: <Keith.Cartier@amwater.com>
Cc: <Bryan.Siler@amwater.com>
Date: 11/30/2011 10:49 AM
Subject: RE: individual requests for RFP info

Keith-

Under our purchasing rules, when a RFP is open, all communications must channel through the Purchasing Division. Todd Slatin is the contact point in Purchasing. His contact info is

tskatin@lexingtonky.gov or 258-3328. If Bryan could furnish Todd any needed information, he will coordinate with prospective vendors.

Thanks-
Bill O

From: Keith.Cartier@amwater.com [mailto:Keith.Cartier@amwater.com]
Sent: Wednesday, November 30, 2011 10:30 AM
To: William O'Mara
Cc: Bryan.Siler@amwater.com
Subject: individual requests for RFP info

Hi Bill,

Just an FYI and request. Bryan Siler has been receiving requests for various info directly from some prospective responders. Consistant with what I believe we agreed, we're referring those back to LFUCG for vetting and response. If there are aspects that LFUCG may not be able to address, then we'd provide that info back to LFUCG for dispersal to all interested parties. Initially we thought that we refer back to you, but then realized we're not that familiar with the internal LFUCG processes to know whether that would be appropriate. Is there someone else who would be more appropriate for the prospect questions?

Keith Cartier
Vice President, Operations
Kentucky American Water
1 859 268 6324 Office
1 859 321 9803 Cell
keith.cartier@amwater.com

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:22 AM -----

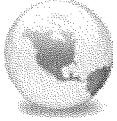
From: Keith L Cartier/KAWC/AWWSC
To: Bryan Siler/KAWC/AWWSC@AWW, Rachel Cole/KAWC/AWWSC@AWW, Stacy Owens/KAWC/AWWSC@AWW, Douglas Brock/KAWC/AWWSC@AWW
Date: 11/30/2011 10:52 AM
Subject: Fw: individual requests for RFP info

fyi regarding vendor inquiries about lfucg billing contract

Keith Cartier

Vice President, Operations
 Kentucky American Water
 1 859 268 6324 Office
 1 859 321 9803 Cell
 keith.cartier@amwater.com

----- Forwarded by Keith L Cartier/KAWC/AWWSC on 11/30/2011 10:51 AM -----



"William O'Mara"
 <billo@lexingtonky.gov>
 11/30/2011 10:49 AM

To <Keith.Cartier@amwater.com>
 cc <Bryan.Siler@amwater.com>

Subject RE: individual requests for RFP info

Keith-

Under our purchasing rules, when a RFP is open, all communications must channel through the Purchasing Division. Todd Slatin is the contact point in Purchasing. His contact info is

tskatin@lexingtonky.gov or 258-3328. If Bryan could furnish Todd any needed information, he will coordinate with prospective vendors.

Thanks-
 Bill O

From: Keith.Cartier@amwater.com [mailto:Keith.Cartier@amwater.com]
Sent: Wednesday, November 30, 2011 10:30 AM
To: William O'Mara
Cc: Bryan.Siler@amwater.com
Subject: individual requests for RFP info

Hi Bill,

Just an FYI and request. Bryan Siler has been receiving requests for various info directly from some prospective responders. Consistent with what I believe we agreed, we're referring those back to LFUCG for vetting and response. If there are aspects that LFUCG may not be able to address, then we'd provide that info back to LFUCG for dispersal to all interested parties. Initially we thought that we refer back to you, but then realized we're not that familiar with the internal LFUCG processes to know whether that would be appropriate. Is there someone else who would be more appropriate for the prospect questions?

Keith Cartier
 Vice President, Operations
 Kentucky American Water
 1 859 268 6324 Office
 1 859 321 9803 Cell
 keith.cartier@amwater.com

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:22 AM -----

From: "Robert Bowman" <rbowman2@lexingtonky.gov>
To: <Bryan.Siler@amwater.com>
Cc: "Candice Deininger" <cdeining@lexingtonky.gov>
Date: 11/30/2011 05:04 PM
Subject: RE: December Billing File

Bryan,

Thanks for update.

Robert

-----Original Message-----

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]
Sent: Wednesday, November 30, 2011 3:44 PM
To: Robert Bowman
Cc: Candice Deininger
Subject: Re: December Billing File

These have been processed for bills rendered today dated 12/1/11.

Bryan Siler
Field Operations Supervisor
Kentucky American Water
2300 Richmond Road
Lexington, Kentucky 40502
859-268-6350 Office
859-268-6374 Fax
bryan.siler@amwater.com

From: "Robert Bowman" <rbowman2@lexingtonky.gov>
To: <Bryan.Siler@amwater.com>
Cc: "Candice Deininger" <cdeining@lexingtonky.gov>
Date: 11/20/2011 03:50 PM
Subject: December Billing File

Hello Bryan,

I have the December billing file attached. Can you send me a confirmation email that you received it?

Thanks, Robert

Robert E. Bowman
Database Administrator
Lexington-Fayette Urban County Government
Office: 859.425.2456
Email: RBowman2@LexingtonKy.gov
[attachment "December2011.csv" deleted by Bryan Siler/KAWC/AWWSC]

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:22 AM -----

From: "Lynne Cross" <ccross@lexingtonky.gov>
To: <bryan.siler@amwater.com>
Cc: "Candice Deininger" <cdeining@lexingtonky.gov>
Date: 12/05/2011 07:50 AM

Subject: November 2011 Sewer Tap On List

Bryan –

Here is the sewer tap on list for November 2011. If you have any questions please feel free to let me know. Thanks!

Lynne Throckmorton
Lexington-Fayette Urban County Government
ccross@lexingtonky.gov
859.258.3363



NOVEMBER 2011 TAP-ON LIST.xls

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:22 AM -----

From: "Sheila Long" <slong@lexingtonky.gov>
To: <Bryan.Siler@amwater.com>
Cc: "Mike Smith" <mikes@lexingtonky.gov>
Date: 12/05/2011 02:21 PM
Subject: weekly file

Thank you,

Sheila Long

Mainframe and Help Desk Services
Division of Computer Services
Lexington Fayette Urban Co Gov.
Phone: 859-258-3730
Fax: 859-258-3399



HERC1205.TXT

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:22 AM -----

From: "Candice Deininger" <cdeining@lexingtonky.gov>
To: <Bryan.Siler@amwater.com>
Cc: "William O'Mara" <billo@lexingtonky.gov>, "Charles Martin" <chmartin@lexingtonky.gov>, "Lynne Cross" <ccross@lexingtonky.gov>, <Rachel.Cole@amwater.com>
Date: 12/06/2011 03:34 PM
Subject: RE: List of Unsewered Accounts

Bryan – Lynne just finished checking these accounts again, and they are still not coded to receive sewer charges. What needs to be done to get these coded?

Candice Deininger
Revenue Supervisor
LFUCG Division of Revenue
200 East Main Street
Lexington, KY 40507
859-258-3364

cdeining@lexingtonky.gov

From: Candice Deininger
Sent: Wednesday, September 28, 2011 1:20 PM
To: 'Bryan.Siler@amwater.com'; Takisha.Walker@amwater.com
Cc: William O'Mara; Charles Martin; Lynne Cross
Subject: RE: List of Unsewered Accounts
Importance: High

Good afternoon, Bryan. Going through my pending file and had Lynne check this list I sent you on July 19. There are only two accounts on this list that have been coded to receive sewer. Has this list been sent to Special Accounts or is it being handled internally? These accounts need to be coded as soon as possible – we are losing revenue. Thank you!

Candice Deininger
Revenue Supervisor
LFUCG Division of Revenue
200 East Main Street
Lexington, KY 40507
859-258-3364
cdeining@lexingtonky.gov

From: Candice Deininger
Sent: Tuesday, July 19, 2011 3:01 PM
To: 'Bryan.Siler@amwater.com'
Cc: Takisha.Walker@amwater.com
Subject: List of Unsewered Accounts

Good afternoon, Bryan. I have created a list of the accounts that were referred to in the meeting last week between representatives of KAWC and LFUCG. It includes the premise number and location of accounts that were included on the monthly sewer tap-on lists and identified as recipients of KIA grants. Kindly let me know if you need anything further. Thank you and have a good afternoon!

Candice Deininger
Revenue Supervisor
LFUCG Division of Revenue
200 East Main Street
Lexington, KY 40507
859-258-3364
cdeining@lexingtonky.gov

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:22 AM -----


From: Keith L Cartier/KAWC/AWWSC
To: Douglas Brock/KAWC/AWWSC@AWW, Bryan Siler/KAWC/AWWSC@AWW
Date: 12/11/2011 01:18 PM
Subject: Fw: LFUCG RFP

fyi

Keith Cartier
Vice President, Operations
Kentucky American Water
1 859 268 6324 Office
1 859 321 9803 Cell
keith.cartier@amwater.com

----- Forwarded by Keith L Cartier/KAWC/AWWSC on 12/11/2011 01:18 PM -----

Tammy T
 MacLaughlin/CALLCTR/CO
 RP/AWWSC
 12/09/2011 01:36 PM

To: Keith L Cartier/KAWC/AWWSC@AWW
 cc
 Subject: Re: Fw: LFUCG RFP 

Keith,

I believe you may want to go ahead with your conversation, just mention that we will be going to a new CIS (SAP) in mid 2013 and more information concerning those impacts will be forthcoming. I am still waiting on confirmation of the data file changes, but do plan to share that with you and others shortly after first of the year. I apologize for not updating you sooner.

We did learn last week based on a recent Steering Committee discussion, that offering billing services for municipalities in SAP would not be an option. I also believe Walter will be sending that notification to state presidents in the next few days. We will still provide usage data, but even that, as you know, will be an impact on the muni because of changes in field lengths and file layouts.

In the meantime, let me know if I can provide additional information.

Thanks,
 Tammy


Tammy MacLaughlin
 CIS Release Lead
 Business Transformation Program
 American Water
 Phone: 856-568-5884
 Cell: 618-910-9817
 Fax: 856-568-5949
 tammy.maclaughlin@amwater.com

Mailing Address:
 American Water
 1025 Laurel Oak Dr
 Voorhees, NJ 08043

Physical Address:
 1000 Voorhees Drive, Suite D
 Voorhees, NJ 08043

Keith L Cartier Hi Tammy, Hadn't seen anything sent around, th... 12/07/2011 01:39:53 PM
 Tammy T MacLaughlin/CALLCTR/CORP/AWWSC

Tammy T
 MacLaughlin/CALLCTR/CO
 RP/AWWSC
 11/15/2011 10:49 AM

To: Keith L Cartier/KAWC/AWWSC@AWW
 cc: Bryan Siler/KAWC/AWWSC@AWW, Douglas
 Brock/KAWC/AWWSC@AWW
 Subject: Re: Fw: LFUCG RFP 

Keith, Doug and Brian,

Thanks for the heads up. The LFUCG RFP is concerning with the level of detail related to ECIS and specific field attributes. I am going to work on providing a view of considerations that municipalities may want to provide in future billing provider RFPs and have available for states the week of 11/28. I'll also set up a Webex to go over the contents. In the meantime, let me know of any questions.

Thanks,
Tammy

Tammy MacLaughlin
CIS Release Lead
Business Transformation Program
American Water
Phone: 856-568-5884
Cell: 618-910-9817
Fax: 856-568-5949
tammy.maclaughlin@amwater.com

Mailing Address:
American Water
1025 Laurel Oak Dr
Voorhees, NJ 08043

Physical Address:
1000 Voorhees Drive, Suite D
Voorhees, NJ 08043

Keith L Cartier

Tammy, This is a copy of the RFP that Lexington...

11/15/2011 07:39:38 AM

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:22 AM -----

From: Kathryn M Milburn/SHARSVCS/AWWSC
To: CDeining@lfucg.com, rpulliam@lexingtonky.gov
Cc: Bryan Siler/KAWC/AWWSC/AWW
Date: 12/19/2011 03:23 PM
Subject: November Managed Contracts

Candice,

Attached is the November Invoice.

Happy Holidays!

Kathy

Kathryn M. Milburn
Cash Management Specialist
American Water Shared Services
Cherry Hill, NJ 08034
Ph-856-310-5844
Fax-856-672-2873
Kathryn.Milburn@AMWater.com

----- Forwarded by Kathryn M Milburn/SHARVCS/AWWSC on 12/19/2011 03:22 PM -----



njwdcrst@amwater.com

12/19/2011 03:24 PM

To "Kathy Milburn" <Kathryn.Milburn@amwater.com>

cc

Subject Attached Image



3921_001.pdf

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:22 AM -----

From: Kathryn M Milburn/SHARVCS/AWWSC
 To: sadievilleky@bellsouth.net
 Cc: Bryan Siler/KAWC/AWWSC@AWW
 Date: 12/19/2011 03:25 PM
 Subject: November Managed Contract

Attn: Cindy Foster,

Attached is the November Invoice.

Happy Holidays!

Kathy

Kathryn M. Milburn
 Cash Management Specialist
 American Water Shared Services
 Cherry Hill, NJ 08034
 Ph-856-310-5844
 Fax-856-672-2873
 Kathryn.Milburn@AMWater.com

----- Forwarded by Kathryn M Milburn/SHARVCS/AWWSC on 12/19/2011 03:24 PM -----



njwdcrst@amwater.com

12/19/2011 03:24 PM

To "Kathy Milburn" <Kathryn.Milburn@amwater.com>

cc

Subject Attached Image



3922_001.pdf

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:22 AM -----

From: "Sheila Long" <slong@lexingtonky.gov>
 To: <Bryan.Siler@amwater.com>
 Cc: "Mike Smith" <mikes@lexingtonky.gov>
 Date: 12/19/2011 04:35 PM
 Subject: weekly file

Thank you,
Sheila Long
 Mainframe and Help Desk Services
 Division of Computer Services
 Lexington Fayette Urban Co Gov.
 Phone: 859-258-3730
 Fax: 859-258-3399



HERC1219.TXT

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:22 AM -----

From: Bethany G Hungate/KAWC/AWWSC
 To: Bryan Siler/KAWC/AWWSC@AWW
 Cc: KAWC - Field Services Team, Rachel Cole/KAWC/AWWSC@AWW
 Date: 12/20/2011 05:06 PM
 Subject: Re: Unsewered premises

This is completed. All the accounts are on hold until 01/20/2012

~~~~~  
 Bethany Hungate  
 Customer Advocate Office  
 Kentucky American Water  
 2300 Richmond Rd  
 Lexington, KY 40502  
 (859)269-2386 phone Opt. 6  
 (859)268-6315 Fax

|                   |                                                  |                        |
|-------------------|--------------------------------------------------|------------------------|
| Bryan Siler       | Let's do 30 days for now. Thanks. ***** ...      | 12/20/2011 02:35:21 PM |
| Bethany G Hungate | How long of a hold? ~~~~~ ...                    | 12/20/2011 02:29:39 PM |
| Bryan Siler       | Rachel, Candice at the LFUCG said they were g... | 12/20/2011 02:20:10 PM |
| Bethany G Hungate | Bryan I have completed the spreadsheet that y... | 12/07/2011 12:45:03 PM |

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:22 AM -----

From: "Sheila Long" <slong@lexingtonky.gov>  
 To: <Bryan.Siler@amwater.com>  
 Cc: "Mike Smith" <mikes@lexingtonky.gov>  
 Date: 12/27/2011 02:24 PM  
 Subject: weekly file

Thank you,  
**Sheila Long**  
 Mainframe and Help Desk Services  
 Division of Computer Services  
 Lexington Fayette Urban Co Gov.  
 Phone: 859-258-3730  
 Fax: 859-258-3399



HERC1227.TXT

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:22 AM -----

From: "Candice Deininger" <cdeining@lexingtonky.gov>  
To: <Bryan.Siler@amwater.com>  
Cc: "John Hoggard" <jhoggard@utiliplan.com>, "William O'Mara" <billo@lexingtonky.gov>  
Date: 12/30/2011 11:37 AM  
Subject: RE: Usage Data File Layouts - Possible future changes

---

Hi, Bryan, and thank you so much for sending the files . . . John did get them just fine. We'll check again next week for the files going back to 2006. Have a Happy New Year!!!

Candice Deininger  
Revenue Supervisor  
LFUCG Division of Revenue  
200 East Main Street  
Lexington, KY 40507  
859-258-3364  
cdeining@lexingtonky.gov

-----Original Message-----

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]  
Sent: Friday, December 30, 2011 11:22 AM  
To: Candice Deininger  
Subject: Usage Data File Layouts - Possible future changes

Candice,

When talking about the Online Account Manager Usage Data files, I asked the following:

Also, will these be the exact files they will receive? I thought there was some buzz about changes.

And got the following response:

these will be the exact files that they will receive as long as they are in ECIS. once they convert to SAP, my understanding is that the file layout will be the same as far as the info provided, but there will be some changes to field lengths to accommodate longer account numbers, etc

\*\*\*\*\*

Bryan Siler

Field Operations Supervisor  
Kentucky American Water  
2300 Richmond Road  
Lexington, Kentucky 40502  
859-268-6350 Office  
859-268-6374 Fax  
bryan.siler@amwater.com

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:22 AM -----

From: Bryan Siler/KAWC/AWWSC  
To: bryan.siler@amwater.com  
Date: 12/30/2011 11:49 AM  
Subject: LFUCG - Notes with Kim Nye

---

Kimberly M Nye/CONSULT/AWWSC [started: 10:40:14 AM]

File Edit View Tools Help

Kimberly M Nye/CONSULT/AWWSC  
856-782-2853  
 I am available

Bryan Siler/KA... Are the files on the Online Account Manager for usage data the same files the LFUCG will get when they take over their billing? 10:40:44 AM

Kimberly M Nye... Hi Bryan, yes that will be the same thing that they will receive 10:45:31 AM

Bryan Siler/KA... Can we get them turned on or given access to the LFUCG Usage Data? They currently only see Blue Sky Sewer Auth. 10:46:36 AM

Kimberly M Nye... sure, that is what a lot of the authorities are doing so they can get used to the new info and do some parallel testing, can you just submit a service ticket so we can get started on it? 10:48:04 AM

Bryan Siler/KA... Yes, I will right now. 10:48:18 AM

Thanks. 10:48:20 AM

Kimberly M Nye... sure 10:48:23 AM

Bryan Siler/KA... Should I suggest they route it to someone specific? 10:50:04 AM

Kimberly M Nye... you can put my name on it if you want 10:50:23 AM

Bryan Siler/KA... I submitted ticket 602374. Thanks. 10:52:18 AM

Kimberly M Nye... np 10:52:51 AM

Bryan Siler/KA... Can you send me a quick note when the change is made. Thanks. 10:53:00 AM

Kimberly M Nye... yes, it won't be until next week, but we will let you know as soon as it is done 10:53:30 AM

Bryan Siler/KA... Is it possible to get it sooner or are we in our blackout period? 10:54:05 AM

How will these be the exact files they will receive? (tradon) there was some buzz about [redacted] 10:54:30 AM

Kimberly M Nye... we are in a black out period until 1/16, but I can get approval to do it next week, I just don't think there is any way that I can get all of the approvals that I need today, plus we are working on a couple of major year end go-lives, we can try to get it done as early as possible on Monday if that would work 10:55:24 AM

Bryan Siler/KA... I can download them and send them to her for now. Don't do anything outside the normal procedures for now. 10:56:03 AM

Kimberly M Nye... these will be the exact files that they will receive as long as they are in ECIS, once they convert to SAP, my understanding is that the file layout will be the same as far as the info provided, but there will be some changes to field lengths to accomodate longer account numbers, etc 10:56:47 AM

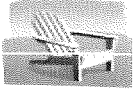
Rich Text Editor toolbar: Bold, Italic, Underline, Text Color, Background Color, Bulleted List, Numbered List, Indent, Outdent, Undo, Redo, Link, Unlink, Print, Spell Check, Help

Kimberly M Nye/CONSULT/AWWSC is available

\*\*\*\*\*

Bryan Siler  
Field Operations Supervisor  
Kentucky American Water  
2300 Richmond Road  
Lexington, Kentucky 40502

859-268-6350 Office  
859-268-6374 Fax  
bryan.siler@amwater.com



**Billing Services Correspondence 3**  
 Bryan Siler to: Linda Bridwell

02/14/2013 11:25 AM

\*\*\*\*\*

Bryan Siler  
 Field Operations Supervisor  
 Kentucky American Water  
 2300 Richmond Road  
 Lexington, Kentucky 40502  
 859-268-6350 Office  
 859-268-6374 Fax  
 bryan.siler@amwater.com

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:33 AM -----

From: "Candice Deininger" <cdeining@lfucg.com>  
 To: <Bryan.Siler@amwater.com>  
 Date: 01/05/2010 02:29 PM  
 Subject: Geocoded File for November 2009

Hi, Bryan . . . we're a little behind on getting these done . . . Scott is also doing this so he can have the information for WQF billing purposes. I just sent him the file for December . . . thank you!!

Candice Deininger  
 LFUCG Division of Revenue  
 200 East Main Street  
 Lexington, KY 40507  
 859-258-3364



ONSET-NEW TAPS FOR NOVEMBER 2009.xls

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:33 AM -----

From: "Sheila Long" <slong@lfucg.com>  
 To: <Bryan.Siler@amwater.com>  
 Date: 01/08/2010 05:33 PM  
 Subject: Weekly file

I couldn't remember if I sent last week so I am including it now.

**SHEILA K. LONG**

Computer Operator  
Lexington Fayette Urban County

200 East Main Street Lexington, Kentuc

**Government****slong@lfucg.com****PHONE: 859.258.3334****FAX: 859.***"To Thine Own Self Be True"**... William S*

are



HERC1228.TXT HERC0105.TXT

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:33 AM -----

From: "Candice Deininger" <cdeining@lfucg.com>  
 To: <Bryan.Siler@amwater.com>  
 Date: 01/11/2010 09:07 AM  
 Subject: FW:

Here ya go . . . I forgot that our IT also sends out a text file . . . my apologies!!

Candice Deininger  
 LFUCG Division of Revenue  
 200 East Main Street  
 Lexington, KY 40507  
 859-258-3364

**From:** Sheila Long  
**Sent:** Friday, January 08, 2010 4:49 PM  
**To:** Candice Deininger  
**Subject:**

**SHEILA K. LONG**

**Computer Operator**  
**Lexington Fayette Urban County**  
**Government**

200 East Main Street Lexington, Kentu

**slong@lfucg.com****PHONE: 859.258.3334****FAX: 859.***"To Thine Own Self Be True"**... William S*

are





TAP122009R.TXT

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:33 AM -----

From: "Candice Deininger" <cdeining@lfucg.com>  
 To: <Bryan.Siler@amwater.com>  
 Date: 01/11/2010 11:57 AM  
 Subject: RE: Meeting

---

Bryan - I can get most of what Deborah needs to close with the exception of the following: the SLSTAXDED figure and the amount for item 12 under 'Sales Tax Return Info.' If you can get me those figures, then I can provide her with the rest . . .

Candice Deininger  
 LFUCG Division of Revenue  
 200 East Main Street  
 Lexington, KY 40507  
 859-258-3364

-----Original Message-----

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]  
 Sent: Monday, January 11, 2010 11:48 AM  
 To: Scott Dickison; Candice Deininger  
 Subject: Meeting

Scott,

When were you going to meet about the maintenance update process? I am working on closing stuff today. Verifying the billing last week got me a little behind.

Candice - I am trying to get it out today.

\*\*\*\*\*

Bryan Siler  
 Eastern Division  
 bryan.siler@amwater.com  
 Phone: (859) 268-6350  
 Fax: (859) 335-3350

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:33 AM -----

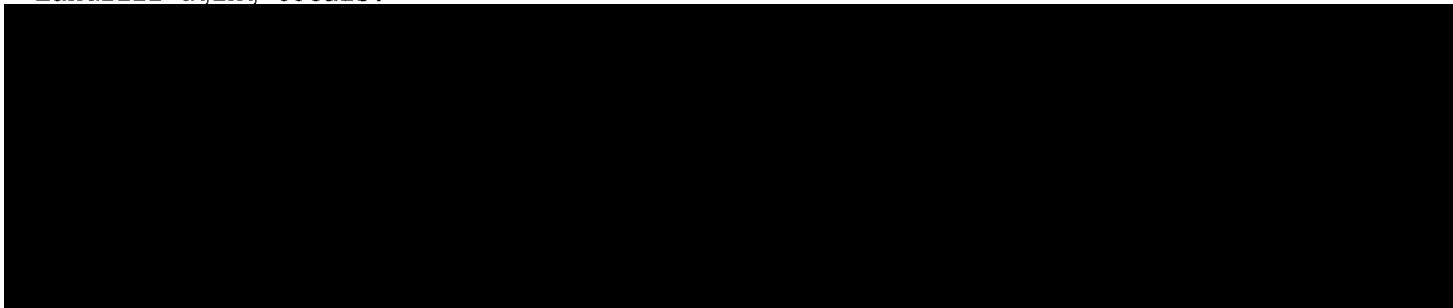
From: "Candice Deininger" <cdeining@lfucg.com>  
 To: <Bryan.Siler@amwater.com>, "Deborah Gerardi" <dgerardi@lfucg.com>  
 Cc: "Cecily Chan" <cecilyc@lfucg.com>, "Mary Fister" <mfister@lfucg.com>  
 Date: 01/11/2010 12:35 PM  
 Subject: RE: FW: December Reports

---

Hi Deborah. I was able to get some of the month-end figures for you, however, Bryan will still need to run a query to get the amount of billed taxes and the amount of commercial and industrial tax write-offs. Following are the figures

that I can provide for you:

Landfill aging totals:



Candice

Candice Deininger  
LFUCG Division of Revenue  
200 East Main Street  
Lexington, KY 40507  
859-258-3364

-----Original Message-----

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]  
Sent: Monday, January 11, 2010 9:11 AM  
To: Deborah Gerardi  
Cc: Candice Deininger; Cecily Chan; Mary Fister  
Subject: Re: FW: November Reports

I plan to send them today.

\*\*\*\*\*

Bryan Siler  
Eastern Division  
bryan.siler@amwater.com  
Phone: (859) 268-6350  
Fax: (859) 335-3350

"Deborah Gerardi"  
<dgerardi@lfucg.com>

01/11/2010 09:09  
AM

To  
<Bryan.Siler@amwater.com>

cc  
"Candice Deininger"  
<cdeining@lfucg.com>, "Mary Fister"  
<mfister@lfucg.com>, "Cecily Chan"  
<cecilyc@lfucg.com>

Subject  
FW: November Reports

Bryan,

Do you have the reports for December 2009? We really need to get these as soon as possible.

Thanks!

Deborah Gerardi  
Accounts Payable Supervisor  
Division of Accounting  
Lexington-Fayette Urban County Government  
859 258-3311  
859 425-2889  
dgerardi@lfucg.com

-----Original Message-----

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]  
Sent: Friday, December 11, 2009 9:27 AM  
To: Candice Deininger; Stacy.Owens@amwater.com; Rhonda Hicks; Deborah Gerardi; Rachel.Cole@amwater.com; Mary Fister; William O'Mara; Kathleen Hicks; Lori Vahle; Stephen Mulligan  
Subject: November Reports

Hello,

Attached are the monthly reports for your review. There were three accounts (RES & OPA) that were billed taxes in November. All three will be corrected and the taxes refunded.

Please let me know if you have any questions.

Thank you.

(See attached file: Sewer & Landfill Aging Totals.pdf) (See attached file:

LFUCG Sewer and Landfill\_November 2009 rev.xls)

\*\*\*\*\*

Bryan Siler  
Southeast Region  
bryan.siler@amwater.com  
Phone: (859) 268-6350  
Fax: (859) 335-3350  
[attachment "Sewer & Landfill Aging Totals.pdf" deleted by Bryan Siler/KAWC/AWWSC] [attachment "LFUCG Sewer and Landfill\_November 2009 rev.xls" deleted by Bryan Siler/KAWC/AWWSC]

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:33 AM -----

From: "Candice Deininger" <cdeining@lfucg.com>

To: <Bryan.Siler@amwater.com>, "Deborah Gerardi" <dgerardi@lfucg.com>  
Cc: "Cecily Chan" <cecilyc@lfucg.com>, "Mary Fister" <mfister@lfucg.com>  
Date: 01/12/2010 09:10 AM  
Subject: RE: FW: December Reports

Good morning, Bryan. Thanks for the tax info - I noticed there were taxes in the residential and OPA categories which need to be corrected. I'll deduct those charges from the balance of \$77,003.29.

Candice

Candice Deininger  
LFUCG Division of Revenue  
200 East Main Street  
Lexington, KY 40507  
859-258-3364

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From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]  
Sent: Monday, January 11, 2010 4:51 PM  
To: Deborah Gerardi  
Cc: Candice Deininger; Cecily Chan; Mary Fister  
Subject: RE: FW: December Reports

Deborah,

Here you go...

(Embedded image moved to file: pic31099.jpg)

CBTSMY COM & IND Charge Off = (\$1,798.50)

SLSTAXDED file is attached...

(See attached file: 1202\_001.pdf)

\*\*\*\*\*

Bryan Siler  
Eastern Division  
bryan.siler@amwater.com  
Phone: (859) 268-6350  
Fax: (859) 335-3350

"Deborah Gerardi"

<dgerardi@lfucg.c

om>

To

"Candice Deininger"

01/11/2010 02:39

<cdeining@lfucg.com>,

PM

<Bryan.Siler@amwater.com>

cc

<cecilyc@lfucg.com>,

"Cecily Chan"

"Mary Fister" <mfister@lfucg.com>

Subject

RE: FW: December Reports

Bryan,

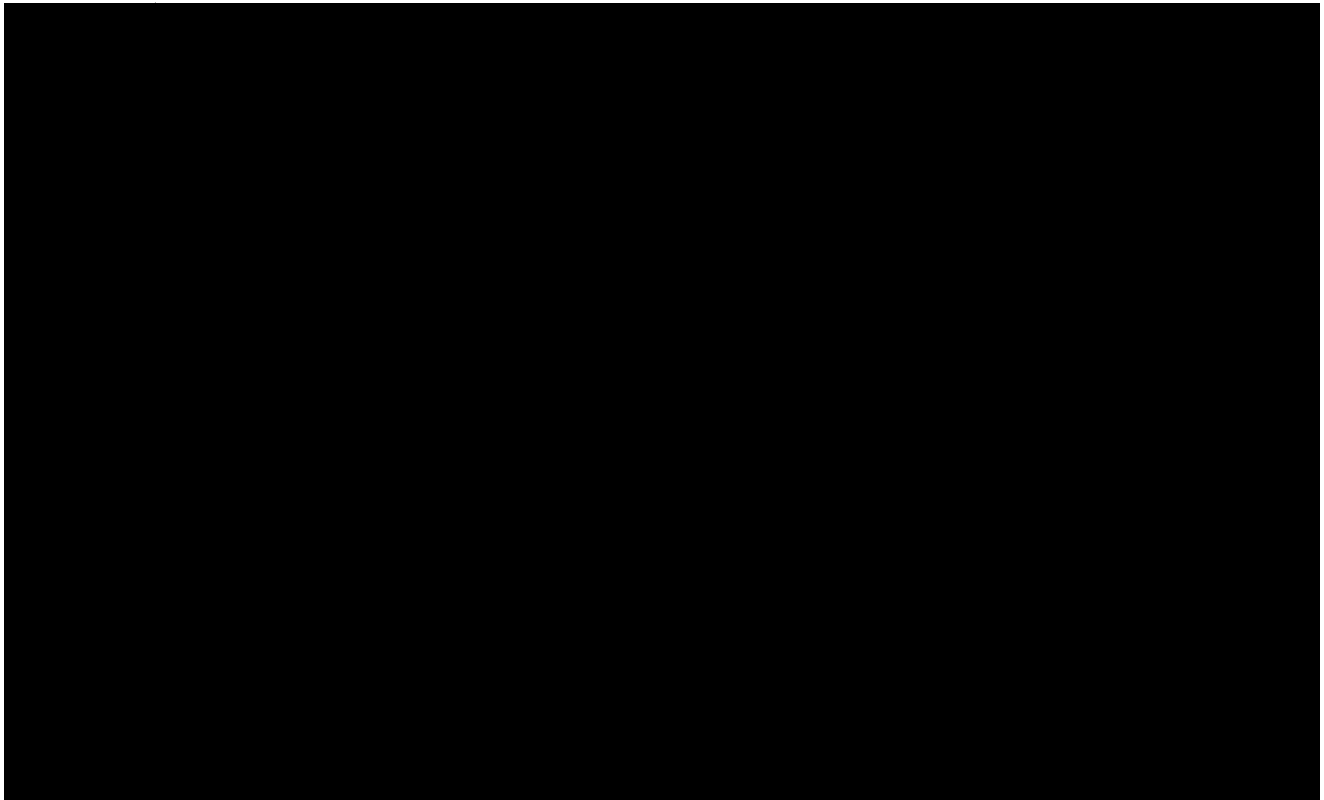
Do we have our reports yet?

Deborah Gerardi  
Accounts Payable Supervisor  
Division of Accounting  
Lexington-Fayette Urban County Government  
859 258-3311  
859 425-2889  
dgerardi@lfucg.com

From: Candice Deininger  
Sent: Monday, January 11, 2010 12:36 PM  
To: 'Bryan.Siler@amwater.com'; Deborah Gerardi  
Cc: Cecily Chan; Mary Fister  
Subject: RE: FW: December Reports  
Importance: High

Hi Deborah. I was able to get some of the month-end figures for you, however, Bryan will still need to run a query to get the amount of billed taxes and the amount of commercial and industrial tax write-offs. Following are the figures that I can provide for you:

Landfill aging totals:



Candice

Candice Deininger  
LFUCG Division of Revenue  
200 East Main Street  
Lexington, KY 40507  
859-258-3364

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Sent: Monday, January 11, 2010 9:11 AM  
To: Deborah Gerardi  
Cc: Candice Deininger; Cecily Chan; Mary Fister  
Subject: Re: FW: November Reports

I plan to send them today.

\*\*\*\*\*

Bryan Siler  
Eastern Division  
bryan.siler@amwater.com  
Phone: (859) 268-6350  
Fax: (859) 335-3350

"Deborah Gerardi"  
<dgerardi@lfucg.com>

To

<Bryan.Siler@amwater.com>

01/11/2010 09:09

cc AM "Candice Deininger"  
Fister" <cdeining@lfucg.com>, "Mary  
Chan" <mfister@lfucg.com>, "Cecily  
<cecilyc@lfucg.com>  
Subject FW: November Reports

Bryan,

Do you have the reports for December 2009? We really need to get these as soon as possible.

Thanks!

Deborah Gerardi  
Accounts Payable Supervisor  
Division of Accounting  
Lexington-Fayette Urban County Government  
859 258-3311  
859 425-2889  
dgerardi@lfucg.com

-----Original Message-----

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]  
Sent: Friday, December 11, 2009 9:27 AM  
To: Candice Deininger; Stacy.Owens@amwater.com; Rhonda Hicks; Deborah Gerardi; Rachel.Cole@amwater.com; Mary Fister; William O'Mara; Kathleen Hicks; Lori Vahle; Stephen Mulligan  
Subject: November Reports

Hello,

Attached are the monthly reports for your review. There were three accounts (RES & OPA) that were billed taxes in November. All three will be corrected and the taxes refunded.

Please let me know if you have any questions.

Thank you.

(See attached file: Sewer & Landfill Aging Totals.pdf) (See attached

file:  
 LFUCG Sewer and Landfill\_November 2009 rev.xls)

\*\*\*\*\*

Bryan Siler  
 Southeast Region  
 bryan.siler@amwater.com  
 Phone: (859) 268-6350  
 Fax: (859) 335-3350  
 [attachment "Sewer & Landfill Aging Totals.pdf" deleted by Bryan  
 Siler/KAWC/AWWSC] [attachment "LFUCG Sewer and Landfill\_November 2009  
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----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:33 AM -----

From: "Cecily Chan" <cecilyc@lfucg.com>  
 To: "Candice Deininger" <cdeining@lfucg.com>, <Bryan.Siler@amwater.com>  
 Cc: "Deborah Gerardi" <dgerardi@lfucg.com>  
 Date: 01/13/2010 12:24 PM  
 Subject: RE: FW: December Reports

---

Can either of you provide December Sewer aging, sewer write off and  
 sewer tax write off amount for the month of December.

Thanks!

Cecily Chan  
 Division of Accounting  
 (859) 258-3318

-----Original Message-----

From: Candice Deininger  
 Sent: Tuesday, January 12, 2010 9:10 AM  
 To: 'Bryan.Siler@amwater.com'; Deborah Gerardi  
 Cc: Cecily Chan; Mary Fister  
 Subject: RE: FW: December Reports

Good morning, Bryan. Thanks for the tax info - I noticed there were  
 taxes in the residential and OPA categories which need to be corrected.  
 I'll deduct those charges from the balance of \$77,003.29.

Candice

Candice Deininger  
 LFUCG Division of Revenue  
 200 East Main Street  
 Lexington, KY 40507  
 859-258-3364

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From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]  
 Sent: Monday, January 11, 2010 4:51 PM  
 To: Deborah Gerardi  
 Cc: Candice Deininger; Cecily Chan; Mary Fister  
 Subject: RE: FW: December Reports

Deborah,

Here you go...



(Embedded image moved to file: pic31099.jpg)

CBTSMY COM & IND Charge Off = (\$1,798.50)

SLSTAXDED file is attached...

(See attached file: 1202\_001.pdf)

\*\*\*\*\*

Bryan Siler  
Eastern Division  
bryan.siler@amwater.com  
Phone: (859) 268-6350  
Fax: (859) 335-3350

"Deborah Gerardi"

<dgerardi@lfucg.c

om>

To

"Candice Deininger"

01/11/2010 02:39

<cdeining@lfucg.com>,

PM

<Bryan.Siler@amwater.com>

cc

"Cecily Chan"

<cecilyc@lfucg.com>,

"Mary Fister" <mfister@lfucg.com>

Subject

RE: FW: December Reports

Bryan,

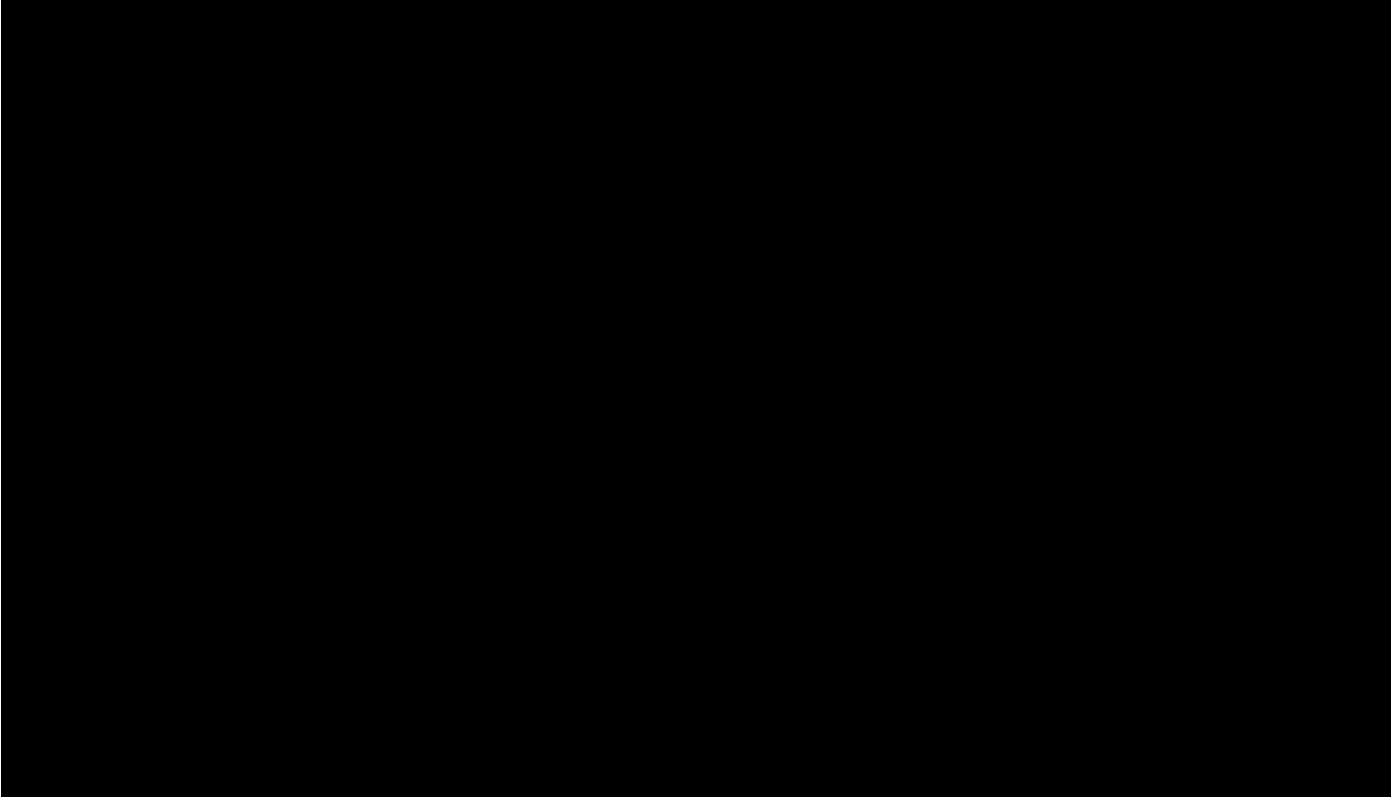
Do we have our reports yet?

Deborah Gerardi  
Accounts Payable Supervisor  
Division of Accounting  
Lexington-Fayette Urban County Government  
859 258-3311  
859 425-2889  
dgerardi@lfucg.com

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Landfill aging totals:



Candice

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LFUCG Division of Revenue  
200 East Main Street  
Lexington, KY 40507  
859-258-3364

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Sent: Monday, January 11, 2010 9:11 AM  
To: Deborah Gerardi  
Cc: Candice Deininger; Cecily Chan; Mary Fister  
Subject: Re: FW: November Reports

I plan to send them today.

\*\*\*\*\*

Bryan Siler  
Eastern Division  
bryan.siler@amwater.com  
Phone: (859) 268-6350  
Fax: (859) 335-3350

|         |                      |                              |
|---------|----------------------|------------------------------|
|         | "Deborah Gerardi"    |                              |
|         | <dgerardi@lfucg.com> |                              |
| To      |                      | <Bryan.Siler@amwater.com>    |
|         | 01/11/2010 09:09     |                              |
| cc      | AM                   | "Candice Deininger"          |
|         |                      | <cdeining@lfucg.com>, "Mary  |
| Fister" |                      | <mfister@lfucg.com>, "Cecily |
| Chan"   |                      | <cecilyc@lfucg.com>          |
| Subject |                      | FW: November Reports         |

Bryan,

Do you have the reports for December 2009? We really need to get these as soon as possible.

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Deborah Gerardi  
 Accounts Payable Supervisor  
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 Lexington-Fayette Urban County Government  
 859 258-3311  
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 dgerardi@lfucg.com

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 To: Candice Deininger; Stacy.Owens@amwater.com; Rhonda Hicks; Deborah Gerardi; Rachel.Cole@amwater.com; Mary Fister; William O'Mara; Kathleen Hicks; Lori Vahle; Stephen Mulligan  
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(See attached file: Sewer & Landfill Aging Totals.pdf) (See attached file:  
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 Southeast Region  
 bryan.siler@amwater.com  
 Phone: (859) 268-6350  
 Fax: (859) 335-3350  
 [attachment "Sewer & Landfill Aging Totals.pdf" deleted by Bryan Siler/KAWC/AWWSC] [attachment "LFUCG Sewer and Landfill\_November 2009 rev.xls" deleted by Bryan Siler/KAWC/AWWSC]

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:33 AM -----

From: "Candice Deininger" <cdeining@lfucg.com>  
 To: "Cecily Chan" <cecilyc@lfucg.com>  
 Cc: "Deborah Gerardi" <dgerardi@lfucg.com>, <Bryan.Siler@amwater.com>  
 Date: 01/13/2010 12:40 PM  
 Subject: RE: FW: December Reports

Cecily -

Attached is my spreadsheet showing sewer charge-offs highlighted in blue. Sewer tax write-off is highlighted below in blue. Below are the sewer aging totals . . . .

Candice Deininger  
LFUCG Division of Revenue  
200 East Main Street  
Lexington, KY 40507  
859-258-3364

-----Original Message-----

From: Cecily Chan  
Sent: Wednesday, January 13, 2010 12:24 PM  
To: Candice Deininger; 'Bryan.Siler@amwater.com'  
Cc: Deborah Gerardi  
Subject: RE: FW: December Reports

Can either of you provide December Sewer aging, sewer write off and sewer tax write off amount for the month of December.

Thanks!

Cecily Chan  
Division of Accounting  
(859) 258-3318

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To: 'Bryan.Siler@amwater.com'; Deborah Gerardi  
Cc: Cecily Chan; Mary Fister  
Subject: RE: FW: December Reports

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Candice

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LFUCG Division of Revenue  
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859-258-3364

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Bryan Siler  
Eastern Division  
bryan.siler@amwater.com  
Phone: (859) 268-6350  
Fax: (859) 335-3350

"Deborah Gerardi"  
<dgerardi@lfucg.com>

01/11/2010 02:39  
PM

"Candice Deininger"  
<cdeining@lfucg.com>,  
<Bryan.Siler@amwater.com>

To

cc

"Cecily Chan" <cecilyc@lfucg.com>,  
"Mary Fister" <mfister@lfucg.com>

Subject

RE: FW: December Reports

Bryan,

Do we have our reports yet?

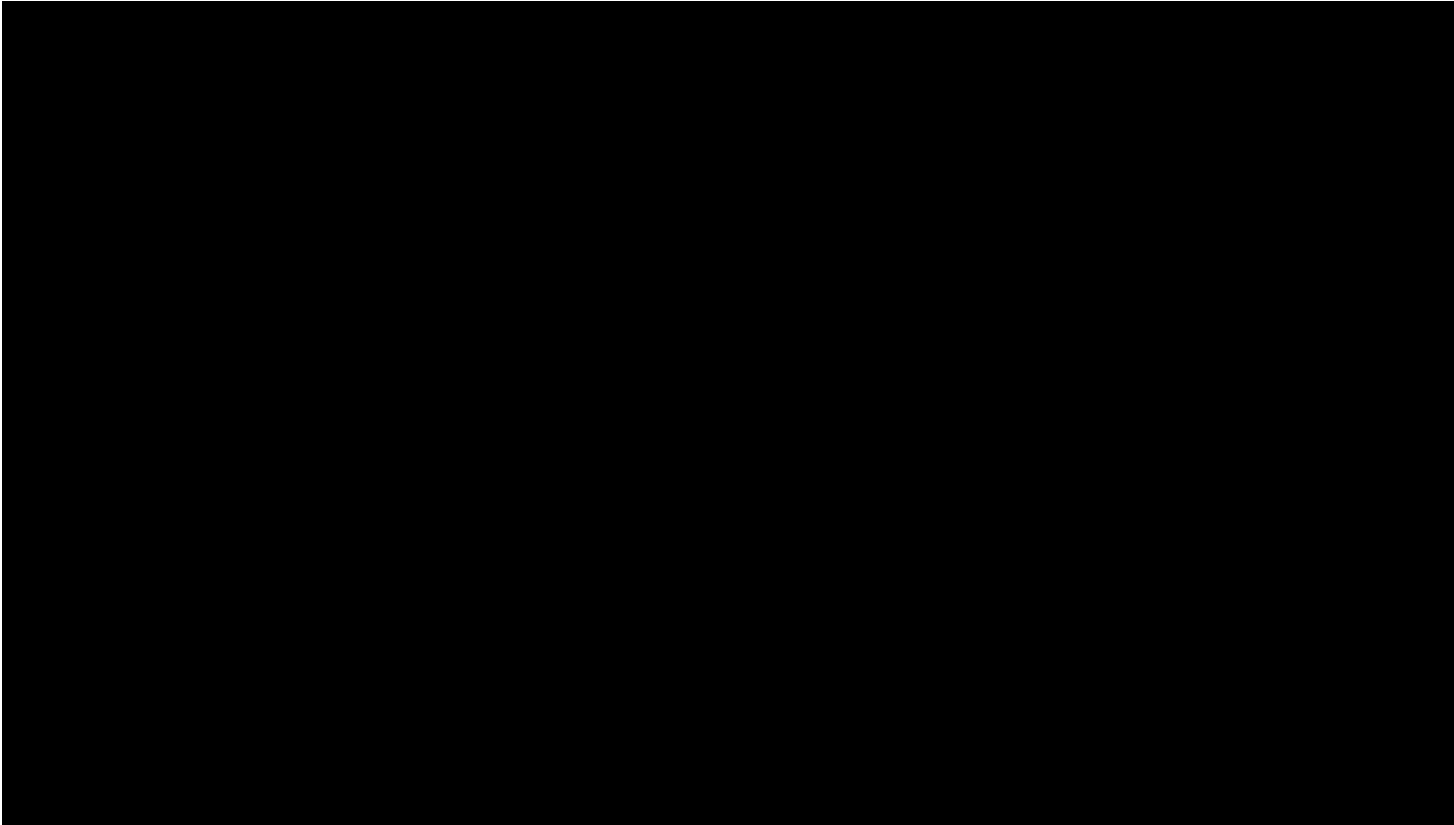
Deborah Gerardi  
Accounts Payable Supervisor  
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Candice

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To: Deborah Gerardi  
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Subject: Re: FW: November Reports

I plan to send them today.

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Bryan Siler  
Eastern Division  
bryan.siler@amwater.com

Phone: (859) 268-6350  
 Fax: (859) 335-3350

"Deborah Gerardi"  
 <dgerardi@lfucg.com>

01/11/2010 09:09  
 AM

<Bryan.Siler@amwater.com>

To

cc

"Candice Deininger"  
 <cdeining@lfucg.com>, "Mary Fister"  
 <mfister@lfucg.com>, "Cecily Chan"  
 <cecilyc@lfucg.com>

Subject

FW: November Reports

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 Accounts Payable Supervisor  
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 Lexington-Fayette Urban County Government  
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(See attached file: Sewer & Landfill Aging Totals.pdf) (See attached file:

LFUCG Sewer and Landfill\_November 2009 rev.xls)

\*\*\*\*\*

Bryan Siler

Southeast Region

bryan.siler@amwater.com

Phone: (859) 268-6350

Fax: (859) 335-3350

[attachment "Sewer & Landfill Aging Totals.pdf" deleted by Bryan Siler/KAWC/AWWSC] [attachment "LFUCG Sewer and Landfill November 2009



rev.xls" deleted by Bryan Siler/KAWC/AWWSC] CBTSMY.xls December 2009 Sewer.xls  
 ---- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:33 AM ----

From: "Cecily Chan" <cecilyc@lfucg.com>  
 To: "Candice Deininger" <cdeining@lfucg.com>  
 Cc: "Bryan.Siler@amwater.com" <'Bryan.Siler@amwater.com'>  
 Date: 01/14/2010 12:29 AM  
 Subject: RE: FW: December Reports

Are you sure we are writing off \$77,003.29, tax amount of \$1,798.50? I noticed October we wrote off \$23,000 and November we wrote off \$25,000 plus...

This seems to be pretty high to me? Please confirm.

*Cecily Chan  
 Division of Accounting  
 (859) 258-3318*

**From:** Candice Deininger  
**Sent:** Wednesday, January 13, 2010 12:40 PM  
**To:** Cecily Chan  
**Cc:** Deborah Gerardi; 'Bryan.Siler@amwater.com'  
**Subject:** RE: FW: December Reports  
**Importance:** High

Cecily -

Attached is my spreadsheet showing sewer charge-offs highlighted in blue. Sewer tax write-off is highlighted below in blue. Below are the sewer aging totals . . . .

Candice Deininger  
LFUCG Division of Revenue  
200 East Main Street  
Lexington, KY 40507  
859-258-3364

-----Original Message-----

From: Cecily Chan  
Sent: Wednesday, January 13, 2010 12:24 PM  
To: Candice Deininger; 'Bryan.Siler@amwater.com'  
Cc: Deborah Gerardi  
Subject: RE: FW: December Reports

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Thanks!

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Division of Accounting  
(859) 258-3318

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Sent: Tuesday, January 12, 2010 9:10 AM  
To: 'Bryan.Siler@amwater.com'; Deborah Gerardi  
Cc: Cecily Chan; Mary Fister  
Subject: RE: FW: December Reports

Good morning, Bryan. Thanks for the tax info - I noticed there were taxes in the residential and OPA categories which need to be corrected. I'll deduct those charges from the balance of \$77,003.29.

Candice

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LFUCG Division of Revenue  
200 East Main Street  
Lexington, KY 40507  
859-258-3364

-----Original Message-----

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]  
Sent: Monday, January 11, 2010 4:51 PM  
To: Deborah Gerardi  
Cc: Candice Deininger; Cecily Chan; Mary Fister  
Subject: RE: FW: December Reports

Deborah,

Here you go...

(Embedded image moved to file: pic31099.jpg)

CBTSMY COM & IND Charge Off = (\$1,798.50)

SLSTAXDED file is attached...

(See attached file: 1202\_001.pdf)

\*\*\*\*\*

Bryan Siler  
 Eastern Division  
 bryan.siler@amwater.com  
 Phone: (859) 268-6350  
 Fax: (859) 335-3350

"Deborah Gerardi"  
 <dgerardi@lfucg.com>  
 om>

01/11/2010 02:39  
 PM

"Candice Deininger"  
 <cdeining@lfucg.com>,  
 <Bryan.Siler@amwater.com>

To

cc

"Cecily Chan" <cecilyc@lfucg.com>,  
 "Mary Fister" <mfister@lfucg.com>

Subject

RE: FW: December Reports

Bryan,

Do we have our reports yet?

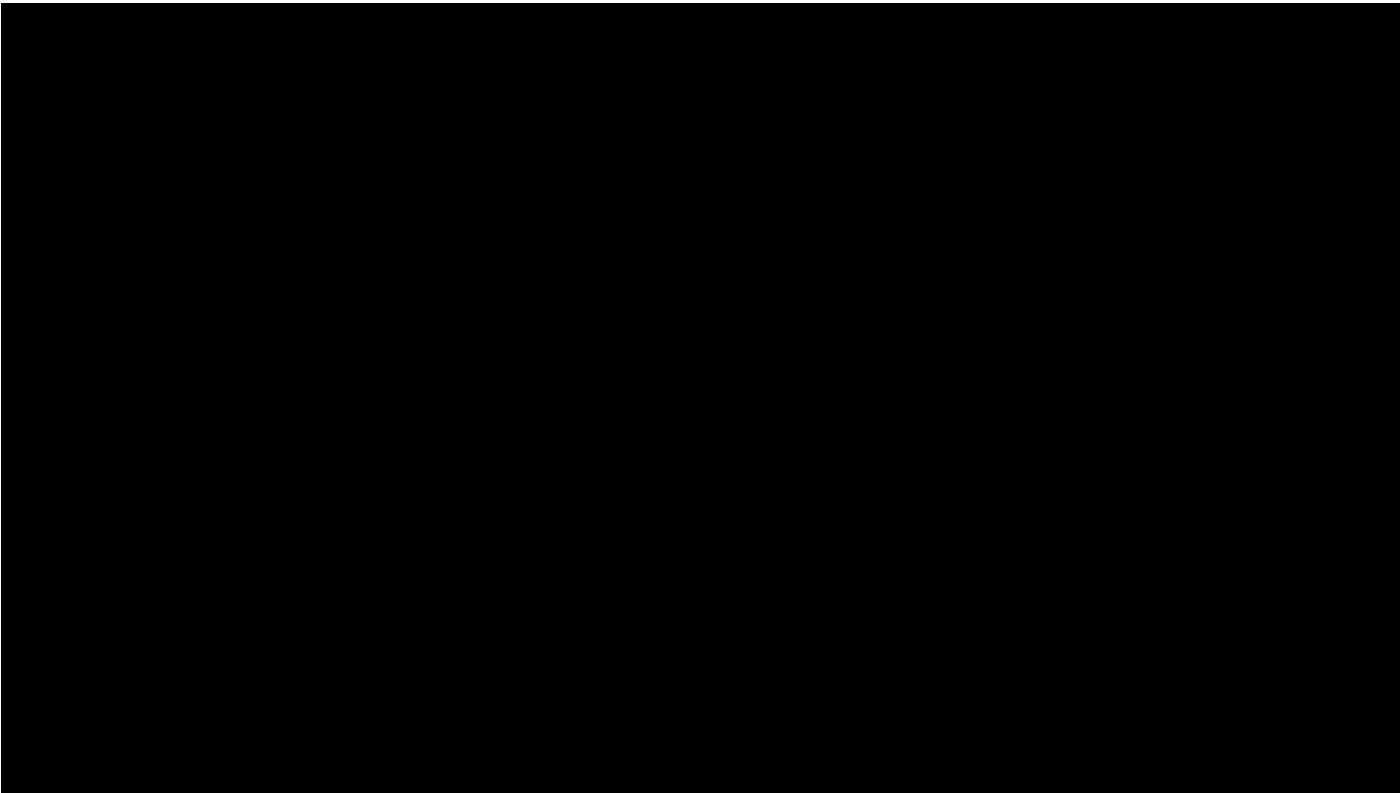
Deborah Gerardi  
 Accounts Payable Supervisor  
 Division of Accounting  
 Lexington-Fayette Urban County Government  
 859 258-3311  
 859 425-2889  
 dgerardi@lfucg.com

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 To: 'Bryan.Siler@amwater.com'; Deborah Gerardi  
 Cc: Cecily Chan; Mary Fister  
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 Importance: High

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however, Bryan will still need to run a query to get the amount of billed taxes and the amount of commercial and industrial tax write-offs. Following are the figures that I can provide for you:

Landfill aging totals:



Candice

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LFUCG Division of Revenue  
200 East Main Street  
Lexington, KY 40507  
859-258-3364

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Sent: Monday, January 11, 2010 9:11 AM  
To: Deborah Gerardi  
Cc: Candice Deininger; Cecily Chan; Mary Fister  
Subject: Re: FW: November Reports

I plan to send them today.

\*\*\*\*\*  
Bryan Siler  
Eastern Division  
bryan.siler@amwater.com  
Phone: (859) 268-6350  
Fax: (859) 335-3350

"Deborah Gerardi"  
<dgerardi@lfucg.com>

01/11/2010 09:09  
AM

<Bryan.Siler@amwater.com>

"Candice Deininger"  
<cdeining@lfucg.com>, "Mary Fister"  
<mfister@lfucg.com>, "Cecily Chan"  
<cecilyc@lfucg.com>

To

cc

Subject

FW: November Reports

Bryan,

Do you have the reports for December 2009? We really need to get these as soon as possible.

Thanks!

Deborah Gerardi  
Accounts Payable Supervisor  
Division of Accounting  
Lexington-Fayette Urban County Government  
859 258-3311  
859 425-2889  
dgerardi@lfucg.com

-----Original Message-----

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]  
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To: Candice Deininger; Stacy.Owens@amwater.com; Rhonda Hicks; Deborah Gerardi; Rachel.Cole@amwater.com; Mary Fister; William O'Mara; Kathleen Hicks; Lori Vahle; Stephen Mulligan  
Subject: November Reports

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Please let me know if you have any questions.

Thank you.

(See attached file: Sewer & Landfill Aging Totals.pdf) (See attached file: LFUCG Sewer and Landfill\_November 2009 rev.xls)

\*\*\*\*\*

Bryan Siler  
Southeast Region  
bryan.siler@amwater.com  
Phone: (859) 268-6350  
Fax: (859) 335-3350  
[attachment "Sewer & Landfill Aging Totals.pdf" deleted by Bryan Siler/KAWC/AWWSC] [attachment "LFUCG Sewer and Landfill\_November 2009 rev.xls" deleted by Bryan Siler/KAWC/AWWSC]  
----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:33 AM -----

From: Bryan Siler/KAWC/AWWSC  
To: "Cecily Chan" <cecilyc@lfucg.com>@AWX  
Cc: "Candice Deininger" <cdeining@lfucg.com>  
Date: 01/14/2010 07:57 AM  
Subject: RE: FW: December Reports

Cecily,

That number comes from the CBTSMY (Summary) and is (\$26,445.20). I have attached it to this e-mail.

Let me know if you have any questions.

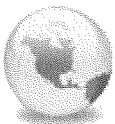


CBTSMY.xls

\*\*\*\*\*

Bryan Siler  
Eastern Division  
bryan.siler@amwater.com  
Phone: (859) 268-6350  
Fax: (859) 335-3350

"Cecily Chan" <cecilyc@lfucg.com>



"Cecily Chan"  
<cecilyc@lfucg.com>  
01/14/2010 12:29 AM

To "Candice Deininger" <cdeining@lfucg.com>  
cc "Bryan.Siler@amwater.com" <'Bryan.Siler@amwater.com'>  
Subject RE: FW: December Reports

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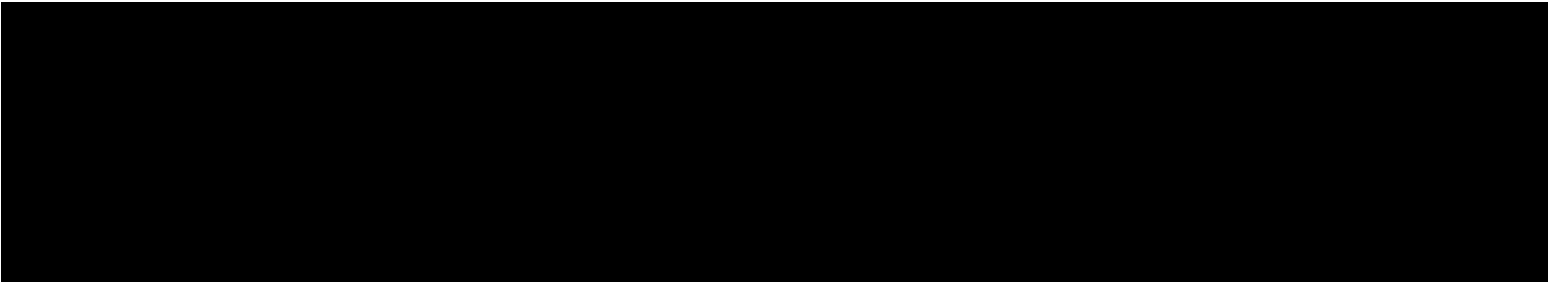
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Division of Accounting  
(859) 258-3318

**From:** Candice Deininger  
**Sent:** Wednesday, January 13, 2010 12:40 PM  
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**Importance:** High

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200 East Main Street  
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Fax: (859) 335-3350

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<dgerardi@lfucg.com>

01/11/2010 02:39  
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To

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"Cecily Chan" <cecilyc@lfucg.com>,  
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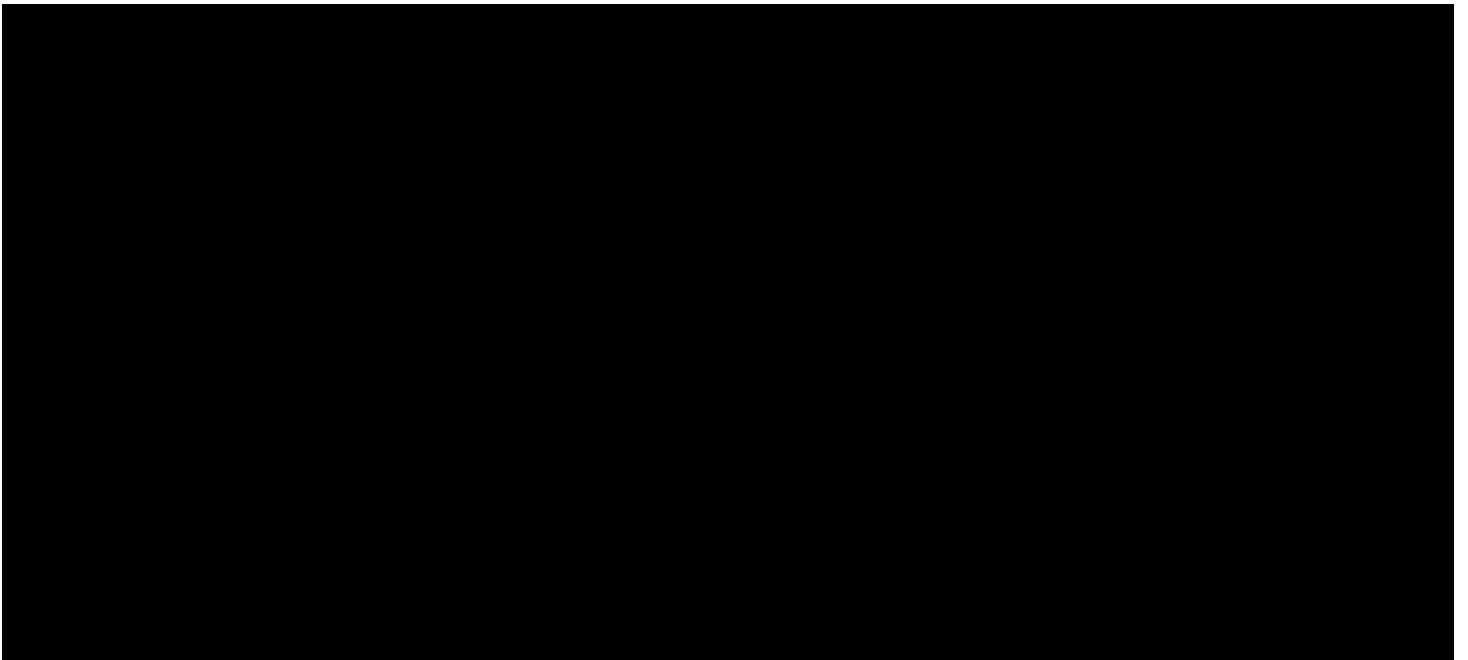
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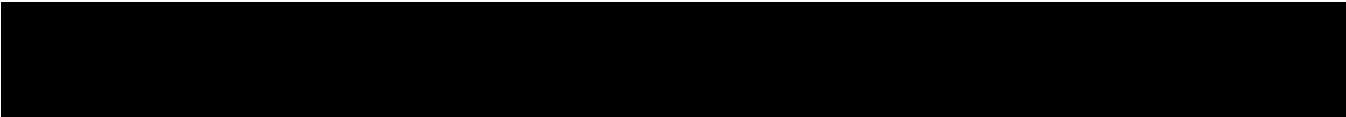
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I plan to send them today.

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bryan.siler@amwater.com  
Phone: (859) 268-6350  
Fax: (859) 335-3350

"Deborah Gerardi"  
<dgerardi@lfucg.com>

01/11/2010 09:09 AM

<Bryan.Siler@amwater.com>

To

cc

"Candice Deininger"  
<cdeining@lfucg.com>, "Mary Fister"  
<mfister@lfucg.com>, "Cecily Chan"  
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Subject

FW: November Reports

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 To: "Cecily Chan" <cecilyc@lfucg.com>  
 Cc: "Bryan.Siler@amwater.com" <Bryan.Siler@amwater.com>  
 Date: 01/14/2010 08:10 AM  
 Subject: RE: FW: December Reports

Cecily, I think you misunderstood . . . \$77,003.29 is the amount of taxes billed; \$1,798.50 is the amount of commercial/industrial taxes written off. The total amount of charge-offs is \$26,445.20.

Candice Deininger  
LFUCG Division of Revenue  
200 East Main Street  
Lexington, KY 40507  
859-258-3364

**From:** Cecily Chan  
**Sent:** Thursday, January 14, 2010 12:30 AM  
**To:** Candice Deininger  
**Cc:** 'Bryan.Siler@amwater.com'  
**Subject:** RE: FW: December Reports

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To

01/11/2010 02:39  
PM

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"Cecily Chan" <cecilyc@lfucg.com>,  
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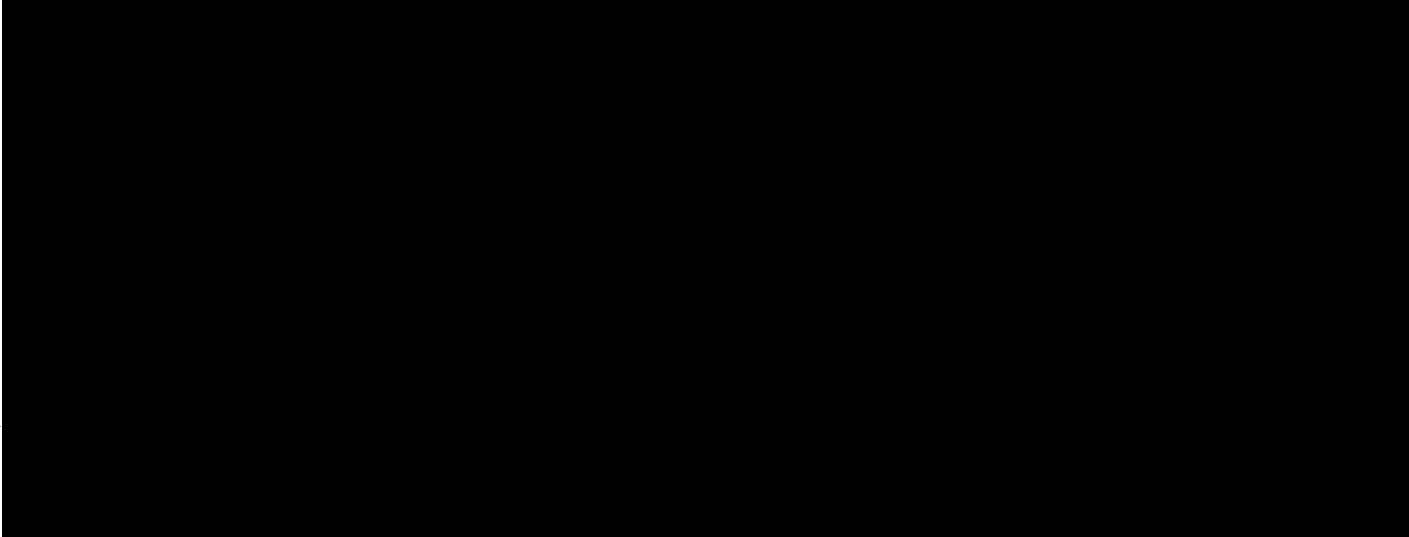
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| CURRENT        | TOTAL AGING |             |              |               |  |
|----------------|-------------|-------------|--------------|---------------|--|
| AGING_OVER_999 | AGING_31_60 | AGING_61_90 | AGING_91_120 | AGING_121_999 |  |



Candice

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LFUCG Division of Revenue  
200 East Main Street  
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"Deborah Gerardi"  
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01/11/2010 09:09  
AM

<Bryan.Siler@amwater.com> To  
cc  
"Candice Deininger"  
<cdeining@lfucg.com>, "Mary Fister"  
<mfister@lfucg.com>, "Cecily Chan"  
<cecilyc@lfucg.com>  
Subject  
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----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:33 AM -----



From: "Cecily Chan" <cecilyc@lfucg.com>  
 To: <Bryan.Siler@amwater.com>, "Candice Deininger" <cdeining@lfucg.com>  
 Cc: "James Hoskins" <jhoskins@lfucg.com>, "Mike Smith" <mikes@lfucg.com>, "Deborah Gerardi" <dgerardi@lfucg.com>  
 Date: 01/14/2010 10:44 AM  
 Subject: RE: FW: December Reports

---

Thank you so much to both of your reply.

Starting January, please forward the following report to Jim Hoskins' attention. His e-mail address is jhoskins@lfucg.com

SEW188 Report  
 Monthly Sewer Aging Report  
 Kentucky-American Monthly Sewer Report-with account and taxes write off amount

Cecily Chan  
 Division of Accounting  
 (859) 258-3318

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:33 AM -----


From: "Lynne Cross" <ccross@lfucg.com>  
 To: <Bryan.Siler@amwater.com>  
 Date: 01/14/2010 02:49 PM  
 Subject: RE: 2470 Liberty Road

---

You are right - no it has not. I will be looking into that. I appreciate your help! Have a great day Bryan!

Lynne Cross  
 258-3363

-----Original Message-----

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]  
 Sent: Thursday, January 14, 2010 2:46 PM  
 To: Lynne Cross  
 Subject: Re: 

Yes it is active. I am attaching a screen shot of the account. That premise doesn't appear to have ever been charged sewer.

(Embedded image moved to file: pic14708.jpg)

\*\*\*\*\*

Bryan Siler  
 Eastern Division  
 bryan.siler@amwater.com  
 Phone: (859) 268-6350  
 Fax: (859) 335-3350

"Lynne Cross"  
<ccross@lfucg.com  
>  
To <Bryan.Siler@amwater.com>  
01/14/2010 10:45  
cc AM  
Subject 2470 Liberty Road

Bryan,  
I have an issue with an account at [REDACTED] Can you tell me  
if  
this is an active water account? They show no sewer charge so I can't  
tell  
if it is active or not. Thanks!

Lynne Cross  
Lexington Fayette Urban County Government  
Division of Revenue - Sewer & Landfill Dept.  
200 E. Main Street  
Lexington, KY 40508  
859.258.3363

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:33 AM -----

From: "Candice Deininger" <cdeining@lfucg.com>  
To: <Bryan.Siler@amwater.com>  
Cc: <Terry.McFarland@amwater.com>  
Date: 01/25/2010 01:14 PM  
Subject: [REDACTED]

Hi, Bryan . . . would you pick Terry's brain for me, please?! This location is for the [REDACTED]  
[REDACTED] which is across from the parking lot yet is on the same PVA

parcel [REDACTED] is claiming that premise [REDACTED] is their water bill but it's in the name of [REDACTED]. I can't believe that the store didn't have service and yet the motel says this is their bill. Is there truly only one service over there that might have been split? Anything that Terry could tell us would be much appreciated – thank you!!

Candice Deininger  
 LFUCG Division of Revenue  
 200 East Main Street  
 Lexington, KY 40507  
 859-258-3364

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:33 AM -----

From: Terry L McFarland/KAWC/AWWSC  
 To: Bryan Siler/KAWC/AWWSC@AWW  
 Date: 01/25/2010 01:50 PM  
 Subject: 1205 East New Circle

Premise # [REDACTED] only has one 2" meter and a fire service.

Terry L. McFarland  
 Meter Reader  
 Kentucky American  
 2300 Richmond Road  
 Lexington, Ky. 40502  
 (859) 268-6390 Office  
 (859) 608-0307 Cell  
 (859) 268-6374 Fax  
 terry.mcfarland@amwater.com

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:33 AM -----

From: "Sheila Long" <slong@lfucg.com>  
 To: <Bryan.Siler@amwater.com>  
 Date: 01/27/2010 12:16 PM  
 Subject: Weekly file

**SHEILA K. LONG**

**Computer Operator**  
**Lexington Fayette Urban County**  
**Government**

200 East Main Street Lexington, Kentucky

**slong@lfucg.com**



**PHONE: 859.258.3334**



**FAX: 859.**

*"To Thine Own Self Be True"*  
 are

*... William S*



HERC0125.TXT

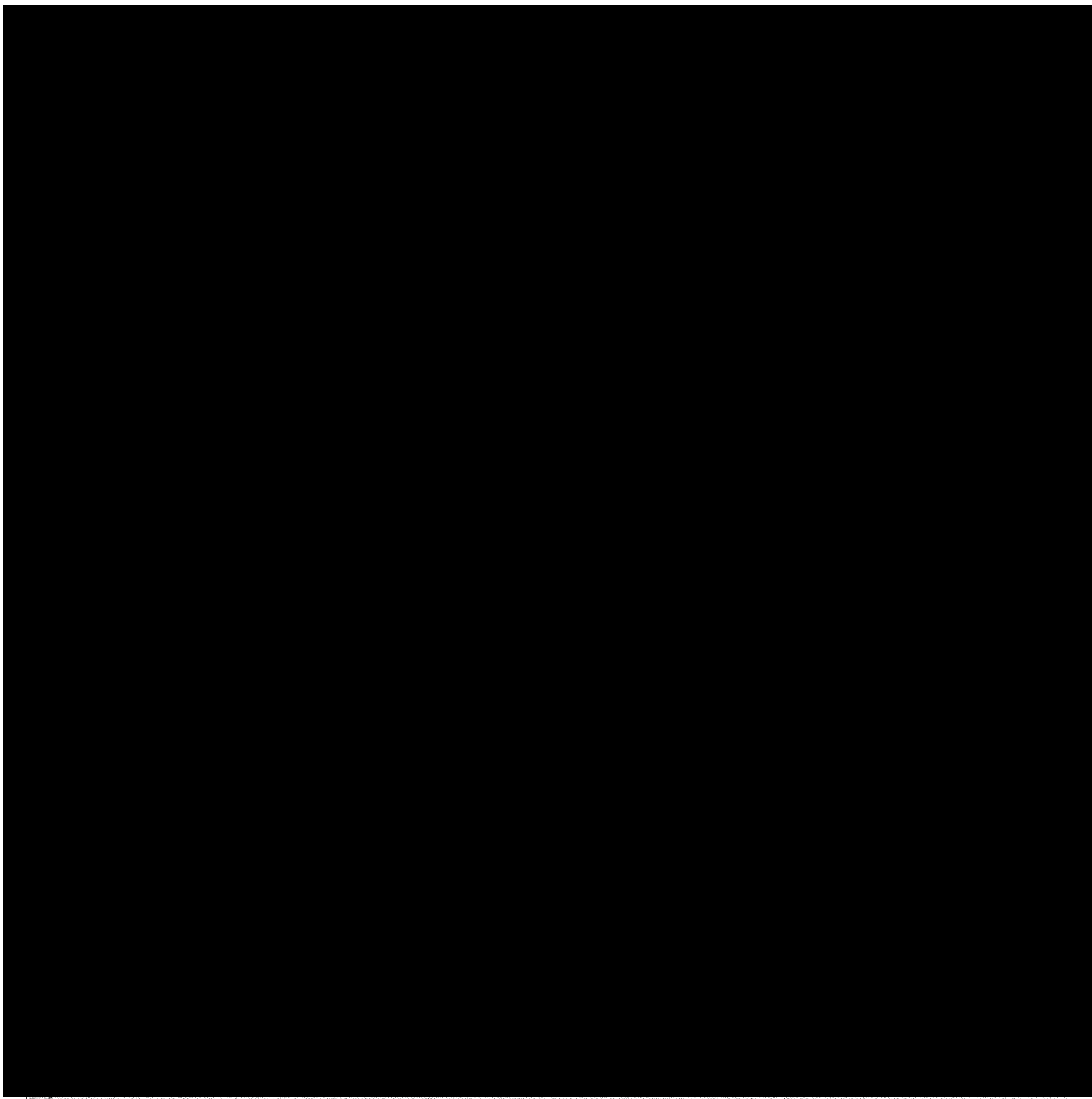
----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:33 AM -----

From: "Lynne Cross" <ccross@lfucg.com>  
To: <Bryan.Siler@amwater.com>  
Date: 01/28/2010 07:26 AM  
Subject: Premise [REDACTED]

---

Bryan –

I received a call from a customer, [REDACTED] and she stated that she talked to you about her water bill (see below). She told me that you were giving her ½ off her water because nobody could determine why her bill is so high and that you asked her to call me to give her 1/2 off the sewer portion. Do you remember talking to this customer and is why she told me correct?



*Lynne Throckmorton*

Lexington Fayette Urban County Government  
Division of Revenue - Sewer & Landfill Dept.  
200 E. Main Street

Lexington, KY 40508  
859.258.3363

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:33 AM -----

From: "Rickie Caldwell" <rcaldwell@lfucg.com>  
To: <Bryan.Siler@amwater.com>  
Date: 01/28/2010 10:49 AM  
Subject: Test

*Rick Caldwell*  
Administrative Officer  
Department of General Services  
Lexington-Fayette Urban County Government  
Office 859 258-3023  
[rcaldwell@lfucg.com](mailto:rcaldwell@lfucg.com)

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:33 AM -----

From: "Candice Deininger" <cdeining@lexingtonky.gov>  
To: <Bryan.Siler@amwater.com>  
Date: 02/03/2010 08:25 AM  
Subject: FW: TAPON MONTHLY file

Good morning, Bryan. Here's the monthly sewer tap-on file for January 2010 . . .

Candice Deininger  
LFUCG Division of Revenue  
200 East Main Street  
Lexington, KY 40507  
859-258-3364

**From:** Sheila Long  
**Sent:** Monday, February 01, 2010 3:43 PM  
**To:** Candice Deininger  
**Subject:** TAPON MONTHLY file

**SHEILA K. LONG**

Computer Operator  
**Lexington Fayette Urban County  
Government**

[slong@lfucg.com](mailto:slong@lfucg.com)

200 East Main Street Lexington, Kentu



PHONE: 859.258.3334



FAX: 859.

"To Thine Own Self Be True"

... William S

are



TAP012010R.TXT

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:33 AM -----

---

From: "Candice Deininger" <cdeining@lexingtonky.gov>  
To: <Bryan.Siler@amwater.com>  
Date: 02/04/2010 03:04 PM  
Subject: FW: [REDACTED]

---

Here ya go . . . . .

Candice Deininger  
LFUCG Division of Revenue  
200 East Main Street  
Lexington, KY 40507  
859-258-3364

**From:** Candice Deininger  
**Sent:** Thursday, June 04, 2009 3:43 PM  
**To:** 'Bryan.Siler@amwater.com'  
**Cc:** Julie Mantrom  
**Subject:** [REDACTED]

Hi, Bryan. Julie followed up with our field technician, and this account should not be charged for sewer, so would you please remove the coding. It is actually served by the [REDACTED] for which I bill directly.

If you would, kindly let the customer know that I will request a credit to be made of the May 26 charges (\$102.87) and will process a refund for the sewer fees paid for the past five years, the maximum amount of time for refunds.

Please let me know if you, or she, has any questions. Thank you!

Candice

Candice Deininger  
LFUCG Division of Revenue  
200 East Main Street  
Lexington, KY 40507  
859-258-3364

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:33 AM -----

---

From: "Lynne Cross" <ccross@lexingtonky.gov>  
To: <Bryan.Siler@amwater.com>  
Cc: "Candice Deininger" <cdeining@lexingtonky.gov>  
Date: 02/08/2010 09:43 AM  
Subject: RE: [REDACTED]

---

Ok - thanks Bryan! I appreciate all of your help!

-----Original Message-----

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]  
Sent: Monday, February 08, 2010 9:27 AM  
To: Lynne Cross  
Cc: Candice Deininger; Mark.Walters@amwater.com;  
Takisha.Walker@amwater.com  
Subject: [REDACTED]

Hi Lynn,

I was able to follow up on this one. I spoke to the landlord. The meter is off. They had a leak and tied into unit #22 to get water. Landlord pays both bills.

\*\*\*\*\*

Bryan Siler  
Eastern Division  
bryan.siler@amwater.com  
Phone: (859) 268-6350  
Fax: (859) 335-3350

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:33 AM -----

From: "Candice Deininger" <cdeining@lexingtonky.gov>  
To: <Bryan.Siler@amwater.com>  
Cc: "Lynne Cross" <ccross@lexingtonky.gov>, <Takisha.Walker@amwater.com>  
Date: 02/08/2010 11:53 AM  
Subject: RE: [REDACTED]

Oh, okay . . . then residential it should be! Thank you!!

Candice Deininger  
Revenue Supervisor  
LFUCG Division of Revenue  
200 East Main Street  
Lexington, KY 40507  
859-258-3364

-----Original Message-----

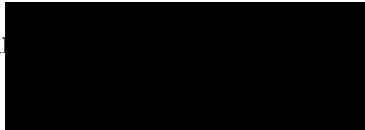
From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]  
Sent: Monday, February 08, 2010 11:52 AM  
To: Candice Deininger  
Cc: Lynne Cross; Takisha.Walker@amwater.com  
Subject: RE: [REDACTED]

They have a landlord agreement and it rolls to the landlord when someone moves out. If the renter doesn't sign up for service the bill stays in the landlord's name. Usually the landlord calls to have it turned off so the tenant has to sign up.



\*\*\*\*\*

Bryan Siler  
Eastern Division  
bryan.siler@amwater.com  
Phone: (859) 268-6350  
Fax: (859) 335-3350

"Candice  
Deininger"  
To: <cdeining@lexingt  
onky.gov> <Bryan.Siler@amwater.com>, "Lynne  
Cross" <ccross@lexingtonky.gov>  
02/08/2010 11:13  
cc: AM <Takisha.Walker@amwater.com>  
Subject: R 

Hi, Bryan . . . even though they're individually metered, shouldn't they  
be set up in the name of the individual renter, not the management  
company?

Candice Deininger  
Revenue Supervisor  
LFUCG Division of Revenue  
200 East Main Street  
Lexington, KY 40507  
859-258-3364

-----Original Message-----

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]

Sent: Monday, February 08, 2010 11:10 AM  
To: Lynne Cross; Candice Deininger  
Cc: Takisha.Walker@amwater.com  
Subject: Re: [REDACTED]

These are individually metered premises. By our definition they are residential. What is prompting this change? Are there others to change as well?

I'm just trying to understand.

\*\*\*\*\*

Bryan Siler  
Eastern Division  
bryan.siler@amwater.com  
Phone: (859) 268-6350  
Fax: (859) 335-3350

"Lynne Cross"  
<ccross@lexington  
ky.gov>  
To <Bryan.Siler@amwater.com>  
02/08/2010 10:03  
cc AM  
Subject [REDACTED]

Bryan -  
In talking with Candice about these accounts at [REDACTED] they are coded wrong. They should be commercial with taxes. Can you recode these accounts to reflect commercial status please? Thanks Bryan

and I appreciate all of your help with this! Have a great day!

Lynne Throckmorton  
 Lexington Fayette Urban County Government  
 Division of Revenue - Sewer & Landfill Dept.  
 200 E. Main Street  
 Lexington, KY 40508  
 859.258.3363

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:33 AM -----

From: "Lynne Cross" <ccross@lexingtonky.gov>  
 To: <Bryan.Siler@amwater.com>  
 Cc: "Candice Deininger" <cdeining@lexingtonky.gov>, "Rebecca Burke" <rburke@lexingtonky.gov>  
 Date: 02/09/2010 12:30 PM  
 Subject: [REDACTED]

Bryan –

I have a [REDACTED] located at [REDACTED] that is listed with the Water Company as [REDACTED]. There is not even a [REDACTED] listed with the PVA office. Is there any way you could change this address to the correct [REDACTED] for us? If you have any questions please let me know. Thanks Bryan!

*Lynne Throckmorton*

Lexington Fayette Urban County Government  
 Division of Revenue - Sewer & Landfill Dept.  
 200 E. Main Street  
 Lexington, KY 40508  
 859.258.3363  
 ccross@lexingtonky.gov

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:33 AM -----

From: Donna Taylor/KAWC/AWWSC  
 To: Candice Deininger <cdeining@lexingtonky.gov>  
 Cc: Bryan Siler/KAWC/AWWSC@AWW  
 Date: 02/12/2010 12:45 PM  
 Subject: January 2010 - Tax Billed on Residential and OPA Accounts

Candice,

Attached is a spreadsheet listing the January 2010 billed taxes on residential and OPA accounts. Bryan is out of the office today and asked that I send this to you. Please let me know if you need any additional information.

Donna



LFUCG - Taxes Charged on Residential and OPA Accounts - January 2010.xls

Donna B. Taylor  
American Water ITS  
Business Applications Development - Middle Office  
2300 Richmond Rd.  
Lexington, KY 40502  
Voice: 859.268.6306  
Fax: 859.335.3306  
email: donna.taylor@amwater.com

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:33 AM -----

---

From: "Candice Deininger" <cdeining@lexingtonky.gov>  
To: <Donna.Taylor@amwater.com>  
Cc: <Bryan.Siler@amwater.com>  
Date: 02/12/2010 12:53 PM  
Subject: RE: January 2010 - Tax Billed on Residential and OPA Accounts

---

Hello, Donna, and thank you. We actually need (in a big way!) the total amount of sales tax billed and the amount of tax write-offs . . . on the report Bryan sends me (and like I used to do) they are the figures on the Taxes line under 'Billings' and for Line 12 under Sales Tax Return Info at the bottom . . .

Candice Deininger  
Revenue Supervisor  
LFUCG Division of Revenue  
200 East Main Street  
Lexington, KY 40507  
859-258-3364  
cdeining@lexingtonky.gov

**From:** Donna.Taylor@amwater.com [mailto:Donna.Taylor@amwater.com]  
**Sent:** Friday, February 12, 2010 12:46 PM  
**To:** Candice Deininger  
**Cc:** Bryan.Siler@amwater.com  
**Subject:** January 2010 - Tax Billed on Residential and OPA Accounts

Candice,

Attached is a spreadsheet listing the January 2010 billed taxes on residential and OPA accounts. Bryan is out of the office today and asked that I send this to you. Please let me know if you need any additional information.

Donna

Donna B. Taylor  
American Water ITS  
Business Applications Development - Middle Office  
2300 Richmond Rd.  
Lexington, KY 40502  
Voice: 859.268.6306

Fax: 859.335.3306

email: donna.taylor@amwater.com

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:33 AM -----

From: "Candice Deininger" <cdeining@lexingtonky.gov>  
To: <Donna.Taylor@amwater.com>  
Cc: <Bryan.Siler@amwater.com>, "Cecily Chan" <cecilyc@lexingtonky.gov>  
Date: 02/12/2010 12:55 PM  
Subject: RE: January 2010 - Tax Billed on Residential and OPA Accounts

---

Sorry – I meant to let you know that I'm leaving in about 10 minutes for a meeting at the sewer plant, so if you're able to get this information, would you kindly send to Cecily Chan (address above) as well as to me? Thanks so very much, Donna!!

Candice Deininger  
Revenue Supervisor  
LFUCG Division of Revenue  
200 East Main Street  
Lexington, KY 40507  
859-258-3364  
cdeining@lexingtonky.gov

**From:** Candice Deininger  
**Sent:** Friday, February 12, 2010 12:54 PM  
**To:** 'Donna.Taylor@amwater.com'  
**Cc:** Bryan.Siler@amwater.com  
**Subject:** RE: January 2010 - Tax Billed on Residential and OPA Accounts

Hello, Donna, and thank you. We actually need (in a big way!) the total amount of sales tax billed and the amount of tax write-offs . . . on the report Bryan sends me (and like I used to do) they are the figures on the Taxes line under 'Billings' and for Line 12 under Sales Tax Return Info at the bottom . . .

Candice Deininger  
Revenue Supervisor  
LFUCG Division of Revenue  
200 East Main Street  
Lexington, KY 40507  
859-258-3364  
cdeining@lexingtonky.gov

**From:** Donna.Taylor@amwater.com [mailto:Donna.Taylor@amwater.com]  
**Sent:** Friday, February 12, 2010 12:46 PM  
**To:** Candice Deininger  
**Cc:** Bryan.Siler@amwater.com  
**Subject:** January 2010 - Tax Billed on Residential and OPA Accounts

Candice,

Attached is a spreadsheet listing the January 2010 billed taxes on residential and OPA accounts. Bryan is out of the office today and asked that I send this to you. Please let me know if you need any additional information.

Donna

Donna B. Taylor  
 American Water ITS  
 Business Applications Development - Middle Office  
 2300 Richmond Rd.  
 Lexington, KY 40502  
 Voice: 859.268.6306  
 Fax: 859.335.3306  
 email: donna.taylor@amwater.com

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:33 AM -----

From: Takisha D Walker/KAWC/AWWSC  
 To: "Candice Deininger" <cdeining@lexingtonky.gov>@AWX  
 Cc: Bryan.Siler@amwater.com, "Scott Dickison" <sdickison@lexingtonky.gov>  
 Date: 02/17/2010 12:36 PM  
 Subject: RE: Bryan?

Hello Candice,

In regards to request #1, here is the information:

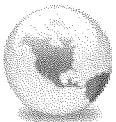
Premise [REDACTED] has comments that state [REDACTED]  
 Premise [REDACTED] has comments that state "By Hydrant in front of [REDACTED]  
 This meter is located in a vault on the school yard.

I am reviewing and following up on request #2. I will follow-up with you upon receipt of information.

Please let me know if you have any additional questions.

Thanks

Takisha Walker  
 Customer Service Advocate  
 Kentucky American Water  
 859-268-6313 - Office  
 859-361-8981 - Mobile  
 859-268-6315 - Fax  
 Takisha.Walker@amwater.com  
 "Candice Deininger" <cdeining@lexingtonky.gov>

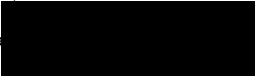


"Candice Deininger"  
 <cdeining@lexingtonky.gov  
 >  
 02/17/2010 12:19 PM

To <Takisha.Walker@amwater.com>  
 cc "Scott Dickison" <sdickison@lexingtonky.gov>,  
 <Bryan.Siler@amwater.com>  
 Subject RE: Bryan?

Hi, Takisha, and thanks for getting back to me. Two things:

1) Premise numbers [REDACTED] and [REDACTED] have a service location of just [REDACTED]. Is there anything in their records to indicate

whether or not they serve 

2) In his email of February 5, on which you were copied, Bryan indicated the following:

"The bills dated February 1st through February 5th did not have these changes applied to them. I have compared those bills to Scott's updated billing file and have identified adjustments that need to be made. I will submit those to our billing department and have them processed as soon as they can. You won't need to do anything to correct those. I also checked the bills rendered today and they were fine. I will continue to check these to make sure the accounts being billed are correct. We will apply the entire updated file to our system on Tuesday, February 9th. A process is already in place to handle the file for changes that are to be effective March 1st. Those changes will need to be received by February 24th."

Regarding the portion in red, I noticed as of yesterday that the affected bills have not yet been adjusted, and our customer service group is receiving calls from customers about when they can be expected.

Any assistance will be most appreciated - thank you!!

Candice Deininger

Revenue Supervisor

LFUCG Division of Revenue

200 East Main Street

Lexington, KY 40507

859-258-3364

cdeining@lexingtonky.gov

-----Original Message-----

From: Takisha.Walker@amwater.com [<mailto:Takisha.Walker@amwater.com>]

Sent: Wednesday, February 17, 2010 12:10 PM

To: Candice Deininger

Subject: Re: Bryan?

Hello Candice,

Bryan is out of the office on vacation this week. He will be back in the office on Monday.

If you need assistance prior to his return, please send the request to me and I will follow-up.

Thanks

Takisha Walker

Customer Service Advocate

Kentucky American Water

859-268-6313 - Office

859-361-8981 - Mobile

859-268-6315 - Fax

Takisha.Walker@amwater.com

"Candice

Deininger"

<cdeining@lexingt  
onky.gov>

To

<Takisha.Walker@amwater.com>

cc

02/17/2010 12:06

PM

Subject

Bryan?

Good afternoon, Takisha. I was just wondering if Bryan was back at work (I know he was out sick last week) - I've left a voicemail message and sent an email but haven't heard from him as I was needing some help on a few things. I know this is a busy time of year, but my questions will be quick. Thank you!

Candice Deininger

Revenue Supervisor



LFUCG Division of Revenue

200 East Main Street

Lexington, KY 40507

859-258-3364

cdeining@lexingtonky.gov

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:33 AM -----

From: "Sheila Long" <slong@lexingtonky.gov>  
 To: <Bryan.Siler@amwater.com>  
 Date: 02/19/2010 06:33 PM  
 Subject:

**SHEILA K. LONG**

**Computer Operator  
 Division of Computer Services  
 Lexington Fayette Urban County Government**

**200 East Main Street Lexington, Kentu**

**slong@lexingtonky.gov**

**PHONE: 859.258.3334**

**FAX: 859.**

"To Thine Own Self Be True" ...William Shakespeare



HERC0219.TXT

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:33 AM -----

From: "Rhonda Hicks" <rhicks@lexingtonky.gov>  
 To: <Bryan.Siler@amwater.com>  
 Date: 02/22/2010 11:12 AM  
 Subject: RE: January Reports

I need sales to residential sewer fees, sales to government units, sales for which certificates received, water and tax written off, and taxes received.

Rhonda Hicks  
 Division of Accounting  
 LFUCG  
 phone - 859-258-3315  
 email - rhicks@lfucg.com

-----Original Message-----

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]

Sent: Monday, February 22, 2010 11:00 AM  
To: Rhonda Hicks  
Subject: RE: January Reports

I will be sending the package out later today. What numbers specifically do you use and i can go ahead and send them. Thanks.

\*\*\*\*\*

Bryan Siler  
Eastern Division  
bryan.siler@amwater.com  
Phone: (859) 268-6350  
Fax: (859) 335-3350

"Rhonda Hicks"  
<rhicks@lexington  
ky.gov>  
To <Bryan.Siler@amwater.com>  
02/22/2010 08:28  
cc AM  
Subject RE: January Reports

Do you have the January reports?

Rhonda Hicks  
Division of Accounting  
LFUCG  
phone - 859-258-3315  
email - rhicks@lfucg.com

-----Original Message-----

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]  
Sent: Wednesday, January 20, 2010 4:15 PM  
To: Candice Deininger; Stacy.Owens@amwater.com; Rhonda Hicks; Deborah Gerardi; Rachel.Cole@amwater.com; Mary Fister; William O'Mara; Kathleen Hicks; Lori Vahle; Stephen Mulligan  
Subject: December Reports

Hello,

Attached are the monthly reports for your review. There were three accounts (RES & OPA) that were billed taxes in December. All three will be corrected and the taxes refunded.

Please let me know if you have any questions.

Thank you.

(See attached file: LFUCG Sewer and Landfill\_December 2009 rev.xls) (See attached file: Sewer & Landfill Aging Totals.pdf)

\*\*\*\*\*

Bryan Siler  
Southeast Region  
bryan.siler@amwater.com  
Phone: (859) 268-6350  
Fax: (859) 335-3350

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:33 AM -----

From: "Candice Deininger" <cdeining@lexingtonky.gov>  
To: <Bryan.Siler@amwater.com>  
Cc: "Sheila Powell" <sheilap@lexingtonky.gov>  
Date: 02/22/2010 03:05 PM  
Subject: 30% Discount Coding

Good afternoon, Bryan. Attached is a file from Sheila at Adult Services containing the names of clients who are to receive the 30% discount coding for both sewer and the WQMF. If you have any questions, kindly contact Sheila. Thank you and have a good evening!

Candice Deininger  
Revenue Supervisor  
LFUCG Division of Revenue  
200 East Main Street  
Lexington, KY 40507  
859-258-3364  
cdeining@lexingtonky.gov



Friday February 19 2010.xls

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:33 AM -----

From: Bryan Siler/KAWC/AWWSC  
 To: "Candice Deininger" <cdeining@lexingtonky.gov>@AWX  
 Cc: "Kathleen Hicks" <khicks@lexingtonky.gov>  
 Date: 02/23/2010 08:24 AM  
 Subject: RE: Sewer/Landfill Billing

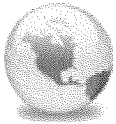
---

I asked him to resend the original e-mail. For some reason I didn't have a copy but thought for sure that I had seen it. I also called him and left a message. I haven't heard from him yet but should this morning. I'll try to get you both today.

\*\*\*\*\*

Bryan Siler  
 Eastern Division  
 bryan.siler@amwater.com  
 Phone: (859) 268-6350  
 Fax: (859) 335-3350

"Candice Deininger" <cdeining@lexingtonky.gov>



"Candice Deininger"  
 <cdeining@lexingtonky.gov>  
 >

To <Bryan.Siler@amwater.com>

cc "Kathleen Hicks" <khicks@lexingtonky.gov>

02/23/2010 08:17 AM

Subject RE: Sewer/Landfill Billing

Were you able to find out about the December invoice? We can't process any payments without the actual invoice created by Dale. Since it's so late, would it be possible to have him email the December invoice and perhaps the January one as well? Thanks, Bryan!

Candice Deininger  
 Revenue Supervisor  
 LFUCG Division of Revenue  
 200 East Main Street  
 Lexington, KY 40507  
 859-258-3364  
 cdeining@lexingtonky.gov

-----Original Message-----

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]  
 Sent: Monday, February 22, 2010 5:58 PM  
 To: AW\_-\_JE/AWWSC%AWW@amwater.net  
 Cc: Takiyah.Myatt@amwater.com; Dale.Graham@amwater.com;  
 Rachel.Cole@amwater.com; Candice Deininger; Kathleen Hicks  
 Subject: Sewer/Landfill Billing

Dale,

Here are the MI requests for LFUCG and Sadieville. Please process and send the .pdf file to Candice Deininger at LFUCG.

Thanks.

(See attached file: Miscellaneous Invoice Request-Sadieville  
01\_2010.doc)

(See attached file: Miscellaneous Invoice Request-LFUCG 01\_2010.doc)

(Embedded image moved to file: pic16238.jpg)

\*\*\*\*\*

Bryan Siler  
Southeast Region  
bryan.siler@amwater.com  
Phone: (859) 268-6350  
Fax: (859) 335-3350

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:33 AM -----

From: Bryan Siler/KAWC/AWWSC  
To: Dale S Graham/SHARVCS/AWWSC@AWW  
Date: 02/23/2010 09:03 AM  
Subject: Fw: Sewer/Landfill Billing

Dale,

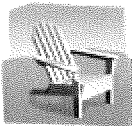
Would it be possible to get January's out when you resend December? Just let me know.

Thanks.

\*\*\*\*\*

Bryan Siler  
Eastern Division  
bryan.siler@amwater.com  
Phone: (859) 268-6350  
Fax: (859) 335-3350

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/23/2010 09:02 AM -----



**Bryan Siler/KAWC/AWWSC**

02/22/2010 05:21 PM

To Dale S Graham/SHARVCS/AWWSC

cc Rachel Cole/KAWC/AWWSC@AWW

Subject Fw: Sewer/Landfill Billing

Hi Dale,

Ms for these were never received by the LFUCG. Can you resend your original e-mail and copy me.  
Thanks.

\*\*\*\*\*

Bryan Siler  
Eastern Division  
bryan.siler@amwater.com  
Phone: (859) 268-6350  
Fax: (859) 335-3350

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/22/2010 05:20 PM -----



**Bryan Siler/KAWC/AWWSC**

01/20/2010 04:31 PM

To AW - JE/AWWSC

cc Takiyah E Myatt/SHARVCS/AWWSC@AWW, Dale S  
Graham/SHARVCS/AWWSC@AWW, Rachel  
Cole/KAWC/AWWSC@AWW, cdeining@lfucg.com,  
khicks@lfucg.com

Subject Sewer/Landfill Billing

Dale,

Here are the MI requests for LFUCG and Sadieville. Please process and send the .pdf file to Candice Deininger at LFUCG.

Thanks.



Miscellaneous Invoice Request-LFUCG 12\_2009.doc Miscellaneous Invoice Request-Sadieville 12\_2009.doc

**Landfill/Sewer billing**

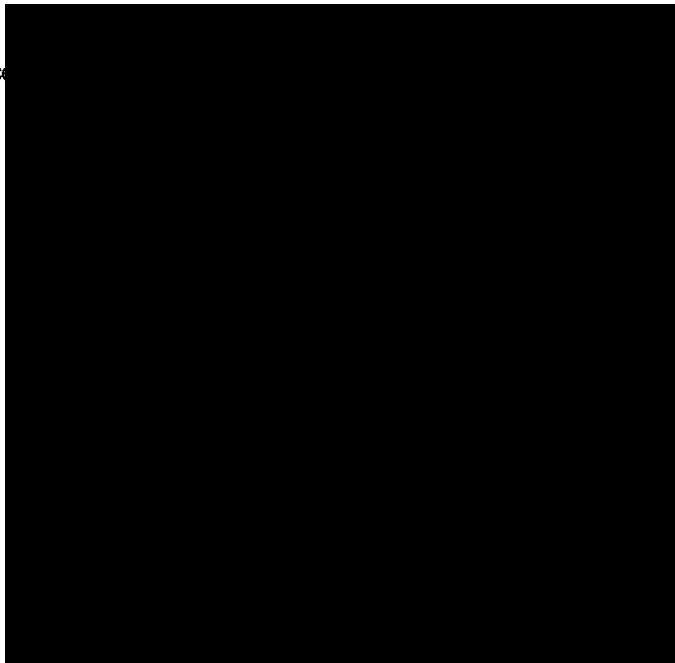
12/31/2009

Total LFUCG Misc Invoice

Total  
Final Bills  
Total bills

Sadieville  
Total bills

Total Sadieville MI



\*\*\*\*\*

Bryan Siler  
Southeast Region  
bryan.siler@amwater.com  
Phone: (859) 268-6350  
Fax: (859) 335-3350

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:33 AM -----

From: Takisha D Walker/KAWC/AWWSC  
To: "Candice Deininger" <cdeining@lexingtonky.gov>@AWX  
Cc: Bryan Siler/KAWC/AWWSC@AWW  
Date: 02/23/2010 12:22 PM  
Subject: [REDACTED] Disputing Billing for Sewer

Hello Candice,

I spoke with [REDACTED]. He states that the property listed at [REDACTED] is for the water field station for the water trucks. The premise number for that address is [REDACTED]

The property listed at [REDACTED] The premise number for that address is [REDACTED]

[REDACTED] states that they have no public sewer and all their sewer is handled via septic or pump. He states they should not have sewer charges on their KY account.

He request that you contact him if you have any additional questions. [REDACTED] contact information is:

Please let me know if you have any additional questions and I would appreciate it if you would provide me with the results of your findings.

Thanks

Takisha Walker  
Customer Service Advocate  
Kentucky American Water  
859-268-6313 - Office  
859-361-8981 - Mobile  
859-268-6315 - Fax  
Takisha.Walker@amwater.com

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:33 AM -----

From: "Candice Deininger" <cdeining@lexingtonky.gov>  
To: <Takisha.Walker@amwater.com>  
Cc: <Bryan.Siler@amwater.com>  
Date: 02/23/2010 12:31 PM  
Subject: RE: [REDACTED] - Disputing Billing for Sewer

Hi, Takisha. I'll forward this information on to the folks at Water Quality to investigate. I spoke about this situation with them when I was down there last Friday for meeting, so they are aware this is

coming. As soon as I hear something from them, I'll let you know.  
Thanks for following up and getting the additional information!

Candice

Candice Deininger  
Revenue Supervisor  
LFUCG Division of Revenue  
200 East Main Street  
Lexington, KY 40507  
859-258-3364  
cdeining@lexingtonky.gov

-----Original Message-----

From: Takisha.Walker@amwater.com [mailto:Takisha.Walker@amwater.com]  
Sent: Tuesday, February 23, 2010 12:23 PM  
To: Candice Deininger  
Cc: Bryan Siler@amwater.com  
Subject: [REDACTED] -- Disputing Billing for Sewer  
Importance: High

Hello Candice,

I spoke with [REDACTED] He states that the property listed at [REDACTED] is for the water field station for the water trucks. The premise number for that address is [REDACTED]

The property listed at [REDACTED] The premise number for that address is [REDACTED]

[REDACTED] states that they have no public sewer and all their sewer is handled via septic or pump. He states they should not have sewer charges on their KY account.

He request that you contact him if you have any additional questions.

[REDACTED]

Please let me know if you have any additional questions and I would appreciate it if you would provide me with the results of your findings.

Thanks

Takisha Walker  
Customer Service Advocate  
Kentucky American Water  
859-268-6313 - Office  
859-361-8981 - Mobile  
859-268-6315 - Fax  
Takisha.Walker@amwater.com



----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:33 AM -----

From: Bryan Siler/KAWC/AWWSC  
 To: cdeining@lfucg.com  
 Cc: Takisha D Walker/KAWC/AWWSC@AWW  
 Date: 02/24/2010 05:25 PM  
 Subject: Call Referrals

Candice,

We have had several calls in the last two days that were either referred to or forwarded, by the city, directly to the Customer Advocate line. We're happy to help with escalated issues but these calls should be referred to the Call Center first. I just wanted to get this on your radar. Thanks.

\*\*\*\*\*

Bryan Siler  
 Eastern Division  
 bryan.siler@amwater.com  
 Phone: (859) 268-6350  
 Fax: (859) 335-3350

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:33 AM -----

From: Takisha D Walker/KAWC/AWWSC  
 To: Bryan Siler/KAWC/AWWSC@AWW  
 Date: 02/25/2010 08:14 AM  
 Subject: Fw [REDACTED] Disputing Billing for Sewer

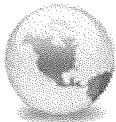
Hello Bryan,

What actions need to occur so we can ensure that the accounts are no longer billed for sewer?

Thanks

Takisha Walker  
 Customer Service Advocate  
 Kentucky American Water  
 859-268-6313 - Office  
 859-361-8981 - Mobile  
 859-268-6315 - Fax  
 Takisha.Walker@amwater.com

----- Forwarded by Takisha D Walker/KAWC/AWWSC on 02/25/2010 08:12 AM -----



"Candice Deininger"  
 <cdeining@lexingtonky.gov  
 >

02/24/2010 10:20 AM

To <Takisha.Walker@amwater.com>

cc <Bryan.Siler@amwater.com>, "Charles Martin"  
 <chmartin@lexingtonky.gov>, "Julie Mantrom"  
 <jmantrom@lexingtonky.gov>

Subject RE [REDACTED] Disputing Billing for Sewer

Good morning, Takisha. After investigation, it has been determined that [REDACTED] is correct that the three accounts for which [REDACTED] has

been charged sewer by KAWC is already covered by the direct sewer billing I prepare monthly.

I have been instructed by Charlie Martin, Director of Water Quality, to issue a credit of \$22,984.73 (the total of the sewer charges for the three accounts going back five years). Future sewer charges for which I bill will be applied to the credit balance until such time that it has been exhausted. [REDACTED] will still receive a monthly bill itemizing the beginning credit balance, the current month charges and the remaining credit balance, if any.

If [REDACTED] has any questions, kindly have him contact me. Thank you!

Candice

Candice Deininger  
Revenue Supervisor  
LFUCG Division of Revenue  
200 East Main Street  
Lexington, KY 40507  
859-258-3364  
cdeining@lexingtonky.gov

-----Original Message-----

From: Takisha.Walker@amwater.com [mailto:Takisha.Walker@amwater.com]  
Sent: Tuesday, February 23, 2010 12:23 PM  
To: Candice Deininger  
Cc: Bryan Siler@amwater.com  
Subject: [REDACTED] Disputing Billing for Sewer  
Importance: High

Hello Candice,

I spoke with [REDACTED] He states that the property listed at [REDACTED] is for the water field station for the water trucks.

The premise number for that address is [REDACTED]

The property listed at [REDACTED] The premise number for that address is [REDACTED]

[REDACTED] states that they have no public sewer and all their sewer is handled via septic or pump. He states they should not have sewer charges on their KY account.

He request that you contact him if you have any additional questions.

[REDACTED]

Please let me know if you have any additional questions and I would appreciate it if you would provide me with the results of your findings.

Thanks

Takisha Walker  
 Customer Service Advocate  
 Kentucky American Water  
 859-268-6313 - Office  
 859-361-8981 - Mobile  
 859-268-6315 - Fax  
 Takisha.Walker@amwater.com

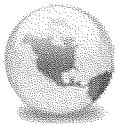
----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:33 AM -----

From: Bryan Siler/KAWC/AWWSC  
 To: Bryan Siler/KAWC/AWWSC@AWW  
 Date: 02/25/2010 05:28 PM  
 Subject: Hand Off

\*\*\*\*\*

Bryan Siler  
 Eastern Division  
 bryan.siler@amwater.com  
 Phone: (859) 268-6350  
 Fax: (859) 335-3350

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/25/2010 05:27 PM -----



"Candice Deininger"  
 <cdeining@lexingtonky.gov  
 >  
 02/22/2010 03:05 PM

To <Bryan.Siler@amwater.com>  
 cc "Sheila Powell" <sheilap@lexingtonky.gov>  
 Subject 30% Discount Coding

Good afternoon, Bryan. Attached is a file from Sheila at Adult Services containing the names of clients who are to receive the 30% discount coding for both sewer and the WQMF. If you have any questions, kindly contact Sheila. Thank you and have a good evening!

Candice Deininger  
 Revenue Supervisor  
 LFUCG Division of Revenue  
 200 East Main Street  
 Lexington, KY 40507  
 859-258-3364  
 cdeining@lexingtonky.gov



Friday February 19 2010.xls

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:33 AM -----

From: Bryan Siler/KAWC/AWWSC  
 To: Dale S Graham/SHARVCS/AWWSC@AWW  
 Cc: Takisha D Walker/KAWC/AWWSC@AWW

Date: 02/26/2010 09:51 AM  
Subject: Fw: Sewer/Landfill Billing

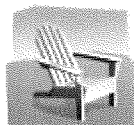
Dale,

Were you able to work on these yet?

\*\*\*\*\*

Bryan Siler  
Eastern Division  
bryan.siler@amwater.com  
Phone: (859) 268-6350  
Fax: (859) 335-3350

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/26/2010 09:50 AM -----



**Bryan Siler/KAWC/AWWSC**

02/23/2010 09:03 AM

To Dale S Graham/SHARVCS/AWWSC

cc

Subject Fw: Sewer/Landfill Billing

Dale,

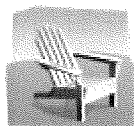
Would it be possible to get January's out when you resend December? Just let me know.

Thanks.

\*\*\*\*\*

Bryan Siler  
Eastern Division  
bryan.siler@amwater.com  
Phone: (859) 268-6350  
Fax: (859) 335-3350

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/23/2010 09:02 AM -----



**Bryan Siler/KAWC/AWWSC**

02/22/2010 05:21 PM

To Dale S Graham/SHARVCS/AWWSC

cc Rachel Cole/KAWC/AWWSC@AWW

Subject Fw: Sewer/Landfill Billing

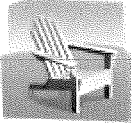
Hi Dale,

MI's for these were never received by the LFUCG. Can you resend your original e-mail and copy me.  
Thanks.

\*\*\*\*\*

Bryan Siler  
Eastern Division  
bryan.siler@amwater.com  
Phone: (859) 268-6350  
Fax: (859) 335-3350

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/22/2010 05:20 PM -----



**Bryan Siler/KAWC/AWWSC**

01/20/2010 04:31 PM

To AW - JE/AWWSC

cc Takiyah E Myatt/SHARVCS/AWWSC@AWW, Dale S  
Graham/SHARVCS/AWWSC@AWW, Rachel  
Cole/KAWC/AWWSC@AWW, cdeining@lfucg.com,  
khicks@lfucg.com

Subject Sewer/Landfill Billing

Dale,

Here are the MI requests for LFUCG and Sadieville. Please process and send the .pdf file to Candice Deining at LFUCG.

Thanks.



Miscellaneous Invoice Request-LFUCG 12\_2009.doc Miscellaneous Invoice Request-Sadieville 12\_2009.doc

**Landfill/Sewer billing**

12/31/2009

Total LFUCG Misc Invoice

Total  
Final Bills  
Total bills

Sadieville  
Total bills

Total Sadieville MI



\*\*\*\*\*

Bryan Siler  
 Southeast Region  
 bryan.siler@amwater.com  
 Phone: (859) 268-6350  
 Fax: (859) 335-3350

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:33 AM -----

From: "Sheila Long" <slong@lexingtonky.gov>  
 To: <Bryan.Siler@amwater.com>  
 Date: 02/26/2010 07:12 PM  
 Subject: file for week

## SHEILA K. LONG

**Computer Operator  
 Division of Computer Services  
 Lexington Fayette Urban County Government**

**200 East Main Street Lexington, Kentu**

**[slong@lexingtonky.gov](mailto:slong@lexingtonky.gov)**

**PHONE: 859.258.3334 FAX: 859.**

"To Thine Own Self Be True"

...William Shakespeare



HERC0226.TXT

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:33 AM -----

From: "Candice Deininger" <cdeining@lexingtonky.gov>  
 To: <Bryan.Siler@amwater.com>  
 Cc: "Sheila Powell" <sheilap@lexingtonky.gov>  
 Date: 03/01/2010 08:46 AM  
 Subject: 30% Discount Coding

Good morning, Bryan. Attached is a file from Sheila at Adult Services containing the names of clients who are to receive the 30% discount coding for both sewer and WQMF. Kindly contact Sheila if you have any questions. Thanks and have a good day!

Candice Deininger  
 Revenue Supervisor  
 LFUCG Division of Revenue  
 200 East Main Street  
 Lexington, KY 40507  
 859-258-3364  
 cdeining@lexingtonky.gov



Friday February 26 2010.xls

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:33 AM -----

From: Bryan Siler/KAWC/AWWSC  
To: "Candice Deininger" <cdeining@lexingtonky.gov>@AWX  
Date: 03/01/2010 03:18 PM  
Subject: RE: LFUCG Commercial & Industrial - February 2010

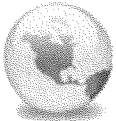
I have asked Donna to rerun it.

FYI - Donna has to run this query because it requires a revenue extract. She is the only one here that can run those.

\*\*\*\*\*

Bryan Siler  
Eastern Division  
bryan.siler@amwater.com  
Phone: (859) 268-6350  
Fax: (859) 335-3350

"Candice Deininger" <cdeining@lexingtonky.gov>



"Candice Deininger"  
<cdeining@lexingtonky.gov  
>  
03/01/2010 02:27 PM

To <Bryan.Siler@amwater.com>  
cc  
Subject RE: LFUCG Commercial & Industrial - February 2010

Bryan - Although the file is entitled February 2010, when I opened it, it has usage from February 2009 . . . .

Candice Deininger  
Revenue Supervisor  
LFUCG Division of Revenue  
200 East Main Street  
Lexington, KY 40507  
859-258-3364  
cdeining@lexingtonky.gov

-----Original Message-----

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]  
Sent: Monday, March 01, 2010 1:37 PM  
To: Candice Deininger  
Subject: Fw: LFUCG Commercial & Industrial - February 2010

Here you go.

\*\*\*\*\*

Bryan Siler  
Eastern Division  
bryan.siler@amwater.com  
Phone: (859) 268-6350  
Fax: (859) 335-3350

----- Forwarded by Bryan Siler/KAWC/AWWSC on 03/01/2010 01:36 PM -----

Donna

Taylor/KAWC/AWWSC

To 03/01/2010 12:51 PM Bryan Siler/KAWC/AWWSC@AWW

cc

Subject LFUCG Commercial & Industrial -  
February 2010

(See attached file: LFUCG - Commercial and Industrial Consumption -  
February 2010.xls)

Donna B. Taylor  
American Water ITS  
Business Applications Development - Middle Office  
2300 Richmond Rd.  
Lexington, KY 40502  
Voice: 859.268.6306  
Fax: 859.335.3306  
email:donna.taylor@amwater.com

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:33 AM -----

From: Mary Gina Money/KAWC/AWWSC  
To: Takiyah E Myatt/SHARSVCS/AWWSC@AWW



Cc: Bryan Siler/KAWC/AWWSC@AWW  
Date: 03/02/2010 08:24 AM  
Subject: Re: LFUCG Billing

---

Don't see the actual billing in Feb. ??? ...

Here's Jan.

\*\*\*\*\*


Gina Money  
Manager of Finance, Kentucky American Water  
2300 Richmond Road  
Lexington, KY 40502  
Office: 859-268-6311  
Cell: 859-494-4988  
E-mail: gina.money@amwater.com

\*\*\*\*\*

Takiyah E Myatt/SHARVCS/AWWSC

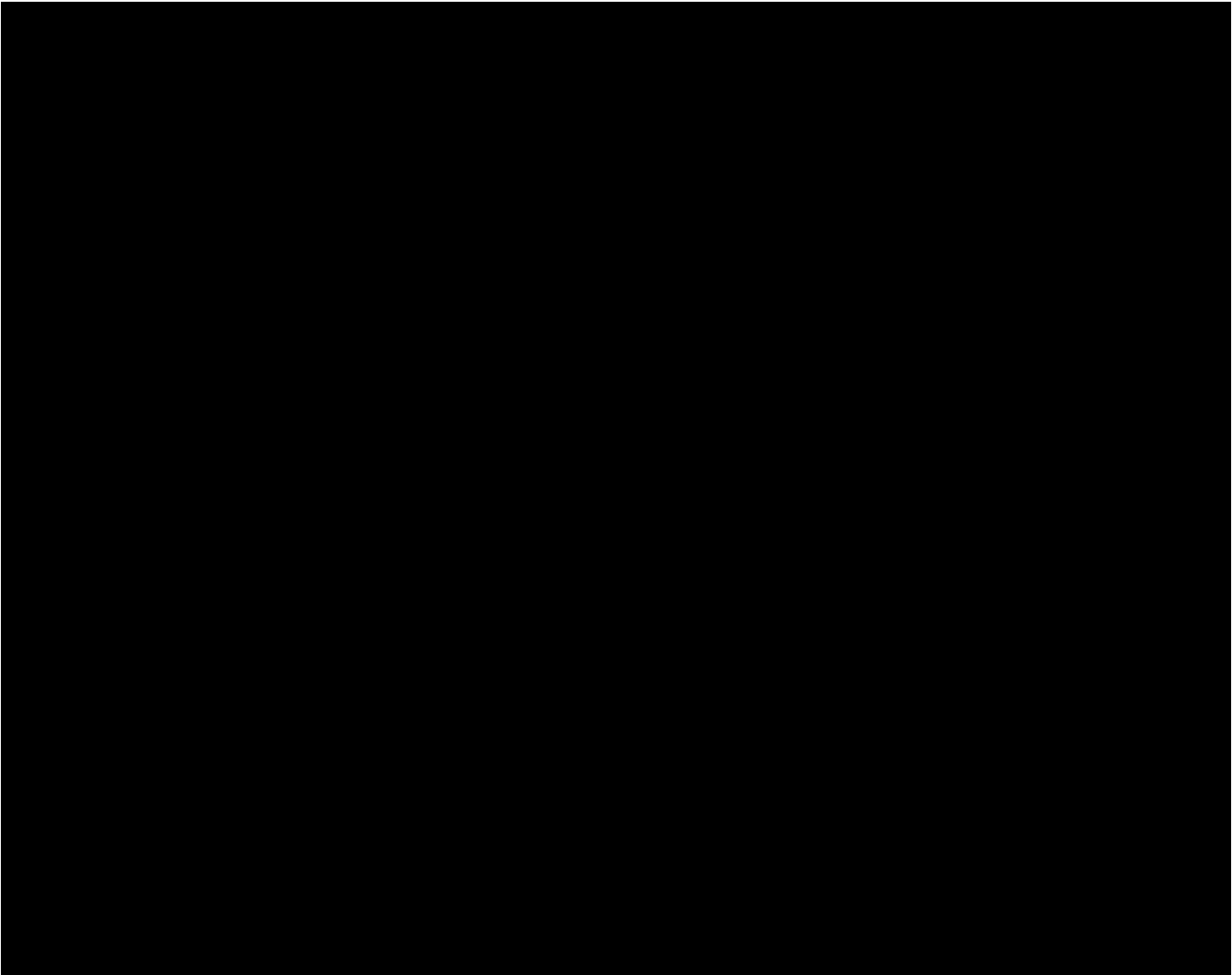


Takiyah E  
Myatt/SHARVCS/AWWSC  
03/01/2010 05:48 PM

To Bryan Siler/KAWC/AWWSC@AWW  
cc Mary Gina Money/KAWC/AWWSC@AWW  
Subject Re: LFUCG Billing 

Gina,

These entries have been posted. The screenshot is shown below. The accrual is in line with January's accrual. I am not sure what seems to be missing.



Please feel free to contact me if you have any questions or concerns.

Thank You,

Takiyah Myatt  
Intermediate Accountant  
Shared Services Center  
131 Woodcrest Road  
Cherry Hill, NJ 08003  
Phone: 1-856-310-5781  
Fax: 1-856-672-2877

Bryan Siler/KAWC/AWWSC



Bryan Siler/KAWC/AWWSC

03/01/2010 05:32 PM

To Mary Gina Money/KAWC/AWWSC@AWW  
cc Anne K McAteer/SERVCO/AWWSC@AWW, Rachel  
Cole/KAWC/AWWSC@AWW, Takiyah E  
Myatt/SHARVCS/AWWSC@AWW  
Subject Re: LFUCG Billing 

You mean the revenue accrual?

Takiyah - has this been made yet?

\*\*\*\*\*

Bryan Siler  
Eastern Division  
bryan.siler@amwater.com  
Phone: (859) 268-6350  
Fax: (859) 335-3350

Mary Gina Money/KAWC/AWWSC



Mary Gina  
Money/KAWC/AWWSC  
03/01/2010 04:59 PM

To Bryan Siler/KAWC/AWWSC@AWW  
cc Anne K McAteer/SERVCO/AWWSC@AWW, Rachel  
Cole/KAWC/AWWSC@AWW  
Subject LFUCG Billing

Bryan - are there entries that need to be made for LFUCG billing for Feb? Looks like we're missing something.

Thanks,  
Gina

\*\*\*\*\*

Gina Money  
Manager of Finance, Kentucky American Water  
2300 Richmond Road  
Lexington, KY 40502  
Office: 859-268-6311  
Cell: 859-494-4988  
E-mail: gina.money@amwater.com

\*\*\*\*\*

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:33 AM -----

From: Dale S Graham/SHARVCS/AWWSC  
To: Takiyah E Myatt/SHARVCS/AWWSC@AWW  
Cc: Bryan Siler/KAWC/AWWSC@AWW, Mary Gina Money/KAWC/AWWSC@AWW  
Date: 03/02/2010 08:47 AM  
Subject: Re: Fw: LFUCG Billing for KY

Good Morning Tykiyah,

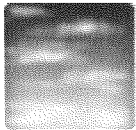
Please accrue the charges. I will record the MI's in March.

Yes,

Thanks,

Dale Graham  
 SSC Cash Operations  
 American Water Shared Services Center  
 131 Woodcrest Rd  
 Cherry Hill, NJ 08003  
 Phone: (856)-310-5796  
 Fax: (856)-672-2873  
 Dale.Graham@amwater.com

Takiyah E Myatt/SHARVCS/AWWSC



Takiyah E  
 Myatt/SHARVCS/AWWSC  
 03/02/2010 08:38 AM

To Dale S Graham/SHARVCS/AWWSC@AWW  
 cc Mary Gina Money/KAWC/AWWSC@AWW, Bryan  
 Siler/KAWC/AWWSC@AWW  
 Subject Fw: LFUCG Billing for KY

Good Morning Dale,

We do not see the Sewer/Landfill billing RI for Feb.

Please let me know if I need to submit a Journal Entry to reaccrue.


Thank You,

Takiyah Myatt  
 Intermediate Accountant  
 Shared Services Center  
 131 Woodcrest Road  
 Cherry Hill, NJ 08003  
 Phone: 1-856-310-5781  
 Fax: 1-856-672-2877

----- Forwarded by Takiyah E Myatt/SHARVCS/AWWSC on 03/02/2010 08:34 AM -----

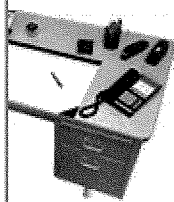
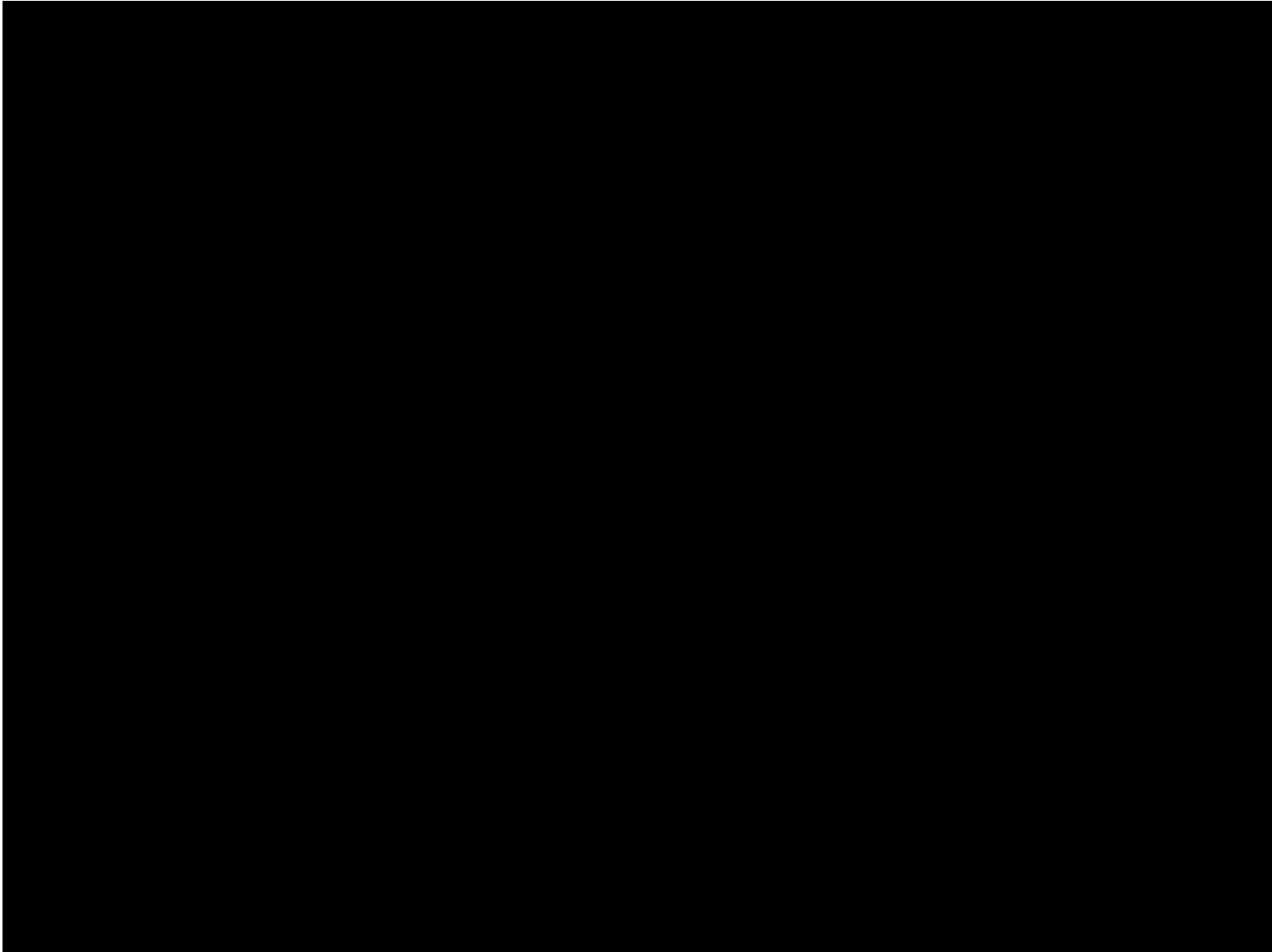


Mary Gina  
 Money/KAWC/AWWSC  
 03/02/2010 08:24 AM

To Takiyah E Myatt/SHARVCS/AWWSC@AWW  
 cc Bryan Siler/KAWC/AWWSC@AWW  
 Subject Re: LFUCG Billing 

Don't see the actual billing in Feb. ??? ...

Here's Jan.



**Takiyah E Myat/SHARVCS/AWWSC**

03/01/2010 05:48 PM

To: Bryan Siler/KAWC/AWWS  
cc: Mary Gina Money/KAWC/AWWS  
Subject: Re: LFUCG Billing

Body of message

Untagged You have new mail on SERMAIL2/DOMSVR/AWWSC

start [Taskbar icons: Internet Explorer, Outlook, Lotus Notes, File Explorer, Microsoft Excel]

\*\*\*\*\*

Gina Money  
Manager of Finance, Kentucky American Water  
2300 Richmond Road  
Lexington, KY 40502  
Office: 859-268-6311  
Cell: 859-494-4988  
E-mail: gina.money@amwater.com

\*\*\*\*\*

Takiyah E Myatt/SHARVCS/AWWSC



Takiyah E  
Myatt/SHARVCS/AWWSC

03/01/2010 05:48 PM

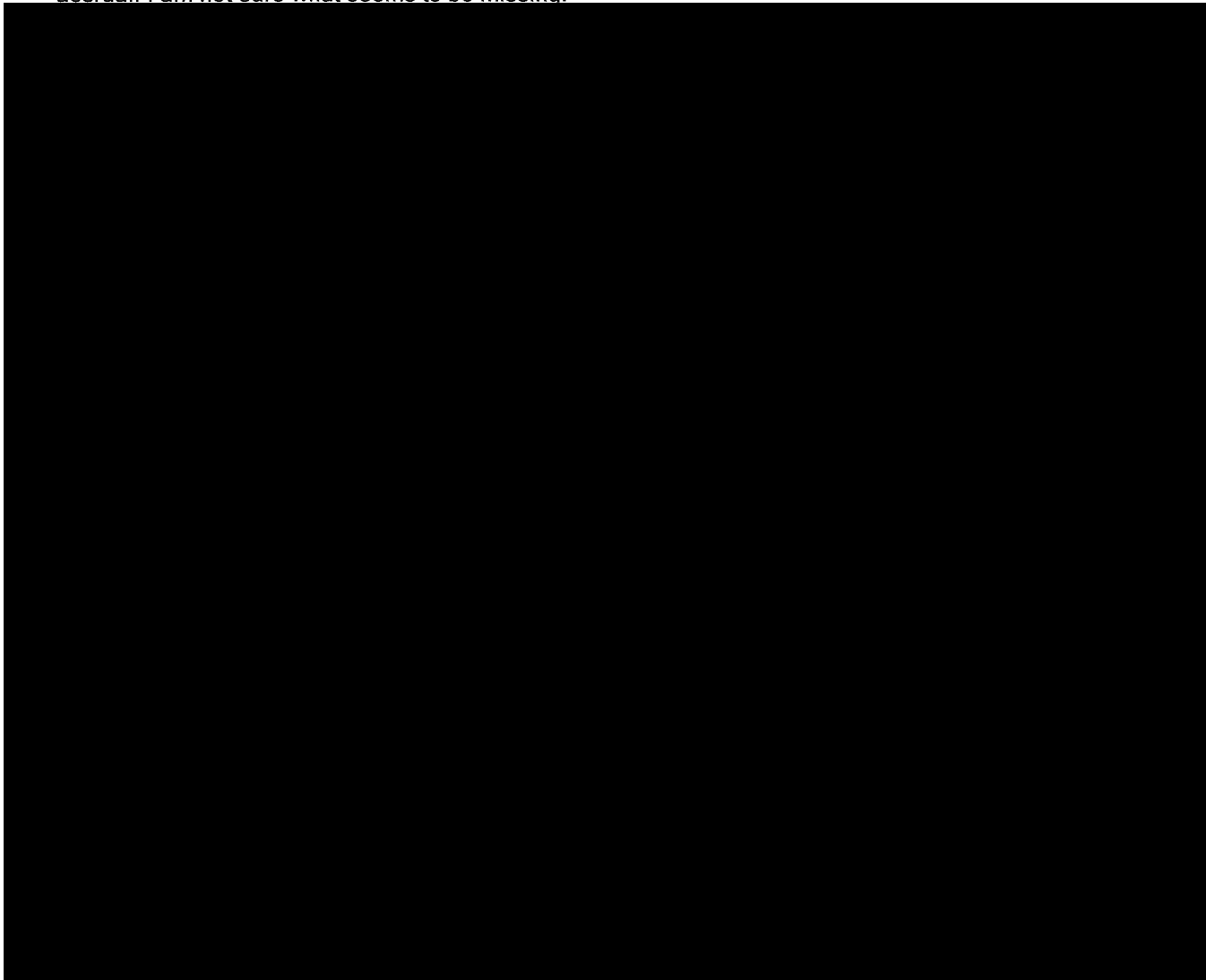
To Bryan Siler/KAWC/AWWSC@AWW

cc Mary Gina Money/KAWC/AWWSC@AWW

Subject Re: LFUCG Billing 

Gina,

These entries have been posted. The screenshot is shown below. The accrual is in line with January's accrual. I am not sure what seems to be missing.

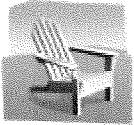


Please feel free to contact me if you have any questions or concerns.

Thank You,

Takiyah Myatt  
Intermediate Accountant  
Shared Services Center  
131 Woodcrest Road  
Cherry Hill, NJ 08003  
Phone: 1-856-310-5781  
Fax: 1-856-672-2877

Bryan Siler/KAWC/AWWSC



Bryan Siler/KAWC/AWWSC

03/01/2010 05:32 PM

To Mary Gina Money/KAWC/AWWSC@AWW  
cc Anne K McAteer/SERVCO/AWWSC@AWW, Rachel Cole/KAWC/AWWSC@AWW, Takiyah E Myatt/SHARVCS/AWWSC@AWW  
Subject Re: LFUCG Billing

You mean the revenue accrual?

Takiyah - has this been made yet?

\*\*\*\*\*

Bryan Siler  
Eastern Division  
bryan.siler@amwater.com  
Phone: (859) 268-6350  
Fax: (859) 335-3350

Mary Gina Money/KAWC/AWWSC



Mary Gina Money/KAWC/AWWSC

03/01/2010 04:59 PM

To Bryan Siler/KAWC/AWWSC@AWW  
cc Anne K McAteer/SERVCO/AWWSC@AWW, Rachel Cole/KAWC/AWWSC@AWW  
Subject LFUCG Billing

Bryan - are there entries that need to be made for LFUCG billing for Feb? Looks like we're missing something.

Thanks,  
Gina

\*\*\*\*\*

Gina Money  
Manager of Finance, Kentucky American Water  
2300 Richmond Road  
Lexington, KY 40502  
Office: 859-268-6311  
Cell: 859-494-4988  
E-mail: gina.money@amwater.com  
\*\*\*\*\*

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:33 AM -----

From: David S Derr/PAWC/AWWSC  
To: Bryan Siler/KAWC/AWWSC@AWW  
Date: 03/03/2010 09:58 AM  
Subject: Re: OAM reports

Bryan, I am not aware of any issues with the monthly run of the reports, so you should be in good shape to download them. The reports run on the first of the month, so it is safe to download them on the 2nd. This same schedule for each month in the future.

Please let me know if you have any questions.

Thanks

David S. Derr  
Application Development Manager  
Business Application Development - Middle Office

American Water  
800 West Hershey Park Drive  
Hershey, PA 17033  
U.S.A.

Phone +1 717-520-4520  
Mobile + 1 717-572-0812  
e:mail david.derr@amwater.com

\*\*\*\*\*

American Water  
The information transmitted via this e-mail is intended only for the person or entity to which it is addressed and may contain confidential and/or privileged material. Any review, retransmission, dissemination or other use of, or taking of any action in reliance upon this information by persons or entities other than the intended recipient is



prohibited. If you received this in error, please contact the sender and delete the material from any computer.

\*\*\*\*\*

Bryan Siler Dave, Are the KY OAM reports okay to... 03/03/2010 07:44:11 AM

From: Bryan Siler/KAWC/AWWSC  
To: David S Derr/PAWC/AWWSC@AWW  
Date: 03/03/2010 07:44 AM  
Subject: OAM reports

Dave,

Are the KY OAM reports okay to download? Can you send the 2010 schedule?

Thanks...

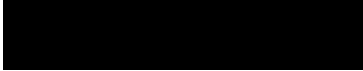
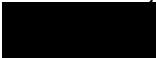
\*\*\*\*\*

Bryan Siler  
Eastern Division  
bryan.siler@amwater.com  
Phone: (859) 268-6350  
Fax: (859) 335-3350

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:33 AM -----

From: Dale S Graham/SHARSVCS/AWWSC  
To: Bryan Siler/KAWC/AWWSC@AWW, cdeining@lfucg.com, khicks@lfucg.com  
Date: 03/04/2010 07:51 AM  
Subject: LFUCG 12-09 & 1-10

Attached are the invoices for sewer & landfill billing for 12/09 and 1/10. The 12/09 invoice has been reduced by the duplicate payment from LFUCG [REDACTED] The balance owed is [REDACTED]



2917\_001.pdf

Thanks,

Dale Graham  
SSC Cash Operations  
American Water Shared Services Center  
131 Woodcrest Rd  
Cherry Hill, NJ 08003  
Phone: (856)-310-5796  
Fax: (856)-672-2873  
Dale.Graham@amwater.com

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:33 AM -----

From: Bryan Siler/KAWC/AWWSC  
To: cdeining@lfucg.com

Cc: Takisha D Walker/KAWC/AWWSC@AWW  
Date: 03/04/2010 08:09 AM  
Subject: Fw: LFUCG 12-09 & 1-10

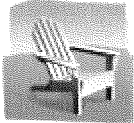
Candice,

I apologize that we couldn't get these out any sooner.

\*\*\*\*\*

Bryan Siler  
Eastern Division  
bryan.siler@amwater.com  
Phone: (859) 268-6350  
Fax: (859) 335-3350

----- Forwarded by Bryan Siler/KAWC/AWWSC on 03/04/2010 08:00 AM -----



Dale S  
Graham/SHARVCS/AWW  
SC  
03/04/2010 07:51 AM

To: Bryan Siler/KAWC/AWWSC@AWW, cdeining@lfucg.com,  
khicks@lfucg.com  
cc

Subject: LFUCG 12-09 & 1-10

Attached are the invoices for sewer & landfill billing for 12/09 and 1/10. The 12/09 invoice has been reduced by the duplicate payment from LFUCG [REDACTED] The balance owed is [REDACTED]



2917\_001.pdf

Thanks,

Dale Graham  
SSC Cash Operations  
American Water Shared Services Center  
131 Woodcrest Rd  
Cherry Hill, NJ 08003  
Phone: (856)-310-5796  
Fax: (856)-672-2873  
Dale.Graham@amwater.com

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:33 AM -----

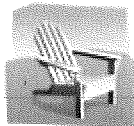
From: Bryan Siler/KAWC/AWWSC  
To: Takisha D Walker/KAWC/AWWSC@AWW  
Date: 03/04/2010 08:12 AM  
Subject: Fw: Sewer/Landfill Billing

Just so you have some background. This is the original request for the first MI Dale just sent out.

\*\*\*\*\*

Bryan Siler  
Eastern Division  
bryan.siler@amwater.com  
Phone: (859) 268-6350  
Fax: (859) 335-3350

----- Forwarded by Bryan Siler/KAWC/AWWSC on 03/04/2010 08:11 AM -----



**Bryan Siler/KAWC/AWWSC**

01/20/2010 04:31 PM

To AW - JE/AWWSC

cc Takiyah E Myatt/SHARVCS/AWWSC@AWW, Dale S  
Graham/SHARVCS/AWWSC@AWW, Rachel  
Cole/KAWC/AWWSC@AWW, cdeining@lfucg.com,  
khicks@lfucg.com

Subject Sewer/Landfill Billing

Dale,

Here are the MI requests for LFUCG and Sadieville. Please process and send the .pdf file to Candice Deining at LFUCG.

Thanks.



Miscellaneous Invoice Request-LFUCG 12\_2009.doc Miscellaneous Invoice Request-Sadieville 12\_2009.doc

**Landfill/Sewer billing**

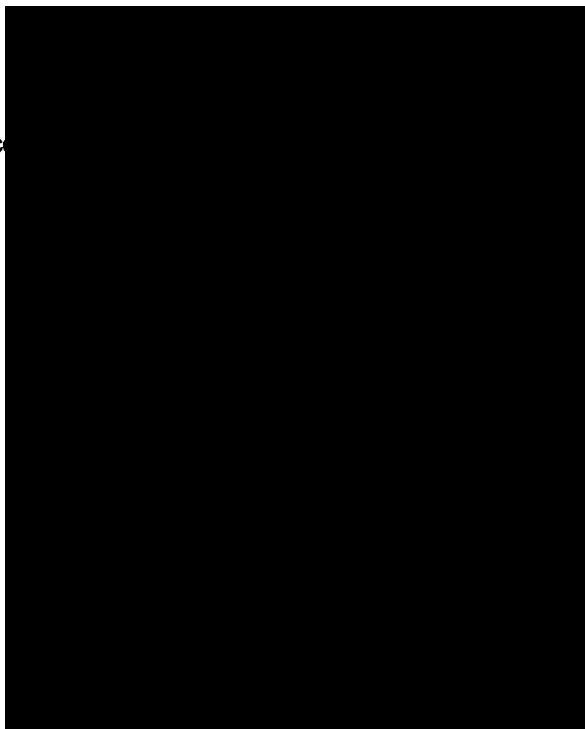
12/31/2009

Total LFUCG Misc Invoice

Total  
Final Bills  
Total bills

Sadieville  
Total bills

Total Sadieville MI



\*\*\*\*\*

Bryan Siler  
 Southeast Region  
 bryan.siler@amwater.com  
 Phone: (859) 268-6350  
 Fax: (859) 335-3350

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:33 AM -----

From: "Candice Deininger" <cdeining@lexingtonky.gov>  
 To: <Bryan.Siler@amwater.com>  
 Cc: <Takisha.Walker@amwater.com>  
 Date: 03/04/2010 08:13 AM  
 Subject: RE: LFUCG 12-09 & 1-10

I just spoke with Bill's assistant, Kathleen, and she'll process the payments.

AS an FYI, I will on vacation starting this afternoon, returning on Wednesday. I'll have my out-of-office message on my phone and email. Thank you!

Candice Deininger  
 Revenue Supervisor  
 LFUCG Division of Revenue  
 200 East Main Street  
 Lexington, KY 40507  
 859-258-3364  
 cdeining@lexingtonky.gov

-----Original Message-----

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]  
 Sent: Thursday, March 04, 2010 8:09 AM  
 To: Candice Deininger  
 Cc: Takisha.Walker@amwater.com  
 Subject: Fw: LFUCG 12-09 & 1-10

Candice,

I apologize that we couldn't get these out any sooner.

\*\*\*\*\*

Bryan Siler  
 Eastern Division  
 bryan.siler@amwater.com  
 Phone: (859) 268-6350  
 Fax: (859) 335-3350

----- Forwarded by Bryan Siler/KAWC/AWWSC on 03/04/2010 08:00 AM -----

Dale S

Graham/SHARVCS/A

To WWSC  
Bryan Siler/KAWC/AWWSC@AWW,  
03/04/2010 07:51 cdeining@lfucg.com,  
AM khicks@lfucg.com

cc

Subject LFUCG 12-09 & 1-10

Attached are the invoices for sewer & landfill billing for 12/09 and 1/10.  
The 12/09 invoice has been reduced by the duplicate payment from LFUCG

[REDACTED] The balance owed is [REDACTED]

(See attached file: 2917\_001.pdf)

Thanks,

Dale Graham  
SSC Cash Operations  
American Water Shared Services Center  
131 Woodcrest Rd  
Cherry Hill, NJ 08003  
Phone: (856)-310-5796  
Fax: (856)-672-2873  
Dale.Graham@amwater.com

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:33 AM -----

From: "Candice Deininger" <cdeining@lexingtonky.gov>  
To: <Bryan.Siler@amwater.com>  
Date: 03/04/2010 11:49 AM  
Subject: FW: Tapmo

---

Hello . . . here's tap-on report for February . . . thanks, Bryan!!

Candice Deininger  
 Revenue Supervisor  
 LFUCG Division of Revenue  
 200 East Main Street  
 Lexington, KY 40507  
 859-258-3364  
 cdeining@lexingtonky.gov

**From:** Sheila Long  
**Sent:** Tuesday, March 02, 2010 6:24 PM  
**To:** Candice Deininger  
**Subject:** Tapmo

## SHEILA K. LONG

**Computer Operator**  
**Division of Computer Services**  
**Lexington Fayette Urban County Government**

200 East Main Street Lexington, Kentu

**slong@lexingtonky.gov**

**PHONE: 859.258.3334** **FAX: 859.**

"To Thine Own Self Be True"

...William Shakespeare



TAP022010R.TXT

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:33 AM -----

**From:** AW - JE/AWWSC  
**To:** Bryan Siler/KAWC/AWWSC@AWW  
**Date:** 03/04/2010 12:11 PM  
**Subject:** Re: Sewer/Landfill Billing  
**Sent by:** Takiyah E Myatt

This entry has been entered and posted.

Thank You,

Bryan Siler/KAWC/AWWSC



Bryan Siler/KAWC/AWWSC  
 02/22/2010 05:58 PM

**To** AW - JE/AWWSC@AWW  
**cc** Takiyah E Myatt/SHARVCS/AWWSC@AWW, Dale S  
 Graham/SHARVCS/AWWSC@AWW, Rachel  
 Cole/KAWC/AWWSC@AWW, cdeining@lfucg.com,  
 khicks@lfucg.com  
**Subject** Sewer/Landfill Billing

Dale,

Here are the MI requests for LFUCG and Sadieville. Please process and send the .pdf file to Candice Deiningner at LFUCG.

Thanks.



Miscellaneous Invoice Request-Sadieville 01\_2010.doc Miscellaneous Invoice Request-LFUCG 01\_2010.doc

**Monthly Billing**

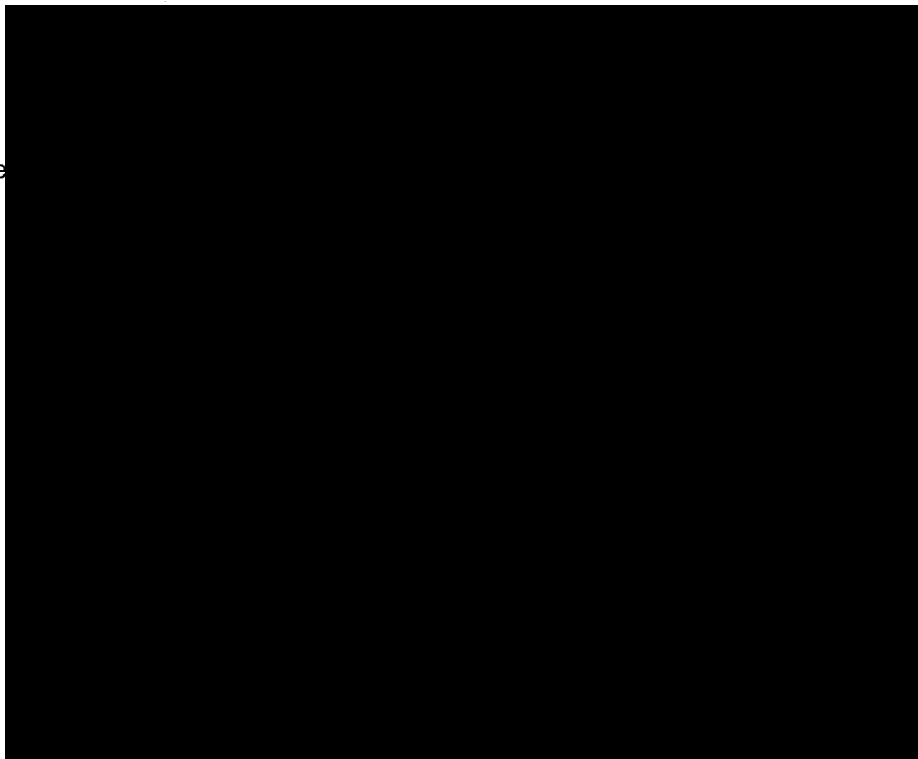
1/31/2010

Total LFUCG Misc Invoice

Total  
Final Bills  
Total bills

Sadieville  
Total bills

Total Sadieville MI



\*\*\*\*\*

Bryan Siler  
Southeast Region  
bryan.siler@amwater.com  
Phone: (859) 268-6350  
Fax: (859) 335-3350

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:33 AM -----

From: David S Derr/PAWC/AWWSC  
To: Bryan Siler/KAWC/AWWSC@AWW  
Date: 03/04/2010 05:22 PM  
Subject: Re: OAM Duplicates?

Bryan, 2/28 is the final file for February and the one you should use.

Thanks

David S. Derr  
Application Development Manager  
Business Application Development - Middle Office

American Water  
800 West Hershey Park Drive  
Hershey, PA 17033  
U.S.A.

Phone +1 717-520-4520  
Mobile + 1 717-572-0812  
e:mail david.derr@amwater.com

\*\*\*\*\*

American Water  
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\*\*\*\*\*

Bryan Siler      The 2/28/10 file is the final one, right?      03/04/2010 04:17:32 PM

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:33 AM -----

From: "Sheila Long" <slong@lexingtonky.gov>  
To: <Bryan.Siler@amwater.com>  
Date: 03/05/2010 07:21 PM  
Subject: Her weekly

**SHEILA K. LONG**

**Computer Operator  
Division of Computer Services  
Lexington Fayette Urban County Government**

**200 East Main Street Lexington, Kentu**

**slong@lexingtonky.gov**

**PHONE: 859.258.3334      FAX: 859.**

**"To Thine Own Self Be True"      ...William Shakespeare**





----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:33 AM -----

From: "American Water Service Desk" <awservicedesk@amwater.com>  
To: <Bryan.Siler@amwater.com>  
Date: 03/08/2010 11:26 AM  
Subject: Service Call Ticket 442398 in regards to "Data/Report Request" has been created.

---

Your Service Call has been opened, and the details of the request are listed below.

Ticket Number: 442398  
Reported On: March 8, 2010 11:26  
Description: Data Request Application:  
>> Orcom/ECIS  
If state specific, which states?  
>> KYPR  
Date Data is Preferred:  
>> 3/9/10  
Frequency of Request:  
>> One-Time  
Reason for Data Request:  
>> LFUCG requested a list of all customers of [REDACTED] showing sewer services.  
Is this a modification to an existing report/query?  
>> No  
Details of Data Request:  
>> Will need basic account/premise info including service and mailing addresses.  
Output Format:  
>> Download to file

You can now track the status of your request online at <http://sdonline>.  
Login with your windows username and password.

If you should have any additional questions or concerns about this ticket, please contact the Service Desk at 1.866.777.8426 Opt #1. When calling the Service Desk, please refer to ticket number 442398.

This message has been generated automatically.  
Please do not reply to this message.

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:33 AM -----

From: "Lynne Cross" <ccross@lexingtonky.gov>  
To: <Bryan.Siler@amwater.com>  
Date: 03/08/2010 03:04 PM  
Subject: RE: Premise [REDACTED]

---

Thanks Bryan!!

-----Original Message-----

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]  
Sent: Monday, March 08, 2010 11:28 AM  
To: Lynne Cross  
Cc: Candice Deininger; Takisha Walker@amwater.com  
Subject: Re: Premise # [REDACTED]

Hi Lynne,

As we discussed, I have requested a query of all addresses on [REDACTED] Road and whether or not we are billing sewer for them. Ticket # 442398

I will pass this along as soon as I get it.

\*\*\*\*\*

Bryan Siler  
Eastern Division  
bryan.siler@amwater.com  
Phone: (859) 268-6350  
Fax: (859) 335-3350

"Lynne Cross"  
<ccross@lexington  
ky.gov>

To

<Bryan.Siler@amwater.com>

cc

03/08/2010 10:39  
AM

"Candice Deininger"  
<cdeining@lexingtonky.gov>

Subject

Premise [REDACTED]

Bryan -  
I have an account that needs to be coded and charged for sewer please -  
it  
is premise [REDACTED] They have  
been  
hooked up to City sewer for quite some time but for some reason the

account  
 was never coded to be billed for it. If you have any questions, please  
 feel free to let me know. Thanks Bryan!!

Lynne Throckmorton  
 Lexington Fayette Urban County Government  
 Division of Revenue - Sewer & Landfill Dept.  
 200 E. Main Street  
 Lexington, KY 40508  
 859.258.3363  
 ccross@lexingtonky.gov

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:33 AM -----

From: Bryan Siler/KAWC/AWWSC  
 To: "James Hoskins" <jhoskins@lexingtonky.gov>@AWX  
 Cc: "Cecily Chan" <cecilyc@lexingtonky.gov>, Takisha D Walker/KAWC/AWWSC@AWW  
 Date: 03/10/2010 04:59 PM  
 Subject: RE: February Reports

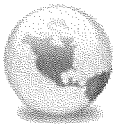
No, that number should be (\$1,268.76). That number comes directly from the CBT Summary. My check  
 formula looks at the totals. I will change it to catch that difference going forward. I will send revised files.  
 That is the only difference between what I am sending and what you have now.

Thanks and sorry for any inconvenience.

\*\*\*\*\*

Bryan Siler  
 Eastern Division  
 bryan.siler@amwater.com  
 Phone: (859) 268-6350  
 Fax: (859) 335-3350

"James Hoskins" <jhoskins@lexingtonky.gov>



"James Hoskins"  
 <jhoskins@lexingtonky.gov  
 >

03/10/2010 04:22 PM

To <Bryan.Siler@amwater.com>

cc "Cecily Chan" <cecilyc@lexingtonky.gov>

Subject RE: February Reports

Question on sales tax return info - line 12 Com/Ind Water & Tax written off  
 same amount \$3,436.13. is this correct.



Spreadsheet ATTACHED.

James A. Hoskins, CPA  
Accountant  
Email: Jhoskins@lexingtonky.gov  
Phone: 859-258-3193

-----Original Message-----

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]  
Sent: Tuesday, March 09, 2010 5:02 PM  
To: Candice Deininger; Rhonda Hicks; Deborah Gerardi; Rachel.Cole@amwater.com;  
Mary Fister; William O'Mara; Kathleen Hicks; Lori Vahle; Stephen Mulligan;  
Takisha.Walker@amwater.com; James Hoskins; Cecily Chan  
Subject: February Reports

Hello,

Attached are the monthly reports for your review. There were six residential and five OPA accounts that were billed taxes. These taxes will be refunded.

Please let me know if you have any questions.

Thank you.

(See attached file: LFUCG Sewer and Landfill\_February 2010 rev.xls)

\*\*\*\*\*  
 Bryan Siler  
 Southeast Region  
 bryan.siler@amwater.com  
 Phone: (859) 268-6350  
 Fax: (859) 335-3350 [attachment "KYWA\_sewer write off.xls" deleted by Bryan Siler/KAWC/AWWSC]

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:33 AM -----

From: "Sheila Powell" <sheilap@lexingtonky.gov>  
 To: <Bryan.Siler@amwater.com>  
 Date: 03/12/2010 08:52 AM  
 Subject: RE: [REDACTED] sent to Candice on 01-06/2009

---

Her worker did a recertification on her and the computer print out did not see the DISC but she gave me the file after I emailed you and I see the DISC next to the address. I apologize for having you look this up, but my supervisor asks me to look into it.

Thanks for your help and have a good weekend.

-----Original Message-----

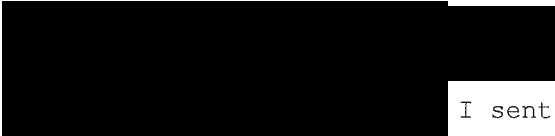
From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]  
 Sent: Friday, March 12, 2010 8:20 AM  
 To: Sheila Powell  
 Subject: Re: [REDACTED]  
 I sent to Candice on 01-06/2009

Her premise number is [REDACTED]

Yes, she has been set up since 2/23/09. I checked her last bill and she is getting the discount. Was there a problem?

\*\*\*\*\*  
 Bryan Siler  
 Eastern Division  
 bryan.siler@amwater.com  
 Phone: (859) 268-6350  
 Fax: (859) 335-3350

"Sheila Powell"  
 <sheilap@lexingto

To nky.gov>  
<Bryan.Siler@amwater.com>  
03/11/2010 04:20  
cc PM  
Subject  I sent  
to Candice on 01-06/2009

She is to get 30% off her sewer do you have her. Can you let me know/

Thanks

Sheila Powell, Administrative Specialist  
Division of Adult & Tenant Services  
1055 Industry Road  
Lexington, KY. 40505  
Phone: 859- 258-3811  
Fax: 859-425-2055  
Email: SheilaP@Lexingtonky.gov

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:33 AM -----

From: Bryan Siler/KAWC/AWWSC  
To: David S Derr/PAWC/AWWSC@AWW  
Cc: Keith L Cartier/KAWC/AWWSC@AWW, Takisha D Walker/KAWC/AWWSC@AWW  
Date: 03/12/2010 09:10 AM  
Subject: LFUCG IT Support

---

Dave,

Donna Taylor does several things to support the LFUCG managed contracts. Is coverage for each of these tasks in place for after her last day? In an effort to make these transitions as seamless as possible

please let me know how these tasks will be completed and what, if anything, I will need to do to trigger them. We can discuss this on the call Takisha mentioned if you like. I just want to make sure we're covered. Thanks for all of your help.

\*\*\*\*\*

Bryan Siler  
Eastern Division  
bryan.siler@amwater.com  
Phone: (859) 268-6350  
Fax: (859) 335-3350

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:33 AM -----

From: Bryan Siler/KAWC/AWWSC  
To: AW - MI Requests@AWW  
Cc: Takiyah E Myatt/SHARVCS/AWWSC@AWW, Dale S Graham/SHARVCS/AWWSC@AWW,  
Rachel Cole/KAWC/AWWSC@AWW, cdeining@lfucg.com, khicks@lfucg.com  
Date: 03/12/2010 03:09 PM  
Subject: Sewer/Landfill Billing

---

Dale,

Here are the MI requests for LFUCG and Sadieville. Please process and send the .pdf file to Candice Deininger at LFUCG.

Thanks.



Miscellaneous Invoice Request-Sadieville 02\_2010.doc



Miscellaneous Invoice Request-LFUCG 02\_2010.doc

**Monthly Billing**

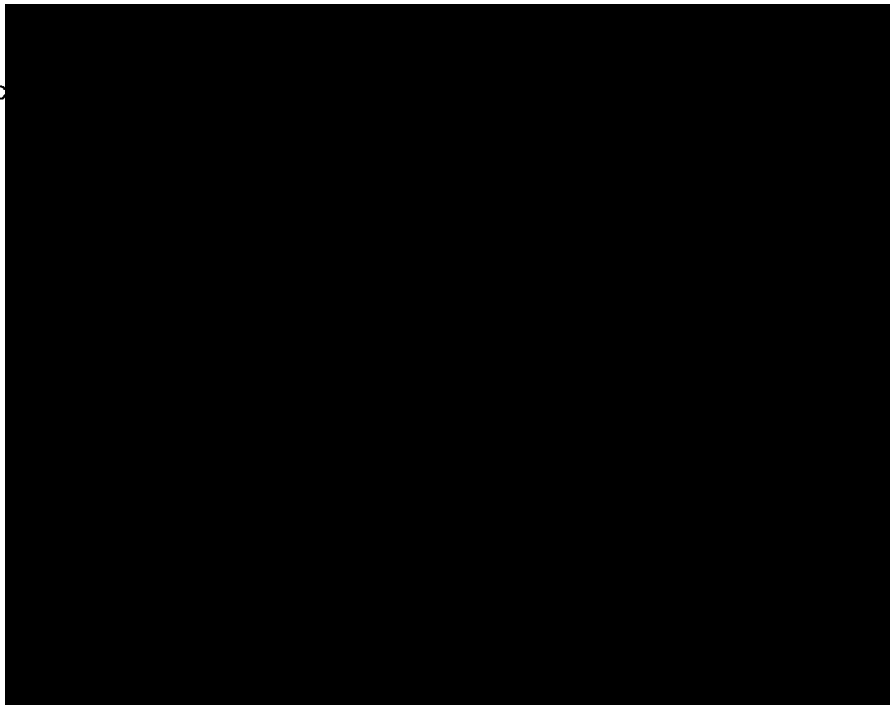
2/28/2010

Total LFUCG Misc Invoic

Total  
Final Bills  
Total bills

Sadieville  
Total bills

Total Sadieville MI



\*\*\*\*\*

Bryan Siler  
Southeast Region  
bryan.siler@amwater.com  
Phone: (859) 268-6350  
Fax: (859) 335-3350

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:33 AM -----

From: Bryan Siler/KAWC/AWWSC  
To: Keith L Cartier/KAWC/AWWSC@AWW  
Cc: Dillard Griffin/KAWC/AWWSC@AWW, Takisha D Walker/KAWC/AWWSC@AWW  
Date: 03/12/2010 03:21 PM  
Subject: Re: Fw: New Direct Charge Approval Process for E-CIS Support

Keith,

I will forward to you two requests that are currently open for the LFUCG. They include the desired product and a price estimate. The thought was to provide that to the city and let them decide if they really want that product. Please offer any thoughts you have on this process. I am sure they will make more requests going forward. I'm not sure they will be happy to pay for them though.

Thanks.

\*\*\*\*\*

Bryan Siler  
Eastern Division  
bryan.siler@amwater.com



Phone: (859) 268-6350

Fax: (859) 335-3350

Keith L Cartier/KAWC/AWWSC

Keith L  
Cartier/KAWC/AWWSC  
03/12/2010 03:14 PM

To Dillard Griffin/KAWC/AWWSC@AWW, Takisha D  
Walker/KAWC/AWWSC@AWW, Bryan  
Siler/KAWC/AWWSC@AWW

cc

Subject Fw: New Direct Charge Approval Process for E-CIS Support

FYI going forward we'll have to think about the value of any request we make.

Keith Cartier  
Vice President, Operations  
Kentucky American Water  
1 859 268 6324 Office  
1 859 321 9803 Cell  
keith.cartier@amwater.com

----- Forwarded by Keith L Cartier/KAWC/AWWSC on 03/12/2010 03:13 PM -----

Nick Rowe/KAWC/AWWSC  
03/12/2010 02:53 PM

To Emily A Ashworth/SERVCO/AWWSC@AWW

cc "Keith Cartier" <Keith.Cartier@amwater.com>, "Keith Cartier"  
<Keith.Cartier@amwater.com>

Subject Re: New Direct Charge Approval Process for E-CIS Support



For Ky-Keith Cartier (VP Operations), for ED (Deb Degillio)  
Emily A Ashworth

----- Original Message -----

**From:** Emily A Ashworth

**Sent:** 03/12/2010 02:45 PM EST

**To:** Adam McDonough; Doneen Hobbs; Meg Neafsey; Robert MacLean; Paul  
Townasley; Randy Moore; Frank Kartmann; Karla Teasley; John Bigelow; Kathy  
Pape; David Baker; Nick Rowe; William Varley; David Little; John Watson;  
William Walsh; Wayne Morgan

**Subject:** New Direct Charge Approval Process for E-CIS Support

Information Technology Services (ITS) will soon be implementing a new process for notification, approval, and direct charges for E-CIS support. Corporate Finance has provided guidance to ITS regarding how charges associated with work requested specifically by a given state should be allocated. Additionally, we have incorporated feedback from state leaders to improve the process by providing more visibility and authority over direct charges that affect each state. Previously, charges for E-CIS support were allocated to all states based on percentage of customer accounts. As of April 1, 2010, state specific requests for support work such as configuration changes, letters, general ledger, data repair, reporting, and queries will be billed directly to the state that submitted the work order. This process will also apply to American

Water Enterprise (AWE). In addition, requests estimated at greater than eight hours (approximately \$1,000) will require state or AWE approval before work can be started.

As part of these cost allocation changes, ITS will need to know who will be assigned to approve work orders that exceed the threshold. **By March 17<sup>th</sup>, please reply to this email with the name of a contact that will be responsible for approving work order requests for E-CIS support on behalf of your state and/or region.**

Requests made by the Service Company (needed, for example, to correct billing errors) will continue to be shared by the states and allocated by percentage of customer accounts. In addition, this new process does not apply to E-CIS enhancements. The enhancement process will remain unchanged. Enhancement requests will continue to be routed for approval through subcommittees of representatives from the business who are knowledgeable about system functionality and business process. Those groups include CSC Change Management Board for the call center, Field Enhancement Committee and SAUG (System Application User Group) for changes that impact field operations, and the IT Enhancement Committee.

In the coming weeks, we will communicate more details about the process for estimating, notifying and approving work requests for E-CIS support. For now, it is important that you provide the approval contact for your state. If you have any questions, feel free to contact Joe Pignio at (856) 782-2857. Thank you in advance for your assistance as we strive to continuously improve our service, as well as to fairly and accurately allocate expense for these services.

Emily Ashworth,  
Vice President and Chief Information Officer

Emily Ashworth  
emily.ashworth@amwater.com  
(856) 782-2875

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:33 AM -----

From: Penny Y Pohlman/CALLCTR/CORP/AWWSC  
To: hmorgan@lexingtonky.gov  
Cc: Bryan Siler/KAWC/AWWSC@AWW, Special Accounts, Takisha D Walker/KAWC/AWWSC@AWW  
Date: 03/12/2010 04:26 PM  
Subject: ON/OFF Change form\*\*\*Updated version

---

Hilori,

Please find attached an updated version of the ON/OFF/Address change form that I had sent you earlier in the day. If you have any questions, please let me know.



ON-OFF CHANGE FORM.doc

Thanks,

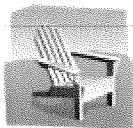
Penny Y Pohlman  
American Water  
Interim Group Supervisor  
Phone:618-792-5570  
Fax: 866-464-0232  
penny.pohlman@amwater.com

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:33 AM -----

From: Keith L Cartier/KAWC/AWWSC  
To: Bryan Siler/KAWC/AWWSC@AWW  
Cc: Takisha D Walker/KAWC/AWWSC@AWW, Paula I Squires/KAWC/AWWSC@AWW  
Date: 03/12/2010 04:56 PM  
Subject: Re: Fw: IT Requests

Bryan, Takisha,  
Please schedule a call with whoever in IT leads the wastewater / third party billing. Need to get folks on phone to discuss rather than try to address via emails. Can check with Paula for my availabilities but Monday afternoon looks good.

Keith Cartier  
Vice President, Operations  
Kentucky American Water  
1 859 268 6324 Office  
1 859 321 9803 Cell  
keith.cartier@amwater.com  
Bryan Siler/KAWC/AWWSC



Bryan Siler/KAWC/AWWSC  
03/12/2010 04:31 PM

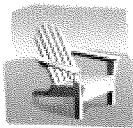
To Keith L Cartier/KAWC/AWWSC@AWW  
cc Takisha D Walker/KAWC/AWWSC@AWW  
Subject Fw: IT Requests

This is kind of the opposite. IT is placing the responsibility for the task on us. Do we charge them?

\*\*\*\*\*

Bryan Siler  
Eastern Division  
bryan.siler@amwater.com  
Phone: (859) 268-6350  
Fax: (859) 335-3350

----- Forwarded by Bryan Siler/KAWC/AWWSC on 03/12/2010 04:29 PM -----



Bryan Siler/KAWC/AWWSC  
03/12/2010 04:29 PM

To David S Derr/PAWC/AWWSC  
cc Takisha D Walker/KAWC/AWWSC@AWW  
Subject Re: IT Requests

Dave,

I can do the update once Donna transitions but would need any required access and training before I am willing to accept that responsibility.

\*\*\*\*\*

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bryan.siler@amwater.com  
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Fax: (859) 335-3350


David S Derr/PAWC/AWWSC



David S  
Derr/PAWC/AWWSC  
03/08/2010 07:46 PM

To Bryan Siler/KAWC/AWWSC@AWW

cc

Subject Re: IT Requests 

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Please provide details on the information you are manually compiling for LFUCG and we will analyze and provide alternatives for you to consider.

Please let me know if you have any questions

Thanks

David S. Derr  
Application Development Manager  
Business Application Development - Middle Office

American Water  
800 West Hershey Park Drive  
Hershey, PA 17033  
U.S.A.

Phone +1 717-520-4520  
Mobile + 1 717-572-0812  
e:mail david.derr@amwater.com

\*\*\*\*\*

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Bryan Siler

Takisha - FYI Dave - Is a monthly SQL...

03/06/2010 11:22:53 AM

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 To: Keith L Cartier/KAWC/AWWSC@AWW  
 Cc: Bryan Siler/KAWC/AWWSC@AWW, Takisha D Walker/KAWC/AWWSC@AWW  
 Date: 03/12/2010 04:57 PM  
 Subject: Re: Fw: IT Requests

Keith has availability from 12:00 p.m. - 4:00 p.m. on Monday, March 15th.

Paula I. Squires  
 Administrative Assistant  
 Operations/Governmental Affairs  
 Kentucky American Water  
 2300 Richmond Rd.  
 Lexington, KY 40502  
 paula.squires@amwater.com  
 Phone: (859) 268-6349  
 Fax: (859) 268-6327  
 www.amwater.com  
 Keith L Cartier/KAWC/AWWSC

Keith L  
 Cartier/KAWC/AWWSC  
 03/12/2010 04:56 PM

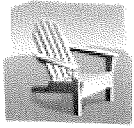
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 cc Takisha D Walker/KAWC/AWWSC@AWW, Paula I  
 Squires/KAWC/AWWSC@AWW  
 Subject Re: Fw: IT Requests

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keith.cartier@amwater.com  
Bryan Siler/KAWC/AWWSC



Bryan Siler/KAWC/AWWSC  
03/12/2010 04:31 PM

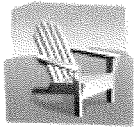
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bryan.siler@amwater.com  
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Bryan Siler/KAWC/AWWSC  
03/12/2010 04:29 PM

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David S Derr/PAWC/AWWSC



David S  
Derr/PAWC/AWWSC  
03/08/2010 07:46 PM

To Bryan Siler/KAWC/AWWSC@AWW  
cc  
Subject Re: IT Requests

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Thanks

David S. Derr  
Application Development Manager  
Business Application Development - Middle Office

American Water  
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Hershey, PA 17033  
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Phone +1 717-520-4520  
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e:mail david.derr@amwater.com

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To: Keith L Cartier/KAWC/AWWSC@AWW  
Cc: Bryan Siler/KAWC/AWWSC@AWW, Paula I Squires/KAWC/AWWSC@AWW  
Date: 03/12/2010 05:06 PM  
Subject: Re: Fw: IT Requests

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Please let me know if you have any additional questions.

Thanks

Takisha Walker  
Customer Service Advocate  
Kentucky American Water  
859-268-6313 - Office  
859-361-8981 - Mobile  
859-268-6315 - Fax  
Takisha.Walker@amwater.com  
Keith L Cartier/KAWC/AWWSC

Keith L  
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03/12/2010 04:56 PM

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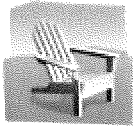
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David S Derr/PAWC/AWWSC



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03/08/2010 07:46 PM

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----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:33 AM -----

From: "Sheila Long" <slong@lexingtonky.gov>  
To: <Bryan.Siler@amwater.com>  
Date: 03/12/2010 06:50 PM  
Subject: Weekly file

|                                                                                                          |                                              |
|----------------------------------------------------------------------------------------------------------|----------------------------------------------|
| <b>SHEILA K. LONG</b>                                                                                    |                                              |
| <b>Computer Operator<br/>Division of Computer Services<br/>Lexington Fayette Urban County Government</b> | <b>200 East Main Street Lexington, Kentu</b> |
| <b><u>slong@lexingtonky.gov</u></b>                                                                      | <b>PHONE: 859.258.3334      FAX: 859.</b>    |
| <b>"To Thine Own Self Be True"      .. William Shakespeare</b>                                           |                                              |



HERC0312.TXT

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:33 AM -----

From: David S Derr/PAWC/AWWSC  
To: Bryan Siler/KAWC/AWWSC@AWW

Cc: Takisha D Walker/KAWC/AWWSC@AWW  
Date: 03/14/2010 02:18 PM  
Subject: Re: IT Requests

Bryan, you will have the access and training prior to Donna leaving. It may be ready for the 22nd.

Thanks

David S. Derr  
Application Development Manager  
Business Application Development - Middle Office

American Water  
800 West Hershey Park Drive  
Hershey, PA 17033  
U.S.A.

Phone +1 717-520-4520  
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Bryan Siler Dave, I can do the update once Donna... 03/12/2010 04:29:08 PM  
David S Derr/PAWC/AWWSC



David S  
Derr/PAWC/AWWSC  
03/08/2010 07:46 PM

To Bryan Siler/KAWC/AWWSC@AWW  
cc

Subject Re: IT Requests

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To: Bryan Siler/KAWC/AWWSC@AWW  
Cc: Keith L Cartier/KAWC/AWWSC@AWW, Takisha D Walker/KAWC/AWWSC@AWW  
Date: 03/14/2010 02:20 PM  
Subject: Re: LFUCG IT Support

Bryan, we will be transitioning the landfill updates to you prior to Donna leaving. All other requests will be supported by the Accenture team thru tickets submitted via SD Online.

Please let me know if you have any questions.

David S. Derr

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Bryan Siler      Dave, Donna Taylor does several thing...      03/12/2010 09:10:44 AM

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To: Takisha D Walker/KAWC/AWWSC@AWW  
Cc: Bryan Siler/KAWC/AWWSC@AWW, Paula I Squires/KAWC/AWWSC@AWW, Dillard Griffin/KAWC/AWWSC@AWW  
Date: 03/15/2010 08:22 AM  
Subject: Re: Fw: IT Requests

Takisha

It seems as if certain activity that IT had done is now being delegated to state ops. I want to be clear on what it is, whether we have the capability to do, or whether I need to bump up to Emily to discuss. See Dave Derr's email from yesterday. The call I would have would be with Emily or Mark Smith (listed as Dave's supv).

Keith Cartier  
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Takisha D Walker/KAWC/AWWSC



Takisha D  
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03/12/2010 05:06 PM

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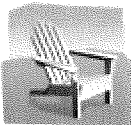
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03/06/2010 11:22:53 AM

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From: "American Water Service Desk" <awservedesk@amwater.com>  
 To: <Bryan.Siler@amwater.com>  
 Date: 03/15/2010 08:50 AM  
 Subject: Service Call Ticket 443702 in regards to "Data/Report Request" has been created.

Your Service Call has been opened, and the details of the request are listed below.

Ticket Number: 443702  
 Reported On: March 15, 2010 08:50  
 Description: Data Request Application:  
 >> Orcom/ECIS  
 If state specific, which states?  
 >> KYPR  
 Date Data is Preferred:  
 >> 3/23/10  
 Frequency of Request:  
 >> Re-Occurring  
 Re-Occurring Time Frame:  
 >> Monthly  
 Reason for Data Request:  
 >> Catch billing errors from final bills causing based on sequence not to bill.  
 Is this a modification to an existing report/query?



>> Yes

Report/Query Names:

>> LFUCG Unmatched. Donna Taylor runs this report and revenue extract. She can provide details.

Details of Data Request:

>> KAW currently runs an Unmatched report for the LFUCG each month. Donna Taylor ran this report. We need to make sure this report is ran each month going forward. It currently involves a revenue extract. It is usually ran on the 23rd of each month. Please call me or Donna Taylor for details. This is a recurring request. Thanks.

Output Format:

>> Download to file

You can now track the status of your request online at <http://sdonline>. Login with your windows username and password.

If you should have any additional questions or concerns about this ticket, please contact the Service Desk at 1.866.777.8426 Opt #1. When calling the Service Desk, please refer to ticket number 443702.

This message has been generated automatically.  
Please do not reply to this message.

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:33 AM -----

From: "American Water Service Desk" <[awservicedesk@amwater.com](mailto:awservicedesk@amwater.com)>  
To: <[Bryan.Siler@amwater.com](mailto:Bryan.Siler@amwater.com)>  
Date: 03/15/2010 08:52 AM  
Subject: Service Call Ticket 443704 in regards to "Data/Report Request" has been created.

Your Service Call has been opened, and the details of the request are listed below.

Ticket Number: 443704

Reported On: March 15, 2010 08:52

Description: Data Request Application:

>> Orcom/ECIS

If state specific, which states?

>> KYPR

Date Data is Preferred:

>> 4/1/10

Frequency of Request:

>> Re-Occurring

Re-Occurring Time Frame:

>> Monthly

Reason for Data Request:

>> LFUCG Request - at first of each month.

Is this a modification to an existing report/query?

>> Yes

Report/Query Names:

>> Donna Taylor can provide the name of this report.

Details of Data Request:

>> COM & IND usage by account.

Output Format:

>> Download to file

Additional Information:

>> LFUCG request.

You can now track the status of your request online at <http://sdonline>.  
Login with your windows username and password.


If you should have any additional questions or concerns about this ticket,  
please contact the Service Desk at 1.866.777.8426 Opt #1. When calling the  
Service Desk, please refer to ticket number 443704.

This message has been generated automatically.  
Please do not reply to this message.

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:33 AM -----

From: Aimee C Lacasse/PAWC/AWWSC  
To: Bryan Siler/KAWC/AWWSC@AWW  
Date: 03/16/2010 12:27 PM  
Subject: User approval needed- Service Request 44230

---

Bryan-  
this request is ready for user testing/approval. I am attaching a copy of the testing that I did for you to  
review. If everything is acceptable, please approve the attached QA form 

Thanks

**Service Request 44230**

Add the option UPDHRBCAN - Herbie Can Fixed Charge Update For LFUCG to the MENU path in ECIS -  
KYPR only for user group - \*FROPCSR. Add additional configuration values via WRKAPPID to list only  
the user id's within \*FROPCSR authorized to run the option. This will be Bryan Siler. The option updates  
the fixed charge quantity for the landfill fixed charge for the premises sent via a text file from LFUCG. The  
text file is placed on the IFS for processing. Any premise not found in ECIS is listed on an error report.



28471 test results.doc

Aimee Lacasse  
IT Quality Assurance  
American Water  
Office - 717-520-4534  
Fax- 717-531-3251  
[aimee.lacasse@amwater.com](mailto:aimee.lacasse@amwater.com)

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:33 AM -----

From: Bryan Siler/KAWC/AWWSC  
To: Carol A Goulstone/IS/CORP/AWWSC@AWW  
Cc: Aimee C Lacasse/PAWC/AWWSC@AWW  
Date: 03/16/2010 01:35 PM  
Subject: Fw: User approval needed- Service Request 44230

---

Is there a way to test a premise where we go from a quantity greater than zero and make it zero?

\*\*\*\*\*

Bryan Siler  
Eastern Division  
[bryan.siler@amwater.com](mailto:bryan.siler@amwater.com)


Phone: (859) 268-6350  
 Fax: (859) 335-3350

----- Forwarded by Bryan Siler/KAWC/AWWSC on 03/16/2010 01:35 PM -----

Aimee C  
 Lacasse/PAWC/AWWSC  
 03/16/2010 12:27 PM

To Bryan Siler/KAWC/AWWSC@AWW  
 cc

Subject User approval needed- Service Request 44230

Bryan-  
 this request is ready for user testing/approval. I am attaching a copy of the testing that I did for you to review. If everything is acceptable, please approve the attached QA form 

Thanks

**Service Request 44230**

Add the option UPDHRBCAN - Herbie Can Fixed Charge Update For LFUCG to the MENU path in ECIS - KYPR only for user group - \*FROPUSR. Add additional configuration values via WRKAPPID to list only the user id's within \*FROPUSR authorized to run the option. This will be Bryan Siler. The option updates the fixed charge quantity for the landfill fixed charge for the premises sent via a text file from LFUCG. The text file is placed on the IFS for processing. Any premise not found in ECIS is listed on an error report.



28471 test results.doc

Aimee Lacasse  
 IT Quality Assurance  
 American Water  
 Office - 717-520-4534  
 Fax- 717-531-3251  
 aimee.lacasse@amwater.com

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:33 AM -----

From: Carol A Goulstone/IS/CORP/AWWSC  
 To: Bryan Siler/KAWC/AWWSC@AWW  
 Cc: Aimee C Lacasse/PAWC/AWWSC@AWW  
 Date: 03/16/2010 01:53 PM  
 Subject: Re: Fw: User approval needed- Service Request 44230

Yes, you can use one of the old files on QA - make sure the premise is active - update the quantity field to 0 in the text file and run the update process.

Carol Goulstone  
 Senior Developer  
 American Water  
 717-520-4525

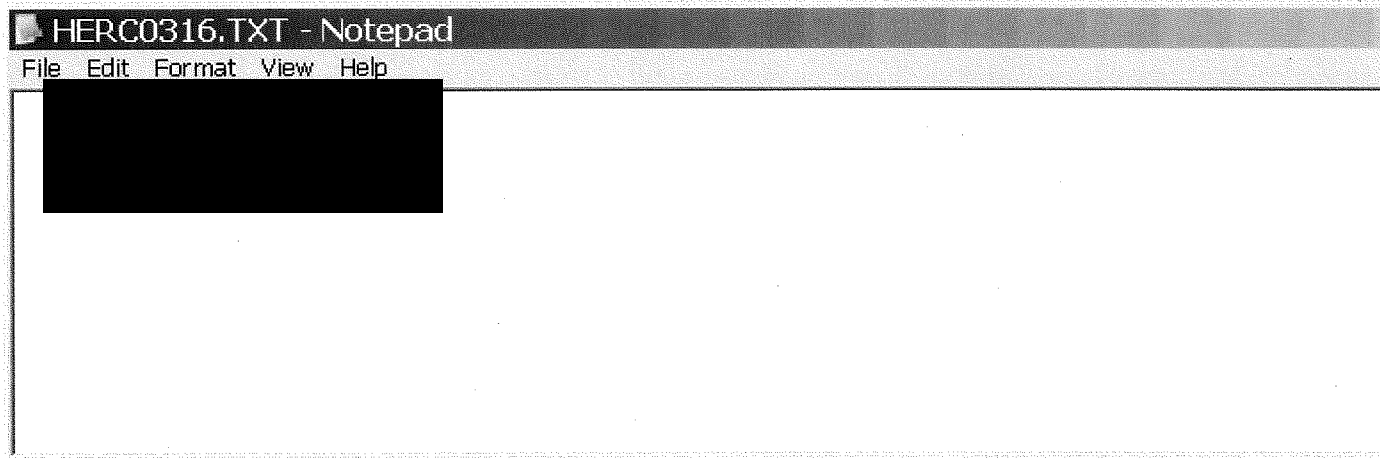
Bryan Siler Is there a way to test a premise where... 03/16/2010 01:35:52 PM

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:33 AM -----

From: Aimee C Lacasse/PAWC/AWWSC  
 To: Carol A Goulstone/IS/CORP/AWWSC@AWW  
 Cc: Bryan Siler/KAWC/AWWSC@AWW  
 Date: 03/16/2010 01:57 PM  
 Subject: Re: Fw: User approval needed- Service Request 44230

Carol-

I did a test on an active premise with 0 in the file (below). Is this what you are talking about?



Aimee Lacasse  
 IT Quality Assurance  
 American Water  
 Office - 717-520-4534  
 Fax- 717-531-3251  
 aimee.lacasse@amwater.com

Bryan Siler Did we test that scenario? \*\*\*\*\*... 03/16/2010 01:53:56 PM  
 Carol A Goulstone/IS/CORP/AWWSC



Carol A  
 Goulstone/IS/CORP/AWWS  
 C  
 03/16/2010 01:53 PM

To: Bryan Siler/KAWC/AWWSC@AWW  
 cc: Aimee C Lacasse/PAWC/AWWSC@AWW  
 Subject: Re: Fw: User approval needed- Service Request 44230

Yes, you can use one of the old files on QA - make sure the premise is active - update the quantity field to 0 in the text file and run the update process.

Carol Goulstone  
 Senior Developer  
 American Water  
 717-520-4525

Bryan Siler Is there a way to test a premise where... 03/16/2010 01:35:52 PM

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:33 AM -----

From: Carol A Goulstone/IS/CORP/AWWSC  
 To: Aimee C Lacasse/PAWC/AWWSC@AWW  
 Cc: Bryan Siler/KAWC/AWWSC@AWW  
 Date: 03/16/2010 02:02 PM  
 Subject: Re: Fw: User approval needed- Service Request 44230

---

Yes - that is what I am referring to however it does not appear this premise had the fixed charge on it in QA. You would need to add the fixed charge to this premise first - with a quantity of 1 or greater and then run this file thru again.

You can add the charge thru the FIX path. Charge code is F7M2.

Carol Goulstone  
 Senior Developer  
 American Water  
 717-520-4525

Aimee C Lacasse Carol- I did a test on an active premis... 03/16/2010 01:57:49 PM

Bryan Siler Did we test that scenario? \*\*\*\*\* ... 03/16/2010 01:53:56 PM

Carol A Goulstone/IS/CORP/AWWSC



Carol A  
 Goulstone/IS/CORP/AWWS  
 C

03/16/2010 01:53 PM

To Bryan Siler/KAWC/AWWSC@AWW

cc Aimee C Lacasse/PAWC/AWWSC@AWW

Subject Re: Fw: User approval needed- Service Request 44230

Yes, you can use one of the old files on QA - make sure the premise is active - update the quantity field to 0 in the text file and run the update process.

Carol Goulstone  
 Senior Developer  
 American Water  
 717-520-4525

Bryan Siler Is there a way to test a premise where... 03/16/2010 01:35:52 PM

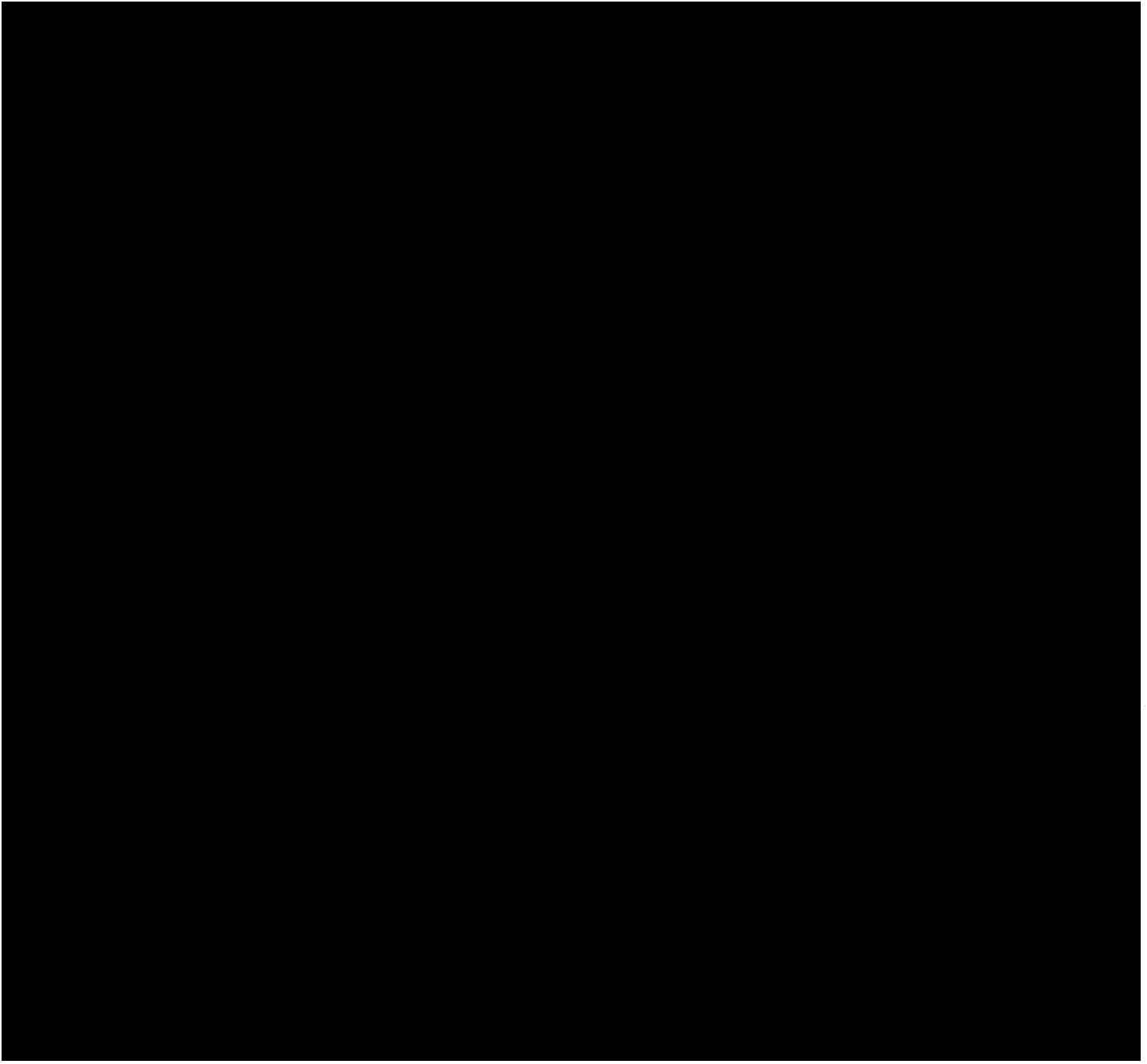
----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:33 AM -----

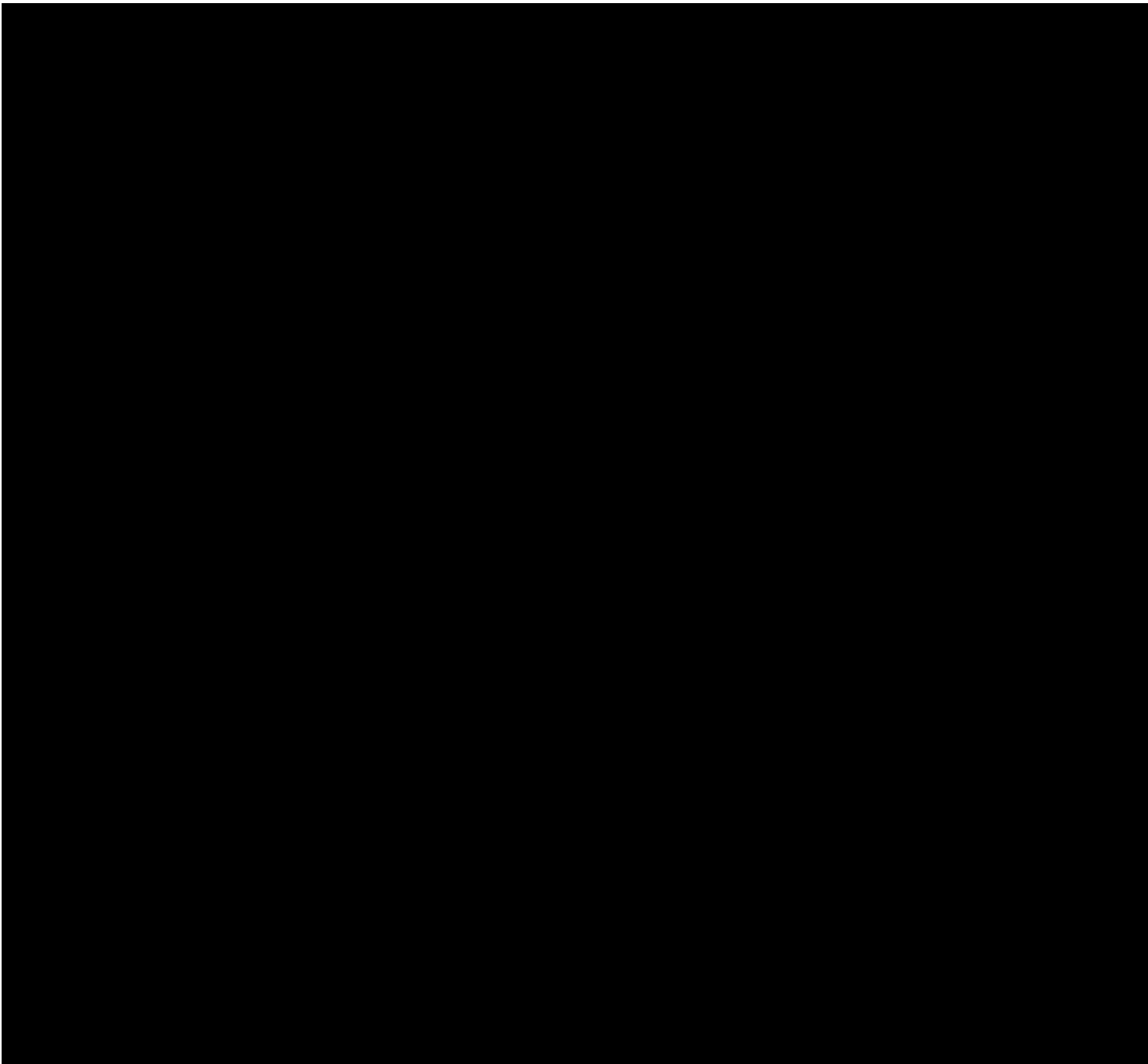
From: Aimee C Lacasse/PAWC/AWWSC  
 To: Bryan Siler/KAWC/AWWSC@AWW  
 Date: 03/16/2010 02:13 PM  
 Subject: Fw: User approval needed- Service Request 44230

---

Brian-

Here is the account with a fixed charge added. I then ran the file through again with the zero.





Aimee Lacasse  
IT Quality Assurance  
American Water  
Office - 717-520-4534  
Fax- 717-531-3251  
aimee.lacasse@amwater.com

----- Forwarded by Aimee C Lacasse/PAWC/AWWSC on 03/16/2010 02:11 PM -----




Carol A  
Goulstone/IS/CORP/AWWS  
C

03/16/2010 02:02 PM

To Aimee C Lacasse/PAWC/AWWSC@AWW

cc Bryan Siler/KAWC/AWWSC@AWW

Subject Re: Fw: User approval needed- Service Request 44230 

Yes - that is what I am referring to however it does not appear this premise had the fixed charge on it in QA. You would need to add the fixed charge to this premise first - with a quantity of 1 or greater and then run this file thru again.

You can add the charge thru the FIX path. Charge code is F7M2.

Carol Goulstone  
Senior Developer  
American Water  
717-520-4525

|                 |                                            |                        |
|-----------------|--------------------------------------------|------------------------|
| Aimee C Lacasse | Carol- I did a test on an active premis... | 03/16/2010 01:57:49 PM |
| Bryan Siler     | Did we test that scenario? *****...        | 03/16/2010 01:53:56 PM |

Carol A Goulstone/IS/CORP/AWWSC




Carol A  
Goulstone/IS/CORP/AWWS  
C

03/16/2010 01:53 PM

To Bryan Siler/KAWC/AWWSC@AWW

cc Aimee C Lacasse/PAWC/AWWSC@AWW

Subject Re: Fw: User approval needed- Service Request 44230 

Yes, you can use one of the old files on QA - make sure the premise is active - update the quantity field to 0 in the text file and run the update process.

Carol Goulstone  
Senior Developer  
American Water  
717-520-4525

|             |                                           |                        |
|-------------|-------------------------------------------|------------------------|
| Bryan Siler | Is there a way to test a premise where... | 03/16/2010 01:35:52 PM |
|-------------|-------------------------------------------|------------------------|

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:33 AM -----

From: "American Water Service Desk" <awservicedesk@amwater.com>  
To: <Bryan.Siler@amwater.com>  
Date: 03/16/2010 02:26 PM  
Subject: Service Call Ticket 444187 in regards to "General Service Request V2" has been created.

Your Service Call has been opened, and the details of the request are listed below.

Ticket Number: 444187  
Reported On: March 16, 2010 14:26  
Description: Process/Application:  
>> Process Not Listed (as defined above)  
Service Request Detail:  
>> Need password reset on ORCOM test environment.



You can now track the status of your request online at <http://sdonline>.  
Login with your windows username and password.


If you should have any additional questions or concerns about this ticket,  
please contact the Service Desk at 1.866.777.8426 Opt #1. When calling the  
Service Desk, please refer to ticket number 444187.

This message has been generated automatically.  
Please do not reply to this message.

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:33 AM -----

From: Aimee C Lacasse/PAWC/AWWSC  
To: Bryan Siler/KAWC/AWWSC@AWW  
Date: 03/16/2010 02:31 PM  
Subject: Action required: Approval for Service Request# 442230

Your Service Request# 442230 has been completed by IT. We need your approval to move  
to production.

Please click on the following link and select 'Edit Document' to indicate your approval or  
rejection. ==> 

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:33 AM -----

From: "Candice Deininger" <cdeining@lexingtonky.gov>  
To: <Bryan.Siler@amwater.com>  
Date: 03/16/2010 02:56 PM  
Subject: RE: Request To Apply [REDACTED] Sewer User and Extra-Strength Charges

You're correct . . . I didn't get them from Water Quality until very  
late in February, so they probably didn't get posted until March . . .

Candice Deininger  
Revenue Supervisor  
LFUCG Division of Revenue  
200 East Main Street  
Lexington, KY 40507  
859-258-3364  
cdeining@lexingtonky.gov

-----Original Message-----

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]  
Sent: Tuesday, March 16, 2010 2:54 PM  
To: Candice Deininger  
Subject: Re: Request To Apply [REDACTED] Sewer User  
and Extra-Strength Charges

I didn't see many Exclusions in February? I only saw 5 [REDACTED]  
and [REDACTED]

[REDACTED] and didn't see any that affected taxes.

\*\*\*\*\*

Bryan Siler  
Eastern Division  
bryan.siler@amwater.com

Phone: (859) 268-6350  
Fax: (859) 335-3350

"Candice  
Deininger"  
<cdeining@lexingt  
To onky.gov> <specialaccts@amwater.com>  
cc 03/16/2010 02:42 <Bryan.Siler@amwater.com>,  
"Richard PM Lamey" <richard@lexingtonky.gov>,  
"Jose Rincon"  
<jrincon@lexingtonky.gov>, "Lynne  
Cross" <ccross@lexingtonky.gov>  
Subject Request To Apply [REDACTED]  
and [REDACTED] Sewer User  
Extra-Strength Charges

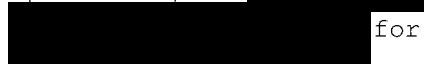
Good afternoon. Please apply the following sewer user and  
extra-strength  
charges for the month of January to the account for [REDACTED]

[REDACTED] Thank you and have a good evening!

Re:



Please charge



for

their January 2010  
sanitary sewer  
(wastewater) use of  
95,021 cf

-----  
\$ 4,104.91 Sewer User Charge

-----  
\$ 133.95 Extra-Strength Charge

-----  
\$ 4,238.86 Total Sewer Charge for January 2010 | |

Candice Deininger  
Revenue Supervisor  
LFUCG Division of Revenue  
200 East Main Street  
Lexington, KY 40507  
859-258-3364  
cdeining@lexingtonky.gov

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:33 AM -----

From: Dale S Graham/SHARVCS/AWWSC  
To: Bryan Siler/KAWC/AWWSC@AWW, cdeining@lfucg.com, khicks@lfucg.com, Takiyah E Myatt/SHARVCS/AWWSC@AWW  
Date: 03/17/2010 09:13 AM  
Subject: LFUCG 2-10

Sewer & Landfill billing.



3029\_001.pdf

Thanks,

Dale Graham  
 SSC Cash Operations  
 American Water Shared Services Center  
 131 Woodcrest Rd  
 Cherry Hill, NJ 08003  
 Phone: (856)-310-5796  
 Fax: (856)-672-2873  
 Dale.Graham@amwater.com

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:33 AM -----

From: Carol A Goulstone/IS/CORP/AWWSC  
 To: Bryan Siler/KAWC/AWWSC@AWW  
 Cc: David S Derr/PAWC/AWWSC@AWW, Takisha D Walker/KAWC/AWWSC@AWW  
 Date: 03/18/2010 07:16 PM  
 Subject: Re: LFUCG Queries

I will review the attached list to determine if the information is available thru Online Account Manager by April 2nd.

Please let me know if you have any questions.

Carol Goulstone  
 Senior Developer  
 American Water  
 717-520-4525

Bryan Siler Dave, Here is a list of the queries (midd... 03/18/2010 09:18:00 AM

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:33 AM -----

From: "Sheila Long" <slong@lexingtonky.gov>  
 To: <Bryan.Siler@amwater.com>  
 Date: 03/22/2010 01:06 PM  
 Subject: file for week.

**SHEILA K. LONG**

**Computer Operator  
 Division of Computer Services  
 Lexington Fayette Urban County Government**

**200 East Main Street Lexington, Kentu**

**slong@lexingtonky.gov**

**PHONE: 859.258.3334 FAX: 859.**

"To Thine Own Self Be True" .. William Shakespeare



HERC0322.TXT

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:33 AM -----

From: "American Water Service Desk" <awservicedesk@amwater.com>  
 To: <Bryan.Siler@amwater.com>  
 Date: 03/23/2010 12:13 PM  
 Subject: Service Call Ticket 442230 in regards to "Currently, we run a weekly process to update the LFUCG Landfill fixed charge qua" has been closed.

Your Service Call reported to us, has been closed. Details below:

Ticket Number:442230  
 Reported on March 6, 2010 11:13  
 Description: Process/Application:  
 >> ECIS  
 ECIS Functions:  
 >> Billing  
 Select Function Area:  
 =====  
 ECIS - Billing

Service Request Detail:

>> Currently, we run a weekly process to update the LFUCG Landfill fixed charge quantities. Donna Taylor does this now but is transitioning out of her current job. We will need to seamlessly transition this task to the person who will be doing this once she has made her transition. This is a weekly file usually received on Mondays and affects billing so it will need to be processed in a timely manner. We have been completing this task for years so it is a well established process and should be easy to transition. Please let me know who to send the file to as of March 22nd so we can all work together to transition this task. Thanks.

Solution: 3-16-10 - CAG - CIR submitted to QA

3/11/10 DSD - Carol, please add the landfill update process to the menu path and provide Bryan Siler with instructions to execute.

#### State Level Values

Note: The values in this screen replace the Default Values

|                           |   |           |                                    |
|---------------------------|---|-----------|------------------------------------|
| Application ID            | : | ECIS      | Electronic Customer Inquiry System |
| Application Component     | : | UPDHRBCAN | Herbie Can File Upload             |
| Selection Field           | : | AUTHUSERS | Authorized Process Users           |
| Type choices, press Enter |   |           |                                    |
|                           |   | 2=Edit    | 3=Copy To Other States             |
|                           |   | 4=Delete  | 12=Work with Related Data          |
|                           |   | AUTHUSERS | Field Value                        |
| Opt Value                 |   | GOULSTCA  | Description                        |
|                           |   | SILERBV   | Carol Goulstone                    |
|                           |   |           | Bryan Siler                        |

App Id . . . . . UPDHRBCAN  
 Component Id . . . . . UPDHRBCAN  
 Config Keyword . . . . . IFSPATH  
 Org Unit Number . . . . . 20  
 Config Value . . . . . /DATA/KAWC/LFUCG/

You can now track the status of your request online at <http://sdonline>. Just click on the "View Existing Requests" link, and then login with your windows username and password.

If this issue has been closed incorrectly, please contact the Service Desk at 1.866.777.8426 option #1

We at the AW Service Desk are committed to providing a high level of customer service to our internal customers. To accomplish this goal, we need your honest feedback. Please take a few minutes and complete the survey.

<http://www.zoomerang.com/Survey/?p=WEB22AAMA6ANNH>

This message has been generated automatically.  
 Please do not reply to this message.

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:33 AM -----

From: Carol A Goulstone/IS/CORP/AWWSC  
 To: Bryan Siler/KAWC/AWWSC@AWW  
 Cc: David S Derr/PAWC/AWWSC@AWW, Takisha D Walker/KAWC/AWWSC@AWW  
 Date: 03/31/2010 10:43 AM  
 Subject: Re: LFUCG Queries

Attached is the spreadsheet for the LFUCG Queries - I have indicated whether or not the information is available via Online Account Manager. Please review and let me know if you have any questions.



LFUCG Billing Reports.xls

Carol Goulstone  
 Senior Developer  
 American Water  
 717-520-4525

Bryan Siler From: Bryan Siler/KAWC/AWWSC To:... 03/18/2010 09:18:00 AM

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:33 AM -----

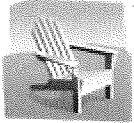
From: Kimberly M Nye/CONSULT/AWWSC  
 To: Bryan Siler/KAWC/AWWSC@AWW  
 Cc: Takisha D Walker/KAWC/AWWSC@AWW  
 Date: 04/01/2010 02:44 PM  
 Subject: Re: Service Ticket 443704 - LFUCG Request - at first of each month.

Unfortunately, yes we will need a ticket each month. I definitely agree that it would be a lot easier if they just used the OAM data. It should have all of the information that they are looking for.

Thanks,

Kim Nye  
856-782-2853

Bryan Siler/KAWC/AWWSC



Bryan Siler/KAWC/AWWSC

04/01/2010 02:29 PM

To Kimberly M Nye/CONSULT/AWWSC@AWW

cc Takisha D Walker/KAWC/AWWSC@AWW

Subject Re: Service Ticket 443704 - LFUCG Request - at first of each month.

I will pass this on. Will a ticket be needed each month? I was hoping they could simply use the OAM data.

\*\*\*\*\*

Bryan Siler  
Eastern Division  
bryan.siler@amwater.com  
Phone: (859) 268-6350  
Fax: (859) 335-3350

Kimberly M Nye/CONSULT/AWWSC

Kimberly M  
Nye/CONSULT/AWWSC

04/01/2010 02:15 PM

To Bryan Siler/KAWC/AWWSC@AWW

cc

Subject Service Ticket 443704 - LFUCG Request - at first of each month.

Hi Bryan,  
Attached is the spreadsheet that you request for LFUCG Commercial and Industrial usage by account.  
Please review this and let me know what you think.  
Thanks,  
Kim Nye  
856-782-2853

[attachment "WO 357576.xls" deleted by Bryan Siler/KAWC/AWWSC]

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:33 AM -----

From: Bryan Siler/KAWC/AWWSC  
To: Kimberly M Nye/CONSULT/AWWSC@AWW  
Cc: Takisha D Walker/KAWC/AWWSC@AWW  
Date: 04/01/2010 02:46 PM  
Subject: Re: Service Ticket 443704 - LFUCG Request - at first of each month.

Can you tell how that query is different from what is on the OAM? We're definitely trying to move in the OAM direction... Thanks.

\*\*\*\*\*

Bryan Siler  
Eastern Division  
bryan.siler@amwater.com  
Phone: (859) 268-6350  
Fax: (859) 335-3350

Kimberly M Nye/CONSULT/AWWSC

Kimberly M  
Nye/CONSULT/AWWSC  
04/01/2010 02:44 PM

To Bryan Siler/KAWC/AWWSC@AWW  
cc Takisha D Walker/KAWC/AWWSC@AWW  
Subject Re: Service Ticket 443704 - LFUCG Request - at first of each month.

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Kim Nye  
856-782-2853

Bryan Siler/KAWC/AWWSC



Bryan Siler/KAWC/AWWSC  
04/01/2010 02:29 PM

To Kimberly M Nye/CONSULT/AWWSC@AWW  
cc Takisha D Walker/KAWC/AWWSC@AWW  
Subject Re: Service Ticket 443704 - LFUCG Request - at first of each month.

I will pass this on. Will a ticket be needed each month? I was hoping they could simply use the OAM data.

\*\*\*\*\*

Bryan Siler  
Eastern Division  
bryan.siler@amwater.com  
Phone: (859) 268-6350  
Fax: (859) 335-3350

Kimberly M Nye/CONSULT/AWWSC



Kimberly M  
Nye/CONSULT/AWWSC  
04/01/2010 02:15 PM

To Bryan Siler/KAWC/AWWSC@AWW  
cc  
Subject Service Ticket 443704 - LFUCG Request - at first of each month.

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Kim Nye  
856-782-2853

[attachment "WO 357576.xls" deleted by Bryan Siler/KAWC/AWWSC]

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:33 AM -----

From: "Sheila Long" <slong@lexingtonky.gov>  
To: <Bryan.Siler@amwater.com>  
Date: 04/02/2010 06:31 PM  
Subject: weekly file - No Errors

|                                                                                                          |                                                 |
|----------------------------------------------------------------------------------------------------------|-------------------------------------------------|
| <b>SHEILA K. LONG</b>                                                                                    |                                                 |
| <b>Computer Operator<br/>Division of Computer Services<br/>Lexington Fayette Urban County Government</b> | <b>200 East Main Street Lexington, Kentucky</b> |
| <b>slong@lexingtonky.gov</b>                                                                             | <b>PHONE: 859.258.3334 FAX: 859.</b>            |
| <b>"To Thine Own Self Be True" ... William Shakespeare</b>                                               |                                                 |



HERC0401.TXT

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:32 AM -----

From: "Cecily Chan" <cecilyc@lexingtonky.gov>  
To: <Bryan.Siler@amwater.com>  
Cc: "Mary Fister" <mfister@lexingtonky.gov>, "James Hoskins" <jhoskins@lexingtonky.gov>, "Candice Deining" <cdeining@lexingtonky.gov>  
Date: 04/05/2010 09:48 AM  
Subject: RE: Sewers/Landfill/Water Quality monthly report

Bryan,

We have been struggling getting the reports from you for the past several months; this has been affecting our month end closing. Water Quality Management fees started the later part of January, which we have not been getting the report from you and we really need this report to catch up.

Please work with us by providing the monthly report to us on the 5<sup>th</sup> of the month. Thanks!

*Cecily Chan*  
Accountant Sr.  
Division of Accounting  
(859) 258-3318  
[cecilyc@lexingtonky.gov](mailto:cecilyc@lexingtonky.gov)

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:32 AM -----

From: "Mary Fister" <mfister@lexingtonky.gov>  
To: "Cecily Chan" <cecilyc@lexingtonky.gov>, <Bryan.Siler@amwater.com>  
Cc: "James Hoskins" <jhoskins@lexingtonky.gov>, "Candice Deininger" <cdeining@lexingtonky.gov>  
Date: 04/05/2010 10:27 AM  
Subject: RE: RE: Sewers/Landfill/Water Quality monthly report

---

Bryan,

Thanks in advance for your help.

Mary Fister-Tucker  
Director of Accounting

**From:** Cecily Chan  
**Sent:** Monday, April 05, 2010 9:48 AM  
**To:** 'Bryan.Siler@amwater.com'  
**Cc:** Mary Fister; James Hoskins; Candice Deininger  
**Subject:** RE: Sewers/Landfill/Water Quality monthly report

Bryan,

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*Cecily Chan*  
Accountant Sr.  
Division of Accounting  
(859) 258-3318  
[cecilyc@lexingtonky.gov](mailto:cecilyc@lexingtonky.gov)

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:32 AM -----

From: Bryan Siler/KAWC/AWWSC  
 To: "Cecily Chan" <cecilyc@lexingtonky.gov>@AWX  
 Cc: "Candice Deininger" <cdeining@lexingtonky.gov>, "James Hoskins" <jhoskins@lexingtonky.gov>, "Mary Fister" <mfister@lexingtonky.gov>, Takisha D Walker/KAWC/AWWSC@AWW  
 Date: 04/05/2010 10:56 AM  
 Subject: RE: Sewers/Landfill/Water Quality monthly report

---

Cecily,

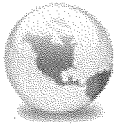
I am unaware of you not receiving a needed report each month. Please let me know which report you need and are not receiving. Feel free to give me a call so we can discuss this. I am concerned that you do not have information you need.

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\*\*\*\*\*

Bryan Siler  
 Eastern Division  
 bryan.siler@amwater.com  
 Phone: (859) 268-6350  
 Fax: (859) 335-3350

"Cecily Chan" <cecilyc@lexingtonky.gov>



"Cecily Chan"  
 <cecilyc@lexingtonky.gov>  
 04/05/2010 09:48 AM

To <Bryan.Siler@amwater.com>  
 cc "Mary Fister" <mfister@lexingtonky.gov>, "James Hoskins" <jhoskins@lexingtonky.gov>, "Candice Deininger" <cdeining@lexingtonky.gov>  
 Subject RE: Sewers/Landfill/Water Quality monthly report

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*Cecily Chan*  
 Accountant Sr.  
 Division of Accounting  
 (859) 258-3318

[cecilyc@lexingtonky.gov](mailto:cecilyc@lexingtonky.gov)

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From: "Cecily Chan" <[cecilyc@lexingtonky.gov](mailto:cecilyc@lexingtonky.gov)>  
 To: <[Bryan.Siler@amwater.com](mailto:Bryan.Siler@amwater.com)>  
 Cc: "Mary Fister" <[mfister@lexingtonky.gov](mailto:mfister@lexingtonky.gov)>, "James Hoskins" <[jhoskins@lexingtonky.gov](mailto:jhoskins@lexingtonky.gov)>, "Candice Deininger" <[cdeining@lexingtonky.gov](mailto:cdeining@lexingtonky.gov)>  
 Date: 04/05/2010 11:02 AM  
 Subject: RE: Sewers/Landfill/Water Quality monthly report

---

Water Quality Management fee (storm water) report is the one that we started collecting fee and have not been getting the report. We have been getting the Sewers and Landfill reports later than normal.

We can manage it as long as we can get all reports no later than the 5th business day of each month. For April, the 5th business day is Wednesday, April 7, Good Friday is counted as a business day to us.

Thanks!

Cecily Chan  
 Accountant Sr.  
 Division of Accounting  
 (859) 258-3318  
[cecilyc@lexingtonky.gov](mailto:cecilyc@lexingtonky.gov)

-----Original Message-----

From: [Bryan.Siler@amwater.com](mailto:Bryan.Siler@amwater.com) [[mailto:Bryan.Siler@amwater.com](mailto:mailto:Bryan.Siler@amwater.com)]  
 Sent: Monday, April 05, 2010 10:56 AM  
 To: Cecily Chan  
 Cc: Candice Deininger; James Hoskins; Mary Fister; [Takisha.Walker@amwater.com](mailto:Takisha.Walker@amwater.com)  
 Subject: RE: Sewers/Landfill/Water Quality monthly report

Cecily,

I am unaware of you not receiving a needed report each month. Please let me know which report you need and are not receiving. Feel free to give me a call so we can discuss this. I am concerned that you do not have information you need.

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\*\*\*\*\*

Bryan Siler  
 Eastern Division  
[bryan.siler@amwater.com](mailto:bryan.siler@amwater.com)  
 Phone: (859) 268-6350

Fax: (859) 335-3350

"Cecily Chan"  
<cecilyc@lexingto  
nky.gov>  
To <Bryan.Siler@amwater.com>  
04/05/2010 09:48  
cc AM "Mary Fister"  
<mfister@lexingtonky.gov>, "James  
Hoskins"  
<jhoskins@lexingtonky.gov>,  
"Candice Deininger"  
<cdeining@lexingtonky.gov>  
Subject RE: Sewers/Landfill/Water Quality  
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the  
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Accountant Sr.  
Division of Accounting  
(859) 258-3318  
cecilyc@lexingtonky.gov

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From: Bryan Siler/KAWC/AWWSC  
To: "Cecily Chan" <cecilyc@lexingtonky.gov>@AWX  
Cc: "Candice Deininger" <cdeining@lexingtonky.gov>, "James Hoskins" <jhoskins@lexingtonky.gov>, "Mary Fister" <mfister@lexingtonky.gov>, Takisha D Walker/KAWC/AWWSC@AWW  
Date: 04/05/2010 11:25 AM  
Subject: RE: Sewers/Landfill/Water Quality monthly report

Cecily,

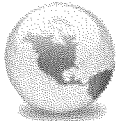
Again, specifically, which report are you not receiving? Can you send me a copy of the sewer or landfill report that you would like for the Water Quality Management Fee?

Thanks.

\*\*\*\*\*

Bryan Siler  
Eastern Division  
bryan.siler@amwater.com  
Phone: (859) 268-6350  
Fax: (859) 335-3350

"Cecily Chan" <cecilyc@lexingtonky.gov>



"Cecily Chan"  
<cecilyc@lexingtonky.gov>  
04/05/2010 11:02 AM

To <Bryan.Siler@amwater.com>  
cc "Mary Fister" <mfister@lexingtonky.gov>, "James Hoskins" <jhoskins@lexingtonky.gov>, "Candice Deininger" <cdeining@lexingtonky.gov>  
Subject RE: Sewers/Landfill/Water Quality monthly report

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Thanks!

Cecily Chan  
 Accountant Sr.  
 Division of Accounting  
 (859) 258-3318  
 cecilyc@lexingtonky.gov

-----Original Message-----

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]  
 Sent: Monday, April 05, 2010 10:56 AM  
 To: Cecily Chan  
 Cc: Candice Deininger; James Hoskins; Mary Fister;  
 Takisha.Walker@amwater.com  
 Subject: RE: Sewers/Landfill/Water Quality monthly report

Cecily,

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\*\*\*\*\*

Bryan Siler  
 Eastern Division  
 bryan.siler@amwater.com  
 Phone: (859) 268-6350  
 Fax: (859) 335-3350

"Cecily Chan"

<cecilyc@lexingto  
 nky.gov>

To

<Bryan.Siler@amwater.com>

04/05/2010 09:48

cc

AM

"Mary Fister"

<mfister@lexingtonky.gov>, "James  
 Hoskins"

<jhoskins@lexingtonky.gov>,

"Candice Deininger"

<cdeining@lexingtonky.gov>

Subject

RE: Sewers/Landfill/Water Quality

monthly report

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Cecily Chan  
Accountant Sr.  
Division of Accounting  
(859) 258-3318  
cecilyc@lexingtonky.gov

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:32 AM -----

From: "Candice Deininger" <cdeining@lexingtonky.gov>  
To: <Bryan.Siler@amwater.com>  
Cc: <Takisha.Walker@amwater.com>, "Scott Dickison" <sdickison@lexingtonky.gov>  
Date: 04/06/2010 08:47 AM  
Subject: Geocoded File for March 2010

---



Good morning, Bryan – and a lovely morning it is!! Attached is the geocoded file I just received from Scott for the March 2010 new services. Have a good day and thank you!

Candice Deininger  
Revenue Supervisor  
LFUCG Division of Revenue  
200 East Main Street  
Lexington, KY 40507  
859-258-3364  
cdeining@lexingtonky.gov



ONSET-NEW TAPS FOR MARCH 2010.xls

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:32 AM -----

From: "Candice Deininger" <cdeining@lexingtonky.gov>  
To: <Bryan.Siler@amwater.com>  
Cc: <Takisha.Walker@amwater.com>, "Sheila Powell" <sheilap@lexingtonky.gov>  
Date: 04/06/2010 08:56 AM  
Subject: 30% Discount Coding

---

Good morning, Bryan. Attached is the most recent file from Adult Services listing clients eligible for the 30% discount for sewer and the WQMF. If you have any questions, kindly contact Sheila. Thank you!

Candice Deininger  
Revenue Supervisor  
LFUCG Division of Revenue  
200 East Main Street  
Lexington, KY 40507  
859-258-3364  
cdeining@lexingtonky.gov



Friday April 2 2010 (2).xls

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:32 AM -----

From: "Cecily Chan" <cecilyc@lexingtonky.gov>  
To: <Bryan.Siler@amwater.com>  
Cc: "Mary Fister" <mfister@lexingtonky.gov>, "James Hoskins" <jhoskins@lexingtonky.gov>, "Candice Deininger" <cdeining@lexingtonky.gov>  
Date: 04/07/2010 10:26 AM  
Subject: RE: Sewers/Landfill/Water Quality monthly report

---

Bryan,

As discussed previously, please provide Sewers/Landfill and Water Quality reports in detail in a timely manner which includes revenue and aging reports. Can we expecting these reports today, April 7th?

Cecily

-----Original Message-----

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]  
 Sent: Wednesday, April 07, 2010 10:02 AM  
 To: Cecily Chan  
 Cc: James Hoskins; Mary Fister; Takisha.Walker@amwater.com  
 Subject: RE: Sewers/Landfill/Water Quality monthly report

Cecily,

The sample report you sent me will take some time to set up. I can easily provide the data though. If there is an amount you need I can send you the actual numbers. That would be quicker.

As far as the aging reports are concerned, they are available on the online account manager. If you do not have access I will gladly walk you through it. Just let me know.

\*\*\*\*\*

Bryan Siler  
 Eastern Division  
 bryan.siler@amwater.com  
 Phone: (859) 268-6350  
 Fax: (859) 335-3350

---

"Cecily Chan"  
 <cecilyc@lexingto  
 nky.gov>  
 To <Bryan.Siler@amwater.com>  
 04/05/2010 01:34  
 cc PM "Mary Fister"  
 <mfister@lexingtonky.gov>, "James  
 Hoskins"  
 <jhoskins@lexingtonky.gov>  
 Subject RE: Sewers/Landfill/Water Quality  
 monthly report

Bryan,

Let me make a correction to my previous e-mail concerning the month-end report, in addition to the sample revenue report we also need aging report for Sewers, Landfill and Water Quality from Kentucky American.

Thanks again!

Cecily Chan  
Accountant Sr.  
Division of Accounting  
(859) 258-3318  
cecilyc@lexingtonky.gov

-----Original Message-----

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]  
Sent: Monday, April 05, 2010 11:26 AM  
To: Cecily Chan  
Cc: Candice Deininger; James Hoskins; Mary Fister;  
Takisha.Walker@amwater.com  
Subject: RE: Sewers/Landfill/Water Quality monthly report

Cecily,

Again, specifically, which report are you not receiving? Can you send me a copy of the sewer or landfill report that you would like for the Water Quality Management Fee?

Thanks.

\*\*\*\*\*

Bryan Siler  
Eastern Division  
bryan.siler@amwater.com  
Phone: (859) 268-6350  
Fax: (859) 335-3350

"Cecily Chan"  
<cecilyc@lexingto  
nky.gov>

To

<Bryan.Siler@amwater.com>

04/05/2010 11:02  
cc AM "Mary Fister"  
<mfister@lexingtonky.gov>, "James  
Hoskins"  
<jhoskins@lexingtonky.gov>,  
"Candice Deininger"  
<cdeining@lexingtonky.gov>

Subject RE: Sewers/Landfill/Water Quality  
monthly report

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Thanks!

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Division of Accounting  
(859) 258-3318  
cecilyc@lexingtonky.gov

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From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]  
Sent: Monday, April 05, 2010 10:56 AM  
To: Cecily Chan  
Cc: Candice Deininger; James Hoskins; Mary Fister;  
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Subject: RE: Sewers/Landfill/Water Quality monthly report

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 Eastern Division  
 bryan.siler@amwater.com  
 Phone: (859) 268-6350  
 Fax: (859) 335-3350

"Cecily Chan"

<cecilyc@lexingto

nky.gov>

To

<Bryan.Siler@amwater.com>

04/05/2010 09:48

cc

AM

"Mary Fister"

<mfister@lexingtonky.gov>, "James

Hoskins"

<jhoskins@lexingtonky.gov>,

"Candice Deininger"

<cdeining@lexingtonky.gov>

Subject

RE: Sewers/Landfill/Water Quality  
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To: <Bryan.Siler@amwater.com>  
Cc: "Mary Fister" <mfister@lexingtonky.gov>, "James Hoskins" <jhoskins@lexingtonky.gov>, "Candice Deininger" <cdeining@lexingtonky.gov>  
Date: 04/09/2010 08:45 AM  
Subject: RE: March Reports

---

Thank you for the reports, please also forward the aging reports.

We appreciate you work with us, please always forward us both revenue and aging reports no later than 5 business day following the month end. Thanks!

Cecily

-----Original Message-----

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]  
Sent: Thursday, April 08, 2010 7:01 PM  
To: Candice Deininger; Rhonda Hicks; Deborah Gerardi;

Rachel.Cole@amwater.com; Mary Fister; William O'Mara; Kathleen Hicks;  
Lori Vahle; Stephen Mulligan; Takisha.Walker@amwater.com; James Hoskins;  
Cecily Chan  
Subject: March Reports

Hello,

Attached are the sewer, landfill and water quality management fee  
monthly reports for your review. There were 2 OPA accounts that were  
billed taxes.  
These will be corrected.

Please let me know if you have any questions.

Thank you.

(See attached file: LFUCG Sewer and Landfill\_March 2010 rev.xls)

\*\*\*\*\*

Bryan Siler  
Southeast Region  
bryan.siler@amwater.com  
Phone: (859) 268-6350  
Fax: (859) 335-3350

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:32 AM -----

From: Bryan Siler/KAWC/AWWSC  
To: "Cecily Chan" <cecilyc@lexingtonky.gov>@AWX  
Cc: "Candice Deininger" <cdeining@lexingtonky.gov>, "James Hoskins" <jhoskins@lexingtonky.gov>,  
"Mary Fister" <mfister@lexingtonky.gov>, Takisha D Walker/KAWC/AWWSC@AWW  
Date: 04/09/2010 09:27 AM  
Subject: RE: March Reports

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Cecily,

The aging reports are available on the Online Account Manager. All of the OAM reports are available on  
Day +2. If you do not have access I can help you get set up.

After speaking to Candice, I am changing the order of the items I provide and can get the tax information  
to you much sooner. We are also working to make these queries available on the OAM. The OAM is the  
best tool to get this data to you as quickly and effectively as possible.

Let me know if you have any questions.

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Bryan Siler  
Eastern Division  
bryan.siler@amwater.com  
Phone: (859) 268-6350  
Fax: (859) 335-3350

"Cecily Chan" <cecilyc@lexingtonky.gov>



"Cecily Chan"  
 <cecilyc@lexingtonky.gov>  
 04/09/2010 08:45 AM

To <Bryan.Siler@amwater.com>  
 cc "Mary Fister" <mfister@lexingtonky.gov>, "James Hoskins"  
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 To: Candice Deininger; Rhonda Hicks; Deborah Gerardi;  
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(See attached file: LFUCG Sewer and Landfill\_March 2010 rev.xls)

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Bryan Siler  
 Southeast Region  
 bryan.siler@amwater.com  
 Phone: (859) 268-6350  
 Fax: (859) 335-3350

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:32 AM -----

From: "Candice Deininger" <cdeining@lexingtonky.gov>  
 To: <Bryan.Siler@amwater.com>  
 Date: 04/09/2010 09:39 AM  
 Subject: RE: March Reports

So, is it the expectation that LFUCG personnel will need to use OAM



reports/queries to gather the needed information that has been historically reported in the format of the month-end reports? Sorry . . . I'm a little confused . . .

Candice Deininger  
Revenue Supervisor  
LFUCG Division of Revenue  
200 East Main Street  
Lexington, KY 40507  
859-258-3364  
cdeining@lexingtonky.gov

-----Original Message-----

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]  
Sent: Friday, April 09, 2010 9:28 AM  
To: Cecily Chan  
Cc: Candice Deininger; James Hoskins; Mary Fister; Takisha.Walker@amwater.com  
Subject: RE: March Reports

Cecily,

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Eastern Division  
bryan.siler@amwater.com  
Phone: (859) 268-6350  
Fax: (859) 335-3350

"Cecily Chan"

<cecilyc@lexingto

nky.gov>

To

<Bryan.Siler@amwater.com>

04/09/2010 08:45

cc

AM

"Mary Fister"

<mfister@lexingtonky.gov>, "James  
Hoskins"

<jhoskins@lexingtonky.gov>,

"Candice Deininger"

<cdeining@lexingtonky.gov>

Subject

RE: March Reports

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Southeast Region  
bryan.siler@amwater.com  
Phone: (859) 268-6350  
Fax: (859) 335-3350

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:32 AM -----

From: Bryan Siler/KAWC/AWWSC  
To: "Candice Deininger" <cdeining@lexingtonky.gov>@AWX  
Cc: Takisha D Walker/KAWC/AWWSC@AWW  
Date: 04/09/2010 03:24 PM  
Subject: RE: March Reports

Candice,

I provided the usual month end reports. I only referred Cecily to the Online Account Manager for the Aging reports. It is our understanding the LFUCG already uses the reports and data available on the OAM. Let me know if that is not the case. To prevent any delays in getting data we wanted to ensure everyone is aware of all of the data and information available on OAM.

Have a great weekend.

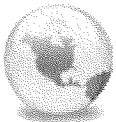


Aging Totals.pdf

\*\*\*\*\*

Bryan Siler  
Eastern Division  
bryan.siler@amwater.com  
Phone: (859) 268-6350  
Fax: (859) 335-3350

"Candice Deininger" <cdeining@lexingtonky.gov>



"Candice Deininger"  
<cdeining@lexingtonky.gov  
>  
04/09/2010 09:38 AM  
To <Bryan.Siler@amwater.com>  
cc  
Subject RE: March Reports

So, is it the expectation that LFUCG personnel will need to use OAM reports/queries to gather the needed information that has been historically reported in the format of the month-end reports? Sorry . . . I'm a little confused . . .

Candice Deininger  
Revenue Supervisor  
LFUCG Division of Revenue  
200 East Main Street  
Lexington, KY 40507  
859-258-3364  
cdeining@lexingtonky.gov

-----Original Message-----

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]  
Sent: Friday, April 09, 2010 9:28 AM  
To: Cecily Chan  
Cc: Candice Deininger; James Hoskins; Mary Fister;  
Takisha.Walker@amwater.com  
Subject: RE: March Reports

Cecily,

The aging reports are available on the Online Account Manager. All of the OAM reports are available on Day +2. If you do not have access I can help you get set up.

After speaking to Candice, I am changing the order of the items I provide and can get the tax information to you much sooner. We are also working to make these queries available on the OAM. The OAM is the best tool to get this data to you as quickly and effectively as possible.

Let me know if you have any questions.

\*\*\*\*\*

Bryan Siler  
Eastern Division  
bryan.siler@amwater.com  
Phone: (859) 268-6350  
Fax: (859) 335-3350

"Cecily Chan"  
<cecilyc@lexingto  
nky.gov>  
To <Bryan.Siler@amwater.com>  
04/09/2010 08:45  
cc AM "Mary Fister"  
<mfister@lexingtonky.gov>, "James

Hoskins"

<jhoskins@lexingtonky.gov>,

"Candice Deininger"

<cdeining@lexingtonky.gov>

Subject

RE: March Reports

Thank you for the reports, please also forward the aging reports.

We appreciate you work with us, please always forward us both revenue and aging reports no later than 5 business day following the month end. Thanks!

Cecily

-----Original Message-----

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]

Sent: Thursday, April 08, 2010 7:01 PM

To: Candice Deininger; Rhonda Hicks; Deborah Gerardi;

Rachel.Cole@amwater.com; Mary Fister; William O'Mara; Kathleen Hicks;

Lori Vahle; Stephen Mulligan; Takisha.Walker@amwater.com; James Hoskins;

Cecily Chan

Subject: March Reports

Hello,

Attached are the sewer, landfill and water quality management fee monthly reports for your review. There were 2 OPA accounts that were billed taxes.

These will be corrected.

Please let me know if you have any questions.

Thank you.

(See attached file: LFUCG Sewer and Landfill\_March 2010 rev.xls)

\*\*\*\*\*

Bryan Siler  
 Southeast Region  
 bryan.siler@amwater.com  
 Phone: (859) 268-6350  
 Fax: (859) 335-3350

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:32 AM -----

From: "Sheila Long" <slong@lexingtonky.gov>  
 To: <Bryan.Siler@amwater.com>  
 Date: 04/13/2010 04:11 PM  
 Subject: weekly file - No Errors

|                                                                                                          |                            |                                              |
|----------------------------------------------------------------------------------------------------------|----------------------------|----------------------------------------------|
| <b>SHEILA K. LONG</b>                                                                                    |                            |                                              |
| <b>Computer Operator<br/>Division of Computer Services<br/>Lexington Fayette Urban County Government</b> |                            | <b>200 East Main Street Lexington, Kentu</b> |
| <b>slong@lexingtonky.gov</b>                                                                             | <b>PHONE: 859.258.3334</b> | <b>FAX: 859.</b>                             |
| <b>"To Thine Own Self Be True" ... William Shakespeare</b>                                               |                            |                                              |



HERC0409.TXT

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:32 AM -----

From: "Candice Deininger" <cdeining@lexingtonky.gov>  
 To: <Bryan.Siler@amwater.com>, <Takisha.Walker@amwater.com>  
 Cc: "Lynne Cross" <ccross@lexingtonky.gov>  
 Date: 04/14/2010 01:03 PM  
 Subject: Customer Calls

Good afternoon, Bryan and Takisha. Well, it's springtime again and people are filling pools and watering sod . . . and we're once again getting calls referred to us from the call center instructing customers to call us about sewer adjustments **in advance of being billed**. In addition to that, I've received calls from customers *outside* Fayette County who were given my number with regard to sewer issues. The last one I handled was for Premise Number [REDACTED] and the customer lives in Clark County. As in the past, there are coaching opportunities here, and I would greatly appreciate you passing along my concerns. Thanks very much!!

Candice Deininger  
 Revenue Supervisor  
 LFUCG Division of Revenue

200 East Main Street  
 Lexington, KY 40507  
 859-258-3364  
 cdeining@lexingtonky.gov

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:32 AM -----

From: "Candice Deininger" <cdeining@lexingtonky.gov>  
 To: <Bryan.Siler@amwater.com>  
 Cc: "Mary Fister" <mfister@lexingtonky.gov>, "William O'Mara" <billo@lexingtonky.gov>, <Takisha.Walker@amwater.com>, "Cecily Chan" <cecilyc@lexingtonky.gov>  
 Date: 04/15/2010 11:29 AM  
 Subject: RE: March Reports

---

Good morning, Bryan. Do you know when I might be able to get the remainder of the information on the second page of the sewer report? The breakdown of the number of customers by classification is a vital piece of information that is needed for other reports I prepare. When you get a chance, would you kindly let me know? Thank you!

Candice Deininger  
 Revenue Supervisor  
 LFUCG Division of Revenue  
 200 East Main Street  
 Lexington, KY 40507  
 859-258-3364  
 cdeining@lexingtonky.gov

-----Original Message-----

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]  
 Sent: Thursday, April 08, 2010 7:01 PM  
 To: Candice Deininger; Rhonda Hicks; Deborah Gerardi;  
 Rachel.Cole@amwater.com; Mary Fister; William O'Mara; Kathleen Hicks;  
 Lori Vahle; Stephen Mulligan; Takisha.Walker@amwater.com; James Hoskins;  
 Cecily Chan  
 Subject: March Reports

Hello,

Attached are the sewer, landfill and water quality management fee monthly reports for your review. There were 2 OPA accounts that were billed taxes. These will be corrected.

Please let me know if you have any questions.

Thank you.

(See attached file: LFUCG Sewer and Landfill\_March 2010 rev.xls)

\*\*\*\*\*

Bryan Siler  
 Southeast Region  
 bryan.siler@amwater.com  
 Phone: (859) 268-6350  
 Fax: (859) 335-3350

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:32 AM -----

From: Bryan Siler/KAWC/AWWSC  
 To: "Candice Deininger" <cdeining@lexingtonky.gov>@AWX  
 Cc: "William O'Mara" <billo@lexingtonky.gov>, "Cecily Chan" <cecilyc@lexingtonky.gov>, "Mary Fister" <mfister@lexingtonky.gov>, Takisha.Walker@amwater.com  
 Date: 04/15/2010 12:44 PM  
 Subject: RE: March Reports

---

Candice,

I am working on that now and will send it shortly. With the changes we made to the order of information you need, I will be able to get all of this information to you much sooner in the month. This way you won't have to wait until I get everything done to start receiving the needed information.

\*\*\*\*\*

Bryan Siler  
 Eastern Division  
 bryan.siler@amwater.com  
 Phone: (859) 268-6350  
 Fax: (859) 335-3350

"Candice Deininger" <cdeining@lexingtonky.gov>



"Candice Deininger"  
 <cdeining@lexingtonky.gov  
 >

04/15/2010 11:28 AM

To <Bryan.Siler@amwater.com>

cc "Mary Fister" <mfister@lexingtonky.gov>, "William O'Mara" <billo@lexingtonky.gov>, <Takisha.Walker@amwater.com>, "Cecily Chan" <cecilyc@lexingtonky.gov>

Subject RE: March Reports

Good morning, Bryan. Do you know when I might be able to get the remainder of the information on the second page of the sewer report? The breakdown of the number of customers by classification is a vital piece of information that is needed for other reports I prepare. When you get a chance, would you kindly let me know? Thank you!

Candice Deininger  
 Revenue Supervisor  
 LFUCG Division of Revenue  
 200 East Main Street  
 Lexington, KY 40507  
 859-258-3364  
 cdeining@lexingtonky.gov

-----Original Message-----

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]  
 Sent: Thursday, April 08, 2010 7:01 PM  
 To: Candice Deininger; Rhonda Hicks; Deborah Gerardi;  
 Rachel.Cole@amwater.com; Mary Fister; William O'Mara; Kathleen Hicks;  
 Lori Vahle; Stephen Mulligan; Takisha.Walker@amwater.com; James Hoskins;



Cecily Chan  
Subject: March Reports

Hello,

Attached are the sewer, landfill and water quality management fee monthly reports for your review. There were 2 OPA accounts that were billed taxes. These will be corrected.

Please let me know if you have any questions.

Thank you.

(See attached file: LFUCG Sewer and Landfill\_March 2010 rev.xls)

\*\*\*\*\*

Bryan Siler  
Southeast Region  
bryan.siler@amwater.com  
Phone: (859) 268-6350  
Fax: (859) 335-3350

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:32 AM -----

From: "Candice Deininger" <cdeining@lexingtonky.gov>  
To: <Bryan.Siler@amwater.com>  
Cc: "William O'Mara" <billo@lexingtonky.gov>, "Cecily Chan" <cecilyc@lexingtonky.gov>, "Mary Fister" <mfister@lexingtonky.gov>, <Takisha.Walker@amwater.com>  
Date: 04/15/2010 04:52 PM  
Subject: RE: March Reports

---

Thanks very much, Bryan! Have a good evening . . .

Candice Deininger  
Revenue Supervisor  
LFUCG Division of Revenue  
200 East Main Street  
Lexington, KY 40507  
859-258-3364  
cdeining@lexingtonky.gov

-----Original Message-----

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]  
Sent: Thursday, April 15, 2010 4:30 PM  
To: Candice Deininger  
Cc: William O'Mara; Cecily Chan; Mary Fister; Takisha.Walker@amwater.com  
Subject: RE: March Reports

Candice,

Here you go. Please call me if you have any questions.

(See attached file: LFUCG Sewer and Landfill\_March 2010 rev.xls)

\*\*\*\*\*

Bryan Siler  
Eastern Division  
bryan.siler@amwater.com  
Phone: (859) 268-6350  
Fax: (859) 335-3350

"Candice  
Deininger"  
<cdeining@lexingt  
To onky.gov> <Bryan.Siler@amwater.com>

cc 04/15/2010 11:28 AM "Mary Fister"  
<mfister@lexingtonky.gov>,  
"William O'Mara" <billo@lexingtonky.gov>,  
<Takisha.Walker@amwater.com>,  
"Cecily Chan"  
<cecilyc@lexingtonky.gov>

Subject RE: March Reports

Good morning, Bryan. Do you know when I might be able to get the remainder of the information on the second page of the sewer report? The breakdown of the number of customers by classification is a vital piece of information that is needed for other reports I prepare. When you get a chance, would you kindly let me know? Thank you!

Candice Deininger  
 Revenue Supervisor  
 LFUCG Division of Revenue  
 200 East Main Street  
 Lexington, KY 40507  
 859-258-3364  
 cdeining@lexingtonky.gov

-----Original Message-----

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]  
 Sent: Thursday, April 08, 2010 7:01 PM  
 To: Candice Deininger; Rhonda Hicks; Deborah Gerardi;  
 Rachel.Cole@amwater.com; Mary Fister; William O'Mara; Kathleen Hicks;  
 Lori Vahle; Stephen Mulligan; Takisha.Walker@amwater.com; James Hoskins;  
 Cecily Chan  
 Subject: March Reports

Hello,

Attached are the sewer, landfill and water quality management fee  
 monthly reports for your review. There were 2 OPA accounts that were billed  
 taxes.  
 These will be corrected.

Please let me know if you have any questions.

Thank you.

(See attached file: LFUCG Sewer and Landfill\_March 2010 rev.xls)

\*\*\*\*\*

Bryan Siler  
 Southeast Region  
 bryan.siler@amwater.com  
 Phone: (859) 268-6350  
 Fax: (859) 335-3350

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:32 AM -----

From: "Candice Deininger" <cdeining@lexingtonky.gov>  
 To: <Bryan.Siler@amwater.com>  
 Cc: <Takisha.Walker@amwater.com>, "Lynne Cross" <ccross@lexingtonky.gov>, "Julie Mantrom"  
 <jmantrom@lexingtonky.gov>, "Cassie Felty" <mfelty@lexingtonky.gov>, "Hilori Morgan"  
 <hmorgan@lexingtonky.gov>  
 Date: 04/16/2010 11:40 AM  
 Subject: Coaching Opportunities

Good morning, Bryan. Here are three more premise numbers of customers who were referred to us by the call center for sewer adjustments prior to actually being billed. Since I've had no response from you for the ones I sent earlier this week, I'm hoping you'll be able to do something with these.

In addition, calls regarding the WQMF are being referred to me and Lynne and that is incorrect. Customers should still be directed to contact LexCall at 425-2255 or 3-1-1. Here are premise numbers for those calls: [REDACTED]

We would all really appreciate your assistance in following up on this. Thank you!!

Candice Deininger  
Revenue Supervisor  
LFUCG Division of Revenue  
200 East Main Street  
Lexington, KY 40507  
859-258-3364  
cdeining@lexingtonky.gov

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:32 AM -----

From: "American Water Service Desk" <awservedesk@amwater.com>  
To: <Bryan.Siler@amwater.com>  
Date: 04/16/2010 12:06 PM  
Subject: Service Call Ticket 450505 in regards to "General Service Request V2" has been created.

---

Your Service Call has been opened, and the details of the request are listed below.

Ticket Number: 450505  
Reported On: April 16, 2010 12:06  
Description: Process/Application:  
>> Process Not Listed (as defined above)  
Service Request Detail:  
>> We provide data to the LFUCG for our monthly reporting. One of the queries we provide lists totals for revenue for customers with tax-exempt certificates on file (QUERYMSTR / NRTAXEXP). I noticed the March 2010 total on this query for OPA customers is more than the total for OPA customers on the CBTSMY report available on the Online Account Manager for the LFUCG. I need to know what is causing the difference and if the NRTAXEXP is the best way to provide this data for tax-exempt customers.

You can now track the status of your request online at <http://sdonline>.  
Login with your windows username and password.

If you should have any additional questions or concerns about this ticket, please contact the Service Desk at 1.866.777.8426 Opt #1. When calling the Service Desk, please refer to ticket number 450505.

This message has been generated automatically.  
Please do not reply to this message.

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:32 AM -----

From: Bryan Siler/KAWC/AWWSC  
To: cdeining@lfucg.com  
Cc: Takisha D Walker/KAWC/AWWSC@AWW  
Date: 04/16/2010 12:09 PM  
Subject: March Reports - Sales #s

---

Candice,

I noticed an odd amount on the March reports I sent you and wanted to let you know I am investigating it. The OPA total sales are less than the OPA sales to customers with tax exempt certificates on file. I have reported the problem to ITS and will let you know what we find out.

\*\*\*\*\*

Bryan Siler  
 Eastern Division  
 bryan.siler@amwater.com  
 Phone: (859) 268-6350  
 Fax: (859) 335-3350

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:32 AM -----

From: "Candice Deininger" <cdeining@lexingtonky.gov>  
 To: <Bryan.Siler@amwater.com>  
 Cc: <Takisha.Walker@amwater.com>  
 Date: 04/16/2010 12:10 PM  
 Subject: RE: March Reports - Sales #s

---

Thanks, Bryan.

Candice Deininger  
 Revenue Supervisor  
 LFUCG Division of Revenue  
 200 East Main Street  
 Lexington, KY 40507  
 859-258-3364  
 cdeining@lexingtonky.gov

-----Original Message-----

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]  
 Sent: Friday, April 16, 2010 12:09 PM  
 To: Candice Deininger  
 Cc: Takisha.Walker@amwater.com  
 Subject: March Reports - Sales #s

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I noticed an odd amount on the March reports I sent you and wanted to let you know I am investigating it. The OPA total sales are less than the OPA sales to customers with tax exempt certificates on file. I have reported the problem to ITS and will let you know what we find out.

\*\*\*\*\*

Bryan Siler  
 Eastern Division  
 bryan.siler@amwater.com  
 Phone: (859) 268-6350  
 Fax: (859) 335-3350

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:32 AM -----

From: Bryan Siler/KAWC/AWWSC  
 To: Kenneth D Evans/CALLCTR/CORP/AWWSC@AWW  
 Cc: Takisha D Walker/KAWC/AWWSC@AWW

Date: 04/16/2010 12:10 PM  
 Subject: Fw: Coaching Opportunities

Ken,

Can you follow up on these and let us know what you think happened and what we can do to prevent this in the future?

Thanks.

\*\*\*\*\*

Bryan Siler  
 Eastern Division  
 bryan.siler@amwater.com  
 Phone: (859) 268-6350  
 Fax: (859) 335-3350

----- Forwarded by Bryan Siler/KAWC/AWWSC on 04/16/2010 12:09 PM -----



"Candice Deininger"  
 <cdeining@lexingtonky.gov  
 >

04/16/2010 11:39 AM

To <Bryan.Siler@amwater.com>

cc <Takisha.Walker@amwater.com>, "Lynne Cross"  
 <ccross@lexingtonky.gov>, "Julie Mantrom"  
 <jmantrom@lexingtonky.gov>, "Cassie Felty"  
 <mfelty@lexingtonky.gov>, "Hilori Morgan"  
 <hmorgan@lexingtonky.gov>

Subject Coaching Opportunities

Good morning, Bryan. Here are three more premise numbers of customers who were referred to us by the call center for sewer adjustments prior to actually being billed. Since I've had no response from you for the ones I sent earlier this week, I'm hoping you'll be able to do something with these.

In addition, calls regarding the WQMF are being referred to me and Lynne and that is incorrect. Customers should still be directed to contact LexCall at 425-2255 or 3-1-1. Here are premise numbers for those calls: [REDACTED]

We would all really appreciate your assistance in following up on this. Thank you!!

Candice Deininger  
 Revenue Supervisor  
 LFUCG Division of Revenue  
 200 East Main Street  
 Lexington, KY 40507  
 859-258-3364  
 cdeining@lexingtonky.gov

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:32 AM -----

From: Bryan Siler/KAWC/AWWSC  
 To: Kenneth D Evans/CALLCTR/CORP/AWWSC@AWW  
 Cc: Takisha D Walker/KAWC/AWWSC@AWW  
 Date: 04/16/2010 12:13 PM

Subject: Fw: Customer Calls

---

Ken,

We addressed this with our folks here. Can you make sure this gets reiterated to the folks in the call center.

Thanks.

\*\*\*\*\*

Bryan Siler  
 Eastern Division  
 bryan.siler@amwater.com  
 Phone: (859) 268-6350  
 Fax: (859) 335-3350

----- Forwarded by Bryan Siler/KAWC/AWWSC on 04/16/2010 12:12 PM -----



"Candice Deininger"  
 <cdeining@lexingtonky.gov  
 >

To <Bryan.Siler@amwater.com>,  
 <Takisha.Walker@amwater.com>  
 cc "Lynne Cross" <ccross@lexingtonky.gov>

04/14/2010 01:03 PM

Subject Customer Calls

Good afternoon, Bryan and Takisha. Well, it's springtime again and people are filling pools and watering sod . . . and we're once again getting calls referred to us from the call center instructing customers to call us about sewer adjustments **in advance of being billed**. In addition to that, I've received calls from customers *outside* Fayette County who were given my number with regard to sewer issues. The last one I handled was for Premise Number [REDACTED] and the customer lives in Clark County. As in the past, there are coaching opportunities here, and I would greatly appreciate you passing along my concerns. Thanks very much!!

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 200 East Main Street  
 Lexington, KY 40507  
 859-258-3364  
 cdeining@lexingtonky.gov

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:32 AM -----

From: Bryan Siler/KAWC/AWWSC  
 To: "Candice Deininger" <cdeining@lexingtonky.gov>@AWX  
 Cc: "Lynne Cross" <ccross@lexingtonky.gov>, "Hilori Morgan" <hmorgan@lexingtonky.gov>, "Julie Mantrom" <jmantrom@lexingtonky.gov>, "Cassie Felty" <mfelty@lexingtonky.gov>, Takisha.Walker@amwater.com  
 Date: 04/16/2010 12:31 PM  
 Subject: Re: Coaching Opportunities

---

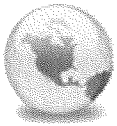
Candice,

I addressed these issues with our local staff and with our call center liaison. He will make sure this gets addressed at the call center. I don't see any notes on the two premises listed below. Please let me know if these calls continue.

\*\*\*\*\*

Bryan Siler  
 Eastern Division  
 bryan.siler@amwater.com  
 Phone: (859) 268-6350  
 Fax: (859) 335-3350

"Candice Deininger" <cdeining@lexingtonky.gov>



"Candice Deininger"  
 <cdeining@lexingtonky.gov>  
 >

04/16/2010 11:39 AM

To <Bryan.Siler@amwater.com>

cc <Takisha.Walker@amwater.com>, "Lynne Cross"  
 <ccross@lexingtonky.gov>, "Julie Mantrom"  
 <jmantrom@lexingtonky.gov>, "Cassie Felty"  
 <mfelty@lexingtonky.gov>, "Hilori Morgan"  
 <hmorgan@lexingtonky.gov>

Subject Coaching Opportunities

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 859-258-3364  
 cdeining@lexingtonky.gov

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From: "Candice Deininger" <cdeining@lexingtonky.gov>  
 To: <Bryan.Siler@amwater.com>  
 Cc: "Lynne Cross" <ccross@lexingtonky.gov>, "Hilori Morgan" <hmorgan@lexingtonky.gov>, "Julie Mantrom" <jmantrom@lexingtonky.gov>, "Cassie Felty" <mfelty@lexingtonky.gov>, <Takisha.Walker@amwater.com>  
 Date: 04/16/2010 12:32 PM



Subject: RE: Coaching Opportunities

---

I sure will, Bryan - thank you!

Candice Deininger  
 Revenue Supervisor  
 LFUCG Division of Revenue  
 200 East Main Street  
 Lexington, KY 40507  
 859-258-3364  
 cdeining@lexingtonky.gov

-----Original Message-----

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]  
 Sent: Friday, April 16, 2010 12:31 PM  
 To: Candice Deininger  
 Cc: Lynne Cross; Hilori Morgan; Julie Mantrom; Cassie Felty;  
 Takisha.Walker@amwater.com  
 Subject: Re: Coaching Opportunities

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\*\*\*\*\*

Bryan Siler  
 Eastern Division  
 bryan.siler@amwater.com  
 Phone: (859) 268-6350  
 Fax: (859) 335-3350

To: "Candice  
 Deininger"  
 <cdeining@lexingt  
 onky.gov> <Bryan.Siler@amwater.com>

cc: 04/16/2010 11:39 AM <Takisha.Walker@amwater.com>,  
 "Lynne Cross"  
 <ccross@lexingtonky.gov>, "Julie  
 Mantrom"

"Cassie  
<jmantrom@lexingtonky.gov>,  
Felty" <mfelty@lexingtonky.gov>,  
"Hilori Morgan"  
<hmorgan@lexingtonky.gov>

Subject  
Coaching Opportunities

Good morning, Bryan. Here are three more premise numbers of customers who were referred to us by the call center for sewer adjustments prior to actually being billed. Since I've had no response from you for the ones I sent earlier this week, I'm hoping you'll be able to do something with these.

In addition, calls regarding the WQMF are being referred to me and Lynne and that is incorrect. Customers should still be directed to contact LexCall at 425-2255 or 3-1-1. Here are premise numbers for those calls:

[REDACTED]

We would all really appreciate your assistance in following up on this. Thank you!!

Candice Deininger  
Revenue Supervisor  
LFUCG Division of Revenue  
200 East Main Street  
Lexington, KY 40507  
859-258-3364  
cdeining@lexingtonky.gov

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:32 AM -----

From: Kenneth D Evans/CALLCTR/CORP/AWWSC  
To: CSC - Group Supervisors/AWWSC@AWW  
Cc: Bryan Siler/KAWC/AWWSC@AWW, Takisha D Walker/KAWC/AWWSC@AWW  
Date: 04/16/2010 04:42 PM  
Subject: Fw: Coaching Opportunities

---

Please see below. I have forwarded to the Team Sups for coaching already and wanted you to review to

provide recommendations. I have been informed that this occurs every year and want to see what can be done to diminish the errors.

Thanks,

Ken Evans  
Sr. Divisional Liaison - Business Services  
American Water Customer Service Center  
(618) 433-4604 Office  
(618) 792-6044 Cell  
(618) 433-4665 Fax  
kevans@amwater.com

----- Forwarded by Kenneth D Evans/CALLCTR/CORP/AWWSC on 04/16/2010 03:33 PM -----



Bryan Siler/KAWC/AWWSC

04/16/2010 11:10 AM

To Kenneth D Evans/CALLCTR/CORP/AWWSC@AWW

cc Takisha D Walker/KAWC/AWWSC@AWW

Subject Fw: Coaching Opportunities

Ken,

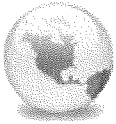
Can you follow up on these and let us know what you think happened and what we can do to prevent this in the future?

Thanks.

\*\*\*\*\*

Bryan Siler  
Eastern Division  
bryan.siler@amwater.com  
Phone: (859) 268-6350  
Fax: (859) 335-3350

----- Forwarded by Bryan Siler/KAWC/AWWSC on 04/16/2010 12:09 PM -----



"Candice Deininger"  
<cdeining@lexingtonky.gov  
>

04/16/2010 11:39 AM

To <Bryan.Siler@amwater.com>

cc <Takisha.Walker@amwater.com>, "Lynne Cross"  
<ccross@lexingtonky.gov>, "Julie Mantrom"  
<jmantrom@lexingtonky.gov>, "Cassie Felty"  
<mfelty@lexingtonky.gov>, "Hilori Morgan"  
<hmorgan@lexingtonky.gov>

Subject Coaching Opportunities

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Revenue Supervisor  
LFUCG Division of Revenue  
200 East Main Street  
Lexington, KY 40507  
859-258-3364  
cdeining@lexingtonky.gov

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:32 AM -----

From: Kenneth D Evans/CALLCTR/CORP/AWWSC  
To: CSC - SUP Email/AWWSC@AWW  
Cc: Bryan Siler/KAWC/AWWSC@AWW, Takisha D Walker/KAWC/AWWSC@AWW  
Date: 04/16/2010 05:56 PM  
Subject: Fw: Coaching Opportunities - KY

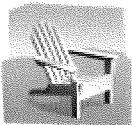
---

Please see below and ensure coaching occurs accordingly.

Thanks,

Ken Evans  
Sr. Divisional Liaison - Business Services  
American Water Customer Service Center  
(618) 433-4604 Office  
(618) 792-6044 Cell  
(618) 433-4665 Fax  
kevens@amwater.com

----- Forwarded by Kenneth D Evans/CALLCTR/CORP/AWWSC on 04/16/2010 03:33 PM -----



Bryan Siler/KAWC/AWWSC

04/16/2010 11:10 AM

To: Kenneth D Evans/CALLCTR/CORP/AWWSC@AWW

cc: Takisha D Walker/KAWC/AWWSC@AWW

Subject: Fw: Coaching Opportunities

Ken,

Can you follow up on these and let us know what you think happened and what we can do to prevent this in the future?

Thanks.

\*\*\*\*\*

Bryan Siler  
Eastern Division  
bryan.siler@amwater.com  
Phone: (859) 268-6350

Fax: (859) 335-3350

----- Forwarded by Bryan Siler/KAWC/AWWSC on 04/16/2010 12:09 PM -----



"Candice Deininger"  
<cdeining@lexingtonky.gov  
>

04/16/2010 11:39 AM

To <Bryan.Siler@amwater.com>

cc <Takisha.Walker@amwater.com>, "Lynne Cross"  
<ccross@lexingtonky.gov>, "Julie Mantrom"  
<jmantrom@lexingtonky.gov>, "Cassie Felty"  
<mfelty@lexingtonky.gov>, "Hilori Morgan"  
<hmorgan@lexingtonky.gov>

Subject Coaching Opportunities

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In addition, calls regarding the WQMF are being referred to me and Lynne and that is incorrect. Customers should still be directed to contact LexCall at 425-2255 or 3-1-1. Here are premise numbers for those calls: [REDACTED]

We would all really appreciate your assistance in following up on this. Thank you!!

Candice Deininger  
Revenue Supervisor  
LFUCG Division of Revenue  
200 East Main Street  
Lexington, KY 40507  
859-258-3364  
cdeining@lexingtonky.gov

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:32 AM -----

From: "Candice Deininger" <cdeining@lexingtonky.gov>  
To: <Bryan.Siler@amwater.com>  
Cc: "Sheila Powell" <sheilap@lexingtonky.gov>, <Takisha.Walker@amwater.com>  
Date: 04/19/2010 09:18 AM  
Subject: 30% Discount Coding

Good morning, Bryan. Attached is the latest file from Adult Services listing clients to receive the 30% discount coding for sewer and the WQMF. Kindly let Sheila know if you have any questions. Thank you and have a good day!

Candice Deininger  
Revenue Supervisor  
LFUCG Division of Revenue  
200 East Main Street  
Lexington, KY 40507  
859-258-3364  
cdeining@lexingtonky.gov

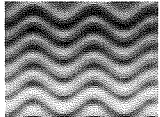


Friday April 16 2010.xls

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:32 AM -----

From: Bryan Siler/KAWC/AWWSC  
 To: Bryan Siler/KAWC/AWWSC@AWW  
 Date: 04/19/2010 09:31 AM  
 Subject: Fw: Steps Taken to Improve Sewer Billing

----- Forwarded by Bryan Siler/KAWC/AWWSC on 04/19/2010 09:31 AM -----



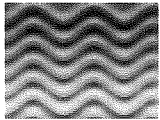
Rick  
 Witherite/KAWC/AWWSC  
 07/25/2006 10:19 AM

To: Bryan Siler/KAWC/AWWSC@AWW  
 cc

Subject: Fw: Steps Taken to Improve Sewer Billing

Rick Witherite  
 Operations Clerk  
 Kentucky American Water  
 2300 Richmond Rd.  
 Lexington, Ky 40502  
 Office 859-268-6303  
 Fax 859-268-6315  
 Cell 859-537-8814  
 Email [rwitheri@kawc.com](mailto:rwitheri@kawc.com)

----- Forwarded by Rick Witherite/KAWC/AWWSC on 07/25/2006 10:21 AM -----



Rick Witherite  
 07/24/2006 03:06 PM

To: [bsahali@lfucg.com](mailto:bsahali@lfucg.com), [tgipson@lfucg.com](mailto:tgipson@lfucg.com)  
 cc: Coleman Bush/KAWC/AWWSC@AWW, Bryan Siler/KAWC/AWWSC@AWW, Donna Taylor/KAWC/AWWSC@AWW, Rachel Cole/KAWC/AWWSC@AWW, Fred White/KAWC/AWWSC@AWW, Stacy Owens/KAWC/AWWSC@AWW, Herb Miller/KAWC/AWWSC@AWW

Subject: Steps Taken to Improve Sewer Billing

Bruce and Teressa,

We have taken numerous steps to insure that sewer billing is as accurate as possible in the future.

The first step taken was to restore the prior process of setting up each premise for sewer regardless of builder status. This process continues to be completed here in Lexington where the applications are received. We had adopted the practice of not coding builder accounts for sewer at initial premise set up, but were waiting until the house or building transferred to the new owner or tenant or until 1 year passed, whichever came first. Overwhelmingly, this is the source of the billing problems that resulted in thousands of accounts not being billed correctly for sewer service. Every premise is now set up for sewer at inception and builders are required to request an adjustment from the LFUCG if one is warranted.

Along with this step came some retraining for the employees that set up new premises. This was done to reinforce the use of the proper procedure and to insure that the set up practices were the same. Applications are reviewed for accuracy and employees have the authority to question what has been submitted. Additional employees have been cross trained to fill in when needed.

One of the most critical steps taken to insure reliability is the appointment of a new full-time sewer billing liaison. This role will be independent of the new tap process.

Additionally, we have created a sewer tap-on data base, which is a product of the monthly sewer tap-on list supplied to us by the LFUCG. This sewer tap-on data base is used as an independent source to further identify premises that should be coded for sewer service. By working closely with the LFUCG on the maintenance of this data base, we will facilitate more accurate reporting of premises eligible for sewer service. Questions about multi-premise, corner lots and PVA versus mailing address will be addressed with the LFUCG to find an agreeable solution for permanent address used in each system.

One of the audit steps that we will continue to use in the future is the reconciliation of consecutive premise numbers assigned to premises billed.

Bruce, we will try to call you today around 3:30pm

Rick Witherite  
Operations Clerk  
Kentucky American Water  
2300 Richmond Rd.  
Lexington, Ky 40502  
Office 859-268-6303  
Fax 859-268-6315  
Cell 859-537-8814  
Email [rwitheri@kawc.com](mailto:rwitheri@kawc.com)

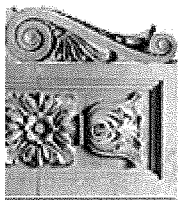
----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:32 AM -----

From: CSC - Group Supervisors/AWWSC  
To: Kenneth D Evans/CALLCTR/CORP/AWWSC@AWW  
Cc: Bryan Siler/KAWC/AWWSC@AWW, Takisha D Walker/KAWC/AWWSC@AWW  
Date: 04/19/2010 09:57 AM  
Subject: Re: Fw: Coaching Opportunities  
Sent by: Kali A Young

Ken,

I can work with you on this issue.

Kenneth D Evans/CALLCTR/CORP/AWWSC



Kenneth D  
Evans/CALLCTR/CORP/AW  
WSC

04/16/2010 03:42 PM

To: CSC - Group Supervisors/AWWSC@AWW  
cc: Bryan Siler/KAWC/AWWSC@AWW, Takisha D  
Walker/KAWC/AWWSC@AWW  
Subject: Fw: Coaching Opportunities

Please see below. I have forwarded to the Team Sups for coaching already and wanted you to review to provide recommendations. I have been informed that this occurs every year and want to see what can be done to diminish the errors.

Thanks,

Ken Evans  
Sr. Divisional Liaison - Business Services

American Water Customer Service Center  
(618) 433-4604 Office  
(618) 792-6044 Cell  
(618) 433-4665 Fax  
kevans@amwater.com

----- Forwarded by Kenneth D Evans/CALLCTR/CORP/AWWSC on 04/16/2010 03:33 PM -----



Bryan Siler/KAWC/AWWSC

04/16/2010 11:10 AM

To Kenneth D Evans/CALLCTR/CORP/AWWSC@AWW

cc Takisha D Walker/KAWC/AWWSC@AWW

Subject Fw: Coaching Opportunities

Ken,

Can you follow up on these and let us know what you think happened and what we can do to prevent this in the future?

Thanks.

\*\*\*\*\*

Bryan Siler  
Eastern Division  
bryan.siler@amwater.com  
Phone: (859) 268-6350  
Fax: (859) 335-3350

----- Forwarded by Bryan Siler/KAWC/AWWSC on 04/16/2010 12:09 PM -----



"Candice Deininger"  
<cdeining@lexingtonky.gov  
>

04/16/2010 11:39 AM

To <Bryan.Siler@amwater.com>

cc <Takisha.Walker@amwater.com>, "Lynne Cross"  
<ccross@lexingtonky.gov>, "Julie Mantrom"  
<jmantrom@lexingtonky.gov>, "Cassie Felty"  
<mfelty@lexingtonky.gov>, "Hilori Morgan"  
<hmorgan@lexingtonky.gov>

Subject Coaching Opportunities

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We would all really appreciate your assistance in following up on this. Thank you!!

Candice Deininger  
Revenue Supervisor



LFUCG Division of Revenue  
 200 East Main Street  
 Lexington, KY 40507  
 859-258-3364  
 cdeining@lexingtonky.gov

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:32 AM -----

From: "Sheila Long" <slong@lexingtonky.gov>  
 To: <Bryan.Siler@amwater.com>  
 Date: 04/19/2010 11:08 AM  
 Subject: weekly file - No Errors

|                                                                                                          |                                              |
|----------------------------------------------------------------------------------------------------------|----------------------------------------------|
| <b>SHEILA K. LONG</b>                                                                                    |                                              |
| <b>Computer Operator<br/>Division of Computer Services<br/>Lexington Fayette Urban County Government</b> | <b>200 East Main Street Lexington, Kentu</b> |
| <b>slong@lexingtonky.gov</b>                                                                             | <b>PHONE: 859.258.3334 FAX: 859.</b>         |
| <b>"To Thine Own Self Be True" ... William Shakespeare</b>                                               |                                              |



HERC0419.TXT

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:32 AM -----

From: David S Derr/PAWC/AWWSC  
 To: Bryan Siler/KAWC/AWWSC@AWW  
 Cc: Takisha D Walker/KAWC/AWWSC@AWW, Carol.Goulstone@amwater.com  
 Date: 04/20/2010 12:36 PM  
 Subject: Re: Taxes on OAM

Bryan, I will check on the feasibility and get back to you within the next week.

David S. Derr  
 Application Development Manager  
 Business Application Development - Middle Office

American Water  
 800 West Hershey Park Drive

Hershey, PA 17033  
U.S.A.

Phone +1 717-520-4520  
Mobile + 1 717-572-0812  
e:mail david.derr@amwater.com

\*\*\*\*\*

American Water

The information transmitted via this e-mail is intended only for the person or entity to which it is addressed and may contain confidential and/or privileged material. Any review, retransmission, dissemination or other use of, or taking of any action in reliance upon this information by persons or entities other than the intended recipient is prohibited. If you received this in error, please contact the sender and delete the material from any computer.

\*\*\*\*\*

Bryan Siler Dave, Is it possible/feasible to add the t... 04/20/2010 12:16:52 PM

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:32 AM -----

From: Kenneth D Evans/CALLCTR/CORP/AWWSC  
To: Takisha D Walker/KAWC/AWWSC@AWW, Bryan Siler/KAWC/AWWSC@AWW  
Cc: Kali A Young/CALLCTR/CORP/AWWSC@AWW  
Date: 04/20/2010 02:41 PM  
Subject: Fw: Coaching Opportunities - KY

Please see the email below. I am unsure if Candace provided the correct premise information. However, please be aware that I am working with the Group Supervisors to identify opportunities to alleviate the errors with mistakenly sending customers to LFUCG for adjustments.

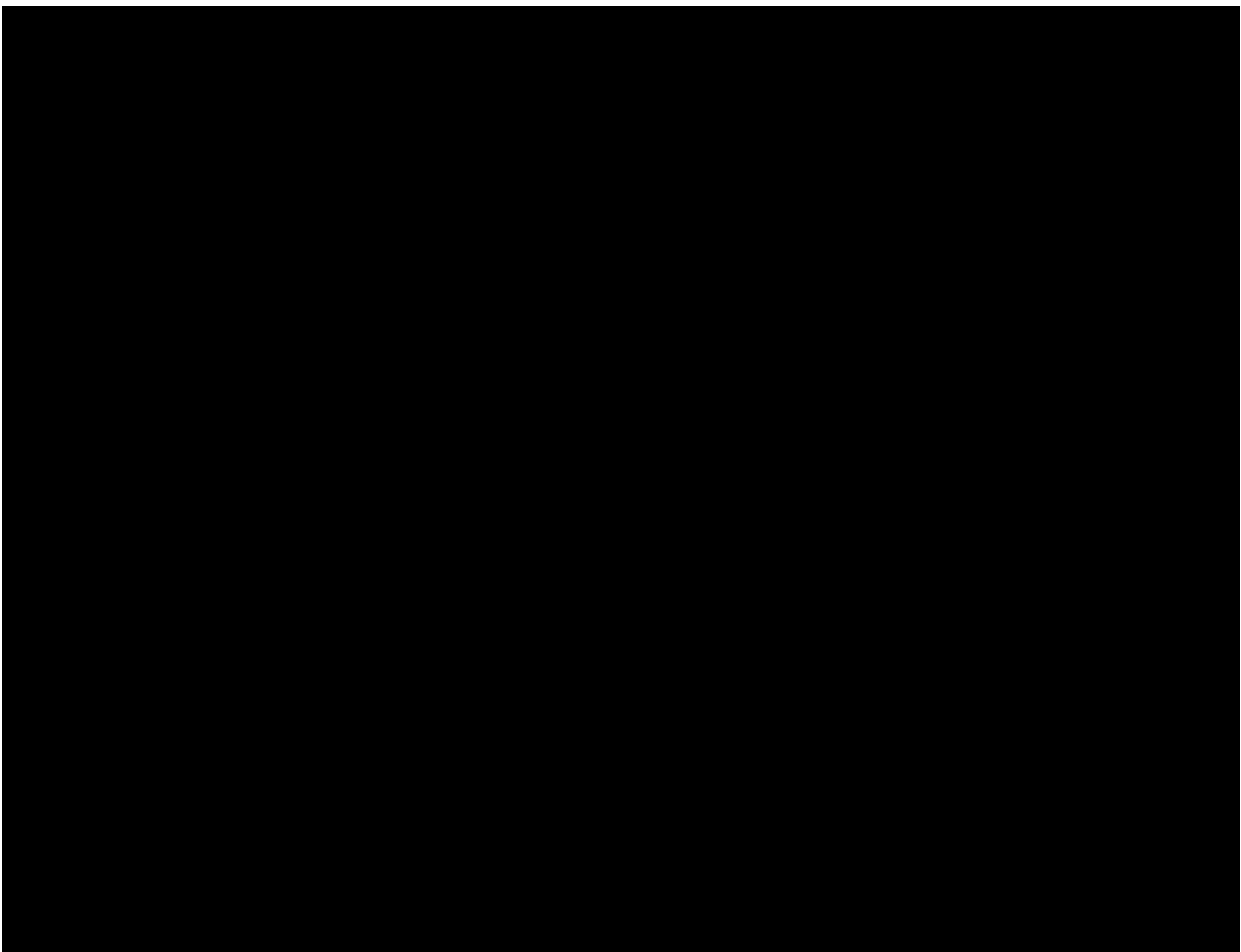
Thanks,

Ken Evans  
Sr. Divisional Liaison - Business Services  
American Water Customer Service Center  
(618) 433-4604 Office  
(618) 792-6044 Cell  
(618) 433-4665 Fax  
kevans@amwater.com

----- Forwarded by Kenneth D Evans/CALLCTR/CORP/AWWSC on 04/20/2010 01:38 PM -----

CSC - SUP Email/AWWSC  
Sent by: Brenda L Wickenhauser To Kenneth D Evans/CALLCTR/CORP/AWWSC@AWW  
cc  
04/16/2010 05:06 PM Subject Re: Fw: Coaching Opportunities - KY

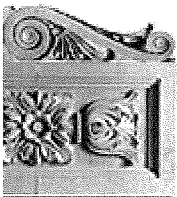
Only one of the below premises that were provided has a contact recently (3/9) from either call center and it doesn't say anything about us referring the customer outside the call center. Here are the notes from that premise [REDACTED]



Thank you,

Call Handling Supervisor  
Customer Service Center  
Duty Phone 618-201-9416

Kenneth D Evans/CALLCTR/CORP/AWWSC



Kenneth D  
Evans/CALLCTR/CORP/AW  
WSC

04/16/2010 04:56 PM

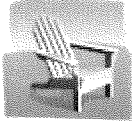
To CSC - SUP Email//AWWSC@AWW  
cc Bryan Siler/KAWC/AWWSC@AWW, Takisha D  
Walker/KAWC/AWWSC@AWW  
Subject Fw: Coaching Opportunities - KY

Please see below and ensure coaching occurs accordingly.

Thanks,

Ken Evans  
 Sr. Divisional Liaison - Business Services  
 American Water Customer Service Center  
 (618) 433-4604 Office  
 (618) 792-6044 Cell  
 (618) 433-4665 Fax  
 kevans@amwater.com

----- Forwarded by Kenneth D Evans/CALLCTR/CORP/AWWSC on 04/16/2010 03:33 PM -----



Bryan Siler/KAWC/AWWSC

04/16/2010 11:10 AM

To: Kenneth D Evans/CALLCTR/CORP/AWWSC@AWW

cc: Takisha D Walker/KAWC/AWWSC@AWW

Subject: Fw: Coaching Opportunities

Ken,

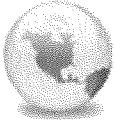
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Thanks.

\*\*\*\*\*

Bryan Siler  
 Eastern Division  
 bryan.siler@amwater.com  
 Phone: (859) 268-6350  
 Fax: (859) 335-3350

----- Forwarded by Bryan Siler/KAWC/AWWSC on 04/16/2010 12:09 PM -----



"Candice Deininger"  
 <cdeining@lexingtonky.gov>  
 >

04/16/2010 11:39 AM

To: <Bryan.Siler@amwater.com>

cc: <Takisha.Walker@amwater.com>, "Lynne Cross"  
 <ccross@lexingtonky.gov>, "Julie Mantrom"  
 <jmantrom@lexingtonky.gov>, "Cassie Felty"  
 <mfelty@lexingtonky.gov>, "Hilori Morgan"  
 <hmorgan@lexingtonky.gov>

Subject: Coaching Opportunities

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We would all really appreciate your assistance in following up on this. Thank you!!

Candice Deininger  
 Revenue Supervisor  
 LFUCG Division of Revenue  
 200 East Main Street  
 Lexington, KY 40507  
 859-258-3364  
 cdeining@lexingtonky.gov

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:32 AM -----

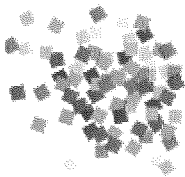
From: Kenneth D Evans/CALLCTR/CORP/AWWSC  
 To: Takisha D Walker/KAWC/AWWSC@AWW  
 Cc: Bryan Siler/KAWC/AWWSC@AWW  
 Date: 04/20/2010 03:27 PM  
 Subject: Fw: PLS ADD TO ISSUE LOG --- Fw: Customer Calls

FYI -- This will be added to the Water Cooler.

Thanks,

Ken Evans  
 Sr. Divisional Liaison - Business Services  
 American Water Customer Service Center  
 (618) 433-4604 Office  
 (618) 792-6044 Cell  
 (618) 433-4665 Fax  
 kevas@amwater.com

----- Forwarded by Kenneth D Evans/CALLCTR/CORP/AWWSC on 04/20/2010 12:57 PM -----



Estacia D  
 Rios/CALLCTR/CORP/AWW  
 SC

04/19/2010 07:14 AM

To CSC - SUP Email/AWWSC@AWW

cc CSC - Education and Development, Garry L  
 Cagle/CALLCTR/CORP/AWWSC@AWW, Kenneth D  
 Evans/CALLCTR/CORP/AWWSC@AWW

Subject Re: Fw: PLS ADD TO ISSUE LOG --- Fw: Customer Calls

I will add to the list of Water Cooler topics.

Stacy Rios  
 Sr. Education and Development Specialist  
 Pensacola CSC  
 850-471-4711

CSC - SUP Email/AWWSC

CSC - SUP Email/AWWSC  
 Sent by: Garry L Cagle

04/16/2010 04:33 PM

To CSC - Education and Development

cc Kenneth D Evans/CALLCTR/CORP/AWWSC@AWW

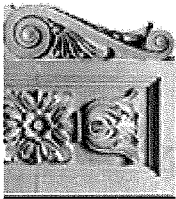
Subject Re: Fw: PLS ADD TO ISSUE LOG --- Fw: Customer Calls

I think this should be added to a catch the wave reminder. Please review.  
Coaching noted.

Thank you,

Call Handling Supervisor  
Customer Service Center  
Duty Phone 618-201-9416

Kenneth D Evans/CALLCTR/CORP/AWWSC



Kenneth D  
Evans/CALLCTR/CORP/AW  
WSC

04/16/2010 03:47 PM

To CSC - SUP Email/AWWSC@AWW

cc Takisha D Walker/KAWC/AWWSC@AWW

Subject Fw: PLS ADD TO ISSUE LOG --- Fw: Customer Calls

Please see below for Kentucky and ensure that coaching occurs accordingly. The premise number is

Thanks,

Ken Evans  
Sr. Divisional Liaison - Business Services  
American Water Customer Service Center  
(618) 433-4604 Office  
(618) 792-6044 Cell  
(618) 433-4665 Fax  
kevans@amwater.com

----- Forwarded by Kenneth D Evans/CALLCTR/CORP/AWWSC on 04/16/2010 03:45 PM -----



Takisha D  
Walker/KAWC/AWWSC

04/14/2010 12:20 PM

To Kenneth D Evans/CALLCTR/CORP/AWWSC@AWW

cc

Subject PLS ADD TO ISSUE LOG --- Fw: Customer Calls

Hello Ken,

Please add the following to the issue log.

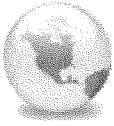
Thanks

Takisha Walker  
Customer Service Advocate  
Kentucky American Water  
859-268-6313 - Office  
859-361-8981 - Mobile

859-268-6315 - Fax

Takisha.Walker@amwater.com

----- Forwarded by Takisha D Walker/KAWC/AWWSC on 04/14/2010 01:19 PM -----



"Candice Deininger"

&lt;cdeining@lexingtonky.gov

&gt;

04/14/2010 01:03 PM

To &lt;Bryan.Siler@amwater.com&gt;,

&lt;Takisha.Walker@amwater.com&gt;

cc "Lynne Cross" &lt;ccross@lexingtonky.gov&gt;

Subject Customer Calls

Good afternoon, Bryan and Takisha. Well, it's springtime again and people are filling pools and watering sod . . . and we're once again getting calls referred to us from the call center instructing customers to call us about sewer adjustments **in advance of being billed**. In addition to that, I've received calls from customers *outside* Fayette County who were given my number with regard to sewer issues. The last one I handled was for Premise Number [REDACTED], and the customer lives in Clark County. As in the past, there are coaching opportunities here, and I would greatly appreciate you passing along my concerns. Thanks very much!!

Candice Deininger  
 Revenue Supervisor  
 LFUCG Division of Revenue  
 200 East Main Street  
 Lexington, KY 40507  
 859-258-3364  
 cdeining@lexingtonky.gov

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:32 AM -----

From: Bryan Siler/KAWC/AWWSC  
 To: Nicole T McKinney/CONSULT/AWWSC@AWW  
 Cc: Takisha D Walker/KAWC/AWWSC@AWW  
 Date: 04/21/2010 07:54 AM  
 Subject: Re: Ticket # 450,505 - Issue with ECIS report

Can we talk about the last part.

*With this being said, the NRTAXEXP query is probably the best way to provide data for tax exempt customers but please keep in mind that you are being provided with **taxable charges** from which the customer is exempt.*

\*\*\*\*\*

Bryan Siler  
 Eastern Division  
 bryan.siler@amwater.com  
 Phone: (859) 268-6350  
 Fax: (859) 335-3350

Nicole T McKinney/CONSULT/AWWSC

Nicole T  
McKinney/CONSULT/AWW  
SC

To Bryan Siler/KAWC/AWWSC@AWW

cc

04/20/2010 04:39 PM

Subject Ticket # 450,505 - Issue with ECIS report

Hi Bryan,

I was assigned to the ticket you opened reporting a difference between the March 2010 CBTSMY report and the NRTAXEXP query output for LFUCG OPA customers. I ran a comparison and was able to determine what is causing this difference. There were a handful of accounts that were issued "Exclusion OPA" miscellaneous adjustments in March where the taxable field was set to 'N'. As a result, these transactions do not appear in the UBLHTXD (Tax Bill History) file which is the file being used by the NRTAXEXP query. These transactions are, however, included in the ULGR (Ledger) file which houses every single transaction in KY and is the file being used by the CBTSMY report. I do not know if these adjustments were supposed to be taxable, but if they were and the Taxable field was set to 'Y' at the time the adjustment was being applied, these transactions would have appeared in the UBLHTXD file with the 'Exempt Percentage' and 'Exempt Amount' fields populated since these accounts are exempt from the sales tax. These adjustments accounted for the bulk of the difference. Additionally, there were a couple of accounts that are not marked as tax exempt and therefore do not have anything posted in the 'Exempt Amount' field in the tax bill history file. Please see accounts below. With this being said, the NRTAXEXP query is probably the best way to provide data for tax exempt customers but please keep in mind that you are being provided with **taxable charges** from which the customer is exempt. Please let me know if this answers your questions.

Thanks,  
Nicole McKinney  
856-782-2828

Adjustments with Taxable Field set to 'N'

| Account #  | Transaction Date | Adjustment Amount |
|------------|------------------|-------------------|
| [REDACTED] | 20100302         | -128.35           |
| [REDACTED] | 20100302         | -132.93           |
| [REDACTED] | 20100302         | -974.46           |
| [REDACTED] | 20100302         | -4526.45          |
| [REDACTED] | 20100317         | -82.08            |
| [REDACTED] | 20100317         | -51.84            |
| [REDACTED] | 20100323         | 4238.86           |
| [REDACTED] | 20100329         | -128.3            |
| [REDACTED] | 20100329         | -132.32           |
| [REDACTED] | 20100329         | -1025.48          |
| [REDACTED] | 20100329         | 69.27             |

Total: -2,874.08

Accounts not marked as Tax Exempt

| Account #  | Transaction Date | Charge Amount |
|------------|------------------|---------------|
| [REDACTED] | 20100303         | 0.34          |
| [REDACTED] | 20100303         | 5.73          |
| [REDACTED] | 20100310         | 140.34        |
| [REDACTED] | 20100316         | 0.34          |



20100316

5.73

Total: 152.48

Total Variance: -2,721.60

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:32 AM -----

From: Dale S Graham/SHARSVCS/AWWSC  
 To: Bryan Siler/KAWC/AWWSC@AWW, cdeining@lfucg.com, khicks@lfucg.com  
 Date: 04/21/2010 10:00 AM  
 Subject: LFUCG 3-10

Good Morning Candice,

We created the invoice for the March sewer, landfill and water quality fee but we received another duplicate payment in the amount of [REDACTED] (ck#641600). The first duplicate payment in the amount of [REDACTED] submitted in November 2009 is still unapplied. I will apply these payments to the March and April invoices. In May I will send an invoice with the balance owed. If you have any questions or concerns regarding this proposal please let me know.

Thanks,

Dale Graham  
 SSC Cash Operations  
 American Water Shared Services Center  
 131 Woodcrest Rd  
 Cherry Hill, NJ 08003  
 Phone: (856)-310-5796  
 Fax: (856)-672-2873  
 Dale.Graham@amwater.com

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:32 AM -----

From: "American Water Service Desk" <awservicedesk@amwater.com>  
 To: <Bryan.Siler@amwater.com>  
 Date: 04/21/2010 01:28 PM  
 Subject: Service Call Ticket 450505 in regards to "Issue with ECIS report." has been closed.

Your Service Call reported to us, has been closed. Details below:

Ticket Number:450505  
 Reported on April 16, 2010 12:06  
 Description: Process/Application:  
 >> Process Not Listed (as defined above)  
 Service Request Detail:  
 >> We provide data to the LFUCG for our monthly reporting. One of the queries we provide lists totals for revenue for customers with tax-exempt certificates on file (QUERYMSTR / NRTAXEXP). I noticed the March 2010 total on this query for OPA customers is more than the total for OPA customers on the CBTSMY report available on the Online Account Manager for the LFUCG. I need to know what is causing the difference and if the NRTAXEXP is the best way to provide this data for tax-exempt customers.

Solution: 4/21/10 - NM - spoke with user to clarify a couple of points.

Closing WO.

4/20/10 - NM - sent the following explanation to user:

There were a handful of accounts that were issued "Exclusion OPA" miscellaneous adjustments in March where the taxable field was set to 'N'. As a result, these transactions do not appear in the UBLHTXD (Tax Bill History) file which is the file being used by the NRTAXEXP query. These transactions are, however, included in the ULGR (Ledger) file which houses every single transaction in KY and is the file being used by the CBTSY report. I do not know if these adjustments were supposed to be taxable, but if they were and the Taxable field was set to 'Y' at the time the adjustment was being applied, these transactions would have appeared in the UBLHTXD file with the 'Exempt Percentage' and 'Exempt Amount' fields populated since these accounts are exempt from the sales tax. These adjustments accounted for the bulk of the difference. Additionally, there were a couple of accounts that are not marked as tax exempt and therefore do not have anything posted in the 'Exempt Amount' field in the tax bill history file. With this being said, the NRTAXEXP query is probably the best way to provide data for tax exempt customers but please keep in mind that you are being provided with taxable charges from which the customer is exempt.

You can now track the status of your request online at <http://sdonline>. Just click on the "View Existing Requests" link, and then login with your windows username and password.

If this issue has been closed incorrectly, please contact the Service Desk at 1.866.777.8426 option #1

This message has been generated automatically.  
Please do not reply to this message.

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:32 AM -----

From: Kimberly M Nye/CONSULT/AWWSC  
To: Bryan Siler/KAWC/AWWSC@AWW  
Date: 04/22/2010 08:16 AM  
Subject: Re: Do you have a ticket for running the recurring LFUCG Unmatched (rev extract) query?

---

Hi Brian,  
No I did not get one yet. If you can submit it, I can run it today.  
Thanks,  
Kim

Bryan Siler/KAWC/AWWSC



Bryan Siler/KAWC/AWWSC

04/22/2010 07:58 AM

To: Kimberly M Nye/CONSULT/AWWSC@AWW

cc

Subject: Do you have a ticket for running the recurring LFUCG Unmatched (rev extract) query?

\*\*\*\*\*

Bryan Siler  
Eastern Division  
bryan.siler@amwater.com  
Phone: (859) 268-6350  
Fax: (859) 335-3350

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:32 AM -----

From: "American Water Service Desk" <awservicedesk@amwater.com>  
To: <Bryan.Siler@amwater.com>  
Date: 04/22/2010 08:24 AM  
Subject: Service Call Ticket 451641 in regards to "Data/Report Request" has been created.

---

Your Service Call has been opened, and the details of the request are listed below.

Ticket Number: 451641  
Reported On: April 22, 2010 08:24  
Description: Data Request Application:  
>> Orcom/ECIS  
If state specific, which states?  
>> KYPR  
Date Data is Preferred:  
>> 23rd of each month  
Frequency of Request:  
>> Re-Occurring  
Re-Occurring Time Frame:  
>> Monthly  
Reason for Data Request:  
>> LFUCG - check for unbilled sewer.  
Is this a modification to an existing report/query?  
>> No  
Details of Data Request:  
>> LFUCG Unmatched (revenue extract) query.  
Output Format:  
>> Download to file  
Additional Information:  
>> Needs to be run for the 23rd of the previous month through the 22nd of the current month.

You can now track the status of your request online at <http://sdonline>.  
Login with your windows username and password.

If you should have any additional questions or concerns about this ticket, please contact the Service Desk at 1.866.777.8426 Opt #1. When calling the Service Desk, please refer to ticket number 451641.

This message has been generated automatically.  
Please do not reply to this message.

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:32 AM -----

From: "Candice Deininger" <cdeining@lexingtonky.gov>  
To: <Bryan.Siler@amwater.com>  
Cc: <Takisha.Walker@amwater.com>, "Lynne Cross" <ccross@lexingtonky.gov>

Date: 04/22/2010 12:19 PM  
Subject: Premise [REDACTED]

---

Hi, Bryan. Lynne received a call (and a subsequent fax) from the account holder of this premise inquiring why, for his March bill, he was charged the minimum fee of \$5.73 twice. I looked at his account; and after calculating the charges for February, January and December bills, I discovered all had the minimum fee charged twice as well. The incorrect billing could have been going on prior to December, but after three bills, I stopped. And I have no idea how his April charge was calculated. Would you kindly look at this account and find out why it is being billed for the minimum fee twice and let me know, please? Thanks very much!!

Candice Deininger  
Revenue Supervisor  
LFUCG Division of Revenue  
200 East Main Street  
Lexington, KY 40507  
859-258-3364  
cdeining@lexingtonky.gov

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:32 AM -----

From: "Candice Deininger" <cdeining@lexingtonky.gov>  
To: <Bryan.Siler@amwater.com>  
Cc: <Takisha.Walker@amwater.com>, "William O'Mara" <billo@lexingtonky.gov>, "Charles Martin" <chmartin@lexingtonky.gov>  
Date: 04/23/2010 08:33 AM  
Subject: RE: FW: [REDACTED]

---

Good morning, Bryan, and thank you for getting back to me. I understand that two new premises were set up and that this is one of them. However, I was asking about the usage, or lack thereof, on this particular account. I was just concerned that there was no usage billed in March and only 20 ccf billed in April. When you take into consideration the billed usage of 11,497 ccf for two months (November and December), the dramatic reduction would be enough to raise anyone's eyebrows. Again, thank you for whatever information you can find out as to why the consumption has dropped.

Candice Deininger  
Revenue Supervisor  
LFUCG Division of Revenue  
200 East Main Street  
Lexington, KY 40507  
859-258-3364  
cdeining@lexingtonky.gov

-----Original Message-----

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]  
Sent: Thursday, April 22, 2010 4:54 PM  
To: Candice Deininger  
Cc: Takisha.Walker@amwater.com  
Subject: Re: FW: [REDACTED]

Candice,

They had a premise and split it into two premises by adding several meters.

The premise you're looking at is only one of the two new ones.

\*\*\*\*\*

Bryan Siler  
Eastern Division  
bryan.siler@amwater.com  
Phone: (859) 268-6350  
Fax: (859) 335-3350

To: "Candice  
Deininger"  
<cdeining@lexingt  
onky.gov> <Bryan.Siler@amwater.com>

cc: 04/22/2010 04:35 <Takisha.Walker@amwater.com>

Subject: PM

FW: 

Bryan - have you had an opportunity to look at this account? I'd really appreciate some type of response . . . thank you!!

Candice Deininger  
Revenue Supervisor  
LFUCG Division of Revenue  
200 East Main Street  
Lexington, KY 40507  
859-258-3364  
cdeining@lexingtonky.gov

From: Candice Deininger  
Sent: Tuesday, April 13, 2010 3:16 PM  
To: 'Bryan.Siler@amwater.com'

Cc: Takisha.Walker@amwater.com  
 Subject: FW: [REDACTED]  
 Importance: High

Hello . . . just checked this account again and there is minimal usage on it for April's billing . . . anything going on with this account?

Candice Deininger  
 Revenue Supervisor  
 LFUCG Division of Revenue  
 200 East Main Street  
 Lexington, KY 40507  
 859-258-3364  
 cdeining@lexingtonky.gov

From: Candice Deininger  
 Sent: Friday, April 02, 2010 4:00 PM  
 To: 'Bryan.Siler@amwater.com'  
 Cc: Takisha.Walker@amwater.com  
 Subject: [REDACTED]

Hi, Bryan. Is there anything in the notes as to why this account for [REDACTED] has no billing?

(Embedded image moved to file: pic01331.jpg)

Candice Deininger  
 Revenue Supervisor  
 LFUCG Division of Revenue  
 200 East Main Street  
 Lexington, KY 40507  
 859-258-3364  
 cdeining@lexingtonky.gov

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:32 AM -----

From: Carol A Goulstone/IS/CORP/AWWSC  
 To: Bryan Siler/KAWC/AWWSC@AWW  
 Cc: David S Derr/PAWC/AWWSC@AWW, Takisha D Walker/KAWC/AWWSC@AWW  
 Date: 04/23/2010 10:24 AM  
 Subject: Re: Taxes on OAM

Since most of the OAM reports are summarized by billing transactions, it would not be feasible to add the tax detail lines to the reports. Please create an enhancement request to create a new tax report for LFUCG to be run and placed on the current OAM site.

Let me know if you have any questions.

Carol Goulstone  
 Senior Developer  
 American Water  
 717-520-4525

Bryan Siler  
 David S Derr/PAWC/AWWSC

Thanks Dave... \*\*\*\*\*

04/20/2010 01:32:38 PM



David S



Derr/PAWC/AWWSC  
04/20/2010 12:36 PM

To Bryan Siler/KAWC/AWWSC@AWW  
cc Takisha D Walker/KAWC/AWWSC@AWW,  
Carol.Goulstone@amwater.com  
Subject Re: Taxes on OAM

Bryan, I will check on the feasibility and get back to you within the next week.

David S. Derr  
Application Development Manager  
Business Application Development - Middle Office

American Water  
800 West Hershey Park Drive  
Hershey, PA 17033  
U.S.A.

Phone +1 717-520-4520  
Mobile + 1 717-572-0812  
e:mail david.derr@amwater.com

\*\*\*\*\*

American Water  
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\*\*\*\*\*

Bryan Siler Dave, Is it possible/feasible to add the t... 04/20/2010 12:16:52 PM

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:32 AM -----

From: Kimberly M Nye/CONSULT/AWWSC  
To: Bryan Siler/KAWC/AWWSC@AWW  
Cc: Takisha D Walker/KAWC/AWWSC@AWW  
Date: 04/23/2010 10:27 AM  
Subject: Re: Do you have a ticket for running the recurring LFUCG Unmatched (rev extract) query?

Hi Bryan,  
I attached the report. Please let me know if this is OK or if you see any issues.

As far as the root cause analysis, we are working with Vertex and have identified a few separate issues. The main one seems to be that Advantex is allowing orders to be closed in certain situations that ECIS will not allow when you do it manually. I hope to have some feedback to you soon.

Thanks,  
Kim Nye  
856-782-2853



LFUCGUNMA2.CSV

Bryan Siler/KAWC/AWWSC



Bryan Siler/KAWC/AWWSC

04/22/2010 08:25 AM

To Kimberly M Nye/CONSULT/AWWSC@AWW

cc Takisha D Walker/KAWC/AWWSC@AWW

Subject Re: Do you have a ticket for running the recurring LFUCG Unmatched (rev extract) query?

Here you go. Thanks.

Any progress on researching this issue? Do you need anything from me?

Ticket 451641

\*\*\*\*\*

Bryan Siler  
Eastern Division  
bryan.siler@amwater.com  
Phone: (859) 268-6350  
Fax: (859) 335-3350

Kimberly M Nye/CONSULT/AWWSC

Kimberly M  
Nye/CONSULT/AWWSC

04/22/2010 08:16 AM

To Bryan Siler/KAWC/AWWSC@AWW

cc

Subject Re: Do you have a ticket for running the recurring LFUCG Unmatched (rev extract) query?

Hi Brian,  
No I did not get one yet. If you can submit it, I can run it today.  
Thanks,  
Kim

Bryan Siler/KAWC/AWWSC





Bryan Siler/KAWC/AWWSC

04/22/2010 07:58 AM

To Kimberly M Nye/CONSULT/AWWSC@AWW

cc

Subject Do you have a ticket for running the recurring LFUCG Unmatched (rev extract) query?

\*\*\*\*\*

Bryan Siler  
Eastern Division  
bryan.siler@amwater.com  
Phone: (859) 268-6350  
Fax: (859) 335-3350

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:32 AM -----

From: Takisha D Walker/KAWC/AWWSC  
To: Kenneth D Evans/CALLCTR/CORP/AWWSC@AWW  
Cc: Bryan Siler/KAWC/AWWSC@AWW  
Date: 04/23/2010 11:13 AM  
Subject: Fw: Ticket # 450,505 - Issue with ECIS report

Hello Ken,

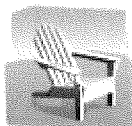
Please add the following issue to our issue log. This involves billing and applying "taxable" to adjustments. This is impacting the data provided to LFUCG.

Please let me know if you have any additional questions.

Thanks

Takisha Walker  
Customer Service Advocate  
Kentucky American Water  
859-268-6313 - Office  
859-361-8981 - Mobile  
859-268-6315 - Fax  
Takisha.Walker@amwater.com

----- Forwarded by Takisha D Walker/KAWC/AWWSC on 04/23/2010 11:12 AM -----



Bryan Siler/KAWC/AWWSC

04/21/2010 07:55 AM

To Takisha D Walker/KAWC/AWWSC@AWW

cc

Subject Fw: Ticket # 450,505 - Issue with ECIS report

Tax exempt transactions not coded as tax exempt? How should we address this?

\*\*\*\*\*

Bryan Siler  
 Eastern Division  
 bryan.siler@amwater.com  
 Phone: (859) 268-6350  
 Fax: (859) 335-3350

----- Forwarded by Bryan Siler/KAWC/AWWSC on 04/21/2010 07:54 AM -----

Nicole T  
 McKinney/CONSULT/AWW  
 SC  
 04/20/2010 04:39 PM

To Bryan Siler/KAWC/AWWSC@AWW  
 cc  
 Subject Ticket # 450,505 - Issue with ECIS report

Hi Bryan,

I was assigned to the ticket you opened reporting a difference between the March 2010 CBTSMY report and the NRTAXEXP query output for LFUCG OPA customers. I ran a comparison and was able to determine what is causing this difference. There were a handful of accounts that were issued "Exclusion OPA" miscellaneous adjustments in March where the taxable field was set to 'N'. As a result, these transactions do not appear in the UBLHTXD (Tax Bill History) file which is the file being used by the NRTAXEXP query. These transactions are, however, included in the ULGR (Ledger) file which houses every single transaction in KY and is the file being used by the CBTSMY report. I do not know if these adjustments were supposed to be taxable, but if they were and the Taxable field was set to 'Y' at the time the adjustment was being applied, these transactions would have appeared in the UBLHTXD file with the 'Exempt Percentage' and 'Exempt Amount' fields populated since these accounts are exempt from the sales tax. These adjustments accounted for the bulk of the difference. Additionally, there were a couple of accounts that are not marked as tax exempt and therefore do not have anything posted in the 'Exempt Amount' field in the tax bill history file. Please see accounts below. With this being said, the NRTAXEXP query is probably the best way to provide data for tax exempt customers but please keep in mind that you are being provided with **taxable charges** from which the customer is exempt. Please let me know if this answers your questions.

Thanks,  
 Nicole McKinney  
 856-782-2828

**Adjustments with Taxable Field set to 'N'**

| Account # | Transaction Date | Adjustment Amount |
|-----------|------------------|-------------------|
|           | 20100302         | -128.35           |
|           | 20100302         | -132.93           |
|           | 20100302         | -974.46           |
|           | 20100302         | -4526.45          |
|           | 20100317         | -82.08            |
|           | 20100317         | -51.84            |
|           | 20100323         | 4238.86           |
|           | 20100329         | -128.3            |
|           | 20100329         | -132.32           |
|           | 20100329         | -1025.48          |

20100329 69.27

Total: -2,874.08

Accounts not marked as Tax Exempt

| Transaction Date | Charge Amount |
|------------------|---------------|
| 20100303         | 0.34          |
| 20100303         | 5.73          |
| 20100310         | 140.34        |
| 20100316         | 0.34          |
| 20100316         | 5.73          |

Total: 152.48

Total Variance: -2,721.60

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From: Takisha D Walker/KAWC/AWWSC  
 To: Carol A Goulstone/IS/CORP/AWWSC@AWW  
 Cc: Bryan Siler/KAWC/AWWSC@AWW, David S Derr/PAWC/AWWSC@AWW  
 Date: 04/23/2010 11:50 AM  
 Subject: Re: Taxes on OAM

Hello Carol,

Thank you for your analysis and the information. We will be pursuing the direction of the enhancement request. We are still analyzing all our reporting needs for LFUCG and once that is complete, we will be submitting enhancements for any identified report additions to OAM. We are planning to have our analysis complete and meeting with Executive Management by end of May. We will submit our enhancement request shortly after.

Please let me know if you have any additional questions.

Thanks

Takisha Walker  
 Customer Service Advocate  
 Kentucky American Water  
 859-268-6313 - Office  
 859-361-8981 - Mobile  
 859-268-6315 - Fax  
 Takisha.Walker@amwater.com  
 Carol A Goulstone/IS/CORP/AWWSC

Carol A  
 Goulstone/IS/CORP/AWWS  
 C  
 04/23/2010 10:24 AM

To Bryan Siler/KAWC/AWWSC@AWW  
 cc David S Derr/PAWC/AWWSC@AWW, Takisha D  
 Walker/KAWC/AWWSC@AWW  
 Subject Re: Taxes on OAM

Since most of the OAM reports are summarized by billing transactions, it would not be feasible to add the tax detail lines to the reports. Please create an enhancement request to create a new tax report for

LFUCG to be run and placed on the current OAM site.

Let me know if you have any questions.

Carol Goulstone  
Senior Developer  
American Water  
717-520-4525

Bryan Siler Thanks Dave... \*\*\*\*\* 04/20/2010 01:32:38 PM  
David S Derr/PAWC/AWWSC



David S  
Derr/PAWC/AWWSC  
04/20/2010 12:36 PM

To Bryan Siler/KAWC/AWWSC@AWW  
cc Takisha D Walker/KAWC/AWWSC@AWW,  
Carol.Goulstone@amwater.com  
Subject Re: Taxes on OAM

Bryan, I will check on the feasibility and get back to you within the next week.

David S. Derr  
Application Development Manager  
Business Application Development - Middle Office

American Water  
800 West Hershey Park Drive  
Hershey, PA 17033  
U.S.A.

Phone +1 717-520-4520  
Mobile + 1 717-572-0812  
e:mail david.derr@amwater.com

\*\*\*\*\*

American Water

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\*\*\*\*\*

Bryan Siler Dave, Is it possible/feasible to add the t... 04/20/2010 12:16:52 PM

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:32 AM -----

From: Bryan Siler/KAWC/AWWSC  
 To: "Candice Deininger" <cdeining@lexingtonky.gov>@AWX  
 Cc: "Lynne Cross" <ccross@lexingtonky.gov>, Takisha.Walker@amwater.com  
 Date: 04/23/2010 03:24 PM  
 Subject: Re: Premise [REDACTED]

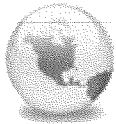
Candice,

This account has multiple meters but was not identified as a master/battery account. That caused each meter to bill separately instead of the usage being rolled up into a single service and billed together. This premise will be corrected and billing adjustments made. Sorry for any inconvenience this may have caused.

\*\*\*\*\*

Bryan Siler  
 Eastern Division  
 bryan.siler@amwater.com  
 Phone: (859) 268-6350  
 Fax: (859) 335-3350

"Candice Deininger" <cdeining@lexingtonky.gov>



"Candice Deininger"  
 <cdeining@lexingtonky.gov  
 >

04/22/2010 12:19 PM

To <Bryan.Siler@amwater.com>  
 cc <Takisha.Walker@amwater.com>, "Lynne Cross"  
 <ccross@lexingtonky.gov>  
 Subject Premis [REDACTED]

Hi, Bryan. Lynne received a call (and a subsequent fax) from the account holder of this premise inquiring why, for his March bill, he was charged the minimum fee of \$5.73 twice. I looked at his account; and after calculating the charges for February, January and December bills, I discovered all had the minimum fee charged twice as well. The incorrect billing could have been going on prior to December, but after three bills, I stopped. And I have no idea how his April charge was calculated. Would you kindly look at this account and find out why it is being billed for the minimum fee twice and let me know, please? Thanks very much!!

Candice Deininger  
 Revenue Supervisor  
 LFUCG Division of Revenue  
 200 East Main Street  
 Lexington, KY 40507  
 859-258-3364  
 cdeining@lexingtonky.gov

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:32 AM -----

From: Bryan Siler/KAWC/AWWSC  
 To: "Candice Deininger" <cdeining@lexingtonky.gov>@AWX  
 Cc: "William O'Mara" <billo@lexingtonky.gov>, "Charles Martin" <chmartin@lexingtonky.gov>, Takisha.Walker@amwater.com  
 Date: 04/23/2010 03:34 PM  
 Subject: RE: FW [REDACTED]

Candice,

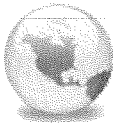
We verified these readings today and they are the same as the last billing. I have a call into [REDACTED] and am waiting for them to call me back. When I speak to them I will let you know if they have that section valved off or if there is another reason they would have little or no usage on that premise.

Have a great weekend.

\*\*\*\*\*

Bryan Siler  
 Eastern Division  
 bryan.siler@amwater.com  
 Phone: (859) 268-6350  
 Fax: (859) 335-3350

"Candice Deininger" <cdeining@lexingtonky.gov>



"Candice Deininger"  
 <cdeining@lexingtonky.gov  
 >  
 04/23/2010 08:33 AM

To <Bryan.Siler@amwater.com>  
 cc <Takisha.Walker@amwater.com>, "William O'Mara"  
 <billo@lexingtonky.gov>, "Charles Martin"  
 <chmartin@lexingtonky.gov>  
 Subject RE: FW [REDACTED]

Good morning, Bryan, and thank you for getting back to me. I understand that two new premises were set up and that this is one of them. However, I was asking about the usage, or lack thereof, on this particular account. I was just concerned that there was no usage billed in March and only 20 ccf billed in April. When you take into consideration the billed usage of 11,497 ccf for two months (November and December), the dramatic reduction would be enough to raise anyone's eyebrows. Again, thank you for whatever information you can find out as to why the consumption has dropped.

Candice Deininger  
 Revenue Supervisor  
 LFUCG Division of Revenue  
 200 East Main Street  
 Lexington, KY 40507  
 859-258-3364  
 cdeining@lexingtonky.gov

-----Original Message-----

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]  
Sent: Thursday, April 22, 2010 4:54 PM  
To: Candice Deininger  
Cc: Takisha.Walker@amwater.com  
Subject: Re: FW: [REDACTED]

Candice,

They had a premise and split it into two premises by adding several meters.

The premise you're looking at is only one of the two new ones.

\*\*\*\*\*

Bryan Siler  
Eastern Division  
bryan.siler@amwater.com  
Phone: (859) 268-6350  
Fax: (859) 335-3350

"Candice  
Deininger"  
<cdeining@lexingt  
To onky.gov> <Bryan.Siler@amwater.com>  
cc 04/22/2010 04:35 <Takisha.Walker@amwater.com>  
Subject PM  
FW: [REDACTED]

Bryan - have you had an opportunity to look at this account? I'd really appreciate some type of response . . . thank you!!

Candice Deininger

Revenue Supervisor  
LFUCG Division of Revenue  
200 East Main Street  
Lexington, KY 40507  
859-258-3364  
cdeining@lexingtonky.gov

From: Candice Deininger  
Sent: Tuesday, April 13, 2010 3:16 PM  
To: 'Bryan.Siler@amwater.com'  
Cc: Takisha.Walker@amwater.com  
Subject: FW: [REDACTED]  
Importance: High

Hello . . . just checked this account again and there is minimal usage on it for April's billing . . . anything going on with this account?

Candice Deininger  
Revenue Supervisor  
LFUCG Division of Revenue  
200 East Main Street  
Lexington, KY 40507  
859-258-3364  
cdeining@lexingtonky.gov

From: Candice Deininger  
Sent: Friday, April 02, 2010 4:00 PM  
To: 'Bryan.Siler@amwater.com'  
Cc: Takisha.Walker@amwater.com  
Subject: [REDACTED]

Hi, Bryan. Is there anything in the notes as to why this account for [REDACTED] has no billing?

(Embedded image moved to file: pic01331.jpg)

Candice Deininger  
Revenue Supervisor  
LFUCG Division of Revenue  
200 East Main Street  
Lexington, KY 40507  
859-258-3364  
cdeining@lexingtonky.gov

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:32 AM -----

From: "Candice Deininger" <cdeining@lexingtonky.gov>  
To: <Bryan.Siler@amwater.com>  
Cc: "William O'Mara" <billo@lexingtonky.gov>, "Charles Martin" <chmartin@lexingtonky.gov>, <Takisha.Walker@amwater.com>  
Date: 04/23/2010 03:36 PM  
Subject: RE: FW: [REDACTED]

Thanks very much, Bryan - I appreciate it. You have a great weekend as well.

Candice Deininger



Revenue Supervisor  
LFUCG Division of Revenue  
200 East Main Street  
Lexington, KY 40507  
859-258-3364  
cdeining@lexingtonky.gov

-----Original Message-----

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]  
Sent: Friday, April 23, 2010 3:34 PM  
To: Candice Deininger  
Cc: William O'Mara; Charles Martin; Takisha.Walker@amwater.com  
Subject: RE: FW [REDACTED]

Candice,


We verified these readings today and they are the same as the last billing. I have a call into [REDACTED] and am waiting for them to call me back. When I speak to them I will let you know if they have that section valved off or if there is another reason they would have little or no usage on that premise.

Have a great weekend.

\*\*\*\*\*

Bryan Siler  
Eastern Division  
bryan.siler@amwater.com  
Phone: (859) 268-6350  
Fax: (859) 335-3350


"Candice  
Deininger"  
<cdeining@lexingt  
To onky.gov> <Bryan.Siler@amwater.com>  
cc 04/23/2010 08:33 AM <Takisha.Walker@amwater.com>,  
"William O'Mara"  
<billo@lexingtonky.gov>, "Charles  
Martin"  
<chmartin@lexingtonky.gov>  
Subject RE: FW [REDACTED]



Good morning, Bryan, and thank you for getting back to me. I understand that two new premises were set up and that this is one of them. However, I was asking about the usage, or lack thereof, on this particular account. I was just concerned that there was no usage billed in March and only 20 ccf billed in April. When you take into consideration the billed usage of 11,497 ccf for two months (November and December), the dramatic reduction would be enough to raise anyone's eyebrows. Again, thank you for whatever information you can find out as to why the consumption has dropped.

Candice Deininger  
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LFUCG Division of Revenue  
200 East Main Street  
Lexington, KY 40507  
859-258-3364  
cdeining@lexingtonky.gov

-----Original Message-----


From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]  
Sent: Thursday, April 22, 2010 4:54 PM  
To: Candice Deininger  
Cc: Takisha.Walker@amwater.com  
Subject: Re: FW: 

Candice,

They had a premise and split it into two premises by adding several meters.  
The premise you're looking at is only one of the two new ones.

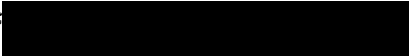
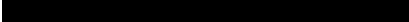
\*\*\*\*\*

Bryan Siler  
Eastern Division  
bryan.siler@amwater.com  
Phone: (859) 268-6350  
Fax: (859) 335-3350

"Candice  
Deininger"  
<cdeining@lexingt  
To onky.gov> <Bryan.Siler@amwater.com>  
cc 04/22/2010 04:35 <Takisha.Walker@amwater.com>  
Subject PM  
FW 

Bryan - have you had an opportunity to look at this account? I'd really appreciate some type of response . . . thank you!!

Candice Deininger  
Revenue Supervisor  
LFUCG Division of Revenue  
200 East Main Street  
Lexington, KY 40507  
859-258-3364  
cdeining@lexingtonky.gov

From: Candice Deininger  
Sent: Tuesday, April 13, 2010 3:16 PM  
To: 'Bryan.Siler@amwater.com'  
Cc: Takisha.Walker@amwater.com  
Subject: FW:   
Importance: 

Hello . . . just checked this account again and there is minimal usage on it for April's billing . . . anything going on with this account?

Candice Deininger  
Revenue Supervisor  
LFUCG Division of Revenue  
200 East Main Street  
Lexington, KY 40507  
859-258-3364  
cdeining@lexingtonky.gov

From: Candice Deininger  
 Sent: Friday, April 02, 2010 4:00 PM  
 To: 'Bryan.Siler@amwater.com'  
 Cc: Takisha.Walker@amwater.com  
 Subject: [REDACTED]

Hi, Bryan. Is there anything in the notes as to why this account for [REDACTED] has no billing?

(Embedded image moved to file: pic01331.jpg)  
 Candice Deininger  
 Revenue Supervisor  
 LFUCG Division of Revenue  
 200 East Main Street  
 Lexington, KY 40507  
 859-258-3364  
 cdeining@lexingtonky.gov

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:32 AM -----

From: "Candice Deininger" <cdeining@lexingtonky.gov>  
 To: <Bryan.Siler@amwater.com>  
 Cc: "Lynne Cross" <ccross@lexingtonky.gov>, <Takisha.Walker@amwater.com>  
 Date: 04/23/2010 03:36 PM  
 Subject: RE: Premise [REDACTED]

Thanks for checking and correcting!

Candice Deininger  
 Revenue Supervisor  
 LFUCG Division of Revenue  
 200 East Main Street  
 Lexington, KY 40507  
 859-258-3364  
 cdeining@lexingtonky.gov

-----Original Message-----

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]  
 Sent: Friday, April 23, 2010 3:24 PM  
 To: Candice Deininger  
 Cc: Lynne Cross; Takisha.Walker@amwater.com  
 Subject: Re: Premise [REDACTED]

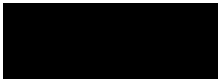
Candice,

This account has multiple meters but was not identified as a master/battery account. That caused each meter to bill separately instead of the usage being rolled up into a single service and billed together. This premise will be corrected and billing adjustments made. Sorry for any inconvenience this may have caused.

\*\*\*\*\*

Bryan Siler  
 Eastern Division

bryan.siler@amwater.com  
Phone: (859) 268-6350  
Fax: (859) 335-3350

"Candice  
Deininger"  
<cdeining@lexingt  
To onky.gov> <Bryan.Siler@amwater.com>  
cc 04/22/2010 12:19 PM <Takisha.Walker@amwater.com>,  
"Lynne Cross"  
<ccross@lexingtonky.gov>  
Subject Premise 

Hi, Bryan. Lynne received a call (and a subsequent fax) from the account holder of this premise inquiring why, for his March bill, he was charged the minimum fee of \$5.73 twice. I looked at his account; and after calculating the charges for February, January and December bills, I discovered all had the minimum fee charged twice as well. The incorrect billing could have been going on prior to December, but after three bills, I stopped. And I have no idea how his April charge was calculated. Would you kindly look at this account and find out why it is being billed for the minimum fee twice and let me know, please? Thanks very much!!

Candice Deininger  
Revenue Supervisor

LFUCG Division of Revenue  
 200 East Main Street  
 Lexington, KY 40507  
 859-258-3364  
 cdeining@lexingtonky.gov

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:32 AM -----

From: Bryan Siler/KAWC/AWWSC  
 To: "Candice Deininger" <cdeining@lexingtonky.gov>@AWX  
 Cc: "William O'Mara" <billo@lexingtonky.gov>, "Charles Martin" <chmartin@lexingtonky.gov>, Takisha.Walker@amwater.com  
 Date: 04/23/2010 03:42 PM  
 Subject: RE: FW: [REDACTED] - Premise [REDACTED]

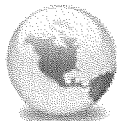
Candice,

I just spoke to [REDACTED] and he confirmed the lines were filled and flushed to remove air and they were tied into the fire circuit. He said there would not be regular usage on that set of meters.

\*\*\*\*\*

Bryan Siler  
 Eastern Division  
 bryan.siler@amwater.com  
 Phone: (859) 268-6350  
 Fax: (859) 335-3350

"Candice Deininger" <cdeining@lexingtonky.gov>



"Candice Deininger"  
 <cdeining@lexingtonky.gov>  
 >

04/23/2010 03:35 PM

To <Bryan.Siler@amwater.com>

cc "William O'Mara" <billo@lexingtonky.gov>, "Charles Martin" <chmartin@lexingtonky.gov>, <Takisha.Walker@amwater.com>

Subject RE: FW: [REDACTED]

Thanks very much, Bryan - I appreciate it. You have a great weekend as well.

Candice Deininger  
 Revenue Supervisor  
 LFUCG Division of Revenue  
 200 East Main Street  
 Lexington, KY 40507  
 859-258-3364  
 cdeining@lexingtonky.gov

-----Original Message-----

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]  
 Sent: Friday, April 23, 2010 3:34 PM

To: Candice Deininger  
Cc: William O'Mara; Charles Martin; Takisha.Walker@amwater.com  
Subject: RE: FW: [REDACTED]

Candice,

We verified these readings today and they are the same as the last billing. I have a call into [REDACTED] and am waiting for them to call me back. When I speak to them I will let you know if they have that section valved off or if there is another reason they would have little or no usage on that premise.

Have a great weekend.

\*\*\*\*\*

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Eastern Division  
bryan.siler@amwater.com  
Phone: (859) 268-6350  
Fax: (859) 335-3350

"Candice  
Deininger"  
<cdeining@lexingt  
To onky.gov> <Bryan.Siler@amwater.com>  
cc 04/23/2010 08:33 <Takisha.Walker@amwater.com>,  
AM "William O'Mara"  
<billo@lexingtonky.gov>, "Charles  
Martin"  
<chmartin@lexingtonky.gov>  
Subject [REDACTED]

RE: FW: [REDACTED]

Good morning, Bryan, and thank you for getting back to me. I understand that two new premises were set up and that this is one of them. However, I was asking about the usage, or lack thereof, on this particular account. I was just concerned that there was no usage billed in March and only 20 ccf billed in April. When you take into consideration the billed usage of 11,497 ccf for two months (November and December), the dramatic reduction would be enough to raise anyone's eyebrows. Again, thank you for whatever information you can find out as to why the consumption has dropped.

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 Revenue Supervisor  
 LFUCG Division of Revenue  
 200 East Main Street  
 Lexington, KY 40507  
 859-258-3364  
 cdeining@lexingtonky.gov

-----Original Message-----

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]  
 Sent: Thursday, April 22, 2010 4:54 PM  
 To: Candice Deininger  
 Cc: Takisha.Walker@amwater.com  
 Subject: Re: FW: [REDACTED]

Candice,

They had a premise and split it into two premises by adding several meters.

The premise you're looking at is only one of the two new ones.

\*\*\*\*\*

Bryan Siler  
 Eastern Division  
 bryan.siler@amwater.com  
 Phone: (859) 268-6350  
 Fax: (859) 335-3350

"Candice

Deininger"

<cdeining@lexingt

To

onky.gov>

<Bryan.Siler@amwater.com>

cc



04/22/2010 04:35

&lt;Takisha.Walker@amwater.com&gt;

PM

Subject

FW

Bryan - have you had an opportunity to look at this account? I'd really appreciate some type of response . . . thank you!!

Candice Deininger  
Revenue Supervisor  
LFUCG Division of Revenue  
200 East Main Street  
Lexington, KY 40507  
859-258-3364  
cdeining@lexingtonky.gov

From: Candice Deininger  
Sent: Tuesday, April 13, 2010 3:16 PM  
To: 'Bryan.Siler@amwater.com'  
Cc: Takisha.Walker@amwater.com  
Subject: FW: [REDACTED]  
Importance: High

Hello . . . just checked this account again and there is minimal usage on it for April's billing . . . anything going on with this account?

Candice Deininger  
Revenue Supervisor  
LFUCG Division of Revenue  
200 East Main Street  
Lexington, KY 40507  
859-258-3364  
cdeining@lexingtonky.gov

From: Candice Deininger  
Sent: Friday, April 02, 2010 4:00 PM  
To: 'Bryan.Siler@amwater.com'  
Cc: Takisha.Walker@amwater.com  
Subject: [REDACTED]

Hi, Bryan. Is there anything in the notes as to why this account for [REDACTED] as no billing?

(Embedded image moved to file: pic01331.jpg)  
Candice Deininger  
Revenue Supervisor  
LFUCG Division of Revenue  
200 East Main Street  
Lexington, KY 40507  
859-258-3364  
cdeining@lexingtonky.gov

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:32 AM -----

From: "Candice Deininger" <cdeining@lexingtonky.gov>  
To: <Bryan.Siler@amwater.com>  
Cc: "Sheila Powell" <sheilap@lexingtonky.gov>  
Date: 04/26/2010 08:33 AM  
Subject: 3-% Discount Coding

---

Good morning, Bryan. Here is the most recent file from Adult Services containing the names of clients to receive the 30% discount coding for sewer and the WQMF. Kindly let Sheila know if you have any questions. Thank you and have a good day.

Candice Deininger  
Revenue Supervisor  
LFUCG Division of Revenue  
200 East Main Street  
Lexington, KY 40507  
859-258-3364  
cdeining@lexingtonky.gov



Friday April 23 2010.xls

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:32 AM -----

From: Brian T McDonough/CONSULT/AWWSC  
To: Bryan Siler/KAWC/AWWSC@AWW  
Date: 04/26/2010 09:15 AM  
Subject: Re: Ticket: 450868

---

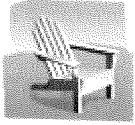
Bryan,

Kim had mentioned to me that you wanted to add premise attributes to the accounts where the fixed charges were inactivated and then remove the attributes each month if the fixed charge were reactivated? What premise attribute did you want to add, or do you need to create a new one? Let me know as soon as possible I am testing the changes now and would like to get the request submitted today or tomorrow.

Brian McDonough  
(856)-782-2833 Office  
(609)-933-2212 Cell

Bryan Siler/KAWC/AWWSC

 Bryan Siler/KAWC/AWWSC



04/20/2010 08:48 AM

To Corey P Briscoe/IS/CORP/AWWSC@AWW

cc Kimberly M Nye/CONSULT/AWWSC@AWW, Carol A  
Goulstone/IS/CORP/AWWSC@AWW, Brian T  
McDonough/CONSULT/AWWSC@AWW

Subject Ticket: 450868

Corey,

This is the revised file. Thanks for adding it to my ticket.

\*\*\*\*\*

Bryan Siler  
Eastern Division  
bryan.siler@amwater.com  
Phone: (859) 268-6350  
Fax: (859) 335-3350

----- Forwarded by Bryan Siler/KAWC/AWWSC on 04/20/2010 08:47 AM -----



"Scott Dickison"

<sdickison@lexingtonky.gov  
>

To &lt;Bryan.Siler@amwater.com&gt;

cc

04/20/2010 08:25 AM

Subject may Billing File

Please use this one instead of the one I sent yesterday. We found a couple of things that needed fixing when we went through our QA/QC.

The message is ready to be sent with the following file or link attachments:

MAY2010\_Billing.csv

Note: To protect against computer viruses, e-mail programs may prevent sending or receiving certain types of file attachments. Check your e-mail security settings to determine how attachments are handled.

&lt;&lt;MAY2010\_Billing.csv&gt;&gt;

[attachment "MAY2010\_Billing.csv" deleted by Brian T McDonough/CONSULT/AWWSC]

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:32 AM -----

From: Takiyah E Myatt/SHARVCS/AWWSC  
To: Bryan Siler/KAWC/AWWSC@AWW  
Date: 05/03/2010 03:57 PM  
Subject: Re: Sewer/Landfill Billing

Bryan,

Could you please forward this to the JE mailbox in addition to the MI mailbox.

Thank You,

Takiyah Myatt  
Intermediate Accountant  
Shared Services Center  
131 Woodcrest Road  
Cherry Hill, NJ 08003  
Phone: 1-856-310-5781  
Fax: 1-856-672-2877

Bryan Siler/KAWC/AWWSC



Bryan Siler/KAWC/AWWSC

04/21/2010 09:23 AM

To AW - MI Requests@AWW

cc Takiyah E Myatt/SHARVCS/AWWSC@AWW, Dale S  
Graham/SHARVCS/AWWSC@AWW, Rachel  
Cole/KAWC/AWWSC@AWW, cdeining@lfucg.com,  
khicks@lfucg.com

Subject Sewer/Landfill Billing

Here are the MI requests for LFUCG and Sadieville. Please process and send the .pdf file to Candice Deininger at LFUCG.

Thanks.

[attachment "Miscellaneous Invoice Request-LFUCG 03\_2010.doc" deleted by Takiyah E Myatt/SHARVCS/AWWSC] [attachment "Miscellaneous Invoice Request-Sadieville 03\_2010.doc" deleted by Takiyah E Myatt/SHARVCS/AWWSC]

**Monthly Billing**

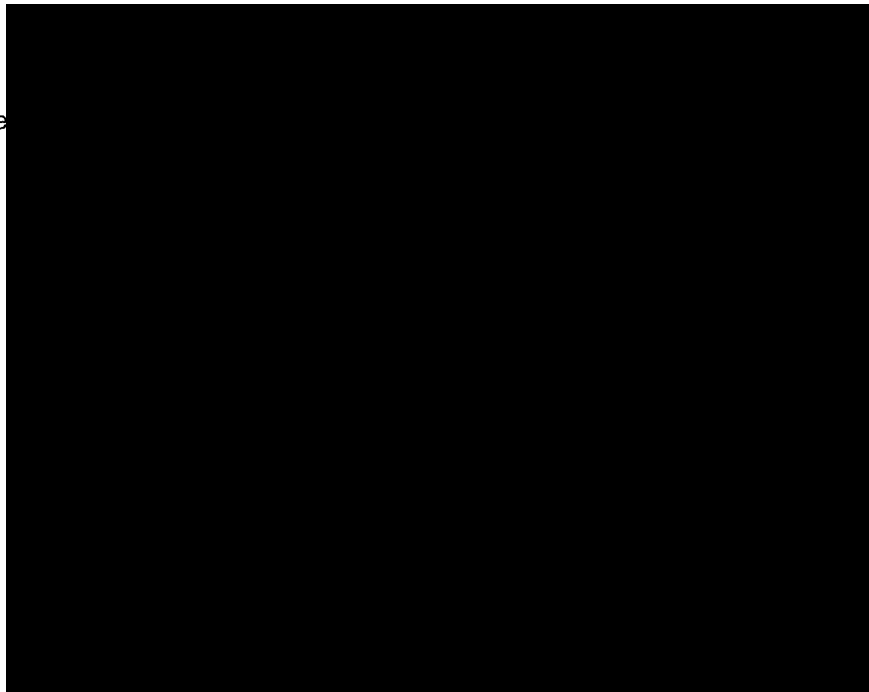
3/31/2010

Total LFUCG Misc Invoice

Total  
Final Bills  
Total bills

Sadieville  
Total bills

Total Sadieville MI



\*\*\*\*\*

Bryan Siler  
Southeast Region  
bryan.siler@amwater.com  
Phone: (859) 268-6350  
Fax: (859) 335-3350

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:32 AM -----

From: Bryan Siler/KAWC/AWWSC  
To: Kimberly M Nye/CONSULT/AWWSC@AWW  
Cc: Takisha D Walker/KAWC/AWWSC@AWW  
Date: 05/03/2010 04:54 PM  
Subject: COM & IND query for LFUCG

Hi Kim,

Were you able to run this (revenue extract) query today? I usually send it to the LFUCG on the 1st business day of the month.

Thanks.

\*\*\*\*\*

Bryan Siler  
Eastern Division  
bryan.siler@amwater.com  
Phone: (859) 268-6350  
Fax: (859) 335-3350

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:32 AM -----

From: "Candice Deininger" <cdeining@lexingtonky.gov>  
 To: <Bryan.Siler@amwater.com>  
 Cc: "Hilori Morgan" <hmorgan@lexingtonky.gov>, "Julie Mantrom" <jmantrom@lexingtonky.gov>, "Cassie Felty" <mfelty@lexingtonky.gov>, "Robert Bowman" <rbowman2@lexingtonky.gov>, "Scott Dickison" <sdickison@lexingtonky.gov>, <Takisha.Walker@amwater.com>  
 Date: 05/03/2010 04:55 PM  
 Subject: RE: FW: another call from [REDACTED]

Hi, Bryan, and thank you for sending the bills. We had no idea that the customer failed to pay her entire bill for February resulting in the outstanding \$8.64. I noticed that this amount is showing up as an additional \$6.69 on her sewer and an additional \$1.95 on her landfill. She was issued a cash refund by LFUCG for the February, so we are square with her. She just now needs to use that money to make the payments on her outstanding amounts. If only we could see customer bills - this could have all been avoided. Anyway, thanks again, Bryan!!

Candice Deininger  
 Revenue Supervisor  
 LFUCG Division of Revenue  
 200 East Main Street  
 Lexington, KY 40507  
 859-258-3364  
 cdeining@lexingtonky.gov

-----Original Message-----

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]  
 Sent: Monday, May 03, 2010 4:18 PM  
 To: Candice Deininger  
 Cc: Hilori Morgan; Julie Mantrom; Cassie Felty; Robert Bowman; Scott Dickison; Takisha.Walker@amwater.com  
 Subject: Re: FW: another call from [REDACTED]

Candice,

She was originally set up for 2 ERUs. She was billed 2 in January and again 2 in February. She was issued a credit for 2 ERUs in February. No further credit is on her account and she appears to be paying all but the \$8.64 that was billed in February. It looks like she was expecting a second credit for the February Water Quality Management Fee.

Attached are the bills. That may make it easier to walk through.

(See attached file: 1797\_001.pdf)

\*\*\*\*\*

Bryan Siler  
 Eastern Division  
 bryan.siler@amwater.com  
 Phone: (859) 268-6350  
 Fax: (859) 335-3350

"Candice  
Deininger"  
<cdeining@lexingt  
onky.gov>

05/03/2010 03:35  
PM

<Bryan.Siler@amwater.com>

To

cc

<Takisha.Walker@amwater.com>,  
"Julie Mantrom"  
<jmantrom@lexingtonky.gov>, "Cassie  
Felty" <mfelty@lexingtonky.gov>,  
"Scott Dickison"  
<sdickison@lexingtonky.gov>,  
"Robert Bowman"  
<rbowman2@lexingtonky.gov>, "Hilori  
Morgan" <hmorgan@lexingtonky.gov>

Subject

FW: another call from [REDACTED]

Bryan - The following email is pretty self-explanatory. Did this customer get billed again for the WQMF? If so, I don't see anything on her account to substantiate what is being claimed. Can you help?

Candice Deininger  
Revenue Supervisor  
LFUCG Division of Revenue  
200 East Main Street  
Lexington, KY 40507  
859-258-3364  
cdeining@lexingtonky.gov

From: Joyce Probus  
Sent: Monday, May 03, 2010 3:21 PM  
To: Hilori Morgan; Candice Deininger  
Subject: another call from Pine Needles

[REDACTED] just called to say she had received another 8.65 WMQF on her water bill due 5-17. I asked her to mail us a copy of the bill, so we could try to pursue this. See email from 3/31 to Candice, cc to Hilori, Scott. [REDACTED] said she did receive a check for \$8.64. I am assuming this is a late April billing, I can't find a new billing in KAWC billing database. She is premise 120117657.

Joyce Probus jprobus@lfucg.com 859.425.2513  
Division of Water Quality fax 859.254-7787  
Lexington-Fayette Urban County Government  
301 Lisle Industry Avenue, Lexington, KY 40511

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:32 AM -----

From: "American Water Service Desk" <awservicedesk@amwater.com>  
To: <Bryan.Siler@amwater.com>

Date: 05/04/2010 07:46 AM  
Subject: Service Call Ticket 453969 in regards to "Data/Report Request" has been created.

---

Your Service Call has been opened, and the details of the request are listed below.

Ticket Number: 453969  
Reported On: May 4, 2010 07:46  
Description: Data Request Application:  
>> Orcom/ECIS  
If state specific, which states?  
>> KYPR  
Date Data is Preferred:  
>> 5/4/10  
Frequency of Request:  
>> Re-Occurring  
Re-Occurring Time Frame:  
>> Monthly  
Reason for Data Request:  
>> LFUCG Sewer Unmatched  
Is this a modification to an existing report/query?  
>> Yes  
Report/Query Names:  
>> LFUCG Unmatched (Revenue Extract) Query  
Details of Data Request:  
>> LFUCG Unmatched (Revenue Extract) Query  
Output Format:  
>> Download to file

You can now track the status of your request online at <http://sdonline>.  
Login with your windows username and password.

If you should have any additional questions or concerns about this ticket,  
please contact the Service Desk at 1.866.777.8426 Opt #1. When calling the  
Service Desk, please refer to ticket number 453969.

This message has been generated automatically.  
Please do not reply to this message.

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:32 AM -----

From: "Candice Deininger" <cdeining@lexingtonky.gov>  
To: <Bryan.Siler@amwater.com>  
Date: 05/04/2010 08:00 AM  
Subject: FW: Tapon Monthly

---

Good morning, Bryan. Here's the sewer tap-on list for April 2010. Thank you!

Candice Deininger  
Revenue Supervisor  
LFUCG Division of Revenue  
200 East Main Street  
Lexington, KY 40507  
859-258-3364  
cdeining@lexingtonky.gov



**From:** Sheila Long  
**Sent:** Monday, May 03, 2010 4:09 PM  
**To:** Candice Deininger  
**Subject:** Tapon Monthly

## SHEILA K. LONG

**Computer Operator  
 Division of Computer Services  
 Lexington Fayette Urban County Government**

200 East Main Street Lexington, Kentu

**[slong@lexingtonky.gov](mailto:slong@lexingtonky.gov)**

**PHONE: 859.258.3334 FAX: 859.**

"To Thine Own Self Be True" .. William Shakespeare



TAP042010R.TXT

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:32 AM -----

**From:** "Candice Deininger" <cdeining@lexingtonky.gov>  
**To:** <Bryan.Siler@amwater.com>  
**Cc:** "Sheila Powell" <sheilap@lexingtonky.gov>  
**Date:** 05/04/2010 12:41 PM  
**Subject:** 30% Discount Coding

Good afternoon, Bryan. Here's a file from Adult Services with only one client listed to receive the 30% discount coding for sewer and the WQMF. Please contact Sheila if you have any questions. Thank you and have a good day!

Candice Deininger  
 Revenue Supervisor  
 LFUCG Division of Revenue  
 200 East Main Street  
 Lexington, KY 40507  
 859-258-3364  
 cdeining@lexingtonky.gov



Friday April 30 2010.xls

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:32 AM -----

**From:** Kimberly M Nye/CONSULT/AWWSC  
**To:** Bryan Siler/KAWC/AWWSC@AWW  
**Cc:** Takisha D Walker/KAWC/AWWSC@AWW  
**Date:** 05/04/2010 03:02 PM  
**Subject:** Re: COM & IND query for LFUCG

Hi Bryan,  
 Here you go.  
 Thanks,

Kim Nye  
856-782-2853

[attachment "LFUCGCOMIN0410.CSV" deleted by Bryan Siler/KAWC/AWWSC]

Bryan Siler Ticket #: 453969 Sorry - I thought the i... 05/04/2010 07:47:19 AM  
Kimberly M Nye/CONSULT/AWWSC



Kimberly M  
Nye/CONSULT/AWWSC  
05/04/2010 07:39 AM

To Bryan Siler/KAWC/AWWSC@AWW  
cc Takisha D Walker/KAWC/AWWSC@AWW  
Subject Re: COM & IND query for LFUCG

Hi Bryan,  
No, I did not run this query yesterday. If you submit a ticket, I can run it this morning.  
Thanks,  
Kim Nye  
856-782-2853

Bryan Siler Hi Kim, Were you able to run this (reve... 05/03/2010 04:54:07 PM

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:32 AM -----

From: Bryan Siler/KAWC/AWWSC  
To: cdeining@lfucg.com, rhicks@lfucg.com, dgerardi@lfucg.com, Rachel Cole/KAWC/AWWSC@AWW, mfister@lfucg.com, billo@lfucg.com, khicks@lfucg.com, lvahle@lfucg.com, smulligan@lfucg.com, Takisha D Walker/KAWC/AWWSC@AWW, jhoskins@lfucg.com, cecilyc@lexingtonky.gov  
Cc: Takisha D Walker/KAWC/AWWSC@AWW  
Date: 05/04/2010 06:17 PM  
Subject: April Reports

Hello,

Attached are the sewer, landfill and water quality management fee monthly reports for your review. There were 2 residential and 3 OPA accounts that were billed taxes. These will be corrected.

Please let me know if you have any questions.

Thank you.



LFUCG Sewer\_Landfill\_WQ\_April 2010 rev.xls Aging Totals.pdf

\*\*\*\*\*

Bryan Siler  
Eastern Division  
bryan.siler@amwater.com

Phone: (859) 268-6350

Fax: (859) 335-3350

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:32 AM -----

From: "Candice Deininger" <cdeining@lexingtonky.gov>  
 To: <Bryan.Siler@amwater.com>, "Rhonda Hicks" <rhicks@lexingtonky.gov>, "Deborah Gerardi" <dgerardi@lexingtonky.gov>, <Rachel.Cole@amwater.com>, "Mary Fister" <mfister@lexingtonky.gov>, "William O'Mara" <billo@lexingtonky.gov>, "Kathleen Hicks" <khicks@lexingtonky.gov>, "Lori Vahle" <lvahle@lexingtonky.gov>, "Stephen Mulligan" <smulligan@lexingtonky.gov>, <Takisha.Walker@amwater.com>, "James Hoskins" <jhoskins@lexingtonky.gov>, "Cecily Chan" <cecilyc@lexingtonky.gov>  
 Cc: <Takisha.Walker@amwater.com>  
 Date: 05/05/2010 08:35 AM  
 Subject: RE: April Reports

Good morning, Bryan, and thank you very much for the prompt receipt of this month's reports!!

Candice Deininger  
 Revenue Supervisor  
 LFUCG Division of Revenue  
 200 East Main Street  
 Lexington, KY 40507  
 859-258-3364  
 cdeining@lexingtonky.gov

-----Original Message-----

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]  
 Sent: Tuesday, May 04, 2010 6:17 PM  
 To: Candice Deininger; Rhonda Hicks; Deborah Gerardi;  
 Rachel.Cole@amwater.com; Mary Fister; William O'Mara; Kathleen Hicks;  
 Lori Vahle; Stephen Mulligan; Takisha.Walker@amwater.com; James Hoskins;  
 Cecily Chan  
 Cc: Takisha.Walker@amwater.com  
 Subject: April Reports

Hello,

Attached are the sewer, landfill and water quality management fee monthly reports for your review. There were 2 residential and 3 OPA accounts that were billed taxes. These will be corrected.

Please let me know if you have any questions.

Thank you.

(See attached file: LFUCG Sewer\_Landfill\_WQ\_April 2010 rev.xls) (See attached file: Aging Totals.pdf)

\*\*\*\*\*  
 Bryan Siler  
 Eastern Division  
 bryan.siler@amwater.com  
 Phone: (859) 268-6350

Fax: (859) 335-3350

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:32 AM -----

From: Dale S Graham/SHARVCS/AWWSC  
To: Bryan Siler/KAWC/AWWSC@AWW, cdeining@lfucg.com, khicks@lfucg.com  
Date: 05/06/2010 04:56 PM  
Subject: LFUCG 4-10

---

Candice,

Attached is the April invoice reflecting the balance owed after the overpayments have been applied. If you have any questions please let me know.



3449\_001.pdf

Thanks,

Dale Graham  
SSC Cash Operations  
American Water Shared Services Center  
131 Woodcrest Rd  
Cherry Hill, NJ 08003  
Phone: (856)-310-5796  
Fax: (856)-672-2873  
Dale.Graham@amwater.com

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:32 AM -----

From: "Candice Deininger" <cdeining@lexingtonky.gov>  
To: <Bryan.Siler@amwater.com>  
Cc: "Sheila Powell" <sheilap@lexingtonky.gov>  
Date: 05/07/2010 08:12 AM  
Subject: FW: Take off 30 Sewer User Fee

---

Good morning, Bryan. I know you're out of the office today but wanted to forward Sheila's request regarding the sewer discount for the referenced customer. Thank you!

Candice Deininger

Revenue Supervisor

LFUCG Division of Revenue

200 East Main Street

Lexington, KY 40507

859-258-3364

cdeining@lexingtonky.gov

**From:** Sheila Powell  
**Sent:** Thursday, May 06, 2010 4:27 PM  
**To:** Candice Deininger  
**Subject:** Take off 30 Sewer User Fee

Good afternoon Candice

[REDACTED]  
[REDACTED] is now at zero income and needs to be taken off the 30% sewer user fee deduction; now that she is down to zero income she is eligible to receive 50% off sewer charge. Can you please notify Brian at KAWC? Have a beautiful evening.

Thanks

Sheila Powell, Administrative Specialist

Division of Adult & Tenant Services

1055 Industry Road

Lexington, KY. 40505

Phone: 859- 258-3811

Fax: 859-425-2055

Email: [SheilaP@Lexingtonky .gov](mailto:SheilaP@Lexingtonky.gov)

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:32 AM -----

**From:** Dillard Griffin/KAWC/AWWSC  
**To:** bryan.siler@amwater.com, Takisha D Walker/KAWC/AWWSC@AWW  
**Cc:** keith.cartier@amwater.com  
**Date:** 05/07/2010 09:15 AM  
**Subject:** Water data

---

Trying to refine my notes, here are the take aways that I noted from yesterdays meeting, please add corrections, thoughts And/or comments. if I got the follow ups wrong or missed some please advise. Just want to be sure that we are all on the same path and follow through.

Bryan Siler to verify the billing for WW [REDACTED] (Bryan may should also look at the solid waste collection billing are we doing that at these areas)

Takisha, to confirm and possible delete [REDACTED]  
Takisha , verify is/if there is some kind of normalized fee for usage data access.

Rick Buchanan will be responsible for getting contract with Carrollton *water usage data, and sewer billing*

Dillard Responsible for the contract for data usage fee with Georgetown

Need to get a signed contract with Georgetown for the connect fee when terminating water service

Dillard Griffin  
Manager, Field Operations  
Kentucky American Water  
office 859 268 6340  
mobile 859 537 0739  
dillard.griffin@amwater.com

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:32 AM -----

From: Keith L Cartier/KAWC/AWWSC  
To: Dillard Griffin/KAWC/AWWSC@AWW  
Cc: bryan.siler@amwater.com, Takisha D Walker/KAWC/AWWSC@AWW  
Date: 05/07/2010 10:22 AM  
Subject: Re: Water data

---

Thanks Dillard. Good list.

I also had

- Remove lfucg from usage data services
- after georgetown and carrolton usage contracts in place, secure contract with lfucg for blue sky usage data

Takisha or Bryan may have jotted down others.

Keith Cartier  
Vice President, Operations  
Kentucky American Water  
1 859 268 6324 Office  
1 859 321 9803 Cell  
keith.cartier@amwater.com

Dillard Griffin/KAWC/AWWSC

To bryan.siler@amwater.com, Takisha D Walker/KAWC/AWWSC@AWW  
cc

05/07/2010 09:15 AM

keith.cartier@amwater.com  
Subject Water data

Trying to refine my notes, here are the take aways that I noted from yesterday's meeting, please add corrections, thoughts And/or comments. if I got the follow ups wrong or missed some please advise. Just want to be sure that we are all on the same path and follow through.

Bryan Siler to verify the billing for WW a [REDACTED] Bryan may should also look at the solid waste collection billing are we doing that at these areas)

Takisha, to confirm and possible delete [REDACTED]  
Takisha , verify is/if there is some kind of normalized fee for usage data access.

Rick Buchanan will be responsible for getting contract with Carrollton *water usage data, and sewer billing*

Dillard Responsible for the contract for data usage fee with Georgetown

Need to get a signed contract with Georgetown for the connect fee when terminating water service

Dillard Griffin  
Manager, Field Operations  
Kentucky American Water  
office 859 268 6340  
mobile 859 537 0739  
dillard.griffin@amwater.com

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:32 AM -----

From: "Candice Deininger" <cdeining@lexingtonky.gov>  
To: <Bryan.Siler@amwater.com>  
Cc: <Takisha.Walker@amwater.com>, "Scott Dickison" <sdickison@lexingtonky.gov>  
Date: 05/07/2010 02:15 PM  
Subject: Geocoded File for April 2010

---

Good afternoon, Bryan (I know you're out of the office today). Attached is the geocoded file I just received from Scott for the April 2010 new services. Thank you!

Candice Deininger  
Revenue Supervisor  
LFUCG Division of Revenue  
200 East Main Street  
Lexington, KY 40507  
859-258-3364  
cdeining@lexingtonky.gov



ONSET-NEW TAPS FOR APRIL 2010.xls

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:32 AM -----

From: Peggy S Davidson/ILAWC/AWWSC  
 To: Bryan Siler/KAWC/AWWSC@AWW  
 Date: 05/07/2010 03:51 PM  
 Subject: Fw: Service Tickets 443175 and 443470

Any thoughts on the attached?

Peggy Davidson  
 Sr. Specialist  
 American Water  
 1000 Internationale Parkway  
 Woodridge IL 60517-4924  
 Phone: 630/739-8823  
 Fax: 630/739-0477  
 email: peggy.davidson@amwater.com

----- Forwarded by Peggy S Davidson/ILAWC/AWWSC on 05/07/2010 02:51 PM -----



Peggy S  
 Davidson/ILAWC/AWWSC  
 03/31/2010 01:38 PM

To Bryan Siler/KAWC/AWWSC  
 cc

Subject Service Tickets 443175 and 443470

Bryan - the above two service tickets have been assigned to me for follow-up because they pertain to ECIS, managed contracts, and OAM.

443175 was entered to modify OAM for the LFUCG. Based upon the notes included in the ticket, I'm presuming that you want an estimate before you decide whether or not to proceed with the request. Is this correct? If you decide to proceed, you will need to submit the changes to the Change Management Board for review and approval and the one question that you will need to answer is whether the LFUCG will be back-billed for the development or if KY is taking on the expense. The ITEC will ask the same question.

443470 looks like it's modifications to OAM for LFUCG, too. The same question needs to be answered about who is picking up the tab.

What I would like to offer is this - based upon what you have in the tickets, let me work with ITS to get both of these estimated as one issue. I'll ask that each be priced separately, so you can decide if you want to pursue one over the other, but you might get a price break if they are looked at together. Once we have the dollars to work with, then you can decide how to proceed and how to explain the benefits. I did check with ITS today and was told that both are do-able, so that's a good start. However, something to keep in the back of your mind - both of these tickets will be value producing, lower priority tickets. They will fall at the bottom of the CMB's priority list and right now, there are about 25 tickets that would come before these two. What I'm trying to say is that if you decide to go with both or either, you shouldn't expect a quick turn-around.

I'm out of the office starting this Friday and don't return until 4/12 - if you can give me the go-ahead before I leave, I'll start working with ITS as stated. Otherwise, I'll have to catch up with you when I return.

Peggy Davidson



Sr. Specialist  
 American Water  
 1000 Internationale Parkway  
 Woodridge IL 60517-4924  
 Phone: 630/739-8823  
 Fax: 630/739-0477  
 email: peggy.davidson@amwater.com

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:32 AM -----

From: "Sheila Long" <slong@lexingtonky.gov>  
 To: <Bryan.Siler@amwater.com>  
 Date: 05/07/2010 09:56 PM  
 Subject: weekly file - No Errors

|                                                                                                          |                                              |
|----------------------------------------------------------------------------------------------------------|----------------------------------------------|
| <b>SHEILA K. LONG</b>                                                                                    |                                              |
| <b>Computer Operator<br/>Division of Computer Services<br/>Lexington Fayette Urban County Government</b> | <b>200 East Main Street Lexington, Kentu</b> |
| <b>slong@lexingtonky.gov</b>                                                                             | <b>PHONE: 859.258.3334 FAX: 859.</b>         |
| <b>"To Thine Own Self Be True" .. William Shakespeare</b>                                                |                                              |



HERC0507.TXT

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:32 AM -----

From: "Candice Deininger" <cdeining@lexingtonky.gov>  
 To: <Bryan.Siler@amwater.com>  
 Cc: "Sheila Powell" <sheilap@lexingtonky.gov>  
 Date: 05/10/2010 09:13 AM  
 Subject: 30% Discount Coding

Good morning, Bryan. Attached is the latest list from Adult Services containing the names of clients to receive the 30% discount coding for sewer and the WQMF. Kindly contact Sheila if you have any questions. Thank you!

Candice Deininger  
 Revenue Supervisor  
 LFUCG Division of Revenue  
 200 East Main Street  
 Lexington, KY 40507  
 859-258-3364  
 cdeining@lexingtonky.gov



Friday May 7 2010.xls

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:32 AM -----

From: "Sheila Powell" <sheilap@lexingtonky.gov>  
To: <Bryan.Siler@amwater.com>  
Date: 05/11/2010 11:01 AM  
Subject: [REDACTED] 0% Discount on Sewer Charge

---

Good Morning Bryan on the weekend Friday, April 23, 2010 I forwarded to Candice Mr. [REDACTED] to receive a 30% discount off of his water bill, I have highlighted his in red last name on this list. He says the water company told him he is not receiving this. I ask him if he also had DISC for discount next to his address and he said no, however he says he cannot see well. Can you look into this for me and send me something that I can mail him proving he receives his discount.

Thanks Sheila

Sheila Powell, Administrative Specialist

Division of Adult & Tenant Services

1055 Industry Road

Lexington, KY. 40505

Phone: 859- 258-3811

Fax: 859-425-2055

Email: [SheilaP@Lexingtonky .gov](mailto:SheilaP@Lexingtonky.gov)



Friday, April 23, 2010.xls

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:32 AM -----

From: "Candice Deininger" <cdeining@lexingtonky.gov>  
To: <Bryan.Siler@amwater.com>  
Cc: <Takisha.Walker@amwater.com>  
Date: 05/17/2010 08:23 AM  
Subject: RE: Premises [REDACTED]

---

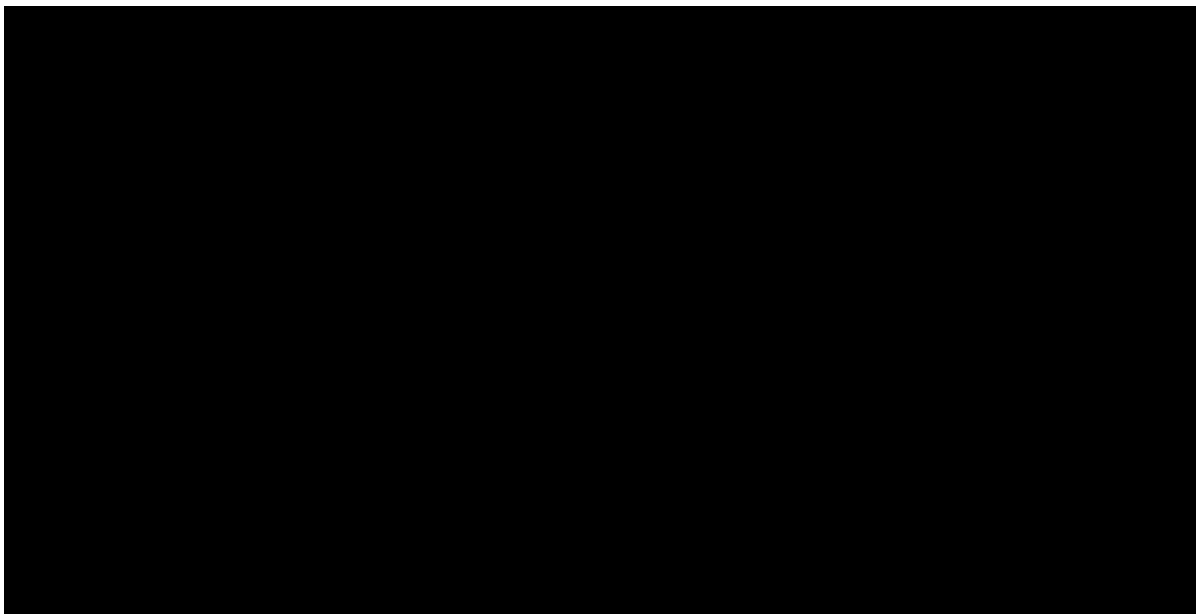
Yup - sure does!! Thanks very much, Bryan!!

Candice Deininger  
Revenue Supervisor  
LFUCG Division of Revenue  
200 East Main Street  
Lexington, KY 40507  
859-258-3364  
cdeining@lexingtonky.gov

-----Original Message-----

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]  
Sent: Monday, May 17, 2010 8:19 AM  
To: Candice Deininger  
Cc: Takisha.Walker@amwater.com  
Subject: Re: Premises [REDACTED]

Does this help?



\*\*\*\*\*

Bryan Siler  
Eastern Division  
bryan.siler@amwater.com  
Phone: (859) 268-6350  
Fax: (859) 335-3350

To: "Ca  
ndi  
ce  
Dei <Bryan.Siler@amwater.com>

cc           nin  
             ger

Subject       "  
              <cd  
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05/  
14/  
201  
0  
02:  
20  
PM

Good afternoon, Bryan. Are the above premise numbers active and possibly in the name of [REDACTED] If so, is there another service address other than [REDACTED] possibly [REDACTED] where the invoices may go? Thanks for [REDACTED]

Candice Deininger  
Revenue Supervisor  
LFUCG Division of Revenue  
200 East Main Street  
Lexington, KY 40507  
859-258-3364  
cdeining@lexingtonky.gov

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:32 AM -----

From: "Candice Deininger" <cdeining@lexingtonky.gov>  
 To: <Bryan.Siler@amwater.com>  
 Cc: "Sheila Powell" <sheilap@lexingtonky.gov>  
 Date: 05/17/2010 08:26 AM  
 Subject: 30% Discount Coding

---

Good morning, Bryan – attached is the latest list from Adult Services containing the name of a client to receive the 30% discount coding for sewer and the WQMF. If you have any questions, kindly contact Sheila. Thank you!!

Candice Deininger  
 Revenue Supervisor  
 LFUCG Division of Revenue  
 200 East Main Street  
 Lexington, KY 40507  
 859-258-3364  
 cdeining@lexingtonky.gov



Friday May 14 2010.xls

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:32 AM -----

From: "Candice Deininger" <cdeining@lexingtonky.gov>  
 To: <Bryan.Siler@amwater.com>  
 Date: 05/18/2010 02:38 PM  
 Subject: LFUCG Direct Billing for Sewer

---

Hello . . . I know that the [REDACTED] is billed sewer directly by me based on a pump station report I receive from Water Quality, so I guess the answer would be 'yes' (I verified that with our engineer out there). When I was talking with Jill Lee at the [REDACTED] she informed me that another account would be set up, so I suspect you'll be receiving another water tap-on out there for yet another equine entity. The [REDACTED] is one of four accounts for which I bill directly from our pump station report: the remaining three are for [REDACTED] and [REDACTED] (prison way out on Leestown).

Candice Deininger  
 Revenue Supervisor  
 LFUCG Division of Revenue  
 200 East Main Street  
 Lexington, KY 40507  
 859-258-3364  
 cdeining@lexingtonky.gov

-----Original Message-----

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]  
 Sent: Tuesday, May 18, 2010 2:27 PM  
 To: Candice Deininger  
 Subject: Re: Request For Sewer Credit Adjustment and Removal of Sewer Billing Code

Does the [REDACTED] have it's own transmission line to the sewer system? In the Atlas it appears to be pretty far out of the service area.

\*\*\*\*\*

Bryan Siler  
Eastern Division  
bryan.siler@amwater.com  
Phone: (859) 268-6350  
Fax: (859) 335-3350

"Candice  
Deininger"  
<cdeining@lexingt  
To onky.gov> <specialaccts@amwater.com>

cc 05/11/2010 10:32 AM <Bryan.Siler@amwater.com>,  
<Takisha.Walker@amwater.com>,  
<jill.lee@ky.gov>, "Dews, Betty  
\(Kentucky Horse Park\)"  
<Betty.Dews@ky.gov>

Subject Request For Sewer Credit  
Adjustment and Removal of Sewer Billing Code

Good morning. Please apply a sewer credit adjustment in the amount of \$1,764.70 to Premise Number [REDACTED] in the name of [REDACTED] and remove the sewer billing code; location already billed through Horse Park Pump Station. If you have any questions,

please contact me. Thank you and have a good day!

Candice Deininger  
 Revenue Supervisor  
 LFUCG Division of Revenue  
 200 East Main Street  
 Lexington, KY 40507  
 859-258-3364  
 cdeining@lexingtonky.gov

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:32 AM -----

From: "Sheila Long" <slong@lexingtonky.gov>  
 To: <Bryan.Siler@amwater.com>  
 Date: 05/18/2010 05:33 PM  
 Subject: weely file - No Errors



**Computer Operator  
 Division of Computer Services  
 Lexington Fayette Urban County Government**

**200 East Main Street Lexington, Kentucky 40507**

**slong@lexingtonky.gov**

**PHONE: 859.258.3334**

**FAX: 859.258.3918**

*"To Thine Own Self Be True"*

*...William Shakespeare*



HERC0517.TXT

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:32 AM -----

From: "Candice Deininger" <cdeining@lexingtonky.gov>  
 To: <Bryan.Siler@amwater.com>  
 Cc: "Sheila Powell" <sheilap@lexingtonky.gov>  
 Date: 05/25/2010 04:38 PM  
 Subject: FW: 30% Sewer User Fee Clients for the week ending 03-26-2010

Hi, Bryan. Kindly refer to the following email from Sheila at Adult Services. The account she mentions is to have the 30% discount and when I just checked the client's account, I discovered that she is not. Would it be possible to get this coded ASAP? If I have to email a credit adjustment to account for the unapplied discount, kindly let me know. Thanks very much!

Candice Deininger

Revenue Supervisor

LFUCG Division of Revenue

200 East Main Street

Lexington, KY 40507

859-258-3364

cdeining@lexingtonky.gov

**From:** Sheila Powell

**Sent:** Tuesday, May 25, 2010 4:22 PM

**To:** Candice Deininger

**Subject:** RE: 30% Sewer User Fee Clients for the week ending 03-26-2010

I don't think so because she showing me a current water bill that does not have the DISC for discount next to her address. Isn't that what is to show.

Thanks Sheila

**From:** Candice Deininger

**Sent:** Tuesday, May 25, 2010 4:21 PM

**To:** Sheila Powell

**Subject:** RE: 30% Sewer User Fee Clients for the week ending 03-26-2010

Hi, Sheila – yes, this client was on the list. Is she not receiving the discount?

Candice Deininger

Revenue Supervisor

LFUCG Division of Revenue

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Lexington, KY 40507

859-258-3364

cdeining@lexingtonky.gov

**From:** Sheila Powell



**Sent:** Tuesday, May 25, 2010 4:19 PM  
**To:** Candice Deininger  
**Subject:** FW: 30% Sewer User Fee Clients for the week ending 03-26-2010

I sent this listing for 30% discount on Friday, March 26, 2010 With [REDACTED] do you show this list on your records? She should be receiving 30% from her sewer charge and Premise [REDACTED]

Thanks Sheila Powell

**From:** Sheila Powell  
**Sent:** Thursday, March 25, 2010 4:18 PM  
**To:** Candice Deininger  
**Subject:** 30% Sewer User Fee Clients for the week ending 03-26-2010

Thanks Candice have a good weekend. GO CATS!!!!!!!!!!!!

Sheila Powell, Administrative Specialist  
Division of Adult & Tenant Services  
1055 Industry Road  
Lexington, KY. 40505  
Phone: 859- 258-3811  
Fax: 859-425-2055  
Email: [SheilaP@Lexingtonky .gov](mailto:SheilaP@Lexingtonky.gov)

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:32 AM -----

**From:** Kimberly M Nye/CONSULT/AWWSC  
**To:** Bryan Siler/KAWC/AWWSC@AWW  
**Date:** 05/27/2010 10:46 AM  
**Subject:** KY Acct 593731 - CAPS Acct Override

Hi Bryan,

I was wondering if you could pass this on to someone who can update the Area Override on account 593731 to 1215. Because this is a landlord account and does not have an Area Override populated, their cash transactions are not correctly hitting the LFUCG G/L.

Thanks,  
Kim Nye  
856-782-2853

1215 Added 6/8/10 12:00pm



From: Bryan Siler/KAWC/AWWSC  
To: cdeining@lfucg.com  
Cc: Takisha D Walker/KAWC/AWWSC@AWW  
Date: 05/27/2010 04:50 PM  
Subject: Time Off

---

Candice,

Monday is a holiday for Kentucky American Water. Also, I will be out of the office on June 3-4 and again the week of June 14-18. Special Accounts can handle any account questions you have during these times. Any escalated issues can be sent to our local Customer Advocate Group here at kawc.fieldservices@amwater.com. Please let me know if you will need anything during these times so I can work to get it to you before leaving.

Thanks.

\*\*\*\*\*

Bryan Siler  
Eastern Division  
bryan.siler@amwater.com  
Phone: (859) 268-6350  
Fax: (859) 335-3350

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:32 AM -----

From: Dillard Griffin/KAWC/AWWSC  
To: bryan.siler@amwater.com  
Date: 05/28/2010 07:54 AM  
Subject: [REDACTED]

---

Bryan in one of the discussions there was a discussion about the billing for the Blue-sky area and the city operated wastewater system for that area. I don't recall what the questions truly were. I think it was do we do billing for LFUCG for the water customers in that area or is there just a mass bill,

Dillard Griffin  
Manager, Field Operations  
Kentucky American Water  
office 859 268 6340  
mobile 859 537 0739  
dillard.griffin@amwater.com

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:32 AM -----

From: Bryan Siler/KAWC/AWWSC  
To: Dillard Griffin/KAWC/AWWSC@AWW  
Cc: Takisha D Walker/KAWC/AWWSC@AWW, Keith L Cartier/KAWC/AWWSC@AWW  
Date: 05/28/2010 09:15 AM  
Subject: [REDACTED]

---

Dillard,

We never really circled back around to discussing these. I should have brought it up. We were looking at whether we billed the [REDACTED] I generated a list of all premises in these areas from the Online Account Manager reports. I then ran a query to list all services that we provide at each of those premises. All premises were water only (no sewer, no landfill) except two. Those two had sewer set up on them but it was done in error and those sewer services were closed. I also confirmed with Candice that the [REDACTED] is billed directly from the city for their connection to the sanitary sewer system.

We looked at removing the usage data for LFUCG but that requirement is included in the sewer contract.

\*\*\*\*\*

Bryan Siler  
Eastern Division  
bryan.siler@amwater.com  
Phone: (859) 268-6350  
Fax: (859) 335-3350

Dillard Griffin/KAWC/AWWSC

Dillard  
Griffin/KAWC/AWWSC  
05/28/2010 07:54 AM

To bryan.siler@amwater.com  
cc  
Subject [REDACTED]

Bryan in one of the discussions there was a discussion about the billing for the [REDACTED] area and the city operated wastewater system for that area. I don't recall what the questions truly were. I think it was do we do billing for LFUCG for the water customers in that area or is there just a mass bill,

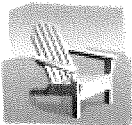
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office 859 268 6340  
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----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:32 AM -----

From: Keith L Cartier/KAWC/AWWSC  
To: Bryan Siler/KAWC/AWWSC@AWW  
Cc: Dillard Griffin/KAWC/AWWSC@AWW, Takisha D Walker/KAWC/AWWSC@AWW  
Date: 05/28/2010 09:26 AM  
Subject: Re: [REDACTED]

Bryan,  
Where in the sewer contract is usage data referenced?

Keith Cartier  
Vice President, Operations  
Kentucky American Water  
1 859 268 6324 Office  
1 859 321 9803 Cell  
keith.cartier@amwater.com  
Bryan Siler/KAWC/AWWSC



Bryan Siler/KAWC/AWWSC  
05/28/2010 09:18 AM

To Dillard Griffin/KAWC/AWWSC@AWW  
cc Takisha D Walker/KAWC/AWWSC@AWW, Keith L  
Cartier/KAWC/AWWSC@AWW  
Subject Re: [REDACTED]

Dillard,

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Bryan Siler  
 Eastern Division  
 bryan.siler@amwater.com  
 Phone: (859) 268-6350  
 Fax: (859) 335-3350

Dillard Griffin/KAWC/AWWSC

Dillard  
 Griffin/KAWC/AWWSC  
 05/28/2010 07:54 AM

To bryan.siler@amwater.com  
 cc  
 Subject [REDACTED]

Bryan in one of the discussions there was a discussion about the billing for the [REDACTED] area and the city operated wastewater system for that area. I don't recall what the questions truly were. I think it was do we do billing for LFUCG for the water customers in that area or is there just a mass bill,

Dillard Griffin  
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From: Bryan Siler/KAWC/AWWSC  
 To: Keith L Cartier/KAWC/AWWSC@AWW  
 Cc: Dillard Griffin/KAWC/AWWSC@AWW, Takisha D Walker/KAWC/AWWSC@AWW  
 Date: 05/28/2010 09:53 AM  
 Subject: Re [REDACTED]

Well, a distinction needs to be made.

Towards the end of the contract in Section B. Customer and Water Usage Data, Item 17.1 includes a list of fields they require. While these fields are available on the "Billed Services By Premise" report they are only available on a premise-by-premise basis meaning to get it you need to look up each premise individually. The usage data report (UdRdg.txt) includes this information for all premises read. We can decide which method meets the requirement in the contract. It may be that the "Billed Services By Premise" is enough. In that case, we wouldn't need the usage data.

We discussed turning off the usage data for LFUCG. Would you like me to have this done?

\*\*\*\*\*

Bryan Siler  
Eastern Division  
bryan.siler@amwater.com  
Phone: (859) 268-6350  
Fax: (859) 335-3350

Keith L Cartier/KAWC/AWWSC

Keith L  
Cartier/KAWC/AWWSC  
05/28/2010 09:26 AM

To Bryan Siler/KAWC/AWWSC@AWW  
cc Dillard Griffin/KAWC/AWWSC@AWW, Takisha D Walker/KAWC/AWWSC@AWW  
Subject Re: [REDACTED]

Bryan,  
Where in the sewer contract is usage data referenced?

Keith Cartier  
Vice President, Operations  
Kentucky American Water  
1 859 268 6324 Office  
1 859 321 9803 Cell  
keith.cartier@amwater.com  
Bryan Siler/KAWC/AWWSC



Bryan Siler/KAWC/AWWSC  
05/28/2010 09:18 AM

To Dillard Griffin/KAWC/AWWSC@AWW  
cc Takisha D Walker/KAWC/AWWSC@AWW, Keith L Cartier/KAWC/AWWSC@AWW  
Subject Re: [REDACTED]

Dillard,

We never really circled back around to discussing these. I should have brought it up. We were looking at whether we billed the [REDACTED]. I generated a list of all premises in these areas from the Online Account Manager reports. I then ran a query to list all

services that we provide at each of those premises. All premises were water only (no sewer, no landfill) except two. Those two had sewer set up on them but it was done in error and those sewer services were closed. I also confirmed with Candice that the [REDACTED] is billed directly from the city for their connection to the sanitary sewer system.

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Eastern Division  
bryan.siler@amwater.com  
Phone: (859) 268-6350  
Fax: (859) 335-3350

Dillard Griffin/KAWC/AWWSC

Dillard  
Griffin/KAWC/AWWSC  
05/28/2010 07:54 AM

To bryan.siler@amwater.com  
cc  
Subject [REDACTED]

Bryan in one of the discussions there was a discussion about the billing for the [REDACTED] area and the city operated wastewater system for that area. I don't recall what the questions truly were. I think it was do we do billing for LFUCG for the water customers in that area or is there just a mass bill,

Dillard Griffin  
Manager, Field Operations  
Kentucky American Water  
office 859 268 6340  
mobile 859 537 0739  
dillard.griffin@amwater.com

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:32 AM -----

From: "Candice Deininger" <cdeining@lexingtonky.gov>  
To: <Bryan.Siler@amwater.com>  
Cc: <Takisha.Walker@amwater.com>  
Date: 05/28/2010 12:40 PM  
Subject: RE: Time Off

Good afternoon, Bryan, and thank you for letting me know. I'll pass your email along to others so they'll know as well. Monday is also a holiday for us as well. Have a nice long weekend!

Candice Deininger  
 Revenue Supervisor  
 LFUCG Division of Revenue  
 200 East Main Street  
 Lexington, KY 40507  
 859-258-3364  
 cdeining@lexingtonky.gov

-----Original Message-----

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]  
 Sent: Thursday, May 27, 2010 4:53 PM  
 To: Candice Deininger  
 Cc: Takisha.Walker@amwater.com  
 Subject: Time Off

Candice,

Monday is a holiday for Kentucky American Water. Also, I will be out of the office on June 3-4 and again the week of June 14-18. Special Accounts can handle any account questions you have during these times. Any escalated issues can be sent to our local Customer Advocate Group here at kawc.fieldservices@amwater.com. Please let me know if you will need anything during these times so I can work to get it to you before leaving.

Thanks.

\*\*\*\*\*

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 Eastern Division  
 bryan.siler@amwater.com  
 Phone: (859) 268-6350  
 Fax: (859) 335-3350

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:32 AM -----

From: "Candice Deininger" <cdeining@lexingtonky.gov>  
 To: <Bryan.Siler@amwater.com>  
 Date: 05/28/2010 01:40 PM  
 Subject: RE: [REDACTED]

Hello, Bryan . . . I talked with Cheryl Taylor about this, and she was going to have Dillard give me a call.

Candice Deininger  
 Revenue Supervisor  
 LFUCG Division of Revenue  
 200 East Main Street  
 Lexington, KY 40507  
 859-258-3364  
 cdeining@lexingtonky.gov

-----Original Message-----

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]  
 Sent: Friday, May 28, 2010 8:23 AM



To: Cand [REDACTED]  
Subject [REDACTED]

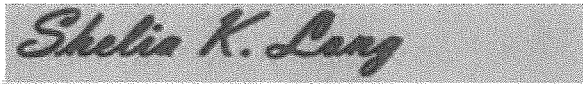
How do you bill these customers? What does the bill look like? Just curious.

\*\*\*\*\*

Bryan Siler  
Eastern Division  
bryan.siler@amwater.com  
Phone: (859) 268-6350  
Fax: (859) 335-3350

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:32 AM -----

From: "Sheila Long" <slong@lexingtonky.gov>  
To: <Bryan.Siler@amwater.com>  
Date: 05/28/2010 07:55 PM  
Subject: weekly file - No Errors



**Computer Operator**  
**Division of Computer Services**  
**Lexington Fayette Urban County Government**

**200 East Main Street Lexington, Kentucky 40507**

**slong@lexingtonky.gov**

**PHONE: 859.258.3334**

**FAX: 859.258.3918**

*"To Thine Own Self Be True" ...William Shakespeare*



HERC0528.TXT

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:32 AM -----

From: Bryan Siler/KAWC/AWWSC  
To: Kimberly M Nye/CONSULT/AWWSC@AWW  
Cc: Takisha D Walker/KAWC/AWWSC@AWW  
Date: 06/01/2010 08:06 AM  
Subject: Re [REDACTED]

Can you give me a call to explain this in more detail? Thanks.

\*\*\*\*\*

Bryan Siler  
Eastern Division  
bryan.siler@amwater.com  
Phone: (859) 268-6350

Fax: (859) 335-3350

Kimberly M Nye/CONSULT/AWWSC



Kimberly M  
Nye/CONSULT/AWWSC  
05/27/2010 10:46 AM

To: Bryan Siler/KAWC/AWWSC@AWW  
cc: [REDACTED]  
Subject: [REDACTED]

Hi Bryan,

I was wondering if you could pass this on to someone who can update the Area Override on account [REDACTED] to 1215. Because this is a landlord account and does not have an Area Override populated, their cash transactions are not correctly hitting the LFUCG G/L.

Thanks,

Kim Nye  
856-782-2853

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To: <Bryan.Siler@amwater.com>  
Cc: "Sheila Powell" <sheilap@lexingtonky.gov>  
Date: 06/01/2010 10:16 AM  
Subject: RE: 30% Sewer User Fee Clients for the week ending 03-26-2010

---

Good morning, Bryan – hope you had a good, long weekend! Just following up on this email . . . also, I checked this client's WQMF and she is not receiving that discount either. It appears that her account will be read on or about June 12 so I wanted to be sure her account was properly coded to receive these discounts. Thank you very much!!

Candice Deininger

Revenue Supervisor

LFUCG Division of Revenue

200 East Main Street

Lexington, KY 40507

859-258-3364

cdeining@lexingtonky.gov

**From:** Candice Deininger  
**Sent:** Tuesday, May 25, 2010 4:38 PM

**To:** 'Bryan.Siler@amwater.com'  
**Cc:** Sheila Powell  
**Subject:** FW: 30% Sewer User Fee Clients for the week ending 03-26-2010  
**Importance:** High

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Candice Deininger  
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Sheila Powell, Administrative Specialist  
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Email: [SheilaP@Lexingtonky .gov](mailto:SheilaP@Lexingtonky.gov)

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 Date: 06/01/2010 10:31 AM  
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---

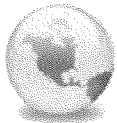
Candice,

I updated the sewer rate schedule on this premise. I am having a system issue right now and am unable to update the WQMF rate schedule but will be sure to have it updated today.

\*\*\*\*\*

Bryan Siler  
 Eastern Division  
[bryan.siler@amwater.com](mailto:bryan.siler@amwater.com)  
 Phone: (859) 268-6350  
 Fax: (859) 335-3350

"Candice Deininger" <cdeining@lexingtonky.gov>



"Candice Deininger"  
 <cdeining@lexingtonky.gov  
 >

06/01/2010 10:15 AM

To <Bryan.Siler@amwater.com>

cc "Sheila Powell" <sheilap@lexingtonky.gov>

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