

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
200 East Main Street
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: "Candice Deininger" <cdeining@lexingtonky.gov>
To: <Bryan.Siler@amwater.com>
Cc: "Sheila Powell" <sheilap@lexingtonky.gov>
Date: 06/01/2010 10:32 AM
Subject: RE: 30% Sewer User Fee Clients for the week ending 03-26-2010

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, June 01, 2010 10:31 AM
To: Candice Deininger
Cc: Sheila Powell
Subject: RE: 30% Sewer User Fee Clients for the week ending 03-26-2010

Candice,

I updated the sewer rate schedule on this premise. I am having a system

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

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

200 East Main Street

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

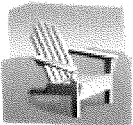
----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:32 AM -----

From: AW - JE/AWWSC
To: Bryan Siler/KAWC/AWWSC@AWW
Date: 06/01/2010 10:53 AM
Subject: Re: Sewer/Landfill Billing May 2010
Sent by: Takiyah E Myatt

This entry has been entered and is awaiting posting.

Thank You,

Bryan Siler/KAWC/AWWSC



Bryan Siler/KAWC/AWWSC

05/06/2010 04:27 PM

To: AW - JE/AWWSC@AWW, 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, Mary Gina
Money/KAWC/AWWSC@AWW
Subject: Sewer/Landfill Billing May 2010

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-Sadieville 04_2010.doc Miscellaneous Invoice Request-LFUCG 04_2010.doc

Monthly Billing

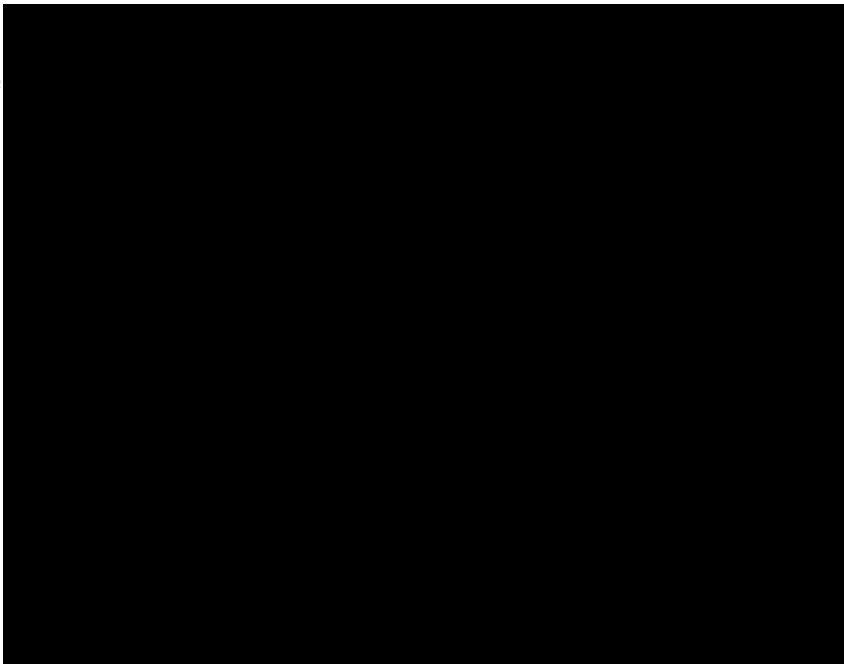
4/31/10

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: "Candice Deininger" <cdeining@lexingtonky.gov>
To: <Bryan.Siler@amwater.com>
Cc: "Lynne Cross" <ccross@lexingtonky.gov>, <Takisha.Walker@amwater.com>
Date: 06/01/2010 01:08 PM
Subject: RE: Premise [REDACTED]

Hi, Bryan. I've been checking this account periodically and just took another look at it, and I don't see where the customer received its adjustment yet. Would you be able to find out what the status is and 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

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

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]
Sent: Monday, April 26, 2010 4:38 PM
To: Candice Deininger
Cc: Lynne Cross; Takisha.Walker@amwater.com
Subject: RE: Premise [REDACTED]

Candice,

We are working to get that put together now and I will let you both know when we have it. I had planned to contact the customer as well to explain the adjustment.

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 04/26/2010 03:00 "Lynne Cross"
PM <ccross@lexingtonky.gov>,
<Takisha.Walker@amwater.com>
Subject RE: Premise [REDACTED]

Hello, Bryan, and I'm glad you were able to identify the billing problem. Were you able to determine how long this problem has existed? Also, by chance, were you able to identify any other accounts where this might have happened?

Lynne tried returning the customer's call today to let him know what happened but was unable to reach him. It would be nice for her to let him know what the adjustment amount will be and when it will be applied if you have that information.

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 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


<Takisha.Walker@amwater.com>,

PM

"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: "Candice Deininger" <cdeining@lexingtonky.gov>
To: <Bryan.Siler@amwater.com>
Date: 06/02/2010 07:57 AM
Subject: FW: file

Good morning, Bryan. Here's the monthly sewer tap-on file for May. Thank you!!

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

From: Mike Smith
Sent: Tuesday, June 01, 2010 5:15 PM
To: Candice Deininger
Subject: file

The monthly file is attached.

Thank You!

Michael S. Smith
Computer Operations Manager/
Help Desk Manager/Synergy Team Member
Division of Computer Services
200 East Main Street - Lexington, KY 40507
859-258-3730 mikes@lexingtonky.gov



TAP052010R.TXT

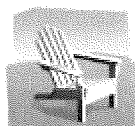
----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:32 AM -----

From: Bryan Siler/KAWC/AWWSC
To: Bryan Siler/KAWC/AWWSC@AWW
Cc: "Candice Deininger" <cdeining@lexingtonky.gov>, "Sheila Powell" <sheilap@lexingtonky.gov>
Date: 06/02/2010 08:47 AM
Subject: RE: 30% Sewer User Fee Clients for the week ending 03-26-2010

This premise has been updated and will bill the discounted rate as of 5/17/10.

Bryan Siler
Eastern Division
bryan.siler@amwater.com
Phone: (859) 268-6350
Fax: (859) 335-3350

Bryan Siler/KAWC/AWWSC



Bryan Siler/KAWC/AWWSC

06/01/2010 10:31 AM

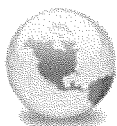
To "Candice Deininger" <cdeining@lexingtonky.gov>@AWX
cc "Sheila Powell" <sheilap@lexingtonky.gov>
Subject RE: 30% Sewer User Fee Clients for the week ending 03-26-2010

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
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>

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

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

200 East Main Street

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: "Candice Deininger" <cdeining@lexingtonky.gov>
 To: <Bryan.Siler@amwater.com>
 Cc: "Sheila Powell" <sheilap@lexingtonky.gov>
 Date: 06/02/2010 08:50 AM
 Subject: RE: 30% Sewer User Fee Clients for the week ending 03-26-2010

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, June 02, 2010 8:48 AM
 To: Bryan.Siler@amwater.com
 Cc: Candice Deininger; Sheila Powell
 Subject: RE: 30% Sewer User Fee Clients for the week ending 03-26-2010

This premise has been updated and will bill the discounted rate as of 5/17/10.

Bryan Siler
 Eastern Division
 bryan.siler@amwater.com
 Phone: (859) 268-6350
 Fax: (859) 335-3350

Bryan
 Siler/KAWC/AWWSC

To 06/01/2010 10:31 "Candice Deininger"

AM <cdeining@lexingtonky.gov>@AWX

cc "Sheila Powell"
<sheilap@lexingtonky.gov>

Subject RE: 30% Sewer User Fee Clients
for the week ending
03-26-2010 (Document link: Bryan Siler)

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
Phone: (859) 268-6350
Fax: (859) 335-3350

"Candice
Deininger"

To <cdeining@lexingt
onky.gov> <Bryan.Siler@amwater.com>

cc 06/01/2010 10:15 "Sheila Powell"
AM <sheilap@lexingtonky.gov>

Subject RE: 30% Sewer User Fee Clients
for the week ending 03-26-2010

(Embedded image moved to file: pic22413.jpg)

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

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

200 East Main Street

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]
[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

----- 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: 06/02/2010 09:02 AM
Subject: RE: FW: Take off 30 Sewer User Fee [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: Wednesday, June 02, 2010 8:59 AM
To: Candice Deininger
Cc: Sheila Powell; Takisha.Walker@amwater.com
Subject: Re: FW: Take off 30 Sewer User Fee

Candice,

The 30% discount has been removed as of 5/24/10.

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 05/07/2010 08:12 "Sheila Powell"
AM <sheilap@lexingtonky.gov>
Subject FW: Take off 30 Sewer User Fee

(Embedded image moved to file: pic25627.jpg)

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

Debbie May

[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

----- 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: "Sheila Powell" <sheilap@lexingtonky.gov>, Takisha.Walker@amwater.com
Date: 06/02/2010 09:40 AM
Subject: RE: 30% Discount Coding Reconciliation

Candice,

Just to confirm, I will be running a full reconciliation the week of June 7th.

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
 >

06/01/2010 12:30 PM

To <Bryan.Siler@amwater.com>

cc "Sheila Powell" <sheilap@lexingtonky.gov>,
 <Takisha.Walker@amwater.com>

Subject RE: 30% Discount Coding

Hello, Bryan. As a matter of fact, I was going through the files sent to KAWC from Adult Services beginning in January when the WQMF was implemented, and it, too, was subject to the 30% discount just like the sanitary sewer usage. Of the first three I've checked, almost all of the accounts in those files were not coded to receive the 30% discount for sanitary sewer; however, they were coded to receive the 30% discount for the WQMF. I believe the accounts already sent to KAWC need to be checked, especially for their sanitary sewer usage, and accounts coded as requested so the clients on those lists can begin receiving their appropriate discounts.

With regard to your inquiry of a running log, I am not sure how Sheila in Adult Services keeps track of the accounts that are to receive the discounts, but I'm sure some process could be created that is simple and manageable and agreeable to you both. 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, June 01, 2010 11:47 AM
 To: Candice Deininger
 Cc: Sheila Powell; Takisha.Walker@amwater.com
 Subject: 30% Discount Coding

Candice,

When I get back next week I will be working to ensure these are all set up properly. I have a comparison I make between our system and all of the files received from the LFUCG. Does the city keep a running log of these like Landfill, WQMF, etc? We should think about some sort of periodic comparison to ensure something has not fallen through the cracks. Let me know your thoughts.

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: "Sheila Powell" <sheilap@lexingtonky.gov>, <Takisha.Walker@amwater.com>
Date: 06/02/2010 09:41 AM
Subject: RE: 30% Discount Coding Reconciliation

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, June 02, 2010 9:40 AM
To: Candice Deininger
Cc: Sheila Powell; Takisha.Walker@amwater.com
Subject: RE: 30% Discount Coding Reconciliation

Candice,

Just to confirm, I will be running a full reconciliation the week of
June
7th.

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>

cc 06/01/2010 12:30 "Sheila Powell"
PM <sheilap@lexingtonky.gov>,
<Takisha.Walker@amwater.com>

Subject RE: 30% Discount Coding

Hello, Bryan. As a matter of fact, I was going through the files sent to KAWC from Adult Services beginning in January when the WQMF was implemented, and it, too, was subject to the 30% discount just like the sanitary sewer usage. Of the first three I've checked, almost all of the accounts in those files were not coded to receive the 30% discount for sanitary sewer; however, they were coded to receive the 30% discount for the WQMF. I believe the accounts already sent to KAWC need to be checked, especially for their sanitary sewer usage, and accounts coded as requested so the clients on those lists can begin receiving their appropriate discounts.

With regard to your inquiry of a running log, I am not sure how Sheila in Adult Services keeps track of the accounts that are to receive the discounts, but I'm sure some process could be created that is simple and manageable and agreeable to you both. 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, June 01, 2010 11:47 AM
To: Candice Deininger

Cc: Sheila Powell; Takisha.Walker@amwater.com
 Subject: 30% Discount Coding

Candice,

When I get back next week I will be working to ensure these are all set up properly. I have a comparison I make between our system and all of the files received from the LFUCG. Does the city keep a running log of these like Landfill, WQMF, etc? We should think about some sort of periodic comparison to ensure something has not fallen through the cracks. Let me know your thoughts.

 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: "Mike Smith" <mikes@lexingtonky.gov>
 To: <BRYAN.SILER@AMWATER.COM>
 Date: 06/02/2010 01:45 PM
 Subject: file - No Errors

The weekly file is attached.

Thank You!

Michael S. Smith
 Computer Operations Manager/
 Help Desk Manager/Synergy Team Member
 Division of Computer Services
 200 East Main Street - Lexington, KY 40507
 859-258-3730 mikes@lexingtonky.gov



HERC0602.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>
 Date: 06/03/2010 02:50 PM
 Subject: RE: May Reports

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: Wednesday, June 02, 2010 4:48 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: May Reports

Hello,

Attached are the sewer, landfill and water quality management fee
monthly
reports for your review. There were 4 OPA accounts that were billed
\$1.50
in taxes. These will be corrected. The exclusion credits were quite a
bit
higher this month.

Please let me know if you have any questions.

Thank you.

(See attached file: Aging Totals.pdf) (See attached file: LFUCG
Sewer_Landfill_WQ_MAY 2010 rev.xls)

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: 06/04/2010 04:49 PM
Subject: LFUCG 5-10

Sewer & Landfill billing.



3753_001.pdf

Thanks,

Dale Graham
SSC Cash Operations

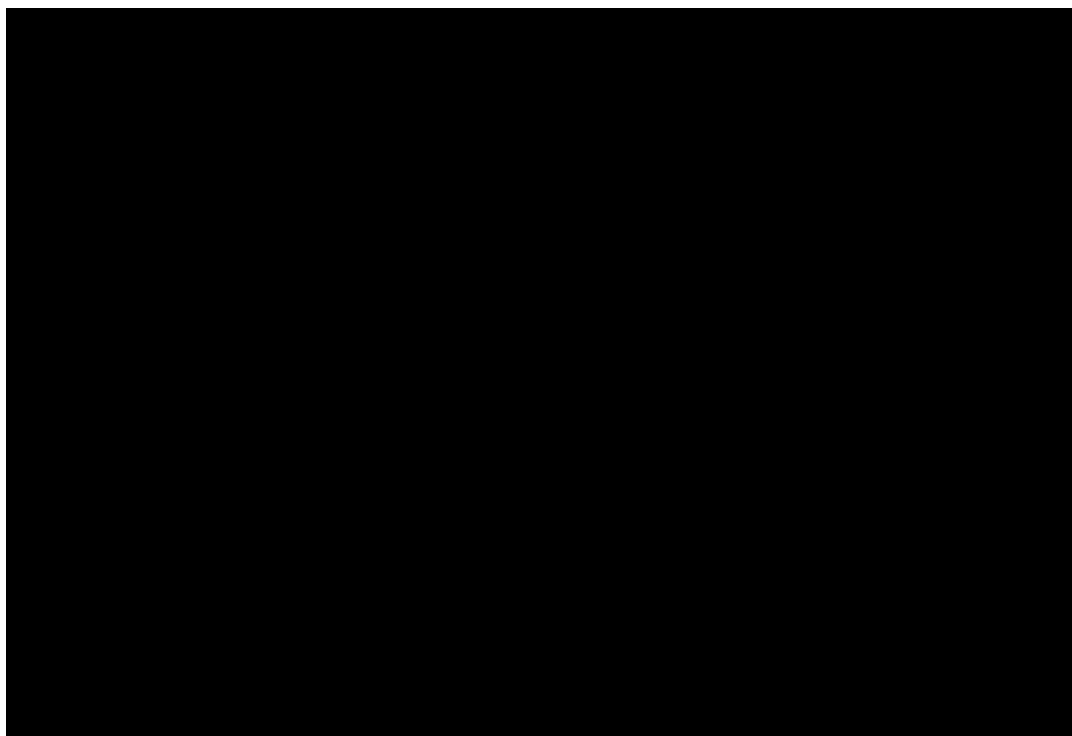
American Water Shared Services Center
131 Woodcrest Rd
Cherry Hill, NJ 08003
Phone: (856)-310-5796
Fax: (856)-672-2873
Dale.Graham@amwater.com

----- 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: <Takisha.Walker@amwater.com>, "Kathleen Hicks" <khicks@lexingtonky.gov>
Date: 06/07/2010 08:22 AM
Subject: May Invoice

Good morning, Bryan. Would you kindly recheck the number of sewer bills for which LFUCG is charged, please? I'm unable to locate the number you show on the following screenshot. Thanks for checking!

pic08116.jpg - Windows Picture and Fax Viewer



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 -----

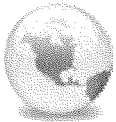
From: Bryan Siler/KAWC/AWWSC
To: "Candice Deininger" <cdeining@lexingtonky.gov>@AWX
Cc: "Kathleen Hicks" <khicks@lexingtonky.gov>, Takisha.Walker@amwater.com
Date: 06/07/2010 09:46 AM
Subject: Re: May Invoice

Candice,

It is the Transaction Count from the CBT Summary (CBTSMY), Code 10 (Charge) for All Accounts. It is also listed on each tab (Utility Type) in the Excel file I sent for closing. Let me know if you have any questions.

Bryan Siler
Eastern Division
bryan.siler@amwater.com
Phone: (859) 268-6350
Fax: (859) 335-3350

"Candice Deininger" <cdeining@lexingtonky.gov>



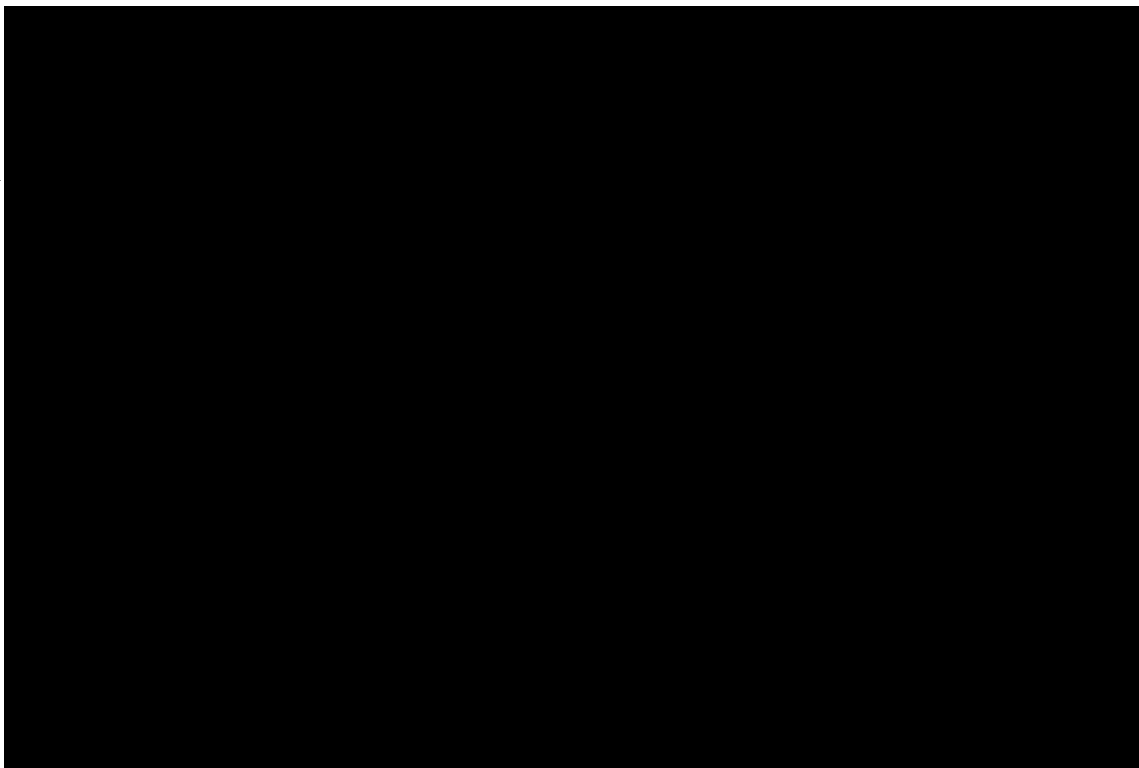
"Candice Deininger"
<cdeining@lexingtonky.gov
>

06/07/2010 08:21 AM

To <Bryan.Siler@amwater.com>
cc <Takisha.Walker@amwater.com>, "Kathleen Hicks"
<khicks@lexingtonky.gov>
Subject May Invoice

Good morning, Bryan. Would you kindly recheck the number of sewer bills for which LFUCG is charged, please? I'm unable to locate the number you show on the following screenshot. Thanks for checking!

pic08116.jpg - Windows Picture and Fax Viewer



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: "Kathleen Hicks" <khicks@lexingtonky.gov>, <Takisha.Walker@amwater.com>
 Date: 06/07/2010 09:56 AM
 Subject: RE: May Invoice

Hi, Bryan. I'm looking at the sewer report, and I see the sewer CBTSMY count; however, the number of regular bills summarized just above it shows a total of 106,431, for a difference of 169. So, which number is correct? And how does the 169 break out as to class?

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 07, 2010 9:47 AM
 To: Candice Deininger
 Cc: Kathleen Hicks; Takisha.Walker@amwater.com
 Subject: Re: May Invoice

Candice,

It is the Transaction Count from the CBT Summary (CBTSMY), Code 10 (Charge) for All Accounts. It is also listed on each tab (Utility Type) in the Excel file I sent for closing. Let me know if you have any questions.

(Embedded image moved to file: pic20328.jpg)

Bryan Siler
 Eastern Division
 bryan.siler@amwater.com
 Phone: (859) 268-6350
 Fax: (859) 335-3350

"Candice
 Deininger"
 <cdeining@lexingt
 onky.gov>
 To: <Bryan.Siler@amwater.com>

cc
 06/07/2010 08:21 AM
 <Takisha.Walker@amwater.com>,
 "Kathleen Hicks"

<khicks@lexingtonky.gov>

Subject

May Invoice

Good morning, Bryan. Would you kindly recheck the number of sewer bills for which LFUCG is charged, please? I'm unable to locate the number you show on the following screenshot. Thanks for checking!

(Embedded image moved to file: pic22646.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: Bryan Siler/KAWC/AWWSC
To: Bryan Siler/KAWC/AWWSC@AWW
Date: 06/07/2010 10:17 AM
Subject: Fw: May Invoice

----- Forwarded by Bryan Siler/KAWC/AWWSC on 06/07/2010 10:17 AM -----



Bryan Siler/KAWC/AWWSC

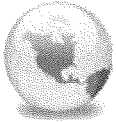
06/07/2010 10:17 AM

To "Candice Deininger" <cdeining@lexingtonky.gov>@AWX
cc "Kathleen Hicks" <khicks@lexingtonky.gov>,
Takisha.Walker@amwater.com
Subject RE: May Invoice

The CBT is the correct source. The code 10 transactions are listed by class. Is that what you're looking for?

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
 >

06/07/2010 09:56 AM

To <Bryan.Siler@amwater.com>
 cc "Kathleen Hicks" <khicks@lexingtonky.gov>,
 <Takisha.Walker@amwater.com>
 Subject RE: May Invoice

Hi, Bryan. I'm looking at the sewer report, and I see the sewer CBTSMY count; however, the number of regular bills summarized just above it shows a total of 106,431, for a difference of 169. So, which number is correct? And how does the 169 break out as to class?

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 07, 2010 9:47 AM
 To: Candice Deininger
 Cc: Kathleen Hicks; Takisha.Walker@amwater.com
 Subject: Re: May Invoice

Candice,

It is the Transaction Count from the CBT Summary (CBTSMY), Code 10 (Charge) for All Accounts. It is also listed on each tab (Utility Type) in the Excel file I sent for closing. Let me know if you have any questions.

(Embedded image moved to file: pic20328.jpg)

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>
cc 06/07/2010 08:21 <Takisha.Walker@amwater.com>,
AM "Kathleen Hicks"
<khicks@lexingtonky.gov>
Subject May Invoice

Good morning, Bryan. Would you kindly recheck the number of sewer bills for which LFUCG is charged, please? I'm unable to locate the number you show on the following screenshot. Thanks for checking!

(Embedded image moved to file: pic22646.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>
Date: 06/07/2010 10:19 AM
Subject: RE: May Invoice

Thanks, Bryan - and yes.

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 07, 2010 10:17 AM
To: Candice Deininger
Cc: Kathleen Hicks; Takisha.Walker@amwater.com
Subject: RE: May Invoice

The CBT is the correct source. The code 10 transactions are listed by class. Is that what you're looking for?

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 06/07/2010 09:56 AM "Kathleen Hicks"
<khicks@lexingtonky.gov>,
<Takisha.Walker@amwater.com>
Subject RE: May Invoice

Hi, Bryan. I'm looking at the sewer report, and I see the sewer CBTSMY count; however, the number of regular bills summarized just above it shows a total of 106,431, for a difference of 169. So, which number is correct? And how does the 169 break out as to class?

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 07, 2010 9:47 AM
To: Candice Deininger
Cc: Kathleen Hicks; Takisha.Walker@amwater.com
Subject: Re: May Invoice

Candice,

It is the Transaction Count from the CBT Summary (CBTSMY), Code 10 (Charge) for All Accounts. It is also listed on each tab (Utility Type) in the Excel file I sent for closing. Let me know if you have any questions.

(Embedded image moved to file: pic20328.jpg)

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 06/07/2010 08:21 <Takisha.Walker@amwater.com>,
AM "Kathleen Hicks"
<khicks@lexingtonky.gov>

Subject May Invoice

Good morning, Bryan. Would you kindly recheck the number of sewer bills for which LFUCG is charged, please? I'm unable to locate the number you show on the following screenshot. Thanks for checking!

(Embedded image moved to file: pic22646.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: "Rebecca Burke" <rburke@lexingtonky.gov>
To: <Bryan.Siler@amwater.com>
Cc: "Candice Deininger" <cdeining@lexingtonky.gov>
Date: 06/07/2010 11:08 AM
Subject: FW: Landfill Charges

Bryan,
Good Morning, almost afternoon.
Can you please find out the KAWC accounts that are being billed

for landfill with the addresses between [REDACTED]

[REDACTED] I had a customer call and they are being billed on the KAWC bill for a herbie and the city doesn't service District 6 area which is her area. They do not have accounts on our system; they would be billed on the KAWC bill if they are being billed at all.

Thanks for any help you can give me in resolving this issue
Bryan!

Rebecca Burke ☺
258-3365
rburke@lexingtonky.gov

Lord, keep Your arm around my shoulders and your hand over my mouth

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:32 AM -----

From: Bryan Siler/KAWC/AWWSC
 To: cdeining@lfucg.com
 Cc: <sdickison@lexingtonky.gov>, Takisha D Walker/KAWC/AWWSC@AWW
 Date: 06/07/2010 11:18 AM
 Subject: List of Inactive Premises for January through April

Candice,

In our review we had Inactive Premises listed as item 1. As discussed, attached is a list of those premises for each month.



Inactives.xls

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 Deining" <cdeining@lexingtonky.gov>
 To: <Bryan.Siler@amwater.com>, "Robert Bowman" <rbowman2@lexingtonky.gov>
 Cc: "Scott Dickison" <sdickison@lexingtonky.gov>, <Takisha.Walker@amwater.com>

Date: 06/07/2010 11:21 AM
 Subject: FW: List of Inactive Premises for January through April

Good morning, Bryan, and thank you. I'm sending this to Robert 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: Monday, June 07, 2010 11:18 AM
 To: Candice Deininger
 Cc: Scott Dickison; Takisha.Walker@amwater.com
 Subject: List of Inactive Premises for January through April

Candice,

In our review we had Inactive Premises listed as item 1. As discussed, attached is a list of those premises for each month.

(See attached file: Inactives.xls)

Bryan Siler
 Eastern Division
 bryan.siler@amwater.com
 Phone: (859) 268-6350
 Fax: (859) 335-3350
 [attachment "Inactives.xls" deleted by Bryan Siler/KAWC/AWWSC]
 ---- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:32 AM ----

From: Bryan Siler/KAWC/AWWSC
 To: cdeining@lfucg.com
 Cc: <sdickison@lexingtonky.gov>, Takisha D Walker/KAWC/AWWSC@AWW
 Date: 06/07/2010 11:26 AM
 Subject: Fw: List of Inactive Premises for January through April

Candice,

Just to clarify, columns A through E are inactivated premises that are not billing and columns G through M are currently active premises that did not have an active account during the particular month of the report. Please let me know if you have any questions regarding these.

Bryan Siler
 Eastern Division
 bryan.siler@amwater.com
 Phone: (859) 268-6350
 Fax: (859) 335-3350

----- Forwarded by Bryan Siler/KAWC/AWWSC on 06/07/2010 11:20 AM -----



Bryan Siler/KAWC/AWWSC

06/07/2010 11:18 AM

To Candice Deininger

cc <sdickison@lexingtonky.gov>, Takisha D Walker/KAWC/AWWSC@AWW

Subject List of Inactive Premises for January through April

Candice,

In our review we had Inactive Premises listed as item 1. As discussed, attached is a list of those premises for each month.

[attachment "Inactives.xls" deleted by Bryan Siler/KAWC/AWWSC]

Bryan Siler
Eastern Division
bryan.siler@amwater.com
Phone: (859) 268-6350
Fax: (859) 335-3350

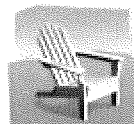
----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:32 AM -----

From: Bryan Siler/KAWC/AWWSC
To: Bryan Siler/KAWC/AWWSC@AWW
Cc: cdeining@lfucg.com, sdickison@lexingtonky.gov, Takisha D Walker/KAWC/AWWSC@AWW
Date: 06/07/2010 11:27 AM
Subject: Re: Fw: List of Inactive Premises for January through April

Sorry, inactivated should read inactive.

Bryan Siler
Eastern Division
bryan.siler@amwater.com
Phone: (859) 268-6350
Fax: (859) 335-3350

Bryan Siler/KAWC/AWWSC



Bryan Siler/KAWC/AWWSC

06/07/2010 11:26 AM

To cdeining@lfucg.com

cc <sdickison@lexingtonky.gov>, Takisha D Walker/KAWC/AWWSC@AWW

Subject Fw: List of Inactive Premises for January through April

Candice,

Just to clarify, columns A through E are inactivated premises that are not billing and columns G through M are currently active premises that did not have an active account during the particular month of the report. Please let me know if you have any questions regarding these.

Bryan Siler
Eastern Division
bryan.siler@amwater.com
Phone: (859) 268-6350
Fax: (859) 335-3350

----- Forwarded by Bryan Siler/KAWC/AWWSC on 06/07/2010 11:20 AM -----



Bryan Siler/KAWC/AWWSC

06/07/2010 11:18 AM

To Candice Deininger

cc <sdickison@lexingtonky.gov>, Takisha D
Walker/KAWC/AWWSC@AWW

Subject List of Inactive Premises for January through April

Candice,

In our review we had Inactive Premises listed as item 1. As discussed, attached is a list of those premises for each month.

[attachment "Inactives.xls" deleted by Bryan Siler/KAWC/AWWSC]

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>, "Robert Bowman" <rbowman2@lexingtonky.gov>
Cc: "Scott Dickison" <sdickison@lexingtonky.gov>, <Takisha.Walker@amwater.com>
Date: 06/07/2010 11:29 AM
Subject: FW: List of Inactive Premises for January through April

I'm sending this on to Robert as well since he and Scott have been looking at the 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: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]
Sent: Monday, June 07, 2010 11:26 AM
To: Candice Deininger
Cc: Scott Dickison; Takisha.Walker@amwater.com
Subject: Fw: List of Inactive Premises for January through April

Candice,

Just to clarify, columns A through E are inactivated premises that are not billing and columns G through M are currently active premises that did not have an active account during the particular month of the report. Please let me know if you have any questions regarding these.

Bryan Siler
Eastern Division
bryan.siler@amwater.com
Phone: (859) 268-6350
Fax: (859) 335-3350

----- Forwarded by Bryan Siler/KAWC/AWWS on 06/07/2010 11:20 AM -----

Bryan
Siler/KAWC/AWWS

To 06/07/2010 11:18 AM Candice Deininger

cc <sdickison@lexingtonky.gov>, Takisha D Walker/KAWC/AWWS@AWW

Subject List of Inactive Premises for January through April

Candice,

In our review we had Inactive Premises listed as item 1. As discussed, attached is a list of those premises for each month.

(See attached file: Inactives.xls)

Bryan Siler
 Eastern Division
 bryan.siler@amwater.com
 Phone: (859) 268-6350
 Fax: (859) 335-3350
 [attachment "Inactives.xls" deleted by Bryan Siler/KAWC/AWWSC]
 ----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:32 AM -----

From: "Rebecca Burke" <rburke@lexingtonky.gov>
 To: <Bryan.Siler@amwater.com>
 Date: 06/07/2010 12:15 PM
 Subject: RE: FW: Landfill Charges

That's fine. Just when you get a chance.
 Thanks

Rebecca Burke
 LFUCG Division of Revenue
 Sewer and Landfill Department
 rburke@lexingtonky.gov
 Ph.# 859-258-3365
 Fax # 859-258-3352
 Lord, keep Your arm around my shoulders and your hand over my mouth

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

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]
 Sent: Monday, June 07, 2010 12:13 PM
 To: Rebecca Burke
 Cc: Candice Deininger; Takisha.Walker@amwater.com
 Subject: Re: FW: Landfill Charges

Rebecca,

I have received this and will respond as soon as I get the list together.
 If you have a specific address in question I can look that up now. Otherwise it will likely be this afternoon or tomorrow morning before I can respond. Just let me know.

Bryan Siler

Eastern Division
bryan.siler@amwater.com
Phone: (859) 268-6350
Fax: (859) 335-3350

"Rebecca Burke"
<rburke@lexington
ky.gov>
To <Bryan.Siler@amwater.com>
06/07/2010 11:07
cc AM "Candice Deininger"
<cdeining@lexingtonky.gov>
Subject FW: Landfill Charges

Bryan,
Good Morning, almost afternoon.
Can you please find out the KAWC accounts that are being billed for
landfill with the addresses between [REDACTED] I had
a
customer call and they are being billed on the KAWC bill for a herbie
and
the city doesn't service District 6 area which is her area. They do not
have accounts on our system; they would be billed on the KAWC bill if
they
are being billed at all.

Thanks for any help you can give me in resolving this issue Bryan!

Rebecca Burke (Embedded image moved to file: pic20580.gif)
258-3365
rburke@lexingtonky.gov

Lord, keep Your arm around my shoulders and your hand over my mouth

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:32 AM -----

From: Bryan Siler/KAWC/AWWSC
To: "Rebecca Burke" <rburke@lexingtonky.gov>@AWX
Cc: Takisha D Walker/KAWC/AWWSC@AWW
Date: 06/07/2010 05:45 PM
Subject: RE: FW: Landfill Charges

Hi Rebecca,

I didn't know if you had a certain address you wanted me to check.

Here is the information you requested. I got it from the June 2, 2010 Fixed Charge file on the Online Account Manager. I have also included some steps on how to navigate to this information. Do you have access to the Online Account Manager?

This data is provided via Online Account Manager. You can go to the Contract Billing Downloads, open LFUCG, go to 5- Fixed Charge Files, look in O&M Landfill Service (whatever date) and open. You can then sort by address (Wyndham Hills). This will give you the data you are looking for.

Let me know if you have any questions on how to access this information.




Wyndham Hills.xls

Contract Billing Downloads - Windows Internet Explorer provided by American Water ITS - 5/23

File Edit View Favorites Tools Help

Back Stop Refresh Home Search Favorites Stop Print Mail News RSS

Address http://10.38.3.16/webapp/AWWPR/PAPR/Data_Services/ContractBilling.jsp?App_Code=KYPR%20 Go Links >>



Online Information Request

Contract Billing Downloads

1. LFUCG
2. Sadieville Sewer
3. Treehaven
4. Verna Hills
5. LFUCG 2 - Premises not currently assigned to LFUCG

Menu Exit Secure Area


Internet

Put Your Title Here - Windows Internet Explorer provided by American Water ITS - 5/23

File Edit View Favorites Tools Help

Back Search Favorites Go Links

Address http://10.38.3.16/webapp/AWWPR/PAPR/Data_Services/ContractBillingResult.jsp?App_Code=KYF Go Links

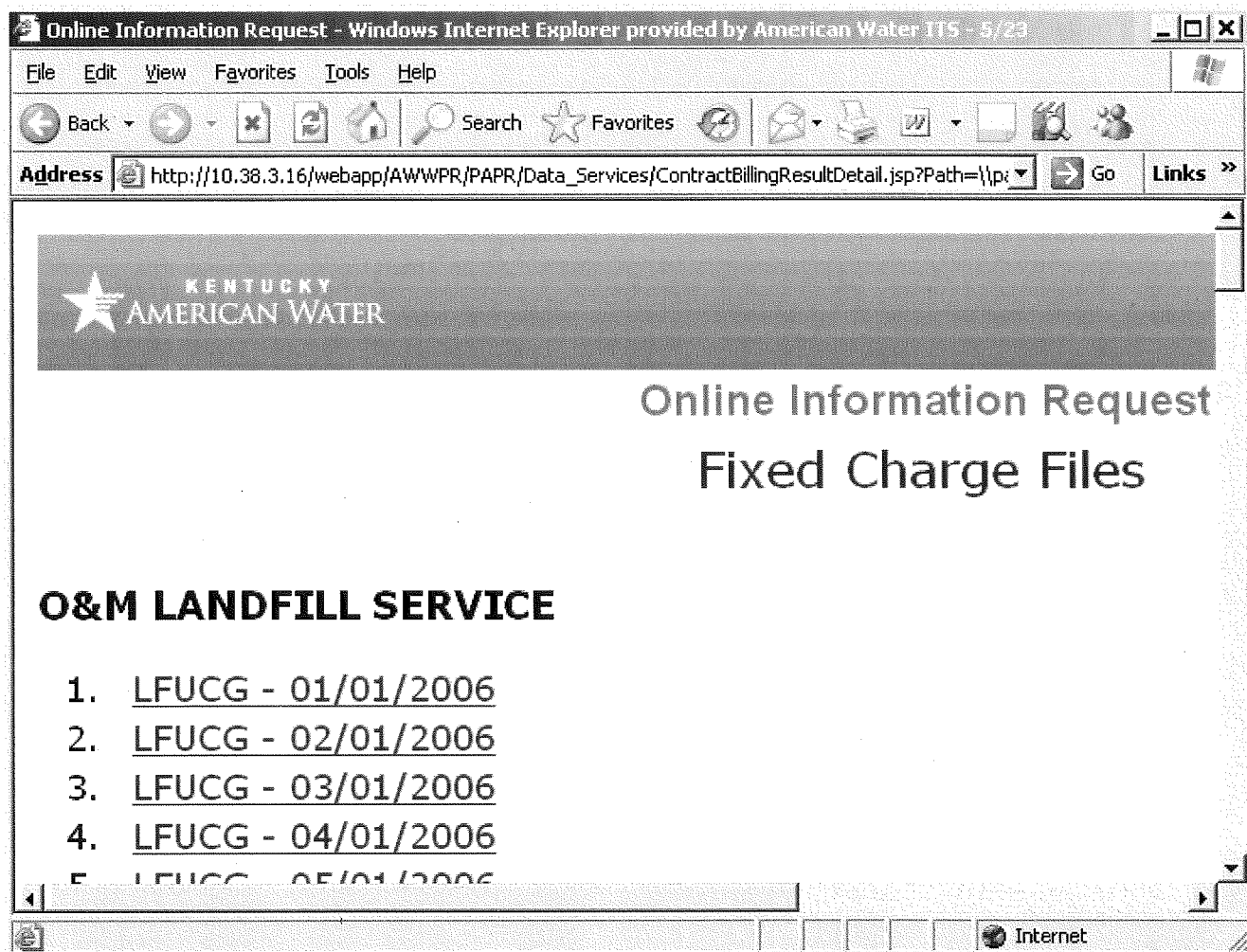


KENTUCKY
AMERICAN WATER

Online Information Request LFUCG

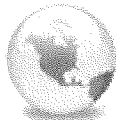
1. [Aging Files](#)
2. [Cash Transaction Files](#)
3. [CBT Reports](#)
4. [Charge Off Reports](#)
5. [Fixed Charge Files](#)
6. [Miscellaneous Adjustment Files](#)
7. [Service Order Off Files](#)
8. [Service Order On Files](#)

Done Internet



Bryan Siler
 Eastern Division
 bryan.siler@amwater.com
 Phone: (859) 268-6350
 Fax: (859) 335-3350

"Rebecca Burke" <rburke@lexingtonky.gov>



"Rebecca Burke"
 <rburke@lexingtonky.gov>
 06/07/2010 12:15 PM

To <Bryan.Siler@amwater.com>
 cc

Subject RE: FW: Landfill Charges

That's fine. Just when you get a chance.

Thanks

Rebecca Burke
LFUCG Division of Revenue
Sewer and Landfill Department
rburke@lexingtonky.gov
Ph.# 859-258-3365
Fax # 859-258-3352

Lord, keep Your arm around my shoulders and your hand over my mouth

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

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]
Sent: Monday, June 07, 2010 12:13 PM
To: Rebecca Burke
Cc: Candice Deininger; Takisha.Walker@amwater.com
Subject: Re: FW: Landfill Charges

Rebecca,

I have received this and will respond as soon as I get the list together.
If you have a specific address in question I can look that up now.
Otherwise it will likely be this afternoon or tomorrow morning before I can respond. Just let me know.

Bryan Siler
Eastern Division
bryan.siler@amwater.com
Phone: (859) 268-6350
Fax: (859) 335-3350

"Rebecca Burke"
<rburke@lexingtonky.gov>
To <Bryan.Siler@amwater.com>
06/07/2010 11:07 AM
cc "Candice Deininger"
<cdeining@lexingtonky.gov>
Subject FW: Landfill Charges

Bryan,
Good Morning, almost afternoon.
Can you please find out the KAWC accounts that are being billed for landfill with the addresses between [REDACTED] I had a customer call and they are being billed on the KAWC bill for a herbie and the city doesn't service District 6 area which is her area. They do not have accounts on our system; they would be billed on the KAWC bill if they are being billed at all.

Thanks for any help you can give me in resolving this issue Bryan!

Rebecca Burke (Embedded image moved to file: pic20580.gif)
258-3365
rburke@lexingtonky.gov

Lord, keep Your arm around my shoulders and your hand over my mouth

----- 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: 06/08/2010 08:13 AM
Subject: May 2010 New Services

Good morning, Bryan. Attached is the geocoded file for May 2010 new services. Thanks very much!

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 2010.xls

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:32 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: 06/08/2010 10:43 AM
Subject: Landfill Charges

For landfill charge on Premise [REDACTED]
[REDACTED] Please check the charges to make sure they are
being billed for 2 herbies. Currently they show being billed for
three. If there is any questions please email.

Rebecca Burke ☺
258-3365
rburke@lexingtonky.gov

Lord, keep Your arm around my shoulders and your hand over my mouth

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:32 AM -----

From: "Rebecca Burke" <rburke@lexingtonky.gov>
To: <Bryan.Siler@amwater.com>
Date: 06/08/2010 11:02 AM
Subject: RE: Landfill Charges

No sure about the last change. Please just change to two units.
Thanks

Rebecca Burke
LFUCG Division of Revenue
Sewer and Landfill Department
rburke@lexingtonky.gov

Ph.# 859-258-3365

Fax # 859-258-3352

Lord, keep Your arm around my shoulders and your hand over my mouth

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

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]
Sent: Tuesday, June 08, 2010 11:01 AM
To: Rebecca Burke
Cc: Candice Deininger; Linda.Toussaint@amwater.com;
specialaccts@amwater.com; Takisha.Walker@amwater.com
Subject: Re: Landfill Charges

Rebecca,

This premise is in our system with three units for landfill as shown below.
Does this quantity need to be changed to two units? Do you know when the last time this customer was sent to us with a change?

Also, it has been a while since we did a full update of all premises - now might be a good time to correct any discrepancies that might exist.

(Embedded image moved to file: pic25874.jpg)

Bryan Siler
Eastern Division
bryan.siler@amwater.com
Phone: (859) 268-6350
Fax: (859) 335-3350

"Rebecca Burke"
<rburke@lexington
ky.gov>

To <specialaccts@amwater.com>

06/08/2010 10:43
cc AM

"Candice Deininger"
<cdeining@lexingtonky.gov>,
<Bryan.Siler@amwater.com>,
<Linda.Toussaint@amwater.com>

Subject Landfill Charges

For landfill charge on Premise [REDACTED]
[REDACTED] Please check the charges to make sure they are being billed for
2
herbies. Currently they show being billed for three. If there is any
questions please email.

Rebecca Burke (Embedded image moved to file: pic24372.gif)
258-3365
rburke@lexingtonky.gov

Lord, keep Your arm around my shoulders and your hand over my mouth

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:32 AM -----

From: "Candice Deininger" <cdeining@lexingtonky.gov>
To: <Bryan.Siler@amwater.com>, "Rebecca Burke" <rburke@lexingtonky.gov>
Cc: <Takisha.Walker@amwater.com>, "Lynne Cross" <ccross@lexingtonky.gov>
Date: 06/08/2010 11:08 AM
Subject: RE: Landfill Charges

Good morning, Bryan. And yes, I agree that we need to do a full update.
I will contact Mike Smith in our IT department who usually sends the
weekly file to see what his schedule looks like the first week of July.
June 30 is our fiscal year-end close and a holiday weekend to boot. I
will copy you on the email I send to Mike. 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: Tuesday, June 08, 2010 11:01 AM
 To: Rebecca Burke
 Cc: Candice Deininger; Linda.Toussaint@amwater.com;
 specialaccts@amwater.com; Takisha.Walker@amwater.com
 Subject: Re: Landfill Charges

Rebecca,

This premise is in our system with three units for landfill as shown below.

Does this quantity need to be changed to two units? Do you know when the last time this customer was sent to us with a change?

Also, it has been a while since we did a full update of all premises - now might be a good time to correct any discrepancies that might exist.

(Embedded image moved to file: pic25874.jpg)

Bryan Siler
 Eastern Division
 bryan.siler@amwater.com
 Phone: (859) 268-6350
 Fax: (859) 335-3350

"Rebecca Burke"
 <rburke@lexington
 ky.gov>
 To <specialaccts@amwater.com>
 06/08/2010 10:43
 cc AM "Candice Deininger"
 <cdeining@lexingtonky.gov>,
 <Bryan.Siler@amwater.com>,
 <Linda.Toussaint@amwater.com>
 Subject Landfill Charges

For landfill charge on Premise# [REDACTED]
[REDACTED] Please check the charges to make sure they are being billed for
2
herbies. Currently they show being billed for three. If there is any
questions please email.

Rebecca Burke (Embedded image moved to file: pic24372.gif)
258-3365
rburke@lexingtonky.gov

Lord, keep Your arm around my shoulders and your hand over my mouth

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:32 AM -----

From: "Conan E Brooks" <cbrooks@lexingtonky.gov>
To: <Bryan.Siler@amwater.com>
Date: 06/08/2010 12:02 PM
Subject: RE: water spreadsheet

Hey Brian,

Thanks for your help this morning. I wanted to confirm a few things and ask some things I missed.

1) The district code and area code look very similar. I think you said the district code deals with service recieved (such as only water, or water and trash). Could you confirm what these two codes are?

2) Could you tell me what the revenue code means please?

Also, I learned that we never signed up for an electronic account because we are unable to pay bills that way yet. So if my office signed up for the electronic account, do you know if we will stop receiving paper bills?

Thanks again for your help.

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]
Sent: Mon 6/7/2010 16:43
To: Conan E Brooks
Cc: Takisha.Walker@amwater.com
Subject: Re: water spreadsheet

Anytime tomorrow would be fine. I can give you a call later today if needed.

Please send me a copy of the material you're referring to. Thanks.

Bryan Siler
Eastern Division
bryan.siler@amwater.com
Phone: (859) 268-6350
Fax: (859) 335-3350

"Conan E Brooks"
<cbrooks@lexingtonky.gov>
To
<bryan.siler@amwater.com>
06/07/2010 03:48 PM cc
Subject
water spreadsheet

Brian Siler,

I left you a message on your phone earlier regarding a spreadsheet that made it's way to Ricky Caldwell (Through Jamshid). We are moving to Energy Cap to help us pay our bills and track usage better. The spreadsheet has been tremendously helpful. I was wondering if I could ask you a few questions about it. Just email me back with a good time to call or you can reach me at my cell phone, 561-926-0844

Thanks

Conan Brooks
LFUCG-Environmental Quality
200 E Main St.
Lexington, KY 40507
425-2800
cbrooks@lexingtonky.gov

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:32 AM -----

From: "Candice Deininger" <cdeining@lexingtonky.gov>
To: "Mike Smith" <mikes@lexingtonky.gov>
Cc: <Bryan.Siler@amwater.com>, <Takisha.Walker@amwater.com>, "Rebecca Burke" <rburke@lexingtonky.gov>, "Lynne Cross" <ccross@lexingtonky.gov>
Date: 06/08/2010 12:24 PM
Subject: Complete Landfill Update

Good afternoon, Mike. It has been some time since LFUCG has sent the full Herbie/landfill file to KAWC to update billing records. I would like to propose that we coordinate with Bryan at KAWC and send the complete file (is its name HERMAST?) as soon after July 1 as possible. I realize it's our fiscal year-end closing compounded by the holiday weekend. I know you normally send the weekly file on a Monday, so would Monday, July 9, work for you? I've copied Bryan on this email to add input regarding his schedule. Thanks, Mike!!

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: "Mike Smith" <mikes@lexingtonky.gov>
To: "Candice Deininger" <cdeining@lexingtonky.gov>
Cc: <Bryan.Siler@amwater.com>, <Takisha.Walker@amwater.com>, "Rebecca Burke" <rburke@lexingtonky.gov>, "Lynne Cross" <ccross@lexingtonky.gov>
Date: 06/08/2010 12:33 PM
Subject: RE: Complete Landfill Update

How 'bout I send it today? ☺

As a matter of fact – it's attached.

Thank You!

Michael S. Smith
mikes@lexingtonky.gov
859-258-3730

From: Candice Deininger
Sent: Tuesday, June 08, 2010 12:24 PM

To: Mike Smith
Cc: 'Bryan.Siler@amwater.com'; Takisha.Walker@amwater.com; Rebecca Burke; Lynne Cross
Subject: Complete Landfill Update

Good afternoon, Mike. It has been some time since LFUCG has sent the full Herbie/landfill file to KAWC to update billing records. I would like to propose that we coordinate with Bryan at KAWC and send the complete file (is its name HERMAST?) as soon after July 1 as possible. I realize it's our fiscal year-end closing compounded by the holiday weekend. I know you normally send the weekly file on a Monday, so would Monday, July 9, work for you? I've copied Bryan on this email to add input regarding his schedule. Thanks, Mike!!

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



HERMAST.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: <Takisha.Walker@amwater.com>, "Rebecca Burke" <rburke@lexingtonky.gov>, "Lynne Cross" <ccross@lexingtonky.gov>, "Mike Smith" <mikes@lexingtonky.gov>
Date: 06/08/2010 12:38 PM
Subject: RE: Complete Landfill Update

Hi, Bryan . . . Mike was really, really fast with this and I wasn't expecting it. Can your schedule and that of your IT department accommodate processing it?

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

From: Mike Smith
Sent: Tuesday, June 08, 2010 12:33 PM
To: Candice Deininger
Cc: 'Bryan.Siler@amwater.com'; 'Takisha.Walker@amwater.com'; Rebecca Burke; Lynne Cross
Subject: RE: Complete Landfill Update

How 'bout I send it today? ☺

As a matter of fact – it's attached.

Thank You!

Michael S. Smith
mikes@lexingtonky.gov

859-258-3730

From: Candice Deininger
Sent: Tuesday, June 08, 2010 12:24 PM
To: Mike Smith
Cc: 'Bryan.Siler@amwater.com'; Takisha.Walker@amwater.com; Rebecca Burke; Lynne Cross
Subject: Complete Landfill Update

Good afternoon, Mike. It has been some time since LFUCG has sent the full Herbie/landfill file to KAWC to update billing records. I would like to propose that we coordinate with Bryan at KAWC and send the complete file (is its name HERMAST?) as soon after July 1 as possible. I realize it's our fiscal year-end closing compounded by the holiday weekend. I know you normally send the weekly file on a Monday, so would Monday, July 9, work for you? I've copied Bryan on this email to add input regarding his schedule. Thanks, Mike!!

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: Eric D Stigall/KAWC/AWWSC
To: Tobey J Adams/KAWC/AWWSC@AWW
Cc: sdickison@lexingtonky.gov, Bryan Siler/KAWC/AWWSC@AWW
Date: 06/08/2010 01:20 PM
Subject: Re: Fw: GPS unit

Scott,

are you in? Give me a shout and I'll return the unit ASAP.

Thanks,

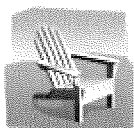
Eric Stigall
CAD Drafter
Ky. American Water
2300 Richmond Rd.
Lexington, Ky. 40502
PH. (859) 268-6359
E-mail - eric.stigall@amwater.com
FAX.(859) 335-3393
Tobey J Adams/KAWC/AWWSC

Tobey J
Adams/KAWC/AWWSC
06/08/2010 01:05 PM

To Eric D Stigall/KAWC/AWWSC@AWW
cc
Subject Fw: GPS unit

Tobey Adams
Engineering Technician
Kentucky American Water
2300 Richmond Road
Lexington, KY 40502
Em: tobey.adams@amwater.com
Ph: 859.335.3408
Ce: 859.537.7481
Fax: 859.335.3308
www.kawc.com
www.bluegrasswater.com

----- Forwarded by Tobey J Adams/KAWC/AWWSC on 06/08/2010 01:05 PM -----



Bryan Siler/KAWC/AWWSC

06/08/2010 11:41 AM

To Tobey J Adams/KAWC/AWWSC@AWW

cc

Subject Re: Fw: GPS unit

Will we be able to return it this week?

Bryan Siler
Eastern Division
bryan.siler@amwater.com
Phone: (859) 268-6350
Fax: (859) 335-3350

Tobey J Adams/KAWC/AWWSC

Tobey J
Adams/KAWC/AWWSC

06/07/2010 07:47 AM

To Bryan Siler/KAWC/AWWSC@AWW

cc

Subject Re: Fw: GPS unit

Yep,

I just check I still have it. I have not had the chance to get it back.

Tob

Tobey Adams
Engineering Technician

Kentucky American Water
2300 Richmond Road
Lexington, KY 40502
Em: tobey.adams@amwater.com
Ph: 859.335.3408
Ce: 859.537.7481
Fax: 859.335.3308
www.kawc.com
www.bluegrasswater.com
Bryan Siler/KAWC/AWWSC



Bryan Siler/KAWC/AWWSC

06/07/2010 07:41 AM

To Tobey J Adams/KAWC/AWWSC@AWW

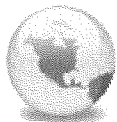
cc

Subject Fw: GPS unit

Do we still have this unit?

Bryan Siler
Eastern Division
bryan.siler@amwater.com
Phone: (859) 268-6350
Fax: (859) 335-3350

----- Forwarded by Bryan Siler/KAWC/AWWSC on 06/07/2010 07:41 AM -----



"Scott Dickison"
<sdickison@lexingtonky.gov
>

To <Bryan.Siler@amwater.com>

cc

06/03/2010 02:48 PM

Subject GPS unit

Did you guys ever send back the GPS unit? If not then we need to get that back.

Thanks,

Scott

----- 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: "Scott Dickison" <sdickison@lexingtonky.gov>, <Takisha.Walker@amwater.com>
Date: 06/08/2010 02:36 PM

Subject: RE: May 2010 New Services

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: Tuesday, June 08, 2010 2:35 PM
 To: Candice Deininger
 Cc: Scott Dickison; Takisha.Walker@amwater.com
 Subject: Re: May 2010 New Services

Candice,

Attached are the results of this comparison. All premises that are marked "Sewered" have the O&M Wastewater Service attached to them.

(Embedded image moved to file: pic01832.jpg)

(See attached file: geoprocessed_ONSET-NEW TAPS FOR MAY 2010.xls)

Bryan Siler
 Eastern Division
 bryan.siler@amwater.com
 Phone: (859) 268-6350
 Fax: (859) 335-3350

"Candice
 Deininger"
 <cdeining@lexingt
 onky.gov>
 To: <Bryan.Siler@amwater.com>

cc 06/08/2010 08:12 AM <Takisha.Walker@amwater.com>,
 "Scott Dickison"
 <sdickison@lexingtonky.gov>

Subject

May 2010 New Services

Good morning, Bryan. Attached is the geocoded file for May 2010 new services. Thanks very much!

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 2010.xls" deleted by Bryan Siler/KAWC/AWWSC]

----- 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>, "Mike Smith" <mikes@lexingtonky.gov>, "Rebecca Burke" <rburke@lexingtonky.gov>, Takisha.Walker@amwater.com
Date: 06/08/2010 04:31 PM
Subject: RE: Complete Landfill Update

Candice,

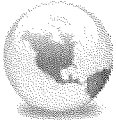
I just finished processing the file and updating our billing system. Today's bill batches were recalculated to reflect the updated quantities in case they were different.

Let me know if you have any questions.

Thanks.

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
>

06/08/2010 12:37 PM

To <Bryan.Siler@amwater.com>

cc <Takisha.Walker@amwater.com>, "Rebecca Burke"
<rburke@lexingtonky.gov>, "Lynne Cross"
<ccross@lexingtonky.gov>, "Mike Smith"
<mikes@lexingtonky.gov>

Subject RE: Complete Landfill Update

Hi, Bryan . . . Mike was really, really fast with this and I wasn't expecting it. Can your schedule and that of your IT department accommodate processing it?

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

From: Mike Smith
Sent: Tuesday, June 08, 2010 12:33 PM
To: Candice Deininger
Cc: 'Bryan.Siler@amwater.com'; 'Takisha.Walker@amwater.com'; Rebecca Burke; Lynne Cross
Subject: RE: Complete Landfill Update

How 'bout I send it today? ☺

As a matter of fact – it's attached.

Thank You!

Michael S. Smith
mikes@lexingtonky.gov
859-258-3730

From: Candice Deininger
Sent: Tuesday, June 08, 2010 12:24 PM
To: Mike Smith
Cc: 'Bryan.Siler@amwater.com'; Takisha.Walker@amwater.com; Rebecca Burke; Lynne Cross
Subject: Complete Landfill Update

Good afternoon, Mike. It has been some time since LFUCG has sent the full Herbie/landfill file to KAWC to update billing records. I would like to propose that we coordinate with Bryan at KAWC and send the complete file (is its name HERMAST?) as soon after July 1 as possible. I realize it's our fiscal year-end closing compounded by the holiday weekend. I know you normally send the weekly file on a Monday, so would Monday, July 9, work for you? I've copied Bryan on this email to add input regarding his schedule. Thanks, Mike!!

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>, "Mike Smith" <mikes@lexingtonky.gov>, "Rebecca Burke" <rburke@lexingtonky.gov>, <Takisha.Walker@amwater.com>
Date: 06/08/2010 04:32 PM
Subject: RE: Complete Landfill Update

Hi, Bryan, and thanks very much. Glad the timing worked out for Mike and you to accomplish this so quickly. Appreciate it 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

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

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]
Sent: Tuesday, June 08, 2010 4:31 PM
To: Candice Deininger
Cc: Lynne Cross; Mike Smith; Rebecca Burke; Takisha.Walker@amwater.com
Subject: RE: Complete Landfill Update

Candice,

I just finished processing the file and updating our billing system. Today's bill batches were recalculated to reflect the updated quantities in case they were different.

Let me know if you have any questions.

Thanks.

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 06/08/2010 12:37 <Takisha.Walker@amwater.com>,
PM "Rebecca Burke"
<rburke@lexingtonky.gov>, "Lynne
Cross" <ccross@lexingtonky.gov>,
"Mike Smith"
<mikes@lexingtonky.gov>
Subject RE: Complete Landfill Update

Hi, Bryan . . . Mike was really, really fast with this and I wasn't
expecting it. Can your schedule and that of your IT department
accommodate
processing it?

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

From: Mike Smith
Sent: Tuesday, June 08, 2010 12:33 PM
To: Candice Deininger
Cc: 'Bryan.Siler@amwater.com'; 'Takisha.Walker@amwater.com'; Rebecca

Burke;
Lynne Cross
Subject: RE: Complete Landfill Update

How 'bout I send it today? J

As a matter of fact - it's attached.

Thank You!

Michael S. Smith
mikes@lexingtonky.gov
859-258-3730

From: Candice Deininger
Sent: Tuesday, June 08, 2010 12:24 PM
To: Mike Smith
Cc: 'Bryan.Siler@amwater.com'; Takisha.Walker@amwater.com; Rebecca
Burke;
Lynne Cross
Subject: Complete Landfill Update

Good afternoon, Mike. It has been some time since LFUCG has sent the full Herbie/landfill file to KAWC to update billing records. I would like to propose that we coordinate with Bryan at KAWC and send the complete file (is its name HERMAST?) as soon after July 1 as possible. I realize it's our fiscal year-end closing compounded by the holiday weekend. I know you normally send the weekly file on a Monday, so would Monday, July 9, work for you? I've copied Bryan on this email to add input regarding his schedule. Thanks, Mike!!

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: Bob J Perkins/CALLCTR/CORP/AWWSC
To: Bryan Siler/KAWC/AWWSC@AWW
Cc: Renee G Roy/CALLCTR/CORP/AWWSC@AWW
Date: 06/09/2010 11:21 AM
Subject: Invalid Ending Dates in yesterdays batch

Good Morning

We have about 80 accounts that were left from yesterdays batch that have the Invalid ending date exception. It looks like the effective date for the Fixed charge for the landfill charge was entered as 6/8/10.. These bills have a ending date of 6/4/10.. Should these current bills have this charge on them?

Bob Perkins
Billing Tech Coordinator
Southeast Region
Phone: 618-433-4238

Fax: 618-433-4365

----- 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: 06/09/2010 01:34 PM
 Subject: 30% Discount Coding

Good afternoon, Bryan. Attached is the latest list from Adult services containing the name of a client to receive the 30% discount for sewer and the WQMF. 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 June 4 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: "Sheila Powell" <sheilap@lexingtonky.gov>, <Takisha.Walker@amwater.com>
 Date: 06/09/2010 03:13 PM
 Subject: RE: 30% Discount Coding

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, June 09, 2010 2:50 PM
 To: Candice Deininger
 Cc: Sheila Powell; Takisha.Walker@amwater.com
 Subject: Re: 30% Discount Coding

This file has been received and processed.

Bryan Siler
Eastern Division
bryan.siler@amwater.com
Phone: (859) 268-6350
Fax: (859) 335-3350

"Candice
Deininginger"
<cdeining@lexingt
To onky.gov> <Bryan.Siler@amwater.com>
cc 06/09/2010 01:34 <Takisha.Walker@amwater.com>,
PM "Sheila Powell"
<sheilap@lexingtonky.gov>
Subject 30% Discount Coding

Good afternoon, Bryan. Attached is the latest list from Adult services containing the name of a client to receive the 30% discount for sewer and the WQMF. Kindly contact Sheila if you have any questions. Thank you and have a good day!

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

[attachment "Friday June 4 2010.xls" deleted by Bryan Siler/KAWC/AWWSC]

----- 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: 06/10/2010 10:20 AM
Subject: RE: 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, June 10, 2010 10:13 AM
To: Candice Deininger
Cc: Lynne Cross; Takisha.Walker@amwater.com
Subject: RE: Premise [REDACTED]

FYI - I just spoke with our billing supervisor and we should have this today.

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>
cc 06/08/2010 04:52 PM "Lynne Cross"
<ccross@lexingtonky.gov>,
<Takisha.Walker@amwater.com>

Subject

RE: Premise [REDACTED]

Thanks very much, Bryan - really 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, June 08, 2010 4:45 PM
To: Candice Deininger
Cc: Lynne Cross; Takisha.Walker@amwater.com
Subject: RE: Premise [REDACTED]

Candice,

I am checking on the status of this adjustment. Billing had asked for a short period of time to get it done so let me see if they have it ready. I will get back with you tomorrow on this.

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>

cc 06/01/2010 01:08 "Lynne Cross"
PM <ccross@lexingtonky.gov>,
<Takisha.Walker@amwater.com>

Subject RE: Premise [REDACTED]

Hi, Bryan. I've been checking this account periodically and just took another look at it, and I don't see where the customer received its adjustment yet. Would you be able to find out what the status is and 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

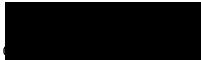
-----Original Message-----

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]
Sent: Monday, April 26, 2010 4:38 PM
To: Candice Deininger
Cc: Lynne Cross; Takisha.Walker@amwater.com
Subject: RE: Premise [REDACTED]

Candice,

We are working to get that put together now and I will let you both know when we have it. I had planned to contact the customer as well to explain the adjustment.

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 04/26/2010 03:00 "Lynne Cross"
PM <ccross@lexingtonky.gov>,
<Takisha.Walker@amwater.com>
Subject RE: Premis 

Hello, Bryan, and I'm glad you were able to identify the billing problem. Were you able to determine how long this problem has existed? Also, by chance, were you able to identify any other accounts where this might have happened?

Lynne tried returning the customer's call today to let him know what happened but was unable to reach him. It would be nice for her to let him know what the adjustment amount will be and when it will be applied if you have that information.

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 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 <Takisha.Walker@amwater.com>,
PM "Lynne Cross"
<ccross@lexingtonky.gov>

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: Renee G Roy/CALLCTR/CORP/AWWSC
To: Bryan Siler/KAWC/AWWSC@AWW
Cc: Bryan Siler/KAWC/AWWSC@AWW, Takisha D Walker/KAWC/AWWSC@AWW
Date: 06/10/2010 12:10 PM
Subject: Re: Fw: Premise [REDACTED]

Hello Bryan,

Here is the spreadsheet for the premise above. I have credited the account and will send a misc bill to the customer. Please contact customer or have Candace call them.



Premise 120120388 Hamburg Fams Condo Assoc.xls

Sincerely,

Renee Roy
Billing Team Supervisor
Alton Customer Service Center
Phone: 1-618-433-4695
Fax: 618-433-4071
Renee.Roy@amwater.com

Bryan Siler/KAWC/AWWSC



Bryan Siler/KAWC/AWWSC
06/08/2010 03:41 PM

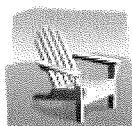
To Bryan Siler/KAWC/AWWSC@AWW
cc Renee G Roy/CALLCTR/CORP/AWWSC@AWW, Takisha D Walker/KAWC/AWWSC@AWW
Subject Re: Fw: Premise [REDACTED]

Renee,

Has this adjustment been made yet? The LFUCG is asking about the adjustment.

Bryan Siler
Eastern Division
bryan.siler@amwater.com
Phone: (859) 268-6350
Fax: (859) 335-3350

Bryan Siler/KAWC/AWWSC



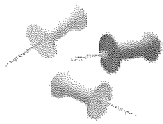
Bryan Siler/KAWC/AWWSC
04/28/2010 10:48 AM

To Renee G Roy/CALLCTR/CORP/AWWSC
cc Takisha D Walker/KAWC/AWWSC@AWW
Subject Re: Fw: Premise [REDACTED]

Thanks...

Bryan Siler
Eastern Division
bryan.siler@amwater.com
Phone: (859) 268-6350
Fax: (859) 335-3350

Renee G Roy/CALLCTR/CORP/AWWSC



Renee G
Roy/CALLCTR/CORP/AWW
SC

04/28/2010 09:43 AM

To Bryan Siler/KAWC/AWWSC@AWW
cc [REDACTED]
Subject Re: Fw: Premis [REDACTED]

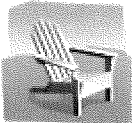
Bryan,

I will go back and re-allocate each bill. It looks like the account has not billed correctly since there was a service charge for LFUCG. Please give me until the end of the week to have an adjustment total.

Sincerely,

Renee Roy
Billing Team Supervisor
Alton Customer Service Center
Phone: 1-618-433-4695
Fax: 618-433-4071
Renee.Roy@amwater.com

Bryan Siler/KAWC/AWWSC



Bryan Siler/KAWC/AWWSC
04/28/2010 07:13 AM

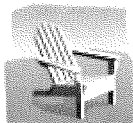
To Renee G Roy/CALLCTR/CORP/AWWSC@AWW
cc [REDACTED]
Subject Fw: Premise [REDACTED]

Renee,

What's the best way to correct this customer's bills?

Bryan Siler
Eastern Division
bryan.siler@amwater.com
Phone: (859) 268-6350
Fax: (859) 335-3350

----- Forwarded by Bryan Siler/KAWC/AWWSC on 04/28/2010 08:13 AM -----



Bryan Siler/KAWC/AWWSC
04/26/2010 04:37 PM

To "Candice Deininger" <cdeining@lexingtonky.gov>@AWX
cc "Lynne Cross" <ccross@lexingtonky.gov>,
Takisha.Walker@amwater.com



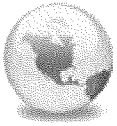
Subject RE: Premise [REDACTED]

Candice,

We are working to get that put together now and I will let you both know when we have it. I had planned to contact the customer as well to explain the adjustment.

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>
 >

04/26/2010 03:00 PM

To <Bryan.Siler@amwater.com>

cc "Lynne Cross" <ccross@lexingtonky.gov>,
 <Takisha.Walker@amwater.com>

Subject RE: Premise [REDACTED]

Hello, Bryan, and I'm glad you were able to identify the billing problem. Were you able to determine how long this problem has existed? Also, by chance, were you able to identify any other accounts where this might have happened?

Lynne tried returning the customer's call today to let him know what happened but was unable to reach him. It would be nice for her to let him know what the adjustment amount will be and when it will be applied if you have that information.

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 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: "Candice Deininger" <cdeining@lexingtonky.gov>
To: <Bryan.Siler@amwater.com>
Cc: "Lynne Cross" <ccross@lexingtonky.gov>, <Takisha.Walker@amwater.com>
Date: 06/10/2010 01:31 PM
Subject: RE: Premise [REDACTED]

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: Thursday, June 10, 2010 1:27 PM
To: Candice Deininger
Cc: Lynne Cross; Takisha.Walker@amwater.com
Subject: RE: Premise [REDACTED]

The total credit will be \$85.76. I called and left a message explaining the adjustment and left my contact information in case they had any questions. Let me know if you need anything else.

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 06/10/2010 10:20 AM "Lynne Cross"
<ccross@lexingtonky.gov>,
<Takisha.Walker@amwater.com>
Subject RE: Premise 120120389

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, June 10, 2010 10:13 AM
To: Candice Deininger
Cc: Lynne Cross; Takisha.Walker@amwater.com
Subject: RE: Premise 120120389

FYI - I just spoke with our billing supervisor and we should have this today.

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 06/08/2010 04:52 "Lynne Cross"
PM <ccross@lexingtonky.gov>,
<Takisha.Walker@amwater.com>

Subject RE: Premise 

Thanks very much, Bryan - really 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, June 08, 2010 4:45 PM
To: Candice Deininger
Cc: Lynne Cross; Takisha.Walker@amwater.com
Subject: RE: Premise [REDACTED]

Candice,

I am checking on the status of this adjustment. Billing had asked for a short period of time to get it done so let me see if they have it ready.

I will get back with you tomorrow on this.

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 06/01/2010 01:08 "Lynne Cross"
PM <ccross@lexingtonky.gov>,
<Takisha.Walker@amwater.com>
Subject RE: Premise [REDACTED]

Hi, Bryan. I've been checking this account periodically and just took another look at it, and I don't see where the customer received its adjustment yet. Would you be able to find out what the status is and 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

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

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]
Sent: Monday, April 26, 2010 4:38 PM
To: Candice Deininger
Cc: Lynne Cross; Takisha.Walker@amwater.com
Subject: RE: Premise [REDACTED]

Candice,

We are working to get that put together now and I will let you both know when we have it. I had planned to contact the customer as well to explain the adjustment.

Bryan Siler
Eastern Division
bryan.siler@amwater.com
Phone: (859) 268-6350
Fax: (859) 335-3350

To: "Candice Deininger" <cdeining@lexingtonky.gov>
<Bryan.Siler@amwater.com>
cc: "Lynne Cross" <ccross@lexingtonky.gov>, <Takisha.Walker@amwater.com>
04/26/2010 03:00 PM
Subject

RE: Premise [REDACTED]

Hello, Bryan, and I'm glad you were able to identify the billing problem. Were you able to determine how long this problem has existed? Also, by chance, were you able to identify any other accounts where this might have happened?

Lynne tried returning the customer's call today to let him know what happened but was unable to reach him. It would be nice for her to let him know what the adjustment amount will be and when it will be applied if you have that information.

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 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 <Takisha.Walker@amwater.com>,
PM "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: "Candice Deininger" <cdeining@lexingtonky.gov>
To: <Bryan.Siler@amwater.com>
Cc: "Lynne Cross" <ccross@lexingtonky.gov>, "Mike Smith" <mikes@lexingtonky.gov>, "Rebecca Burke" <rburke@lexingtonky.gov>, <Takisha.Walker@amwater.com>
Date: 06/11/2010 03:52 PM
Subject: RE: Complete Landfill Update

Good afternoon, Bryan - I'll take a stab at trying to figure out what they should be and get back to you as soon as I can - hopefully this afternoon.

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

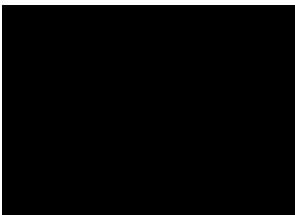
-----Original Message-----

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]
Sent: Friday, June 11, 2010 3:13 PM
To: Candice Deininger
Cc: Lynne Cross; Mike Smith; Rebecca Burke; Takisha.Walker@amwater.com
Subject: RE: Complete Landfill Update

Candice,

Can you check these five premises that were in the update file I received. They appear to be invalid.

Thanks.



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 06/08/2010 04:32 "Lynne Cross"
PM <ccross@lexingtonky.gov>, "Mike
Smith" <mikes@lexingtonky.gov>,
"Rebecca Burke"
<rburke@lexingtonky.gov>,
<Takisha.Walker@amwater.com>
Subject RE: Complete Landfill Update

Hi, Bryan, and thanks very much. Glad the timing worked out for Mike and you to accomplish this so quickly. Appreciate it 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

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

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]
Sent: Tuesday, June 08, 2010 4:31 PM
To: Candice Deininger
Cc: Lynne Cross; Mike Smith; Rebecca Burke; Takisha.Walker@amwater.com
Subject: RE: Complete Landfill Update

Candice,

I just finished processing the file and updating our billing system. Today's bill batches were recalculated to reflect the updated quantities in case they were different.

Let me know if you have any questions.

Thanks.

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: 06/08/2010 12:37 PM <Takisha.Walker@amwater.com>, "Rebecca Burke" <rburke@lexingtonky.gov>, "Lynne Cross" <ccross@lexingtonky.gov>, "Mike Smith" <mikes@lexingtonky.gov>

Subject RE: Complete Landfill Update

Hi, Bryan . . . Mike was really, really fast with this and I wasn't expecting it. Can your schedule and that of your IT department accommodate processing it?

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

From: Mike Smith
Sent: Tuesday, June 08, 2010 12:33 PM
To: Candice Deininger
Cc: 'Bryan.Siler@amwater.com'; 'Takisha.Walker@amwater.com'; Rebecca Burke;
Lynne Cross
Subject: RE: Complete Landfill Update

How 'bout I send it today? J

As a matter of fact - it's attached.

Thank You!

Michael S. Smith
mikes@lexingtonky.gov
859-258-3730

From: Candice Deininger
Sent: Tuesday, June 08, 2010 12:24 PM
To: Mike Smith
Cc: 'Bryan.Siler@amwater.com'; Takisha.Walker@amwater.com; Rebecca Burke;
Lynne Cross
Subject: Complete Landfill Update

Good afternoon, Mike. It has been some time since LFUCG has sent the full Herbie/landfill file to KAWC to update billing records. I would like to propose that we coordinate with Bryan at KAWC and send the complete file (is its name HERMAST?) as soon after July 1 as possible. I realize it's our fiscal year-end closing compounded by the holiday weekend. I know

you normally send the weekly file on a Monday, so would Monday, July 9, work for you? I've copied Bryan on this email to add input regarding his schedule. Thanks, Mike!!

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>, "Mike Smith" <mikes@lexingtonky.gov>, "Rebecca Burke" <rburke@lexingtonky.gov>, <Takisha.Walker@amwater.com>
Date: 06/11/2010 04:31 PM
Subject: RE: Complete Landfill Update

Bryan - I'm having some difficulty getting on to OAM but did manage to get the correct premise number for the first one listed below: 120118163. If I'm able to get on OAM, I'll probably have the remainder today. Sorry . . .

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

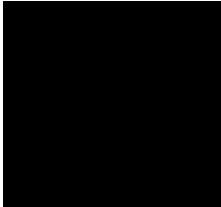
-----Original Message-----

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]
Sent: Friday, June 11, 2010 3:13 PM
To: Candice Deininger
Cc: Lynne Cross; Mike Smith; Rebecca Burke; Takisha.Walker@amwater.com
Subject: RE: Complete Landfill Update

Candice,

Can you check these five premises that were in the update file I received. They appear to be invalid.

Thanks.



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 06/08/2010 04:32 "Lynne Cross"
PM <ccross@lexingtonky.gov>, "Mike
Smith" <mikes@lexingtonky.gov>,
"Rebecca Burke"
<rburke@lexingtonky.gov>,
<Takisha.Walker@amwater.com>
Subject RE: Complete Landfill Update

Hi, Bryan, and thanks very much. Glad the timing worked out for Mike and you to accomplish this so quickly. Appreciate it 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

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

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]
Sent: Tuesday, June 08, 2010 4:31 PM
To: Candice Deininger
Cc: Lynne Cross; Mike Smith; Rebecca Burke; Takisha.Walker@amwater.com
Subject: RE: Complete Landfill Update

Candice,

I just finished processing the file and updating our billing system. Today's bill batches were recalculated to reflect the updated quantities in case they were different.

Let me know if you have any questions.

Thanks.

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	06/08/2010 12:37 PM	<Takisha.Walker@amwater.com>, "Rebecca Burke" <rburke@lexingtonky.gov>, "Lynne Cross" <ccross@lexingtonky.gov>, "Mike Smith" <mikes@lexingtonky.gov>
Subject	RE: Complete Landfill Update	

Hi, Bryan . . . Mike was really, really fast with this and I wasn't expecting it. Can your schedule and that of your IT department accommodate processing it?

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

From: Mike Smith
Sent: Tuesday, June 08, 2010 12:33 PM
To: Candice Deininger
Cc: 'Bryan.Siler@amwater.com'; 'Takisha.Walker@amwater.com'; Rebecca Burke;
Lynne Cross
Subject: RE: Complete Landfill Update

How 'bout I send it today? J

As a matter of fact - it's attached.

Thank You!

Michael S. Smith
mikes@lexingtonky.gov
859-258-3730

From: Candice Deininger
Sent: Tuesday, June 08, 2010 12:24 PM
To: Mike Smith
Cc: 'Bryan.Siler@amwater.com'; Takisha.Walker@amwater.com; Rebecca Burke;
Lynne Cross
Subject: Complete Landfill Update

Good afternoon, Mike. It has been some time since LFUCG has sent the full Herbie/landfill file to KAWC to update billing records. I would like to propose that we coordinate with Bryan at KAWC and send the complete file (is its name HERMAST?) as soon after July 1 as possible. I realize it's

our fiscal year-end closing compounded by the holiday weekend. I know you normally send the weekly file on a Monday, so would Monday, July 9, work for you? I've copied Bryan on this email to add input regarding his schedule. Thanks, Mike!!

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: "Candice Deininger" <cdeining@lexingtonky.gov>, <Bryan.Siler@amwater.com>
 Cc: "Lynne Cross" <ccross@lexingtonky.gov>, "Mike Smith" <mikes@lexingtonky.gov>, "Rebecca Burke" <rburke@lexingtonky.gov>, <Takisha.Walker@amwater.com>
 Date: 06/11/2010 04:49 PM
 Subject: RE: Complete Landfill Update

Bryan - The remaining correct premise numbers are listed below in red. 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: Candice Deininger
 Sent: Friday, June 11, 2010 4:31 PM
 To: 'Bryan.Siler@amwater.com'
 Cc: Lynne Cross; Mike Smith; Rebecca Burke; Takisha.Walker@amwater.com
 Subject: RE: Complete Landfill Update

Bryan - I'm having some difficulty getting on to OAM but did manage to get the correct premise number for the first one listed below: [REDACTED] If I'm able to get on OAM, I'll probably have the remainder today. Sorry . . .

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

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

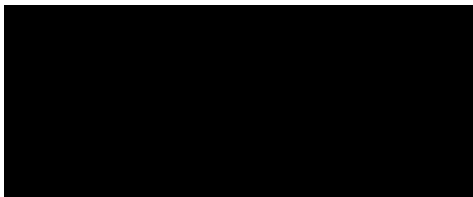
From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]
 Sent: Friday, June 11, 2010 3:13 PM
 To: Candice Deininger
 Cc: Lynne Cross; Mike Smith; Rebecca Burke; Takisha.Walker@amwater.com

Subject: RE: Complete Landfill Update

Candice,

Can you check these five premises that were in the update file I received. They appear to be invalid.

Thanks.



Bryan Siler
Eastern Division
bryan.siler@amwater.com
Phone: (859) 268-6350
Fax: (859) 335-3350

"Candice
Deininger"
<cdeining@lexingt
onky.gov>

06/08/2010 04:32
PM

<Bryan.Siler@amwater.com>

To

cc

"Lynne Cross"
<ccross@lexingtonky.gov>, "Mike
Smith" <mikes@lexingtonky.gov>,
"Rebecca Burke"
<rburke@lexingtonky.gov>,
<Takisha.Walker@amwater.com>

Subject

RE: Complete Landfill Update

Hi, Bryan, and thanks very much. Glad the timing worked out for Mike and you to accomplish this so quickly. Appreciate it 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

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

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]
Sent: Tuesday, June 08, 2010 4:31 PM
To: Candice Deininger
Cc: Lynne Cross; Mike Smith; Rebecca Burke; Takisha.Walker@amwater.com
Subject: RE: Complete Landfill Update

Candice,

I just finished processing the file and updating our billing system. Today's bill batches were recalculated to reflect the updated quantities in case they were different.

Let me know if you have any questions.

Thanks.

Bryan Siler
Eastern Division
bryan.siler@amwater.com
Phone: (859) 268-6350
Fax: (859) 335-3350

To: "Candice Deininger" <cdeining@lexingtonky.gov>
<Bryan.Siler@amwater.com>
cc: 06/08/2010 12:37 PM <Takisha.Walker@amwater.com>, "Rebecca Burke" <rburke@lexingtonky.gov>, "Lynne Cross" <ccross@lexingtonky.gov>, "Mike Smith" <mikes@lexingtonky.gov>
Subject: RE: Complete Landfill Update

Hi, Bryan . . . Mike was really, really fast with this and I wasn't expecting it. Can your schedule and that of your IT department accommodate processing it?

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

From: Mike Smith
Sent: Tuesday, June 08, 2010 12:33 PM
To: Candice Deininger
Cc: 'Bryan.Siler@amwater.com'; 'Takisha.Walker@amwater.com'; Rebecca Burke;
Lynne Cross
Subject: RE: Complete Landfill Update

How 'bout I send it today? J

As a matter of fact - it's attached.

Thank You!

Michael S. Smith
mikes@lexingtonky.gov
859-258-3730

From: Candice Deininger
Sent: Tuesday, June 08, 2010 12:24 PM
To: Mike Smith
Cc: 'Bryan.Siler@amwater.com'; Takisha.Walker@amwater.com; Rebecca Burke;
Lynne Cross
Subject: Complete Landfill Update

Good afternoon, Mike. It has been some time since LFUCG has sent the full Herbie/landfill file to KAWC to update billing records. I would like to propose that we coordinate with Bryan at KAWC and send the complete file (is its name HERMAST?) as soon after July 1 as possible. I realize it's our fiscal year-end closing compounded by the holiday weekend. I know you normally send the weekly file on a Monday, so would Monday, July 9, work

for you? I've copied Bryan on this email to add input regarding his schedule. Thanks, Mike!!

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 -----

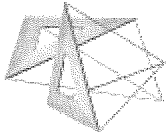
From: Takisha D Walker/KAWC/AWWSC
To: Renee G Roy/CALLCTR/CORP/AWWSC@AWW
Cc: Bryan Siler/KAWC/AWWSC@AWW
Date: 06/11/2010 05:36 PM
Subject: Re: Fw: Invalid Ending Dates in yesterdays batch

Hello Renee,

These have been updated and are ready for billing.

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
Renee G Roy/CALLCTR/CORP/AWWSC



Renee G
Roy/CALLCTR/CORP/AWW
SC
06/11/2010 12:43 PM

To: Bryan Siler, Takisha D Walker/KAWC/AWWSC@AWW
cc
Subject: Fw: Invalid Ending Dates in yesterdays batch

Hello Bryan,

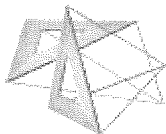
Any results on the issue below? There are still 64 accounts in the batch that needs to bill.

Please advise.

Sincerely,

Renee Roy
Billing Team Supervisor
Alton Customer Service Center
Phone: 1-618-433-4695
Fax: 618-433-4071
Renee.Roy@amwater.com

----- Forwarded by Renee G Roy/CALLCTR/CORP/AWWSC on 06/11/2010 11:42 AM -----



Renee G
Roy/CALLCTR/CORP/AWW
SC
06/10/2010 11:11 AM

To Bryan Siler/KAWC/AWWSC
cc
Subject Re: Invalid Ending Dates in yesterdays batch

Yes, please update the date to 6/4/10 so I can get these accounts billed.

Sincerely,

Renee Roy
Billing Team Supervisor
Alton Customer Service Center
Phone: 1-618-433-4695
Fax: 618-433-4071
Renee.Roy@amwater.com

Bryan Siler/KAWC/AWWSC



Bryan Siler/KAWC/AWWSC
06/09/2010 10:43 AM

To Bob J Perkins/CALLCTR/CORP/AWWSC@AWW
cc Renee G Roy/CALLCTR/CORP/AWWSC@AWW, Takisha D
Walker/KAWC/AWWSC@AWW
Subject Re: Invalid Ending Dates in yesterdays batch

Yes, I believe so.

I updated all of the quantities for landfill. The automated process used must update the date as well. No billing issues were intended. Can the date be updated to 6/4/10?

Bryan Siler
Eastern Division
bryan.siler@amwater.com
Phone: (859) 268-6350
Fax: (859) 335-3350

Bob J Perkins/CALLCTR/CORP/AWWSC



Bob J
Perkins/CALLCTR/CORP/A
WWSC

To Bryan Siler/KAWC/AWWSC@AWW



06/09/2010 11:21 AM

cc Renee G Roy/CALLCTR/CORP/AWWSC@AWW
 Subject Invalid Ending Dates in yesterdays batch

Good Morning

We have about 80 accounts that were left from yesterdays batch that have the Invalid ending date exception. It looks like the effective date for the Fixed charge for the landfill charge was entered as 6/8/10.. These bills have a ending date of 6/4/10.. Should these current bills have this charge on them?

Bob Perkins
 Billing Tech Coordinator
 Southeast Region
 Phone: 618-433-4238
 Fax: 618-433-4365

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:32 AM -----

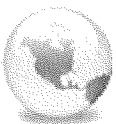
From: Takisha D Walker/KAWC/AWWSC
 To: "Candice Deininger" <cdeining@lexingtonky.gov>@AWX
 Cc: Bryan.Siler@amwater.com, "Lynne Cross" <ccross@lexingtonky.gov>, "Candice Deininger" <cdeining@lexingtonky.gov>, "Mike Smith" <mikes@lexingtonky.gov>, "Rebecca Burke" <rburke@lexingtonky.gov>
 Date: 06/11/2010 06:03 PM
 Subject: RE: Complete Landfill Update

Hello Candice,

We will get these premises updated on Monday.

Thanks

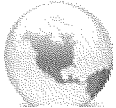
Takisha Walker
 Customer Service Advocate
 Kentucky American Water
 859-268-6313 - Office
 859-361-8981 - Mobile
 859-268-6315 - Fax
 Takisha.Walker@amwater.com
 "Candice Deininger" <cdeining@lexingtonky.gov>



"Candice Deininger"
 <cdeining@lexingtonky.gov>
 >

06/11/2010 04:49 PM

To "Candice Deininger" <cdeining@lexingtonky.gov>,
 <Bryan.Siler@amwater.com>
 cc "Lynne Cross" <ccross@lexingtonky.gov>, "Mike Smith"
 <mikes@lexingtonky.gov>, "Rebecca Burke"
 <rburke@lexingtonky.gov>,
 <Takisha.Walker@amwater.com>



Subject RE: Complete Landfill Update

Bryan - The remaining correct premise numbers are listed below in red. 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: Candice Deininger
Sent: Friday, June 11, 2010 4:31 PM
To: 'Bryan.Siler@amwater.com'
Cc: Lynne Cross; Mike Smith; Rebecca Burke; Takisha.Walker@amwater.com
Subject: RE: Complete Landfill Update

Bryan - I'm having some difficulty getting on to OAM but did manage to get the correct premise number for the first one listed below: 120118163. If I'm able to get on OAM, I'll probably have the remainder today. Sorry . . .

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, June 11, 2010 3:13 PM
To: Candice Deininger
Cc: Lynne Cross; Mike Smith; Rebecca Burke; Takisha.Walker@amwater.com
Subject: RE: Complete Landfill Update

Candice,

Can you check these five premises that were in the update file I received. They appear to be invalid.

Thanks.



Bryan Siler
Eastern Division

bryan.siler@amwater.com
 Phone: (859) 268-6350
 Fax: (859) 335-3350

"Candice
 Deininger"
 <cdeining@lexingt
 onky.gov>

06/08/2010 04:32
 PM

<Bryan.Siler@amwater.com>

To

cc

"Lynne Cross"
 <ccross@lexingtonky.gov>, "Mike
 Smith" <mikes@lexingtonky.gov>,
 "Rebecca Burke"
 <rburke@lexingtonky.gov>,
 <Takisha.Walker@amwater.com>

Subject

RE: Complete Landfill Update

Hi, Bryan, and thanks very much. Glad the timing worked out for Mike and you to accomplish this so quickly. Appreciate it 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

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

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]
 Sent: Tuesday, June 08, 2010 4:31 PM
 To: Candice Deininger
 Cc: Lynne Cross; Mike Smith; Rebecca Burke; Takisha.Walker@amwater.com
 Subject: RE: Complete Landfill Update

Candice,

I just finished processing the file and updating our billing system. Today's bill batches were recalculated to reflect the updated quantities in case they were different.

Let me know if you have any questions.

Thanks.

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 06/08/2010 12:37 <Takisha.Walker@amwater.com>,
PM "Rebecca Burke"
<rburke@lexingtonky.gov>, "Lynne
Cross" <ccross@lexingtonky.gov>,
"Mike Smith"
<mikes@lexingtonky.gov>

Subject RE: Complete Landfill Update

Hi, Bryan . . . Mike was really, really fast with this and I wasn't
expecting it. Can your schedule and that of your IT department
accommodate
processing it?

Candice Deininger

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

From: Mike Smith
Sent: Tuesday, June 08, 2010 12:33 PM
To: Candice Deininger
Cc: 'Bryan.Siler@amwater.com'; 'Takisha.Walker@amwater.com'; Rebecca
Burke;
Lynne Cross
Subject: RE: Complete Landfill Update

How 'bout I send it today? J

As a matter of fact - it's attached.

Thank You!

Michael S. Smith
mikes@lexingtonky.gov
859-258-3730

From: Candice Deininger
Sent: Tuesday, June 08, 2010 12:24 PM
To: Mike Smith
Cc: 'Bryan.Siler@amwater.com'; Takisha.Walker@amwater.com; Rebecca
Burke;
Lynne Cross
Subject: Complete Landfill Update

Good afternoon, Mike. It has been some time since LFUCG has sent the full Herbie/landfill file to KAWC to update billing records. I would like to propose that we coordinate with Bryan at KAWC and send the complete file (is its name HERMAST?) as soon after July 1 as possible. I realize it's our fiscal year-end closing compounded by the holiday weekend. I know you normally send the weekly file on a Monday, so would Monday, July 9, work for you? I've copied Bryan on this email to add input regarding his schedule. Thanks, Mike!!

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: <Takisha.Walker@amwater.com>
Cc: <Bryan.Siler@amwater.com>, "Lynne Cross" <ccross@lexingtonky.gov>, "Mike Smith" <mikes@lexingtonky.gov>, "Rebecca Burke" <rburke@lexingtonky.gov>

Date: 06/14/2010 08:02 AM
 Subject: RE: Complete Landfill Update

Thanks very much, Takisha!

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: Friday, June 11, 2010 6:04 PM
 To: Candice Deininger
 Cc: Bryan.Siler@amwater.com; Lynne Cross; Candice Deininger; Mike Smith;
 Rebecca Burke
 Subject: RE: Complete Landfill Update

Hello Candice,

We will get these premises updated on Monday.

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"	
To	<cdeining@lexingt onky.gov>	"Candice Deininger" <cdeining@lexingtonky.gov>, <Bryan.Siler@amwater.com>
	06/11/2010 04:49 PM	
cc		"Lynne Cross" <ccross@lexingtonky.gov>, "Mike Smith" <mikes@lexingtonky.gov>, "Rebecca Burke"

<rburke@lexingtonky.gov>,

<Takisha.Walker@amwater.com>

Subject


RE: Complete Landfill Update

Bryan - The remaining correct premise numbers are listed below in red.
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: Candice Deininger
Sent: Friday, June 11, 2010 4:31 PM
To: 'Bryan.Siler@amwater.com'
Cc: Lynne Cross; Mike Smith; Rebecca Burke; Takisha.Walker@amwater.com
Subject: RE: Complete Landfill Update

Bryan - I'm having some difficulty getting on to OAM but did manage to get the correct premise number for the first one listed below 
If I'm able to get on OAM, I'll probably have the remainder today.
Sorry . . .

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, June 11, 2010 3:13 PM
To: Candice Deininger

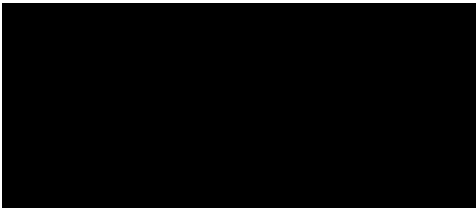
Cc: Lynne Cross; Mike Smith; Rebecca Burke; Takisha.Walker@amwater.com
Subject: RE: Complete Landfill Update

Candice,

Can you check these five premises that were in the update file I received.

They appear to be invalid.

Thanks.



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	06/08/2010 04:32 PM	"Lynne Cross" <ccross@lexingtonky.gov>, "Mike Smith" <mikes@lexingtonky.gov>, "Rebecca Burke" <rburke@lexingtonky.gov>, <Takisha.Walker@amwater.com>
Subject	RE: Complete Landfill Update	

Hi, Bryan, and thanks very much. Glad the timing worked out for Mike and you to accomplish this so quickly. Appreciate it 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

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

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]
 Sent: Tuesday, June 08, 2010 4:31 PM
 To: Candice Deininger
 Cc: Lynne Cross; Mike Smith; Rebecca Burke; Takisha.Walker@amwater.com
 Subject: RE: Complete Landfill Update

Candice,

I just finished processing the file and updating our billing system. Today's bill batches were recalculated to reflect the updated quantities in case they were different.

Let me know if you have any questions.

Thanks.

Bryan Siler
 Eastern Division
 bryan.siler@amwater.com
 Phone: (859) 268-6350
 Fax: (859) 335-3350

"Candice
 Deininger"
 <cdeining@lexingt
 onky.gov>
 <Bryan.Siler@amwater.com>

To

cc 06/08/2010 12:37 PM
 <Takisha.Walker@amwater.com>,
 "Rebecca Burke"
 <rburke@lexingtonky.gov>, "Lynne
 Cross" <ccross@lexingtonky.gov>,
 "Mike Smith"
 <mikes@lexingtonky.gov>

Subject

RE: Complete Landfill Update

Hi, Bryan . . . Mike was really, really fast with this and I wasn't expecting it. Can your schedule and that of your IT department accommodate processing it?

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

From: Mike Smith
Sent: Tuesday, June 08, 2010 12:33 PM
To: Candice Deininger
Cc: 'Bryan.Siler@amwater.com'; 'Takisha.Walker@amwater.com'; Rebecca Burke;
Lynne Cross
Subject: RE: Complete Landfill Update

How 'bout I send it today? J

As a matter of fact - it's attached.

Thank You!

Michael S. Smith
mikes@lexingtonky.gov
859-258-3730

From: Candice Deininger
Sent: Tuesday, June 08, 2010 12:24 PM
To: Mike Smith
Cc: 'Bryan.Siler@amwater.com'; Takisha.Walker@amwater.com; Rebecca Burke;
Lynne Cross
Subject: Complete Landfill Update

Good afternoon, Mike. It has been some time since LFUCG has sent the full Herbie/landfill file to KAWC to update billing records. I would like to

propose that we coordinate with Bryan at KAWC and send the complete file (is its name HERMAST?) as soon after July 1 as possible. I realize it's our fiscal year-end closing compounded by the holiday weekend. I know you normally send the weekly file on a Monday, so would Monday, July 9, work for you? I've copied Bryan on this email to add input regarding his schedule. Thanks, Mike!!

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>, "Sheila Powell" <sheilap@lexingtonky.gov>
Date: 06/14/2010 02:08 PM
Subject: 30% Discount Coding

Good afternoon, Bryan. I know you're out of the office, but here's a file with the names of three clients whose accounts need the discount coding for sewer and water quality when you return. Thanks very much!

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



Friday June 11 2010.xls

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:32 AM -----

From: Takisha D Walker/KAWC/AWWSC
To: "Candice Deininger" <cdeining@lexingtonky.gov>@AWX
Cc: Bryan.Siler@amwater.com, "Sheila Powell" <sheilap@lexingtonky.gov>
Date: 06/14/2010 03:44 PM
Subject: Re: 30% Discount Coding

Hello Candice,

This request has been completed.

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>
 >

06/14/2010 02:07 PM

To <Bryan.Siler@amwater.com>
 cc <Takisha.Walker@amwater.com>, "Sheila Powell"
 <sheilap@lexingtonky.gov>
 Subject 30% Discount Coding

Good afternoon, Bryan. I know you're out of the office, but here's a file with the names of three clients whose accounts need the discount coding for sewer and water quality when you return. Thanks very much!

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



Friday June 11 2010.xls

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:32 AM -----

From: "Candice Deininger" <cdeining@lexingtonky.gov>
 To: <Takisha.Walker@amwater.com>
 Cc: <Bryan.Siler@amwater.com>, "Sheila Powell" <sheilap@lexingtonky.gov>
 Date: 06/14/2010 04:07 PM
 Subject: RE: 30% Discount Coding

Thanks so much, Takisha - appreciate it! 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: Takisha.Walker@amwater.com [mailto:Takisha.Walker@amwater.com]
 Sent: Monday, June 14, 2010 3:44 PM
 To: Candice Deininger

Cc: Bryan.Siler@amwater.com; Sheila Powell
Subject: Re: 30% Discount Coding

Hello Candice,

This request has been completed.

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@lexingt
To onky.gov> <Bryan.Siler@amwater.com>
cc 06/14/2010 02:07 <Takisha.Walker@amwater.com>,
PM "Sheila Powell"
<sheilap@lexingtonky.gov>
Subject 30% Discount Coding

Good afternoon, Bryan. I know you're out of the office, but here's a file with the names of three clients whose accounts need the discount coding

for
sewer and water quality when you return. Thanks very much!

Candice Deininger
Revenue Supervisor
LFUCG Division of Revenue
200 East Main Street
Lexington, KY 40507
859-258-3364
cdeining@lexingtonky.gov
(See attached file: Friday June 11 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>, <Takisha.Walker@amwater.com>
Cc: "Sheila Powell" <sheilap@lexingtonky.gov>
Date: 06/21/2010 08:41 AM
Subject: 30% Discount Coding

Good morning, Bryan. Attached is the most recent list of clients from Adult Services whose accounts need the 30% discount coding for sewer and water quality. 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



Friday June 18 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: 06/22/2010 09:34 AM
Subject: 30% Discount Coding

Good morning, Bryan. Here's another file from Adult Services containing the names of clients whose accounts need coding for the 30% discount for sewer and the water quality fee. 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 May 21 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>, "Candice Deininger" <cdeining@lexingtonky.gov>
Date: 06/22/2010 03:31 PM
Subject: RE: 30% Discount Coding

Hi [redacted] is on the water bill but [redacted] came in and applied for the assistance [redacted] was on the water bill, it should be [redacted] on the water in his file the water company faxed over a correction with [redacted] name on it.

Brian if you need me to I will fax over the corrected form that is in [redacted] file. Willena Graves wrote name switched by Patty. But [redacted] should be on the water bill not [redacted]

Thanks

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

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]
Sent: Tuesday, June 22, 2010 2:13 PM
To: Candice Deininger
Cc: Sheila Powell
Subject: Re: 30% Discount Coding

Also I show [redacted] on the account instead of [redacted]

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>,
<Takisha.Walker@amwater.com>
06/21/2010 08:40
cc AM "Sheila Powell"
<sheilap@lexingtonky.gov>
Subject 30% Discount Coding

Good morning, Bryan. Attached is the most recent list of clients from Adult Services whose accounts need the 30% discount coding for sewer and water quality. 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
[attachment "Friday June 18 2010.xls" deleted by Bryan
Siler/KAWC/AWWSC]

----- 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: 06/22/2010 04:31 PM
Subject: RE: 30% Discount Coding

Hi Bryan is there a problem with [REDACTED] I have a water bill notice of shut off so I called Customer Accounts in Illinois and the premise number given is [REDACTED] Did I give the correct information for her to receive the 30% discount?

Thanks Sheila

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

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]
Sent: Tuesday, June 22, 2010 1:57 PM
To: Candice Deininger
Cc: Sheila Powell
Subject: Re: 30% Discount Coding

With the exception of [REDACTED] these have been processed.

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 06/22/2010 09:33 <Takisha.Walker@amwater.com>,
AM "Sheila Powell"
<sheilap@lexingtonky.gov>
Subject 30% Discount Coding

Good morning, Bryan. Here's another file from Adult Services containing the names of clients whose accounts need coding for the 30% discount for sewer and the water quality fee. 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 May 21 2010.xls" deleted by Bryan Siler/KAWC/AWWSC]

----- 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: 06/22/2010 04:44 PM
Subject: Month-End Closing Documents

Candice,

Just as a reminder, our offices are closed on July 5, 2010. I will provide the monthly closing package on July 7, 2010.

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: 06/23/2010 09:13 AM
Subject: RE: Month-End Closing Documents

Good morning, Bryan. Our offices are also closed on Monday, July 5. Since June 30 is the end of the city's fiscal year, I did forward your email to our Accounting staff to make sure the proposed date was okay with them.

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, June 22, 2010 4:44 PM
To: Candice Deininger
Cc: Takisha.Walker@amwater.com
Subject: Month-End Closing Documents

Candice,

Just as a reminder, our offices are closed on July 5, 2010. I will provide the monthly closing package on July 7, 2010.

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: "Cecily Chan" <cecilyc@lexingtonky.gov>
 To: "Candice Deininger" <cdeining@lexingtonky.gov>
 Cc: "James Hoskins" <jhoskins@lexingtonky.gov>, "Mary Fister" <mfister@lexingtonky.gov>, <Bryan.Siler@amwater.com>
 Date: 06/23/2010 12:07 PM
 Subject: RE: Month-End Closing Documents

July 7 will be fine with us.

Cecily

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

From: Candice Deininger
 Sent: Wednesday, June 23, 2010 8:08 AM
 To: Cecily Chan; Deborah Gerardi; James Hoskins
 Cc: Mary Fister; William O'Mara
 Subject: FW: Month-End Closing Documents
 Importance: High

Good morning, everyone. I received this email from Bryan regarding the receipt of June's month-end documents. Will the date he suggests work for you all? Just wanted your input before replying. 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, June 22, 2010 4:44 PM
 To: Candice Deininger
 Cc: Takisha.Walker@amwater.com
 Subject: Month-End Closing Documents

Candice,

Just as a reminder, our offices are closed on July 5, 2010. I will provide the monthly closing package on July 7, 2010.

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 Powell" <sheilap@lexingtonky.gov>
To: <Bryan.Siler@amwater.com>
Date: 06/23/2010 02:07 PM
Subject: RE: 30% Discount Coding

Thanks

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

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]
Sent: Tuesday, June 22, 2010 4:33 PM
To: Sheila Powell
Subject: RE: 30% Discount Coding

Yes, that is her account but it has been closed since April 12, 2010. There is usage at the address so we are in the process of contacting her to re-establish her account or the new person living there. I cannot update the premise with a closed account so I am unable to apply the discounted rates at this time. Once we open an account I can update it to the discounted rates.

Bryan Siler
Eastern Division
bryan.siler@amwater.com
Phone: (859) 268-6350
Fax: (859) 335-3350

"Sheila Powell"
<sheilap@lexingto
nky.gov>
To
<Bryan.Siler@amwater.com>
06/22/2010 04:31
cc
PM
Subject
RE: 30% Discount Coding

Hi Bryan is there a problem with [redacted] I have a water bill notice of shut off so I called Customer Accounts in Illinois and the premise number given is [redacted] Did I give the correct information for her to receive the 30% discount?

Thanks Sheila

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

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]
Sent: Tuesday, June 22, 2010 1:57 PM
To: Candice Deininger
Cc: Sheila Powell
Subject: Re: 30% Discount Coding

With the exception of [redacted] these have been processed.

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 06/22/2010 09:33 <Takisha.Walker@amwater.com>,
AM "Sheila Powell"
<sheilap@lexingtonky.gov>
Subject 30% Discount Coding

Good morning, Bryan. Here's another file from Adult Services containing the names of clients whose accounts need coding for the 30% discount for sewer and the water quality fee. 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 May 21 2010.xls" deleted by Bryan Siler/KAWC/AWWSC]

----- 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: 06/24/2010 08:48 AM
Subject: Service Call Ticket 465204 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: 465204
Reported On: June 24, 2010 08:48
Description: Process/Application:
>> Process Not Listed (as defined above)
Service Request Detail:
>> Need to run LFUCG Unmatched query (revenue extract query) for dates 5/23/10 through 6/23/10. Please route to Kim Nye if possible. Thanks.

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 465204.

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: Brian T McDonough/CONSULT/AWWSC@AWW
Cc: Takisha D Walker/KAWC/AWWSC@AWW
Date: 06/24/2010 08:51 AM
Subject: LFUCG Items (May analysis and CBT refresh)

Brian,

What is the status of the May analysis and the refresh the CBT reports?

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: <Takisha.Walker@amwater.com>
Date: 06/24/2010 10:58 AM
Subject: RE: Month End Closing Call

Good morning, Bryan, and thank you for doing that. I've emailed Water Quality for confirmation on who they would like to receive the notification email. As soon as I get that information, I'll forward on to 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, June 24, 2010 9:25 AM
To: Candice Deininger
Cc: Takisha.Walker@amwater.com
Subject: Month End Closing Call

Candice,

I am going to send out an invite for our meeting on July 12, 2010 @ 2:00pm.
Can you send me a list of people that need to be on that list and their e-mail addresses? 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: Nicole T McKinney/CONSULT/AWWSC
To: Bryan Siler/KAWC/AWWSC@AWW
Date: 06/24/2010 03:02 PM
Subject: Summary of KY Billing Issues

Hi Bryan,

Kim assigned your ticket to me to pull together a summary of the KY billing issues/resolutions. Please see below and let me know if you have any questions.

Thanks,
Nicole McKinney
856-782-2828

Summary of KY Billing Issues:

Issue 1: Final bills do not include sewer charges. This is occurring on accounts that have closed then re-opened at the same premise (same day or within a day) prior to the final bill being posted.

Analysis and Resolution: When a premise is disconnected that has a based on service the XCSR record is created as expected. The issue is when an account reconnects a day or so later. When the CSR closes the reconnect service order and responds to the closing bill prompt with a Y (CIS3090 program) to send the closing bill, that based on service XCSR record is deleted. This is a programming issue, Vertex is working on an onsite fix to the CISSOUPD program. I will reach out to Vertex to get an ETC,

Issue 2: No Current Read Date is entered on the sewer record when service orders are manually closed. Result: XPTR record is not created.

Analysis and Resolution: This is training issue for users manually closing service orders. When manually closing an OFF service order, the user must enter a current read date on the sewer record.

Issue 3: Landlord accounts that are deactivated around the same time as their normal billing cycle are receiving duplicate bills (this issue is completely unrelated to the first two issues).

Analysis and Resolution: Landlord accounts receive their normal bill, are deactivated, and then the very next day pull into the closing batch with a bill that is identical to the normal bill just sent. This is occurring because a tenant is being turned on at the landlord's premise and taking over responsibility while the landlord's account is in a regular billing batch. The Advantex system allows a service order to be closed while the premise associated with the landlord is in a billing batch. An XPTR record is created with previous and current reading information matching what is currently being billed resulting in duplicate bills. Kim Nye is working with AW developers to resolve this issue.

Thanks,

Nicole McKinney
856-782-2828

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:32 AM -----

From: Bryan Siler/KAWC/AWWSC
To: Takisha D Walker/KAWC/AWWSC@AWW
Date: 06/24/2010 03:12 PM
Subject: Fw: Summary of KY Billing Issues

Can we discuss these? Looks like #2 can be addressed now with Billing.

Bryan Siler
Eastern Division
bryan.siler@amwater.com
Phone: (859) 268-6350
Fax: (859) 335-3350

----- Forwarded by Bryan Siler/KAWC/AWWSC on 06/24/2010 03:11 PM -----

Nicole T
McKinney/CONSULT/AWW
SC
06/24/2010 03:02 PM
To Bryan Siler/KAWC/AWWSC@AWW
cc
Subject Summary of KY Billing Issues

Hi Bryan,

Kim assigned your ticket to me to pull together a summary of the KY billing issues/resolutions. Please see below and let me know if you have any questions.

Thanks,
Nicole McKinney
856-782-2828

Summary of KY Billing Issues:

Issue 1: Final bills do not include sewer charges. This is occurring on accounts that have closed then re-opened at the same premise (same day or within a day) prior to the final bill being posted.

Analysis and Resolution: When a premise is disconnected that has a based on service the XCSR record is created as expected. The issue is when an account reconnects a day or so later. When the CSR closes the reconnect service order and responds to the closing bill prompt with a Y (CIS3090 program) to send the closing bill, that based on service XCSR record is deleted. This is a programming issue, Vertex is working on an onsite fix to the CISSOUPD program. I will reach out to Vertex to get an ETC,

Issue 2: No Current Read Date is entered on the sewer record when service orders are manually closed. Result: XPTR record is not created.

Analysis and Resolution: This is training issue for users manually closing service orders. When manually closing an OFF service order, the user must enter a current read date on the sewer record.

Issue 3: Landlord accounts that are deactivated around the same time as their normal billing cycle are receiving duplicate bills (this issue is completely unrelated to the first two issues).

Analysis and Resolution: Landlord accounts receive their normal bill, are deactivated, and then the very next day pull into the closing batch with a bill that is identical to the normal bill just sent. This is occurring because a tenant is being turned on at the landlord's premise and taking over responsibility while the landlord's account is in a regular billing batch. The Advantex system allows a service order to be closed while the premise associated with the landlord is in a billing batch. An XPTR record is created with previous and current reading information matching what is currently being billed resulting in duplicate bills. Kim Nye is working with AW developers to resolve this issue.

Thanks,
Nicole McKinney
856-782-2828

----- 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>, "Cassie Felty" <mfelty@lexingtonky.gov>, "Julie Mantrom" <jmantrom@lexingtonky.gov>, "Robert Bowman" <rbowman2@lexingtonky.gov>, "Hilori Morgan" <hmorgan@lexingtonky.gov>, "Candice Deininger" <cdeining@lexingtonky.gov>
Date: 06/28/2010 08:33 AM
Subject: RE: Month End Closing Call

Good morning, Bryan. The people we'd like emailed are in the copy section of this email. If you are unable to automatically populate their addresses in the email, the addresses are as follows:

williamo@lexingtonky.gov
cmartin@lexingtonky.gov
mfelty@lexingtonky.gov
jmantrom@lexingtonky.gov
rbowman2@lexingtonky.gov
hmorgan@lexingtonky.gov
cdeining@lexingtonky.gov

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: Thursday, June 24, 2010 9:25 AM
To: Candice Deininger
Cc: Takisha.Walker@amwater.com
Subject: Month End Closing Call

Candice,

I am going to send out an invite for our meeting on July 12, 2010 @ 2:00pm.
Can you send me a list of people that need to be on that list and their e-mail addresses? 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: <Takisha.Walker@amwater.com>
Date: 06/28/2010 08:44 AM
Subject: Commercial and Industrial Customers

Good morning, Bryan. When you have a moment, may I get this report for May, 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: "Mike Smith" <mikes@lexingtonky.gov>
To: <Bryan.Siler@amwater.com>
Cc: "Candice Deininger" <cdeining@lexingtonky.gov>
Date: 06/28/2010 02:07 PM
Subject: weekly file No errors

The weekly file is attached.

Thank You!

Michael S. Smith
Computer Operations Manager/
Help Desk Manager/Synergy Team Member
Division of Computer Services
200 East Main Street - Lexington, KY 40507
859-258-3730 mikes@lexingtonky.gov



HERC0628.TXT

----- 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: 06/29/2010 01:22 PM
 Subject: Query questions

Hi Bryan,
 2 quick questions:

1. You want the LFUCG Com and Ind query run on 7/1, correct?
2. For the LFUCG Unmatched query, we are having an issue because the queries that Donna developed used a file called 'RICKPREM2' which listed premises that should be excluded from the query. Unfortunately, it looks like that file which was in Donna's library has been deleted. We have an email in to her to find out how this file was generated, but she is on vacation this week. Do you have any insight into that?

Thanks,
 Kim

----- 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: 06/29/2010 01:44 PM
 Subject: File from 06-23-2010 - 2 Errors

Bryan,
 I ran the job and forgot to email you the file on 06-23-2010.



**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



HERC0623.TXT

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:32 AM -----

From: Bryan Siler/KAWC/AWWSC
 To: "Sheila Long" <slong@lexingtonky.gov>@AWX
 Cc: cdeining@lfucg.com, Takisha D Walker/KAWC/AWWSC@AWW
 Date: 06/29/2010 02:04 PM
 Subject: Re: File from 06-23-2010

Sheila,

Yesterday I processed a file from Mike Smith named HERC0628. Will me processing the file you just sent

cause a problem since they are out of order?

Bryan Siler
 Eastern Division
 bryan.siler@amwater.com
 Phone: (859) 268-6350
 Fax: (859) 335-3350

"Sheila Long" <slong@lexingtonky.gov>



"Sheila Long"
 <slong@lexingtonky.gov>
 06/29/2010 01:46 PM

To <Bryan.Siler@amwater.com>
 cc

Subject File from 06-23-2010

Bryan,
 I ran the job and forgot to email you the file on 06-23-2010.

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

[attachment "HERC0623.TXT" deleted by Bryan Siler/KAWC/AWWSC]

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:32 AM -----

From: "Sheila Long" <slong@lexingtonky.gov>
 To: <Bryan.Siler@amwater.com>
 Cc: "Candice Deininger" <cdeining@lexingtonky.gov>, <Takisha.Walker@amwater.com>
 Date: 06/29/2010 02:52 PM
 Subject: RE: File from 06-23-2010

Mike and I don't think it will matter. What do you think Candice?

Sheila K. Long

Computer Operator
 Division of Computer Services
 Lexington Fayette Urban County Government

200 East Main Street Lexington, Kentucky 40507

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

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]
Sent: Tuesday, June 29, 2010 2:05 PM
To: Sheila Long
Cc: Candice Deininger; Takisha.Walker@amwater.com
Subject: Re: File from 06-23-2010

Sheila,

Yesterday I processed a file from Mike Smith named HERC0628. Will me processing the file you just sent cause a problem since they are out of order?

Bryan Siler
Eastern Division
bryan.siler@amwater.com
Phone: (859) 268-6350
Fax: (859) 335-3350

"Sheila Long"
<slong@lexingtonky.gov>

06/29/2010 01:46 PM

<Bryan.Siler@amwater.com>

File from 06-23-2010

To

cc

Subject

Bryan,

I ran the job and forgot to email you the file on 06-23-2010.

(Embedded image moved to file: pic14788.jpg)
[attachment "HERC0623.TXT" deleted by Bryan Siler/KAWC/AWWSC]

----- 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: 06/29/2010 03:43 PM
Subject: RE: File from 06-23-2010

Candice and I have discussed it and we do not believe it will matter either.
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
?

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

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]
Sent: Tuesday, June 29, 2010 2:05 PM
To: Sheila Long
Cc: Candice Deininger; Takisha.Walker@amwater.com
Subject: Re: File from 06-23-2010

Sheila,

Yesterday I processed a file from Mike Smith named HERC0628. Will me processing the file you just sent cause a problem since they are out of order?

Bryan Siler
Eastern Division
bryan.siler@amwater.com
Phone: (859) 268-6350
Fax: (859) 335-3350

"Sheila Long"
<slong@lexingtonky.gov>

06/29/2010 01:46
PM

<Bryan.Siler@amwater.com>

To

cc

Subject

File from 06-23-2010

Bryan,

I ran the job and forgot to email you the file on 06-23-2010.

(Embedded image moved to file: pic14788.jpg)

[attachment "HERC0623.TXT" deleted by Bryan Siler/KAWC/AWWSC]

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:32 AM -----

From: Bryan Siler/KAWC/AWWSC
To: <jmantr@lexingtonky.gov>, "Rebecca Arledge" <rarledge@lexingtonky.gov>, <rbowman2@lexingtonky.gov>, sdickison@lexingtonky.gov, <hmorgan@lexingtonky.gov>, cdeining@lfucg.com
Date: 07/01/2010 09:07 AM
Subject: Out of Office July 2, 2010

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. Please let me know if you will need anything during this time so I can work to get it to you before leaving.

Thanks.

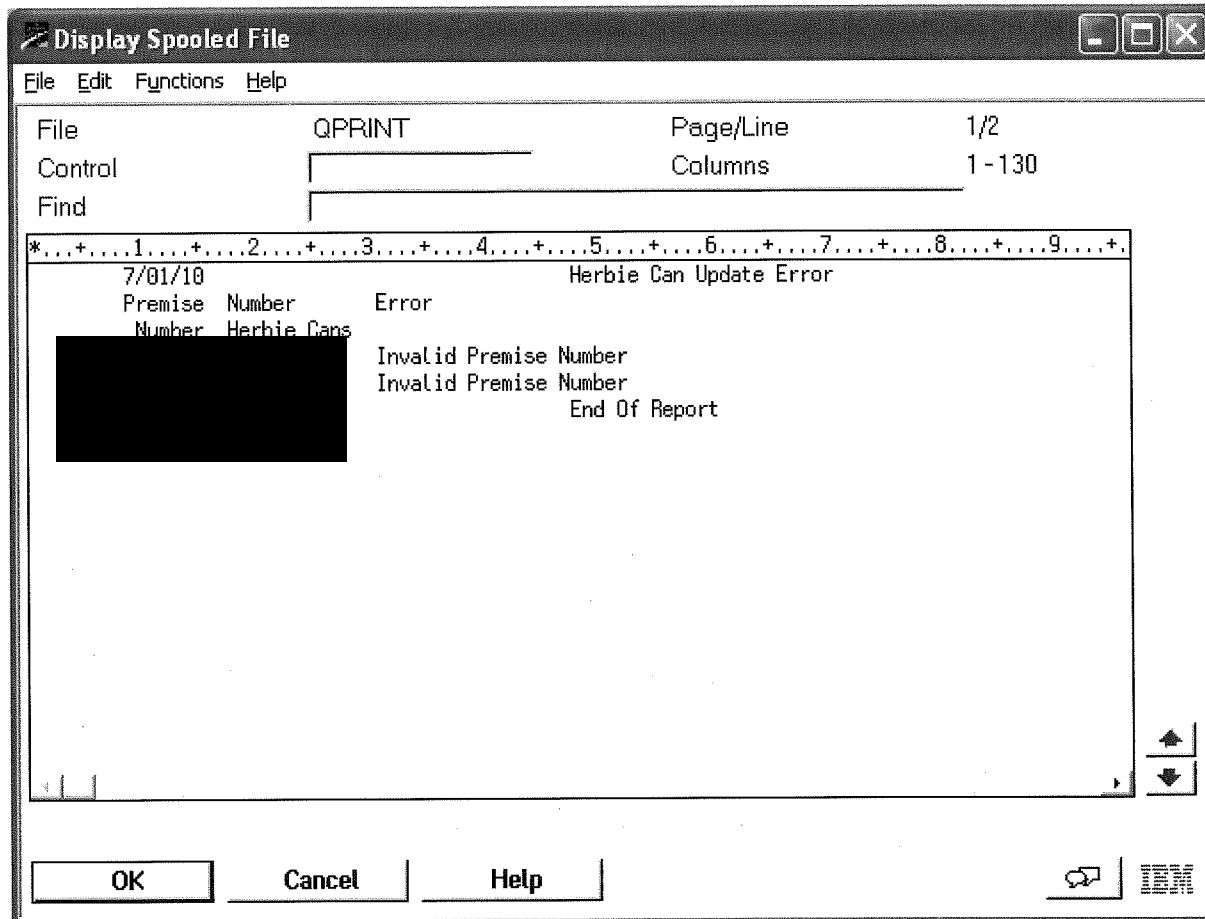
Bryan Siler
Eastern Division
bryan.siler@amwater.com
Phone: (859) 268-6350
Fax: (859) 335-3350

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:32 AM -----

From: Bryan Siler/KAWC/AWWSC
To: "Sheila Long" <slong@lexingtonky.gov>@AWX
Cc: cdeining@lfucg.com
Date: 07/01/2010 12:01 PM
Subject: Re: File from 06-23-2010

Hi Sheila,

I processed this file. Please review error report below and let me know how you would like to correct it.



Bryan Siler
 Eastern Division
 bryan.siler@amwater.com
 Phone: (859) 268-6350
 Fax: (859) 335-3350

"Sheila Long" <slong@lexingtonky.gov>



"Sheila Long"
 <slong@lexingtonky.gov>
 06/29/2010 01:46 PM

To <Bryan.Siler@amwater.com>
 cc

Subject File from 06-23-2010

Bryan,
 I ran the job and forgot to email you the file on 06-23-2010.



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

[attachment "HERC0623.TXT" deleted by Bryan Siler/KAWC/AWWSC]

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:32 AM -----

From: "Sheila Long" <slong@lexingtonky.gov>
 To: "Mike Smith" <mikes@lexingtonky.gov>
 Cc: "Candice Deininger" <cdeining@lexingtonky.gov>, <Bryan.Siler@amwater.com>
 Date: 07/01/2010 03:46 PM
 Subject: FW: File from 06-23-2010

Mike,

See below email from Bryan and then from Candice.

What do I do about this? Do I just wait until we run it again next week or do I try to run it again today?

Thanks,
 Sheila

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

From: Candice Deininger
 Sent: Thursday, July 01, 2010 12:27 PM
 To: Sheila Long
 Subject: RE: File from 06-23-2010

Hi, Sheila - I've put in the correct premise numbers for the two records Bryan is referring to . . . will you have to resubmit the whole file once it has updated?

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 01, 2010 12:01 PM
 To: Sheila Long
 Cc: Candice Deininger
 Subject: Re: File from 06-23-2010

Hi Sheila,

I processed this file. Please review error report below and let me know how you would like to correct it.

(Embedded image moved to file: pic27595.jpg)

Herbie Can update error

Prmise Herbie Cans ERRORerror
Number



Invalid Premise Number
Invalid Premise Number

End

of Report

Bryan Siler
Eastern Division
bryan.siler@amwater.com
Phone: (859) 268-6350
Fax: (859) 335-3350

"Sheila Long"
<slong@lexingtonk
y.gov>

06/29/2010 01:46
PM

<Bryan.Siler@amwater.com>

To

cc

Subject

File from 06-23-2010

Bryan,

I ran the job and forgot to email you the file on 06-23-2010.

(Embedded image moved to file: pic04041.jpg)

[attachment "HERC0623.TXT" deleted by Bryan Siler/KAWC/AWWSC]

----- 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: 07/06/2010 08:31 AM
Subject: FW: Tap On file for June 2010

Good morning, Bryan. Here's the sewer tap-on file for June 2010. 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

From: Sheila Long
Sent: Friday, July 02, 2010 7:08 PM
To: Candice Deininger
Subject: Tap On file for June 2010

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



TAP062010R.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: <Takisha.Walker@amwater.com>, "William O'Mara" <billo@lexingtonky.gov>
Date: 07/06/2010 03:55 PM
Subject: July 12 Call

Hello – Bill and I will be at Water Quality next week for the call, so all of us will be on one call-in. When he and I were talking about this earlier, he mentioned that it was his understanding that you would be sending out follow-up information prior to the call and was wondering when we might receive it. Thanks so 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

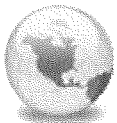
To: "Candice Deininger" <cdeining@lexingtonky.gov>@AWX
 Cc: "William O'Mara" <billo@lexingtonky.gov>, Takisha.Walker@amwater.com
 Date: 07/06/2010 03:59 PM
 Subject: Re: July 12 Call

Candice,

I still plan to send the month end reports tomorrow. We can certainly discuss them before our meeting if you have any questions.

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>
 >

07/06/2010 03:55 PM

To <Bryan.Siler@amwater.com>

cc <Takisha.Walker@amwater.com>, "William O'Mara"
 <billo@lexingtonky.gov>

Subject July 12 Call

Hello – Bill and I will be at Water Quality next week for the call, so all of us will be on one call-in. When he and I were talking about this earlier, he mentioned that it was his understanding that you would be sending out follow-up information prior to the call and was wondering when we might receive it. Thanks so 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: "William O'Mara" <billo@lexingtonky.gov>, <Takisha.Walker@amwater.com>
 Date: 07/06/2010 04:04 PM
 Subject: RE: July 12 Call

Hi, Bryan. I'm not totally sure, but I believe he might also be referring to the examples provided as well as the possibility of having

Kentucky's reports processed sooner so that we could have month-end information a day sooner.

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 06, 2010 3:59 PM
To: Candice Deininger
Cc: William O'Mara; Takisha.Walker@amwater.com
Subject: Re: July 12 Call

Candice,

I still plan to send the month end reports tomorrow. We can certainly discuss them before our meeting if you have any questions.

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 07/06/2010 03:55 <Takisha.Walker@amwater.com>,
PM "William O'Mara"
<billo@lexingtonky.gov>
Subject July 12 Call

Hello - Bill and I will be at Water Quality next week for the call, so all of us will be on one call-in. When he and I were talking about this earlier, he mentioned that it was his understanding that you would be sending out follow-up information prior to the call and was wondering when we might receive it. Thanks so 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: CSC_Special_Accounts/AWWSC
To: "Rebecca Burke" <rburke@lexingtonky.gov>@AWX
Cc: Bryan.Siler@amwater.com, "Candice Deininger" <cdeining@lexingtonky.gov>, Linda.Toussaint@amwater.com, specialaccts@amwater.com, Linda A Markham/CALLCTR/CORP/AWWSC@AWW
Date: 07/07/2010 10:57 AM
Subject: Re: Landfill Charges
Sent by: Patricia A Butler

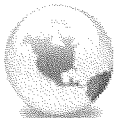
Hi Rebecca,

I did this today for you. You should see it posted tomorrow. There was a list of addresses you sent over for Wyndham St, but this one wasn't on that list. I didn't see any other emails sent over previously from you about this address. When you spoke to our rep Linda yesterday, she said you thought this was the second time you requested this, but how long ago would it have been? I didn't see anything within the last four months of your emails sent on landfill charges. Please let me know if you come across it.

Thanks,

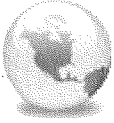
Patty Butler
Special Accounts Representative
American Water - Alton Call Center

"Rebecca Burke" <rburke@lexingtonky.gov>



"Rebecca Burke"
<rburke@lexingtonky.gov>
07/06/2010 11:09 AM

To <specialaccts@amwater.com>
cc "Candice Deininger" <cdeining@lexingtonky.gov>, <Bryan.Siler@amwater.com>,



<Linda.Toussaint@amwater.com>
Subject: Landfill Charges

Please remove the code for Landfill on Premise# [REDACTED] and
credit on Landfill for \$5.51 on same premise number [REDACTED]

Any questions please let me know.
Thanks!

Rebecca Burke ☺
258-3365
rburke@lexingtonky.gov

Lord, keep Your arm around my shoulders and your hand over my mouth

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:32 AM -----

From: "Rebecca Burke" <rburke@lexingtonky.gov>
To: <specialaccts@amwater.com>
Cc: <Bryan.Siler@amwater.com>, "Candice Deininger" <cdeining@lexingtonky.gov>, <Linda.Toussaint@amwater.com>
Date: 07/07/2010 11:00 AM
Subject: RE: Landfill Charges

Hello Patty,
Okay crack that one up to senior moment! But thanks for taking care of
it for me.
Thanks!

Rebecca Burke
LFUCG Division of Revenue
Sewer and Landfill Department
rburke@lexingtonky.gov
Ph.# 859-258-3365
Fax # 859-258-3352

Lord, keep Your arm around my shoulders and your hand over my mouth

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

From: Patricia.Butler@amwater.com [mailto:Patricia.Butler@amwater.com]
On Behalf Of specialaccts@amwater.com
Sent: Wednesday, July 07, 2010 10:58 AM
To: Rebecca Burke
Cc: Bryan.Siler@amwater.com; Candice Deininger;
Linda.Toussaint@amwater.com; specialaccts@amwater.com;
Linda.Markham@amwater.com
Subject: Re: Landfill Charges

Hi Rebecca,

I did this today for you. You should see it posted tomorrow. There was a list of addresses you sent over for [REDACTED] but this one wasn't on that list. I didn't see any other emails sent over previously from you about this address. When you spoke to our rep Linda yesterday, she said you thought this was the second time you requested this, but how long ago would it have been? I didn't see anything within the last four months of your emails sent on landfill charges. Please let me know if you come across it.

Thanks,

Patty Butler
Special Accounts Representative
American Water - Alton Call Center

"Rebecca Burke"
<rburke@lexington
ky.gov>
To <specialaccts@amwater.com>
07/06/2010 11:09
cc AM "Candice Deininger"
<cdeining@lexingtonky.gov>,
<Bryan.Siler@amwater.com>,
<Linda.Toussaint@amwater.com>
Subject Landfill Charges

Please remove the code for Landfill on Premise [REDACTED] and credit on
Landfill for \$5.51 on same premise number [REDACTED]

Any questions please let me know.
Thanks!

Rebecca Burke (Embedded image moved to file: pic22428.gif)
258-3365
rburke@lexingtonky.gov

Lord, keep Your arm around my shoulders and your hand over my mouth

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:32 AM -----

From: Bryan Siler/KAWC/AWWSC
To: cdeining@lfucg.com
Date: 07/07/2010 04:48 PM
Subject: June reports

I will send the comparisons tomorrow. I am getting ready to leave for the visitation of a co-worker that just passed away.

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: Bryan Siler/KAWC/AWWSC@AWW
Date: 07/07/2010 04:48 PM
Subject: Fw: June reports

Bryan Siler
 Eastern Division
 bryan.siler@amwater.com
 Phone: (859) 268-6350
 Fax: (859) 335-3350

----- Forwarded by Bryan Siler/KAWC/AWWSC on 07/07/2010 04:48 PM -----



Bryan Siler/KAWC/AWWSC

07/07/2010 04:48 PM

To cdeining@lfucg.com

cc

Subject June reports

I will send the comparisons tomorrow. I am getting ready to leave for the visitation of a co-worker that just passed away.

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: 07/08/2010 02:49 PM
 Subject: RE: Premise [REDACTED]

Hi, Bryan - I took a quick look at the account . . . that was a pretty big leak to amass that amount!! I would hope she'd ask for an adjustment from us, as long as the water didn't drain into the sanitary sewer. I don't recall speaking with this lady, and I'm not sure if Lynne has. Is KAWC giving her any type of adjustment?

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 08, 2010 2:42 PM
 To: Candice Deininger
 Cc: Takisha.Walker@amwater.com
 Subject: Premise: 120038436

Candice,

██████████ wanted us to let you know she is resubmitting an invoice for plumbing repairs for a leak she had in her basement. Please call if you would like to discuss.

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: Kathryn M Milburn/SHARVCS/AWWSC
 To: Bryan Siler/KAWC/AWWSC@AWW, cdeining@lfucg.com, khicks@lfucg.com
 Date: 07/08/2010 03:25 PM
 Subject: LFUCG 6/2010

Sewer and Landfill Billing



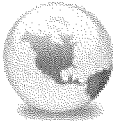
4218_001.pdf

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 07/08/2010 03:23 PM -----



njwdcrst@amwater.com

07/08/2010 03:28 PM

To "Kathy MILBURN" <kathryn.milburn@amwater.com>

cc

Subject njwdcrst scan job

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:32 AM -----

From: Bryan Siler/KAWC/AWWSC
 To: David S Derr/PAWC/AWWSC@AWW
 Cc: Takisha D Walker/KAWC/AWWSC@AWW
 Date: 07/09/2010 10:14 AM
 Subject: LFUCG OAM Reports

Dave,

The LFUCG would like to know why the OAM reports are not available for them on Day +1 instead of Day +2. They are thinking they are lower in the priority and that if they were run first the data would be available to them sooner. Can you provide a brief response to this query? 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 -----

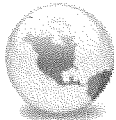
From: Bryan Siler/KAWC/AWWSC
 To: "Candice Deininger" <cdeining@lexingtonky.gov>@AWX
 Cc: "William O'Mara" <billo@lexingtonky.gov>, Takisha.Walker@amwater.com
 Date: 07/09/2010 11:22 AM
 Subject: RE: July 12 Call

Candice,

I sent the monthly reports with the comparisons this morning. I will also have an answer about LFUCG's OAM reports being run differently than they are now.

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
 >

07/06/2010 04:04 PM

To <Bryan.Siler@amwater.com>
 cc "William O'Mara" <billo@lexingtonky.gov>,
 <Takisha.Walker@amwater.com>
 Subject RE: July 12 Call

Hi, Bryan. I'm not totally sure, but I believe he might also be referring to the examples provided as well as the possibility of having Kentucky's reports processed sooner so that we could have month-end information a day sooner.

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 06, 2010 3:59 PM
To: Candice Deininger
Cc: William O'Mara; Takisha.Walker@amwater.com
Subject: Re: July 12 Call

Candice,

I still plan to send the month end reports tomorrow. We can certainly discuss them before our meeting if you have any questions.

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>
cc	07/06/2010 03:55 PM	<Takisha.Walker@amwater.com>, "William O'Mara" <billo@lexingtonky.gov>
Subject		July 12 Call

Hello - Bill and I will be at Water Quality next week for the call, so all of us will be on one call-in. When he and I were talking about this earlier, he mentioned that it was his understanding that you would be sending out follow-up information prior to the call and was wondering when we might receive it. Thanks so 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: "William O'Mara" <billo@lexingtonky.gov>, <Takisha.Walker@amwater.com>
Date: 07/09/2010 11:28 AM
Subject: RE: July 12 Call

Thanks very much, Bryan! And I really like how the reports, invoice and explanations are all in one file - that's wonderful!! I am taking a half day off today and will be leaving at 12 - have a great weekend and thank you for the all 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: Friday, July 09, 2010 11:23 AM
To: Candice Deininger
Cc: William O'Mara; Takisha.Walker@amwater.com
Subject: RE: July 12 Call

Candice,

I sent the monthly reports with the comparisons this morning. I will also have an answer about LFUCG's OAM reports being run differently than they are now.

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 07/06/2010 04:04 "William O'Mara"
PM <billo@lexingtonky.gov>,
<Takisha.Walker@amwater.com>
Subject RE: July 12 Call

Hi, Bryan. I'm not totally sure, but I believe he might also be referring to the examples provided as well as the possibility of having Kentucky's reports processed sooner so that we could have month-end information a day sooner.

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 06, 2010 3:59 PM
To: Candice Deininger
Cc: William O'Mara; Takisha.Walker@amwater.com
Subject: Re: July 12 Call

Candice,

I still plan to send the month end reports tomorrow. We can certainly discuss them before our meeting if you have any questions.

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>
cc	07/06/2010 03:55	<Takisha.Walker@amwater.com>,
	PM	"William O'Mara"
		<billo@lexingtonky.gov>
Subject		July 12 Call

Hello - Bill and I will be at Water Quality next week for the call, so all of us will be on one call-in. When he and I were talking about this earlier, he mentioned that it was his understanding that you would be sending out follow-up information prior to the call and was wondering when we might receive it. Thanks so 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: David S Derr/PAWC/AWWSC
To: Bryan Siler/KAWC/AWWSC@AWW
Cc: Takisha D Walker/KAWC/AWWSC@AWW, Carol.Goulstone@amwater.com
Date: 07/09/2010 02:53 PM
Subject: Re: LFUCG OAM Reports

Bryan, all states are treated equally. The jobs that create the reports begin to run at 3:30 AM on the 1st of the month. LFUCG has over 100,000 accounts that must be processed as well as 3 different utility types. This transactional volume, as well as daily system activity, play a significant role in determining how fast the monthly reports process. Daily activity for all states takes priority over all states monthly CBT reports. Most months, the reports are available on the 1st of the month.

Over the next few months, we will take steps to investigate and identify any actions that can be taken to reduce the runtime for LFUCG. We will let you know what we find.

Please let me know if you have any questions.

David S Derr | American Water | Hershey, PA
Manager, Business Application Development - ITS
800 West Hersheypark Drive Hershey, PA 17033
o: 717.520.4520 | c: 717.572.0812 | e: david.derr@amwater.com

This e-mail is confidential and intended solely for the use of the individual to whom it is addressed. Any views or opinions presented are solely those of the author and do not necessarily represent those of American Water or its subsidiaries. If you have received this e-mail message in error please destroy and delete the message from your computer. For more information on American Water visit our web site at www.amwater.com

Bryan Siler Dave, The LFUCG would like to know... 07/09/2010 10:14:37 AM

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:32 AM -----

From: "Richard Miller" <rmiller3@lexingtonky.gov>
To: <Bryan.Siler@amwater.com>

Cc: "Candice Deininger" <cdeining@lexingtonky.gov>
Date: 07/10/2010 11:46 AM
Subject: RE: FW: Customer Database for Waste Management

Bryan - thanks for trying. I suspect it is hung up in one of our filters on our side. I will ask Candice to show me how she pulls it down. Even though she does not have the correct version of Excel to bring up the CSV.

Have a great weekend.

I look forward to working with you more, as we upgrade our customer database.

Richard J. Miller - Project Manager
Lexington Fayette Urban County Government
Waste Management Division
859-425-2839 - Office
412-855-7642 - Mobile
RMiller3@LexingtonKY.GOV

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

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]
Sent: Friday, July 09, 2010 2:02 PM
To: Richard Miller
Subject: Re: FW: Customer Database for Waste Management

No error. You might have them download it for you. I can try to resend if you like.

Bryan Siler
Eastern Division
bryan.siler@amwater.com
Phone: (859) 268-6350
Fax: (859) 335-3350

"Richard Miller"
<rmiller3@lexingt
onky.gov>
To: <bryan.siler@amwater.com>
07/09/2010 01:07
cc: PM
Subject: FW: Customer Database for Waste

Management

I did not get the file - did you get any error message?

Richard J. Miller - Project Manager
Lexington Fayette Urban County Government
Waste Management Division
859-425-2839 - Office
412-855-7642 - Mobile
RMiller3@LexingtonKY.GOV

From: Richard Miller
Sent: Friday, July 09, 2010 10:57 AM
To: 'bryan.siler@amwater.com'
Cc: Candice Deininger; Priscilla Sullivan; Stacy Jacobs
Subject: Customer Database for Waste Management

Bryan:

The division of Waste Management is building a new routing system and a new customer database. In the past we did not track specific customers, because our service was oriented to a street and number of containers. Our division of Revenue through Candice Deininger maintains and sends to Kentucky American an updated text file with the PREMISE ID and a CONTAINER count. Your bill to your customers uses this input, plus any additional billing for customers who have water service, but may not have containers, plus I am certain there are many other adjustments you make before sending out the bills. It may be very helpful to us, if we could discuss the potential of getting a dump or copy of the customer master you have built, or the billing file used for sending out the bills. I would expect this data is sensitive and we need to get management involved in order to properly share.

Please call my office or mobile phone when you get a chance.

Richard J. Miller - Project Manager

Lexington Fayette Urban County Government
 Waste Management Division
 859-425-2839 - Office
 412-855-7642 - Mobile
 RMiller3@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>
 Date: 07/12/2010 09:47 AM
 Subject: RE: Premise [REDACTED]

Be back to you in a few minutes . . .

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 12, 2010 9:42 AM
 To: Candice Deininger
 Cc: Takisha.Walker@amwater.com
 Subject: Premise [REDACTED]

Candice,

Premise 120117345 was on June 8, 2010 HERMAST.TXT but customer says
 account
 should not be billed trash. Can you let me know whether to remove
 landfill
 charges or not?

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: <Takisha.Walker@amwater.com>
 Date: 07/12/2010 09:49 AM
 Subject: RE: Premise [REDACTED]

Okay - this is interesting . . . I'm not authorized to access that premise number - are you able to give me an address?

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 12, 2010 9:42 AM
To: Candice Deininger
Cc: Takisha.Walker@amwater.com
Subject: Premise [REDACTED]

Candice,

Premise [REDACTED] was on June 8, 2010 HERMAST.TXT but customer says account should not be billed trash. Can you let me know whether to remove landfill charges or not?

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: <Takisha.Walker@amwater.com>
Date: 07/12/2010 10:27 AM
Subject: RE: Premise [REDACTED]

Thanks, Bryan - by all means, remove the code since this location is in Georgetown. Also, if the customer has been charged, are you able to credit the amount billed since I am not authorized? I'm concerned that this got in our files to begin with . . .

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 12, 2010 10:10 AM
To: Candice Deininger
Cc: Takisha.Walker@amwater.com
Subject: RE: Premise [REDACTED]

(Embedded image moved to file: pic02865.jpg)

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>
cc: 07/12/2010 09:49 <Takisha.Walker@amwater.com>
Subject: AM
RE: Premise [REDACTED]

Okay - this is interesting . . . I'm not authorized to access that
premise number - are you able to give me an address?

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 12, 2010 9:42 AM
 To: Candice Deininger
 Cc: Takisha.Walker@amwater.com
 Subject: Premise [REDACTED]

Candice,

Premise [REDACTED] was on June 8, 2010 HERMAST.TXT but customer says account should not be billed trash. Can you let me know whether to remove landfill charges or not?

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: <Takisha.Walker@amwater.com>, "Sheila Powell" <sheilap@lexingtonky.gov>
 Date: 07/12/2010 12:04 PM
 Subject: 30% Discount Coding

Hi, Bryan. Attached are two files from Sheila at Adult Services containing the names of clients whose accounts are to receive the 30% discount for sewer and the water quality fee. Thank you!!

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



Friday July 9 2010.xls Friday July 2 2010.xls

----- 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: 07/12/2010 03:02 PM
 Subject: Herbie water file - No Errors

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



HERC0712.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: <Takisha.Walker@amwater.com>
 Date: 07/13/2010 01:42 PM
 Subject: Account Class/Rate Information Changes

Hello, Bryan. I was going through some accounts, and the following two need to be corrected as follows:

Premise [REDACTED] Coded commercial correctly but is being charged residential rate with taxes
 Premise [REDACTED] Coded as residential but should be commercial;
 commercial rate is correct but taxes also need to be applied

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: "Rebecca Burke" <rburke@lexingtonky.gov>
 To: <specialaccts@amwater.com>
 Cc: "Candice Deininger" <cdeining@lexingtonky.gov>, <Bryan.Siler@amwater.com>, <Linda.Toussaint@amwater.com>
 Date: 07/13/2010 03:22 PM

Subject: Landfill Charges

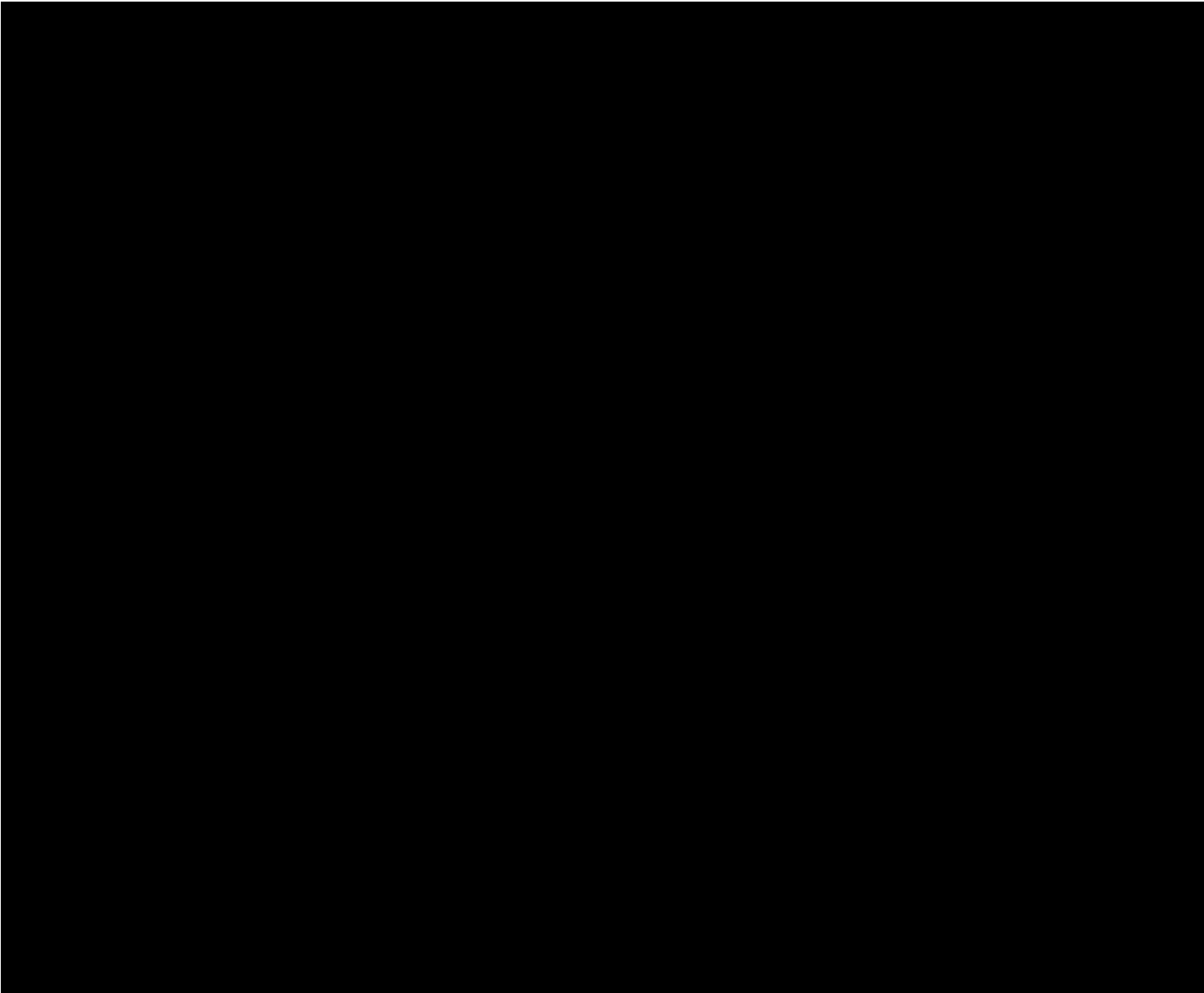
Please remove from premise number [REDACTED] for landfill charges of 36 units. And credit premise number for landfill charges of \$162.00 [REDACTED] Any questions please let me know.
Thank you,

Rebecca Burke ☺
258-3365
rburke@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>
Date: 07/14/2010 11:24 AM
Subject: Premise [REDACTED]

Good morning. I received a call from [REDACTED] questioning his sewer charges, and I noticed that his FWA for sewer is higher for the July bill than the June bill. When adding up his water usage for the November-April period used to calculate his sewer FWA, the average comes out to be 6 ccf. I was just curious as to why it increased in July and wondering what led to the increase. Thanks for checking on this, Bryan – 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 10:32 AM -----

From: "Candice Deininger" <cdeining@lexingtonky.gov>
To: <Bryan.Siler@amwater.com>
Cc: <Takisha.Walker@amwater.com>, "Scott Dickison" <sdickison@lexingtonky.gov>
Date: 07/14/2010 03:11 PM
Subject: June 2010 New services

Good afternoon, Bryan. Attached is the geocoded file of June 2010 new services. 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



ONSET-NEW TAPS FOR JUNE 2010.xls

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:32 AM -----

From: "Hilori Morgan" <hmorgan@lexingtonky.gov>
To: <Bryan.Siler@amwater.com>
Date: 07/20/2010 12:19 PM
Subject: Missing Premise

Bryan,

I am missing a premise on [REDACTED]. There should be eight premises in the name of [REDACTED] but there are only seven. The premise for unit D is missing. The only information that the owner could give me is the serial number of the meter – 87180072. Is there any way you can look up to see what's going on? The owner hasn't received a water bill yet and wants to parse ERUs to this premise.

Thanks,
Hilori

Thank you,

Hilori Morgan
LFUCG Division of Water Quality
301 Lisle Industrial Avenue
Lexington, KY 40511
859.425.2507 direct line
859.425.2400 main line

----- 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: 07/20/2010 12:40 PM
Subject: 30% Discount Coding

Good afternoon, Bryan. Attached is the latest file received from Sheila at Adult Services needing the 30% discount coding for sewer and the WQMF. 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



Friday July 16 2010.xls

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:32 AM -----

From: "Robert Bowman" <rbowman2@lexingtonky.gov>
To: <Bryan.Siler@amwater.com>
Date: 07/20/2010 01:57 PM
Subject: RE: Inactive Accounts

Brian,

A few of the records have PN as the Status Code. What is PN?

Thanks, Robert

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

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]
Sent: Wednesday, June 09, 2010 3:54 PM
To: Robert Bowman
Cc: Takisha.Walker@amwater.com
Subject: RE: Inactive Accounts

Hi Robert.

Here is the premise file as of today.

(See attached file: 2010-0609 FAYETTEPRM.zip)

Currently this file has the following selection criteria:

Killed premises are excluded
Region code equals Fayette County
The premise has an account regardless of status
The premise has a water service

The last field was added and is the Service Discontinued Date. That is a good indicator but I would not rely solely on that field. Some premises may be inactive but not have this field populated. This mainly applies to premises from our legacy system but could apply to others as well.

(Embedded image moved to file: pic16016.jpg)

Bryan Siler
Eastern Division
bryan.siler@amwater.com
Phone: (859) 268-6350
Fax: (859) 335-3350

"Robert Bowman"
<rbowman2@lexingt
onky.gov>
To <Bryan.Siler@amwater.com>
06/09/2010 12:06
cc PM
Subject RE: Inactive Accounts

Sure go ahead and send it.

Robert

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

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]
Sent: Wednesday, June 09, 2010 9:05 AM
To: Robert Bowman
Cc: Candice Deininger; Scott Dickison; Takisha.Walker@amwater.com
Subject: RE: Inactive Accounts

No, just the account status.

I can provide a premise file as of today to match what you build forward
if
you like.

Bryan Siler
Eastern Division
bryan.siler@amwater.com
Phone: (859) 268-6350
Fax: (859) 335-3350

"Robert Bowman"
<rbowman2@lexingt
onky.gov>
To <Bryan.Siler@amwater.com>
06/08/2010 04:43
cc PM "Candice Deininger"
"Scott" <cdeining@lexingtonky.gov>,
Dickison"
<sdickison@lexingtonky.gov>,
<Takisha.Walker@amwater.com>
Subject RE: Inactive Accounts

Brian,

Does the January account file list all the active and inactive premises?

Robert

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

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

Sent: Tuesday, June 08, 2010 4:08 PM

To: Robert Bowman

Cc: Candice Deininger; Scott Dickison; Takisha.Walker@amwater.com

Subject: RE: Inactive Accounts

Robert,

I sent the account file on January 15, 2010. I also originally sent the premise and account files back on October 2009. I can resend any of these but it might be better to just run them now and let that be the starting point. These files are as of a snapshot in time so I cannot back date them.

Let me know what would be best for you and I will get you the information.

Bryan Siler
Eastern Division
bryan.siler@amwater.com
Phone: (859) 268-6350
Fax: (859) 335-3350

"Robert Bowman"
<rbowman2@lexingt
onky.gov>
To
"Candice
06/07/2010 08:43
AM
cc
"Scott Dickison"
<sdickison@lexingtonky.gov>,
<Takisha.Walker@amwater.com>
Subject
RE: Inactive Accounts

<Bryan.Siler@amwater.com>,
Deininger"
<cdeining@lexingtonky.gov>

Brian,

I downloaded the files you mentioned and have imported them into SQL, but I need a starting point for the list of active and inactive premises. Can you provide a list of all active and inactive premises as of January 1, 2010? With this list I can use the files I imported into SQL to determine the list of inactive premises for each month.

Robert

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

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

Sent: Friday, May 21, 2010 3:29 PM

To: Candice Deininger

Cc: Robert Bowman; Scott Dickison; Takisha.Walker@amwater.com

Subject: Re: Inactive Accounts

They are under:

Contract Billing Downloads >>> LFUCG >>> Service Order ON & Off Files

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 05/21/2010 02:48 "Robert Bowman"
 PM <rbowman2@lexingtonky.gov>,
 "Scott Dickison"
 <sdickison@lexingtonky.gov>
 Subject Inactive Accounts

Good afternoon, Bryan. Right after our meeting, I got with Robert and Scott to make sure they had access to the OAM Contract Billing Downloads, and they do. I'm trying to find the file of inactives so we can start working on our take-away from the meeting. At first, I thought it might somehow be connected to the aging reports but I don't think that is the correct one. Any idea of where we can un-earth this report? Thanks very much 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 10:32 AM -----

From: "Robert Bowman" <rbowman2@lexingtonky.gov>
To: <Bryan.Siler@amwater.com>
Date: 07/20/2010 02:39 PM
Subject: RE: Inactive Accounts

When it comes to billing, would this make the Premise inactive?

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

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]
Sent: Tuesday, July 20, 2010 2:32 PM
To: Robert Bowman
Subject: RE: Inactive Accounts

PN = Pending

Premises are typically pending when we are waiting for an inspection in the setup process.

Bryan Siler

Eastern Division
bryan.siler@amwater.com
Phone: (859) 268-6350
Fax: (859) 335-3350

"Robert Bowman"
<rbowman2@lexingt
onky.gov>
To: <Bryan.Siler@amwater.com>
cc: 07/20/2010 01:57
PM
Subject: RE: Inactive Accounts

Brian,

A few of the records have PN as the Status Code. What is PN?

Thanks, Robert

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

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]
Sent: Wednesday, June 09, 2010 3:54 PM
To: Robert Bowman
Cc: Takisha.Walker@amwater.com
Subject: RE: Inactive Accounts

Hi Robert.

Here is the premise file as of today.

(See attached file: 2010-0609 FAYETTEPRM.zip)

Currently this file has the following selection criteria:

Killed premises are excluded
Region code equals Fayette County
The premise has an account regardless of status
The premise has a water service

The last field was added and is the Service Discontinued Date. That is a good indicator but I would not rely solely on that field. Some premises may be inactive but not have this field populated. This mainly applies to premises from our legacy system but could apply to others as well.

(Embedded image moved to file: pic16016.jpg)

Bryan Siler
Eastern Division
bryan.siler@amwater.com
Phone: (859) 268-6350
Fax: (859) 335-3350

"Robert Bowman"

<rbowman2@lexingt
onky.gov>

To

<Bryan.Siler@amwater.com>

cc

06/09/2010 12:06
PM

Subject

RE: Inactive Accounts

Sure go ahead and send it.

Robert

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

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

Sent: Wednesday, June 09, 2010 9:05 AM

To: Robert Bowman

Cc: Candice Deininger; Scott Dickison; Takisha.Walker@amwater.com

Subject: RE: Inactive Accounts

No, just the account status.

I can provide a premise file as of today to match what you build forward if you like.

Bryan Siler
Eastern Division
bryan.siler@amwater.com
Phone: (859) 268-6350
Fax: (859) 335-3350

	"Robert Bowman"	
	<rbowman2@lexingt	
	onky.gov>	
To		<Bryan.Siler@amwater.com>
	06/08/2010 04:43	
cc	PM	"Candice Deininger"
		<cdeining@lexingtonky.gov>,
"Scott		Dickison"
		<sdickison@lexingtonky.gov>,
		<Takisha.Walker@amwater.com>
Subject		RE: Inactive Accounts

Brian,

Does the January account file list all the active and inactive premises?

Robert

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

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

Sent: Tuesday, June 08, 2010 4:08 PM

To: Robert Bowman

Cc: Candice Deininger; Scott Dickison; Takisha.Walker@amwater.com

Subject: RE: Inactive Accounts

Robert,

I sent the account file on January 15, 2010. I also originally sent the premise and account files back on October 2009. I can resend any of these but it might be better to just run them now and let that be the starting point. These files are as of a snapshot in time so I cannot back date them.

Let me know what would be best for you and I will get you the information.

Bryan Siler
Eastern Division
bryan.siler@amwater.com
Phone: (859) 268-6350
Fax: (859) 335-3350

"Robert Bowman"
<rbowman2@lexingt
onky.gov>

To

"Candice

06/07/2010 08:43
AM

<Bryan.Siler@amwater.com>,
Deininger"
<cdeining@lexingtonky.gov>

cc

"Scott Dickison"

<sdickison@lexingtonky.gov>,

<Takisha.Walker@amwater.com>

Subject

RE: Inactive Accounts

Brian,

I downloaded the files you mentioned and have imported them into SQL, but I need a starting point for the list of active and inactive premises. Can you provide a list of all active and inactive premises as of January 1, 2010? With this list I can use the files I imported into SQL to determine the list of inactive premises for each month.

Robert

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

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

Sent: Friday, May 21, 2010 3:29 PM

To: Candice Deininger

Cc: Robert Bowman; Scott Dickison; Takisha.Walker@amwater.com

Subject: Re: Inactive Accounts

They are under:

Contract Billing Downloads >>> LFUCG >>> Service Order ON & Off Files

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 05/21/2010 02:48 "Robert Bowman"
PM <rbowman2@lexingtonky.gov>,
"Scott Dickison"
<sdickison@lexingtonky.gov>
Subject Inactive Accounts

Good afternoon, Bryan. Right after our meeting, I got with Robert and Scott to make sure they had access to the OAM Contract Billing Downloads, and they do. I'm trying to find the file of inactives so we can start working on our take-away from the meeting. At first, I thought it might somehow be connected to the aging reports but I don't think that is the correct one. Any idea of where we can un-earth this report? Thanks very much 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 10:32 AM -----

From: "Candice Deininger" <cdeining@lexingtonky.gov>
To: "Sheila Powell" <sheilap@lexingtonky.gov>, <Bryan.Siler@amwater.com>
Date: 07/21/2010 03:01 PM
Subject: RE: 30% Sewer Charge

Hi, Sheila – I'm sure Bryan will duly note this. Thank you for the update 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

From: Sheila Powell
Sent: Wednesday, July 21, 2010 3:01 PM
To: Candice Deininger; 'Bryan.Siler@amwater.com'
Subject: 30% Sewer Charge

This used to be under [REDACTED] It is now just under [REDACTED]
premise number being [REDACTED]

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 10:32 AM -----

From: "Candice Deininger" <cdeining@lexingtonky.gov>
 To: <Bryan.Siler@amwater.com>
 Date: 07/23/2010 09:46 AM
 Subject: RE: Premise [REDACTED]

Good morning, Bryan! I'll do some checking and get back to you shortly.

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.

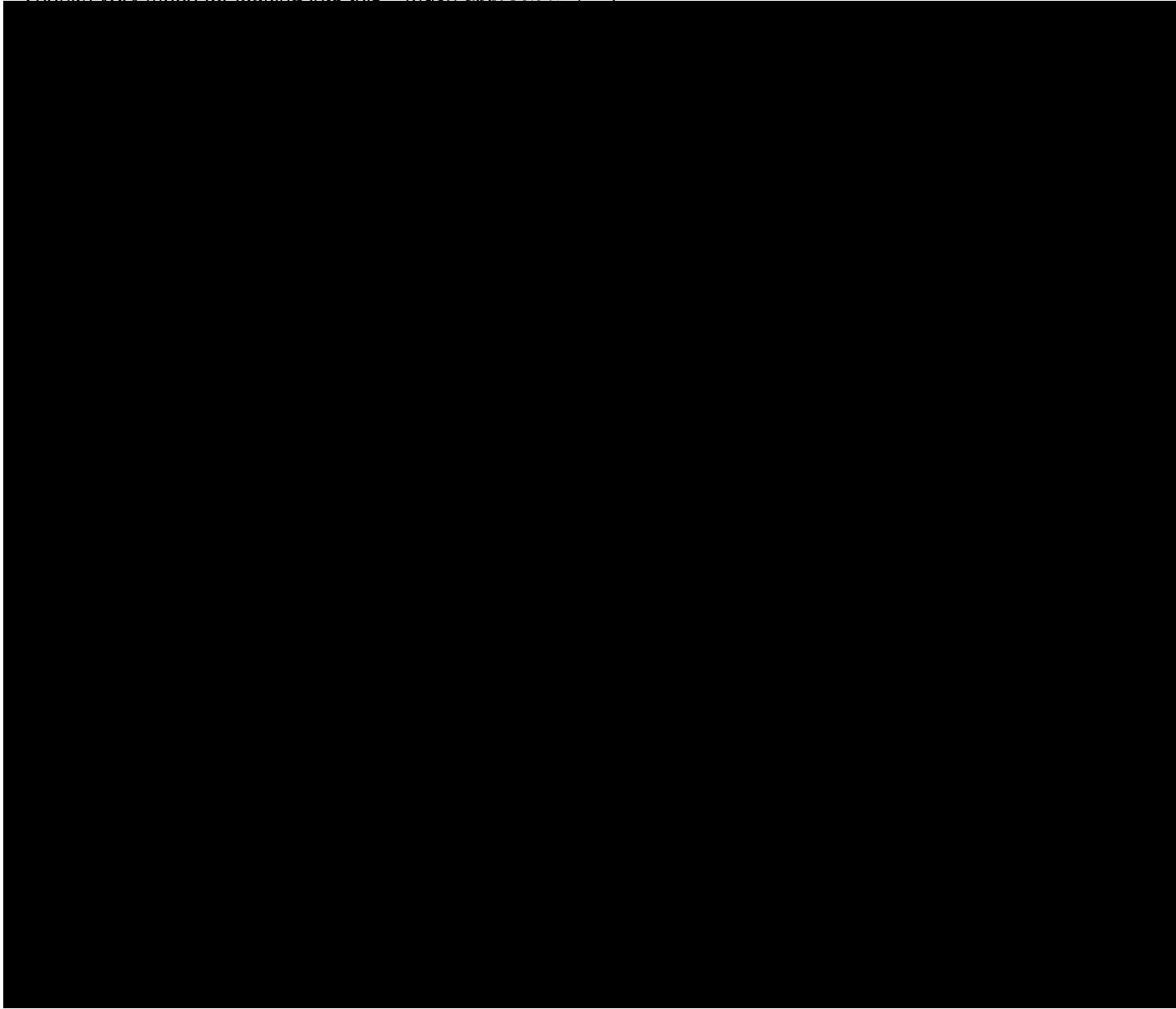
Bryan Siler
 Eastern Division
 bryan.siler@amwater.com
 Phone: (859) 268-6350
 Fax: (859) 335-3350

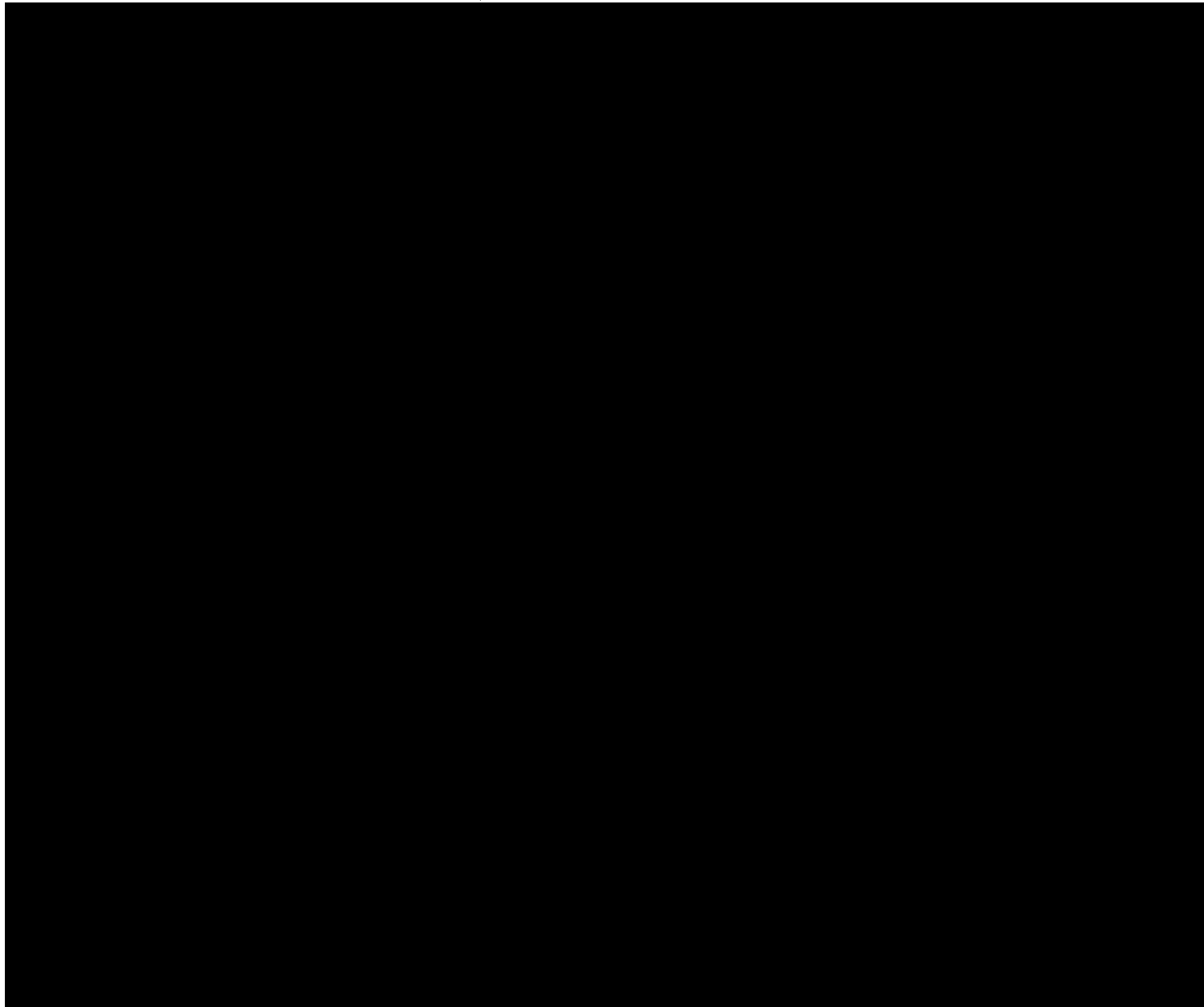
----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:32 AM -----

From: "Candice Deininger" <cdeining@lexingtonky.gov>
 To: <Bryan.Siler@amwater.com>
 Cc: <Takisha.Walker@amwater.com>
 Date: 07/23/2010 11:17 AM
 Subject: [REDACTED] Premis [REDACTED]

Okay – my turn! I was looking at the above account and noticed that the usage for two of the three meters appear not to be billing. Usages for July billing total 251 ccf (see below), however, billing shows only 2 ccf (see below). This situation looks to have started with the September 2008 billing. Are there any notes on

the account that would indicate why usages on two of the meters are not being pulled in for billing?
Thanks very much for looking into this – much appreciated, Bryan!!





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>
Date: 07/26/2010 08:14 AM
Subject: RE: [REDACTED]

Good morning. If it can be confirmed that service is for irrigation only, then no it shouldn't be billed sewer. I'll see if someone in

Water Quality can check it out and verify.

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 26, 2010 8:10 AM
 To: Candice Deininger
 Subject: [REDACTED]

Candice,

[REDACTED] says this premise is for irrigation only. Can you tell me
 if
 this should be billed sewer or not?

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>
 Date: 07/26/2010 08:47 AM
 Subject: RE: KY Prem [REDACTED]

Oh, I know, Bryan - perhaps that's something than can be added to the
 tap application in the future then we'd all know. As soon as I hear
 something from Water Quality, I'll 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, July 26, 2010 8:26 AM
 To: Candice Deininger
 Subject: RE: [REDACTED]

We just know what they tell us. The original tap order did not mention
 irrigation only.

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>
cc: 07/26/2010 08:13
Subject: AM

[REDACTED]

RE: [REDACTED]

Good morning. If it can be confirmed that service is for irrigation only, then no it shouldn't be billed sewer. I'll see if someone in Water Quality can check it out and verify.

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 26, 2010 8:10 AM
To: Candice Deininger

Subject [REDACTED]

Candice,

[REDACTED] says this premise is for irrigation only. Can you tell me
 this should be billed sewer or not?

 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>, <Takisha.Walker@amwater.com>
 Date: 07/26/2010 03:16 PM
 Subject: Customer Assistance Needed

Bryan/Takisha - I just got off the phone with a customer trying to turn on/establish water service at [REDACTED]
 [REDACTED] When he called the call center, he was referred to me for that because it had 'sewer'
 service. Well, there's a WQMF bill at that address not sewer service. I tried to help him as best I could
 with the limited information I have but couldn't find anything. Would one of you mind calling him back so
 he can get water service wherever it exists? His name is [REDACTED] Thanks very much 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 10:32 AM -----

From: "Candice Deininger" <cdeining@lexingtonky.gov>
 To: <Bryan.Siler@amwater.com>
 Cc: <Takisha.Walker@amwater.com>
 Date: 07/26/2010 04:07 PM
 Subject: RE: Customer Assistance Needed

Thanks for following up with him. And I noticed that about [REDACTED] 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: Monday, July 26, 2010 3:44 PM
To: Candice Deininger
Cc: Takisha.Walker@amwater.com
Subject: Re: Customer Assistance Needed

Candice,

I just spoke with [REDACTED] I will do some digging to see what service address we have for his property. He was unsure. I will do some digging and follow up with the customer.

I also noticed [REDACTED] is a non-mutual for the WQMF but is not listed at www.fayettepva.com.

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>,

<Takisha.Walker@amwater.com>

07/26/2010 03:15

cc

PM

Subject

Customer Assistance Needed

Bryan/Takisha - I just got off the phone with a customer trying to turn on/establish water service at [REDACTED]. When he called the call center, he was referred to me for that because it had 'sewer' service. Well, there's a WQMF bill at that address not sewer service. I tried to help him as best I could with the limited information I have but couldn't find anything. Would one of you mind calling him back so he can get water service wherever it exists? His name is [REDACTED]. Thanks very much 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 10:32 AM -----

From: Takisha D Walker/KAWC/AWWSC
 To: <jmantrom@lexingtonky.gov>, "Rebecca Arledge" <rarledge@lexingtonky.gov>, <rbowman2@lexingtonky.gov>, sdickison@lexingtonky.gov, <hmorgan@lexingtonky.gov>, cdeining@lexingtonky.gov
 Cc: Bryan Siler/KAWC/AWWSC@AWW
 Date: 07/27/2010 08:45 AM
 Subject: Bryan out of the office

Hello Candice,

Bryan is out of the office today. I will be in a few meetings today so 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.

Please let me know if you have any additional questions or concerns.

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 10:32 AM -----

From: Takisha D Walker/KAWC/AWWSC
 To: "Robert Bowman" <rbowman2@lexingtonky.gov>@AWW
 Cc: Bryan.Siler@amwater.com, "Candice Deininger" <cdeining@lexingtonky.gov>, "Hilori Morgan" <hmorgan@lexingtonky.gov>, "Julie Mantrom" <jmantrom@lexingtonky.gov>, "Rebecca Arledge"

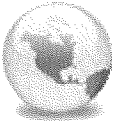
Date: <rarledge@lexingtonky.gov>, "Scott Dickison" <sdickison@lexingtonky.gov>
 07/27/2010 10:56 AM
 Subject: RE: Bryan out of the office

Hello Robert,

I believe I was copied on the email. I will review and respond.

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
 "Robert Bowman" <rbowman2@lexingtonky.gov>



"Robert Bowman"
 <rbowman2@lexingtonky.gov
 v>
 07/27/2010 08:59 AM

To <Takisha.Walker@amwater.com>, "Julie Mantrom"
 <jmantrom@lexingtonky.gov>, "Rebecca Arledge"
 <rarledge@lexingtonky.gov>, "Scott Dickison"
 <sdickison@lexingtonky.gov>, "Hilori Morgan"
 <hmorgan@lexingtonky.gov>, "Candice Deininger"
 <cdeining@lexingtonky.gov>
 cc <Bryan.Siler@amwater.com>

Subject RE: Bryan out of the office

Takisha,

I had a question about the data that I sent to Bryan via email on Thursday. I haven't received any feedback from him. Do you know if he is working on the answer?

Robert

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

From: Takisha.Walker@amwater.com [mailto:Takisha.Walker@amwater.com]
 Sent: Tuesday, July 27, 2010 8:46 AM
 To: Julie Mantrom; Rebecca Arledge; Robert Bowman; Scott Dickison;
 Hilori Morgan; Candice Deininger
 Cc: Bryan.Siler@amwater.com
 Subject: Bryan out of the office

Hello Candice,

Bryan is out of the office today. I will be in a few meetings today so 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.

Please let me know if you have any additional questions or concerns.


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 10:32 AM -----

From: Aimee C Lacasse/PAWC/AWWSC
To: Bryan Siler/KAWC/AWWSC@AWW
Date: 07/27/2010 01:12 PM
Subject: User approval needed- Service Request 471816

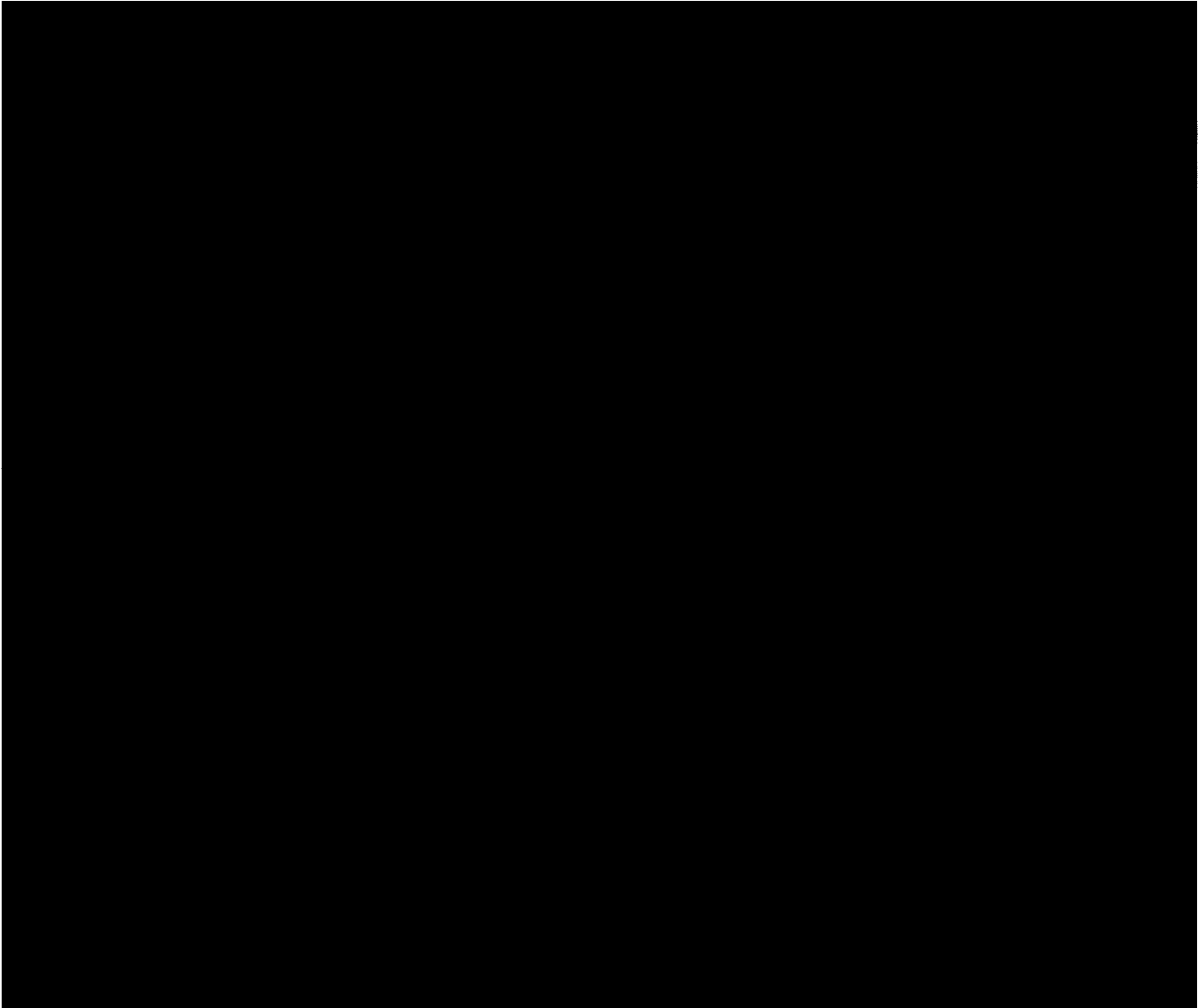
Bryan-

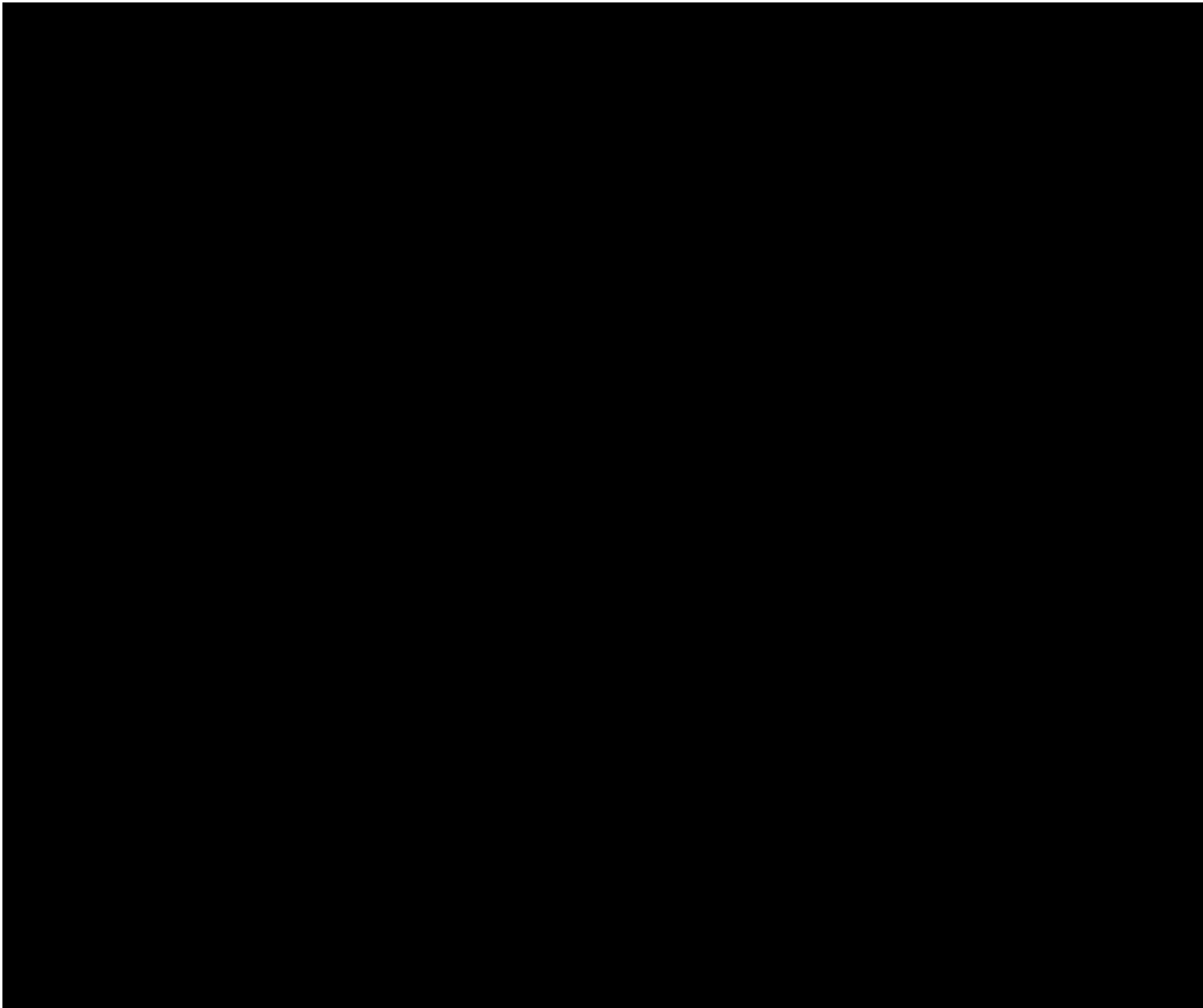
This request is ready for user review/approval. I am attaching the list of accounts to be updated. I also went out in KYQA and verified several accounts (screenshots below). Please review, if everything is acceptable please approve the attached QA approval form 

thank you

Service Request 471816

The LFUCG Area of Kentucky bills a fixed charge on their accounts, F10M1 that requires a set of updates to the quantities be made each month based on a file provided by the city. This has previously been executed on CIR 28809 and 27769 successfully and I will be following the same process. Accounts that are getting the fixed charge added, but that are in Area 1210 will be changed to Area 1215.





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 10:32 AM -----

From: Takisha D Walker/KAWC/AWWSC
To: <jmantrom@lexingtonky.gov>, "Rebecca Arledge" <rarledge@lexingtonky.gov>, <rbowman2@lexingtonky.gov>, sdickison@lexingtonky.gov, <hmorgan@lexingtonky.gov>, cdeining@lexingtonky.gov
Cc: Bryan Siler/KAWC/AWWSC@AWW
Date: 07/28/2010 08:21 AM
Subject: Bryan out of the office -- 7/28/10

Hello LFUCG Team,

Bryan is out of the office today. The 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. I will also be available.

Please let me know if you have any additional questions or concerns.

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 10:32 AM -----

From: Takisha D Walker/KAWC/AWWSC
To: "Candice Deininger" <cdeining@lexingtonky.gov>@AWX
Cc: "William O'Mara" <billo@lexingtonky.gov>, Bryan.Siler@amwater.com, "Charles Martin" <chmartin@lexingtonky.gov>, "Edward Gardner" <egardner@lexingtonky.gov>, "Hilori Morgan" <hmorgan@lexingtonky.gov>, "Julie Mantrom" <jmantrom@lexingtonky.gov>, "Cassie Felty" <mfelty@lexingtonky.gov>
Date: 07/28/2010 11:22 AM
Subject: Re: Hold Request for [REDACTED]

Hello Candice,

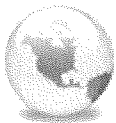
As requested, I have placed the account on a hold for 120 days which is until 11/25/10. The customer should continue to pay the charges they are not disputing.

This hold will prevent the customer from any collection activity on the disputed charges.

Please let me know if you have any additional questions or concerns.

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>
>
07/28/2010 10:49 AM

To <Takisha.Walker@amwater.com>,
<Bryan.Siler@amwater.com>
cc "Edward Gardner" <egardner@lexingtonky.gov>, "William O'Mara" <billo@lexingtonky.gov>, "Charles Martin" <chmartin@lexingtonky.gov>, "Julie Mantrom" <jmantrom@lexingtonky.gov>, "Cassie Felty" <mfelty@lexingtonky.gov>, "Hilori Morgan" <hmorgan@lexingtonky.gov>
Subject Hold Request for [REDACTED]



Hi, Takisha. As a follow-up to our earlier conversation, would you kindly place a 'hold' on the account for the [REDACTED] for a period a 120 days. Kindly let me know if there's anything further you need from me or LFUCG to insure that water service is not disconnected to this account. Thanks very much for your assistance!

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
 Date: 07/30/2010 08:27 AM
 Subject: Re: Automated Landfill Process

No - the billed service remains open

Carol Goulstone
 Senior Developer
 American Water
 717-520-4525

Bryan Siler Carol, When the quantity goes to zero... 07/29/2010 04:53:32 PM

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:32 AM -----

From: Bryan Siler/KAWC/AWWSC
 To: Takisha D Walker/KAWC/AWWSC@AWW
 Date: 07/30/2010 10:43 AM
 Subject: Changes to customers receiving LFUCG 30% discount.

Takisha,

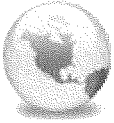
I do not agree with Candice's notion that we should remove the discount when an account closes. I will look at the contract to see if it is addressed but we agreed that the LFUCG would need to tell us. That was our protection against misbiling people. Everyone involved will attest to that and that is how it has been done in the past.

I will add this to the log.

Bryan Siler

Eastern Division
bryan.siler@amwater.com
Phone: (859) 268-6350

----- Forwarded by Bryan Siler/KAWC/AWWSC on 07/30/2010 10:40 AM -----



"Candice Deininger"
<cdeining@lexingtonky.gov
>

07/30/2010 10:13 AM

To "Sheila Powell" <sheilap@lexingtonky.gov>,
<Bryan.Siler@amwater.com>
cc "Chera H Mattox" <cmattox@lexingtonky.gov>
Subject RE [REDACTED]

Sheila/Bryan - [REDACTED] is not receiving the 30% discount; however, the discount has remained on the account for the current customer at her previous address of [REDACTED] which I'm guessing is not correct.

Sheila: You need to include [REDACTED] updated information in your next file of accounts to receive the 30% discount.

Bryan: If you would, kindly remove the discount coding on the account at [REDACTED]

If you both agree: when a customer whose account receives the discount is closed, KAWC should the remove discount coding; if the customer moves to another address but is still to receive the discount, Adult Services should email the new information to KAWC so the account can be appropriately coded.

Thank you both 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

From: Sheila Powell
Sent: Thursday, July 29, 2010 4:59 PM
To: Candice Deininger
Cc: Chera H Mattox
Subject: HELENA PAPAS

Good afternoon Candice,

Can you check and see if the above water customer is receiving 30% discount also enclosing an attachment I received from another gentlemen other than Brian from KAWC and [REDACTED] was the first person on his master list in July of 2008, however her address as changed from [REDACTED]

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: "Candice Deininger" <cdeining@lexingtonky.gov>
To: <Bryan.Siler@amwater.com>, <Takisha.Walker@amwater.com>
Cc: "Sheila Powell" <sheilap@lexingtonky.gov>
Date: 08/02/2010 09:07 AM
Subject: 30% Discount

Good morning, Bryan. Attached is the most recent file of clients to receive the 30% discount coding for sanitary sewer and WQMF. If you have any questions, please contact Sheila. 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 July 30 2010.xls

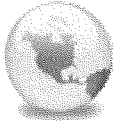
----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:32 AM -----

From: Bryan Siler/KAWC/AWWSC
 To: "Candice Deininger" <cdeining@lexingtonky.gov>@AWX
 Cc: "Sheila Powell" <sheilap@lexingtonky.gov>, Takisha.Walker@amwater.com
 Date: 08/02/2010 09:38 AM
 Subject: Re: 30% Discount

I made these changes this morning.

Bryan Siler
 Eastern Division
 bryan.siler@amwater.com
 Phone: (859) 268-6350

"Candice Deininger" <cdeining@lexingtonky.gov>



"Candice Deininger"
 <cdeining@lexingtonky.gov
 >

08/02/2010 09:06 AM

To <Bryan.Siler@amwater.com>,
 <Takisha.Walker@amwater.com>
 cc "Sheila Powell" <sheilap@lexingtonky.gov>

Subject 30% Discount

Good morning, Bryan. Attached is the most recent file of clients to receive the 30% discount coding for sanitary sewer and WQMF. If you have any questions, please contact Sheila. 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 "Friday July 30 2010.xls" deleted by Bryan Siler/KAWC/AWWSC]

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:32 AM -----

From: David S Derr/PAWC/AWWSC
 To: Bill Cox/IS/CORP/AWWSC@AWW
 Cc: OAM - Data Archiving
 Date: 08/02/2010 05:55 PM
 Subject: Re: Fw: Ticket #473369 Usage Data Error IA and IL (URGENT - POTENTIAL INFECTION)

Bill, they would call their state contact or Special Accounts. We have a Notes group we use to notify folks

of issues. It is called OAM - Data Archiving.

Let me know if I can assist further.

David Derr

Sent from Blackberry
Bill Cox

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

From: Bill Cox
Sent: 08/02/2010 05:30 PM EDT
To: David Derr
Cc: Abdul Kakkidi; Amish Shah; Carol Goulstone; Joseph Rinaldi; Kimberly Nye; Mark Smith; Matthew Bryda; Michael Everly
Subject: Re: Fw: Ticket #473369 Usage Data Error IA and IL (URGENT - POTENTIAL INFECTION)

Dave,

It was infected... we have taken it off line so who would the municipalities call when they find it missing?

Regards,
Bill

Bill Cox
Director ITS Infrastructure and Operations
American Water Works

Office Phone +1 717-520-4515 Fax: +1 717-531-3251
Mobile Phone +1 717 304-9887
AW Internal: 7-300-4515
bcoc@amwater.com

This email is confidential and intended solely for the use of the individual to whom it is addressed. Any views or opinions presented are solely those of the author and do not necessarily represent those of American Water or its subsidiaries. If you have received this email message in error, please delete the message from your computer. For more information on American Water visit our website at <http://www.amwater.com>

David S Derr

Matt/Joe, I looks like PAS009 (Online...

08/02/2010 03:49:16 PM

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:32 AM -----

From: Jody E McCracken/SERVCO/AWWSC
To: David S Derr/PAWC/AWWSC@AWW, Bill Cox/IS/CORP/AWWSC@AWW
Cc: OAM - Data Archiving, Sonya S Metcalfe/ADMIN/CORP/AWWSC@AWW
Date: 08/02/2010 06:41 PM
Subject: Re: Fw: Ticket #473369 Usage Data Error IA and IL (URGENT - POTENTIAL INFECTION)

Dave -

Can IT send an email to all external users in Illinois and Iowa advising them of the issue? The user ids would be the email addresses we need to advise.

Please let me know.

David S Derr

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

From: David S Derr

Sent: 08/02/2010 05:55 PM EDT

To: Bill Cox

Cc: OAM - Data Archiving

Subject: Re: Fw: Ticket #473369 Usage Data Error IA and IL (URGENT - POTENTIAL INFECTION)

Bill, they would call their state contact or Special Accounts. We have a Notes group we use to notify folks of issues. It is called OAM - Data Archiving.

Let me know if I can assist further.

David Derr

Sent from Blackberry

Bill Cox

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

From: Bill Cox

Sent: 08/02/2010 05:30 PM EDT

To: David Derr

Cc: Abdul Kakkidi; Amish Shah; Carol Goulstone; Joseph Rinaldi; Kimberly Nye; Mark Smith; Matthew Bryda; Michael Everly

Subject: Re: Fw: Ticket #473369 Usage Data Error IA and IL (URGENT - POTENTIAL INFECTION)

Dave,

It was infected... we have taken it off line so who would the municipalities call when they find it missing?

Regards,

Bill

Bill Cox

Director ITS Infrastructure and Operations

American Water Works

Office Phone +1 717-520-4515 Fax: +1 717-531-3251

Mobile Phone +1 717 304-9887

AW Internal: 7-300-4515

bcox@amwater.com

This email is confidential and intended solely for the use of the individual to whom it is addressed. Any views or opinions presented are solely those of the author and do not necessarily represent those of American Water or its subsidiaries. If you have received this email message in error, please delete the message from your computer. For more information on American Water visit our website at <http://www.amwater.com>

David S Derr

Matt/Joe, I looks like PAS009 (Online...

08/02/2010 03:49:16 PM

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:32 AM -----

From: Bill Cox/IS/CORP/AWWSC
To: OAM - Data Archiving
Date: 08/03/2010 07:52 AM
Subject: OAM Server

We have closed the Internet access to the OAM Server until we can confirm that it does not contain any computer viruses.

Additional information will follow.

Thank you

Bill

Bill Cox
Director ITS Infrastructure and Operations
American Water Works

Office Phone +1 717-520-4515 Fax: +1 717-531-3251
Mobile Phone +1 717 304-9887
AW Internal: 7-300-4515
bcoc@amwater.com

This email is confidential and intended solely for the use of the individual to whom it is addressed. Any views or opinions presented are solely those of the author and do not necessarily represent those of American Water or its subsidiaries. If you have received this email message in error, please delete the message from your computer. For more information on American Water visit our website at <http://www.amwater.com>

----- 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: 08/03/2010 07:56 AM
Subject: OAM is offline.

Candice,

OAM is temporarily offline due to maintenance related to virus protection. I will let you know when I receive notice that it is available again. Until then I would avoid trying to connect to it. Hopefully it won't but this may impact my ability to provide monthly reports today.

Bryan Siler
Eastern Division

bryan.siler@amwater.com
Phone: (859) 268-6350

----- 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: 08/03/2010 08:01 AM
Subject: RE: OAM is offline.

Good morning, Bryan, and thank you for the heads up. I'll let Water Quality know 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: Tuesday, August 03, 2010 7:56 AM
To: Candice Deininger
Cc: Takisha.Walker@amwater.com
Subject: OAM is offline.

Candice,

OAM is temporarily offline due to maintenance related to virus protection.
I will let you know when I receive notice that it is available again.
Until then I would avoid trying to connect to it. Hopefully it won't but
this may impact my ability to provide monthly reports today.

Bryan Siler
Eastern Division
bryan.siler@amwater.com
Phone: (859) 268-6350

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:32 AM -----

From: Bill Cox/IS/CORP/AWWSC
To: Jody E McCracken/SERVCO/AWWSC@AWW
Cc: David S Derr/PAWC/AWWSC@AWW, OAM - Data Archiving, Sonya S Metcalfe/ADMIN/CORP/AWWSC@AWW
Date: 08/03/2010 08:39 AM
Subject: Re: Fw: Ticket #473369 Usage Data Error IA and IL (URGENT - POTENTIAL INFECTION)

Jody,
We are accessing the situation as quickly as possible so that we can develop an appropriate

communication.

Regards,
Bill

Bill Cox
Director ITS Infrastructure and Operations
American Water Works

Office Phone +1 717-520-4515 Fax: +1 717-531-3251
Mobile Phone +1 717 304-9887
AW Internal: 7-300-4515
bcoc@amwater.com

This email is confidential and intended solely for the use of the individual to whom it is addressed. Any views or opinions presented are solely those of the author and do not necessarily represent those of American Water or its subsidiaries. If you have received this email message in error, please delete the message from your computer. For more information on American Water visit our website at <http://www.amwater.com>

Jody E McCracken Dave - Can IT send an email to all e... 08/02/2010 06:41:45 PM
David S Derr

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

From: David S Derr
Sent: 08/02/2010 05:55 PM EDT
To: Bill Cox
Cc: OAM - Data Archiving
Subject: Re: Fw: Ticket #473369 Usage Data Error IA and IL (URGENT - POTENTIAL INFECTION)

Bill, they would call their state contact or Special Accounts. We have a Notes group we use to notify folks of issues. It is called OAM - Data Archiving.

Let me know if I can assist further.

David Derr

Sent from Blackberry
Bill Cox

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

From: Bill Cox
Sent: 08/02/2010 05:30 PM EDT
To: David Derr
Cc: Abdul Kakkidi; Amish Shah; Carol Goulstone; Joseph Rinaldi; Kimberly Nye; Mark Smith; Matthew Bryda; Michael Everly
Subject: Re: Fw: Ticket #473369 Usage Data Error IA and IL (URGENT - POTENTIAL INFECTION)

Dave,

It was infected... we have taken it off line so who would the municipalities call when they find it missing?

Regards,
Bill

Bill Cox
Director ITS Infrastructure and Operations
American Water Works

Office Phone +1 717-520-4515 Fax: +1 717-531-3251
Mobile Phone +1 717 304-9887
AW Internal: 7-300-4515
bcoc@amwater.com

This email is confidential and intended solely for the use of the individual to whom it is addressed. Any views or opinions presented are solely those of the author and do not necessarily represent those of American Water or its subsidiaries. If you have received this email message in error, please delete the message from your computer. For more information on American Water visit our website at <http://www.amwater.com>

David S Derr

Matt/Joe, I looks like PAS009 (Online...

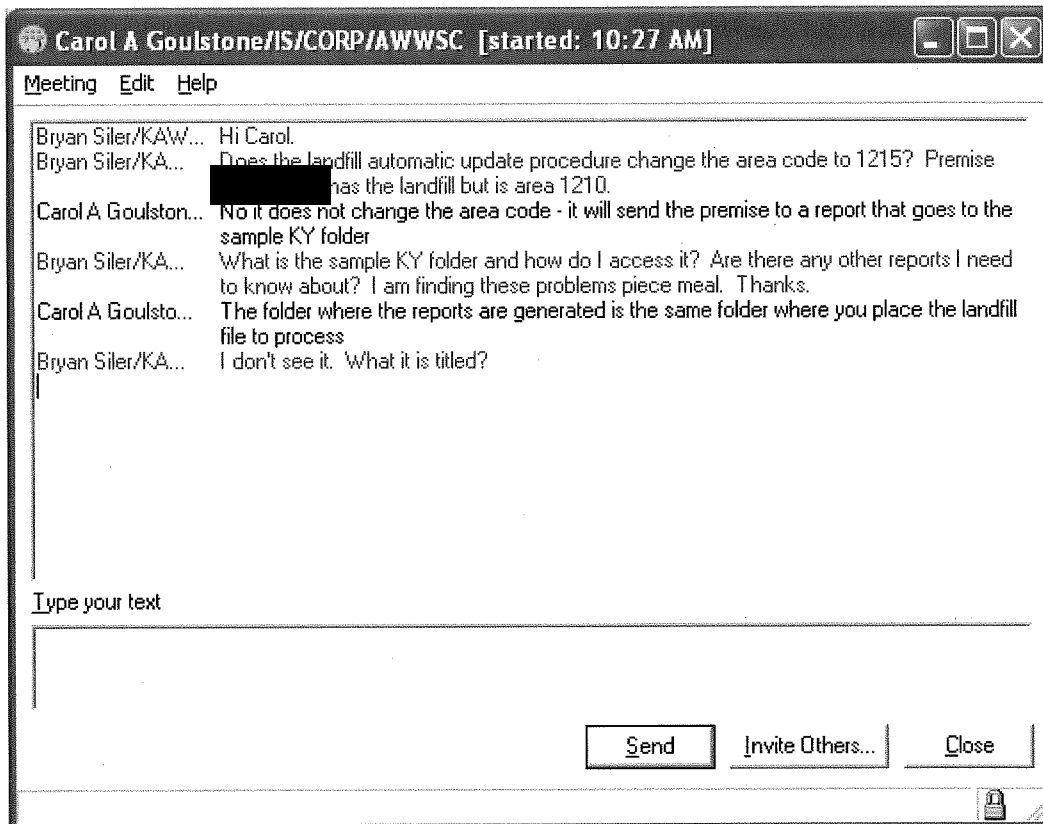
08/02/2010 03:49:16 PM

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:32 AM -----

From: Bryan Siler/KAWC/AWWSC
To: Takisha D Walker/KAWC/AWWSC@AWW
Date: 08/03/2010 10:45 AM
Subject: Automated Update Process for Landfill

Takisha,

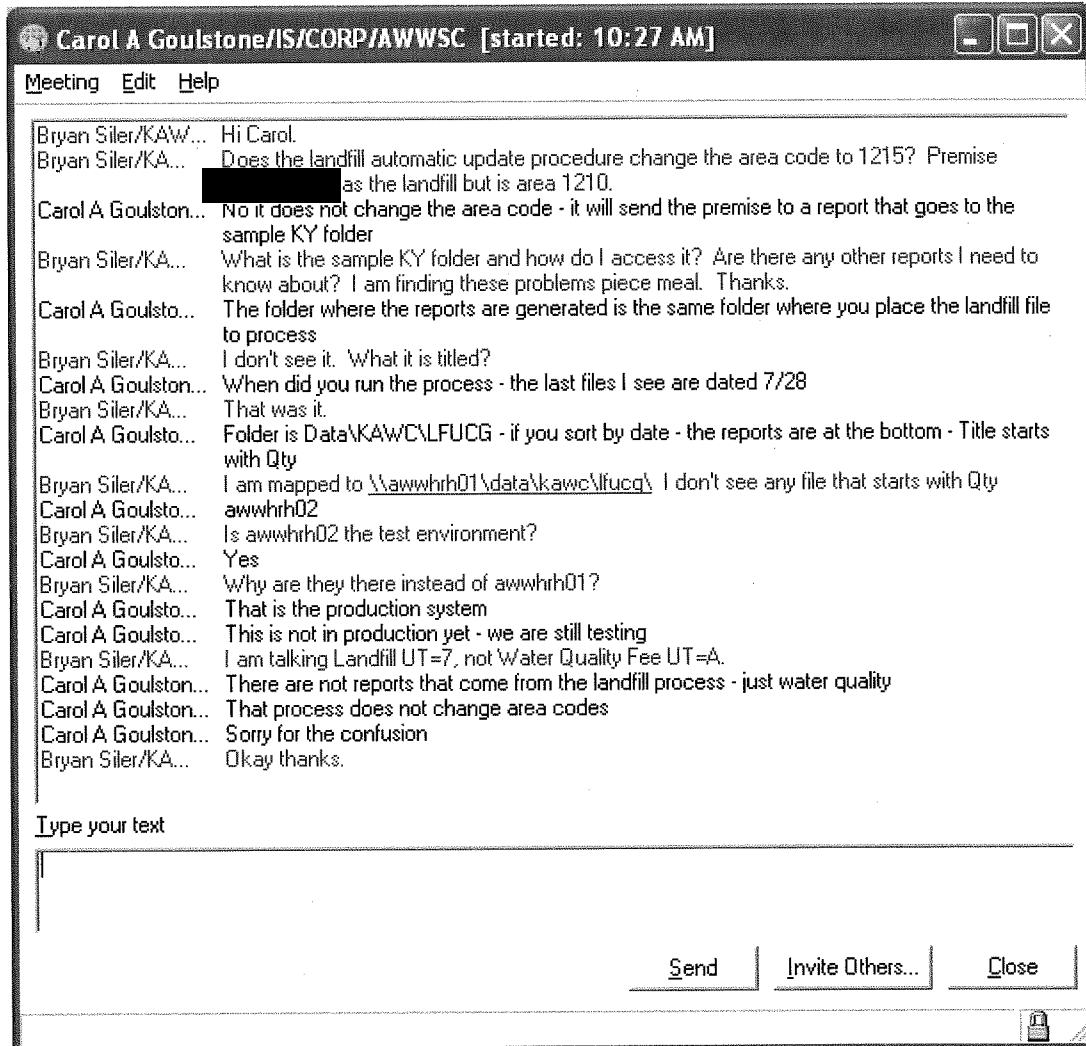
I have some concerns about this process and how we utilize it. I'm still getting my arms around it and will let you know what I find.



Bryan Siler
Eastern Division
bryan.siler@amwater.com
Phone: (859) 268-6350

----- 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: 08/03/2010 11:03 AM
Subject: Landfill Update Process - Notes from Carol.



----- 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: 08/03/2010 12:22 PM
 Subject: RE: OAM is offline.

Hello . . . any further word?

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 03, 2010 7:56 AM
 To: Candice Deininger
 Cc: Takisha.Walker@amwater.com

Subject: OAM is offline.

Candice,

OAM is temporarily offline due to maintenance related to virus protection.

I will let you know when I receive notice that it is available again. Until then I would avoid trying to connect to it. Hopefully it won't but this may impact my ability to provide monthly reports today.

Bryan Siler
Eastern Division
bryan.siler@amwater.com
Phone: (859) 268-6350

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:32 AM -----

From: Lana Gudin/IS/CORP/AWWSC
To: Bryan Siler/KAWC/AWWSC@AWW
Date: 08/03/2010 12:34 PM
Subject: Re: Fw: Ticket #473369 Usage Data Error IA and IL (URGENT - POTENTIAL INFECTION)

Bryan,

This is the list of the group members. If you want to add anyone please create a ticket for me with the login name (e-mail) of the municipality or user.

andreafof@aol.com
apennington@ci.peoria.il.us
aquamanray@aol.com
b.osburn@hotmail.com
baldwintwp@verizon.net
barbarasec@epix.net
belletownclerk@suddenlinkmail.com
bholley@postoffice.ptd.net
bill.etherington@marconi.com
blegler@greentreeboro.com
bookkeeperofsmithers@charter.net
borosewage@stargate.net
bsigmund@baldwinborough.org
bwehrer@hotmail.com
camphillbookkeeper@comcast.net
cbaker@mawc.com
cdisanti@pawc.com
ceburger@newburgh-in.gov
cfryman@ci.pekin.il.us
cindy34clerk@joink.com
cityohsb@suddenlink.mail.com
codes-csb@comcast.net
connoqboro@zoominternet.net
cpbbcr@penn.com
croth@alton-il.com
csuesteps@aol.com
ctma_9@hotmail.com
cwinter@boro.dormont.pa.us

Cheryl DiSanti/PAWC/AWWSC
Cindyza@AOL.COM
CityofWabash@ctlnet.com
CSueBarker@netscape.net
d.englert@adelphia.net
danwright@catt.com
dderr@amwater.com
decaturtownship@comcast.net
denisenida@mail.wvdsi.net
dpfeffer@carnegieboro.attbbs.com
dromito@bethelpark.net
droy@barboursville.org
ebma@sgi.net
ecovingt@amwater.com
edering@calntownship.org
esquiregroupinc@yahoo.com
evpsd@charter.net
Eileen@wsd.dst.il.us
felicia.harrison@alexsan.com
Finance@Bolingbrook.com
gail@westhanover.com
gardnerswillowork@yahoo.com
gdavis@ci.hopewell.va.us
georgem@LFUCG.com
glm@cityofwarrenpa.gov
heidelberg1@earthlink.net
hintoncitymayor@hotmail.com
hsbboard@comcast.com
Ingramgr@aol.com
j.gurney@southbeloit.org
jillrunion@yahoo.com
Jeannie E Franz/AZAWC/AWWSC
JMiddleton@eastridgetn.org
Jody E McCracken/SERVCO/AWWSC
Joy E Hughes/PAWC/AWWSC
karen@kaneboro.com
kkiger@zoominternet.net
kmanso@fairmontcityil.com
kwhiteho@illinoisamerican.com
kwinfrey@bluefieldsanitary.org
Karen K Roney/CALLCTR/CORP/AWWSC
Karl B Wilkins/AZAWC/AWWSC
Keith F Greenberg/ADMIN/CORP/AWWSC
Kenneth D Evans/CALLCTR/CORP/AWWSC
lssi@aol.com
ltsnyder@verizon.net
Linda Stromoski/NJAWC/AWWSC
LisaF.CTMA@comcast.net
marlastevens@adelphia.net
mathis_j@cityofredbank.org
mbusch@hmapgh.net
mgroeneveld@cavecreek.org
mjohanson@ci.richmond.in.us
mountoliverboro@aol.com
MCDBORO@PULSENET.COM
nancyshreves@suddenlink.net
nescopeck@bwkip.com
nmwa@comcast.net
Nikole L McKeever/CALLCTR/CORP/AWWSC
NPRICE@cityofnewalbany.com
pburgboro@iqnetses.net
pcanterbury@charter.net
pgilpin@jeffcitymo.org

pgladbach@mawc.com
phuver@amwater.com
portertownhall1@comcast.net
pridge@ptd.net
psbgeb@suddenlinkmail.com
Penny Y Pohlman/CALLCTR/CORP/AWWSC
PSD25559@wmconnect.com
rdodson@bluefieldsanitary.org
riverdale@mchsi.com
rschmitt.collierpwp@comcast.net
rstuart@joplinmo.org
Rachel Bartley/TAWC/AWWSC
Rick Witherite/KAWC/AWWSC
Robert L McMillian/LAWC/AWWSC
Roger_Lehr@KCMO.org
sadsburytownship@comcast.net
scoatesvillemanager@comcast.net
scott@cityofclairton.com
scottc@cscott-computer.com
sewage@terrehaute.in.gov
sewer@lookoutmtnga.com
sfma@sftwp.com
sft@choiceonemail.com
sherryfoster@comcast.net
sissonvillepsd@verizon.net
smuenstermann@mawc.com
snovelli@scotttownship.com
sowens@kawc.com
specialaccts@amwater.com
stache@twpusc.org
stoecklin@mchsi.com
summitville_clktreas@yahoo.com
Sarah Workman/WVAWC/AWWSC
SHOVLIN3@YAHOO.COM
Sonya S Metcalfe/ADMIN/CORP/AWWSC
Stacy Owens/KAWC/AWWSC
Steven A Zordich/AAET/AWWSC
SULLINCITY@joink.com
tdaniels@springtwpberks.org
townofwinfieldct@comcast.net
treasurer@parkvillemo.com
twindste@mtlebanon.org
Tammy T MacLaughlin/CALLCTR/CORP/AWWSC
Traci A Cross/PAWC/AWWSC
volz_joachi@mail.chattanooga.gov
Vicky J McDaniel/WVAWC/AWWSC
wandac@mail.hamiltonn.gov
whitaker@rdm-inc.com
wittenvironment@cs.com
William Walsh/VAWC/AWWSC
YardleyBoroughSewerAuthority@verizon.net

Thanks

Lana Gudin
Sr. Developer
ITS-Business Application
Development – Field Services
American Water Works
(856)782-2832

lane.gudin@amwater.com

Bryan Siler I couldn't find that group. Any idea? ****... 08/03/2010 09:20:43 AM
Lana Gudin/IS/CORP/AWWSC



Lana
Gudin/IS/CORP/AWWSC
08/03/2010 09:15 AM

To Jody E McCracken/SERVCO/AWWSC@AWW
cc Bill Cox/IS/CORP/AWWSC@AWW, David S
Derr/PAWC/AWWSC@AWW, OAM - Data Archiving, Sonya
S Metcalfe/ADMIN/CORP/AWWSC@AWW
Subject Re: Fw: Ticket #473369 Usage Data Error IA and IL
(URGENT - POTENTIAL INFECTION)

We have a group in Lotus Notes AW - OAM that contains a list of external users as well as internal. This is just FYI

Lana Gudin
Sr. Developer
ITS-Business Application
Development – Field Services
American Water Works
(856)782-2832
lane.gudin@amwater.com

Jody E McCracken Dave - Can IT send an email to all e... 08/02/2010 06:41:45 PM
David S Derr

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

From: David S Derr
Sent: 08/02/2010 05:55 PM EDT
To: Bill Cox
Cc: OAM - Data Archiving
Subject: Re: Fw: Ticket #473369 Usage Data Error IA and IL (URGENT - POTENTIAL INFECTION)

Bill, they would call their state contact or Special Accounts. We have a Notes group we use to notify folks of issues. It is called OAM - Data Archiving.

Let me know if I can assist further.

David Derr

Sent from Blackberry
Bill Cox

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

From: Bill Cox
Sent: 08/02/2010 05:30 PM EDT

To: David Derr
Cc: Abdul Kakkidi; Amish Shah; Carol Goulstone; Joseph Rinaldi; Kimberly Nye; Mark Smith; Matthew Bryda; Michael Everly
Subject: Re: Fw: Ticket #473369 Usage Data Error IA and IL (URGENT - POTENTIAL INFECTION)

Dave,

It was infected... we have taken it off line so who would the municipalities call when they find it missing?

Regards,

Bill

Bill Cox
Director ITS Infrastructure and Operations
American Water Works

Office Phone +1 717-520-4515 Fax: +1 717-531-3251
Mobile Phone +1 717 304-9887
AW Internal: 7-300-4515
bcoc@amwater.com

This email is confidential and intended solely for the use of the individual to whom it is addressed. Any views or opinions presented are solely those of the author and do not necessarily represent those of American Water or its subsidiaries. If you have received this email message in error, please delete the message from your computer. For more information on American Water visit our website at <http://www.amwater.com>

David S Derr

Matt/Joe, I looks like PAS009 (Online...

08/02/2010 03:49:16 PM

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:32 AM -----

From: David S Derr/PAWC/AWWSC
To: OAM - Data Archiving
Cc: Bill Cox/IS/CORP/AWWSC@AWW, Mark S Smith/SERVCO/AWWSC@AWW
Date: 08/03/2010 01:08 PM
Subject: Online Account Manager update

All, we are continuing to work to address the servers that have been impacted by the virus. We need to ensure our servers are safe before we allow our customers access to the system. We know this is an inconvenience to our customers and to those of you who are the primary contacts for those customers, however, we do not want our customers to be infected by this virus and we do not want them to get it from us.

At this point we do not have an estimated time when OAM will be available, however we are working as quickly as we can to restore service.

Please let me know if you have any questions.

 David S Derr | American Water | Hershey, PA
 Manager, Business Application Development - ITS
 800 West Hersheypark Drive Hershey, PA 17033
 o: 717.520.4520 | c: 717.572.0812 | e: david.derr@amwater.com

This e-mail is confidential and intended solely for the use of the individual to whom it is addressed. Any views or opinions presented are solely those of the author and do not necessarily represent those of American Water or its subsidiaries. If you have received this e-mail message in error please destroy and delete the message from your computer. For more information on American Water visit our web site at www.amwater.com

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:32 AM -----

From: Nikole L McKeever/CALLCTR/CORP/AWWSC
 To: Jody E McCracken/SERVCO/AWWSC@AWW
 Cc: Bill Cox/IS/CORP/AWWSC@AWW, Bryan Siler/KAWC/AWWSC@AWW, David S Derr/PAWC/AWWSC@AWW, Mark S Smith/SERVCO/AWWSC@AWW, OAM - Data Archiving, Linda K Toussaint/ILAWC/AWWSC@AWW
 Date: 08/03/2010 01:28 PM
 Subject: Re: Online Account Manager update

All,

I would like to add that the Special Accounts group in the CSC is also receiving calls from these customers. The number of calls hasn't increased and we have not shared the reason for the system outage however believe it maybe in our best interest to compile a list of talking point for those representatives.

I don't believe we want our CSR's sharing that we have a virus that has impacted the system.

Thanks,

Nikole McKeever
 Billing Manager
 Customer Service Center
 American Water

1410 Discovery Parkway
 Alton, IL 62002
 Office: 6184334504
 Cell: 6187925351
 Fax: 6184334180
nikole.mckeever@amwater.com

Jody E McCracken/SERVCO/AWWSC



Jody E
 McCracken/SERVCO/AWW
 SC

08/03/2010 12:24 PM

To Bryan Siler/KAWC/AWWSC@AWW
 cc Bill Cox/IS/CORP/AWWSC@AWW, David S Derr/PAWC/AWWSC@AWW, Mark S Smith/SERVCO/AWWSC@AWW, OAM - Data Archiving
 Subject Re: Online Account Manager update



Bryan -

Dave had sent me a message earlier saying they were working with legal on a message for our external users. I think it would be best to wait until legal has reviewed and provided input.

Thanks.

Jody McCracken
Major Customer Accounts Manager
American Water - Central States
300 N. Waterworks Drive
Belleville, IL 62223
Phone: 618/239-3216
Fax: 618/236-1184
Cell: 618/214-5311

Bryan Siler Is this message okay for our customers... 08/03/2010 12:12:22 PM
David S Derr/PAWC/AWWSC



David S
Derr/PAWC/AWWSC
08/03/2010 01:08 PM

To OAM - Data Archiving
cc Bill Cox/IS/CORP/AWWSC@AWW, Mark S
Smith/SERVCO/AWWSC@AWW
Subject Online Account Manager update

All, we are continuing to work to address the servers that have been impacted by the virus. We need to ensure our servers are safe before we allow our customers access to the system. We know this is an inconvenience to our customers and to those of you who are the primary contacts for those customers, however, we do not want our customers to be infected by this virus and we do not want them to get it from us.

At this point we do not have an estimated time when OAM will be available, however we are working as quickly as we can to restore service.

Please let me know if you have any questions.

David S Derr | American Water | Hershey, PA
Manager, Business Application Development - ITS
800 West Hersheypark Drive Hershey, PA 17033
o: 717.520.4520 | c: 717.572.0812 | e: david.derr@amwater.com

This e-mail is confidential and intended solely for the use of the individual to whom it is addressed. Any views or opinions presented are solely those of the author and do not necessarily represent those of American Water or its subsidiaries. If you have received this e-mail message in error please destroy and delete the message from your computer. For more information on American Water visit our web site at

www.amwater.com

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:32 AM -----

From: Jody E McCracken/SERVCO/AWWSC
 To: Bryan Siler/KAWC/AWWSC@AWW
 Date: 08/03/2010 02:00 PM
 Subject: Re: Online Account Manager update

I understand and hope that it will help since both Sonya and I have sent multiple emails and made phone calls and received nothing back except they are working with legal.

Jody McCracken
 Major Customer Accounts Manager
 American Water - Central States
 300 N. Waterworks Drive
 Belleville, IL 62223
 Phone: 618/239-3216
 Fax: 618/236-1184
 Cell: 618/214-5311

Bryan Siler I know, just pushing for a response. ***... 08/03/2010 12:32:58 PM

Jody E McCracken/SERVCO/AWWSC



Jody E
 McCracken/SERVCO/AWW
 SC

08/03/2010 01:24 PM

To Bryan Siler/KAWC/AWWSC@AWW

cc Bill Cox/IS/CORP/AWWSC@AWW, David S
 Derr/PAWC/AWWSC@AWW, Mark S
 Smith/SERVCO/AWWSC@AWW, OAM - Data Archiving

Subject Re: Online Account Manager update

Bryan -

Dave had sent me a message earlier saying they were working with legal on a message for our external users. I think it would be best to wait until legal has reviewed and provided input.

Thanks.

Jody McCracken
 Major Customer Accounts Manager
 American Water - Central States
 300 N. Waterworks Drive
 Belleville, IL 62223
 Phone: 618/239-3216
 Fax: 618/236-1184
 Cell: 618/214-5311

Bryan Siler Is this message okay for our customers... 08/03/2010 12:12:22 PM
David S Derr/PAWC/AWWSC



David S
Derr/PAWC/AWWSC
08/03/2010 01:08 PM

To OAM - Data Archiving
cc Bill Cox/IS/CORP/AWWSC@AWW, Mark S
Smith/SERVCO/AWWSC@AWW
Subject Online Account Manager update

All, we are continuing to work to address the servers that have been impacted by the virus. We need to ensure our servers are safe before we allow our customers access to the system. We know this is an inconvenience to our customers and to those of you who are the primary contacts for those customers, however, we do not want our customers to be infected by this virus and we do not want them to get it from us.

At this point we do not have an estimated time when OAM will be available, however we are working as quickly as we can to restore service.

Please let me know if you have any questions.

David S Derr | American Water | Hershey, PA
Manager, Business Application Development - ITS
800 West Hersheypark Drive Hershey, PA 17033
o: 717.520.4520 | c: 717.572.0812 | e: david.derr@amwater.com

This e-mail is confidential and intended solely for the use of the individual to whom it is addressed. Any views or opinions presented are solely those of the author and do not necessarily represent those of American Water or its subsidiaries. If you have received this e-mail message in error please destroy and delete the message from your computer. For more information on American Water visit our web site at www.amwater.com

----- 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: 08/03/2010 04:04 PM
Subject: OAM is still down

Candice,

OAM is still down. I had hoped to have a message explaining the situation to our external customers but have not received any communication yet. Hopefully, I will be able to provide the monthly reports tomorrow. As soon as I hear something I will let you know.

Sorry for any inconvenience.

Bryan Siler
Eastern Division
bryan.siler@amwater.com
Phone: (859) 268-6350

----- 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: 08/03/2010 04:07 PM
Subject: RE: OAM is still down

Do you have any idea if it will be back up on Wednesday?

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 03, 2010 4:05 PM
To: Candice Deininger
Cc: Takisha.Walker@amwater.com
Subject: OAM is still down

Candice,

OAM is still down. I had hoped to have a message explaining the situation to our external customers but have not received any communication yet. Hopefully, I will be able to provide the monthly reports tomorrow. As soon as I hear something I will let you know.

Sorry for any inconvenience.

Bryan Siler
Eastern Division
bryan.siler@amwater.com
Phone: (859) 268-6350

----- 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.Walker@amwater.com
 Date: 08/03/2010 04:18 PM
 Subject: RE: OAM is still down

Candice,

Unfortunately, I do not have an official word on that yet. They are working on it. The following message is all that I have received so far.

"At this point we do not have an estimated time when OAM will be available, however we are working as quickly as we can..."

Bryan Siler
 Eastern Division
 bryan.siler@amwater.com
 Phone: (859) 268-6350

"Candice Deininger" <cdeining@lexingtonky.gov>



"Candice Deininger"
 <cdeining@lexingtonky.gov
 >

To <Bryan.Siler@amwater.com>

cc <Takisha.Walker@amwater.com>

08/03/2010 04:07 PM

Subject RE: OAM is still down

Do you have any idea if it will be back up on Wednesday?

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 03, 2010 4:05 PM
 To: Candice Deininger
 Cc: Takisha.Walker@amwater.com
 Subject: OAM is still down

Candice,

OAM is still down. I had hoped to have a message explaining the situation to our external customers but have not received any communication yet. Hopefully, I will be able to provide the monthly reports tomorrow. As soon as I hear something I will let you know.

Sorry for any inconvenience.

Bryan Siler
Eastern Division
bryan.siler@amwater.com
Phone: (859) 268-6350

----- 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: 08/03/2010 04:30 PM
Subject: RE: OAM is still down

Okay, 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 03, 2010 4:19 PM
To: Candice Deininger
Cc: Takisha.Walker@amwater.com
Subject: RE: OAM is still down

Candice,

Unfortunately, I do not have an official word on that yet. They are working on it. The following message is all that I have received so far.

"At this point we do not have an estimated time when OAM will be available, however we are working as quickly as we can..."

Bryan Siler
Eastern Division
bryan.siler@amwater.com
Phone: (859) 268-6350

"Candice
Deininger"
<cdeining@lexingt
To onky.gov> <Bryan.Siler@amwater.com>
cc 08/03/2010 04:07 <Takisha.Walker@amwater.com>
PM
Subject RE: OAM is still down

Do you have any idea if it will be back up on Wednesday?

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 03, 2010 4:05 PM
To: Candice Deininger
Cc: Takisha.Walker@amwater.com
Subject: OAM is still down

Candice,

OAM is still down. I had hoped to have a message explaining the situation to our external customers but have not received any communication yet. Hopefully, I will be able to provide the monthly reports tomorrow. As soon as I hear something I will let you know.

Sorry for any inconvenience.

Bryan Siler
 Eastern Division
 bryan.siler@amwater.com
 Phone: (859) 268-6350

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:32 AM -----

From: "Candice Deininger" <cdeining@lexingtonky.gov>
 To: <specialaccts@amwater.com>
 Cc: <Bryan.Siler@amwater.com>, <Takisha.Walker@amwater.com>, "Hilori Morgan"
 <hmorgan@lexingtonky.gov>
 Date: 08/04/2010 03:38 PM
 Subject: Request For Water Quality Management Fee Credit

Good afternoon. Please find attached one spreadsheet containing one **Water Quality Management Fee Credit** to be applied to the customer's account. Kindly let me know if you have any questions. 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



Universal Sewer Authority Payment Form-WATER QUALITY-08-04-10#1.xls

----- 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: 08/04/2010 03:48 PM
 Subject: Monthly Reports

Candice,

I wanted to give you a heads up. I am still waiting for some queries to run. We have a departmental meeting tonight at 5:00pm so it may be in the morning before I can send these reports. I had planned to send them yesterday but we had the OAM issue. Sorry for any inconvenience.

Bryan Siler
 Eastern Division
 bryan.siler@amwater.com
 Phone: (859) 268-6350

----- 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: 08/04/2010 03:49 PM
Subject: RE: Monthly Reports

I understand, and 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: Wednesday, August 04, 2010 3:49 PM
To: Candice Deininger
Cc: Takisha.Walker@amwater.com
Subject: Monthly Reports

Candice,

I wanted to give you a heads up. I am still waiting for some queries to run. We have a departmental meeting tonight at 5:00pm so it may be in the morning before I can send these reports. I had planned to send them yesterday but we had the OAM issue. Sorry for any inconvenience.

Bryan Siler
Eastern Division
bryan.siler@amwater.com
Phone: (859) 268-6350

----- 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: 08/05/2010 12:27 PM
Subject: file for week

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



HERC0805.TXT

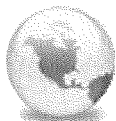
----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:32 AM -----

From: Bryan Siler/KAWC/AWWSC
To: "Sheila Long" <slong@lexingtonky.gov>@AWX
Date: 08/05/2010 01:47 PM
Subject: Re: file for week

These were processed with no errors.

Bryan Siler
Eastern Division
bryan.siler@amwater.com
Phone: (859) 268-6350

"Sheila Long" <slong@lexingtonky.gov>



"Sheila Long"
<slong@lexingtonky.gov>
08/05/2010 12:30 PM

To <Bryan.Siler@amwater.com>
cc
Subject file for 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

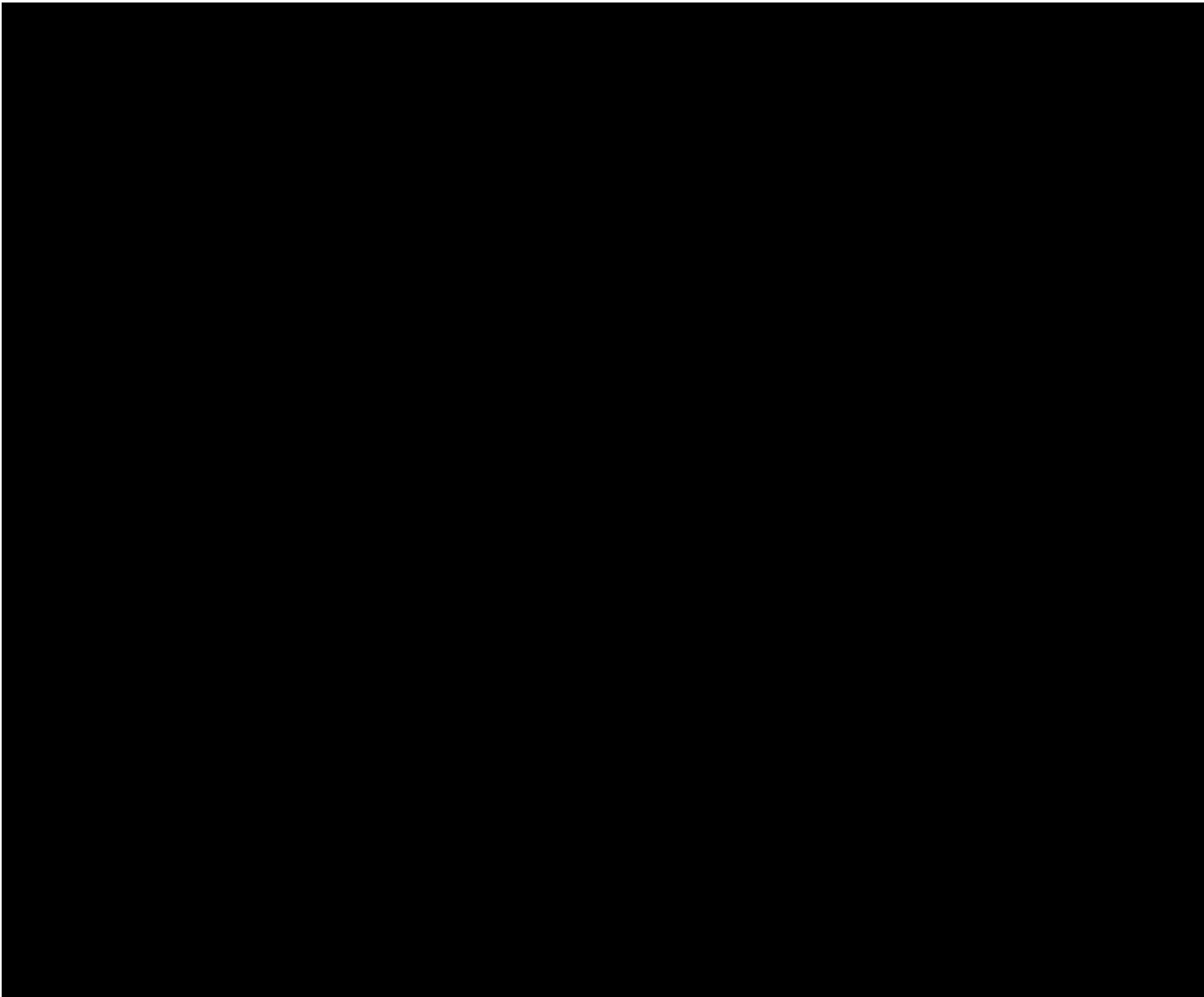
[attachment "HERC0805.TXT" deleted by Bryan Siler/KAWC/AWWSC]

----- 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: 08/06/2010 10:43 AM
Subject: Customer Advocate To Receive A Call - Premise [REDACTED]

Good morning, Bryan. I just got off the phone with [REDACTED] regarding the following account. Apparently this account services an irrigation system. I will be adjusting off the current charges, and I suggested to [REDACTED] that he call the water company to change the status of this account to sprinkler or irrigation. Also, would it be possible for someone there to remove the sewer billing code so no further charges will be assessed. Thanks very much for your help!!

Candice



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: "Hilori Morgan" <hmorgan@lexingtonky.gov>, "Lynne Cross" <ccross@lexingtonky.gov>
Date: 08/09/2010 08:46 AM
Subject: KAWC Website

Good morning – any idea when we might be able to get onto the website?

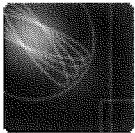
Candice Deininger
 Revenue Supervisor
 LFUCG Division of Revenue
 200 East Main Street
 Lexington, KY 40507
 859-258-3364
 cdeining@lexingtonky.gov

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:32 AM -----

From: Linda K Toussaint/ILAWC/AWWSC
 To: Jody E McCracken/SERVCO/AWWSC@AWW, Sonya S Metcalfe/ADMIN/CORP/AWWSC@AWW, Bryan Siler/KAWC/AWWSC@AWW, Karl B Wilkins/AZAWC/AWWSC@AWW
 Cc: Penny Y Pohlman/CALLCTR/CORP/AWWSC@AWW
 Date: 08/09/2010 09:09 AM
 Subject: OAM Monday 8/9/10

Hi -

OAM is still down from this weekend. Please see Matt's email below .. thank you



Matthew S
 Bryda/PAWC/AWWSC
 08/09/2010 09:04 AM

To: Jody E McCracken/SERVCO/AWWSC@AWW, Sonya S Metcalfe/ADMIN/CORP/AWWSC@AWW, Cheryl DiSanti/PAWC/AWWSC@AWW, Karl B Wilkins/AZAWC/AWWSC@AWW, Karen K Roney/CALLCTR/CORP/AWWSC@AWW, Peter R Huver/SHARSVCS/AWWSC@AWW, Michael J Everly/SERVCO/AWWSC@AWW, Bill Cox/IS/CORP/AWWSC@AWW

cc

Subject: OIR/OAM Update

All,

The OIR/OAM server had gotten infected over the weekend with the virus that is going around and we are working to clean it up and return it to service. We expect it to have it up shortly.

I will update you all as I know more.

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

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:32 AM -----

From: Jody E McCracken/SERVCO/AWWSC

To: Bryan Siler/KAWC/AWWSC@AWW
Date: 08/09/2010 09:09 AM
Subject: Fw: OIR/OAM Update

Brian -

Here is an email we just received regarding OAM.

Jody McCracken
Major Customer Accounts Manager
American Water - Central States
300 N. Waterworks Drive
Belleville, IL 62223
Phone: 618/239-3216
Fax: 618/236-1184
Cell: 618/214-5311

----- Forwarded by Jody E McCracken/SERVCO/AWWSC on 08/09/2010 08:12 AM -----

From: Matthew S Bryda/PAWC/AWWSC
To: Jody E McCracken/SERVCO/AWWSC@AWW, Sonya S Metcalfe/ADMIN/CORP/AWWSC@AWW, Cheryl DiSanti/PAWC/AWWSC@AWW, Karl B Wilkins/AZAWC/AWWSC@AWW, Karen K Roney/CALLCTR/CORP/AWWSC@AWW, Peter R Huver/SHARVCS/AWWSC@AWW, Michael J Everly/SERVCO/AWWSC@AWW, Bill Cox/IS/CORP/AWWSC@AWW
Date: 08/09/2010 08:04 AM
Subject: OIR/OAM Update

All,

The OIR/OAM server had gotten infected over the weekend with the virus that is going around and we are working to clean it up and return it to service. We expect it to have it up shortly.

I will update you all as I know more.

Thanks!

-Matt

Matt Bryda
Windows Team Lead
American Water
800 W. Hersheypark Dr.
Hershey, PA 17033

Phone:(717)-520-4513
Cell:(717)-433-0458

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:32 AM -----

From: Linda K Toussaint/ILAWC/AWWSC
To: Bryan Siler/KAWC/AWWSC@AWW
Cc: Jody E McCracken/SERVCO/AWWSC@AWW, Karl B Wilkins/AZAWC/AWWSC@AWW, OAM - Data Archiving, Penny Y Pohlman/CALLCTR/CORP/AWWSC@AWW, Sonya S Metcalfe/ADMIN/CORP/AWWSC@AWW, Takisha D Walker/KAWC/AWWSC@AWW
Date: 08/09/2010 09:18 AM
Subject: Re: OAM Monday 8/9/10

I'm just trying to make sure you all know what is going on.

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 Shouldn't these type of e-mails be sent... 08/09/2010 08:16:15 AM

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:32 AM -----

From: Lana Gudin/IS/CORP/AWWSC
To: Bryan Siler/KAWC/AWWSC@AWW
Cc: Jody E McCracken/SERVCO/AWWSC@AWW, Karl B Wilkins/AZAWC/AWWSC@AWW, Linda K Toussaint/ILAWC/AWWSC@AWW, OAM - Data Archiving, Penny Y Pohlman/CALLCTR/CORP/AWWSC@AWW, Sonya S Metcalfe/ADMIN/CORP/AWWSC@AWW, Takisha D Walker/KAWC/AWWSC@AWW
Date: 08/09/2010 09:19 AM
Subject: Re: OAM Monday 8/9/10

You right. I notified Dave Derr and Bill Cox and I'll raise this issue at the today's ITS status meeting

Lana Gudin
Sr. Developer
ITS-Business Application
Development – Field Services
American Water Works
(856)782-2832
lana.gudin@amwater.com

Bryan Siler Shouldn't these type of e-mails be sent... 08/09/2010 09:16:14 AM

Linda K Toussaint/ILAWC/AWWSC

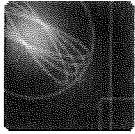


Linda K
Toussaint/ILAWC/AWWSC
08/09/2010 09:09 AM

To: Jody E McCracken/SERVCO/AWWSC@AWW, Sonya S Metcalfe/ADMIN/CORP/AWWSC@AWW, Bryan Siler/KAWC/AWWSC@AWW, Karl B Wilkins/AZAWC/AWWSC@AWW
cc: Penny Y Pohlman/CALLCTR/CORP/AWWSC@AWW
Subject: OAM Monday 8/9/10

Hi -

OAM is still down from this weekend. Please see Matt's email below .. thank you



Matthew S
Bryda/PAWC/AWWSC
08/09/2010 09:04 AM

To Jody E McCracken/SERVCO/AWWSC@AWW, Sonya S Metcalfe/ADMIN/CORP/AWWSC@AWW, Cheryl DiSanti/PAWC/AWWSC@AWW, Karl B Wilkins/AZAWC/AWWSC@AWW, Karen K Roney/CALLCTR/CORP/AWWSC@AWW, Peter R Huver/SHARVCS/AWWSC@AWW, Michael J Everly/SERVCO/AWWSC@AWW, Bill Cox/IS/CORP/AWWSC@AWW

cc

Subject OIR/OAM Update

All,

The OIR/OAM server had gotten infected over the weekend with the virus that is going around and we are working to clean it up and return it to service. We expect it to have it up shortly.

I will update you all as I know more.

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

----- 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>, "Hilori Morgan" <hmorgan@lexingtonky.gov>, <Takisha.Walker@amwater.com>
Date: 08/09/2010 09:19 AM
Subject: RE: KAWC Website

Great! We're being swamped with calls . . .

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, August 09, 2010 9:17 AM
To: Candice Deininger
Cc: Lynne Cross; Hilori Morgan; Takisha.Walker@amwater.com
Subject: RE: KAWC Website

Just found out. There was a problem over the weekend. They are fixing it and should have it up shortly.

Bryan Siler
Eastern Division
bryan.siler@amwater.com
Phone: (859) 268-6350

"Candice
Deininger"
<cdeining@lexingt
To onky.gov> <Bryan.Siler@amwater.com>
cc 08/09/2010 09:11 "Lynne Cross"
AM <ccross@lexingtonky.gov>, "Hilori
<hmorgan@lexingtonky.gov>, Morgan"
<Takisha.Walker@amwater.com>
Subject RE: 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: Monday, August 09, 2010 9:10 AM

To: Candice Deininger

Cc: Lynne Cross; Hilori Morgan; Takisha.Walker@amwater.com

Subject: Re: KAWC Website

Candice,

I just checked and I do not have access either. I asked what was going on and will let you know as soon as I hear something. I am unaware of any planned outage.

Bryan Siler

Eastern Division

bryan.siler@amwater.com

Phone: (859) 268-6350

"Candice

Deininger"

<cdeining@lexingt

To

onky.gov>

<Bryan.Siler@amwater.com>

cc

08/09/2010 08:46

"Hilori Morgan"

AM

<hmorgan@lexingtonky.gov>, "Lynne

Cross" <ccross@lexingtonky.gov>

Subject

KAWC Website

Good morning - any idea when we might be able to get onto the website?

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: Lana Gudin/IS/CORP/AWWSC@AWW
 Cc: Takisha D Walker/KAWC/AWWSC@AWW
 Date: 08/09/2010 09:25 AM
 Subject: Re: OAM Monday 8/9/10

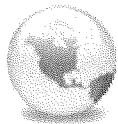
Lana,

Thank you. It used to be really bad - we wouldn't be told anything (reports not complete, reports not out there, etc.). It has been so much better recently and I hope we don't slip back to the way it used to be. We look bad to our customers when we don't have answers. While I am glad I got the answer as quick as I did, I would have liked to have been proactive in telling the LFUCG instead of them trying to access the site for an hour and then calling here frustrated (again).

Thanks for your help, I really appreciate it. Have a great day.

Bryan Siler
 Eastern Division
 bryan.siler@amwater.com
 Phone: (859) 268-6350

Lana Gudin/IS/CORP/AWWSC



Lana
 Gudin/IS/CORP/AWWSC
 08/09/2010 09:19 AM

To Bryan Siler/KAWC/AWWSC@AWW

cc Jody E McCracken/SERVCO/AWWSC@AWW, Karl B Wilkins/AZAWC/AWWSC@AWW, Linda K Toussaint/ILAWC/AWWSC@AWW, OAM - Data Archiving, Penny Y Pohlman/CALLCTR/CORP/AWWSC@AWW, Sonya S Metcalfe/ADMIN/CORP/AWWSC@AWW, Takisha D Walker/KAWC/AWWSC@AWW

Subject Re: OAM Monday 8/9/10

You right. I notified Dave Derr and Bill Cox and I'll raise this issue at the today's ITS status meeting

Lana Gudin
Sr. Developer
ITS-Business Application
Development – Field Services
American Water Works
(856)782-2832
lana.gudin@amwater.com

Bryan Siler Shouldn't these type of e-mails be sent... 08/09/2010 09:16:14 AM
 Linda K Toussaint/ILAWC/AWWSC

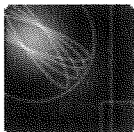


Linda K
 Toussaint/ILAWC/AWWSC
 08/09/2010 09:09 AM

To Jody E McCracken/SERVCO/AWWSC@AWW, Sonya S
 Metcalfe/ADMIN/CORP/AWWSC@AWW, Bryan
 Siler/KAWC/AWWSC@AWW, Karl B
 Wilkins/AZAWC/AWWSC@AWW
 cc Penny Y Pohlman/CALLCTR/CORP/AWWSC@AWW
 Subject OAM Monday 8/9/10

Hi -

OAM is still down from this weekend. Please see Matt's email below .. thank you



Matthew S
 Bryda/PAWC/AWWSC
 08/09/2010 09:04 AM

To Jody E McCracken/SERVCO/AWWSC@AWW, Sonya S
 Metcalfe/ADMIN/CORP/AWWSC@AWW, Cheryl
 DiSanti/PAWC/AWWSC@AWW, Karl B
 Wilkins/AZAWC/AWWSC@AWW, Karen K
 Roney/CALLCTR/CORP/AWWSC@AWW, Peter R
 Huver/SHARVCS/AWWSC@AWW, Michael J
 Everly/SERVCO/AWWSC@AWW, Bill
 Cox/IS/CORP/AWWSC@AWW
 cc
 Subject OIR/OAM Update

All,

The OIR/OAM server had gotten infected over the weekend with the virus that is going around and we are working to clean it up and return it to service. We expect it to have it up shortly.

I will update you all as I know more.

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

----- 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: 08/09/2010 12:03 PM
 Subject: RE: OAM is still down...

I know . . . I've tried several times throughout the morning to see if we'd have any luck . . .

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, August 09, 2010 12:03 PM
 To: Candice Deininger
 Cc: Takisha.Walker@amwater.com
 Subject: OAM is still down...

Bryan Siler
 Eastern Division
 bryan.siler@amwater.com
 Phone: (859) 268-6350

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:32 AM -----

From: Jody E McCracken/SERVCO/AWWSC
 To: Matthew S Bryda/PAWC/AWWSC@AWW
 Cc: Bill Cox/IS/CORP/AWWSC@AWW, Cheryl DiSanti/PAWC/AWWSC@AWW, Karen K Roney/CALLCTR/CORP/AWWSC@AWW, Karl B Wilkins/AZAWC/AWWSC@AWW, Michael J Everly/SERVCO/AWWSC@AWW, Peter R Huver/SHARVCS/AWWSC@AWW, Sonya S Metcalfe/ADMIN/CORP/AWWSC@AWW, Bryan Siler/KAWC/AWWSC@AWW
 Date: 08/09/2010 12:06 PM
 Subject: Re: OIR/OAM Update

Matt -

We are still unable to access OAM. Can you please give us an update?

Thanks.

Jody McCracken
Major Customer Accounts Manager
American Water - Central States
300 N. Waterworks Drive
Belleville, IL 62223
Phone: 618/239-3216
Fax: 618/236-1184
Cell: 618/214-5311

Matthew S Bryda All, The OIR/OAM server had gotten... 08/09/2010 08:04:39 AM

----- 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: Bill Cox/IS/CORP/AWWSC@AWW, Takisha D Walker/KAWC/AWWSC@AWW
Date: 08/09/2010 12:08 PM
Subject: Re: OAM

On August 8, 2010, American Water encountered an event that required unscheduled maintenance on the Online Account Management Server. As a result this server was taken offline for maintenance. We apologize for this incontinence and will provide you with an update as soon as possible.

David S Derr | American Water | Hershey, PA
Manager, Business Application Development - ITS
800 West Hersheypark Drive Hershey, PA 17033
o: 717.520.4520 | c: 717.572.0812 | e: david.derr@amwater.com

This e-mail is confidential and intended solely for the use of the individual to whom it is addressed. Any views or opinions presented are solely those of the author and do not necessarily represent those of American Water or its subsidiaries. If you have received this e-mail message in error please destroy and delete the message from your computer. For more information on American Water visit our web site at www.amwater.com

Bryan Siler What message is there for our external... 08/09/2010 12:03:27 PM

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:32 AM -----

From: Matthew S Bryda/PAWC/AWWSC
To: Jody E McCracken/SERVCO/AWWSC@AWW, Sonya S Metcalfe/ADMIN/CORP/AWWSC@AWW, Cheryl DiSanti/PAWC/AWWSC@AWW, Karl B Wilkins/AZAWC/AWWSC@AWW, Karen K Roney/CALLCTR/CORP/AWWSC@AWW, Peter R Huver/SHARSVCS/AWWSC@AWW, Michael J Everly/SERVCO/AWWSC@AWW, Bill Cox/IS/CORP/AWWSC@AWW, OAM - Data Archiving,

Carol A Goulstone/IS/CORP/AWWSC@AWW, David S Derr/PAWC/AWWSC@AWW
Date: 08/09/2010 12:14 PM
Subject: OIR/OIM Access Has been restored.

All,

I apologize for the delays in getting this server operational this morning. We have completed the virus scanning on the OIR/OAM server and it is clean and I have turned the services back on. External users should now be able to access the systems.

I thank you all with your patience while we have been running our scans to ensure that this server is free of viruses.

-Matt

Matt Bryda
Windows Team Lead
American Water
800 W. Hersheypark Dr.
Hershey, PA 17033

Phone:(717)-520-4513

Cell:(717)-433-0458

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:32 AM -----

From: Bill Cox/IS/CORP/AWWSC
To: David S Derr/PAWC/AWWSC@AWW
Cc: Bryan Siler/KAWC/AWWSC@AWW, Takisha D Walker/KAWC/AWWSC@AWW
Date: 08/09/2010 12:56 PM
Subject: Re: OAM

Well, lets skip the incontinence part. LOL
Regards,
Bill

Bill Cox
Director ITS Infrastructure and Operations
American Water Works

Office Phone +1 717-520-4515 Fax: +1 717-531-3251

Mobile Phone +1 717 304-9887

AW Internal: 7-300-4515

bcox@amwater.com

This email is confidential and intended solely for the use of the individual to whom it is addressed. Any views or opinions presented are solely those of the author and do not necessarily represent those of American Water or its subsidiaries. If you have received this email message in error, please delete the message from your computer. For more information on American Water visit our website at <http://www.amwater.com>

David S Derr

On August 8, 2010, American Water en...

08/09/2010 12:08:28 PM

Bryan Siler

What message is there for our external...

08/09/2010 12:03:27 PM

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:32 AM -----

From: Keith L Cartier/KAWC/AWWSC
 To: "Mr. Bryan Siler" <Bryan.Siler@amwater.com>, "Takisha Walker" <Takisha.Walker@amwater.com>
 Cc: "Paula Squires" <Paula.Squires@amwater.com>, "Peggy Slone" <Peggy.Slone@amwater.com>
 Date: 08/10/2010 01:57 PM
 Subject: Need fast lfucg contracts

What is payment order

Water

Landfill

Wtr quality

Sewer

----- 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
 Date: 08/10/2010 02:06 PM
 Subject: Re: Need fast lfucg contracts

Thanks

Bryan Siler

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

From: Bryan Siler
Sent: 08/10/2010 02:05 PM EDT
To: Keith Cartier
Cc: Paula Squires; Peggy Slone; Takisha Walker
Subject: Re: Need fast lfucg contracts

Water

Water Quality

Landfill

Sewer

Shut off for non-payment of sewer.

Keith L Cartier/KAWC/AWWSC

Keith L
 Cartier/KAWC/AWWSC
 08/10/2010 01:57 PM

To "Mr. Bryan Siler" <Bryan.Siler@amwater.com>, "Takisha Walker" <Takisha.Walker@amwater.com>
 cc "Paula Squires" <Paula.Squires@amwater.com>, "Peggy Slone" <Peggy.Slone@amwater.com>
 Subject Need fast lfucg contracts

What is payment order

Water

Landfill
Wtr quality
Sewer

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:32 AM -----

From: David S Derr/PAWC/AWWSC
To: OAM - Data Archiving, Kimberly M Nye/CONSULT/AWWSC@AWW,
Carol.Goulstone@amwater.com
Date: 08/10/2010 04:07 PM
Subject: Online Account Manager update

As part of the efforts to ensure that the Online Account Manager service remains safe for our customers, we are continuing to take the service offline from the hours of 8 PM to 8 AM Eastern time. We will continue this practice until the events of last week have been completely contained and remediated.

We will send out an update once we are able to return to normal service.

Please let me know if you have any questions.

David S Derr | American Water | Hershey, PA
Manager, Business Application Development - ITS
800 West Hersheypark Drive Hershey, PA 17033
o: 717.520.4520 | c: 717.572.0812 | e: david.derr@amwater.com

This e-mail is confidential and intended solely for the use of the individual to whom it is addressed. Any views or opinions presented are solely those of the author and do not necessarily represent those of American Water or its subsidiaries. If you have received this e-mail message in error please destroy and delete the message from your computer. For more information on American Water visit our web site at www.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: 08/11/2010 08:03 AM
Subject: RE: OAM Access

Good morning, Bryan, and thank you . . . I've passed along to the folks at Water Quality as well as to my staff.

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 10, 2010 5:33 PM
To: Candice Deininger

Cc: Takisha.Walker@amwater.com
Subject: OAM Access

Candice,

OAM will regularly be taken off-line from the hours of 8 PM to 8 AM Eastern time. I will let you know when we return to 24 hour a day service.

Please let me know if you have any concerns.

Bryan Siler
Eastern Division
bryan.siler@amwater.com
Phone: (859) 268-6350

----- 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: 08/11/2010 12:39 PM
Subject: Commercial and Industrial Customer Usage Report

Hi, Bryan. May I get the above report when you have a chance? 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>
Date: 08/11/2010 03:05 PM
Subject: RE: Account Class/Rate Information Changes

Hello – I found one other from my pending file . . . 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 13, 2010 1:42 PM
To: 'Bryan.Siler@amwater.com'
Cc: Takisha.Walker@amwater.com
Subject: Account Class/Rate Information Changes

Hello, Bryan. I was going through some accounts, and the following two need to be corrected as follows:

Premise [REDACTED] Coded commercial correctly but is being charged residential rate with taxes
 Premise [REDACTED] Coded as residential but should be commercial;
 commercial rate is correct but taxes also need to be applied

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: "Lynne Cross" <ccross@lexingtonky.gov>
To: <specialaccts@amwater.com>
Cc: <Bryan.Siler@amwater.com>, <Linda.Toussaint@amwater.com>, "Candice Deininger"
 <cdeining@lexingtonky.gov>
Date: 08/12/2010 09:43 AM
Subject: Request for Credit Sewer Adjustments

Please apply the following credit sewer adjustments:

Premise [REDACTED] -\$60.86 filling pool and
 watering [REDACTED]
 Premise [REDACTED] -\$18.08 filling pool
 Premise [REDACTED] -\$136.04 watering sod

If you have any questions please let me know. Thanks!

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 10:32 AM -----

From: Bryan Siler/KAWC/AWWSC
To: cdeining@lfucg.com
Cc: Takisha D Walker/KAWC/AWWSC@AWW
Date: 08/12/2010 04:03 PM
Subject: Follow up - OAM access

Candice,

Our Director of ITS Infrastructure and Operations is checking into the possibility of making OAM accessible by the LFUCG at 7:30am to allow you to prepare for calls that need to be made at 8:00am. I will let you know as soon as I hear something.

Bryan Siler
Eastern Division
bryan.siler@amwater.com
Phone: (859) 268-6350

----- 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: 08/17/2010 09:57 AM
Subject: July 2010 New Services

Good morning, Bryan. Attached is the file of geocoded new accounts for July. 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 JULY 2010.xls

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:32 AM -----

From: Bryan Siler/KAWC/AWWSC
To: cdeining@lfucg.com
Date: 08/17/2010 10:09 AM
Subject: OAM Access @ 7:30am

Candice,

The OAM server is now available for the LFUCG at 7:30am. Hopefully that will give you time to prepare for the 8:00am phone calls.

Bryan Siler

Eastern Division
 bryan.siler@amwater.com
 Phone: (859) 268-6350

----- 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: 08/17/2010 10:10 AM
 Subject: RE: OAM Access @ 7:30am

Great!!! Thanks so much, Bryan - it will be a big help to us!

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 17, 2010 10:10 AM
 To: Candice Deininger
 Subject: OAM Access @ 7:30am

Candice,

The OAM server is now available for the LFUCG at 7:30am. Hopefully that will give you time to prepare for the 8:00am phone calls.

Bryan Siler
 Eastern Division
 bryan.siler@amwater.com
 Phone: (859) 268-6350

----- 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>, "Hilori Morgan" <hmorgan@lexingtonky.gov>
 Date: 08/17/2010 10:17 AM
 Subject: Sewer Usage Call Referrals

Good morning, Bryan. For some reason, Hilori Morgan is receiving referrals from the call center for sewer usage adjustments. Those types of calls are still to be referred to either me or Lynne and not Hilori – she takes care of questions regarding the water quality management fee. Is Hilori's name/number contained within the LFUCG contact information? I can't remember, so would you mind checking for us, please? We're just trying to have the calls routed to the appropriate person. Whatever you can find out will be most appreciated – thanks so 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: "Hilori Morgan" <hmorgan@lexingtonky.gov>, Takisha.Walker@amwater.com
 Date: 08/17/2010 10:23 AM
 Subject: Re: Sewer Usage Call Referrals

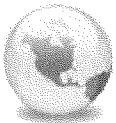
Candice,

We tell them to call LexCall @ 311 (in Lexington) or (859) 425-2255. I will mention this to the supervisors to make sure they don't give out any other numbers.

If you have an address or premise it would help isolate it to a certain rep and make it quicker to address.

Bryan Siler
 Eastern Division
 bryan.siler@amwater.com
 Phone: (859) 268-6350

"Candice Deininger" <cdeining@lexingtonky.gov>



"Candice Deininger"
 <cdeining@lexingtonky.gov
 >
 08/17/2010 10:17 AM

To <Bryan.Siler@amwater.com>
 cc <Takisha.Walker@amwater.com>, "Hilori Morgan"
 <hmorgan@lexingtonky.gov>
 Subject Sewer Usage Call Referrals

Good morning, Bryan. For some reason, Hilori Morgan is receiving referrals from the call center for sewer usage adjustments. Those types of calls are still to be referred to either me or Lynne and not Hilori – she takes care of questions regarding the water quality management fee. Is Hilori's name/number contained within the LFUCG contact information? I can't remember, so would you mind checking for us, please? We're just trying to have the calls routed to the appropriate person. Whatever you can find out will be most appreciated – thanks so 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: Kenneth D Evans/CALLCTR/CORP/AWWSC@AWW
Cc: Takisha D Walker/KAWC/AWWSC@AWW
Date: 08/17/2010 10:24 AM
Subject: Fw: Sewer Usage Call Referrals

Ken,

Can you pass this along? Thanks.

Bryan Siler
Eastern Division
bryan.siler@amwater.com
Phone: (859) 268-6350

----- Forwarded by Bryan Siler/KAWC/AWWSC on 08/17/2010 10:23 AM -----



Bryan Siler/KAWC/AWWSC
08/17/2010 10:23 AM

To "Candice Deininger" <cdeining@lexingtonky.gov>@AWX
cc "Hilori Morgan" <hmorgan@lexingtonky.gov>,
Takisha.Walker@amwater.com
Subject Re: Sewer Usage Call Referrals

Candice,

We tell them to call LexCall @ 311 (in Lexington) or (859) 425-2255. I will mention this to the supervisors to make sure they don't give out any other numbers.

If you have an address or premise it would help isolate it to a certain rep and make it quicker to address.

Bryan Siler
Eastern Division
bryan.siler@amwater.com
Phone: (859) 268-6350

"Candice Deininger" <cdeining@lexingtonky.gov>



"Candice Deininger"
<cdeining@lexingtonky.gov>
>
08/17/2010 10:17 AM

To <Bryan.Siler@amwater.com>
cc <Takisha.Walker@amwater.com>, "Hilori Morgan"



<hmorgan@lexingtonky.gov>
Subject Sewer Usage Call Referrals

Good morning, Bryan. For some reason, Hilori Morgan is receiving referrals from the call center for sewer usage adjustments. Those types of calls are still to be referred to either me or Lynne and not Hilori – she takes care of questions regarding the water quality management fee. Is Hilori's name/number contained within the LFUCG contact information? I can't remember, so would you mind checking for us, please? We're just trying to have the calls routed to the appropriate person. Whatever you can find out will be most appreciated – thanks so 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: "Hilori Morgan" <hmorgan@lexingtonky.gov>, <Takisha.Walker@amwater.com>, "Lynne Cross" <ccross@lexingtonky.gov>
Date: 08/17/2010 10:29 AM
Subject: RE: Sewer Usage Call Referrals

Thanks, Bryan. . . the most recent call was for account number [REDACTED] the customer [REDACTED] was already on FWA and he wanted to know what he had to do so he could get a sewer credit. In actuality, he should have never been referred to any of us - to be honest, Lynne and I have been receiving a lot of these types of calls but neither of us have had the time to create a list and email it to 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, August 17, 2010 10:23 AM
To: Candice Deininger
Cc: Hilori Morgan; Takisha.Walker@amwater.com
Subject: Re: Sewer Usage Call Referrals

Candice,

We tell them to call LexCall @ 311 (in Lexington) or (859) 425-2255. I will mention this to the supervisors to make sure they don't give out any other numbers.

If you have an address or premise it would help isolate it to a certain rep and make it quicker to address.

Bryan Siler
Eastern Division
bryan.siler@amwater.com
Phone: (859) 268-6350

"Candice
Deiningger"
<cdeining@lexingt
To onky.gov> <Bryan.Siler@amwater.com>
cc 08/17/2010 10:17 AM <Takisha.Walker@amwater.com>,
"Hilori Morgan"
<hmorgan@lexingtonky.gov>
Subject Sewer Usage Call Referrals

Good morning, Bryan. For some reason, Hilori Morgan is receiving referrals from the call center for sewer usage adjustments. Those types of calls are

still to be referred to either me or Lynne and not Hilori - she takes care of questions regarding the water quality management fee. Is Hilori's name/number contained within the LFUCG contact information? I can't remember, so would you mind checking for us, please? We're just trying to have the calls routed to the appropriate person. Whatever you can find out will be most appreciated - thanks so 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: Kenneth D Evans/CALLCTR/CORP/AWWSC@AWW
Cc: Takisha D Walker/KAWC/AWWSC@AWW
Date: 08/17/2010 10:31 AM
Subject: Fw: Sewer Usage Call Referrals

Ken,

Additional information. They get pretty upset about this type of stuff.

Bryan Siler
Eastern Division
bryan.siler@amwater.com
Phone: (859) 268-6350

----- Forwarded by Bryan Siler/KAWC/AWWSC on 08/17/2010 10:31 AM -----



"Candice Deininger"
<cdeining@lexingtonky.gov
>

08/17/2010 10:29 AM

To <Bryan.Siler@amwater.com>

cc "Hilori Morgan" <hmorgan@lexingtonky.gov>,
<Takisha.Walker@amwater.com>, "Lynne Cross"
<ccross@lexingtonky.gov>

Subject RE: Sewer Usage Call Referrals

Thanks, Bryan . . . the most recent call was for account number [REDACTED] the customer [REDACTED] was already on FWA and he wanted to know what he had to do so he could get a sewer credit. In actuality, he should have never been referred to any of us - to be honest, Lynne and I have been receiving a lot of these types of calls but neither of us have had the time to create a list and email it to 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, August 17, 2010 10:23 AM
 To: Candice Deininger
 Cc: Hilori Morgan; Takisha.Walker@amwater.com
 Subject: Re: Sewer Usage Call Referrals

Candice,

We tell them to call LexCall @ 311 (in Lexington) or (859) 425-2255. I will mention this to the supervisors to make sure they don't give out any other numbers.

If you have an address or premise it would help isolate it to a certain rep and make it quicker to address.

Bryan Siler
 Eastern Division
 bryan.siler@amwater.com
 Phone: (859) 268-6350

"Candice
 Deininger"
 <cdeining@lexingt
 onky.gov>
 To: <Bryan.Siler@amwater.com>
 cc: 08/17/2010 10:17 AM <Takisha.Walker@amwater.com>,
 "Hilori Morgan"
 <hmorgan@lexingtonky.gov>
 Subject: Sewer Usage Call Referrals

Good morning, Bryan. For some reason, Hilori Morgan is receiving referrals from the call center for sewer usage adjustments. Those types of calls are still to be referred to either me or Lynne and not Hilori - she takes care of questions regarding the water quality management fee. Is Hilori's name/number contained within the LFUCG contact information? I can't remember, so would you mind checking for us, please? We're just trying to have the calls routed to the appropriate person. Whatever you can find out will be most appreciated - thanks so 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: "Lynne Cross" <ccross@lexingtonky.gov>, "Hilori Morgan" <hmorgan@lexingtonky.gov>, <Takisha.Walker@amwater.com>
Date: 08/17/2010 10:34 AM
Subject: RE: Sewer Usage Call Referrals

Thanks, Bryan - it would be a big help . . . 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: Tuesday, August 17, 2010 10:31 AM
To: Candice Deininger
Cc: Lynne Cross; Hilori Morgan; Takisha.Walker@amwater.com
Subject: RE: Sewer Usage Call Referrals

Okay. I will pass this on and make sure it is addressed.

Bryan Siler
 Eastern Division
 bryan.siler@amwater.com
 Phone: (859) 268-6350

"Candice
 Deininger"
 <cdeining@lexingt
 To onky.gov> <Bryan.Siler@amwater.com>
 cc 08/17/2010 10:29 AM "Hilori Morgan"
 <hmorgan@lexingtonky.gov>,
 <Takisha.Walker@amwater.com>,
 "Lynne Cross"
 <ccross@lexingtonky.gov>
 Subject RE: Sewer Usage Call Referrals

Thanks, Bryan . . . the most recent call was for account number [REDACTED] - the customer [REDACTED] was already on FWA and he wanted to know what he had to do so he could get a sewer credit. In actuality, he should have never been referred to any of us - to be honest, Lynne and I have been receiving a lot of these types of calls but neither of us have had the time to create a list and email it to 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, August 17, 2010 10:23 AM
To: Candice Deininger
Cc: Hilori Morgan; Takisha.Walker@amwater.com
Subject: Re: Sewer Usage Call Referrals

Candice,

We tell them to call LexCall @ 311 (in Lexington) or (859) 425-2255. I will mention this to the supervisors to make sure they don't give out any other numbers.

If you have an address or premise it would help isolate it to a certain rep and make it quicker to address.

Bryan Siler
Eastern Division
bryan.siler@amwater.com
Phone: (859) 268-6350

"Candice
Deininger"
<cdeining@lexingt
To onky.gov> <Bryan.Siler@amwater.com>
cc 08/17/2010 10:17 AM <Takisha.Walker@amwater.com>,
"Hilori Morgan"
<hmorgan@lexingtonky.gov>
Subject Sewer Usage Call Referrals

Good morning, Bryan. For some reason, Hilori Morgan is receiving referrals from the call center for sewer usage adjustments. Those types of calls are still to be referred to either me or Lynne and not Hilori - she takes care of questions regarding the water quality management fee. Is Hilori's name/number contained within the LFUCG contact information? I can't remember, so would you mind checking for us, please? We're just trying to have the calls routed to the appropriate person. Whatever you can find out will be most appreciated - thanks so much!!

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

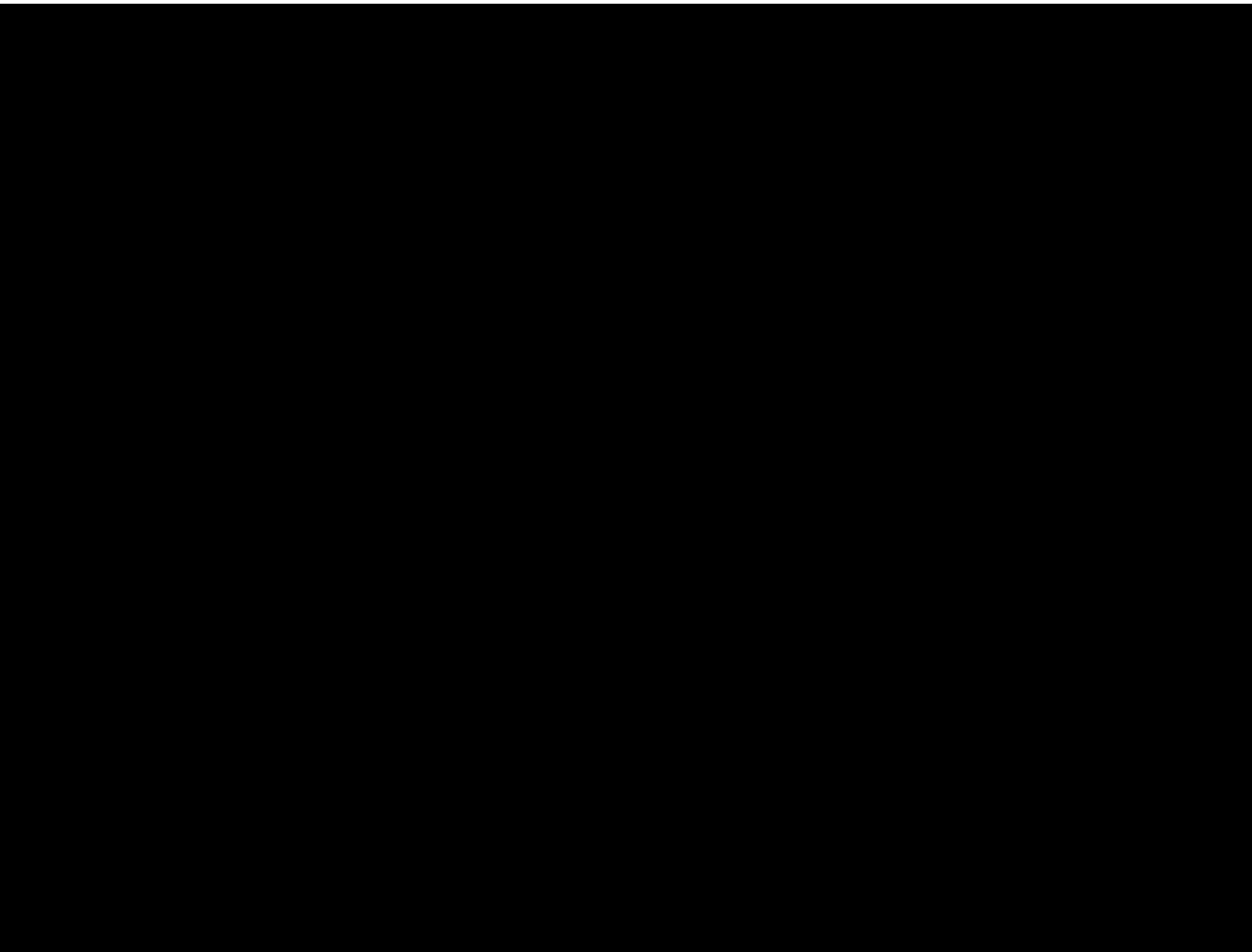
----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:32 AM -----

From: Kenneth D Evans/CALLCTR/CORP/AWWSC
To: Bryan Siler/KAWC/AWWSC@AWW
Cc: Takisha D Walker/KAWC/AWWSC@AWW
Date: 08/17/2010 11:55 AM
Subject: Re: Fw: Sewer Usage Call Referrals

Bryan,

I have attached the screenshot below. Based on the contact, it seems like the CSR handled this correctly. The customer called in about a sewer adjustment for filling the pool and the CSR informed him that after the pool is filled and the increased usage is billed then he would need to contact the sewer authority.

I am sending over to a Supervisor to review this account in case there is something I am missing or additional details. I will also verify the contact information that was provided to the customer.



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

Bryan Siler

Ken, Additional information. They get p...

08/17/2010 09:31:57 AM

----- 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: 08/17/2010 05:05 PM
Subject: file

Have a great 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



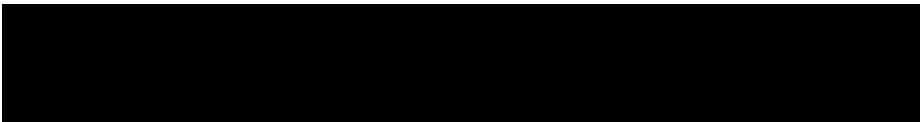
HERC0816.TXT

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:32 AM -----

From: "Hilori Morgan" <hmorgan@lexingtonky.gov>
To: <Bryan.Siler@amwater.com>
Cc: "Joyce Probus" <jprobus@lexingtonky.gov>
Date: 08/18/2010 11:26 AM
Subject: Active Premise

Bryan,

Can you tell me if the following premises are active:



Thanks!
Hilori

Thank you,

Hilori Morgan
LFUCG Division of Water Quality
301 Lisle Industrial Avenue
Lexington, KY 40511
859.425.2507 direct line
859.425.2400 main line

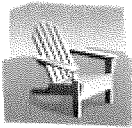
----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:32 AM -----

From: Amanda West/CALLCTR/CORP/AWWSC
To: Bryan Siler/KAWC/AWWSC@AWW
Cc: Carolyn M Wooff/CALLCTR/CORP/AWWSC@AWW, KAWC - Field Services Team, Kenneth D Evans/CALLCTR/CORP/AWWSC@AWW, Kimberly J Hartman/CALLCTR/CORP/AWWSC@AWW, Kristyl X Johnson/CALLCTR/CORP/AWWSC@AWW
Date: 08/20/2010 09:48 AM
Subject: Re: KY account [REDACTED]

I have changed it back but just so you know the bill is extremely high and sitting in bill again to bill

W/
(QQ)
---o00---()---00o---
Thanks,
Amanda West
American Water Works
Billing Specialist
1410 Discovery Pkwy.
Alton, IL 62002
p. (618)-433-4311 ex. 6850

Bryan Siler/KAWC/AWWSC



Bryan Siler/KAWC/AWWSC

08/20/2010 08:18 AM

To Carolyn M Wooff/CALLCTR/CORP/AWWSC@AWW

cc Amanda West/CALLCTR/CORP/AWWSC@AWW, KAWC -
Field Services Team, Kimberly J
Hartman/CALLCTR/CORP/AWWSC@AWW, Kristyl X
Johnson/CALLCTR/CORP/AWWSC@AWW, Kenneth D
Evans/CALLCTR/CORP/AWWSC@AWW

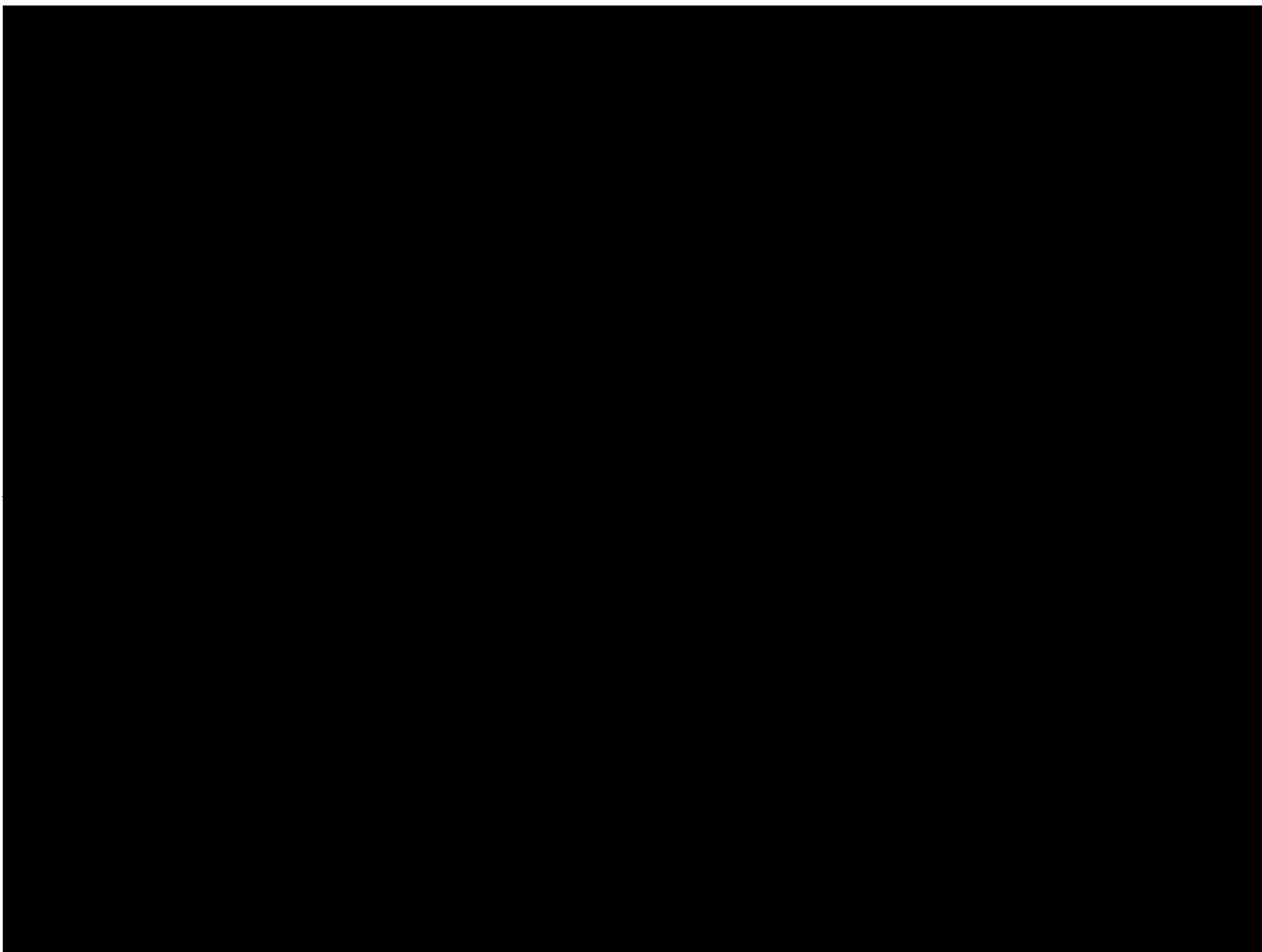
Subject [REDACTED]

Carolyn,

These charges are assessed by the LFUCG and they have asked that our customers contact them with any questions. I do not mind verifying if quantities are correct but we do not know the basis for these assessments. I would be happy to discuss the fee in a little more detail to facilitate a better understanding of it.

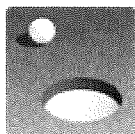
Please provide the basis for the change from a quantity of 85 to a quantity of 1.

Thanks.



Bryan Siler
Eastern Division
bryan.siler@amwater.com
Phone: (859) 268-6350

Carolyn M Wooff/CALLCTR/CORP/AWWSC



Carolyn M
Wooff/CALLCTR/CORP/AW
WSC

08/19/2010 05:02 PM

To KAWC - Field Services Team
cc Amanda West/CALLCTR/CORP/AWWSC@AWW, Kimberly
J Hartman/CALLCTR/CORP/AWWSC@AWW, Kristyl X
Johnson/CALLCTR/CORP/AWWSC@AWW
Subject KY accoun [REDACTED]

the water quality management fee in the FIX path states that the quantity to be charged is 85 on this account. this is causing the bill to be high. the charge on the bill shows \$367.20. Is this correct. want to verify before bill is sent out.

Carol Wooff
Alton, IL
Billing Specialist
(618) 433-4311 Ext 6467

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:32 AM -----

From: Amanda West/CALLCTR/CORP/AWWSC
To: Bryan Siler/KAWC/AWWSC@AWW
Cc: Carolyn M Wooff/CALLCTR/CORP/AWWSC@AWW, KAWC - Field Services Team, Kenneth D Evans/CALLCTR/CORP/AWWSC@AWW, Kimberly J Hartman/CALLCTR/CORP/AWWSC@AWW, Kristyl X Johnson/CALLCTR/CORP/AWWSC@AWW
Date: 08/20/2010 09:57 AM
Subject: Re: KY account [REDACTED]

Would you like us to put this in a different batch so it does not bill until you get a answer back from Ken ?

W/_
(QQ)

---o0o---()---00o---

Thanks,
Amanda West
American Water Works
Billing Specialist
1410 Discovery Pkwy.
Alton, IL 62002
p. (618)-433-4311 ex. 6850

Bryan Siler/KAWC/AWWSC



Bryan Siler/KAWC/AWWSC
08/20/2010 08:51 AM

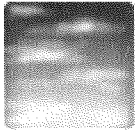
To: Kenneth D Evans/CALLCTR/CORP/AWWSC@AWW
cc: Carolyn M Wooff/CALLCTR/CORP/AWWSC@AWW, KAWC - Field Services Team, Kimberly J Hartman/CALLCTR/CORP/AWWSC@AWW, Kristyl X Johnson/CALLCTR/CORP/AWWSC@AWW, Amanda West/CALLCTR/CORP/AWWSC@AWW
Subject: Re: KY account [REDACTED]

Ken,

We need to be very clear - it is unacceptable for any of our employees to arbitrarily change the quantities for this fixed charge. Please do everything possible to prevent this from happening. Please ensure this premise is not billed with an incorrect quantity.

Bryan Siler
Eastern Division
bryan.siler@amwater.com
Phone: (859) 268-6350

Amanda West/CALLCTR/CORP/AWWSC



Amanda
West/CALLCTR/CORP/AW
WSC
08/20/2010 09:48 AM

To Bryan Siler/KAWC/AWWSC@AWW
cc Carolyn M Wooff/CALLCTR/CORP/AWWSC@AWW, KAWC
- Field Services Team, Kenneth D
Evans/CALLCTR/CORP/AWWSC@AWW, Kimberly J
Hartman/CALLCTR/CORP/AWWSC@AWW, Kristyl X
Johnson/CALLCTR/CORP/AWWSC@AWW
Subject Re: KY account [REDACTED]

I have changed it back but just so you know the bill is extremely high and sitting in bill again to bill

W
(QQ)
---o0O---()---00o---
Thanks,
Amanda West
American Water Works
Billing Specialist
1410 Discovery Pkwy.
Alton, IL 62002
p. (618)-433-4311 ex. 6850

Bryan Siler/KAWC/AWWSC



Bryan Siler/KAWC/AWWSC
08/20/2010 08:18 AM

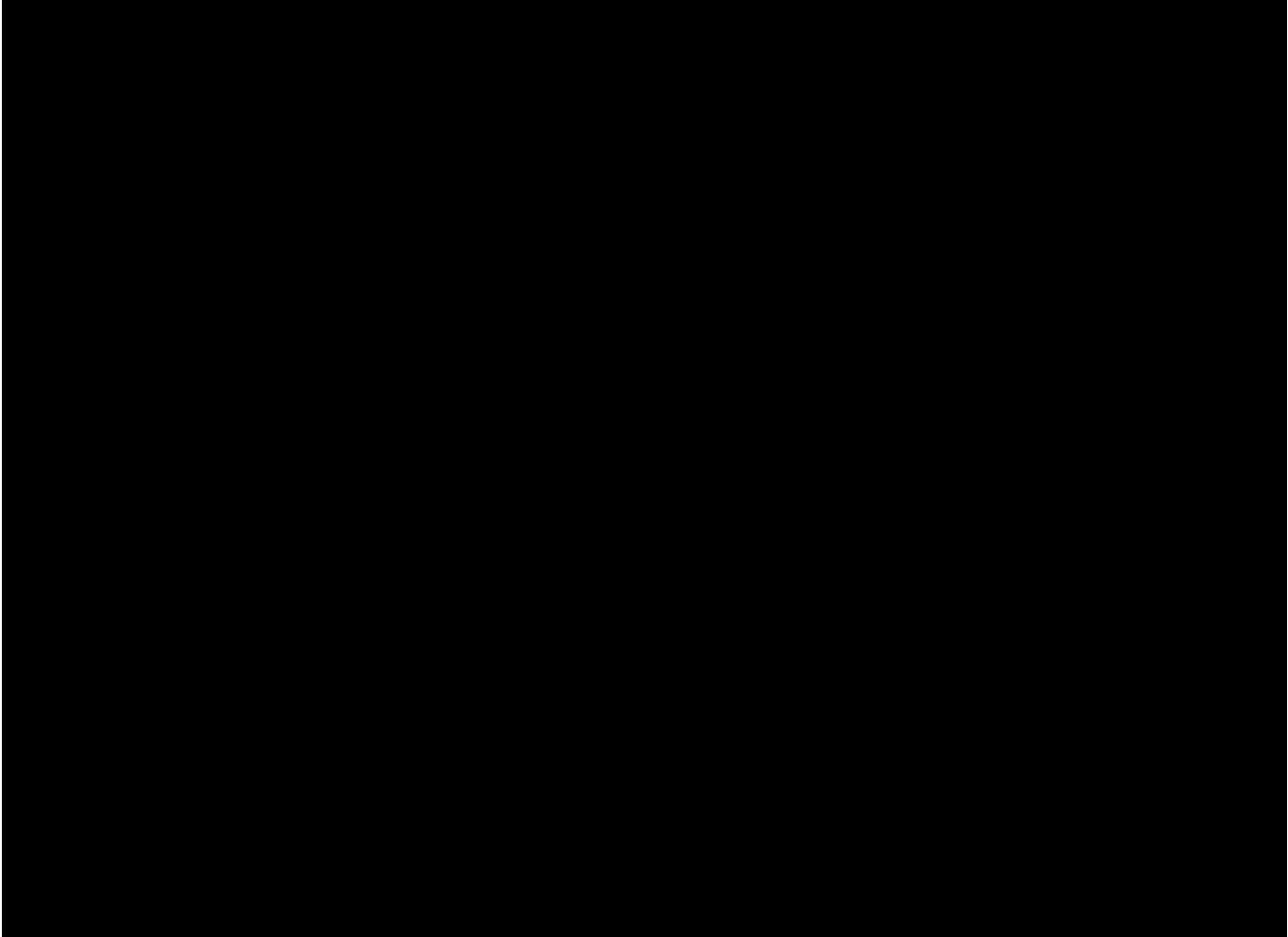
To Carolyn M Wooff/CALLCTR/CORP/AWWSC@AWW
cc Amanda West/CALLCTR/CORP/AWWSC@AWW, KAWC -
Field Services Team, Kimberly J
Hartman/CALLCTR/CORP/AWWSC@AWW, Kristyl X
Johnson/CALLCTR/CORP/AWWSC@AWW, Kenneth D
Evans/CALLCTR/CORP/AWWSC@AWW
Subject Re: KY account [REDACTED]

Carolyn,

These charges are assessed by the LFUCG and they have asked that our customers contact them with any questions. I do not mind verifying if quantities are correct but we do not know the basis for these assessments. I would be happy to discuss the fee in a little more detail to facilitate a better understanding of it.

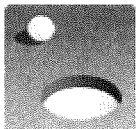
Please provide the basis for the change from a quantity of 85 to a quantity of 1.

Thanks



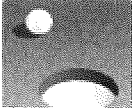

Bryan Siler
Eastern Division
bryan.siler@amwater.com
Phone: (859) 268-6350

Carolyn M Wooff/CALLCTR/CORP/AWWSC



Carolyn M
Wooff/CALLCTR/CORP/AW
WSC
08/19/2010 05:02 PM

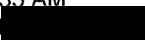
To KAWC - Field Services Team
cc Amanda West/CALLCTR/CORP/AWWSC@AWW, Kimberly
J Hartman/CALLCTR/CORP/AWWSC@AWW, Kristyl X
Johnson/CALLCTR/CORP/AWWSC@AWW

Subject: KY account 

the water quality management fee in the FIX path states that the quantity to be charged is 85 on this account. this is causing the bill to be high. the charge on the bill shows \$367.20. Is this correct. want to verify before bill is sent out.

Carol Wooff
Alton, IL
Billing Specialist
(618) 433-4311 Ext 6467

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:32 AM -----

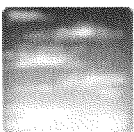
From: Takisha D Walker/KAWC/AWWSC
To: Amanda West/CALLCTR/CORP/AWWSC@AWW
Cc: Bryan Siler/KAWC/AWWSC@AWW, Carolyn M Wooff/CALLCTR/CORP/AWWSC@AWW, Bethany G Hungate/KAWC/AWWSC@AWW, Beverly Horton/KAWC/AWWSC@AWW, Bryan Siler/KAWC/AWWSC@AWW, Deidra S Hayden/KAWC/AWWSC@AWW, Josaphat Cardona/KAWC/AWWSC@AWW, Stephanie R Padgett/KAWC/AWWSC@AWW, Takisha D Walker/KAWC/AWWSC@AWW, Travis E Rodgers/KAWC/AWWSC@AWW, Kenneth D Evans/CALLCTR/CORP/AWWSC@AWW, Kimberly J Hartman/CALLCTR/CORP/AWWSC@AWW, Kristyl X Johnson/CALLCTR/CORP/AWWSC@AWW, Kevin R Mixon/CALLCTR/CORP/AWWSC@AWW
Date: 08/20/2010 10:35 AM
Subject: Re: KY account 

Hello Amanda,

This customer is to be billed at the quantity of 85 as we have confirmed that is the amount requested by LFUCG. If the customer disputes this amount they can contact LFUCG to discuss the billed quantity amount. We are a billing agent for LFUCG and will bill the amount they requested.

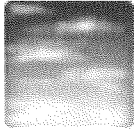
Thanks, have a great weekend.

Takisha Walker
Customer Service Advocate
Kentucky American Water
859-268-6313 - Office
859-361-8981 - Mobile
859-268-6315 - Fax
Takisha.Walker@amwater.com
Amanda West/CALLCTR/CORP/AWWSC



Amanda
West/CALLCTR/CORP/AW
WSC
08/20/2010 10:04 AM

To: Bryan Siler/KAWC/AWWSC@AWW
cc: Carolyn M Wooff/CALLCTR/CORP/AWWSC@AWW, KAWC - Field Services Team, Kenneth D Evans/CALLCTR/CORP/AWWSC@AWW, Kimberly J Hartman/CALLCTR/CORP/AWWSC@AWW, Kristyl X

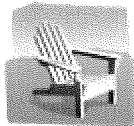


Johnson/CALLCTR/CORP/AWWSC@AWW
Subject Re: KY account [REDACTED]

It is billing for 367.00 for the water quality fee. Why is that so high for this customer?

 __
 (QQ)
---o0O---()---O0o---
Thanks,
Amanda West
American Water Works
Billing Specialist
1410 Discovery Pkwy.
Alton, IL 62002
p. (618)-433-4311 ex. 6850

Bryan Siler/KAWC/AWWSC



Bryan Siler/KAWC/AWWSC
08/20/2010 09:01 AM

To Amanda West/CALLCTR/CORP/AWWSC@AWW
cc Carolyn M Wooff/CALLCTR/CORP/AWWSC@AWW, KAWC
- Field Services Team, Kenneth D
Evans/CALLCTR/CORP/AWWSC@AWW, Kimberly J
Hartman/CALLCTR/CORP/AWWSC@AWW, Kristyl X
Johnson/CALLCTR/CORP/AWWSC@AWW
Subject Re: KY account [REDACTED]

Amanda,

The quantity is 85. It should bill for that quantity.

Bryan Siler
Eastern Division
bryan.siler@amwater.com
Phone: (859) 268-6350

Amanda West/CALLCTR/CORP/AWWSC



Amanda
West/CALLCTR/CORP/AW
WSC

To Bryan Siler/KAWC/AWWSC@AWW
cc Carolyn M Wooff/CALLCTR/CORP/AWWSC@AWW, KAWC



08/20/2010 09:57 AM

- Field Services Team, Kenneth D
Evans/CALLCTR/CORP/AWWSC@AWW, Kimberly J
Hartman/CALLCTR/CORP/AWWSC@AWW, Kristyl X
Johnson/CALLCTR/CORP/AWWSC@AWW

Subject Re: KY account [REDACTED]

Would you like us to put this in a different batch so it does not bill until you get a answer back from Ken ?

W
(QQ)
---o0O---()---O0o---

Thanks,
Amanda West
American Water Works
Billing Specialist
1410 Discovery Pkwy.
Alton, IL 62002
p. (618)-433-4311 ex. 6850

Bryan Siler/KAWC/AWWSC



Bryan Siler/KAWC/AWWSC

08/20/2010 08:51 AM

To Kenneth D Evans/CALLCTR/CORP/AWWSC@AWW
cc Carolyn M Wooff/CALLCTR/CORP/AWWSC@AWW, KAWC
- Field Services Team, Kimberly J
Hartman/CALLCTR/CORP/AWWSC@AWW, Kristyl X
Johnson/CALLCTR/CORP/AWWSC@AWW, Amanda
West/CALLCTR/CORP/AWWSC@AWW

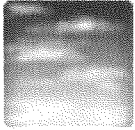
Subject Re: KY account [REDACTED]

Ken,

We need to be very clear - it is unacceptable for any of our employees to arbitrarily change the quantities for this fixed charge. Please do everything possible to prevent this from happening. Please ensure this premise is not billed with an incorrect quantity.

Bryan Siler
Eastern Division
bryan.siler@amwater.com
Phone: (859) 268-6350

Amanda West/CALLCTR/CORP/AWWSC



**Amanda
West/CALLCTR/CORP/AW
WSC**

08/20/2010 09:48 AM

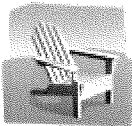
To Bryan Siler/KAWC/AWWSC@AWW
cc Carolyn M Wooff/CALLCTR/CORP/AWWSC@AWW, KAWC
- Field Services Team, Kenneth D
Evans/CALLCTR/CORP/AWWSC@AWW, Kimberly J
Hartman/CALLCTR/CORP/AWWSC@AWW, Kristyl X
Johnson/CALLCTR/CORP/AWWSC@AWW
Subject Re: KY account [REDACTED]

I have changed it back but just so you know the bill is extremely high and sitting in bill again to bill

W
(QQ)
---o0o---()---00o---

Thanks,
Amanda West
American Water Works
Billing Specialist
1410 Discovery Pkwy.
Alton, IL 62002
p. (618)-433-4311 ex. 6850

Bryan Siler/KAWC/AWWSC



Bryan Siler/KAWC/AWWSC

08/20/2010 08:18 AM

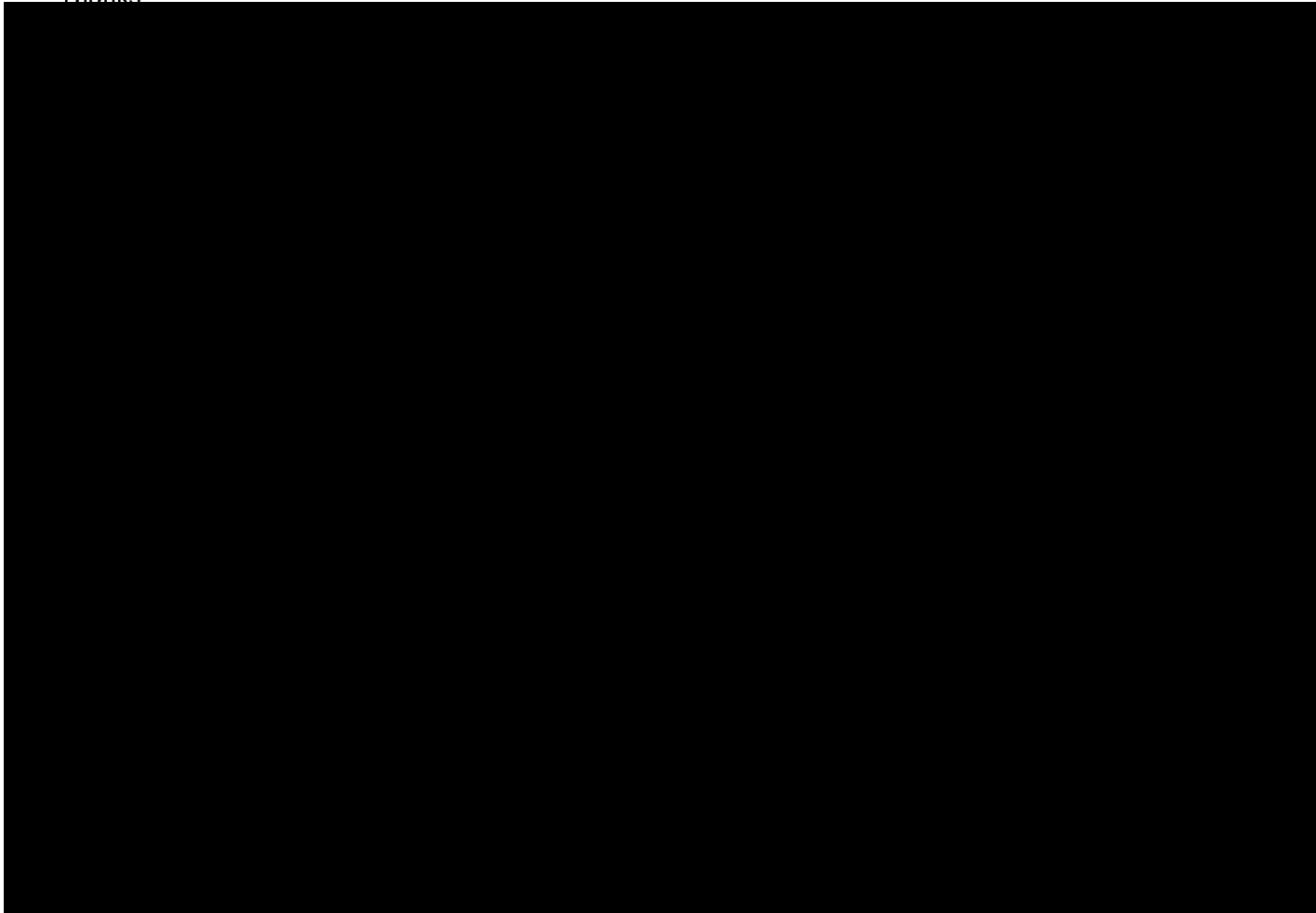
To Carolyn M Wooff/CALLCTR/CORP/AWWSC@AWW
cc Amanda West/CALLCTR/CORP/AWWSC@AWW, KAWC -
Field Services Team, Kimberly J
Hartman/CALLCTR/CORP/AWWSC@AWW, Kristyl X
Johnson/CALLCTR/CORP/AWWSC@AWW, Kenneth D
Evans/CALLCTR/CORP/AWWSC@AWW
Subject Re: KY account [REDACTED]

Carolyn,

These charges are assessed by the LFUCG and they have asked that our customers contact them with any questions. I do not mind verifying if quantities are correct but we do not know the basis for these assessments. I would be happy to discuss the fee in a little more detail to facilitate a better understanding of it.

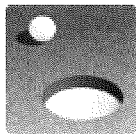
Please provide the basis for the change from a quantity of 85 to a quantity of 1.

Thanks



Bryan Siler
Eastern Division
bryan.siler@amwater.com
Phone: (859) 268-6350

Carolyn M Wooff/CALLCTR/CORP/AWWSC



Carolyn M
Wooff/CALLCTR/CORP/AW
WSC

08/19/2010 05:02 PM

To KAWC - Field Services Team
cc Amanda West/CALLCTR/CORP/AWWSC@AWW, Kimberly
J Hartman/CALLCTR/CORP/AWWSC@AWW, Kristyl X
Johnson/CALLCTR/CORP/AWWSC@AWW
Subject KY account [REDACTED]

the water quality management fee in the FIX path states that the quantity to be charged is 85 on this account. this is causing the bill to be high. the charge on the bill shows \$367.20. Is this correct.

want to verify before bill is sent out.

Carol Wooff
Alton, IL
Billing Specialist
(618) 433-4311 Ext 6467

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:32 AM -----

From: Kenneth D Evans/CALLCTR/CORP/AWWSC
To: Kevin R Mixon/CALLCTR/CORP/AWWSC@AWW
Cc: Takisha D Walker/KAWC/AWWSC@AWW, Bryan Siler/KAWC/AWWSC@AWW
Date: 08/20/2010 10:54 AM
Subject: Fw: KY account [REDACTED]

Kevin,

Please see the email chain below. Can you please ensure that this situation is addressed with Amanda and the KY Billing team if necessary? As you know, we shouldn't be changing the fixed charge quantity unless directed to do so by the Local Office or the LFUCG. Please follow-up to all once you have handled.

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 08/20/2010 09:47 AM -----

From: Takisha D Walker/KAWC/AWWSC
To: Amanda West/CALLCTR/CORP/AWWSC@AWW
Cc: Bryan Siler/KAWC/AWWSC@AWW, Carolyn M Wooff/CALLCTR/CORP/AWWSC@AWW,
Bethany G Hungate/KAWC/AWWSC@AWW, Beverly Horton/KAWC/AWWSC@AWW, Bryan
Siler/KAWC/AWWSC@AWW, Deidra S Hayden/KAWC/AWWSC@AWW, Josaphat
Cardona/KAWC/AWWSC@AWW, Stephanie R Padgett/KAWC/AWWSC@AWW, Takisha D
Walker/KAWC/AWWSC@AWW, Travis E Rodgers/KAWC/AWWSC@AWW, Kenneth D
Evans/CALLCTR/CORP/AWWSC@AWW, Kimberly J
Hartman/CALLCTR/CORP/AWWSC@AWW, Kristyl X
Johnson/CALLCTR/CORP/AWWSC@AWW, Kevin R Mixon/CALLCTR/CORP/AWWSC@AWW
Date: 08/20/2010 09:35 AM
Subject: Re: KY account [REDACTED]

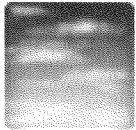
Hello Amanda,

This customer is to be billed at the quantity of 85 as we have confirmed that is the amount requested by LFUCG. If the customer disputes this amount they can contact LFUCG to discuss the billed quantity

amount. We are a billing agent for LFUCG and will bill the amount they requested.

Thanks, have a great weekend.

Takisha Walker
 Customer Service Advocate
 Kentucky American Water
 859-268-6313 - Office
 859-361-8981 - Mobile
 859-268-6315 - Fax
 Takisha.Walker@amwater.com
 Amanda West/CALLCTR/CORP/AWWSC



Amanda
 West/CALLCTR/CORP/AW
 WSC

08/20/2010 10:04 AM

To Bryan Siler/KAWC/AWWSC@AWW

cc Carolyn M Wooff/CALLCTR/CORP/AWWSC@AWW, KAWC
 - Field Services Team, Kenneth D
 Evans/CALLCTR/CORP/AWWSC@AWW, Kimberly J
 Hartman/CALLCTR/CORP/AWWSC@AWW, Kristyl X
 Johnson/CALLCTR/CORP/AWWSC@AWW

Subject Re: KY accoun [REDACTED]

It is billing for 367.00 for the water quality fee. Why is that so high for this customer?

W
 (QQ)
 ---o0O---()---O0o---

Thanks,
 Amanda West
 American Water Works
 Billing Specialist
 1410 Discovery Pkwy.
 Alton, IL 62002
 p. (618)-433-4311 ex. 6850

Bryan Siler/KAWC/AWWSC



Bryan Siler/KAWC/AWWSC

08/20/2010 09:01 AM

To Amanda West/CALLCTR/CORP/AWWSC@AWW

cc Carolyn M Wooff/CALLCTR/CORP/AWWSC@AWW, KAWC
 - Field Services Team, Kenneth D
 Evans/CALLCTR/CORP/AWWSC@AWW, Kimberly J
 Hartman/CALLCTR/CORP/AWWSC@AWW, Kristyl X
 Johnson/CALLCTR/CORP/AWWSC@AWW

Subject Re: KY accoun [REDACTED]

Amanda,

The quantity is 85. It should bill for that quantity.

Bryan Siler
Eastern Division
bryan.siler@amwater.com
Phone: (859) 268-6350

Amanda West/CALLCTR/CORP/AWWSC



Amanda
West/CALLCTR/CORP/AW
WSC

08/20/2010 09:57 AM

To Bryan Siler/KAWC/AWWSC@AWW
cc Carolyn M Wooff/CALLCTR/CORP/AWWSC@AWW, KAWC
- Field Services Team, Kenneth D
Evans/CALLCTR/CORP/AWWSC@AWW, Kimberly J
Hartman/CALLCTR/CORP/AWWSC@AWW, Kristyl X
Johnson/CALLCTR/CORP/AWWSC@AWW
Subject Re: KY account [REDACTED]

Would you like us to put this in a different batch so it does not bill until you get a answer back from Ken ?

W/
(QQ)
---oO---()---Oo---

Thanks,
Amanda West
American Water Works
Billing Specialist
1410 Discovery Pkwy.
Alton, IL 62002
p. (618)-433-4311 ex. 6850

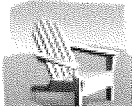
Bryan Siler/KAWC/AWWSC



Bryan Siler/KAWC/AWWSC

08/20/2010 08:51 AM

To Kenneth D Evans/CALLCTR/CORP/AWWSC@AWW
cc Carolyn M Wooff/CALLCTR/CORP/AWWSC@AWW, KAWC
- Field Services Team, Kimberly J
Hartman/CALLCTR/CORP/AWWSC@AWW, Kristyl X
Johnson/CALLCTR/CORP/AWWSC@AWW, Amanda
West/CALLCTR/CORP/AWWSC@AWW



Subject Re: KY account

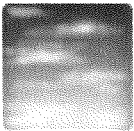


Ken,

We need to be very clear - it is unacceptable for any of our employees to arbitrarily change the quantities for this fixed charge. Please do everything possible to prevent this from happening. Please ensure this premise is not billed with an incorrect quantity.

Bryan Siler
Eastern Division
bryan.siler@amwater.com
Phone: (859) 268-6350

Amanda West/CALLCTR/CORP/AWWSC



Amanda
West/CALLCTR/CORP/AW
WSC
08/20/2010 09:48 AM

To Bryan Siler/KAWC/AWWSC@AWW
cc Carolyn M Wooff/CALLCTR/CORP/AWWSC@AWW, KAWC
- Field Services Team, Kenneth D
Evans/CALLCTR/CORP/AWWSC@AWW, Kimberly J
Hartman/CALLCTR/CORP/AWWSC@AWW, Kristyl X
Johnson/CALLCTR/CORP/AWWSC@AWW
Subject Re: KY account



I have changed it back but just so you know the bill is extremely high and sitting in bill again to bill

W
(QQ)
---o0O---()---O0o---
Thanks,
Amanda West
American Water Works
Billing Specialist
1410 Discovery Pkwy.
Alton, IL 62002
p. (618)-433-4311 ex. 6850

Bryan Siler/KAWC/AWWSC



Bryan Siler/KAWC/AWWSC



08/20/2010 08:18 AM

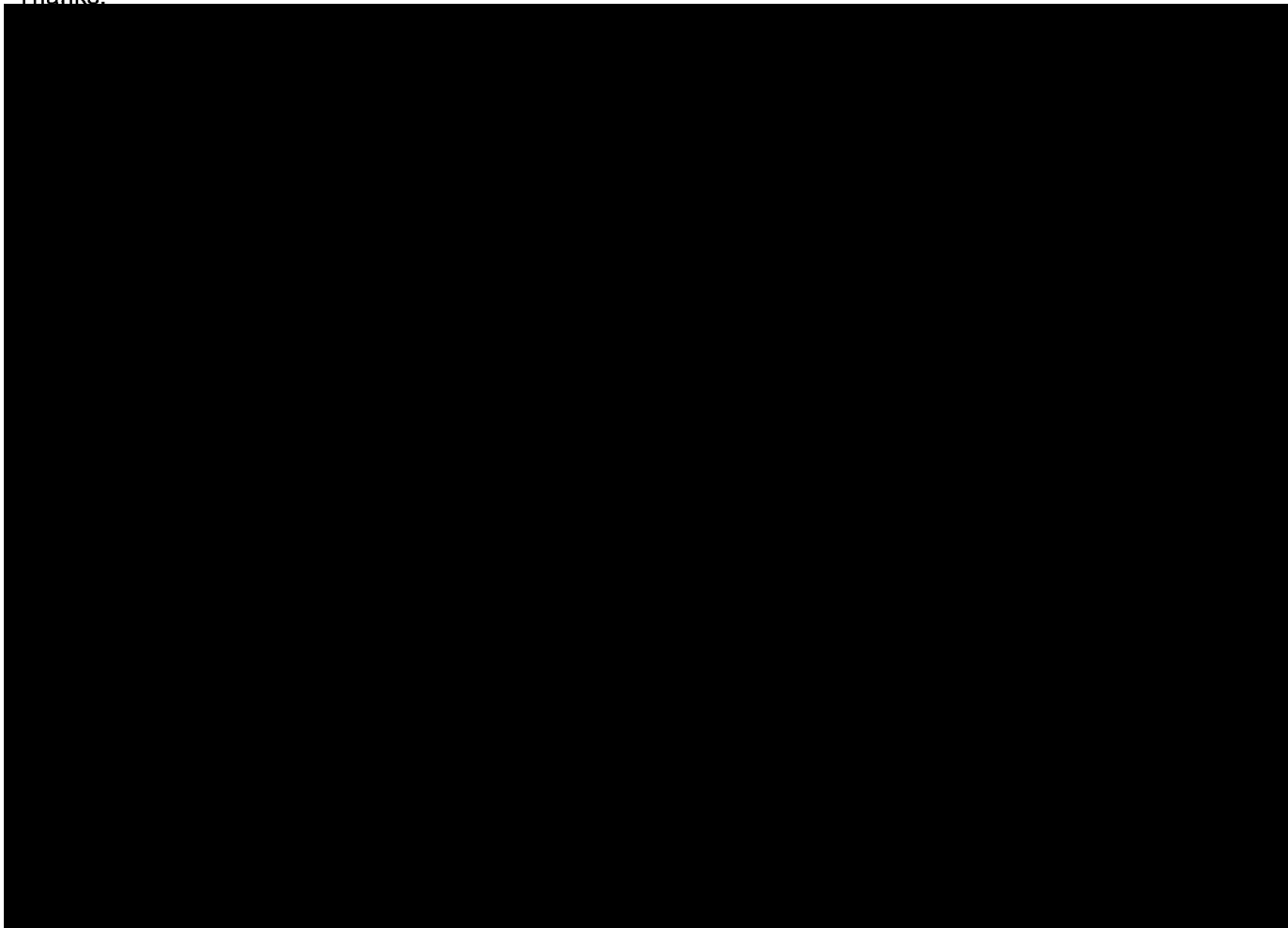
To Carolyn M Wooff/CALLCTR/CORP/AWWSC@AWW
cc Amanda West/CALLCTR/CORP/AWWSC@AWW, KAWC -
Field Services Team, Kimberly J
Hartman/CALLCTR/CORP/AWWSC@AWW, Kristyl X
Johnson/CALLCTR/CORP/AWWSC@AWW, Kenneth D
Evans/CALLCTR/CORP/AWWSC@AWW
Subject Re: KY account [REDACTED]

Carolyn,

These charges are assessed by the LFUCG and they have asked that our customers contact them with any questions. I do not mind verifying if quantities are correct but we do not know the basis for these assessments. I would be happy to discuss the fee in a little more detail to facilitate a better understanding of it.

Please provide the basis for the change from a quantity of 85 to a quantity of 1.

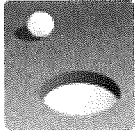
Thanks,



Bryan Siler
Eastern Division

bryan.siler@amwater.com
Phone: (859) 268-6350

Carolyn M Wooff/CALLCTR/CORP/AWWSC



Carolyn M
Wooff/CALLCTR/CORP/AW
WSC

08/19/2010 05:02 PM

To KAWC - Field Services Team

cc Amanda West/CALLCTR/CORP/AWWSC@AWW, Kimberly
J Hartman/CALLCTR/CORP/AWWSC@AWW, Kristyl X
Johnson/CALLCTR/CORP/AWWSC@AWW

Subject KY account [REDACTED]

the water quality management fee in the FIX path states that the quantity to be charged is 85 on this account. this is causing the bill to be high. the charge on the bill shows \$367.20. Is this correct. want to verify before bill is sent out.

Carol Wooff
Alton, IL
Billing Specialist
(618) 433-4311 Ext 6467

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:32 AM -----

From: "Lynne Cross" <ccross@lexingtonky.gov>
To: <Bryan.Siler@amwater.com>
Date: 08/20/2010 01:48 PM
Subject: Premis [REDACTED]

Hi Bryan!

Happy Friday!!

I had a customer of [REDACTED] call me to say that his usage back in March was because of his neighbors water leak. Can you look at his water bill and tell me if you see a spike in it around March of 2010? He proceeded to tell me that his actual water bill never went up even though his [REDACTED] bill did. I don't understand this and am just trying to make sure he is telling me the truth!

Thanks for your help with this 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 10:32 AM -----

From: "Sheila Long" <slong@lexingtonky.gov>
 To: <Bryan.Siler@amwater.com>
 Date: 08/25/2010 02:05 PM
 Subject: weekly file

Have a great 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



HERC0825.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>
 Date: 08/25/2010 03:23 PM
 Subject: RE: COM & IND Query

Hi, Bryan, 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: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]
 Sent: Wednesday, August 25, 2010 10:20 AM
 To: Candice Deininger
 Subject: COM & IND Query

Candice,

Here is the query you need. I have compared it to the OAM report and there are some differences. I am currently working with IT to figure out what those differences are. I will let you know what we find out and how to best get the data going forward, whether it be the existing query or the OAM report.

(See attached file: LFUCGCOMIN-201007.zip)

Bryan Siler
Eastern Division
bryan.siler@amwater.com
Phone: (859) 268-6350

----- 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: 08/25/2010 03:27 PM
Subject: RE: COM & IND Query

Candice,

Sorry this took longer than I thought. The person that normally runs it was not available to run it. I am hoping to have this worked out and on OAM very soon.

Bryan Siler
Eastern Division
bryan.siler@amwater.com
Phone: (859) 268-6350

"Candice Deininger" <cdeining@lexingtonky.gov>



"Candice Deininger"
<cdeining@lexingtonky.gov
>
08/25/2010 03:23 PM
To <Bryan.Siler@amwater.com>
cc
Subject RE: COM & IND Query

Hi, Bryan, 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: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]

Sent: Wednesday, August 25, 2010 10:20 AM

To: Candice Deininger

Subject: COM & IND Query

Candice,

Here is the query you need. I have compared it to the OAM report and there are some differences. I am currently working with IT to figure out what those differences are. I will let you know what we find out and how to best get the data going forward, whether it be the existing query or the OAM report.

(See attached file: LFUCGCOMIN-201007.zip)

Bryan Siler

Eastern Division

bryan.siler@amwater.com

Phone: (859) 268-6350

----- 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: 08/25/2010 03:28 PM
Subject: RE: COM & IND Query

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: Wednesday, August 25, 2010 3:27 PM

To: Candice Deininger

Cc: Takisha.Walker@amwater.com

Subject: RE: COM & IND Query

Candice,

Sorry this took longer than I thought. The person that normally runs it was not available to run it. I am hoping to have this worked out and on OAM very soon.

Bryan Siler
Eastern Division
bryan.siler@amwater.com
Phone: (859) 268-6350

"Candice
Deininger"
<cdeining@lexingt
To onky.gov> <Bryan.Siler@amwater.com>
cc 08/25/2010 03:23
Subject PM
RE: COM & IND Query

Hi, Bryan, 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: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]
Sent: Wednesday, August 25, 2010 10:20 AM
To: Candice Deininger
Subject: COM & IND Query

Candice,

Here is the query you need. I have compared it to the OAM report and there are some differences. I am currently working with IT to figure out what those differences are. I will let you know what we find out and how to best get the data going forward, whether it be the existing query or the OAM report.

(See attached file: LFUCGCOMIN-201007.zip)

Bryan Siler
 Eastern Division
 bryan.siler@amwater.com
 Phone: (859) 268-6350

----- 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: 08/26/2010 07:12 AM
 Subject: Re: Fw: COM & IND Query

Hi Bryan,

I have been looking at it, but haven't come to any firm conclusions. One issue is that the acct example that you gave me is a Residential account with a Commercial rate schedule. The CBT report lists the account class, but we base our query on the rate class of the rate. So, I would have thought that would explain the difference, but after further investigation, I couldn't find the acct even listed as Residential so I am still investigating that.

I will let you know as soon as I have something.

Thanks,
 Kim

Bryan Siler Kim, Were you able to look into this yet... 08/25/2010 03:28:17 PM

----- 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: "Sheila Powell" <sheilap@lexingtonky.gov>
 Date: 08/26/2010 12:11 PM
 Subject: FV [REDACTED]

Hi, Bryan. Kindly refer to the following email from Sheila. I checked [REDACTED] account, and it appears that the discount has not been applied. Would you kindly check the status of this one and the other listed in the attachment and let Sheila 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

From: Sheila Powell

Sent: Thursday, August 26, 2010 8:48 AM

To: Candice Deininger

Cc: Chera H Mattox

Subject: [REDACTED]

Good Morning Candice

Can you check and see if [REDACTED] is receiving her 30% deductions she was on the list sent on 07-20-2009 she is hi-lighted in red on this list. Can you check and see if the others have received the deductions as well.

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, July 24, 2009.xls

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:32 AM -----

From: Bryan Siler/KAWC/AWWSC
To: "Sheila Powell" <sheilap@lexingtonky.gov>
Cc: "Candice Deininger" <cdeining@lexingtonky.gov>@AWX, Takisha.Walker@amwater.com
Date: 08/26/2010 02:50 PM
Subject: FW: [REDACTED]

Sheila,

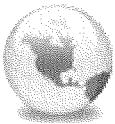
I show [REDACTED] were received separately in files with a different date than 7/24/09. I do not show a file dated 7/24/09. As shown below, I added these two premises [REDACTED] bday.

Recently, I have started responding to each e-mail confirming that the requested premises have been set up with the discount. If for some reason you do not receive such an e-mail in a timely fashion it may indicate the e-mail you sent was not received.

I suggested we do a full reconciliation a couple months ago. Have you given any more thought to a master list where we can verify what you have to what we have in our system? We currently do this with landfill and the water quality management fee and it is beneficial? I started working on a full reconciliation of all of the discounted fees but can only reconcile to the records we have which, as we see with [REDACTED] can be different than what you have. I would be happy to help in the development of a process if that would be beneficial. Just let me know.

Bryan Siler
Eastern Division
bryan.siler@amwater.com
Phone: (859) 268-6350

"Candice Deininger" <cdeining@lexingtonky.gov>



"Candice Deininger"
<cdeining@lexingtonky.gov
>
08/26/2010 12:11 PM

To <Bryan.Siler@amwater.com>,
<Takisha.Walker@amwater.com>
cc "Sheila Powell" <sheilap@lexingtonky.gov>
Subject FW: [REDACTED]

Hi, Bryan. Kindly refer to the following email from Sheila. I checked [REDACTED] account, and it appears that the discount has not been applied. Would you kindly check the status of this one and the other listed in the attachment and let Sheila 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

From: Sheila Powell

Sent: Thursday, August 26, 2010 8:48 AM

To: Candice Deininger

Cc: Chera H Mattox

Subject: [REDACTED]

Good Morning Candice

Can you check and see if [REDACTED] is receiving her 30% deductions she was on the list sent on 07-20-2009 she is hi-lighted in red on this list. Can you check and see if the others have received the deductions as well.

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)

[attachment "Friday, July 24, 2009.xls" deleted by Bryan Siler/KAWC/AWWSC]

----- 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: 08/26/2010 02:52 PM
 Subject: RE: [REDACTED]

Yes I will email you something in regards to this in the morning I have to finish an office supply order.

Thanks for looking into this for me.

Have a good weekend

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

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]
 Sent: Thursday, August 26, 2010 2:50 PM
 To: Sheila Powell
 Cc: Candice Deininger; Takisha.Walker@amwater.com
 Subject: FW: [REDACTED]

Sheila,

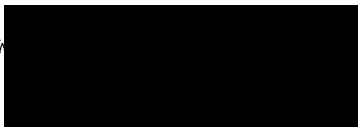
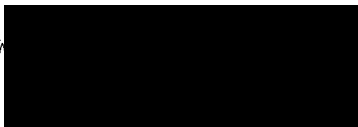
I show [REDACTED] were received separately in [REDACTED] files with a different date than 7/24/09. I do not show a file dated 7/24/09. As shown below, I added these two premises [REDACTED] today.

Recently, I have started responding to each e-mail confirming that the requested premises have been set up with the discount. If for some reason you do not receive such an e-mail in a timely fashion it may indicate the e-mail you sent was not received.


I suggested we do a full reconciliation a couple months ago. Have you given any more thought to a master list where we can verify what you have to what we have in our system? We currently do this with landfill and the water quality management fee and it is beneficial? I started working on a full reconciliation of all of the discounted fees but can only reconcile to the records we have which, as we see with [REDACTED] can be different than what you have. I would be happy to help in the development of a process if that would be beneficial. Just let me know.

Bryan Siler
 Eastern Division

bryan.siler@amwater.com
Phone: (859) 268-6350

"Candice
Deininger"
<cdeining@lexingt
To onky.gov> <Bryan.Siler@amwater.com>,
<Takisha.Walker@amwater.com>
08/26/2010 12:11
cc PM "Sheila Powell"
<sheilap@lexingtonky.gov>
Subject 
FW 

(Embedded image moved to file: pic12993.jpg)

Hi Bryan, Kindly refer to the following email from Sheila. I checked  account, and it appears that the discount has not been applied. Would you kindly check the status of this one and the other listed in the attachment and let Sheila 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

From: Sheila Powell
Sent: Thursday, August 26, 2010 8:48 AM
To: Candice Deininger
Cc: Chera H Mattox
Subject: [REDACTED]

Good Morning Candice

Can you check and see if [REDACTED] is receiving her 30% deductions she was on the list sent on 07-20-2009 she is hi-lighted in red on this list. Can you check and see if the others have received the deductions as well.

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, July 24, 2009.xls" deleted by Bryan Siler/KAWC/AWWSC]

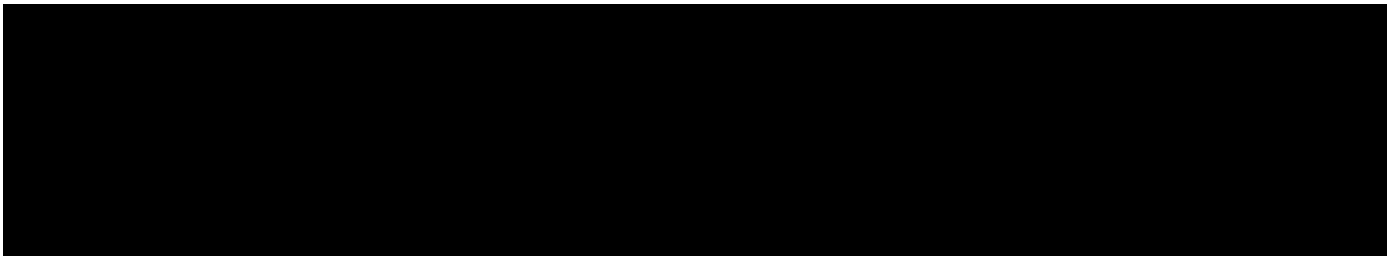
----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:32 AM -----

From: Bryan Siler/KAWC/AWWSC
To: "Sheila Powell" <sheilap@lexingtonky.gov>@AWX
Cc: "Candice Deininger" <cdeining@lexingtonky.gov>@AWX, Takisha.Walker@amwater.com
Date: 08/26/2010 03:03 PM
Subject: RE: [REDACTED]

Sheila,

That sounds great. I meant to include the screen shot below in the previous e-mail. Please note the correct premise number for [REDACTED]

Have a nice evening.



Bryan Siler
Eastern Division
bryan.siler@amwater.com
Phone: (859) 268-6350

"Sheila Powell" <sheilap@lexingtonky.gov>



"Sheila Powell"
<sheilap@lexingtonky.gov>
08/26/2010 02:53 PM

To <Bryan.Siler@amwater.com>
cc
Subject R [REDACTED]

Yes I will email you something in regards to this in the morning I have to finish an office supply order.

Thanks for looking into this for me.

Have a good weekend

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

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]
Sent: Thursday, August 26, 2010 2:50 PM
To: Sheila Powell
Cc: Candice Deininger; Takisha.Walker@amwater.com
Subject: FW: [REDACTED]

Sheila,

I show [REDACTED] were received separately in [REDACTED] files with a different date than 7/24/09. I do not show a file dated 7/24/09. As shown below, I added these two premises [REDACTED] [REDACTED] today.

Recently, I have started responding to each e-mail confirming that the requested premises have been set up with the discount. If for some reason you do not receive such an e-mail in a timely fashion it may indicate the e-mail you sent was not received.

I suggested we do a full reconciliation a couple months ago. Have you given any more thought to a master list where we can verify what you have to what we have in our system? We currently do this with landfill and the water quality management fee and it is beneficial? I started working on a full reconciliation of all of the discounted fees but can only reconcile to the records we have which, as we see with [REDACTED] can be different than what you have. I would be happy to help in the development of a process if that would be beneficial. Just let me know.

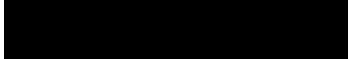
Bryan Siler
Eastern Division
bryan.siler@amwater.com
Phone: (859) 268-6350

"Candice
Deininger"

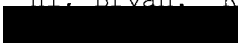
To <cdeining@lexingt
onky.gov> <Bryan.Siler@amwater.com>,
<Takisha.Walker@amwater.com>

08/26/2010 12:11

cc PM "Sheila Powell"
<sheilap@lexingtonky.gov>

Subject FW: 

(Embedded image moved to file: pic12993.jpg)

Hi, Bryan. Kindly refer to the following email from Sheila. I checked  account, and it appears that the discount has not been applied. Would you kindly check the status of this one and the other listed in the attachment and let Sheila 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

From: Sheila Powell
Sent: Thursday, August 26, 2010 8:48 AM
To: Candice Deininger
Cc: Cheryl [REDACTED]
Subject: [REDACTED]

Good Morning Candice

Can you check and see if [REDACTED] is receiving her 30% deductions she was on the list sent on 07-20-2009 she is hi-lighted in red on this list. Can you check and see if the others have received the deductions as well.

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, July 24, 2009.xls" deleted by Bryan Siler/KAWC/AWWSC]

----- 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: 08/27/2010 11:05 AM
Subject: RE: Account Class/Rate Information Changes

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, August 27, 2010 10:41 AM
To: Candice Deininger
Cc: Takisha.Walker@amwater.com
Subject: RE: Account Class/Rate Information Changes

Candice,

These have been corrected.

Bryan Siler
Eastern Division
bryan.siler@amwater.com
Phone: (859) 268-6350

"Candice
Deininger"
<cdeining@lexingt
To onky.gov> <Bryan.Siler@amwater.com>
cc 08/11/2010 03:05 <Takisha.Walker@amwater.com>
PM

Subject

RE: Account Class/Rate

Information

Changes

Hello - I found one other from my pending file . . . 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 13, 2010 1:42 PM
To: 'Bryan.Siler@amwater.com'
Cc: Takisha.Walker@amwater.com
Subject: Account Class/Rate Information Changes

Hello, Bryan. I was going through some accounts, and the following two need to be corrected as follows:

Premise [REDACTED] Coded commercial correctly but is being charged residential rate with taxes

should Premise [REDACTED] Coded as residential but
also be commercial; commercial rate is correct but taxes
need to be applied

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: Bryan Siler/KAWC/AWWSC@AWW
 Cc: Takisha D Walker/KAWC/AWWSC@AWW
 Date: 08/30/2010 05:53 PM
 Subject: Fw: KY -- Fw: Sewer Usage Call Referrals

FYI - The CSR that handled this call is no longer with the company. Apologies for the delay, but Call Handling was attempting to wait for the rep to return to work but that didn't occur.

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 08/30/2010 04:52 PM -----

From: Vicki M McGuire/CALLCTR/CORP/AWWSC
 To: CSC - Group Supervisors/AWWSC@AWW
 Cc: CSC - Group Supervisors/AWWSC@AWW, Kenneth D Evans/CALLCTR/CORP/AWWSC@AWW,
 Tricia A Lindley/CALLCTR/CORP/AWWSC@AWW
 Date: 08/30/2010 09:15 AM
 Subject: Re: KY -- Fw: Sewer Usage Call Referrals

Dana is no longer with the company.

Vicki McGuire
 Call Handling Team Supervisor
 850-471-4773 - Office
 850-471-4821- Fax
 vicki.mcguire@amwater.com

CSC - Group Supervisors/AWWSC

CSC - Group
 Supervisors/AWWSC
 Sent by: Tricia A Lindley
 08/17/2010 12:55 PM

To: Kenneth D Evans/CALLCTR/CORP/AWWSC@AWW
 cc: CSC - Group Supervisors/AWWSC@AWW, Vicki M
 McGuire/CALLCTR/CORP/AWWSC@AWW
 Subject: Re: KY -- Fw: Sewer Usage Call Referrals

Ken,

This call was not recorded.

Vicki,

Would you touch base with Dana Fails to see if she remembers this call and the conversation.

Thanks,

Kenneth D Evans Please see the emails below. Can s...

08/17/2010 10:58:21 AM

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:32 AM -----

From: "Zaeh, Chris (Wallingford)" <CZaeh@checkfree.com>
To: "Takisha.Walker@amwater.com" <Takisha.Walker@amwater.com>, "Bryan.Siler@amwater.com" <Bryan.Siler@amwater.com>
Cc: "Boscan, Saul (Wallingford)" <sboscan@checkfree.com>, "Todeasa, Sorin (Wallingford)" <STodeasa@checkfree.com>, "Zaeh, Chris (Wallingford)" <CZaeh@checkfree.com>
Date: 08/31/2010 09:54 AM
Subject: CheckFreePay Software

Bryan / Takisha,

We have some time available on Thursday, Sept. 2nd from 1:00 to 2:00; 2:00 - 3:00 or 4:00 - 5:00.

The associates from CheckFreePay that need to be included on this call are Sorin (Sr. I.T. Developer), Saul (Market Manager/Installer) and myself for support.

Thanks,

Chris

Chris L. Zaeh
Supervisor, East Region
Walk-in Solutions
Depository Institution Services
CheckFreePay
Office: (203) 679-4593
Mobile: (203) 868-4663
Fax (678) 375-2865
www.checkfreepay.com

----- 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: 08/31/2010 09:58 AM
Subject: LFUCG 7-10

Sewer & Landfill billing.



4669_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: Mike Firstenberg/ADMIN/CORP/AWWSC
 To: Bryan Siler/KAWC/AWWSC@AWW
 Date: 08/31/2010 10:27 AM
 Subject: Re: Fw: CheckFreePay Software

Any chance we can do Friday? My Thursday is booked solid (double-booked mostly). Anytime after 10a EDT would work on Friday.

Thanks,
 Mike

Michael H. Firstenberg, CISSP
 American Water - Security Operations
 mike.firstenberg@amwater.com
 office 856.568.5502
 mobile 856.296.5647

 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, other use of, or taking 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	Mike, Which time slot would work for yo...	08/31/2010 10:21:44 AM
-------------	--	------------------------

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:32 AM -----

From: "Zaeh, Chris (Wallingford)" <CZaeh@checkfree.com>
 To: "Bryan.Siler@amwater.com" <Bryan.Siler@amwater.com>
 Cc: "Boscan, Saul (Wallingford)" <sboscan@checkfree.com>, "Todeasa, Sorin (Wallingford)" <STodeasa@checkfree.com>, "Takisha.Walker@amwater.com" <Takisha.Walker@amwater.com>
 Date: 08/31/2010 10:46 AM
 Subject: RE: CheckFreePay Software

Hi Bryan,

Sorin is our key person for this call and he is available Friday at 11:00 a.m. I am off on this day, but I can call in from where I'll be.

thanks,
Chris

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

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]
Sent: Tuesday, August 31, 2010 10:39 AM
To: Zaeh, Chris (Wallingford)
Cc: Zaeh, Chris (Wallingford); Boscan, Saul (Wallingford); Todeasa, Sorin (Wallingford); Takisha.Walker@amwater.com
Subject: Re: CheckFreePay Software

Chris,

Would it be possible to do this after 10am on Friday. Our IT dept is unavailable on Thursday.

Bryan Siler
Eastern Division
bryan.siler@amwater.com
Phone: (859) 268-6350

"Zaeh, Chris
(Wallingford)"
<CZaeh@checkfree.
com>

08/31/2010 09:53
AM

"Takisha.Walker@amwater.com"
<Takisha.Walker@amwater.com>,
"Bryan.Siler@amwater.com"
<Bryan.Siler@amwater.com>

To

cc

"Boscan, Saul (Wallingford)"
<sboscan@checkfree.com>, "Todeasa,
Sorin (Wallingford)"
<STodeasa@checkfree.com>, "Zaeh,
Chris (Wallingford)"
<CZaeh@checkfree.com>

Subject

CheckFreePay Software

Bryan / Takisha,

We have some time available on Thursday, Sept. 2nd from 1:00 to 2:00; 2:00 - 3:00 or 4:00 - 5:00.

The associates from CheckFreePay that need to be included on this call are Sorin (Sr. I.T. Developer), Saul (Market Manager/Installer) and myself for support.

Thanks,

Chris

Chris L. Zaeh
 Supervisor, East Region
 Walk-in Solutions
 Depository Institution Services
 CheckFreePay
 Office: (203) 679-4593
 Mobile: (203) 868-4663
 Fax (678) 375-2865
 www.checkfreepay.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: 09/01/2010 09:38 AM
 Subject: Herbie file

Bryan,
 Have a wonderful 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



HERC0831.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: "Jose Rincon" <jrincon@lexingtonky.gov>
 Date: 09/01/2010 01:46 PM

Subject: [REDACTED]

Hi, Bryan. This location now has two services – a new one that serves the actual water usage for the restaurant (Premise [REDACTED]) and a pre-existing one that is now serving an irrigation system (Premise [REDACTED]). The old one was coded correctly for sewer charges; however, now that its function has changed, the sewer coding needs to be removed. Jose Rincon in our Division of Water Quality has verified that the old account is now serving only the irrigation system. Do you need to have the customer call in and verify this as well, or will you accept his on-site verification? If you will accept it, would you kindly remove the sewer coding please? Kindly let me know if this acceptable. 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 10:32 AM -----

From: "Candice Deininger" <cdeining@lexingtonky.gov>
 To: <Bryan.Siler@amwater.com>
 Cc: "Jose Rincon" <jrincon@lexingtonky.gov>
 Date: 09/01/2010 03:22 PM
 Subject: RE: [REDACTED]

Thanks very much, Bryan - will the sewer coding be removed? We really appreciate your 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: Wednesday, September 01, 2010 3:20 PM
 To: Candice Deininger
 Cc: Jose Rincon
 Subject: [REDACTED]

Yes, we will change it based on this e-mail.

Bryan Siler
 Eastern Division
 bryan.siler@amwater.com
 Phone: (859) 268-6350

"Candice
Deininger"
To: <cdeining@lexingt
onky.gov> <Bryan.Siler@amwater.com>
cc: 09/01/2010 01:46 "Jose Rincon"
PM <jrincon@lexingtonky.gov>
Subject [REDACTED]

Hi, Bryan. This location now has two services - a new one that serves the actual water usage for the restaurant (Premise [REDACTED] and a pre-existing one that is now serving an irrigation system (Premise [REDACTED]. The old one was coded correctly for sewer charges; however, now that its function has changed, the sewer coding needs to be removed. Jose Rincon in our Division of Water Quality has verified that the old account is now serving only the irrigation system. Do you need to have the customer call in and verify this as well, or will you accept his on-site verification? If you will accept it, would you kindly remove the sewer coding please? Kindly let me know if this acceptable. 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 10:32 AM -----

From: "Candice Deininger" <cdeining@lexingtonky.gov>
To: <Bryan.Siler@amwater.com>
Cc: <Takisha.Walker@amwater.com>

Date: 09/03/2010 09:37 AM
Subject: R [REDACTED]

Great! Glad we were both, so to speak, 'right on the money' - lol!!

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, September 03, 2010 9:29 AM
To: Candice Deininger
Cc: Takisha.Walker@amwater.com
Subject: RE: [REDACTED]

I had a similar amount.

Bryan Siler
Eastern Division
bryan.siler@amwater.com
Phone: (859) 268-6350

"Candice
Deininger"
To: <cdeining@lexingt
onky.gov> <Bryan.Siler@amwater.com>
cc: 09/01/2010 04:16 <Takisha.Walker@amwater.com>
PM
Subject: [REDACTED] RE: [REDACTED]

Okay - I've already prepared a simple spreadsheet where I've calculated the sewer charges based on the usage and using the sewer rates for the designated periods of time. The billing irregularities actually began with the August 2008 billing up to including the billing for August 2010. By my calculations, we're looking at a backbilling of sewer fees alone in the vicinity of \$30,083.08

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 01, 2010 4:10 PM
To: Candice Deininger
Cc: Takisha.Walker@amwater.com
Subject: RE: [REDACTED]

Absolutely. [REDACTED]

Bryan Siler
Eastern Division
bryan.siler@amwater.com
Phone: (859) 268-6350

"Candice
Deininger"
To: <cdeining@lexingt
onky.gov> <Bryan.Siler@amwater.com>
cc 09/01/2010 04:05 <Takisha.Walker@amwater.com>
Subject PM
[REDACTED]

RE: [REDACTED]

[REDACTED]

Since we have the usages, will you be backbilling for both water and sewer?

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

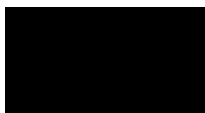
-----Original Message-----

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]
Sent: Wednesday, September 01, 2010 4:04 PM
To: Candice Deininger
Cc: Takisha.Walker@amwater.com
Subject: RE: [REDACTED]

Yes, and they were not.

Bryan Siler
Eastern Division
bryan.siler@amwater.com
Phone: (859) 268-6350

"Candice
Deininger"
To: <cdeining@lexingt
onky.gov> <Bryan.Siler@amwater.com>
cc 09/01/2010 03:45 <Takisha.Walker@amwater.com>
Subject PM
RE: [REDACTED]



So, does this mean that the usage for the two meters should have been pulling in for 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, September 01, 2010 3:42 PM
To: Candice Deininger
Cc: Takisha.Walker@amwater.com; Bryan.Siler@amwater.com
Subject: RE: [REDACTED]

Candice,

There were eleven meters set up on this account and eight of them have been closed. The remaining sewer services are not "mapped" to the correct water services. This is being corrected as I write this. I will let you know when it is complete. It should be complete before the account bills again.

Bryan Siler
Eastern Division
bryan.siler@amwater.com
Phone: (859) 268-6350

"Candice
Deininger"

To <cdeining@lexingt
onky.gov> <Bryan.Siler@amwater.com>

cc 08/31/2010 02:24 <Takisha.Walker@amwater.com>

Subject PM

[REDACTED] RE: [REDACTED]

Hi, Bryan - any luck finding something out about this account? This route will probably be read within the next 2-3 days and billed some time next week. Thanks!

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, August 11, 2010 12:47 PM
To: 'Bryan.Siler@amwater.com'
Cc: Takisha.Walker@amwater.com
Subject: FW: [REDACTED]

Hello again. I was going through my pending file and was wondering if you had a chance to look into this. I just checked the August billing and noticed that only one meter reading for 4 ccf was billed.

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, July 23, 2010 11:18 AM
To: 'Bryan.Siler@amwater.com'
Cc: Takisha.Walker@amwater.com
Subject: [REDACTED]

Okay - my turn! I was looking at the above account and noticed that the usage for two of the three meters appear not to be billing. Usages for July billing total 251 ccf (see below), however, billing shows only 2 ccf (see below). This situation looks to have started with the September 2008 billing. Are there any notes on the account that would indicate why usages on two of the meters are not being pulled in for billing? Thanks very much for looking into this - much appreciated, Bryan!!

(Embedded image moved to file: pic09166.jpg)

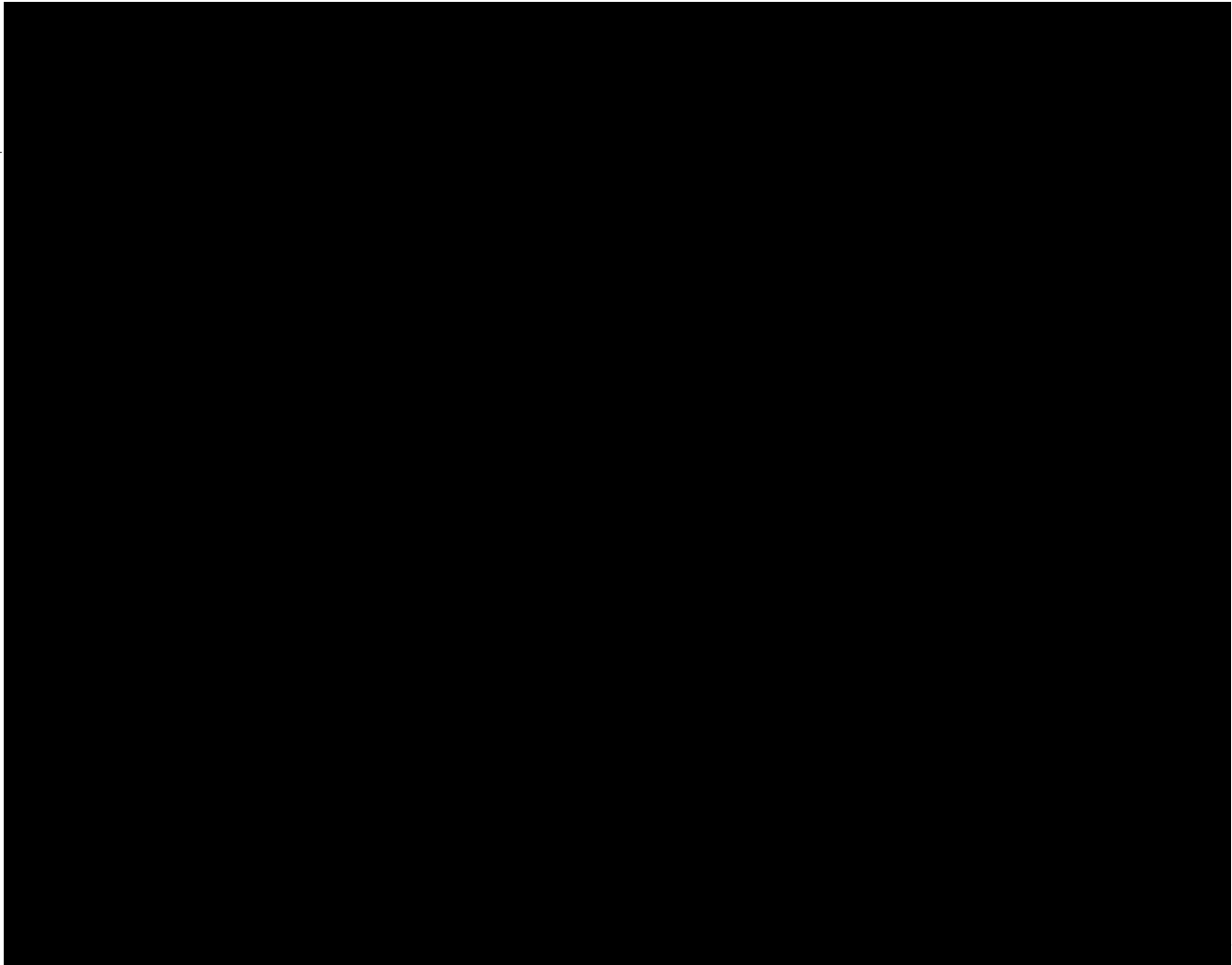
(Embedded image moved to file: pic16893.jpg)

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: Bryan Siler/KAWC/AWWSC
To: Kevin R Mixon/CALLCTR/CORP/AWWSC@AWW, Darue Smith/CALLCTR/CORP/AWWSC@AWW, Amanda West/CALLCTR/CORP/AWWSC@AWW
Cc: Takisha D Walker/KAWC/AWWSC@AWW
Date: 02/14/2013 09:51 AM
Subject: [REDACTED] - Please Hold September Bill for Review

Please make sure we hold this bill so I can review the charges. Thanks.



Bryan Siler
Eastern Division
bryan.siler@amwater.com
Phone: (859) 268-6350

----- 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: 09/03/2010 01:56 PM
Subject: RE: KAWC office is closed on Monday, September 6, 2010 for Labor Day.

Thanks, Bryan - we're closed, too!

As I'm sure you're aware, things will be sort of crazy downtown because of the WEG and Spotlight Lexington. It all starts on September 24 and ends on October 10. Because of the live entertainment in three different venues downtown, it has been requested that as many LFUCG employees as possible complete their eight-hour shifts between 4 and 4:30 daily - this is for two reasons: not to get caught in traffic and to provide parking places for the anticipated throngs of people

attending the events. In addition, the final determination of which downtown streets will be closed to traffic has not been made yet; we've also been told that Police will have the authority to immediately close a street if the number of people walking/milling around warrant it. (Should make for fun trying to get home.) Government offices will be open their regular time, 8-5, but only skeleton staffs will man the offices between 4 and 5 during the business week. I plan on taking vacation the last week in September, and Lynne will be here 7:30-4:00 daily if you need immediate assistance. I'll be working the 'late' shift on October 4 and 5 and will be here until 5. A WEG update is scheduled for us on Tuesday at 1:00 at which time we're supposed to get answers to other questions and the status of existing issues. I'll keep you posted.

I don't know who is in charge of the meter reading schedule now, but I sure hope they have taken into consideration the downtown area and surrounding blocks for that two-week period. I would strongly advise that downtown be avoided and not used as an access to locations on the outskirts of town.

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, September 03, 2010 1:33 PM
 To: Candice Deininger
 Subject: KAWC office is closed on Monday, September 6, 2010 for Labor Day.

Just wanted to make sure you knew.

Bryan Siler
 Eastern Division
 bryan.siler@amwater.com
 Phone: (859) 268-6350

----- 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: "Kimberly Bryan" <kbryan@lexingtonky.gov>
 Date: 09/07/2010 08:17 AM
 Subject: RE: August Reports

Yeah - Mary is no longer here . . . she went back to ECU. In her place, would you kindly send to Kim Bryan who is acting director. Her email address is kbryan@lexingtonky.com. 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, September 03, 2010 4:43 PM
To: Candice Deininger
Subject: Fw: August Reports

FYI - I got this returned mail.

Bryan Siler
Eastern Division
bryan.siler@amwater.com
Phone: (859) 268-6350

----- Forwarded by Bryan Siler/KAWC/AWWS on 09/03/2010 04:43 PM -----

Your August Reports
document:

mfister@lexingtonky.gov

This is an automatically generated Delivery Status
Notification.

Delivery to the following recipients failed.

mfister@lexingtonky.gov

What should you do?

You can resend the undeliverable document to the recipients listed above by choosing the Resend button or the Resend command on the Actions menu.

Once you have resent the document you may delete this Delivery Failure Report.

If resending the document is not successful you will receive a new failure report.

Unless you receive other Delivery Failure Reports, the document was successfully delivered to all other recipients.

AW02/AWX, AW02/AWX, HUBDOM1/DOMSVR/AWWS, SERMAIL2/DOMSVR/AWWS

To: cdeining@lfucg.com, rhicks@lfucg.com, dgerardi@lfucg.com,
Rachel.Cole@amwater.com, mfister@lfucg.com, billo@lfucg.com,
khicks@lfucg.com, lvahle@lfucg.com, smulligan@lfucg.com,
Takisha.Walker@amwater.com, jhoskins@lfucg.com,
cecilyc@lexingtonky.gov, Susan.Lee@amwater.com,
Steven.Snowden@amwater.com

cc:

Date: 04:30:21 PM AST Today

Subject: August Reports

Hello,

Attached are the sewer, landfill and water quality management fee monthly reports for your review. There were 2 Residential and 5 OPA accounts that were billed \$11.27 in taxes. These will be corrected.

Please let me know if you have any questions.

Thank you.

(See attached file: LFUCG 0810 Report.xls) (See attached file: LFUCG 0810 Aging Totals.pdf)

Bryan Siler
Eastern Division
bryan.siler@amwater.com
Phone: (859) 268-6350
(See attached file: LFUCG 0810 Report.xls) (See attached file: LFUCG 0810 Aging Totals.pdf)

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:32 AM -----

From: Matthew S Bryda/PAWC/AWWSC
To: Jody E McCracken/SERVCO/AWWSC@AWW, Sonya S Metcalfe/ADMIN/CORP/AWWSC@AWW, Cheryl DiSanti/PAWC/AWWSC@AWW, Karl B Wilkins/AZAWC/AWWSC@AWW, Karen K Roney/CALLCTR/CORP/AWWSC@AWW, Peter R Huver/SHARVCS/AWWSC@AWW, Michael J Everly/SERVCO/AWWSC@AWW, Bill Cox/IS/CORP/AWWSC@AWW, OAM - Data Archiving, Carol A Goulstone/IS/CORP/AWWSC@AWW, David S Derr/PAWC/AWWSC@AWW
Date: 09/08/2010 08:00 AM
Subject: OIR/OAM Update

All,

I wanted to give everyone an update on the status of the OIR/OAM server. As you all are aware as part of the virus outbreak last month we had begun a process of shutting OIR server processes down overnight while we scanned for viruses. Following a clean scan we would bring the server back online prior to 7:30 in the morning.

I am pleased to report that we have not had a virus outbreak since we begun this process. Therefore the teams that have been handling this issue have decided we will not be taking the server offline at night and will continue to monitor the server for virus infections. We have restored the server to full 24/7 operation as of today.

Thank you all for your patience and understanding as we worked through this outbreak. Please

let me know if you have any questions or concerns.

-Matt

 Matt Bryda
 Windows Team Lead
 American Water
 800 W. Hersheypark Dr.
 Hershey, PA 17033

Phone:(717)-520-4513

Cell:(717)-433-0458

----- 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>, "Hilori Morgan" <hmorgan@lexingtonky.gov>, "Scott Dickison" <sdickison@lexingtonky.gov>, "Robert Bowman" <rbowman2@lexingtonky.gov>, "Julie Mantrom" <jmantrom@lexingtonky.gov>, "Cassie Felty" <mfelty@lexingtonky.gov>
 Date: 09/08/2010 08:26 AM
 Subject: RE: OAM Update

Thanks for the update - that's great news!!

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 8:25 AM
 To: Candice Deininger
 Cc: Takisha.Walker@amwater.com
 Subject: OAM Update

Candice,

At least for now, we will not be taking the OAM server off-line at night any longer. We have restored the server to full 24/7 operation as of today.

Bryan

----- 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: 09/08/2010 02:33 PM
 Subject: File

☺ Have a great 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



HERC0908.TXT

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:32 AM -----

From: Patricia A Butler/CALLCTR/CORP/AWWSC
To: "Candice Deininger" <cdeining@lexingtonky.gov>@AWX
Cc: Bryan.Siler@amwater.com, Candiss.Martin@amwater.com, Linda.Toussaint@amwater.com, Penny.Pohlman@amwater.com, specialaccts@amwater.com, Takisha.Walker@amwater.com
Date: 09/08/2010 04:16 PM
Subject: RE: Kentucky account [REDACTED]

Hi Candice,

[REDACTED] called the call center on 6/25/10 and gave the number as [REDACTED] et
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@lexingtonky.gov>



"Candice Deininger"
<cdeining@lexingtonky.gov>
>

09/08/2010 03:01 PM

To <Patricia.Butler@amwater.com>,
<Takisha.Walker@amwater.com>,
<Bryan.Siler@amwater.com>,
<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 [REDACTED]
Subject: Fw: Kentucky account [REDACTED]

Hi Adrian,

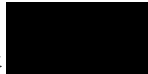
This is under the wrong area code if it is in fact to be charged for sewer, but there is also an open contact here due to the customer stating this is a water cooling tower and they don't believe it should be charged for sewer at all. At this point, I can reverse the incorrect area code charges, but 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/AWWS 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 

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 10:32 AM -----

From: "Candice Deininger" <cdeining@lexingtonky.gov>
 To: <Bryan.Siler@amwater.com>
 Cc: <Candiss.Martin@amwater.com>, <Linda.Toussaint@amwater.com>, <Patricia.Butler@amwater.com>, <Penny.Pohlman@amwater.com>, <specialaccts@amwater.com>, <Takisha.Walker@amwater.com>
 Date: 09/08/2010 04:50 PM
 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/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
 AM
 Subject

RE: [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: [REDACTED]

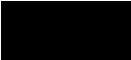
Hi Candice,

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"

To <cdeining@lexingt
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 [REDACTED]
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,

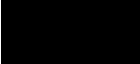
Patty Butler
Special Accounts Representative
American Water
Phone - 866-772-2228 ext 5023

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 

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

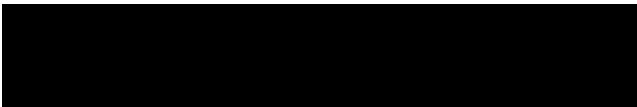
----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:32 AM -----

From: "Conan E Brooks" <cbrooks@lexingtonky.gov>
To: <Bryan.Siler@amwater.com>
Date: 09/09/2010 12:18 PM
Subject: RE: Confirmed: Meeting with LFUCG to discuss Energy Cap (Sep 9 10:30 AM EDT in KAWC - First Floor Large CR/KAWC - Lexington@AWW)

Hey Bryan,

I would like to make a written request for an OAM account to be made. I believe you needed an email address to use and password.

If that is true, please use:



Let me know if this suffices or if you need something else.

Thanks again

CB

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

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]
Sent: Wednesday, September 08, 2010 2:12 PM
To: Conan E Brooks
Cc: James Bush; Takisha.Walker@amwater.com
Subject: RE: Confirmed: Meeting with LFUCG to discuss Energy Cap (Sep 9 10:30 AM EDT in KAWC - First Floor Large CR/KAWC - Lexington@AWW)

Thanks Conan.

Here are some responses that might help.

Bryan

1. account information for "new" accounts (e.g. the blanks in the database)

The Online Account Manager (OAM) contains information on all new accounts.

These are currently reviewed monthly by the LFUCG and are

geocoded.
The

OAM may be a good source for this information.

2. online viewing of bills. Can this be done without disrupting paper bill?

Yes. You can even group bills together to make it easier.

3. electronic delivery of water account information (flat file)

Currently we offer the data that is posted to the Online Account Manager (OAM).

I do not think this contains all of the information you need because it is only for

premises with sewer, landfill or water quality fee charges. If the premise is

water only it will not be listed on the OAM.

4. electronic billing - what are the roadblocks?

Currently, we only offer paper bills and our website for getting and paying bills.

Bryan Siler
Eastern Division
bryan.siler@amwater.com
Phone: (859) 268-6350

"Conan E Brooks"
<cbrooks@lexingto
nky.gov>

To

<Bryan.Siler@amwater.com>, "James
Bush" <jbush@lexingtonky.gov>

09/08/2010 01:48

PM

cc

<Takisha.Walker@amwater.com>

Subject

RE: Confirmed: Meeting with LFUCG
to discuss Energy Cap (Sep 9
AM EDT in KAWC - First Floor

10:30

Large

CR/KAWC - Lexington@AWW)

We plan on asking about:

Water usage for billing purposes, and corrected or flagged accounts in spreadsheet. (see waterflatfile.xls spreadsheet "flags")

We plan on importing account information into a new software in order to help us track and pay bills more efficiently. The second attachment is the file we will use to do this (look at the "import" worksheet). On the left is your spreadsheet information, on the right is information from the department that pays our bills. We have filled in property information.

Jame's agenda:

1. account information for "new" accounts (e.g. the blanks in the database)
2. online viewing of bills. Can this be done without disrupting paper bill?
3. electronic delivery of water account information (flat file)
4. electronic billing - what are the roadblocks?

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]
Sent: Wednesday, September 08, 2010 1:30 PM
To: Conan E Brooks; James Bush
Cc: Takisha.Walker@amwater.com
Subject: Confirmed: Meeting with LFUCG to discuss Energy Cap (Sep 9 10:30 AM EDT in KAWC - First Floor Large CR/KAWC - Lexington@AWW)

Description

Conan,

Please let me know what I need to prepare for this meeting. Otherwise it may not be as productive as necessary. [attachment "WaterFlatFile(2).xls" deleted by Bryan Siler/KAWC/AWWSC] [attachment "BUSHwatertodatabase.xls" deleted by Bryan Siler/KAWC/AWWSC]

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:32 AM -----

From: Bryan Siler/KAWC/AWWSC
To: "Hilori Morgan" <hmorgan@lexingtonky.gov>@AWX
Date: 09/13/2010 04:28 PM
Subject: Cancel/Rebills

Hilori,

Here is the list of premises that were billed incorrectly. Cancel/Rebills are being sent with letters to explain what happened.



Hilori_Premises.xls

Bryan Siler
Eastern Division
bryan.siler@amwater.com
Phone: (859) 268-6350

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:32 AM -----

From: "Candice Deininger" <cdeining@lexingtonky.gov>
To: "Sheila Powell" <sheilap@lexingtonky.gov>
Cc: <Bryan.Siler@amwater.com>
Date: 09/14/2010 02:14 PM
Subject: RE: There were no Sewer 30% discount for the weekending in 09-10-2010

Thanks, Sheila!

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, September 14, 2010 1:53 PM
To: Candice Deininger

Subject: There were no Sewer 30% discount for the weekending in 09-10-2010

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: Emily R Vetter/CALLCTR/CORP/AWWSC
To: Bryan Siler/KAWC/AWWSC@AWW
Date: 09/15/2010 09:40 AM
Subject: Fw: Sewer Adjustments for Customers that Do Not Have a Fall/Winter Average

Emily Vetter
Account Resolution Specialist
Alton CSC
Phone: 1-866-957-2886 ext 6221
Fax 1-618-433-4071
E-mail Emily.Vetter@amwater.com

----- Forwarded by Emily R Vetter/CALLCTR/CORP/AWWSC on 09/15/2010 08:40 AM -----



Bryan Siler/KAWC/AWWSC

10/21/2009 07:28 AM

To: Emily R Vetter/CALLCTR/CORP/AWWSC@AWW
cc

Subject: Fw: Sewer Adjustments for Customers that Do Not Have a Fall/Winter Average

Emily,

We only charge them 90% of water. Have we been giving 75% adjustments of that 90%?

Call me if you'd like. I hope I didn't misunderstand what she said - i certainly don't want to complicate this issue.

Thanks...

Bryan Siler
Southeast Region
bryan.siler@amwater.com
Phone: (859) 268-6350
Fax: (859) 335-3350

----- Forwarded by Bryan Siler/KAWC/AWWSC on 10/21/2009 08:26 AM -----



"Candice Deininger"
<cdeining@lfucg.com>
10/21/2009 08:15 AM

To <Bryan.Siler@amwater.com>
cc <Emily.Vetter@amwater.com>, "Charles Martin"
<chmartin@lfucg.com>, "Julie Mantrom"
<jmantrom@lfucg.com>
Subject RE: Sewer Adjustments for Customers that Do Not Have a
Fall/Winter Average

Good morning, Bryan. As you may have seen from Cassie's reply yesterday afternoon, I was in a meeting with them. I was able to bring up this situation for discussion with Charlie and Julie, and it is Charlie's recommendation for KAWC to do sewer adjustments at 75% of the originally billed water usage for customers who do not have a FWA.

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, October 19, 2009 11:18 AM
To: Candice Deininger
Cc: Emily.Vetter@amwater.com
Subject: Fw: Sewer Adjustments for Customers that Do Not Have a
Fall/Winter Average

Candice,

Did you ever find anything out on this? We have one to do now.

Bryan Siler
Southeast Region
bryan.siler@amwater.com
Phone: (859) 268-6350
Fax: (859) 335-3350

----- Forwarded by Bryan Siler/KAWC/AWWS on 10/19/2009 11:16 AM -----

"Candice
Deininger"
To: <cdeining@lfucg.com>
<Bryan.Siler@amwater.com>
cc: 10/07/2009 10:07 AM
Subject: RE: Sewer Adjustments for
Customers that Do Not Have a Fall/Winter
Average

Hey, Bryan! I have an idea of how I would handle it; however, I do not make policy alone so I would have to run it by the folks in Water Quality. I have my weekly meeting this afternoon down there; and if Charlie and Julie are available, perhaps I can quickly run this by them and get back to you - probably tomorrow or Friday.

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: Wednesday, October 07, 2009 10:01 AM
To: Candice Deininger
Subject: Sewer Adjustments for Customers that Do Not Have a Fall/Winter

Average

Candice,

Customers that do not have an established FWA bill sewer at 90%. How should we handle a hidden leak adjustment where we credit 75% of the excess usage for these customers? Should we simply adjust the sewer at 90% of the 75% usage adjustment? Should we calculate an average? This came up as a question from one of our billing folks. I'm glad it did because it shows they're thinking. When they looked, there wasn't an instruction that addressed this particular circumstance.

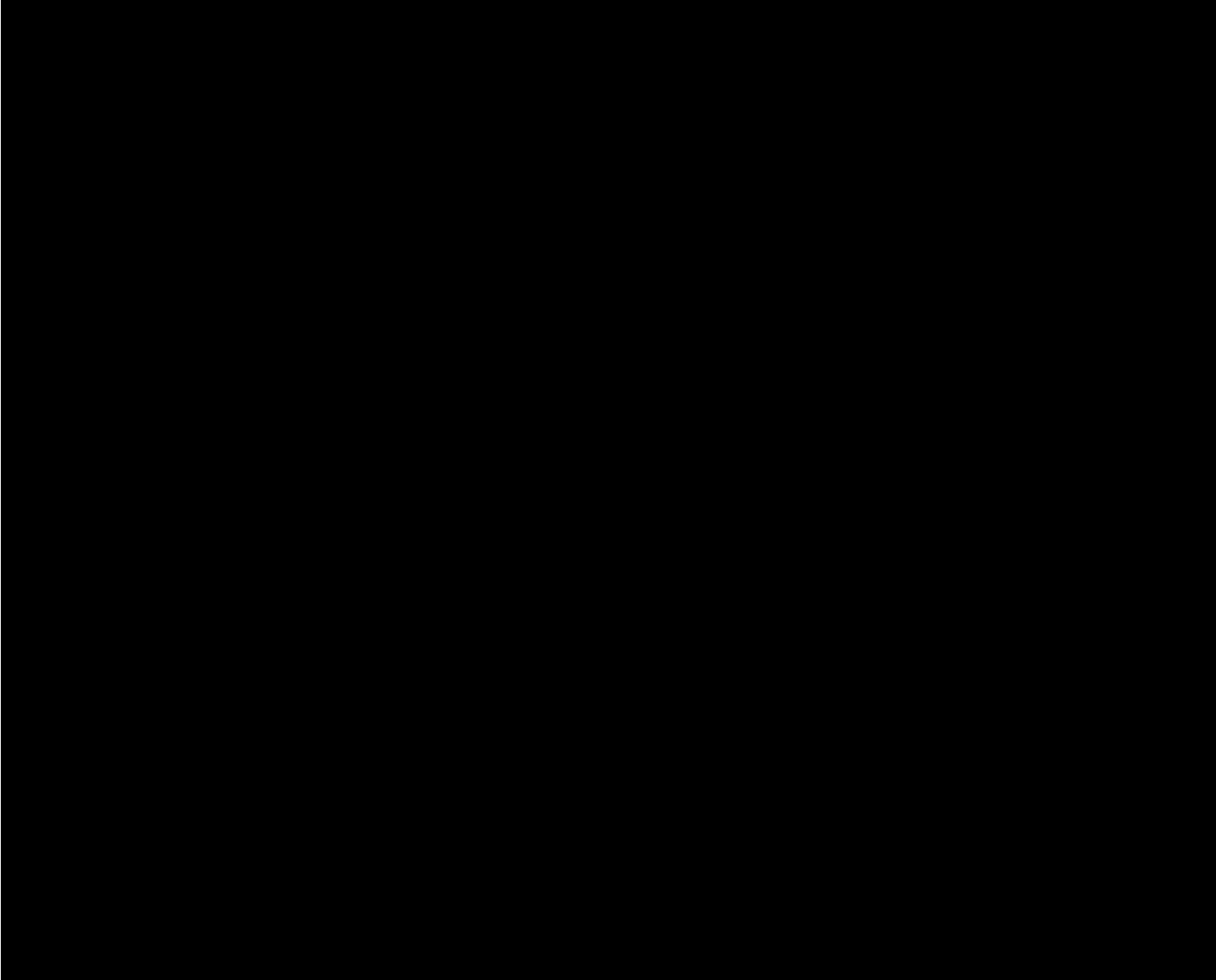
Thanks for your help.

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: "Jose Rincon" <jrincon@lexingtonky.gov>
Date: 09/15/2010 02:54 PM
Subject: Billing On Premise [REDACTED]

Hi, Bryan. Kindly take a look at the transaction of 09/09/10 – clearly the usage does not equal the computed charges – were there other transactions for that date and the amount showing is the result of multiple of transactions? I'm holding an exclusion credit for this account depending on what you are able to find out. Thanks a lot, Bryan!



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: "Conan E Brooks" <cbrooks@lexingtonky.gov>
To: <Candiss.Martin@amwater.com>, <Bryan.Siler@amwater.com>
Cc: <Linda.Toussaint@amwater.com>
Date: 09/15/2010 04:14 PM
Subject: RE: Fw: Service Call Ticket 483098 in regards to "General Service Request V2" has been created.

See below.

thanks

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

From: Candiss.Martin@amwater.com [mailto:Candiss.Martin@amwater.com]
 Sent: Wednesday, September 15, 2010 1:26 PM
 To: Bryan.Siler@amwater.com; Conan E Brooks
 Cc: Linda.Toussaint@amwater.com
 Subject: Re: Fw: Service Call Ticket 483098 in regards to "General Service Request V2" has been created.

Conan,

Wynona with out IT dept. has been given your request for processing. She did have two questions listed below before she can continue.

"I need to verify a few things before creating this new OAM user for LFUCG - KY:

1. Is the user's name for email address jbush@lexingtonky.gov 'Conan Brooks' or is this just the requester? What name should I use with this email address?

I am requesting this on behalf of James Bush. His email is jbush@lexingtonky.gov, so we would like any corresponding emails on the account to him.

2. Should this new user have access to the usage data or the contract billing downloads or both set of reports / downloads?"

I'm not sure what the contract billing downloads are? Could you please clarify (although it doesn't sound like we will need access to it). We do not wish to pay any bills, just view data on the accounts.

cb

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

Candiss L
 Martin/CALLCTR/CO
 RP/AWWSC

09/10/2010 02:45
 PM

To
 Bryan Siler/KAWC/AWWSC@AWW
 cc
 Linda K Toussaint/ILAWC/AWWSC@AWW
 Subject
 Fw: Service Call Ticket 483098 in
 regards to "General Service Request
 V2" has been created.

The request has been entered. I will let you know when it is completed.

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

----- Forwarded by Candiss L Martin/CALLCTR/CORP/AWWSC on 09/10/2010 02:44 PM -----

"American Water Service Desk" <awservicedesk@am water.com>	<Candiss.Martin@amwater.com>	To
09/10/2010 02:43 PM		cc
		Subject
	Service Call Ticket 483098 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: 483098
 Reported On: September 10, 2010 15:43
 Description: Process/Application:
 >> Process Not Listed (as defined above)
 Service Request Detail:
 >> email from Conan Brooks/LFUCG Sewer KY..add email address
 jrbush@lexingtonky.gov for access to OAM..Conan can be contacted at ph.
 859-425-2287..

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 483098.

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: "Sheila Long" <slong@lexingtonky.gov>
To: <Bryan.Siler@amwater.com>
Date: 09/15/2010 05:43 PM
Subject:

Here you go. Have 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



HERC0915.TXT

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:32 AM -----

From: Takisha D Walker/KAWC/AWWSC
To: Linda K Toussaint/ILAWC/AWWSC@AWW
Cc: Bryan Siler/KAWC/AWWSC@AWW
Date: 09/16/2010 05:31 PM
Subject: Re: KY: LFUCG Acct Issues

Hello Linda,

I have reviewed the email and understand your concerns. There appears to be a misunderstanding based upon LFUCG request and our internal terminology.

When LFUCG is requesting that we make a charge inactive, they are requesting that we stop billing that charge. If there is no other charges being billed on that account then we should close out the account. Since it is necessary in our system to close out the account as it will attempt to bill although there is not any amounts to bill. They do not request an account closing because they are not aware that we also need to close out an account in our system to completely stop it from billing.

If there is a request to open an account and there is no fix charge attached to that premise to bill, please inform us that the fee needs to be attached per request from LFUCG. The fix charge not attached to the premise is either a premise set-up error or the request to bill came prior then the monthly updates to add the fix charge.

These requests should continued to be handled in Special Accounts as it is for other states and please feel free to contact LFUCG if you have any questions regarding their request.

Please let me know if you have any additional questions or if this does not address your concerns.

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
 Linda K Toussaint/ILAWC/AWWSC



Linda K
 Toussaint/ILAWC/AWWSC
 09/16/2010 12:06 PM

To Takisha D Walker/KAWC/AWWSC@AWW
 cc Bryan Siler/KAWC/AWWSC@AWW
 Subject KY: LFUCG Acct Issues



Hi -

Any thoughts on this? We received 6 requests today from Hilori to start and final accounts. Please advise how you want to handle these requests? .. 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

----- Forwarded by Linda K Toussaint/ILAWC/AWWSC on 09/16/2010 11:06 AM -----



Linda K
 Toussaint/ILAWC/AWWSC
 09/15/2010 03:15 PM

To Takisha D Walker/KAWC/AWWSC
 cc Bryan Siler/KAWC/AWWSC@AWW
 Subject KY: LFUCG Acct Issues

Hi Takisha & Bryan -

Thank you for today, it helped fill in some of the blanks with the LFUCG water quality process. Appreciate the time both of you have put in to this project. Regarding the accounts in Bryan's email below, I may have identified part of the issue. You may or may not be aware that Candice with LFUCG emails account change requests directly to Special Accounts (such as ON, OFF's, inactivate fixed charge, credit fixed charges). Some of this may account for the reason Bryan is advising us to close an account that Candice just authorized as ON. If you are not receiving these updates, you would not have the data for your report.

For example the first account on Bryan's list below [REDACTED] is a request from Candice to credit the WQMF, make it inactive, but nothing about closing the account. So we have active accounts with the fixed charge made inactive. There are a few on the list like this.

Another example is #606830... the ONCL was entered by Deidra S Hayden, but no fixed charge was set

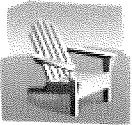
up in FIX. This is why it is pulling for a -0- bill. Others have the ONCL but the fixed charge is inactive per Candice. There are quite a few like this.

You can see how important it is that your office be the point of contact for all account updates and changes. Too much is being done on our end as part of LFUCG's requests without your office knowing about them.

Would you like me to advise Candice that LFUCG account requests need to go thru Bryan as the primary, or is this a conversation you would like to have with LFUCG? Please also confirm if we should not be contacting LFUCG regarding questions on the LFUCG change requests...that it should be handled thru Bryan, and if he needs Special Accounts to process an adjustment, we can do that. I appreciate what a very sensitive issue this is, and will speak with my group to handle with kid gloves. Anything we can do to help make this work, please let me know. Anything suggestions or requests you have regarding our part of the process, please feel free to contact me. Thank you both and have a good evening.

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

----- Forwarded by Linda K Toussaint/ILAWC/AWWSC on 09/15/2010 02:13 PM -----




Bryan Siler/KAWC/AWWSC

09/10/2010 02:04 PM

To: Linda K Toussaint/ILAWC/AWWSC@AWW

cc: Candiss L Martin/CALLCTR/CORP/AWWSC@AWW, Patricia A Butler/CALLCTR/CORP/AWWSC@AWW, Takisha D Walker/KAWC/AWWSC@AWW

Subject: Re: KY: 18 zero bills in batch 12014 

Linda,

I will check with Takisha on what we should do with the last three accounts below. Do you need me to close these accounts?

ACCOUNT	STATUS	ACTION
[REDACTED]	NM - Went to zero	Close
[REDACTED]	NM - went to zero	Close
[REDACTED]	NM - No quantity yet	Close
[REDACTED]	NM - No quantity yet	Close
[REDACTED]	NM - No quantity yet	Close
[REDACTED]	NM - No quantity yet	Close
[REDACTED]	NM - No quantity yet	Close
[REDACTED]	NM - No quantity yet	Close
[REDACTED]	NM - No quantity yet	Close
[REDACTED]	NM - No quantity yet	Close
[REDACTED]	NM - No quantity yet	Close
[REDACTED]	NM - No quantity yet	Close
[REDACTED]	NM - No quantity yet	Close
[REDACTED]	NM - No quantity yet	Close
[REDACTED]	NM - No quantity yet	Close
[REDACTED]	NM - No quantity yet	Close
[REDACTED]	NM - went to zero - credit balance	Refund
[REDACTED]	NM - went to zero - credit balance	Refund
[REDACTED]	NM - went to zero - credit balance	Refund
[REDACTED]	NM - Went to zero , prior balance.	Will we still send bills if account is closed?
[REDACTED]	NM - Went to zero , prior balance.	Will we still send bills if account is closed?
[REDACTED]	NM - Went to zero , prior balance.	Will we still send bills if account is closed?

Bryan Siler
 Eastern Division
 bryan.siler@amwater.com
 Phone: (859) 268-6350

Linda K Toussaint/ILAWC/AWWSC



Linda K
 Toussaint/ILAWC/AWWSC
 09/10/2010 01:49 PM

To Takisha D Walker/KAWC/AWWSC@AWW
 cc Bryan Siler/KAWC/AWWSC@AWW, Candiss L
 Martin/CALLCTR/CORP/AWWSC@AWW, Patricia A
 Butler/CALLCTR/CORP/AWWSC@AWW
 Subject Re: KY: 18 zero bills in batch 12014

Thank you Takisha. If there is anything we can do to help, please let us know .. thank you and have a great weekend.

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 Linda, We will review the acco...

09/10/2010 12:48:35 PM

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:32 AM -----

From: Linda K Toussaint/LAWC/AWWSC
To: Takisha D Walker/KAWC/AWWSC@AWW
Cc: Bryan Siler/KAWC/AWWSC@AWW
Date: 09/16/2010 05:43 PM
Subject: Re: KY: LFUCG Acct Issues

Hi Takisha -

We can not arbitrarily close an account without authorization. I will contact LFUCG to advise if they are telling us to credit the fee and make the fixed charge inactive, to please also include in their request to close the account (if that is the only charge billing).

For the requests to start an account, do you want us to advise your office of those accounts for your report? We will be working the 6 requests from 9/16/10 (ON/OFFS). I would be happy to provide you with a list. Any requests for ON's that come over and there isn't a fixed charge in the system, we will contact your office for set up.

If there is anything else you need from us, or anything we need to change, please let me know. Thank you for your help and direction. Have a great evening.

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 Linda, I have reviewed the ema... 09/16/2010 04:31:19 PM

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:32 AM -----

From: "Candice Deininger" <cdeining@lexingtonky.gov>
To: "Sheila Powell" <sheilap@lexingtonky.gov>
Cc: <Bryan.Siler@amwater.com>
Date: 09/20/2010 08:26 AM
Subject: RE: Had no 30% Sewer deductions for the week ending 09-17-2010

Good morning, Sheila, and 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: Monday, September 20, 2010 8:24 AM

To: Candice Deining

Subject: Had no 30% Sewer deductions for the week ending 09-17-2010

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: Candiss L Martin/CALLCTR/CORP/AWWSC
To: "Conan E Brooks" <cbrooks@lexingtonky.gov>@AWX
Cc: Bryan.Siler@amwater.com
Date: 09/22/2010 11:57 AM
Subject: Re: OAM log-in

Conan,

You would first go to our web site at www.amwater.com.

In the upper right hand corner of the homepage, you'll see a drop down box that says "select your state" Drop down and choose KY and hit enter.

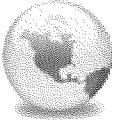
In the middle of the next page, you'll see "customer service" on a square photo. Click on that.

At the bottom of the next page, you'll see "Kentucky American Water Business Partner Logon". Click on that.

It should then take you into the screen where you can enter your log on and password.

You should be able to create your own link from the website. If I send you the link we use, it probably won't work for you because we access it internally through the company's intranet, not the internet. Let me know if you have any other problems.

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
 "Conan E Brooks" <cbrooks@lexingtonky.gov>



"Conan E Brooks"
 <cbrooks@lexingtonky.gov>

To <Candiss.Martin@amwater.com>

cc <Bryan.Siler@amwater.com>

09/21/2010 08:25 AM

Subject OAM log-in

Hey Candiss,

We have been given access to the OAM for American Water. What is the link for the portal page? Its not the same as MyH2O, is it?

Thanks

cb

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

From: James Bush
 Sent: Monday, September 20, 2010 12:20 PM
 To: Conan E Brooks
 Subject: FW: WO 381393 - new OAM user for LFUCG - KYPR

Conan, please take it for a test drive. Thanks, - james

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

From: Candiss.Martin@amwater.com [mailto:Candiss.Martin@amwater.com]
 Sent: Monday, September 20, 2010 12:12 PM
 To: James Bush
 Cc: Wynona.Caldwell@amwater.com
 Subject: Fw: WO 381393 - new OAM user for LFUCG - KYPR

Here's your new user id and password. Let me know if you have any issues with logging on. Thanks...

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

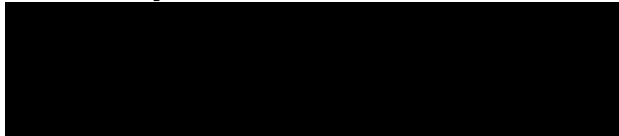
----- Forwarded by Candiss L Martin/CALLCTR/CORP/AWWSC on 09/20/2010
11:10
AM -----

Wynona E
Caldwell/CONSULT/
AWWSC
To
Candiss L
09/16/2010 02:10
Martin/CALLCTR/CORP/AWWSC@AWW
PM
cc
Subject
LFUCG
WO 381393 - new OAM user for
- KYPR

Candiss,

The set up for new OAM user James Bush for LFUCG Authority KY has been completed.

Correct log on information:



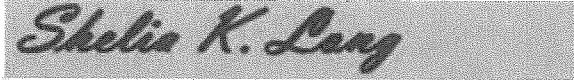
Thanks,
Wynona Caldwell

----- 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: 09/22/2010 02:40 PM

Subject: file

Have a good 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



HERC0922.TXT

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:32 AM -----

From: Bryan Siler/KAWC/AWWSC
To: Takisha D Walker/KAWC/AWWSC@AWW
Date: 09/27/2010 02:22 PM
Subject: Re: Fw: past usage data

Takisha,

I saw these. In talking with James and Conan at our meeting here on 9/9/2010 they indicated they might want a query for historical data. They will need it every month going forward as some of their accounts are water only and are not on the OAM. They would have the bills for these accounts. Candice and Julie thought they may not be wanting to request these from the LFUCG accounting department.

I told them to let me know if they wanted to pursue a query and I would see what it would take. They would have to submit the accounts. I can submit a request and ask for a price. They understand there may be a fee for this request.

Want me to submit a ticket?

Bryan Siler
Eastern Division
bryan.siler@amwater.com
Phone: (859) 268-6350

Takisha D Walker/KAWC/AWWSC



Takisha D
Walker/KAWC/AWWSC
09/27/2010 01:56 PM

To Bryan Siler/KAWC/AWWSC@AWW
cc Linda K Toussaint/ILAWC/AWWSC@AWW, Candiss L
Martin/CALLCTR/CORP/AWWSC@AWW
Subject Fw: past usage data



AMERICAN WATER

Hello Bryan,

Please review.


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 09/27/2010 01:56 PM -----



Linda K
 Toussaint/LAWC/AWWSC
 09/27/2010 12:15 PM

To Candiss L Martin/CALLCTR/CORP/AWWSC@AWW
 cc Takisha D Walker/KAWC/AWWSC@AWW
 Subject Re: past usage data 

Hi -

Please keep in mind, if the OAM files provided have the data needed, we should strongly urge the customer to gather their own data from the files provided. Everything he needs should be in the OAM files. I don't think IT would be happy putting a query together for the customer just to same them some time....good try Conan!!! We'll see if Bryan or Takisha get involved in this one .. don't want to further upset the apple cart.

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

Candiss L Martin Conan, Glad we could get you set up....

09/27/2010 10:57:51 AM

----- 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: 09/27/2010 03:09 PM
 Subject: weekly file

Have a good 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



HERC0927.TXT

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:32 AM -----

From: "Lynne Cross" <ccross@lexingtonky.gov>
To: <Takisha.Walker@amwater.com>, "Candice Deininger" <cdeining@lexingtonky.gov>
Cc: <Bryan.Siler@amwater.com>, <Beverly.Horton@amwater.com>, <Linda.Toussaint@amwater.com>, "Skip Thomas" <skiphthomas@insightbb.com>
Date: 09/28/2010 09:23 AM
Subject: RE: KY: LFUCG Builder Credit [REDACTED]

Takisha -

Good Morning! I have researched this account and here are my findings...

The original adjustment amount was for \$214.58. Of this amount, Ky-American gave him an adjustment of \$23.76 for a leak, \$170.34 of the original amount I requested and he paid \$20.48. The sewer balance on this account is zero. All builders have been told numerous times NOT to pay the sewer amount when requesting an adjustment because that leaves me with no place to apply the credit adjustment. I even sent out a memo several months ago telling them not to pay any sewer amount that they needed an adjustment on because of this fact. He is actually entitled to \$20.48 more in credit adjustments but I have no idea if he has an active account that this credit can be dumped on. I do not have a phone number for him but will email him (I am actually copying him on this email and when you get this Skip, please give me a call) so I can explain this to him. When I talk to him I will find out if he has an active account where this \$20.48 can be applied and I will let you know.

If you have any other questions, please feel free to email me or call me. Thanks and have a great day!

Lynne
258-3363

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

From: Takisha.Walker@amwater.com [mailto:Takisha.Walker@amwater.com]
Sent: Monday, September 27, 2010 12:06 PM
To: Candice Deininger; Lynne Cross
Cc: Bryan.Siler@amwater.com; Beverly.Horton@amwater.com; Linda.Toussaint@amwater.com
Subject: Fw: KY: LFUCG Builder Credit [REDACTED]

Hello Candice & Lynne (I received Candice out of office),

This builder has a balance on his account and is questioning the sewer credit amount. Attached is a copy of the credit adjustment form that he provided us as proof of his adjustment amount, which list an amount of \$ 214.58.

Please see the email below regarding this request. The customer is disputing the credit adjustment amount that he was provided of \$170.34. The remaining balance on his account is for water charges only, however he is stating that he is still owed a sewer adjustment amount of \$44.24.

Please review and advise.

Thanks

(See attached file: 2951_001.pdf)

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 Linda K Toussaint/ILAWC/AWWSC on 09/27/2010 10:50 AM

Patricia A

Butler/CALLCTR/CO

RP/AWWSC

To

Linda K Toussaint/ILAWC/AWWSC@AWW

cc

09/27/2010 10:32

AM

Subject

Fw: Request for Credit Sewer
Adjustment

Hi Linda,

Here is my emailed response about acct [REDACTED] to Lynne at LFUCG.

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 09/27/2010
10:32
AM -----

"Lynne Cross"

<ccross@lfucg.com

>

To

<patricia.butler@amwater.com>

07/30/2009 10:35

cc

AM

Subject

RE: Request for Credit Sewer
Adjustment

Patty,

That sounds fine! Thanks and have a great day!

Lynne

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

From: Patricia.Butler@amwater.com [mailto:Patricia.Butler@amwater.com]
On Behalf Of specialaccts@amwater.com

Sent: Thursday, July 30, 2009 11:19 AM
To: Lynne Cross
Cc: specialaccts@amwater.com
Subject: RE: Request for Credit Sewer Adjustment

Hi Lynne,

Just wanted to let you know a few things about this particular account. Prior to receiving your email, the customer was credited \$23.76 for a service line leak on 7-21-09 and then they made a payment of \$20.48 on 7-28-09, which was posted today. I applied the balance of the sewer in the amount of \$170.34 today, so that totals the total amount you wanted credited of \$214.58 (\$182.60 and \$31.98). Let me know if you have any questions.

Thanks,

Patty Butler
Special Accounts Representative
American Water - Alton Call Center

"Lynne Cross"
<ccross@lfucg.com>
>
To <specialaccts@amwater.com>
07/28/2009 09:11
cc AM <Bryan.Siler@amwater.com>,
<Linda.Toussaint@amwater.com>,
"Candice Deininger"
<cdeining@lfucg.com>,
<skiphthomas@insightbb.com>
Subject RE: Request for Credit Sewer
Adjustment

Sorry - here is the attachment...

From: Lynne Cross
Sent: Tuesday, July 28, 2009 10:10 AM
To: 'specialaccts@amwater.com'
Cc: 'Bryan.Siler@amwater.com'; Linda.Toussaint@amwater.com; Candice Deininger; 'skipthomas@insightbb.com'
Subject: Request for Credit Sewer Adjustment

Attached please find 1 spreadsheet containing 2 credit sewer adjustments (both for the same address) for new construction. Thanks!

Lynne Throckmorton
Lexington Fayette Urban County Government
Division of Revenue - Sewer & Landfill Dept.
200 E. Main Street
Lexington, KY 40508
859.258.3363
(See attached file: Universal Sewer Authority Payment Form;07-28-2009#3.xls)

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:32 AM -----

From: Bryan Siler/KAWC/AWWSC
To: cdeining@lfucg.com
Date: 09/28/2010 09:38 AM
Subject: COM accounts

Premise [REDACTED]

7/29/10 - Ran water Mtr OK
12/31/09 - Business stopped production at this site in Spetember. All they are using is a sink and toilet.

Premise: [REDACTED]

1/27/10 - Ran water Mtr OK
6/14/08 Meter not stuck. House vacant.
5/16/07 - Found Off, Left Off.
1/23/07 - Meter not stuck.
8/25/06 - Ran water Mtr OK
1/20/06 - Ran water Mtr OK
2/2/05 - Found On, LEft On. Meter not stuck. Opened coupling and let water go through. Meter dial was turning.

Premise [REDACTED]

6/17/10 - Ran water Mtr OK
2/26/10 - Found Off, Left Off.

9/29/09 - METER OK,METER IS OFF
 1/15/09 - Found off Left off
 10/11/07 - Found off Left off
 10/11/06 - Ran water Mtr OK. Found off, Left off.

Premise: [REDACTED]

Will change from COM to RES.

Bryan Siler
 Eastern Division
 bryan.siler@amwater.com
 Phone: (859) 268-6350

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:32 AM -----

From: Linda K Toussaint/ILAWC/AWWSC
 To: "Conan E Brooks" <cbrooks@lexingtonky.gov>@AWX
 Cc: Bryan.Siler@amwater.com, Candiss.Martin@amwater.com
 Date: 09/28/2010 11:06 AM
 Subject: RE: past usage data

Hi Conan -

Great, so glad you found the documentation helpful. Since the data is being provided in the files, our IT department would not get involved in an alternate formatting of the data .. sorry. If there is anything else we can do to help, please let us know. Thank you and have a good day.

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

"Conan E Brooks" This has been very helpful. Thank y... 09/28/2010 09:20:13 AM

----- 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: 09/30/2010 10:58 AM
 Subject: Re: Fw: Service Ticket 481421 - Premise [REDACTED]opped billing sewer on two of its three meters

I have been looking at it, but unfortunately I'm just not getting anywhere. We only retain change log information for a year so I can't tell if someone manually changed something. That is the only thing that I can come up with as there wasn't any type of service order that took place during this time.

Kim

Bryan Siler Kim, Were you still going to look into thi... 09/30/2010 10:56:31 AM

----- 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: 10/01/2010 11:46 AM
 Subject: Service Call Ticket 481421 in regards to "Premise [REDACTED] stopped billing sewer on two of its three meters in " has been closed."

Your Service Call reported to us, has been closed. Details below:

Ticket Number:481421
 Reported on September 2, 2010 15:45
 Description: Process/Application:
 >> ECIS
 ECIS Functions:
 >> Billing
 Select Function Area:

=====

ECIS - Billing

=====

Service Request Detail:

>> Premise [REDACTED] stopped billing sewer on two of its three meters in September 2008. We need to know why this happened. The CLOG appears to not go back that far. Please investigate and let us know what you find. Thanks.

Solution: 10/01/10 - Kim Nye - Spoke with Bryan and he understands the problem and it has been corrected. He was looking for information on how it happened. Our log files do not go back this far and I don't see anything other than a user manually changing it that could have done this. Informed Bryan of this.

9/15/10 - Kim Nye - Two sewer batteries had the Ref Premises/Seq set to 11 instead of 1. Made correction in KYQA and this resolved the issue. Appears that Bryan made this fix in PR on 9/3. Sent email to see if he needs anything else.

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: "Candice Deininger" <cdeining@lexingtonky.gov>
To: <Bryan.Siler@amwater.com>
Date: 10/04/2010 08:37 AM
Subject: Emailing: ftp-ftp.bls.gov-pub-special.requests-cpi-cpai.txt

<<ftp--ftp.bls.gov-pub-special.requests-cpi-cpai.txt.url>> Good morning, Bryan, and thank you for the CPI update. Before leaving on vacation, I did a quick calculation myself and compared mine with yours. I noticed that the figures each of us used are different. I've attached a link to site from where I got my figures - is this the one you used?

The message is ready to be sent with the following file or link attachments:

Shortcut to: ftp://ftp.bls.gov/pub/special.requests/cpi/cpai.txt

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.



ftp--ftp.bls.gov-pub-special.requests-cpi-cpai.txt.url

----- 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: 10/04/2010 09:44 AM
Subject: RE: CPI Increase

Hi, Bryan - you are correct - I was just in a hurry I guess and didn't do it properly. When you mentioned 'averaging' then it clicked in!!! Sorry . . .

While on vacation last week, I think I heard that the water rates went up - would there be any way I could get a sample of a bill for our use here in case we get calls? I'll use my own when I get it, but it won't be for another week or so. 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, October 04, 2010 9:30 AM
To: Candice Deininger
Cc: Takisha.Walker@amwater.com
Subject: CPI Increase

Hi Candice,

Welcome back. I have always used this link:
<http://data.bls.gov/cgi-bin/surveymost?cu>

This is the first option: U.S. All items, 1982-84=100 - CUUR0000SA0

I think the datasets we're both using are the same. Perhaps the methodology is what's different. I averaged the CPI for Sep '09 - Aug '10 and compared that to the previous year's 12 month average. Then applied the increase to the current sewer and landfill rates. Is that what you do?

(See attached file: CPI_KAW.xls)

Bryan Siler
Eastern Division
bryan.siler@amwater.com
Phone: (859) 268-6350

"Candice

Deininger"

<cdeining@lexingt

To

onky.gov>

<Bryan.Siler@amwater.com>

cc

10/04/2010 08:36

AM

Subject

Emailing:

ftp--ftp.bls.gov-pub-special.reques

ts-cpi-cpi.ai.txt

<<ftp--ftp.bls.gov-pub-special.requests-cpi-cpi.ai.txt.url>> Good morning, Bryan, and thank you for the CPI update. Before leaving on vacation, I did a quick calculation myself and compared mine with yours. I noticed that the figures each of us used are different. I've attached a link to site from where I got my figures - is this the one you used?

The message is ready to be sent with the following file or link attachments:

Shortcut to: ftp://ftp.bls.gov/pub/special.requests/cpi/cpi.ai.txt

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. [attachment "ftp--ftp.bls.gov-pub-special.requests-cpi-cpi.ai.txt.url" deleted by Bryan Siler/KAWC/AWWSC]

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:32 AM -----

From: "Candice Deininger" <cdeining@lexingtonky.gov>
To: <Patricia.Butler@amwater.com>
Cc: <Bryan.Siler@amwater.com>, <Candiss.Martin@amwater.com>, <Linda.Toussaint@amwater.com>, "Rickie Caldwell" <rcaldwell@lexingtonky.gov>, <specialaccts@amwater.com>
Date: 10/04/2010 10:49 AM
Subject: RE: Customer request sewer be removed at Prem [REDACTED]

Hi, Patty . . . would you kindly remove all sewer charges, bringing that balance to zero. 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-----

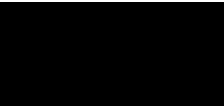
From: Patricia.Butler@amwater.com [mailto:Patricia.Butler@amwater.com]
Sent: Monday, October 04, 2010 10:47 AM
To: Candice Deininger
Cc: Bryan.Siler@amwater.com; Candiss.Martin@amwater.com;
Linda.Toussaint@amwater.com; Rickie Caldwell; specialaccts@amwater.com
Subject: RE: Customer request sewer be removed at Prem [REDACTED]

Hi Candice,

Do you want me to remove any sewer charges prior to closing the sewer billing or will you be taking care of that in your office? Once I close the sewer billing, I can't make any adjustments to sewer. Let me know what you want to do.

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>
cc 10/04/2010 09:22 <Bryan.Siler@amwater.com>,
AM <Linda.Toussaint@amwater.com>,
<Candiss.Martin@amwater.com>,
<specialaccts@amwater.com>,"Rickie
Caldwell"
<rcaldwell@lexingtonky.gov>
Subject RE: Customer request sewer be
removed at Prem 


Good morning, everyone. I looked at this account and the gentleman who called in, Rick Caldwell, works in LFUCG's General Services Department, and I have been working with him on various LFUCG accounts. Please remove the

sewer coding on this account as this service does serve a fountain within the Lansdowne-Merrick Park as evidenced in the following screenshot. If you have any further questions, kindly let me know. Thanks very much and have a good day!

(Embedded image moved to file: pic24099.jpg)

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: Tuesday, September 28, 2010 9:12 AM
 To: Candice Deininger
 Cc: Bryan.Siler@amwater.com; Linda.Toussaint@amwater.com;
 Candiss.Martin@amwater.com; specialaccts@amwater.com
 Subject: Fw: Customer request sewer be removed at Pre 

Good Morning All,

Just wanted to give you a heads up about this customer that has called the call center to ask that the sewer be removed from the account. I set up a service order to verify this was a fountain as he stated. We need your approval to remove any charges as well as closing the sewer service for billing purposes. Let me know what you want to do here and I will do so.

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 09/28/2010 08:04 AM -----

Linda K
 Toussaint/ILAWC/A
 WWSC

To

CSC_Special_Accounts/AWWSC@AWW

09/28/2010 05:09

cc

AM

Candiss L
 Martin/CALLCTR/CORP/AWWSC@AWW,
 Patricia A
 Butler/CALLCTR/CORP/AWWSC@AWW

Subject

Re: Customer request sewer be removed(Document link: Patricia A Butler)

Good Morning -

Please contact Candice and Hilori with LFUCG and advise of the findings (please copy Bryan S). See how they want to handle the account .. 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

To CSC_Special_Accou
nts/AWWSC
Sent by: Patricia
A Butler
09/27/2010 04:25
PM

Candiss L
Martin/CALLCTR/CORP/AWWSC@AWW,
Linda K Toussaint/ILAWC/AWWSC@AWW

Subject

Customer request sewer be removed

(Embedded image moved to file: pic10471.jpg)
Hi Ladies,

I set up this service order to verify for the contact I received and got this response. If they emailed the local office, should I wait for them to contact LFUCG to see what they want to do about it or email Candiss and see if she wants to contact this customer? It does say the field emailed

the
local office for review, I just don't know whether I should close my
contact and let local office deal with this or not. Please advise.

Thanks,

Patty Butler
Special Accounts Representative
American Water - Alton Call Center

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:32 AM -----

From: Patricia A Butler/CALLCTR/CORP/AWWSC
To: "Candice Deininger" <cdeining@lexingtonky.gov>@AWX
Cc: Bryan.Siler@amwater.com, Candiss.Martin@amwater.com, Linda.Toussaint@amwater.com,
"Rickie Caldwell" <rcaldwell@lexingtonky.gov>, specialaccts@amwater.com
Date: 10/04/2010 11:29 AM
Subject: RE: Customer request sewer be removed at Pr [REDACTED]

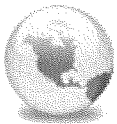
Candice,

You got it. I removed \$5.70 remaining sewer charges. I will close it for you once this posts.

Thanks,

Patty Butler
Special Accounts Representative
American Water
Phone - 866-772-2228 ext 5023
Fax - 866-464-0232

"Candice Deininger" <cdeining@lexingtonky.gov>



"Candice Deininger"
<cdeining@lexingtonky.gov
>

10/04/2010 09:49 AM

To <Patricia.Butler@amwater.com>

cc <Bryan.Siler@amwater.com>,
<Candiss.Martin@amwater.com>,
<Linda.Toussaint@amwater.com>, "Rickie Caldwell"
<rcaldwell@lexingtonky.gov>,
<specialaccts@amwater.com>

Subject RE: Customer request sewer be removed at
Prem [REDACTED]

Hi, Patty . . . would you kindly remove all sewer charges, bringing that
balance to zero. 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: Patricia.Butler@amwater.com [mailto:Patricia.Butler@amwater.com]
 Sent: Monday, October 04, 2010 10:47 AM
 To: Candice Deininger
 Cc: Bryan.Siler@amwater.com; Candiss.Martin@amwater.com;
 Linda.Toussaint@amwater.com; Rickie Caldwell; specialaccts@amwater.com
 Subject: RE: Customer request sewer be removed at Prem [REDACTED]

Hi Candice,

Do you want me to remove any sewer charges prior to closing the sewer billing or will you be taking care of that in your office? Once I close the sewer billing, I can't make any adjustments to sewer. Let me know what you want to do.

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>
 cc 10/04/2010 09:22 AM <Bryan.Siler@amwater.com>,
 <Linda.Toussaint@amwater.com>,
 <Candiss.Martin@amwater.com>,
 <specialaccts@amwater.com>,
 "Rickie
 Caldwell"
 <rcaldwell@lexingtonky.gov>
 Subject RE: Customer request sewer be
 removed at Prem# [REDACTED]

Good morning, everyone. I looked at this account and the gentleman who called in, Rick Caldwell, works in LFUCG's General Services Department, and I have been working with him on various LFUCG accounts. Please remove the sewer coding on this account as this service does serve a fountain within the Lansdowne-Merrick Park as evidenced in the following screenshot. If you have any further questions, kindly let me know. Thanks very much and have a good day!

(Embedded image moved to file: pic24099.jpg)

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: Tuesday, September 28, 2010 9:12 AM
To: Candice Deininger
Cc: Bryan.Siler@amwater.com; Linda.Toussaint@amwater.com;
Candiss.Martin@amwater.com; specialaccts@amwater.com
Subject: Fw: Customer request sewer be removed at Prem [REDACTED]

Good Morning All,

Just wanted to give you a heads up about this customer that has called the call center to ask that the sewer be removed from the account. I set up a service order to verify this was a fountain as he stated. We need your approval to remove any charges as well as closing the sewer service for billing purposes. Let me know what you want to do here and I will do so.

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/AWWS on 09/28/2010

08:04

AM -----

To Linda K
Toussaint/ILAWC/A
WWSC

09/28/2010 05:09
AM

CSC_Special_Accounts/AWWSC@AWW

Candiss L
Martin/CALLCTR/CORP/AWWSC@AWW,
Patricia A
Butler/CALLCTR/CORP/AWWSC@AWW

Subject Re: Customer request sewer be
removed(Document link: Patricia A
Butler)

Good Morning -

Please contact Candice and Hilori with LFUCG and advise of the findings
(please copy Bryan S). See how they want to handle the account .. 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

To CSC_Special_Accou
nts/AWWSC
Sent by: Patricia

A Butler

09/27/2010 04:25
PM

Candiss L
Martin/CALLCTR/CORP/AWWSC@AWW,
Linda K Toussaint/ILAWC/AWWSC@AWW

Subject Customer request sewer be removed

(Embedded image moved to file: pic10471.jpg)

Hi Ladies,

I set up this service order to verify for the contact I received and got this response. If they emailed the local office, should I wait for them to contact LFUCG to see what they want to do about it or email Candiss and see if she wants to contact this customer? It does say the field emailed the local office for review, I just don't know whether I should close my contact and let local office deal with this or not. Please advise.

Thanks,

Patty Butler
Special Accounts Representative
American Water - Alton Call Center

----- 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: 10/04/2010 12:56 PM
Subject: FW: monthly report attached.

Hi, Bryan – Slowly but surely I'm making my way through emails . . . here's the tap-on report from our Computer Services.

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

From: Mike Smith
Sent: Friday, October 01, 2010 12:33 PM
To: Candice Deininger
Subject: monthly report attached.

Thank You!

Michael S. Smith
Computer Operations Manager/
Help Desk Manager/Synergy Team Member
Division of Computer Services

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



TAP092010R.TXT

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:32 AM -----

From: Takisha D Walker/KAWC/AWWSC
To: Bryan Siler/KAWC/AWWSC@AWW
Date: 10/04/2010 01:50 PM
Subject: Fw: Usage Data & Managed Contract Info

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 10/04/2010 01:50 PM -----



Linda K
Toussaint/ILAWC/AWWSC
10/04/2010 01:24 PM

To "Conan E Brooks" <cbrooks@lexingtonky.gov>@AWX
cc Takisha.Walker@amwater.com

Subject RE: Usage Data & Managed Contract Info

Correct ... totally different formats for each.

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

"Conan E Brooks" So just to clarify:

10/04/2010 12:16:03 PM

----- 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: 10/05/2010 05:41 PM
Subject: file

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



HERC1004.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: "Kimberly Bryan" <kbryan@lexingtonky.gov>
Date: 10/06/2010 08:28 AM
Subject: RE: September Reports

Good morning, Bryan, and thank you! Kim Bryan in Accounting notified me that the email address you have for her is incorrect. Her email address is: kbryan@lexingtonky.gov. 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, October 05, 2010 5:42 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;
kbryan@lexingtonky.com
Subject: September Reports

Hello,

Attached are the sewer, landfill and water quality management fee monthly reports for your review. There were 9 OPA and 1 Residential accounts that were billed \$61.03 in taxes. These will be corrected.

Please let me know if you have any questions.

Thank you.

(See attached file: LFUCG 0910 Report.xls) (See attached file: LFUCG 0910 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 10:32 AM -----

From: "Candice Deininger" <cdeining@lexingtonky.gov>
 To: <Kathryn.Milburn@amwater.com>
 Cc: <Bryan.Siler@amwater.com>, <Rachel.Cole@amwater.com>, "Kathleen Hicks" <khicks@lexingtonky.gov>
 Date: 10/06/2010 10:17 AM
 Subject: RE: Managed Contract Billing

Good morning, Kathryn, and thank you. Would you kindly Kathleen Hicks (khicks@lexingtonky.gov) to the email as well? She actually processes these for payment; and if I'm out, I want to be sure someone else here receives it. Thanks very much and have a good day!!

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: Kathryn.Milburn@amwater.com [mailto:Kathryn.Milburn@amwater.com]
 Sent: Wednesday, October 06, 2010 10:13 AM
 To: Candice Deininger
 Cc: Bryan.Siler@amwater.com; Rachel.Cole@amwater.com
 Subject: Managed Contract Billing

Candice,

Attached is your 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 10/06/2010 10:12 AM

AM

njwdcrst@amwater.

com

To 10/06/2010 10:08 "Kathy Milburn"
AM <Kathryn.Milburn@amwater.com>

cc

Subject Attached Image

(See attached file: 2528_001.pdf)

----- 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: 10/06/2010 12:17 PM
Subject: RE: Out of Office

I'm good to go, Bryan, and thank you for letting us know. I hope you have an enjoyable 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: Wednesday, October 06, 2010 12:11 PM
To: Candice Deininger; Julie Mantrom; Hilori Morgan
Cc: Takisha.Walker@amwater.com; Desirae.Hagan@amwater.com

Subject: Out of Office

Everyone,

I will be out of the office on Thursday and Friday this week. 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. Please let me know if you will need anything during this time so I can work to get it to you before leaving.

Thanks.

Bryan Siler
Eastern Division
bryan.siler@amwater.com
Phone: (859) 269-2386 x6

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:32 AM -----

From: "Julie Mantrom" <jmantrom@lexingtonky.gov>
To: <Bryan.Siler@amwater.com>
Cc: "Candice Deininger" <cdeining@lexingtonky.gov>, "Cassie Felty" <mfelty@lexingtonky.gov>, "Robert Bowman" <rbowman2@lexingtonky.gov>, "Hilori Morgan" <hmorgan@lexingtonky.gov>
Date: 10/11/2010 09:44 AM
Subject: Meeting Cancellation

Bryan:

Unless you have something pressing to discuss this afternoon—would it be okay if we cancelled the meeting this afternoon?

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 10:32 AM -----

From: Bryan Siler/KAWC/AWWSC
To: "Julie Mantrom" <jmantrom@lexingtonky.gov>@AWX
Cc: "Candice Deininger" <cdeining@lexingtonky.gov>, "Hilori Morgan" <hmorgan@lexingtonky.gov>, "Cassie Felty" <mfelty@lexingtonky.gov>, "Robert Bowman" <rbowman2@lexingtonky.gov>, Takisha D Walker/KAWC/AWWSC@AWW
Date: 10/11/2010 09:47 AM
Subject: Re: Meeting Cancellation

Julie,

That is fine. I will plan to continue with next month's date. In the meantime, please let me know if you need anything.

Bryan Siler
 Eastern Division
 bryan.siler@amwater.com
 Phone: (859) 268-6350

"Julie Mantrom" <jmantrom@lexingtonky.gov>



"Julie Mantrom"
 <jmantrom@lexingtonky.gov
 >

10/11/2010 09:44 AM

To <Bryan.Siler@amwater.com>
 cc "Candice Deininger" <cdeining@lexingtonky.gov>, "Cassie Felty" <mfelty@lexingtonky.gov>, "Robert Bowman" <rbowman2@lexingtonky.gov>, "Hilori Morgan" <hmorgan@lexingtonky.gov>
 Subject Meeting Cancellation

Bryan:

Unless you have something pressing to discuss this afternoon—would it be okay if we cancelled the meeting this afternoon?

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 10:32 AM -----

From: Wynona E Caldwell/CONSULT/AWWSC
 To: Bryan Siler/KAWC/AWWSC@AWW, Kimberly M Nye/CONSULT/AWWSC@AWW
 Date: 10/15/2010 04:35 PM
 Subject: SR #480,849 / WO #380,133 - update on research

Bryan / Kim

I have been investigating to determine the differences between the data for LFUCG in the monthly data spread sheet file provided by the query 'LFUCGCOMIN', for commercial and industrial users, and the monthly data provided in the CBT files on OAM.

I found some answers but have more questions. Attached is a document showing some examples of accounts / premises that I found in my research that don't match in both files.

However for those that do match in both files I found that the usage and amount totals were an exact match.

The attached document shows three scenarios:

Case I: account/premise in CBT file for LFUCG but not in LFUCGCOMIN query data
This seems to happen when there are payments on an account in the month but no charges.

Case II: account / premise in the LFUCGCOMIN query data but not in the CBT file data for LFUCG
Example of where the total charge amount for utility type '2' for the month summed to zero.
Other examples: accounts in the LFUCGCOMIN query data but not in the CBT file for LFUCG but in the CBT for Sadieville

Case III: Found account/premise combinations in both but did not match on class
There are account/premise combinations that are in the CBT file and in the query but in the CBT file the Account Type / Class is '1', which is Residential, that same account/premise is in the query with a Rate Class of '2', Commercial. There are transactions on the revenue extract that have the rate class of '2' for accounts that are type '1'.



WO_380133_LFUCG_Comparing data.doc

QUESTIONS and items to discuss:

Questions on Revenue Extract:

1. On the revenue extract for those accounts that have payments in a period but no charges for that same period, should these be on the extract file?
2. Is it correct that the CBT files extract the cash transactions regardless of if there is a charge in a period? If so could this show accounts in the CBT file that may not be on the revenue extract file for a specific month (period)?

Questions on the queries for LFUCG, queries were copied from Taylor's library:

For the (unmatched data) query LFUCGUNMAT, following directions I run the revenue extract twice, one time with utility type 'W' and the second with utility type '2' using bill date range from 23rd of prior month to 22nd of current month, i.e. August 23, 2010 to September 22, 2010. In the query the criteria filters by selecting only AREA '1215' where the usage is greater than zero.

However for the COM & IND query LFUCGCOMIN the revenue extract is run for utility type '2' using the revenue month, i.e. September 2010, 201009. The query criteria is to select only 'Rate Class' = '2' or '3' and any

revenue code that starts with 'R', there is no specific DISTRICT or AREA specified.

1. This explains why the query may have accounts that have transactions with 'Rate class' = '2' or '3' but the account is actually an account type/class = '1'. Should the LFUCGCOMIN query select only for revenue starting with 'R2' or 'R3' and look at the account type/class for the account?
2. Since there is no specific filter for DISTRICT or AREA in the LFUCGCOMIN query, this explains why some accounts are in the query data but not in the CBT file for LFUCG. Should the LFUCGCOMIN query select for a specific DISTRICT or AREA?

Can we follow up and discuss next week?

Thanks,
Wynona

----- 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: 10/18/2010 03:59 PM
 Subject: file

Have a great day.

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



HERC1018.TXT

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:32 AM -----

From: "Conan E Brooks" <cbrooks@lexingtonky.gov>
 To: <Bryan.Siler@amwater.com>
 Date: 10/19/2010 04:04 PM
 Subject: update

Hey Bryan,

Any word yet from IT about creating a "flat file" for us?

Just checking in.

Thanks

Conan Brooks
 LFUCG-Div. Environmental Quality
 561-926-0844
 859-425-2800
cbrooks@lfucg.com
cebrooms12@gmail.com

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:32 AM -----

From: Bryan Siler/KAWC/AWWSC
 To: "Conan E Brooks" <cbrooks@lexingtonky.gov>@AWX
 Date: 10/20/2010 10:15 AM
 Subject: Re: update

No, not yet. It is not a quick process. I will let you know as soon as I hear something though.

Bryan Siler
Eastern Division
bryan.siler@amwater.com
Phone: (859) 268-6350

"Conan E Brooks" <cbrooks@lexingtonky.gov>



"Conan E Brooks"
<cbrooks@lexingtonky.gov>

To <Bryan.Siler@amwater.com>

cc

10/19/2010 04:03 PM

Subject update

Hey Bryan,

Any word yet from IT about creating a "flat file" for us?

Just checking in.

Thanks

Conan Brooks
LFUCG-Div. Environmental Quality
561-926-0844
859-425-2800
cbrooks@lfucg.com
cebrooks12@gmail.com

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:32 AM -----

From: "Conan E Brooks" <cbrooks@lexingtonky.gov>
To: <Bryan.Siler@amwater.com>
Date: 10/20/2010 10:17 AM
Subject: RE: update

Thank you. I appreciate you staying in touch.

cb

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

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]
Sent: Wednesday, October 20, 2010 10:15 AM
To: Conan E Brooks
Subject: Re: update

No, not yet. It is not a quick process. I will let you know as soon as I hear something though.

Bryan Siler
Eastern Division
bryan.siler@amwater.com
Phone: (859) 268-6350

"Conan E Brooks"
<cbrooks@lexingto
nky.gov>
To <Bryan.Siler@amwater.com>
10/19/2010 04:03
cc PM
Subject update

Hey Bryan,

Any word yet from IT about creating a "flat file" for us?

Just checking in.

Thanks

Conan Brooks
LFUCG-Div. Environmental Quality
561-926-0844
859-425-2800

cbrooks@lfucg.com
cebrooks12@gmail.com

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:32 AM -----

From: Wynona E Caldwell/CONSULT/AWWSC
To: Bryan Siler/KAWC/AWWSC@AWW
Cc: Kimberly M Nye/CONSULT/AWWSC@AWW, Takisha D Walker/KAWC/AWWSC@AWW
Date: 10/21/2010 10:46 AM
Subject: Re: SR #480,849 / WO #380,133 - update on research -2

Bryan,

Based on my analysis of the data for the month of September 2010 for LFUCG I believe the CBT files are more accurate than the 'LFUCGCOMIN' query. However I am still researching and trying to answer some of my questions.

I have been looking at specific examples of accounts/premises for each case I described below.

Case I: account/premise in CBT file for LFUCG but not in LFUCGCOMIN query data - NEED MORE RESEARCH, I left this one for last

Case II: account / premise in the LFUCGCOMIN query data but not in the CBT file data for LFUCG - After more research I found that **actually for September 2010 this was only one account / premise for this case.** All the others that were in my comparison list as not being in the CBT file for LFUCG were actually in a CBT file. **I found them in the CBT files for Sadieville and Trehaven.** They were in the query because the query did not specify to select AREA '1215' only.

So the only account /premise that was in the query data that I have not been able to find in any CBT file is #89538 / 120024816.

Can you look at this one also to see what may be the reason? I was expecting it to be in the CBT file for utility type 'A' at least because of what I saw on the screen below.

What do you think?

Case III: Found account/premise combinations in both but did not match on class - In this case I believe that both the CBT files and the 'LFUCGCOMIN' query are correct.

The CBT reports are summed using the 'Account Type / Class' which in this case is '1' - Residential.

The query report is summed using the 'Rate Class' which in this case is '2' - Commercial.

I found four examples in this case which all were accounts that had a status of 'CL' - Cut-in-Landlord.

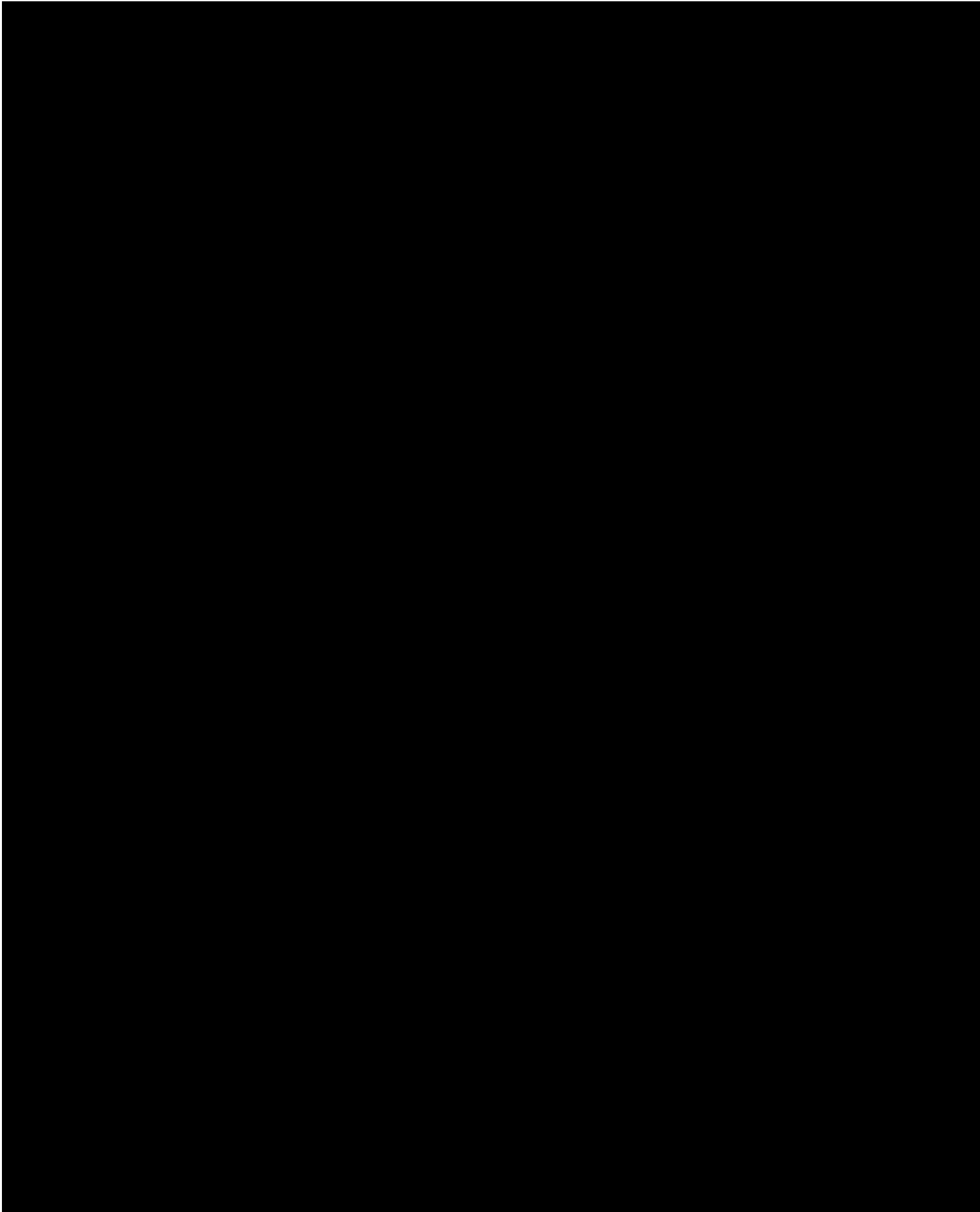
Example: account #464346 / premise # 120004350.

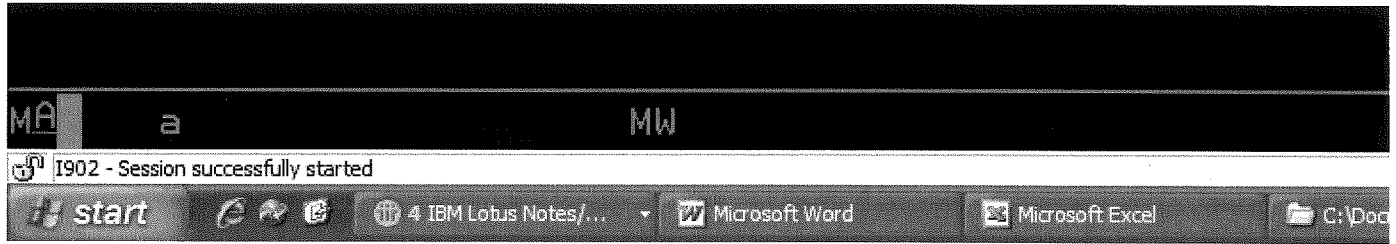
I was expecting the 'Account Type /Class' to be equal the 'Rate Class' but in this case they were not. So actually they reported correctly in both.

Could this be a data issue?

Thanks,
Wynona Caldwell

SCREEN SHOT FOR CASE II, ACCT. #89538 above





Bryan Siler/KAWC/AWWSC



Bryan Siler/KAWC/AWWSC

10/20/2010 10:34 AM

To Wynona E Caldwell/CONSULT/AWWSC@AWW

cc Kimberly M Nye/CONSULT/AWWSC@AWW, Takisha D Walker/KAWC/AWWSC@AWW

Subject Re: SR #480,849 / WO #380,133 - update on research

Wynona,

I believe we need to get away from using the separate queries that are not part of the OAM to report data that is supposed to be on the OAM.

To report the Commercial and Industrial usage, we should use the CBT report. With that said, it appears we need some integrity checks to validate premises are set up correctly to allow us to accurately report the usage data on the CBT report.

What is needed to identify the items that are causing the CBT to not report accurately?

Bryan Siler
Eastern Division
bryan.siler@amwater.com
Phone: (859) 268-6350

Wynona E Caldwell/CONSULT/AWWSC

Wynona E
Caldwell/CONSULT/AWWS
C

10/15/2010 04:35 PM

To Bryan Siler/KAWC/AWWSC@AWW, Kimberly M Nye/CONSULT/AWWSC@AWW

cc

Subject SR #480,849 / WO #380,133 - update on research

Bryan / Kim

I have been investigating to determine the differences between the data for LFUCG in the monthly data spread sheet file provided by the query 'LFUCGCOMIN', for commercial and industrial users, and the monthly data provided in the CBT files on OAM.

I found some answers but have more questions. Attached is a document showing some examples of

accounts / premises that I found in my research that don't match in both files. However for those that do match in both files I found that the usage and amount totals were an exact match.

The attached document shows three scenarios:

Case I: account/premise in CBT file for LFUCG but not in LFUCGCOMIN query data
This seems to happen when there are payments on an account in the month but no charges.

Case II: account / premise in the LFUCGCOMIN query data but not in the CBT file data for LFUCG
Example of where the total charge amount for utility type '2' for the month summed to zero.
Other examples: accounts in the LFUCGCOMIN query data but not in the CBT file for LFUCG but in the CBT for Sadieville

Case III: Found account/premise combinations in both but did not match on class
There are account/premise combinations that are in the CBT file and in the query but in the CBT file the Account Type / Class is '1', which is Residential, that same account/premise is in the query with a Rate Class of '2', Commercial. There are transactions on the revenue extract that have the rate class of '2' for accounts that are type '1'.

[attachment "WO_380133_LFUCG_Comparing data.doc" deleted by Bryan Siler/KAWC/AWWSC]

QUESTIONS and items to discuss:

Questions on Revenue Extract:

1. On the revenue extract for those accounts that have payments in a period but no charges for that same period, should these be on the extract file?
2. Is it correct that the CBT files extract the cash transactions regardless of if there is a charge in a period? If so could this show accounts in the CBT file that may not be on the revenue extract file for a specific month (period)?

Questions on the queries for LFUCG, queries were copied from Taylor's library:

For the (unmatched data) query LFUCGUNMAT, following directions I run the revenue extract twice, one time with utility type 'W' and the second with utility type '2' using bill date range from 23rd of prior month to 22nd of current month, i.e. August 23, 2010 to September 22, 2010. In the query the criteria filters by selecting only AREA '1215' where the usage is greater than zero.

However for the COM & IND query LFUCGCOMIN the revenue extract is run for utility type '2' using the revenue month, i.e. September 2010, 201009. The query criteria is to select only 'Rate Class' = '2' or '3' and any

revenue code that starts with 'R', there is no specific DISTRICT or AREA specified.

1. This explains why the query may have accounts that have transactions with 'Rate class' = '2' or '3' but the account is actually an account type/class = '1'. Should the LFUCGCOMIN query select only for revenue starting with 'R2' or 'R3' and look at the account type/class for the account?
2. Since there is no specific filter for DISTRICT or AREA in the LFUCGCOMIN query, this explains why some accounts are in the query data but not in the CBT file for LFUCG. Should the LFUCGCOMIN query select for a specific DISTRICT or AREA?

Can we follow up and discuss next week?

Thanks,
Wynona

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:32 AM -----

From: Wynona E Caldwell/CONSULT/AWWSC
To: Bryan Siler/KAWC/AWWSC@AWW
Cc: Kimberly M Nye/CONSULT/AWWSC@AWW, Takisha D Walker/KAWC/AWWSC@AWW
Date: 10/21/2010 02:21 PM
Subject: Fw: SR #480,849 / WO #380,133 - update on research -3

Hi Bryan,

I believe I found the reason that the one **account /premise that was in the query data that I have not been able to find in any CBT file acct #89538 / premise #120024816** is that the AREA code on this premise is '1210 - Default Kentucky District' (see screen shot). This would explain why it would not be in the CBT files. I don't see a CBT for this area code.(see second screen below).

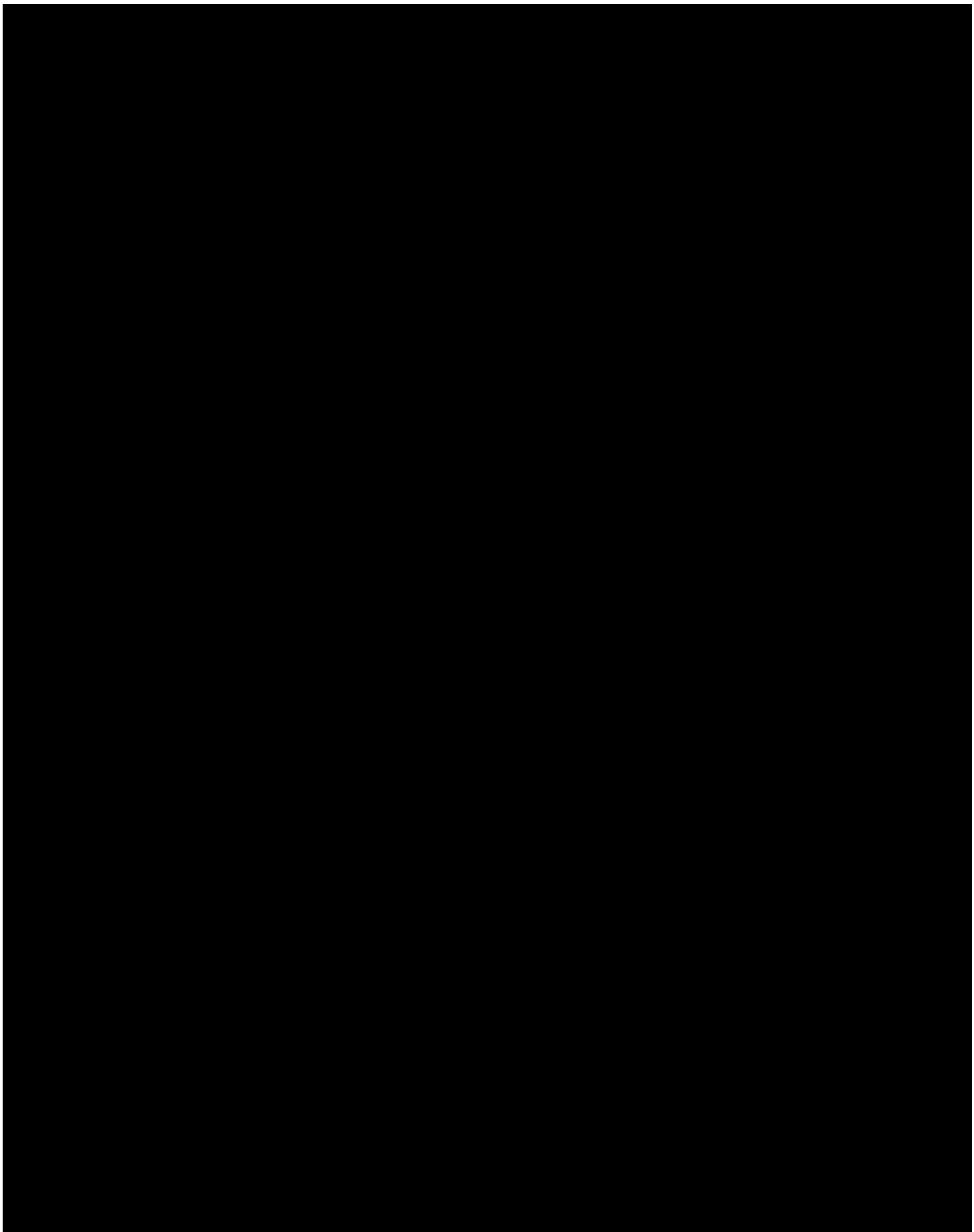
Not sure what the comments mean on this account (see last screen shot), uses LFUCG in the notes but premise is not in the LFUCG area.

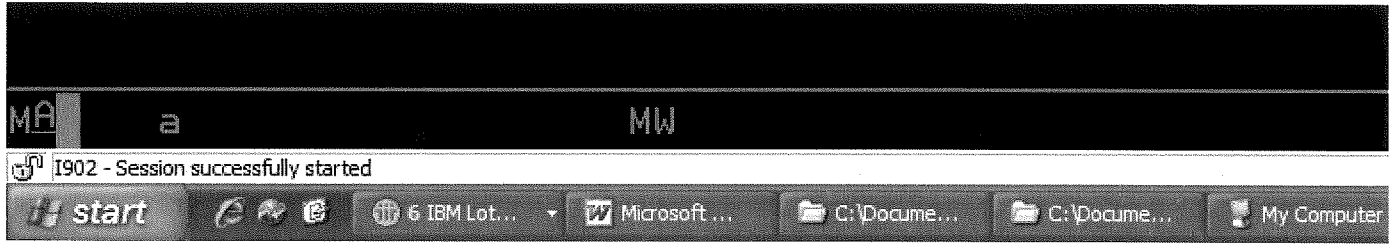
With this I have no other examples for my "**CASE II** - account / premise in the LFUCGCOMIN query data but not in the CBT file data for LFUCG".

I was able to find them all in a CBT file, just not in the LFUCG CBT file, or in this case in an area (1210) where a CBT is not being created.

Do you care about "**Case I**: account/premise in CBT file for LFUCG but not in LFUCGCOMIN query data"? I will start looking at these in more detail.

Thanks,
Wynona





O:\AWW\KYPR\Contract Billing\Customers

File Edit View Favorites Tools Help



Address O:\AWW\KYPR\Contract Billing\Customers

File and Folder Tasks

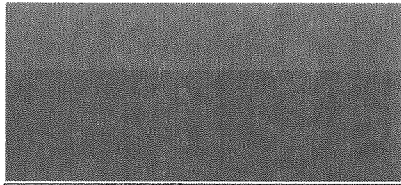
- Make a new folder
- Publish this folder to the Web

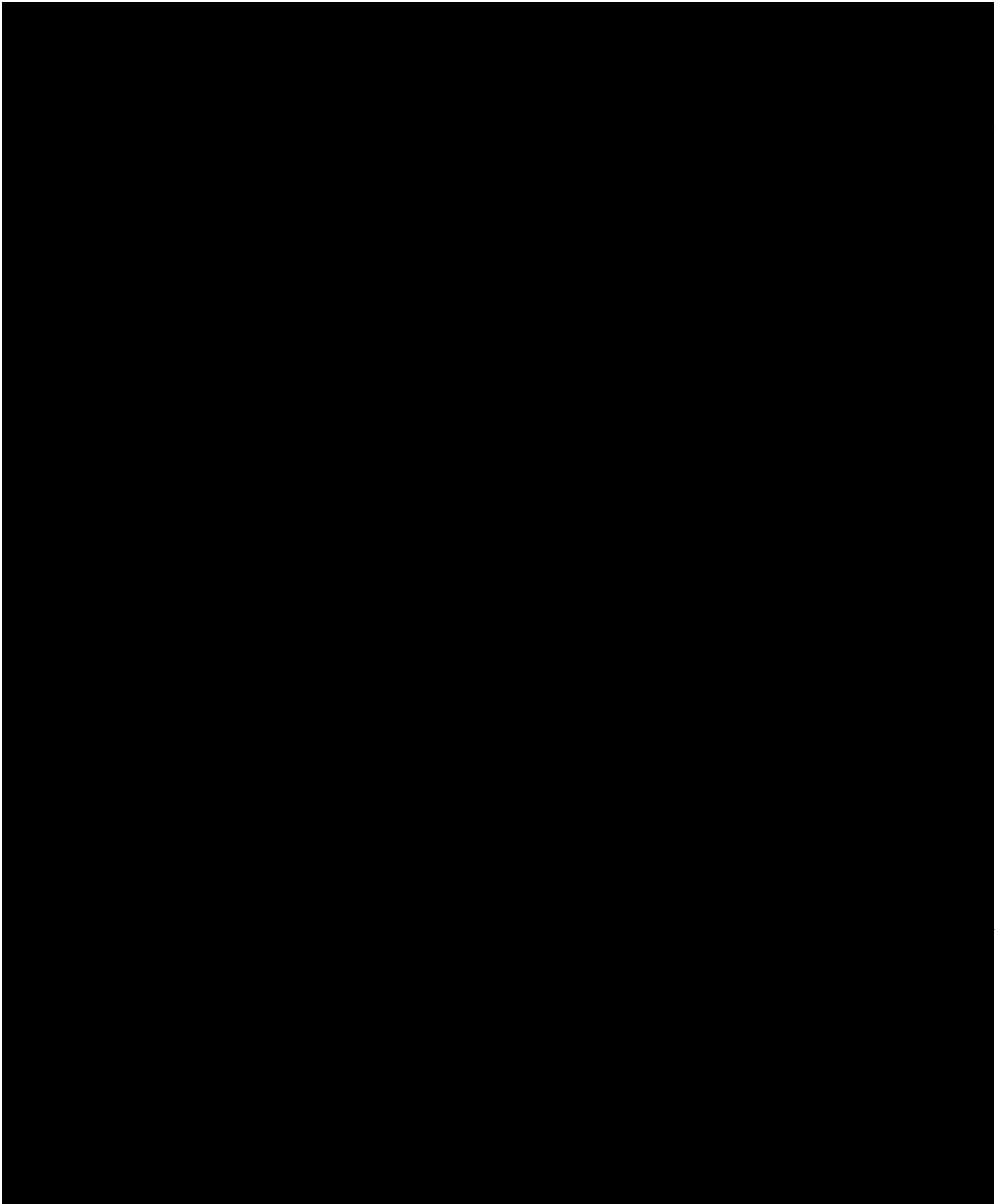
Other Places

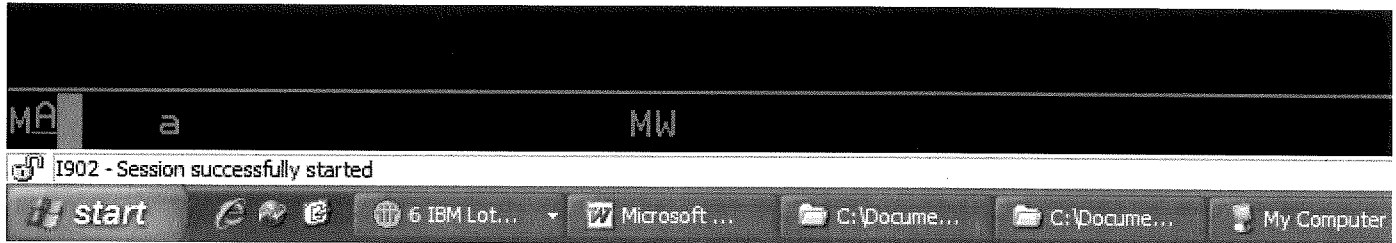
- Contract Billing
- My Documents
- My Computer
- My Network Places

Details









----- Forwarded by Wynona E Caldwell/CONSULT/AWWSC on 10/21/2010 01:58 PM -----

Wynona E Caldwell/CONSULT/AWWS
C
 10/21/2010 10:46 AM

To Bryan Siler/KAWC/AWWSC
cc Kimberly M Nye/CONSULT/AWWSC@AWW, Takisha D Walker/KAWC/AWWSC@AWW
Subject Re: SR #480,849 / WO #380,133 - update on research -2

Bryan,

Based on my analysis of the data for the month of September 2010 for LFUCG I believe the CBT files are more accurate than the 'LFUCGCOMIN' query. However I am still researching and trying to answer some of my questions.

I have been looking at specific examples of accounts/premises for each case I described below.

Case I: account/premise in CBT file for LFUCG but not in LFUCGCOMIN query data - NEED MORE RESEARCH, I left this one for last

Case II: account / premise in the LFUCGCOMIN query data but not in the CBT file data for LFUCG - After more research I found that **actually for September 2010 this was only one account / premise for this case.** All the others that were in my comparison list as not being in the CBT file for LFUCG were actually in a CBT file. **I found them in the CBT files for Sadieville and Treehaven.** They were in the query because the query did not specify to select AREA '1215' only.

So the only account /premise that was in the query data that I have not been able to find in any CBT file is #89538 / 120024816.

Can you look at this one also to see what may be the reason? I was expecting it to be in the CBT file for utility type 'A' at least because of what I saw on the screen below.

What do you think?

Case III: Found account/premise combinations in both but did not match on class - In this case I believe that both the CBT files and the 'LFUCGCOMIN' query are correct.

The CBT reports are summed using the 'Account Type / Class' which in this case is '1' - Residential.

The query report is summed using the 'Rate Class' which in this case is '2' - Commercial.

I found four examples in this case which all were accounts that had a status of 'CL' - Cut-in-Landlord.

Example: account #464346 / premise # 120004350.

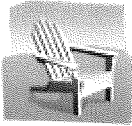
I was expecting the 'Account Type /Class' to be equal the 'Rate Class' but in this case they were not. So actually they reported correctly in both.

Could this be a data issue?

Thanks,
Wynona Caldwell

SCREEN SHOT FOR CASE II, ACCT [REDACTED] above

Bryan Siler/KAWC/AWWSC




Bryan Siler/KAWC/AWWSC

10/20/2010 10:34 AM

To Wynona E Caldwell/CONSULT/AWWSC@AWW

cc Kimberly M Nye/CONSULT/AWWSC@AWW, Takisha D Walker/KAWC/AWWSC@AWW

Subject Re: SR #480,849 / WO #380,133 - update on research 

Wynona,

I believe we need to get away from using the separate queries that are not part of the OAM to report data that is supposed to be on the OAM.

To report the Commercial and Industrial usage, we should use the CBT report. With that said, it appears we need some integrity checks to validate premises are set up correctly to allow us to accurately report the usage data on the CBT report.

What is needed to identify the items that are causing the CBT to not report accurately?

Bryan Siler
Eastern Division
bryan.siler@amwater.com
Phone: (859) 268-6350

Wynona E Caldwell/CONSULT/AWWSC

Wynona E
Caldwell/CONSULT/AWWS
C

10/15/2010 04:35 PM

To Bryan Siler/KAWC/AWWSC@AWW, Kimberly M Nye/CONSULT/AWWSC@AWW

cc

Subject SR #480,849 / WO #380,133 - update on research

Bryan / Kim

I have been investigating to determine the differences between the data for LFUCG in the monthly data spread sheet file provided by the query 'LFUCGCOMIN', for commercial and industrial users, and the monthly data provided in the CBT files on OAM.

I found some answers but have more questions. Attached is a document showing some examples of accounts / premises that I found in my research that don't match in both files.

However for those that do match in both files I found that the usage and amount totals were an exact match.

The attached document shows three scenarios:

Case I: account/premise in CBT file for LFUCG but not in LFUCGCOMIN query data
This seems to happen when there are payments on an account in the month but no charges.

Case II: account / premise in the LFUCGCOMIN query data but not in the CBT file data for LFUCG
Example of where the total charge amount for utility type '2' for the month summed to zero.
Other examples: accounts in the LFUCGCOMIN query data but not in the CBT file for LFUCG but in the CBT for Sadieville

Case III: Found account/premise combinations in both but did not match on class
There are account/premise combinations that are in the CBT file and in the query but in the CBT file the Account Type / Class is '1', which is Residential, that same account/premise is in the query with a Rate Class of '2', Commercial. There are transactions on the revenue extract that have the rate class of '2' for accounts that are type '1'.

[attachment "WO_380133_LFUCG_Comparing data.doc" deleted by Bryan Siler/KAWC/AWWSC]

QUESTIONS and items to discuss:

Questions on Revenue Extract:

1. On the revenue extract for those accounts that have payments in a period but no charges for that same period, should these be on the extract file?
2. Is it correct that the CBT files extract the cash transactions regardless of if there is a charge in a period? If so could this show accounts in the CBT file that may not be on the revenue extract file for a specific month (period)?

Questions on the queries for LFUCG, queries were copied from Taylor's library:

For the (unmatched data) query LFUCGUNMAT, following directions I run the revenue extract twice, one time with utility type 'W' and the second with utility type '2' using bill date range from 23rd of prior month to 22nd of current month, i.e. August 23, 2010 to September 22, 2010. In the query the criteria filters by selecting only AREA '1215' where the usage is greater than zero.

However for the COM & IND query LFUCGCOMIN the revenue extract is run for utility type '2' using the revenue month, i.e. September 2010, 201009. The query criteria is to select only 'Rate Class' = '2' or '3' and any

revenue code that starts with 'R', there is no specific DISTRICT or AREA specified.

1. This explains why the query may have accounts that have transactions with 'Rate class' = '2' or '3' but the account is actually an account type/class = '1'. Should the LFUCGCOMIN query select only for revenue starting with 'R2' or 'R3' and look at the account type/class for the account?
2. Since there is no specific filter for DISTRICT or AREA in the LFUCGCOMIN query, this explains why some accounts are in the query data but not in the CBT file for LFUCG. Should the LFUCGCOMIN query select for a specific DISTRICT or AREA?

Can we follow up and discuss next week?

Thanks,
Wynona

----- 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: 10/25/2010 12:30 PM
 Subject: file

Happy Monday Morning!!!

Have a great week.

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



HERC1025.TXT

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:32 AM -----

From: Mark W Thompson/SERVCO/AWWSC
 To: Wynona.Caldwell@amwater.com
 Cc: Bryan.Siler@amwater.com
 Date: 10/26/2010 01:48 PM
 Subject: WO# 387,546

Client would like you to contact him.

Mark W Thompson
 Client Support Specialist I
 American Water Company
 1025 Laurel Oak Rd.
 Voorhees, NJ 08043
 866-777-8426, option 1
 Mark.Thompson@amwater.com

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:32 AM -----

From: Wynona E Caldwell/CONSULT/AWWSC
 To: Bryan Siler/KAWC/AWWSC@AWW
 Date: 10/28/2010 10:32 AM
 Subject: Fw: WO #387,546 / SR # 493,773

Bryan,

After our conversation I spoke with Brian again to get more information on what we can do.

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

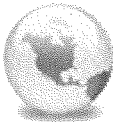
The work order would need to be changed to an 'Enhancement Request' and go to the Enhancement committee.

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.

Does this help, what would you like me to do?

Thanks,
Wynona

----- Forwarded by Wynona E Caldwell/CONSULT/AWWSC on 10/28/2010 10:00 AM -----



"American Water Service

Desk"

<awservicedesk@amwater.com>

10/21/2010 07:18 AM

To <Wynona.Caldwell@amwater.com>

cc

Subject Work Order has been assigned to you.

The below work order has been assigned to you for completion.

ID#: 387546

Caller: Siler, Bryan

Telephone #: 859.268.6350

Description:

Data Request for Orcom/ECIS

Any States affected?:

KYPR

SOX Related?: Not SOX Related
Date Data Preferred: 10/29/10
Frequency of Request: Re-Occurring
If Re-Occurring Timeframe: Monthly
If Other:

Reason for Request: Not all accounts are on OAM
If known, Report/Query Names: OAM CBT

Details of Request: Need a file similar to CBT that can be ran for all LFUCG accounts (list to be provided).
Output Format: Download to file
If Other:

Additional Information: Need to get a price for LFUCG and whether or not we can/will even do this with an estimated time for completion if we can/will do it. Thanks.

If you have any questions regarding this work order please contact the service desk at 1.866.777.8426 Option 1

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:32 AM -----

From: Bryan Siler/KAWC/AWWSC
To: Takisha D Walker/KAWC/AWWSC@AWW
Date: 10/28/2010 03:13 PM
Subject: Fw: WO #387,546 / SR # 493,773

Takisha,

This is for the request the Energy Manager at the LFUCG made to get bill information electronically.

I wanted to talk to you before presenting any response to the LFUCG. Perhaps we can discuss this tomorrow?

Bryan Siler
Eastern Division
bryan.siler@amwater.com
Phone: (859) 268-6350

----- Forwarded by Bryan Siler/KAWC/AWWSC on 10/28/2010 03:11 PM -----



Bryan Siler/KAWC/AWWSC
10/28/2010 03:11 PM

To Wynona E Caldwell/CONSULT/AWWSC
cc

Subject Re: Fw: WO #387,546 / SR # 493,773

Let me review this with Takisha and get back with you. Thanks.

Bryan Siler
Eastern Division
bryan.siler@amwater.com
Phone: (859) 268-6350

Wynona E Caldwell/CONSULT/AWWSC

Wynona E
Caldwell/CONSULT/AWWS
C

10/28/2010 10:32 AM

To Bryan Siler/KAWC/AWWSC@AWW

cc

Subject Fw: WO #387,546 / SR # 493,773

Bryan,

After our conversation I spoke with Brian again to get more information on what we can do.

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.

Does this help, what would you like me to do?

Thanks,
Wynona



"American Water Service
Desk"
<awservicedesk@amwater.
com>

10/21/2010 07:18 AM

To <Wynona.Caldwell@amwater.com>
cc

Subject Work Order has been assigned to you.

The below work order has been assigned to you for completion.

ID#: 387546
Caller: Siler, Bryan
Telephone #: 859.268.6350
Description:
Data Request for Orcom/ECIS
Any States affected?:
KYPR

SOX Related?: Not SOX Related
Date Data Preferred: 10/29/10
Frequency of Request: Re-Occurring
If Re-Occurring Timeframe: Monthly
If Other:

Reason for Request: Not all accounts are on OAM
If known, Report/Query Names: OAM CBT

Details of Request: Need a file similar to CBT that can be ran for all LFUCG
accounts (list to be provided).
Output Format: Download to file
If Other:

Additional Information: Need to get a price for LFUCG and whether or not we
can/will even do this with an estimated time for completion if we can/will do
it. Thanks.

If you have any questions regarding this work order please contact the service
desk at 1.866.777.8426 Option 1

----- 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: 10/29/2010 09:22 AM
Subject: On Friday September 3rd I forwarded [REDACTED] for 30% in this group do you have it

She is saying she isn't receiving deductions.

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, September 03, 2010.xls

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:32 AM -----

From: "Hilori Morgan" <hmorgan@lexingtonky.gov>
To: <Bryan.Siler@amwater.com>
Cc: <Takisha.Walker@amwater.com>, "Cassie Felty" <mfelty@lexingtonky.gov>, "Julie Mantrom" <jmantrom@lexingtonky.gov>, "Candice Deininger" <cdeining@lexingtonky.gov>
Date: 11/01/2010 04:03 PM
Subject: Non-Mutual Overdue Account Warning Letter

Bryan,

We are working on drafting a letter to send to non-mutual account holders whose accounts are in arrears. We are trying to finalize the details, and we would like your input as to what will work the best for all of the involved parties.

We are going to send a letter requesting immediate payment on the overdue amount. There will be a tear-away stub at the bottom of the letter that will include the KAWC premise and service address. We would welcome your input for the design and required information to make it user-friendly for KAWC service representatives.

Additionally, we know the KAWC lockbox is in Pittsburgh, but we are concerned that having customers send their payments there without an official KAWC stub could cause some problems. From what I understand, customers can make payments at the Richmond Road location, and there is also a night drop box. Is this correct? For the customers that would like to mail their payments in, is there a local lockbox that we can use instead of the Pittsburgh lockbox? If not, would it be possible to set something like this up?

I appreciate any assistance you can provide.

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 10:32 AM -----

From: "Candice Deininger" <cdeining@lexingtonky.gov>
To: <Bryan.Siler@amwater.com>
Date: 11/01/2010 04:11 PM
Subject: FW: Non-Mutual Overdue Account Warning Letter

If you have a moment, would you be able to give me a call, 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

From: Hilori Morgan
Sent: Monday, November 01, 2010 4:03 PM
To: Bryan.Siler@amwater.com
Cc: Takisha.Walker@amwater.com; Cassie Felty; Julie Mantrom; Candice Deininger
Subject: Non-Mutual Overdue Account Warning Letter

Bryan,

We are working on drafting a letter to send to non-mutual account holders whose accounts are in arrears. We are trying to finalize the details, and we would like your input as to what will work the best for all of the involved parties.

We are going to send a letter requesting immediate payment on the overdue amount. There will be a tear-away stub at the bottom of the letter that will include the KAWC premise and service address. We would welcome your input for the design and required information to make it user-friendly for KAWC service representatives.

Additionally, we know the KAWC lockbox is in Pittsburgh, but we are concerned that having customers send their payments there without an official KAWC stub could cause some problems. From what I understand, customers can make payments at the Richmond Road location, and there is also a night drop box. Is this correct? For the customers that would like to mail their payments in, is there a local lockbox that we can use instead of the Pittsburgh lockbox? If not, would it be possible to set something like this up?

I appreciate any assistance you can provide.

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 10:32 AM -----

From: "Julie Mantrom" <jmantrom@lexingtonky.gov>
To: <Bryan.Siler@amwater.com>
Date: 11/02/2010 10:20 AM
Subject: FW: Non-Mutual Overdue Account Warning Letter

Bryan:

I don't know much about this, but does it have to be a lock box...what about a local KAW mailing address?

Julie

From: Hilori Morgan
Sent: Monday, November 01, 2010 4:03 PM
To: Bryan.Siler@amwater.com
Cc: Takisha.Walker@amwater.com; Cassie Felty; Julie Mantrom; Candice Deininger
Subject: Non-Mutual Overdue Account Warning Letter

Bryan,

We are working on drafting a letter to send to non-mutual account holders whose accounts are in arrears. We are trying to finalize the details, and we would like your input as to what will work the best for all of the involved parties.

We are going to send a letter requesting immediate payment on the overdue amount. There will be a tear-away stub at the bottom of the letter that will include the KAWC premise and service address. We would welcome your input for the design and required information to make it user-friendly for KAWC service representatives.

Additionally, we know the KAWC lockbox is in Pittsburgh, but we are concerned that having customers send their payments there without an official KAWC stub could cause some problems. From what I understand, customers can make payments at the Richmond Road location, and there is also a night drop box. Is this correct? For the customers that would like to mail their payments in, is there a local lockbox that we can use instead of the Pittsburgh lockbox? If not, would it be possible to set something like this up?

I appreciate any assistance you can provide.

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 10:32 AM -----

From: "Candice Deininger" <cdeining@lexingtonky.gov>
To: "Stinnett, John (GE Indust, ConsInd)" <john.stinnett@ge.com>

Cc: "Jose Rincon" <jrincon@lexingtonky.gov>, <Bryan.Siler@amwater.com>
Date: 11/02/2010 10:35 AM
Subject: Discharge Monitor Reports and September and October Usage

Good morning, John. I emailed Jose Rincon in our Water Quality division inquiring about the status your discharge monitor reports. I haven't processed anything for GE since May which covered the billing period ending 04/05/10. Jennifer Myatt, to whom you used to send these reports, is no longer there; and Jose is once again in charge of approving your reports.

On another matter, I've noticed that the usage for September and October has been very low according to the readings taken by KAWC. Do you know of some reason why the usage for these months is so low? I have to say that these readings are among the lowest in a long, long time.

Any help you can provide will be most appreciated. 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 10:32 AM -----

From: "Candice Deininger" <cdeining@lexingtonky.gov>
To: <specialaccts@amwater.com>
Cc: <Bryan.Siler@amwater.com>, <Takisha.Walker@amwater.com>, "Julie Mantrom" <jmantrom@lexingtonky.gov>, "Lynne Cross" <ccross@lexingtonky.gov>
Date: 11/03/2010 10:59 AM
Subject: Request For Removal Of Sewer Billing Code

Good morning. Please remove the sewer billing code for Premise Number [REDACTED] located at [REDACTED] in the name of [REDACTED] location not on sewer. Please give me a call 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 10:32 AM -----

From: "Conan E Brooks" <cbrooks@lexingtonky.gov>
To: <Bryan.Siler@amwater.com>
Date: 11/04/2010 04:12 PM
Subject: water "flat file"

Hey Bryan,

Don't forget to update me if you hear anything from your IT dept.

Thanks

CB

Conan Brooks
 LFUCG-Div. Environmental Quality
 561-926-0844
 859-425-2800
cbrooks@lfucg.com
cebrooms12@gmail.com

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:32 AM -----

From: Kathryn M Milburn/SHARSVCS/AWWSC
 To: CDeining@lfucg.com, khicks@lfucg.com
 Cc: Bryan Siler/KAWC/AWWSC@AWW
 Date: 11/05/2010 10:52 AM
 Subject: Fw: njwdcrst scan job

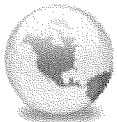
Candace,

Attached is the invoice for 10/2010 Sewer, Landfill and Water Quality Fee.

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 11/05/2010 10:51 AM -----



njwdcrst@amwater.com

11/05/2010 10:55 AM

To "Kathy MILBURN" <kathryn.milburn@amwater.com>

cc

Subject njwdcrst scan job



0314_001.pdf

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:32 AM -----

From: Kathryn M Milburn/SHARSVCS/AWWSC
 To: sadievilley@bellsouth.net
 Cc: Bryan Siler/KAWC/AWWSC@AWW
 Date: 11/05/2010 10:54 AM
 Subject: 10/2010 Sewer Collections

Cindy,

Attached is the invoice for 10/2010 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/SHARSVCS/AWWSC on 11/05/2010 10:53 AM -----



njwdcrst@amwater.com

11/05/2010 10:56 AM

To "Kathy MILBURN" <kathryn.milburn@amwater.com>

cc

Subject njwdcrst scan job



0315_001.pdf

----- 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
Date: 11/08/2010 09:10 AM
Subject: Re: Managed Contract Billing

Bryan,

I recently accepted a position with the UPA department here at the SSC. Please continue to send the request to the MI Request email address. If you should have any other inquires related to MI's please direct them to **Kathy Milburn** with the Cash Operations department.

Thanks,

Dale Graham
Utility Plant Accounting
American Water Shared Services Center
131 Woodcrest Rd
Cherry Hill, NJ 08003
Phone: (856)-310-5796
Dale.Graham@amwater.com

Bryan Siler

Here are the MI requests for LFUCG an...

11/04/2010 04:08:26 PM

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:32 AM -----

From: "Julie Mantrom" <jmantrom@lexingtonky.gov>
To: <Bryan.Siler@amwater.com>
Cc: "Candice Deininger" <cdeining@lexingtonky.gov>, "Cassie Felty" <mfelty@lexingtonky.gov>, "Scott Dickison" <sdickison@lexingtonky.gov>, "Robert Bowman" <rbowman2@lexingtonky.gov>, "Hilori Morgan" <hmorgan@lexingtonky.gov>
Date: 11/08/2010 11:43 AM

Subject: RE: Meeting Today

How about next Monday the 15th in Cassie's office?

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

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]
Sent: Monday, November 08, 2010 11:24 AM
To: Julie Mantrom
Subject: RE: Meeting Today

I will be back in the office on Thursday so anytime on Thursday or Friday or next week.

Bryan Siler
Eastern Division
bryan.siler@amwater.com
Phone: (859) 268-6350

"Julie Mantrom"
<jmantrom@lexingt
onky.gov>
To <Bryan.Siler@amwater.com>
11/08/2010 11:21
cc AM
Subject RE: Meeting Today

When would you be available if we rescheduled?

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

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]
Sent: Monday, November 08, 2010 11:17 AM
To: Julie Mantrom
Subject: Re: Meeting Today

Julie,

I will be traveling today and would only be able to do it by phone. I am open to rescheduling but am certainly available via cell phone as coverage dictates. Please let me know if another day would be suitable.

I will check to see if they were able to get that information yet.

Bryan Siler
Eastern Division
bryan.siler@amwater.com
Phone: (859) 268-6350

"Julie Mantrom"
<jmantrom@lexingt
onky.gov>
To <Bryan.Siler@amwater.com>
11/08/2010 11:00
cc AM
Subject Meeting Today

Bryan:

Are you coming here today or will we be doing our meeting today by phone?

Julie

From: Julie Mantrom
Sent: Monday, November 08, 2010 9:04 AM
To: 'Bryan.Siler@amwater.com'
Cc: Lynne Cross; Candice Deininger
Subject: RE: Should premise [REDACTED] be billed sewer? [REDACTED]
[REDACTED]

Bryan:

Would you have this information for our meeting this afternoon?

Julie

From: Candice Deininger
Sent: Tuesday, November 02, 2010 10:18 AM
To: 'Bryan.Siler@amwater.com'
Cc: Takisha.Walker@amwater.com; Julie Mantrom; Lynne Cross
Subject: FW: Should premise [REDACTED] be billed sewer? [REDACTED]
[REDACTED]

Importance: High

Good morning, Bryan. Any progress with this?

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, October 13, 2010 11:09 AM
To: 'Bryan.Siler@amwater.com'
Cc: 'Takisha.Walker@amwater.com'; Julie Mantrom; Lynne Cross
Subject: FW: Should premise [REDACTED] be billed sewer? [REDACTED]
[REDACTED]

Hi, Bryan . . . Is there any way we can get the historical usage/payment history for this property prior to February 2005? As indicated by Julie, this location is currently not sewerred, however, there is service available. She needs to know the amount the customer has paid in sewer fees before she authorizes a refund and sends a mandatory connection letter to them. It has been over two months since you initially requested the sewer status of this location, so we're trying to wrap it up but need your assistance to do so. Thanks in advance for your help in expediting this request!!

Candice Deininger

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

From: Lynne Cross
Sent: Thursday, September 30, 2010 7:56 AM
To: 'Bryan.Siler@amwater.com'
Cc: Julie Mantrom; Candice Deininger
Subject: RE: Should premise [REDACTED] be billed sewer? [REDACTED]

Hi Bryan!
Just double checking with you on the email below... I did not hear back from you and wanted to make sure you got this email asking for help. Just let me know.

Thanks,
Lynne
258.3363

From: Lynne Cross
Sent: Tuesday, September 28, 2010 9:56 AM
To: Bryan.Siler@amwater.com
Cc: Julie Mantrom; Candice Deininger
Subject: FW: Should premise [REDACTED] be billed sewer? [REDACTED]

Hi Bryan -
Good morning! Can you look further back on this account and tell me how much they have paid in sewer user fees or can you send me screen shots so I can calculate it? I can see back as far as February 2005 but no further.
Thanks for any help you might be able to give me!!

Lynne
258.3363

From: Julie Mantrom
Sent: Tuesday, September 28, 2010 9:54 AM
To: Lynne Cross
Subject: RE: Should premise [REDACTED] be billed sewer? [REDACTED]

Lynn:

Sometimes Candice can go further back with KAW. Do you want to ask Bryan or shall I?

Julie

From: Lynne Cross

Sent: Tuesday, September 28, 2010 9:50 AM
To: Julie Mantrom
Cc: Candice Deininger; Bryan.Siler@amwater.com
Subject: RE: Should premise [REDACTED] be billed sewer [REDACTED]

Julie -
I went back to Feb. 2005 (which is as far as our system shows) and yes they are paying a sewer user fee. Since February 2005 they have paid \$1656.33.
If you have any more questions, just let me know.

Thanks -
Lynne
258.3363

From: Julie Mantrom
Sent: Monday, September 27, 2010 2:04 PM
To: Lynne Cross
Cc: Candice Deininger; 'Bryan.Siler@amwater.com'
Subject: FW: Should premise [REDACTED] be billed sewer? [REDACTED]

Lynne;

Can you tell me if [REDACTED] is paying the sewer user fee, and if yes-how much they have paid? I would like to go back as far as possible.
It is my understanding it will cost \$8,000 for them to connect to sewer if I send them a mandatory connection letter. I want to know the amount before I authorize a refund.

Thank you.

Julie

From: Rodney Chervus
Sent: Monday, September 27, 2010 1:39 PM
To: Julie Mantrom
Cc: Carol Schoaff
Subject: RE: Should premise [REDACTED] be billed sewer? [REDACTED]

Julie,

James Gay, MD can be reached at 266-3438.

Who will make the call if necessary?

Rodney (Rod) Chervus, P.E.
Collection and Conveyance Manager
Division of Water Quality
Lexington - Fayette Urban County Government
Phone: (859) 425-2408
Fax: (859) 255-7356
email: rchervus@lfucg.com

NOTE: THIS ELECTRONIC MAIL TRANSMISSION IS FOR THE USE OF THE NAMED INDIVIDUAL OR ENTITY TO WHICH IT IS DIRECTED, AND MAY CONTAIN INFORMATION THAT IS PRIVILEGED OR CONFIDENTIAL. IT IS NOT TO BE TRANSMITTED TO OR RECEIVED BY ANYONE OTHER THAN THE NAMED ADDRESSEE (OR PERSON AUTHORIZED TO DELIVER IT TO THE NAMED ADDRESSEE). IT IS NOT TO BE COPIED OR FORWARDED TO ANY UNAUTHORIZED PERSONS. IF YOU HAVE RECEIVED THIS ELECTRONIC MAIL TRANSMISSION IN ERROR, DELETE IT FROM YOUR SYSTEM WITHOUT COPYING OR FORWARDING IT, AND NOTIFY THE SENDER OF THE ERROR BY REPLYING VIA E-MAIL OR BY CALLING THE DIVISION OF WATER AND AIR QUALITY AT (859) 425-2400, SO THAT OUR ADDRESS RECORD CAN BE CORRECTED.

From: Carol Schoaff
Sent: Monday, September 27, 2010 1:34 PM
To: Julie Mantrom; Rodney Chervus
Cc: T Taylor
Subject: RE: Should premise [REDACTED] be billed sewer? [REDACTED]

It is at minimum 475' from the nearest sewer line to this residence - smoke testing would not be conclusive; and a dye test would require running water for an extended period of time. Here's a simple question - has any one asked the homeowner if they are connected?

Carol J. Schoaff
Engineering Technician Principal
Lexington Fayette Urban County Government
Division of Water Quality
Phone: 859.425.2441
Fax: 859.255.7356
Email: cschoaff@lexingtonky.gov

From: Julie Mantrom
Sent: Monday, September 27, 2010 1:31 PM
To: Rodney Chervus; Carol Schoaff
Cc: T Taylor
Subject: RE: Should premise [REDACTED] be billed sewer? [REDACTED]

I have never heard the 2 acre thing before-only inside or outside the urban service area, and this property is in the Urban Service Area. Sounds like I have to send a mandatory connect letter since you are saying they are not connected, but have access.

From: Rodney Chervus
Sent: Monday, September 27, 2010 1:28 PM
To: Carol Schoaff
Cc: Julie Mantrom; T Taylor
Subject: FW: Should premise [REDACTED] be billed sewer? [REDACTED]

[REDACTED]
Carol,

Would smoke or dye tests come up with any conclusions, if the property was connected to the sewer or not? A capped connection is almost conclusive.

Julie,

The property is over 10 acres. I understand if the property of over 2 acres they do not have to hook onto the sewer system?

What next Julie, Carol

Rodney (Rod) Chervus, P.E.
Collection and Conveyance Manager
Division of Water Quality
Lexington - Fayette Urban County Government
Phone: (859) 425-2408
Fax: (859) 255-7356
email: rchervus@lfucg.com

NOTE: THIS ELECTRONIC MAIL TRANSMISSION IS FOR THE USE OF THE NAMED INDIVIDUAL OR ENTITY TO WHICH IT IS DIRECTED, AND MAY CONTAIN INFORMATION THAT IS PRIVILEGED OR CONFIDENTIAL. IT IS NOT TO BE TRANSMITTED TO OR RECEIVED BY ANYONE OTHER THAN THE NAMED ADDRESSEE (OR PERSON AUTHORIZED TO DELIVER IT TO THE NAMED ADDRESSEE). IT IS NOT TO BE COPIED OR FORWARDED TO ANY UNAUTHORIZED PERSONS. IF YOU HAVE RECEIVED THIS ELECTRONIC MAIL TRANSMISSION IN ERROR, DELETE IT FROM YOUR SYSTEM WITHOUT COPYING OR FORWARDING IT, AND NOTIFY THE SENDER OF THE ERROR BY REPLYING VIA E-MAIL OR BY CALLING THE DIVISION OF WATER AND AIR QUALITY AT (859) 425-2400, SO THAT OUR ADDRESS RECORD CAN BE CORRECTED.

From: Carol Schoaff
Sent: Monday, September 27, 2010 12:54 PM
To: Julie Mantrom; T Taylor
Cc: Rodney Chervus; Candice Deininger
Subject: RE: Should premise [REDACTED] be billed sewer?
[REDACTED]

CCTV inspection of this area shows a tap for this residence at 148.1' upstream of Manhole WH7_76; the investigation shows that this tap is a factory "t" and is capped at the main. The line and the tap are located on the property at 125 Lakeshore Drive, and there is an easement on the property that extends to the back property line. Based on the findings and the available contours, it appears that we do have service available for this residence.

Carol J. Schoaff
Engineering Technician Principal

Lexington Fayette Urban County Government
Division of Water Quality
Phone: 859.425.2441
Fax: 859.255.7356
Email: cschoaff@lexingtonky.gov

From: Julie Mantrom
Sent: Tuesday, September 14, 2010 9:42 AM
To: Carol Schoaff; T Taylor
Cc: Rodney Chervus; Candice Deininger
Subject: RE: Should premise [REDACTED] be billed sewer?

Thank you.

From: Carol Schoaff
Sent: Tuesday, September 14, 2010 9:16 AM
To: Julie Mantrom; T Taylor
Cc: Rodney Chervus; Candice Deininger
Subject: RE: Should premise [REDACTED] be billed sewer?

Give me until the end of the week; I've been short handed since you made the original request and just getting back on my tasks since Patrick came back. Randy and I discussed CCTV'ing the line and lateral launching the tap that is oriented toward the property, I'll get a work order together and see if we can prove/disprove the connection with that method. If the tap is not active I'll have the TV Crew attempt to mark where the end of the lateral is, if it doesn't extend to the property line we'll have to do some plat research (the As Builts for that line do not show the easement).

Carol J. Schoaff
Engineering Technician Principal
Lexington Fayette Urban County Government
Division of Water Quality
Phone: 859.425.2441
Fax: 859.255.7356
Email: cschoaff@lexingtonky.gov

From: Julie Mantrom
Sent: Tuesday, September 14, 2010 9:02 AM
To: T Taylor; Carol Schoaff
Cc: Rodney Chervus; Candice Deininger
Subject: RE: Should premise [REDACTED] be billed sewer?

Has this been verified yet? If the property is not on sewer we need to know if the property owner has access at his property line-without going across private property.

From: T Taylor
Sent: Tuesday, August 17, 2010 9:54 AM
To: Carol Schoaff
Cc: Julie Mantrom; Rodney Chervus
Subject: RE: Should premise [REDACTED] be billed sewer?

Carol,

Please do a verification.

Thanks

From: Julie Mantrom
 Sent: Tuesday, August 17, 2010 9:52 AM
 To: T Taylor
 Cc: Rodney Chervus; Carol Schoaff
 Subject: FW: Should premise [REDACTED] be billed sewer?
 Can you take please check this property? Thank you.

From: Candice Deininger
 Sent: Tuesday, August 17, 2010 9:37 AM
 To: Julie Mantrom
 Cc: Mike Lambert
 Subject: FW: Should premise [REDACTED] e billed sewer?

Good morning. Bryan sent the following email inquiring about whether or not this location should be charged - it is at [REDACTED] Mike Lambert checked the records and wasn't able to determine if it was actually tapped on. He did tell me that there is a tap available 49 feet from the downstream manhole WH7-77. Is there a possibility this can dye-tested? If they aren't tapped on, I think I can feel a mandatory connection letter going out and whatever they've paid in sewer fees would be applied? I know I may be jumping the gun . . . Btw - this property is just on the other side of Shriners Lane . . .

(Embedded image moved to file: pic09253.jpg)

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 17, 2010 8:46 AM
 To: Candice Deininger
 Cc: Bethany.Hungate@amwater.com
 Subject: Should premise [REDACTED] be billed sewer?

Candice,

Should this premise be billed sewer?

Thanks.

Bryan Siler
Eastern Division
bryan.siler@amwater.com
Phone: (859) 268-6350

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:32 AM -----

From: "Julie Mantrom" <jmantrom@lexingtonky.gov>
To: <Bryan.Siler@amwater.com>
Cc: "Candice Deininger" <cdeining@lexingtonky.gov>, "Hilori Morgan" <hmorgan@lexingtonky.gov>, "Cassie Felty" <mfelty@lexingtonky.gov>, "Robert Bowman" <rbowman2@lexingtonky.gov>, "Scott Dickison" <sdickison@lexingtonky.gov>
Date: 11/08/2010 01:19 PM
Subject: RE: Meeting Today

Sounds like a plan.

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

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]
Sent: Monday, November 08, 2010 11:53 AM
To: Julie Mantrom
Cc: Candice Deininger; Hilori Morgan; Cassie Felty; Robert Bowman; Scott Dickison
Subject: RE: Meeting Today

That would be great. Same place as before? Meet at 2:30pm?

Bryan Siler
Eastern Division
bryan.siler@amwater.com
Phone: (859) 268-6350

"Julie Mantrom"
<jmantrom@lexingt
onky.gov>
To <Bryan.Siler@amwater.com>
11/08/2010 11:42
cc AM "Candice Deininger"
<cdeining@lexingtonky.gov>,
"Cassie Felty" <mfelty@lexingtonky.gov>,
"Scott Dickison"

"Hilori

Subject

<sdickison@lexingtonky.gov>, "Robert Bowman" <rbowman2@lexingtonky.gov>, Morgan" <hmorgan@lexingtonky.gov>

RE: Meeting Today

How about next Monday the 15th in Cassie's office?

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

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]
 Sent: Monday, November 08, 2010 11:24 AM
 To: Julie Mantrom
 Subject: RE: Meeting Today

I will be back in the office on Thursday so anytime on Thursday or Friday or next week.

Bryan Siler
 Eastern Division
 bryan.siler@amwater.com
 Phone: (859) 268-6350

"Julie Mantrom"

<jmantrom@lexingt
 onky.gov>

To <Bryan.Siler@amwater.com>

11/08/2010 11:21

cc

AM

Subject

RE: Meeting Today

When would you be available if we rescheduled?

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

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]
Sent: Monday, November 08, 2010 11:17 AM
To: Julie Mantrom
Subject: Re: Meeting Today

Julie,

I will be traveling today and would only be able to do it by phone. I am open to rescheduling but am certainly available via cell phone as coverage dictates. Please let me know if another day would be suitable.

I will check to see if they were able to get that information yet.

Bryan Siler
Eastern Division
bryan.siler@amwater.com
Phone: (859) 268-6350

"Julie Mantrom"

<jmantrom@lexingt

onky.gov>

To

<Bryan.Siler@amwater.com>

11/08/2010 11:00
cc AM

Subject Meeting Today

Bryan:

Are you coming here today or will we be doing our meeting today by phone?

Julie

From: Julie Mantrom
Sent: Monday, November 08, 2010 9:04 AM
To: 'Bryan.Siler@amwater.com'
Cc: Lynne Cross; Candice Deininger
Subject: RE: Should premise 120023928 be billed sewer? 1920 Richmond Road

Bryan:

Would you have this information for our meeting this afternoon?

Julie

From: Candice Deininger
Sent: Tuesday, November 02, 2010 10:18 AM
To: 'Bryan.Siler@amwater.com'
Cc: Takisha.Walker@amwater.com; Julie Mantrom; Lynne Cross
Subject: FW: Should premise 120023928 be billed sewer? 1920 Richmond Road
Importance: High

Good morning, Bryan. Any progress with this?

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, October 13, 2010 11:09 AM
To: 'Bryan.Siler@amwater.com'
Cc: 'Takisha.Walker@amwater.com'; Julie Mantrom; Lynne Cross
Subject: FW: Should premise [REDACTED] be billed sewer? [REDACTED]

Hi, Bryan . . . Is there any way we can get the historical usage/payment history for this property prior to February 2005? As indicated by Julie, this location is currently not sewerred, however, there is service available. She needs to know the amount the customer has paid in sewer fees before she authorizes a refund and sends a mandatory connection letter to them. It has been over two months since you initially requested the sewer status of this location, so we're trying to wrap it up but need your assistance to do so. Thanks in advance for your help in expediting this request!!

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

From: Lynne Cross
Sent: Thursday, September 30, 2010 7:56 AM
To: 'Bryan.Siler@amwater.com'
Cc: Julie Mantrom; Candice Deininger
Subject: RE: Should premise [REDACTED] be billed sewer? [REDACTED]

Hi Bryan!
Just double checking with you on the email below... I did not hear back from you and wanted to make sure you got this email asking for help. Just let me know.

Thanks,
Lynne
258.3363

From: Lynne Cross
Sent: Tuesday, September 28, 2010 9:56 AM
To: Bryan.Siler@amwater.com
Cc: Julie Mantrom; Candice Deininger
Subject: FW: Should premise [REDACTED] be billed sewer? [REDACTED]

Hi Bryan -
Good morning! Can you look further back on this account and tell me how much they have paid in sewer user fees or can you send me screen shots so I

can calculate it? I can see back as far as February 2005 but no further.

Thanks for any help you might be able to give me!!

Lynne
258.3363

From: Julie Mantrom
Sent: Tuesday, September 28, 2010 9:54 AM
To: Lynne Cross
Subject: RE: Should premise [REDACTED] be billed sewer? [REDACTED]

Lynn:

Sometimes Candice can go further back with KAW. Do you want to ask Bryan or shall I?

Julie

From: Lynne Cross
Sent: Tuesday, September 28, 2010 9:50 AM
To: Julie Mantrom
Cc: Candice Deininger; Bryan.Siler@amwater.com
Subject: RE: Should premise [REDACTED] be billed sewer? [REDACTED]

Julie -
I went back to Feb. 2005 (which is as far as our system shows) and yes they are paying a sewer user fee. Since February 2005 they have paid \$1656.33.
If you have any more questions, just let me know.

Thanks -
Lynne
258.3363

From: Julie Mantrom
Sent: Monday, September 27, 2010 2:04 PM
To: Lynne Cross
Cc: Candice Deininger; 'Bryan.Siler@amwater.com'
Subject: FW: Should premise [REDACTED] be billed sewer? [REDACTED]

Lynne;

Can you tell me if [REDACTED] is paying the sewer user fee, and if yes-how much they have paid? I would like to go back as far as possible.
It is my understanding it will cost \$8,000 for them to connect to sewer if I send them a mandatory connection letter. I want to know the amount before I authorize a refund.

Thank you.

Julie

From: Rodney Chervus
Sent: Monday, September 27, 2010 1:39 PM
To: Julie Mantrom
Cc: Carol Schoaff
Subject: RE: Should premise [REDACTED] be billed sewer? [REDACTED]
[REDACTED]

Julie,
[REDACTED]

Who will make the call if necessary?

Rodney (Rod) Chervus, P.E.
Collection and Conveyance Manager
Division of Water Quality
Lexington - Fayette Urban County Government
Phone: (859) 425-2408
Fax: (859) 255-7356
email: rchervus@lfucg.com

NOTE: THIS ELECTRONIC MAIL TRANSMISSION IS FOR THE USE OF THE NAMED INDIVIDUAL OR ENTITY TO WHICH IT IS DIRECTED, AND MAY CONTAIN INFORMATION THAT IS PRIVILEGED OR CONFIDENTIAL. IT IS NOT TO BE TRANSMITTED TO OR RECEIVED BY ANYONE OTHER THAN THE NAMED ADDRESSEE (OR PERSON AUTHORIZED TO DELIVER IT TO THE NAMED ADDRESSEE). IT IS NOT TO BE COPIED OR FORWARDED TO ANY UNAUTHORIZED PERSONS. IF YOU HAVE RECEIVED THIS ELECTRONIC MAIL TRANSMISSION IN ERROR, DELETE IT FROM YOUR SYSTEM WITHOUT COPYING OR FORWARDING IT, AND NOTIFY THE SENDER OF THE ERROR BY REPLYING VIA E-MAIL OR BY CALLING THE DIVISION OF WATER AND AIR QUALITY AT (859) 425-2400, SO THAT OUR ADDRESS RECORD CAN BE CORRECTED.

From: Carol Schoaff
Sent: Monday, September 27, 2010 1:34 PM
To: Julie Mantrom; Rodney Chervus
Cc: T Taylor
Subject: RE: Should premise [REDACTED] be billed sewer? [REDACTED]
[REDACTED]

It is at minimum 475' from the nearest sewer line to this residence - smoke testing would not be conclusive; and a dye test would require running water for an extended period of time. Here's a simple question - has any one asked the homeowner if they are connected?

Carol J. Schoaff
Engineering Technician Principal
Lexington Fayette Urban County Government
Division of Water Quality
Phone: 859.425.2441

Fax: 859.255.7356
Email: cschoaff@lexingtonky.gov

From: Julie Mantrom
Sent: Monday, September 27, 2010 1:31 PM
To: Rodney Chervus; Carol Schoaff
Cc: T Taylor
Subject: RE: Should premise [REDACTED] be billed sewer [REDACTED]
[REDACTED]

I have never heard the 2 acre thing before-only inside or outside the urban service area, and this property is in the Urban Service Area. Sounds like I have to send a mandatory connect letter since you are saying they are not connected, but have access.

From: Rodney Chervus
Sent: Monday, September 27, 2010 1:28 PM
To: Carol Schoaff
Cc: Julie Mantrom; T Taylor
Subject: FW: Should premise [REDACTED] be billed sewer? [REDACTED]
[REDACTED]

Carol,

Would smoke or dye tests come up with any conclusions, if the property was connected to the sewer or not? A capped connection is almost conclusive.

Julie,

The property is over 10 acres. I understand if the property of over 2 acres they do not have to hook onto the sewer system?

What next Julie, Carol

Rodney (Rod) Chervus, P.E.
Collection and Conveyance Manager
Division of Water Quality
Lexington - Fayette Urban County Government
Phone: (859) 425-2408
Fax: (859) 255-7356
email: rchervus@lfucg.com

NOTE: THIS ELECTRONIC MAIL TRANSMISSION IS FOR THE USE OF THE NAMED INDIVIDUAL OR ENTITY TO WHICH IT IS DIRECTED, AND MAY CONTAIN INFORMATION THAT IS PRIVILEGED OR CONFIDENTIAL. IT IS NOT TO BE TRANSMITTED TO OR RECEIVED BY ANYONE OTHER THAN THE NAMED ADDRESSEE (OR PERSON AUTHORIZED TO DELIVER IT TO THE NAMED ADDRESSEE). IT IS NOT TO BE COPIED OR FORWARDED TO ANY UNAUTHORIZED PERSONS. IF YOU HAVE RECEIVED THIS ELECTRONIC MAIL TRANSMISSION IN ERROR, DELETE IT FROM YOUR SYSTEM WITHOUT COPYING OR FORWARDING IT, AND NOTIFY THE SENDER OF THE ERROR BY REPLYING VIA E-MAIL OR BY CALLING THE DIVISION OF WATER AND AIR QUALITY AT (859) 425-2400, SO

THAT
OUR ADDRESS RECORD CAN BE CORRECTED.

From: Carol Schoaff
Sent: Monday, September 27, 2010 12:54 PM
To: Julie Mantrom; T Taylor
Cc: Rodney Chervus; Candice Deininger
Subject: RE: Should premise [REDACTED] be billed sewer? [REDACTED]

CCTV inspection of this area shows a tap for this residence at 148.1' upstream of Manhole WH7_76; the investigation shows that this tap is a factory "t" and is capped at the main. The line and the tap are located on the property at [REDACTED] and there is an easement on the property that extends to the back property line. Based on the findings and the available contours, it appears that we do have service available for this residence.

Carol J. Schoaff
Engineering Technician Principal
Lexington Fayette Urban County Government
Division of Water Quality
Phone: 859.425.2441
Fax: 859.255.7356
Email: cschoaff@lexingtonky.gov

From: Julie Mantrom
Sent: Tuesday, September 14, 2010 9:42 AM
To: Carol Schoaff; T Taylor
Cc: Rodney Chervus; Candice Deininger
Subject: RE: Should premise [REDACTED] billed sewer?

Thank you.

From: Carol Schoaff
Sent: Tuesday, September 14, 2010 9:16 AM
To: Julie Mantrom; T Taylor
Cc: Rodney Chervus; Candice Deininger
Subject: RE: Should premise [REDACTED] be billed sewer?

Give me until the end of the week; I've been short handed since you made the original request and just getting back on my tasks since Patrick came back. Randy and I discussed CCTV'ing the line and lateral launching the tap that is oriented toward the property, I'll get a work order together and see if we can prove/disprove the connection with that method. If the tap is not active I'll have the TV Crew attempt to mark where the end of the lateral is, if it doesn't extend to the property line we'll have to do some plat research (the As Builts for that line do not show the easement).

Carol J. Schoaff
Engineering Technician Principal
Lexington Fayette Urban County Government

Division of Water Quality
Phone: 859.425.2441
Fax: 859.255.7356
Email: cschoaff@lexingtonky.gov

From: Julie Mantrom
Sent: Tuesday, September 14, 2010 9:02 AM
To: T Taylor; Carol Schoaff
Cc: Rodney Chervus; Candice Deininger
Subject: RE: Should premise [REDACTED] be billed sewer?

Has this been verified yet? If the property is not on sewer we need to know if the property owner has access at his property line-without going across private property.

From: T Taylor
Sent: Tuesday, August 17, 2010 9:54 AM
To: Carol Schoaff
Cc: Julie Mantrom; Rodney Chervus
Subject: RE: Should premise [REDACTED] be billed sewer?

Carol,

Please do a verification.

Thanks

From: Julie Mantrom
Sent: Tuesday, August 17, 2010 9:52 AM
To: T Taylor
Cc: Rodney Chervus; Carol Schoaff
Subject: FW: Should premise [REDACTED] be billed sewer?
Can you take please check this property? Thank you.

From: Candice Deininger
Sent: Tuesday, August 17, 2010 9:37 AM
To: Julie Mantrom
Cc: Mike Lambert
Subject: FW: Should premise [REDACTED] be billed sewer?

Good morning. Bryan sent the following email inquiring about whether or not this location should be charged - it is at [REDACTED] Mike Lambert checked the records and wasn't able to determine if it was actually tapped on. He did tell me that there is a tap available 49 feet from the downstream manhole WH7-77. Is there a possibility this can dye-tested? If they aren't tapped on, I think I can feel a mandatory connection letter going out and whatever they've paid in sewer fees would be applied? I know I may be [REDACTED]. Btw - this property is just on the other side of [REDACTED]

(Embedded image moved to file: pic09253.jpg)

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 17, 2010 8:46 AM
 To: Candice Deininger
 Cc: Bethany.Hungate@amwater.com
 Subject: Should premise [REDACTED] be billed sewer?

Candice,

Should this premise be billed sewer?

Thanks.

Bryan Siler
 Eastern Division
 bryan.siler@amwater.com
 Phone: (859) 268-6350

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:32 AM -----

From: "Julie Mantrom" <jmantrom@lexingtonky.gov>
 To: <Bryan.Siler@amwater.com>, "Hilori Morgan" <hmorgan@lexingtonky.gov>, "Cassie Felty" <mfelty@lexingtonky.gov>, "Robert Bowman" <rbowman2@lexingtonky.gov>, "Scott Dickison" <sdickison@lexingtonky.gov>
 Cc: "Candice Deininger" <cdeining@lexingtonky.gov>
 Date: 11/10/2010 01:48 PM
 Subject: RE: Meeting Today

Candice is off next Monday, and we all agree we cannot meet without Candice.

What about Thursday afternoon on the 18th?

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

From: Julie Mantrom
 Sent: Monday, November 08, 2010 1:19 PM
 To: 'Bryan.Siler@amwater.com'
 Cc: Candice Deininger; Hilori Morgan; Cassie Felty; Robert Bowman; Scott Dickison
 Subject: RE: Meeting Today

Sounds like a plan.

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

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]
 Sent: Monday, November 08, 2010 11:53 AM
 To: Julie Mantrom
 Cc: Candice Deininger; Hilori Morgan; Cassie Felty; Robert Bowman; Scott Dickison
 Subject: RE: Meeting Today

That would be great. Same place as before? Meet at 2:30pm?

Bryan Siler
 Eastern Division
 bryan.siler@amwater.com
 Phone: (859) 268-6350

"Julie Mantrom"
 <jmantrom@lexingt
 onky.gov>
 To <Bryan.Siler@amwater.com>
 11/08/2010 11:42
 cc AM "Candice Deininger"
 <cdeining@lexingtonky.gov>,
 "Cassie Felty" <mfelty@lexingtonky.gov>,
 "Scott Dickison"
 <sdickison@lexingtonky.gov>,
 "Robert Bowman"
 <rbowman2@lexingtonky.gov>,
 "Hilori Morgan" <hmorgan@lexingtonky.gov>
 Subject RE: Meeting Today

How about next Monday the 15th in Cassie's office?

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

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]
Sent: Monday, November 08, 2010 11:24 AM
To: Julie Mantrom
Subject: RE: Meeting Today

I will be back in the office on Thursday so anytime on Thursday or Friday or next week.

Bryan Siler
Eastern Division
bryan.siler@amwater.com
Phone: (859) 268-6350

"Julie Mantrom"
<jmantrom@lexingt
onky.gov>
To <Bryan.Siler@amwater.com>
11/08/2010 11:21
cc AM
Subject RE: Meeting Today

When would you be available if we rescheduled?

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

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]
Sent: Monday, November 08, 2010 11:17 AM
To: Julie Mantrom
Subject: Re: Meeting Today

Julie,

I will be traveling today and would only be able to do it by phone. I am open to rescheduling but am certainly available via cell phone as coverage dictates. Please let me know if another day would be suitable.

I will check to see if they were able to get that information yet.

Bryan Siler
Eastern Division
bryan.siler@amwater.com
Phone: (859) 268-6350

"Julie Mantrom"
<jmantrom@lexingt
onky.gov>
To <Bryan.Siler@amwater.com>
11/08/2010 11:00
cc AM
Subject Meeting Today

Bryan:

Are you coming here today or will we be doing our meeting today by phone?

Julie

From: Julie Mantrom
Sent: Monday, November 08, 2010 9:04 AM
To: 'Bryan.Siler@amwater.com'
Cc: Lynne Cross; Candice Deininger
Subject: RE: Should premise [REDACTED] be billed sewer? [REDACTED]

Bryan:

Would you have this information for our meeting this afternoon?

Julie

From: Candice Deininger
Sent: Tuesday, November 02, 2010 10:18 AM
To: 'Bryan.Siler@amwater.com'
Cc: Takisha.Walker@amwater.com; Julie Mantrom; Lynne Cross
Subject: FW: Should premise [REDACTED] be billed sewer? [REDACTED]

Importance: High

Good morning, Bryan. Any progress with this?

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, October 13, 2010 11:09 AM
To: 'Bryan.Siler@amwater.com'
Cc: 'Takisha.Walker@amwater.com'; Julie Mantrom; Lynne Cross
Subject: FW: Should premise [REDACTED] be billed sewer? [REDACTED]

Hi, Bryan . . . Is there any way we can get the historical usage/payment history for this property prior to February 2005? As indicated by Julie, this location is currently not sewerred, however, there is service available. She needs to know the amount the customer has paid in sewer fees before she authorizes a refund and sends a mandatory connection letter to them. It has been over two months since you initially requested the sewer status of this location, so we're trying to wrap it up but need your assistance to do so. Thanks in advance for your help in expediting this request!!

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

From: Lynne Cross
Sent: Thursday, September 30, 2010 7:56 AM
To: 'Bryan.Siler@amwater.com'
Cc: Julie Mantrom; Candice Deininger
Subject: RE: Should premise [REDACTED] be billed sewer? [REDACTED]

Hi Bryan!
Just double checking with you on the email below... I did not hear back from you and wanted to make sure you got this email asking for help. Just let me know.

Thanks,
Lynne
258.3363

From: Lynne Cross
Sent: Tuesday, September 28, 2010 9:56 AM
To: Bryan.Siler@amwater.com
Cc: Julie Mantrom; Candice Deininger
Subject: FW: Should premise [REDACTED] be billed sewer? [REDACTED]

Hi Bryan -
Good morning! Can you look further back on this account and tell me how much they have paid in sewer user fees or can you send me screen shots so I can calculate it? I can see back as far as February 2005 but no further.
Thanks for any help you might be able to give me!!

Lynne
258.3363

From: Julie Mantrom
Sent: Tuesday, September 28, 2010 9:54 AM
To: Lynne Cross
Subject: RE: Should premise [REDACTED] be billed sewer? [REDACTED]

Lynn:

Sometimes Candice can go further back with KAW. Do you want to ask Bryan or shall I?

Julie

From: Lynne Cross
Sent: Tuesday, September 28, 2010 9:50 AM
To: Julie Mantrom
Cc: Candice Deininger; Bryan.Siler@amwater.com
Subject: RE: Should premise [REDACTED] be billed sewer? [REDACTED]

Julie -
I went back to Feb. 2005 (which is as far as our system shows) and yes they are paying a sewer user fee. Since February 2005 they have paid \$1656.33.
If you have any more questions, just let me know.

Thanks -
Lynne
258.3363

From: Julie Mantrom
Sent: Monday, September 27, 2010 2:04 PM
To: Lynne Cross
Cc: Candice Deininger; 'Bryan.Siler@amwater.com'
Subject: FW: Should premise [REDACTED] be billed sewer? [REDACTED]

Lynne;

Can you tell me if [REDACTED] is paying the sewer user fee, and if yes-how much they have paid? I would like to go back as far as possible.
It is my understanding it will cost \$8,000 for them to connect to sewer if I send them a mandatory connection letter. I want to know the amount before I authorize a refund.

Thank you.

Julie

From: Rodney Chervus
Sent: Monday, September 27, 2010 1:39 PM
To: Julie Mantrom
Cc: Carol Schoaff
Subject: RE: Should premise [REDACTED] billed sewer? [REDACTED]

Julie,
[REDACTED]

Who will make the call if necessary?

Rodney (Rod) Chervus, P.E.
Collection and Conveyance Manager
Division of Water Quality
Lexington - Fayette Urban County Government
Phone: (859) 425-2408

Fax: (859) 255-7356
email: rchervus@lfucg.com

NOTE: THIS ELECTRONIC MAIL TRANSMISSION IS FOR THE USE OF THE NAMED INDIVIDUAL OR ENTITY TO WHICH IT IS DIRECTED, AND MAY CONTAIN INFORMATION THAT IS PRIVILEGED OR CONFIDENTIAL. IT IS NOT TO BE TRANSMITTED TO OR RECEIVED BY ANYONE OTHER THAN THE NAMED ADDRESSEE (OR PERSON AUTHORIZED TO DELIVER IT TO THE NAMED ADDRESSEE). IT IS NOT TO BE COPIED OR FORWARDED TO ANY UNAUTHORIZED PERSONS. IF YOU HAVE RECEIVED THIS ELECTRONIC MAIL TRANSMISSION IN ERROR, DELETE IT FROM YOUR SYSTEM WITHOUT COPYING OR FORWARDING IT, AND NOTIFY THE SENDER OF THE ERROR BY REPLYING VIA E-MAIL OR BY CALLING THE DIVISION OF WATER AND AIR QUALITY AT (859) 425-2400, SO THAT OUR ADDRESS RECORD CAN BE CORRECTED.

From: Carol Schoaff
Sent: Monday, September 27, 2010 1:34 PM
To: Julie Mantrom; Rodney Chervus
Cc: T Taylor
Subject: RE: Should premise [REDACTED] be billed sewer? [REDACTED]

It is at minimum 475' from the nearest sewer line to this residence - smoke testing would not be conclusive; and a dye test would require running water for an extended period of time. Here's a simple question - has any one asked the homeowner if they are connected?

Carol J. Schoaff
Engineering Technician Principal
Lexington Fayette Urban County Government
Division of Water Quality
Phone: 859.425.2441
Fax: 859.255.7356
Email: cschoaff@lexingtonky.gov

From: Julie Mantrom
Sent: Monday, September 27, 2010 1:31 PM
To: Rodney Chervus; Carol Schoaff
Cc: T Taylor
Subject: RE: Should premise [REDACTED] be billed sewer? [REDACTED]

I have never heard the 2 acre thing before-only inside or outside the urban service area, and this property is in the Urban Service Area. Sounds like I have to send a mandatory connect letter since you are saying they are not connected, but have access.

From: Rodney Chervus
Sent: Monday, September 27, 2010 1:28 PM
To: Carol Schoaff

Cc: Julie Mantrom; T Taylor
Subject: FW: Should premise be billed sewer?

Carol,

Would smoke or dye tests come up with any conclusions, if the property was connected to the sewer or not? A capped connection is almost conclusive.

Julie,

The property is over 10 acres. I understand if the property of over 2 acres they do not have to hook onto the sewer system?

What next Julie, Carol

Rodney (Rod) Chervus, P.E.
Collection and Conveyance Manager
Division of Water Quality
Lexington - Fayette Urban County Government
Phone: (859) 425-2408
Fax: (859) 255-7356
email: rchervus@lfucg.com

NOTE: THIS ELECTRONIC MAIL TRANSMISSION IS FOR THE USE OF THE NAMED INDIVIDUAL OR ENTITY TO WHICH IT IS DIRECTED, AND MAY CONTAIN INFORMATION THAT IS PRIVILEGED OR CONFIDENTIAL. IT IS NOT TO BE TRANSMITTED TO OR RECEIVED BY ANYONE OTHER THAN THE NAMED ADDRESSEE (OR PERSON AUTHORIZED TO DELIVER IT TO THE NAMED ADDRESSEE). IT IS NOT TO BE COPIED OR FORWARDED TO ANY UNAUTHORIZED PERSONS. IF YOU HAVE RECEIVED THIS ELECTRONIC MAIL TRANSMISSION IN ERROR, DELETE IT FROM YOUR SYSTEM WITHOUT COPYING OR FORWARDING IT, AND NOTIFY THE SENDER OF THE ERROR BY REPLYING VIA E-MAIL OR BY CALLING THE DIVISION OF WATER AND AIR QUALITY AT (859) 425-2400, SO THAT OUR ADDRESS RECORD CAN BE CORRECTED.

From: Carol Schoaff
Sent: Monday, September 27, 2010 12:54 PM
To: Julie Mantrom; T Taylor
Cc: Rodney Chervus; Candice Deininger
Subject: RE: Should premise be billed sewer?

CCTV inspection of this area shows a tap for this residence at 148.1' upstream of Manhole WH7_76; the investigation shows that this tap is a factory "t" and is capped at the main. The line and the tap are located on the property at 125 Lakeshore Drive, and there is an easement on the property that extends to the back property line. Based on the findings and the available contours, it appears that we do have service available for this residence.

Carol J. Schoaff
Engineering Technician Principal
Lexington Fayette Urban County Government
Division of Water Quality
Phone: 859.425.2441
Fax: 859.255.7356
Email: cschoaff@lexingtonky.gov

From: Julie Mantrom
Sent: Tuesday, September 14, 2010 9:42 AM
To: Carol Schoaff; T Taylor
Cc: Rodney Chervus; Candice Deininger
Subject: RE: Should premise [REDACTED] be billed sewer?

Thank you.

From: Carol Schoaff
Sent: Tuesday, September 14, 2010 9:16 AM
To: Julie Mantrom; T Taylor
Cc: Rodney Chervus; Candice Deininger
Subject: RE: Should premise [REDACTED] be billed sewer?

Give me until the end of the week; I've been short handed since you made the original request and just getting back on my tasks since Patrick came back. Randy and I discussed CCTV'ing the line and lateral launching the tap that is oriented toward the property, I'll get a work order together and see if we can prove/disprove the connection with that method. If the tap is not active I'll have the TV Crew attempt to mark where the end of the lateral is, if it doesn't extend to the property line we'll have to do some plat research (the As Builts for that line do not show the easement).

Carol J. Schoaff
Engineering Technician Principal
Lexington Fayette Urban County Government
Division of Water Quality
Phone: 859.425.2441
Fax: 859.255.7356
Email: cschoaff@lexingtonky.gov

From: Julie Mantrom
Sent: Tuesday, September 14, 2010 9:02 AM
To: T Taylor; Carol Schoaff
Cc: Rodney Chervus; Candice Deininger
Subject: RE: Should premise [REDACTED] be billed sewer?

Has this been verified yet? If the property is not on sewer we need to know if the property owner has access at his property line-without going across private property.

From: T Taylor
Sent: Tuesday, August 17, 2010 9:54 AM
To: Carol Schoaff
Cc: Julie Mantrom; Rodney Chervus

Subject: RE: Should premise [REDACTED] be billed sewer?

Carol,

Please do a verification.

Thanks

From: Julie Mantrom
Sent: Tuesday, August 17, 2010 9:52 AM
To: T Taylor
Cc: Rodney Chervus; Carol Schoaff
Subject: FW: Should premise [REDACTED] be billed sewer?
Can you take please check this property? Thank you.

From: Candice Deininger
Sent: Tuesday, August 17, 2010 9:37 AM
To: Julie Mantrom
Cc: Mike Lambert
Subject: FW: Should premise [REDACTED] be billed sewer?

Good morning. Bryan sent the following email inquiring about whether or not this location should be charged - it is at 1920 Richmond Road. Mike Lambert checked the records and wasn't able to determine if it was actually tapped on. He did tell me that there is a tap available 49 feet from the downstream manhole WH7-77. Is there a possibility this can dye-tested? If they aren't tapped on, I think I can feel a mandatory connection letter going out and whatever they've paid in sewer fees would be applied? I know I may be jumping the gun . . . Btw - this property is just on the other side of [REDACTED].

(Embedded image moved to file: pic09253.jpg)

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 17, 2010 8:46 AM
To: Candice Deininger
Cc: Bethany.Hungate@amwater.com
Subject: Should premise [REDACTED] be billed sewer?

Candice,

Should this premise be billed sewer?

Thanks.

Bryan Siler
Eastern Division
bryan.siler@amwater.com
Phone: (859) 268-6350

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:32 AM -----

From: "Julie Mantrom" <jmantrom@lexingtonky.gov>
To: <Bryan.Siler@amwater.com>
Cc: "Candice Deininger" <cdeining@lexingtonky.gov>, "Hilori Morgan" <hmorgan@lexingtonky.gov>, "Cassie Felty" <mfelty@lexingtonky.gov>, "Robert Bowman" <rbowman2@lexingtonky.gov>, "Scott Dickison" <sdickison@lexingtonky.gov>
Date: 11/11/2010 10:23 AM
Subject: RE: Meeting Today

Perfect, and thank you for accommodating the change of date.

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

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]
Sent: Thursday, November 11, 2010 9:46 AM
To: Julie Mantrom
Cc: Candice Deininger; Hilori Morgan; Cassie Felty; Robert Bowman; Scott Dickison
Subject: RE: Meeting Today

Julie,

That would be fine. Thursday, November 18th @ 2:30pm. At the Water Quality building?

Bryan Siler
Eastern Division
bryan.siler@amwater.com
Phone: (859) 268-6350

"Julie Mantrom"
<jmantrom@lexingt
onky.gov>
To
<Bryan.Siler@amwater.com>,
"Hilori
11/10/2010 01:47
<hmorgan@lexingtonky.gov>,
PM
Morgan"
"Cassie Felty"

<rbowman2@lexingtonky.gov>, <mfelty@lexingtonky.gov>, "Robert
Bowman"
"Scott Dickison"
<sdickison@lexingtonky.gov>
cc "Candice Deininger"
<cdeining@lexingtonky.gov>
Subject RE: Meeting Today

Candice is off next Monday, and we all agree we cannot meet without
Candice.

What about Thursday afternoon on the 18th?

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

From: Julie Mantrom

Sent: Monday, November 08, 2010 1:19 PM

To: 'Bryan.Siler@amwater.com'

Cc: Candice Deininger; Hilori Morgan; Cassie Felty; Robert Bowman; Scott
Dickison

Subject: RE: Meeting Today

Sounds like a plan.

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

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]
 Sent: Monday, November 08, 2010 11:53 AM
 To: Julie Mantrom
 Cc: Candice Deininger; Hilori Morgan; Cassie Felty; Robert Bowman; Scott Dickison
 Subject: RE: Meeting Today

That would be great. Same place as before? Meet at 2:30pm?

Bryan Siler
 Eastern Division
 bryan.siler@amwater.com
 Phone: (859) 268-6350

"Julie Mantrom"
 <jmantrom@lexingt
 onky.gov>
 To <Bryan.Siler@amwater.com>
 11/08/2010 11:42
 cc AM "Candice Deininger"
 <cdeining@lexingtonky.gov>,
 "Cassie Felty" <mfelty@lexingtonky.gov>,
 "Scott Dickison"
 <sdickison@lexingtonky.gov>,
 "Robert Bowman"
 <rbowman2@lexingtonky.gov>,
 "Hilori Morgan" <hmorgan@lexingtonky.gov>
 Subject RE: Meeting Today

How about next Monday the 15th in Cassie's office?

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:32 AM -----

From: "Hilori Morgan" <hmorgan@lexingtonky.gov>
To: <Bryan.Siler@amwater.com>
Cc: <Takisha.Walker@amwater.com>
Date: 11/11/2010 11:19 AM
Subject: Non-Mutual Service Address

Bryan,

I need to get a service address for a non-mutual account changed as it is incorrect. Premise [REDACTED] is attached to parcel [REDACTED] which is located at [REDACTED] (the PVA lists the address as [REDACTED] I can have Special Accounts make the change, but I need approval on your end first.

I am also still waiting on an answer regarding the non-mutual bill for premise [REDACTED] This parcel (which is a parking lot) is aggregated with another parcel, [REDACTED]. The owner would like the service address to be [REDACTED] since the businesses are located on the [REDACTED] Parcel.

If you have any questions, please let me know.

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 10:32 AM -----

From: "Hilori Morgan" <hmorgan@lexingtonky.gov>
To: <Bryan.Siler@amwater.com>
Cc: <Takisha.Walker@amwater.com>, <Special_Accounts@amwater.net>
Date: 11/11/2010 02:15 PM
Subject: RE: Non-Mutual Service Address

Great! Thanks, Bryan!

Thank you,

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

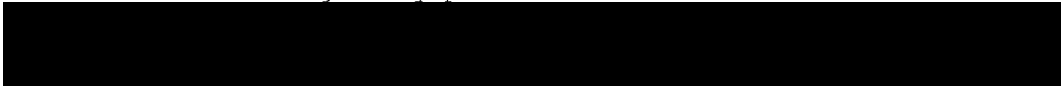
-----Original Message-----

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]
Sent: Thursday, November 11, 2010 2:14 PM
To: Hilori Morgan
Cc: Takisha.Walker@amwater.com; Special_Accounts@amwater.net

Subject: Re: Non-Mutual Service Address

Hilori,

The file I was originally provided has this address associated with PVA



We will change these at your direction. Just send these types of requests to Special Accounts and they will contact me.

Thanks.

Bryan Siler
Eastern Division
bryan.siler@amwater.com
Phone: (859) 268-6350

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

To <Bryan.Siler@amwater.com>

cc 11/11/2010 11:19 AM <Takisha.Walker@amwater.com>

Subject Non-Mutual Service Address

Bryan,

I need to get a service address for a non-mutual account changed as it is incorrect. Premise [REDACTED] is attached to parcel [REDACTED] which is located at [REDACTED] the PVA lists the address as [REDACTED] St).

I can have Special Accounts make the change, but I need approval on your end first.

I am also still waiting on an answer regarding the non-mutual bill for premise [REDACTED]. This parcel (which is a parking lot) is aggregated with another parcel, [REDACTED]. The owner would like the service address to be [REDACTED] since the businesses are located on the [REDACTED].

If you have any questions, please let me know.

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 10:32 AM -----

From: "Sheila Long" <slong@lexingtonky.gov>
 To: <Bryan.Siler@amwater.com>
 Date: 11/15/2010 02:35 PM
 Subject: file

Have a great week.

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



HERC1115.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: "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: 11/19/2010 09:15 AM

Subject: RE: Cancellation of Tomorrow's Meeting -- Thursday, November 18th @ 2:30pm.

Hi, Bryan! We briefly discussed it yesterday but no decision was made. What is your availability after Thanksgiving? December is always a busy month for everyone, so if we had a few dates from you, we could nail down a definite day. 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: Friday, November 19, 2010 8:54 AM
To: Candice Deininger
Cc: Hilori Morgan; Julie Mantrom; Cassie Felty; Robert Bowman; Scott Dickison; Takisha.Walker@amwater.com
Subject: RE: Cancellation of Tomorrow's Meeting -- Thursday, November 18th @ 2:30pm.

Candice,

Just let me know when might be good. Hope everyone has a great Thanksgiving!!!

Bryan Siler
Eastern Division
bryan.siler@amwater.com
Phone: (859) 268-6350

"Candice
Deininger"
<cdeining@lexingt
To onky.gov> <Takisha.Walker@amwater.com>,
"Hilori Morgan"
11/17/2010 04:21 <hmorgan@lexingtonky.gov>,
"Cassie PM Felty" <mfelty@lexingtonky.gov>,
"Robert Bowman"

"Scott <rbowman2@lexingtonky.gov>,
Dickison"
"Julie <sdickison@lexingtonky.gov>,
<jmantrom@lexingtonky.gov>
Mantrom"
cc <Bryan.Siler@amwater.com>
Subject RE: Cancelation of Tomorrow's
Meeting -- Thursday, November
18th @ 2:30pm.

Hi, Takisha, and thanks very much for the notification. Hope everything is okay with Bryan. Looks like we'll be looking at the week following Thanksgiving since both our offices will be closed next Thursday and Friday and I'm on vacation the preceding three days.

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, November 17, 2010 4:18 PM
To: Candice Deininger; Hilori Morgan; Cassie Felty; Robert Bowman; Scott Dickison; Julie Mantrom
Cc: Bryan.Siler@amwater.com
Subject: Cancelation of Tomorrow's Meeting -- Thursday, November 18th @ 2:30pm.

Hello LFUCG Team,

Bryan has to take an unplanned absence tomorrow and will not be in the

office. Therefore, the meeting for tomorrow is canceled and he will reschedule it upon his return.

Sorry for any inconvenience and 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 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: 11/30/2010 10:09 AM
Subject: RE: Commercial/Industrial Customer Report

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, November 30, 2010 10:08 AM
To: Candice Deininger
Cc: Takisha.Walker@amwater.com
Subject: Re: Commercial/Industrial Customer Report

You're right, it has been.

I will try to have both of those queries tomorrow after the November data is available. Going forward, because they are virtually the same data, we will be using the CBT reports to get usage data and not be using the Com & Ind query.

Bryan Siler
Eastern Division
bryan.siler@amwater.com
Phone: (859) 268-6350

"Candice
Deininger"
To: <cdeining@lexingt
onky.gov> <Bryan.Siler@amwater.com>
cc: 11/30/2010 09:39
Subject: AM
Commercial/Industrial Customer
Report

Good morning, Bryan. I know this has been a short but crazy month, so when you get a chance, may I get the October commercial/industrial customer report? You can send it along with the one for November if that works for you. 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: <Takisha.Walker@amwater.com>, "Julie Mantrom" <jmantrom@lexingtonky.gov>

Date: 12/01/2010 10:49 AM
Subject: RE: [REDACTED]

Good morning, Bryan. I was just going through my pending file and checked to see if this location was billed for sewer. Based on the read date for other locations on [REDACTED] I believe it should have billed around November 18 but I see no charges. Have you had an opportunity to check the notes on this account to determine if we are talking about the same location and if so, to code for sewer? Thanks a lot for checking.

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, November 02, 2010 3:47 PM
To: 'Bryan.Siler@amwater.com'
Cc: Takisha.Walker@amwater.com
Subject: [REDACTED]

Hi, Bryan. I can't remember sending you anything about this account, so if I have, please excuse me.

I had been going through some old files and came across this location and did some asking around to find out if it was sewerred. Long story, short – yes, it is. Apparently this account serves the [REDACTED] which is owned by [REDACTED]. We had some difficulty locating this because the service address is actually [REDACTED] [REDACTED] is not a valid PVA address. If the notes on this account state that it serves the [REDACTED] would you please code it to receive sewer charges. Please call me if you have any questions at all. 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

----- 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: "Julie Mantrom" <jmantrom@lexingtonky.gov>, <Takisha.Walker@amwater.com>
Date: 12/02/2010 08:05 AM
Subject: R [REDACTED]

Good morning, Bryan - so, based on your reply, I take it that this is the same location. 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: Thursday, December 02, 2010 7:57 AM

To: Candice Deininger

Cc: Julie Mantrom; Takisha.Walker@amwater.com

Subject: RE: [REDACTED]

Candice,

We will add this today.

Bryan Siler
Eastern Division
bryan.siler@amwater.com
Phone: (859) 268-6350

"Candice

Deininger"

To <cdeining@lexingt
onky.gov>

<Bryan.Siler@amwater.com>

CC 12/01/2010 10:48
AM

<Takisha.Walker@amwater.com>,

"Julie Mantrom"

<jmantrom@lexingtonky.gov>

Subject

[REDACTED]

Good morning, Bryan. I was just going through my pending file and checked to see if this location was billed for sewer. Based on the read date for other locations on [REDACTED] I believe it should have billed around November 18 but I see no charges. Have you had an opportunity to check the notes on this account to determine if we are talking about the same location and if so, to code for sewer? Thanks a lot for checking.

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, November 02, 2010 3:47 PM
To: 'Bryan.Siler@amwater.com'
Cc: Takisha.Walker@amwater.com
Subject: [REDACTED]

Hi, Bryan. I can't remember sending you anything about this account, so if I have, please excuse me.

I had been going through some old files and came across this location and did some asking around to find out if it was sewer. Long story, short - yes, it is. Apparently this account serves the [REDACTED] which is owned by [REDACTED]. We had some difficulty locating this because the service address is actually [REDACTED] is not a valid PVA address. If the notes on this account state that it serves the [REDACTED] [REDACTED] would you please code it to receive sewer charges. Please call me if you have any questions at all. 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

----- 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: "Julie Mantrom" <jmantrom@lexingtonky.gov>, <Takisha.Walker@amwater.com>
Date: 12/02/2010 08:12 AM
Subject: RE: [REDACTED]

Yes, please, 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: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]
Sent: Thursday, December 02, 2010 8:11 AM
To: Candice Deininger
Cc: Julie Mantrom; Takisha.Walker@amwater.com
Subject: RE: [REDACTED]

Yes, I believe so. Do you want the service address changed to [REDACTED]

(Embedded image moved to file: pic02872.jpg)

Bryan Siler
Eastern Division
bryan.siler@amwater.com
Phone: (859) 268-6350

"Candice
Deininger"
<cdeining@lexingt
To onky.gov> <Bryan.Siler@amwater.com>
cc 12/02/2010 08:05 "Julie Mantrom"
AM <jmantrom@lexingtonky.gov>,
<Takisha.Walker@amwater.com>
Subject [REDACTED]

Good morning, Bryan - so, based on your reply, I take it that this is the same location. 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: Thursday, December 02, 2010 7:57 AM
To: Candice Deininger
Cc: Julie Mantrom; Takisha.Walker@amwater.com
Subject: RE [REDACTED]

Candice,

We will add this today.

Bryan Siler
Eastern Division
bryan.siler@amwater.com
Phone: (859) 268-6350

"Candice
Deininger"
<cdeining@lexingt
To onky.gov> <Bryan.Siler@amwater.com>
cc 12/01/2010 10:48 AM <Takisha.Walker@amwater.com>,
"Julie Mantrom"
<jmantrom@lexingtonky.gov>

Subject



Good morning, Bryan. I was just going through my pending file and checked to see if this location was billed for sewer. Based on the read date for other locations on [REDACTED] I believe it should have billed around November 18 but I see no charges. Have you had an opportunity to check the notes on this account to determine if we are talking about the same location and if so, to code for sewer? Thanks a lot for checking.

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, November 02, 2010 3:47 PM
To: 'Bryan.Siler@amwater.com'
Cc: Takisha.Walker@amwater.com
Subject: [REDACTED]

Hi, Bryan. I can't remember sending you anything about this account, so if I have, please excuse me.

I had been going through some old files and came across this location and did some asking around to find out if it was sewer. Long story, short - yes, it is. Apparently this account serves the [REDACTED] which is owned by [REDACTED]. We had some difficulty locating this because the service address is actually [REDACTED] is not a valid PVA address. If the notes on this account state that it serves the [REDACTED] [REDACTED] would you please code it to receive sewer charges. Please call me if you have any questions at all. 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

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:32 AM -----

From: "Hilori Morgan" <hmorgan@lexingtonky.gov>
To: <Bryan.Siler@amwater.com>
Date: 12/02/2010 08:17 AM
Subject: RE: New Non Mutuals (23)

Thanks!

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: Wednesday, December 01, 2010 4:59 PM
To: Hilori Morgan
Subject: Fw: New Non Mutuals (23)

Hilori,

Here you go. Let me know if you have any questions.

Bryan Siler
Eastern Division
bryan.siler@amwater.com
Phone: (859) 268-6350

----- Forwarded by Bryan Siler/KAWC/AWWSC on 12/01/2010 04:58 PM -----

Deidra S

Hayden/KAWC/AWWSC

To

12/01/2010 03:36

Bryan Siler/KAWC/AWWSC@AWW

PM

cc

Takisha D Walker/KAWC/AWWSC@AWW

Subject

Re: New Non Mutuals (23) (Document
link: Bryan Siler)

Done!
(See attached file: 3408_001.pdf)
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

----- Forwarded by Bryan Siler/KAWC/AWWSC on 11/08/2010 11:53 AM -----

"Hilori Morgan"
<hmorgan@lexingto
nky.gov>
To <Bryan.Siler@amwater.com>
11/08/2010 09:07
cc AM <Takisha.Walker@amwater.com>
Subject New Non-Mutuals

Bryan,

Here is another batch of non-mutuals that need to be created.

Thank you,

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

(See attached file: Non-Mutuals 11-08-2010.xls)

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:32 AM -----

From: Deidra S Hayden/KAWC/AWWSC
To: Bryan Siler/KAWC/AWWSC@AWW
Cc: Takisha D Walker/KAWC/AWWSC@AWW
Date: 12/02/2010 09:18 AM
Subject: Re: Fw: [REDACTED]

completed
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
Bryan Siler/KAWC/AWWSC



Bryan Siler/KAWC/AWWSC
12/02/2010 07:56 AM

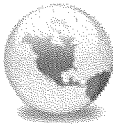
To Deidra S Hayden/KAWC/AWWSC@AWW
cc Takisha D Walker/KAWC/AWWSC@AWW
Subject Fw: [REDACTED]

Deidra,

Can you 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 12/02/2010 07:55 AM -----



"Candice Deininger"

<cdeining@lexingtonky.gov

>

12/01/2010 10:48 AM

To <Bryan.Siler@amwater.com>

cc <Takisha.Walker@amwater.com>, "Julie Mantrom"

<jmantrom@lexingtonky.gov>

Subject RE [REDACTED]

Good morning, Bryan. I was just going through my pending file and checked to see if this location was billed for sewer. Based on the read date for other locations on [REDACTED] I believe it should have billed around November 18 but I see no charges. Have you had an opportunity to check the notes on this account to determine if we are talking about the same location and if so, to code for sewer? Thanks a lot for checking.

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, November 02, 2010 3:47 PM
To: 'Bryan.Siler@amwater.com'
Cc: Takisha.Walker@amwater.com
Subject: [REDACTED]

Hi, Bryan. I can't remember sending you anything about this account, so if I have, please excuse me.

I had been going through some old files and came across this location and did some asking around to find out if it was sewered. Long story, short – yes, it is. Apparently this account serves the [REDACTED] which is owned by [REDACTED]. We had some difficulty locating this because the service address is actually [REDACTED] [REDACTED] is not a valid PVA address. If the notes on this account state that it serves the [REDACTED] would you please code it to receive sewer charges. Please call me if you have any questions at all. 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

----- 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: "Julie Mantrom" <jmantrom@lexingtonky.gov>, <Takisha.Walker@amwater.com>
Date: 12/02/2010 09:21 AM
Subject: [REDACTED]

Much obliged!!

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, December 02, 2010 9:20 AM
To: Candice Deininger
Cc: Julie Mantrom; Takisha.Walker@amwater.com
Subject: RE: [REDACTED]

This has been completed.

Bryan Siler
Eastern Division
bryan.siler@amwater.com
Phone: (859) 268-6350

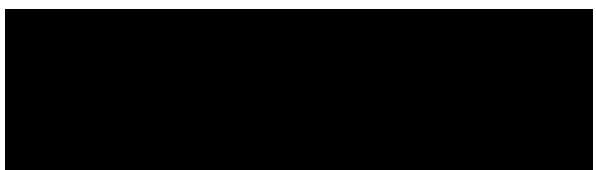
"Candice
Deininger"
To: <cdeining@lexingt
onky.gov> <Bryan.Siler@amwater.com>
cc 12/02/2010 08:12 "Julie Mantrom"

AM

<jmantrom@lexingtonky.gov>,

<Takisha.Walker@amwater.com>

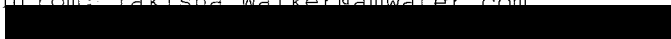
Subject



Yes, please, 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: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]
Sent: Thursday, December 02, 2010 8:11 AM
To: Candice Deininger
Cc: Julie Mantrom; Takisha.Walker@amwater.com
Subject: RE: 

Yes, I believe so. Do you want the service address changed to 1550 Aristides?

(Embedded image moved to file: pic02872.jpg)

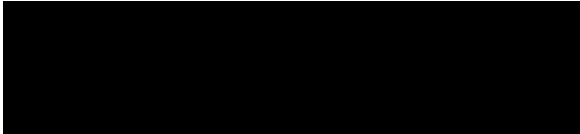
Bryan Siler
Eastern Division
bryan.siler@amwater.com
Phone: (859) 268-6350

"Candice
 Deininger"
 <cdeining@lexingt
 onky.gov>
 <Bryan.Siler@amwater.com>

To

cc 12/02/2010 08:05 "Julie Mantrom"
 AM <jmantrom@lexingtonky.gov>,
 <Takisha.Walker@amwater.com>

Subject



Good morning, Bryan - so, based on your reply, I take it that this is the same location. Thanks very much!!

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

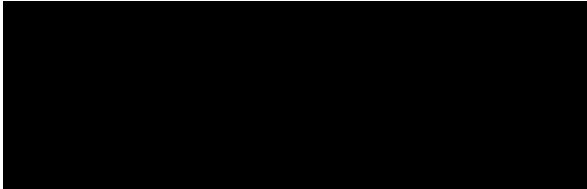
-----Original Message-----

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]
 Sent: Thursday, December 02, 2010 7:57 AM
 To: Candice Deininger
 Cc: Julie Mantrom; Takisha.Walker@amwater.com
 Subject: RE [Redacted]

Candice,

We will add this today.

Bryan Siler
Eastern Division
bryan.siler@amwater.com
Phone: (859) 268-6350

"Candice
Deininger"
<cdeining@lexingt
To onky.gov> <Bryan.Siler@amwater.com>
cc 12/01/2010 10:48 <Takisha.Walker@amwater.com>,
AM "Julie Mantrom"
<jmantrom@lexingtonky.gov>
Subject 

Good morning, Bryan. I was just going through my pending file and checked to see if this location was billed for sewer. Based on the read date for other locations on Aristides, I believe it should have billed around November 18 but I see no charges. Have you had an opportunity to check the notes on this account to determine if we are talking about the same location and if so, to code for sewer? Thanks a lot for checking.

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, November 02, 2010 3:47 PM
To: 'Bryan.Siler@amwater.com'
Cc: Takisha.Walker@amwater.com
Subject: [REDACTED]

Hi, Bryan. I can't remember sending you anything about this account, so if I have, please excuse me.

I had been going through some old files and came across this location and did some asking around to find out if it was sewerred. Long story, short - yes, it is. Apparently this account serves the [REDACTED] which is owned by [REDACTED]. We had some difficulty locating this because the service address is actually [REDACTED] is not a valid PVA address. If the notes on this account state that it serves the [REDACTED] [REDACTED] would you please code it to receive sewer charges. Please call me if you have any questions at all. 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

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:32 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: 12/03/2010 09:30 AM
Subject: Landfill Charges

Good Morning,
Please add the charge for landfill on premise number [REDACTED] of \$13.50 as they have not been billed yet for service, [REDACTED]. Let me know if there is a problem.
Thank you, and have a great weekend

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 10:32 AM -----

From: Kathryn M Milburn/SHARVCS/AWWSC
 To: CDeining@lfucg.com, khicks@lfucg.com
 Cc: Bryan Siler/KAWC/AWWSC@AWW
 Date: 12/06/2010 08:06 AM
 Subject: 11/2010 Managed Contract Billing

Candice,

Attached is the 11/2010 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 12/06/2010 08:04 AM -----



njwdcrst@amwater.com

12/06/2010 08:08 AM

To "Kathy MILBURN" <kathryn.milburn@amwater.com>

cc

Subject njwdcrst scan job



0523_001.pdf

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:32 AM -----

From: "Candice Deining" <cdeining@lexingtonky.gov>
 To: <Kathryn.Milburn@amwater.com>, "Kathleen Hicks" <khicks@lexingtonky.gov>
 Cc: <Bryan.Siler@amwater.com>
 Date: 12/06/2010 08:07 AM
 Subject: RE: 11/2010 Managed Contract Billing

Good morning, Kathy, and thank you!

Candice Deining
 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, December 06, 2010 8:06 AM

To: Candice Deininger; Kathleen Hicks

Cc: Bryan.Siler@amwater.com

Subject: 11/2010 Managed Contract Billing

Candice,

Attached is the 11/2010 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/SHARSVCS/AWWSC on 12/06/2010 08:04 AM

njwdcrst@amwater.

com

To

12/06/2010 08:08

"Kathy MILBURN"

AM

<kathryn.milburn@amwater.com>

cc

Subject

njwdcrst scan job

(See attached file: 0523_001.pdf)

----- 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: 12/07/2010 11:36 AM
 Subject: November Sewer Report

Good morning, Bryan. I've just now had a chance to look at the monthly report, and I have a question about the 'fire' classification that appears on the second page and shows two bills and a usage of 140. Would you kindly elaborate more on this, 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>
 Date: 12/07/2010 01:06 PM
 Subject: RE: November Sewer Report

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, December 07, 2010 12:58 PM
 To: Candice Deininger
 Cc: Takisha.Walker@amwater.com
 Subject: RE: November Sewer Report

Previously [REDACTED] was OPA and [REDACTED] was Commercial. They were both changed in November and will be corrected.

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 12:42 <Takisha.Walker@amwater.com>
Subject PM
RE: November Sewer Report

Thanks, Bryan. When I looked up these accounts, both appear to actually be OPA accounts, so they have been/will be recoded as such? Also, have they always been coded as PFS? Just curious . . . again, 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, December 07, 2010 11:59 AM
To: Candice Deininger
Cc: Takisha.Walker@amwater.com
Subject: Re: November Sewer Report

Candice,

Premises [REDACTED] and [REDACTED] were miscoded as Private Fire by mistake. [REDACTED]
These were not corrected before the November reports were processed. They will be fixed on the December reports and I will look for any other similar issues.

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 11:36 <Takisha.Walker@amwater.com>
Subject AM
November Sewer Report

Good morning, Bryan. I've just now had a chance to look at the monthly report, and I have a question about the 'fire' classification that appears on the second page and shows two bills and a usage of 140. Would you kindly elaborate more on this, 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: "Sheila Powell" <sheilap@lexingtonky.gov>, <Takisha.Walker@amwater.com>
Date: 12/07/2010 04:11 PM
Subject: RE: 30% Discount Coding

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, December 07, 2010 4:05 PM
To: Candice Deininger
Cc: Sheila Powell; Takisha.Walker@amwater.com
Subject: Re: 30% Discount Coding

These have been updated.

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 02:42 <Takisha.Walker@amwater.com>,
PM "Sheila Powell"

<sheilap@lexingtonky.gov>

Subject

30% Discount Coding

Good afternoon, Bryan. Attached is the most recent file containing the names of individuals whose accounts need to be coded to receive the 30% discount coding for sewer and WQMF charges. Kindly let Sheila know if you have any questions. 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
[attachment "Friday December 3 2010.xls" deleted by Bryan Siler/KAWC/AWWSC]

----- 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: 12/08/2010 12:31 PM
Subject: Weekly file.

Have a great 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



HERC1208.TXT

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:32 AM -----

From: Takisha D Walker/KAWC/AWWSC
To: Bryan Siler/KAWC/AWWSC@AWW
Date: 12/08/2010 08:51 PM
Subject: Re: Fw: Kentucky account [REDACTED]

Hello Bryan,

Thanks for the follow-up. I have also informed the customer to contact the city themselves to follow-up on their request.

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

12/07/2010 04:13 PM

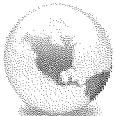
To Takisha D Walker/KAWC/AWWSC@AWW

cc

Subject Fw: Kentucky account [REDACTED]

Still waiting on LFUCG.

----- Forwarded by Bryan Siler/KAWC/AWWSC on 12/07/2010 04:13 PM -----

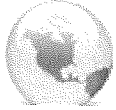


"Candice Deininger"
<cdeining@lexingtonky.gov
>

12/07/2010 04:10 PM

To <Bryan.Siler@amwater.com>

cc



Subject 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"
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"

To: <cdeining@lexingt
onky.gov>

<Bryan.Siler@amwater.com>

cc

07/23/2010 10:59

AM

Subject



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 a [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/AWWS on 09/08/2010
02:24
PM -----

Adrian
Teague/SHARSVCS/A
WWSC
To CSC_Special_Accounts/AWWS@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 10:32 AM -----

From: "Julie Mantrom" <jmantrom@lexingtonky.gov>
To: <Bryan.Siler@amwater.com>
Date: 12/09/2010 09:04 AM
Subject: RE: Should premise [REDACTED]

Bryan:

Is this something that is impossible to get? If it is—just let me know and we will move on.

Julie

From: Julie Mantrom
Sent: Monday, November 08, 2010 9:04 AM
To: 'Bryan.Siler@amwater.com'
Cc: Lynne Cross; Candice Deininger
Subject: RE: Should premise [REDACTED]

Bryan:

Would you have this information for our meeting this afternoon?

Julie

From: Candice Deininger
Sent: Tuesday, November 02, 2010 10:18 AM
To: 'Bryan.Siler@amwater.com'
Cc: Takisha.Walker@amwater.com; Julie Mantrom; Lynne Cross
Subject: FW: Should premise [REDACTED]
Importance: High

Good morning, Bryan. Any progress with this?

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, October 13, 2010 11:09 AM
To: 'Bryan.Siler@amwater.com'
Cc: 'Takisha.Walker@amwater.com'; Julie Mantrom; Lynne Cross
Subject: FW: Should premise [REDACTED]

Hi, Bryan . . . Is there any way we can get the historical usage/payment history for this property prior to February 2005? As indicated by Julie, this location is currently not sewerred, however, there is service available. She needs to know the amount the customer has paid in sewer fees before she authorizes a refund and sends a mandatory connection letter to them. It has been over two months since you initially requested the sewer status of this location, so we're trying to wrap it up but need your assistance to do so. Thanks in advance for your help in expediting this request!!

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

From: Lynne Cross
Sent: Thursday, September 30, 2010 7:56 AM
To: 'Bryan.Siler@amwater.com'
Cc: Julie Mantrom; Candice Deininger
Subject: RE: Should premise [REDACTED]

Hi Bryan!
Just double checking with you on the email below... I did not hear back from you and wanted to make sure you got this email asking for help. Just let me know.

Thanks,
Lynne
258.3363

From: Lynne Cross
Sent: Tuesday, September 28, 2010 9:56 AM
To: Bryan.Siler@amwater.com
Cc: Julie Mantrom; Candice Deininger
Subject: FW: Should premise 120023928 be billed sewer? 1920 Richmond Road

Hi Bryan –

Good morning! Can you look further back on this account and tell me how much they have paid in sewer user fees or can you send me screen shots so I can calculate it? I can see back as far as February 2005 but no further. Thanks for any help you might be able to give me!!

Lynne
258.3363

From: Julie Mantrom
Sent: Tuesday, September 28, 2010 9:54 AM
To: Lynne Cross
Subject: RE: Should premis [REDACTED]

Lynn:

Sometimes Candice can go further back with KAW. Do you want to ask Bryan or shall I?

Julie

From: Lynne Cross
Sent: Tuesday, September 28, 2010 9:50 AM
To: Julie Mantrom
Cc: Candice Deininger; Bryan.Siler@amwater.com
Subject: RE: Should premis [REDACTED]

Julie –

I went back to Feb. 2005 (which is as far as our system shows) and yes they are paying a sewer user fee. Since February 2005 they have paid \$1656.33. If you have any more questions, just let me know.

Thanks –
Lynne
258.3363

From: Julie Mantrom
Sent: Monday, September 27, 2010 2:04 PM
To: Lynne Cross
Cc: Candice Deininger; 'Bryan.Siler@amwater.com'
Subject: FW: Should premis [REDACTED]

Lynne;

Can you tell me if [REDACTED] is paying the sewer user fee, and if yes—how much they have paid? I would like to go back as far as possible. It is my understanding it will cost \$8,000 for them to connect to sewer if I send them a mandatory connection letter. I want to know the amount before I authorize a refund.

Thank you.

Julie

From: Rodney Chervus
Sent: Monday, September 27, 2010 1:39 PM
To: Julie Mantrom
Cc: Carol Schoaff
Subject: RE: Should premises [REDACTED]

Julie,
[REDACTED]

Who will make the call if necessary?

Rodney (Rod) Chervus, P.E.
Collection and Conveyance Manager
Division of Water Quality
Lexington - Fayette Urban County Government
Phone: (859) 425-2408
Fax: (859) 255-7356
email: rchervus@lfucg.com

NOTE: THIS ELECTRONIC MAIL TRANSMISSION IS FOR THE USE OF THE NAMED INDIVIDUAL OR ENTITY TO WHICH IT IS DIRECTED, AND MAY CONTAIN INFORMATION THAT IS PRIVILEGED OR CONFIDENTIAL. IT IS NOT TO BE TRANSMITTED TO OR RECEIVED BY ANYONE OTHER THAN THE NAMED ADDRESSEE (OR PERSON AUTHORIZED TO DELIVER IT TO THE NAMED ADDRESSEE). IT IS NOT TO BE COPIED OR FORWARDED TO ANY UNAUTHORIZED PERSONS. IF YOU HAVE RECEIVED THIS ELECTRONIC MAIL TRANSMISSION IN ERROR, DELETE IT FROM YOUR SYSTEM WITHOUT COPYING OR FORWARDING IT, AND NOTIFY THE SENDER OF THE ERROR BY REPLYING VIA E-MAIL OR BY CALLING THE DIVISION OF WATER AND AIR QUALITY AT (859) 425-2400, SO THAT OUR ADDRESS RECORD CAN BE CORRECTED.

From: Carol Schoaff
Sent: Monday, September 27, 2010 1:34 PM
To: Julie Mantrom; Rodney Chervus
Cc: T Taylor
Subject: RE: Should premises [REDACTED]

It is at minimum 475' from the nearest sewer line to this residence – smoke testing would not be conclusive; and a dye test would require running water for an extended period of time. Here's a simple question – has any one asked the homeowner if they are connected?

Carol J. Schoaff
Engineering Technician Principal
Lexington Fayette Urban County Government
Division of Water Quality

Phone: 859.425.2441
Fax: 859.255.7356
Email: cschoaff@lexingtonky.gov

From: Julie Mantrom
Sent: Monday, September 27, 2010 1:31 PM
To: Rodney Chervus; Carol Schoaff
Cc: T Taylor
Subject: RE: Should premise [REDACTED]

I have never heard the 2 acre thing before—only inside or outside the urban service area, and this property is in the Urban Service Area. Sounds like I have to send a mandatory connect letter since you are saying they are not connected, but have access.

From: Rodney Chervus
Sent: Monday, September 27, 2010 1:28 PM
To: Carol Schoaff
Cc: Julie Mantrom; T Taylor
Subject: FW: Should premise [REDACTED]

Carol,

Would smoke or dye tests come up with any conclusions, if the property was connected to the sewer or not? A capped connection is almost conclusive.

Julie,

The property is over 10 acres. I understand if the property of over 2 acres they do not have to hook onto the sewer system?

What next Julie, Carol

Rodney (Rod) Chervus, P.E.
Collection and Conveyance Manager
Division of Water Quality
Lexington - Fayette Urban County Government
Phone: (859) 425-2408
Fax: (859) 255-7356
email: rchervus@lfucg.com

NOTE: THIS ELECTRONIC MAIL TRANSMISSION IS FOR THE USE OF THE NAMED INDIVIDUAL OR ENTITY TO WHICH IT IS DIRECTED, AND MAY CONTAIN INFORMATION THAT IS PRIVILEGED OR CONFIDENTIAL. IT IS NOT TO BE TRANSMITTED TO OR RECEIVED BY ANYONE OTHER THAN THE NAMED ADDRESSEE (OR PERSON AUTHORIZED TO DELIVER IT TO THE NAMED ADDRESSEE). IT IS NOT TO BE COPIED OR FORWARDED TO ANY UNAUTHORIZED PERSONS. IF YOU HAVE RECEIVED THIS ELECTRONIC MAIL TRANSMISSION IN ERROR, DELETE IT FROM YOUR SYSTEM WITHOUT COPYING OR FORWARDING IT, AND NOTIFY THE SENDER OF THE ERROR BY REPLYING VIA E-MAIL OR BY CALLING THE DIVISION OF WATER AND AIR QUALITY AT (859) 425-2400, SO THAT OUR ADDRESS RECORD CAN BE

CORRECTED.

From: Carol Schoaff
Sent: Monday, September 27, 2010 12:54 PM
To: Julie Mantrom; T Taylor
Cc: Rodney Chervus; Candice Deininger
Subject: RE: Should premise [REDACTED]

CCTV inspection of this area shows a tap for this residence at 148.1' upstream of Manhole WH7_76; the investigation shows that this tap is a factory "t" and is capped at the main. The line and the tap are located on the property at [REDACTED] and there is an easement on the property that extends to the back property line. Based on the findings and the available contours, it appears that we do have service available for this residence.

Carol J. Schoaff
Engineering Technician Principal
Lexington Fayette Urban County Government
Division of Water Quality
Phone: 859.425.2441
Fax: 859.255.7356
Email: cschoaff@lexingtonky.gov

From: Julie Mantrom
Sent: Tuesday, September 14, 2010 9:42 AM
To: Carol Schoaff; T Taylor
Cc: Rodney Chervus; Candice Deininger
Subject: RE: Should premise [REDACTED] be billed sewer?

Thank you.

From: Carol Schoaff
Sent: Tuesday, September 14, 2010 9:16 AM
To: Julie Mantrom; T Taylor
Cc: Rodney Chervus; Candice Deininger
Subject: RE: Should premise [REDACTED] be billed sewer?

Give me until the end of the week; I've been short handed since you made the original request and just getting back on *my* tasks since Patrick came back. Randy and I discussed CCTV'ing the line and lateral launching the tap that is oriented toward the property, I'll get a work order together and see if we can prove/disprove the connection with that method. If the tap is not active I'll have the TV Crew attempt to mark where the end of the lateral is, if it doesn't extend to the property line we'll have to do some plat research (the As Builts for that line do not show the easement).

Carol J. Schoaff
Engineering Technician Principal
Lexington Fayette Urban County Government

Division of Water Quality
Phone: 859.425.2441
Fax: 859.255.7356
Email: cschoaff@lexingtonky.gov

From: Julie Mantrom
Sent: Tuesday, September 14, 2010 9:02 AM
To: T Taylor; Carol Schoaff
Cc: Rodney Chervus; Candice Deininger
Subject: RE: Should premise [REDACTED] be billed sewer?

Has this been verified yet? If the property is not on sewer we need to know if the property owner has access at his property line—without going across private property.

From: T Taylor
Sent: Tuesday, August 17, 2010 9:54 AM
To: Carol Schoaff
Cc: Julie Mantrom; Rodney Chervus
Subject: RE: Should premise [REDACTED] be billed sewer?

Carol,

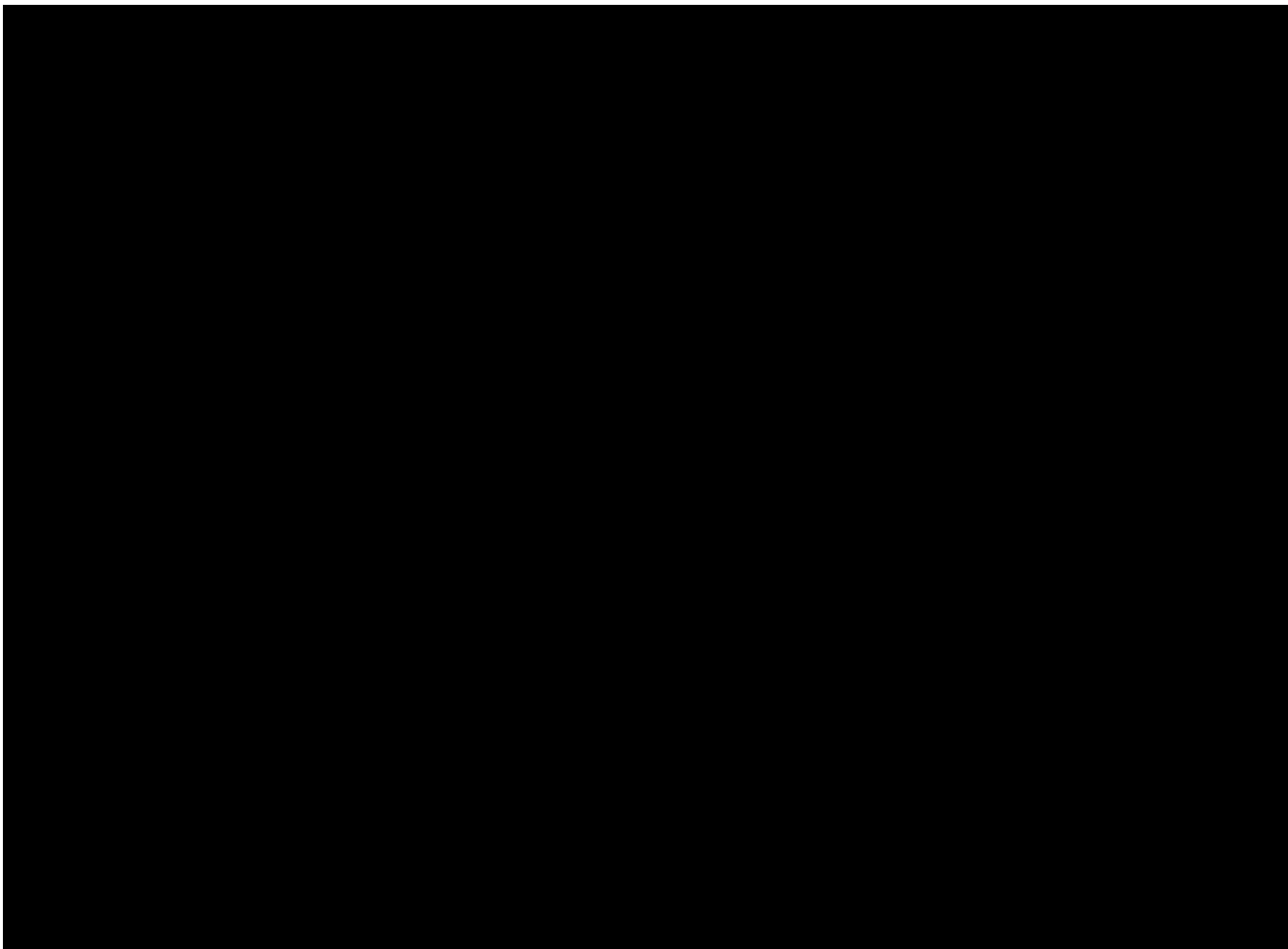
Please do a verification.

Thanks

From: Julie Mantrom
Sent: Tuesday, August 17, 2010 9:52 AM
To: T Taylor
Cc: Rodney Chervus; Carol Schoaff
Subject: FW: Should premise [REDACTED] be billed sewer?
Can you take please check this property? Thank you.

From: Candice Deininger
Sent: Tuesday, August 17, 2010 9:37 AM
To: Julie Mantrom
Cc: Mike Lambert
Subject: FW: Should premise [REDACTED] be billed sewer?

Good morning. Bryan sent the following email inquiring about whether or not this location should be charged - it is at [REDACTED] Mike Lambert checked the records and wasn't able to determine if it was actually tapped on. He did tell me that there is a tap available 49 feet from the downstream manhole WH7-77. Is there a possibility this can dye-tested? If they aren't tapped on, I think I can feel a mandatory connection letter going out and whatever they've paid in sewer fees would be applied? I know I may be jumping the gun . . . Btw - this property is just on the other side of Shriners Lane . . .



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 17, 2010 8:46 AM
To: Candice Deininger
Cc: Bethany.Hungate@amwater.com
Subject: Should premise [REDACTED] be billed sewer?

Candice,

Should this premise be billed sewer?

Thanks.

Bryan Siler
Eastern Division
bryan.siler@amwater.com
Phone: (859) 268-6350

----- 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: 12/09/2010 12:00 PM
Subject: Service Call Ticket 493773 in regards to " Need to get a price for LFUCG and whether or not we can/will even do this with " has been closed.

Your Service Call reported to us, has been closed. Details below:

Ticket Number:493773
Reported on October 20, 2010 10:49
Description: Data Request Application:
>> Orcom/ECIS
If state specific, which states?
>> KYPR
Date Data is Preferred:
>> 10/29/10
Frequency of Request:
>> Re-Occurring
Re-Occurring Time Frame:
>> Monthly
Reason for Data Request:
>> Not all accounts are on OAM
Is this a modification to an existing report/query?
>> Yes
Report/Query Names:
>> OAM CBT
Details of Data Request:
>> Need a file similar to CBT that can be ran for all LFUCG accounts (list to be provided).
Output Format:
>> Download to file
Additional Information:
>> Need to get a price for LFUCG and whether or not we can/will even do this with an estimated time for completion if we can/will do it. Thanks.

Solution: 10/21/10 - Kim Nye - Can you contact Bryan to get all of the requirements and then we can discuss options and estimates?
10/27/10 - wc - after conversations with Bryan Siler on what the users need and conversations with Brian on what we can do sent email to Bryan with two options;
create a query to be manually run each month or create a new request or change this one to make it an 'Enhancement request' for a new report in ECIS
10/28/10 - wc - received email from Bryan, will review this with Takisha and get back with us
12/3/10 - wc - follow up email sent to Bryan

scheeljd @ 10:39:49 12/09/2010
Closing at Bryan's request

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: Kevin R Mixon/CALLCTR/CORP/AWWSC
To: Bryan Siler/KAWC/AWWSC@AWW
Cc: Kimberly J Hartman/CALLCTR/CORP/AWWSC@AWW, Sheila Miller/WVAWC/AWWSC@AWW
Date: 12/13/2010 12:31 PM
Subject: Fw: KY Water Quality Zero Bills

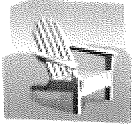
Bryan, all 23 bills we discussed have been deleted out of batch 12016. I also closed the four accounts you mentioned below.

Kim also located six more accounts this was affecting. She transferred them to 12016 and I deleted them from there as well so they will not bill this month.



Kevin R. Mixon
Billing Supervisor
American Water CSC
Alton, IL
Ph: 618.433.4006
Fax: 618.433.4328
Kevin.Mixon@amwater.com

----- Forwarded by Kevin R Mixon/CALLCTR/CORP/AWWSC on 12/13/2010 11:30 AM -----



Bryan Siler/KAWC/AWWSC

12/13/2010 11:12 AM

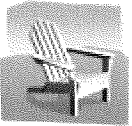
To Kevin R Mixon/CALLCTR/CORP/AWWSC@AWW

cc

Subject Fw: KY Water Quality Zero Bills

Bryan Siler
Eastern Division
bryan.siler@amwater.com
Phone: (859) 268-6350

----- Forwarded by Bryan Siler/KAWC/AWWSC on 12/13/2010 12:12 PM -----



Bryan Siler/KAWC/AWWSC

12/07/2010 10:23 AM

To Sheila Miller/WVAWC/AWWSC

cc

Subject Re: Fw: KY Water Quality Zero Bills

Hi Sheila,

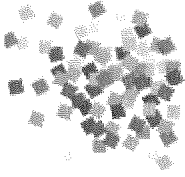
23 of these are non mutuals and they were not set up before the LFUCG update was processed so they did not have the ERUs assigned to them. They will be assigned ERUs and billed next month. Going forward, we will try to prevent this from happening.

What are the options?

Accounts [REDACTED] can be closed.

Bryan Siler
Eastern Division
bryan.siler@amwater.com
Phone: (859) 268-6350

Sheila Miller/WVAWC/AWWSC



Sheila
Miller/WVAWC/AWWSC
12/06/2010 12:45 PM

To Bryan Siler/KAWC/AWWSC@AWW
cc

Subject Fw: KY Water Quality Zero Bills

Below is the e-mail that I was referring to in my e-mail. I have checked all the accounts in the batch. If these were set up for the water quality management fee, what is the process to get that information on the customer premise? Also, are the first four accounts inactive? Let me know so we can let Kevin know what to do with the batch. Thanks!

Sheila Miller
American Water Works Service Company
Eastern Region
PO Box 1906
Charleston, WV 25327-1906
phone: (304)353-6317
fax: (304)353-6332
Sheila.Miller@amwater.com

----- Forwarded by Sheila Miller/WVAWC/AWWSC on 12/06/2010 12:43 PM -----



Kevin R
Mixon/CALLCTR/CORP/AW
WSC
12/03/2010 02:31 PM

To Sheila Miller/WVAWC/AWWSC@AWW
cc Asia L Newby/CALLCTR/CORP/AWWSC@AWW
Subject Fw: KY Water Quality Zero Bills

Sheila, can someone take a look into this please?

Kevin R. Mixon
Billing Supervisor
American Water CSC
Alton, IL
Ph: 618.433.4006
Fax: 618.433.4328
Kevin.Mixon@amwater.com

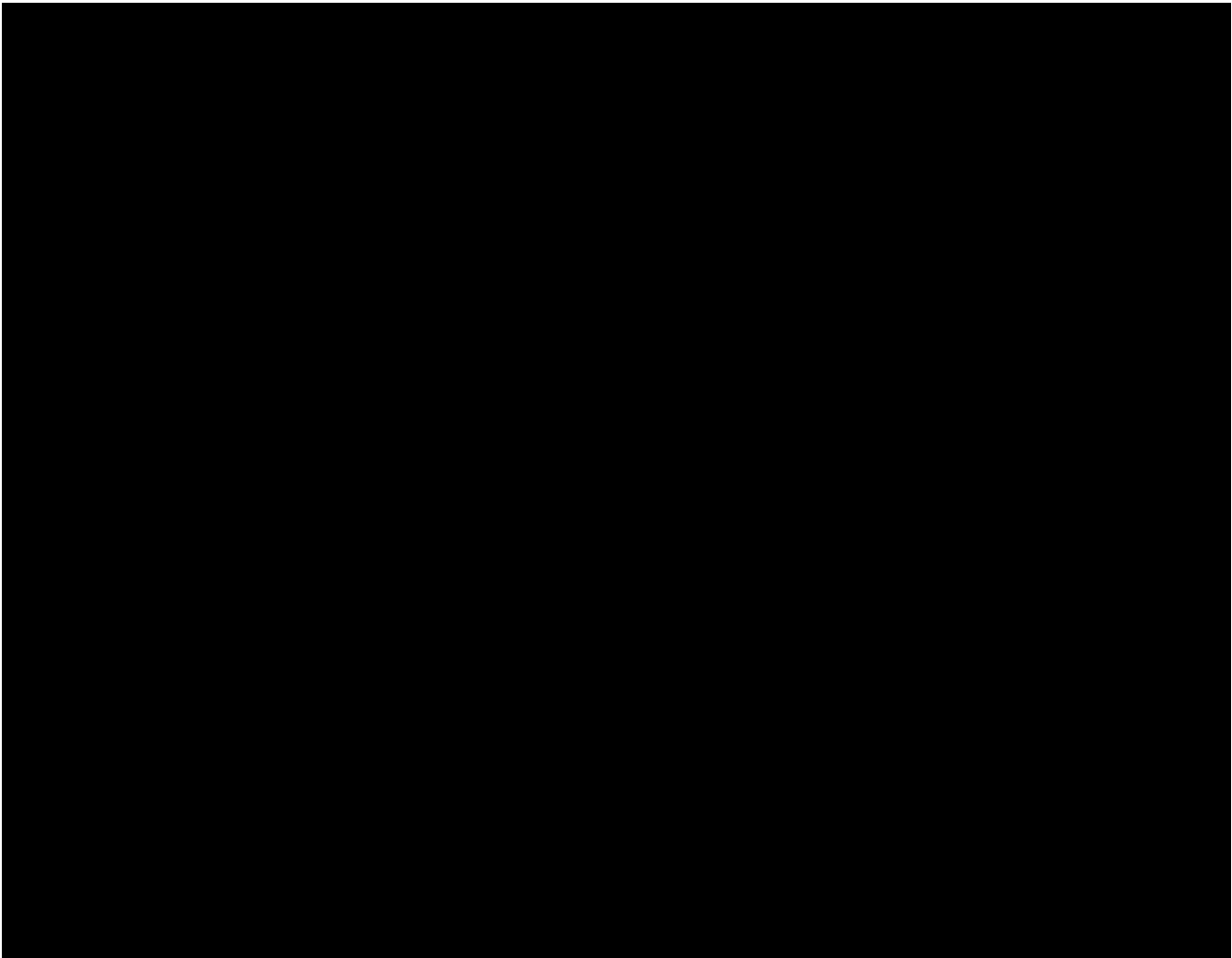
----- Forwarded by Kevin R Mixon/CALLCTR/CORP/AWWSC on 12/03/2010 01:30 PM -----



Kimberly J
Hartman/CALLCTR/CORP/A
WWSC
12/03/2010 10:30 AM

To Asia L Newby/CALLCTR/CORP/AWWSC@AWW, Kevin R
Mixon/CALLCTR/CORP/AWWSC@AWW
cc
Subject Water Quality Zero Bills

There's several accounts in the last two batches that are zero bills. These are all accounts created to bill the water quality fee but there's no fee in the FIX path.



Kim Hartman
Billing Specialist
Alton CSC
Phone (618) 433-4311 Ext. 6968
Monday - Friday
7:30 AM - 4:00 PM

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:32 AM -----

From: Bryan Siler/KAWC/AWWSC
To: Takisha D Walker/KAWC/AWWSC@AWW
Date: 12/13/2010 03:25 PM
Subject: LFUCG Meeting - Conference Call 12/13/10 2:00pm

Good meeting. I used your dial in information.



LFUCG Meeting 12-13-2010 200pm.pdf

Bryan Siler
 Eastern Division
 bryan.siler@amwater.com
 Phone: (859) 268-6350

----- 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: 12/14/2010 10:25 AM
 Subject: weekly file

Have a great 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



HERC1213.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: "Julie Mantrom" <jmantrom@lexingtonky.gov>, <Takisha.Walker@amwater.com>
 Date: 12/14/2010 10:34 AM
 Subject: FW: Premise [REDACTED]

Good morning, Bryan. [REDACTED] called me again this morning to check on the progress of a possible sewer adjustment. I do see on OAM that KAWC authorized a credit to her account in the amount of \$526.88 for 148 CCF. This gives me a good place to start for calculating an additional sewer adjustment. I need to know the time period for which this was granted. If I can get this information, then I should be able to get back to her today with an amount. 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: Candice Deininger
Sent: Tuesday, November 30, 2010 9:01 AM

To: Takisha.Walker@amwater.com; 'Bryan.Siler@amwater.com'
Cc: Julie Mantrom
Subject: Premise [REDACTED]

Good morning, Takisha and Bryan. I just completed a call from the homeowner [REDACTED] at the above location regarding her sewer usage for the period January 2009-November 2010. She indicated that she has been working with both of you on the leak that was discovered on her service and that a settlement was reached between her and KAWC. LFUCG will be happy to make an adjustment on the sewer portion of her bills; however, I will need to know what type of leak and whether or not KAWC made any type of sewer adjustment on our behalf and for what amount for the period in question. If one of you would get back to me in the next day or so, I would be most appreciative. 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: Bryan Siler/KAWC/AWWSC@AWW, Stephanie R Padgett/KAWC/AWWSC@AWW
Date: 12/14/2010 12:01 PM
Subject: Fw: Premise [REDACTED]

FYI

----- Forwarded by Bryan Siler/KAWC/AWWSC on 12/14/2010 12:01 PM -----



Bryan Siler/KAWC/AWWSC
 12/14/2010 12:00 PM

To: "Candice Deininger" <cdeining@lexingtonky.gov>@AWX
cc: "Julie Mantrom" <jmantrom@lexingtonky.gov>, <Takisha.Walker@amwater.com>
Subject: Re: FW: [REDACTED]

Candice,

Here is the information on the adjustments we discussed:

First adjustment was for 7/2/10 and 9/2/10 bills.
 Second adjustment was for 1/6/10 and 4/2/10 bills.

Bryan Siler
 Eastern Division
 bryan.siler@amwater.com
 Phone: (859) 268-6350

"Candice Deininger" <cdeining@lexingtonky.gov>



"Candice Deininger"
<cdeining@lexingtonky.gov
>

12/14/2010 10:33 AM

To <Bryan.Siler@amwater.com>

cc "Julie Mantrom" <jmantrom@lexingtonky.gov>,
<Takisha.Walker@amwater.com>

Subject FW: Premise [REDACTED]

Good morning, Bryan. [REDACTED] called me again this morning to check on the progress of a possible sewer adjustment. I do see on OAM that KAWC authorized a credit to her account in the amount of \$526.88 for 148 CCF. This gives me a good place to start for calculating an additional sewer adjustment. I need to know the time period for which this was granted. If I can get this information, then I should be able to get back to her today with an amount. 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: Candice Deininger
Sent: Tuesday, November 30, 2010 9:01 AM
To: Takisha.Walker@amwater.com; 'Bryan.Siler@amwater.com'
Cc: Julie Mantrom [REDACTED]
Subject: Premise [REDACTED]

Good morning, Takisha and Bryan. I just completed a call from the homeowner [REDACTED] at the above location regarding her sewer usage for the period January 2009-November 2010. She indicated that she has been working with both of you on the leak that was discovered on her service and that a settlement was reached between her and KAWC. LFUCG will be happy to make an adjustment on the sewer portion of her bills; however, I will need to know what type of leak and whether or not KAWC made any type of sewer adjustment on our behalf and for what amount for the period in question. If one of you would get back to me in the next day or so, I would be most appreciative. 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: Emily R Vetter/CALLCTR/CORP/AWWSC
To: Bryan Siler/KAWC/AWWSC@AWW
Cc: Takisha D Walker/KAWC/AWWSC@AWW
Date: 12/14/2010 02:50 PM

Subject: Fw: Kentucky American Water sewer back billing for account [REDACTED]

Bryan,

Sending this to you and Takisha as a "heads up" regarding [REDACTED] We backbilled them for sewer charges totalling \$29,864.51 on October 21, 2010 due to the sequences not being referenced properly. The usage on sequence 2 and 3 was not being billed sewer usage since 2008. Thanks

Emily Vetter
Account Resolution Specialist
Alton CSC
Phone: 1-866-957-2886 ext 6221
Fax 1-618-433-4243
E-mail Emily.Vetter@amwater.com

----- Forwarded by Emily R Vetter/CALLCTR/CORP/AWWSC on 12/14/2010 01:48 PM -----



Emily R
Vetter/CALLCTR/CORP/AW
WSC

12/14/2010 01:48 PM

To "Garrison, Steve" <sggarrison@bluegrass.org>@AWX

cc "Pasley, Victoria L." <vlpasley@bluegrass.org>

Subject Re: FW: Kentucky American Water sewer back billing for account [REDACTED]

[REDACTED]

I have reviewed all of the orders regarding this issue. Only one of the meters in question were removed from the property on August 16, 2010. This was done for periodic reasons and not due to our billing you for an incorrect meter. The meter was replaced with meter number 060670942N. This meter was replaced on September 10, 2010 due to its being installed backwards. That meter number was replaced with meter number 060485923N. That meter is still currently in service at this property. The spreadsheet sent in my last communication shows the usage on the above referenced meter and also meter number 060554781N was not billed for sewer since August 7, 2008. The usage on both meters was recorded and billed for water charges, but not sewer charges. That is the reason the account was debited on October 21, 2010.

If you feel that further dispute of this charge is necessary, you may contact Kentucky American Water- Customer Advocate Department at 1-859-269-2386 and press Option 6. Written correspondence can be directed to:

Kentucky American Water
Customer Advocate
2300 Richmond Rd
Lexington, KY
40502

Emily Vetter
Account Resolution Specialist
Alton CSC
Phone: 1-866-957-2886 ext 6221
Fax 1-618-433-4243
E-mail Emily.Vetter@amwater.com

[REDACTED]



12/07/2010 11:44 AM

To: <emily.vetter@amwater.com>

cc: [REDACTED]

Subject: FW: Kentucky American Water sewer back billing for account [REDACTED]

Emily, Ky American had a tech come out (again) and spoke with [REDACTED] our maintenance supervisor. They agreed the meter/meters in question were in fact not on the property of [REDACTED] and belonged to an address on Richmond Road, Lexington KY. We have spent many man hours on this situation, including attorney fees that we will be seeking reimbursement for. What do you believe is the best way to resolve this issue? Other than paying this huge Ky American sewer charge that your company claims was an error on your part and some representatives of yours say it is in fact not even our meter. Please see the notes from the last ticket that dispatched your tech.

Thank you

[REDACTED]

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

Sent: Tuesday, December 07, 2010 7:59 AM

To: [REDACTED]

Subject: FW: Kentucky American Water sewer back billing for account [REDACTED]

Don't know where we are on this, but this is what they say we owe!

[REDACTED]

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

From: Emily.Vetter@amwater.com [mailto:Emily.Vetter@amwater.com]

Sent: Thursday, December 02, 2010 2:56 PM

To: [REDACTED]

Subject: Kentucky American Water sewer back billing for account [REDACTED]

[REDACTED]

Here are the spreadsheets we discussed. Here is the spreadsheet that was created to calculate the debit adjustment.

(See attached file: KY Act [REDACTED].xls)

The spreadsheet below is the correct amount this account should have been debited based on the rates for sewer. The original adjustment included an extra unit of sewer at the rate of zero.

(See attached file [REDACTED])

If you have any questions, you can e-mail me back, or my number is listed below. Thanks

Emily Vetter
Account Resolution Specialist
Alton CSC
Phone: 1-866-957-2886 ext 6221
Fax 1-618-433-4243
E-mail Emily.Vetter@amwater.com
[attachment [REDACTED] deleted by Emily R Vetter/CALLCTR/CORP/AWWSC]
[attachment [REDACTED] deleted by Emily R Vetter/CALLCTR/CORP/AWWSC]

----- 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: "Julie Mantrom" <jmantrom@lexingtonky.gov>, <Takisha.Walker@amwater.com>
Date: 12/14/2010 03:44 PM
Subject: RE: FW: Premise [REDACTED]

Okay - I'll proceed with my calculations and get with Julie. 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, December 14, 2010 3:41 PM
To: Candice Deininger
Cc: Julie Mantrom; Takisha.Walker@amwater.com
Subject: RE: FW: Premise [REDACTED]

No. A single adjustment [REDACTED]

Bryan Siler
Eastern Division
bryan.siler@amwater.com
Phone: (859) 268-6350

"Candice
Deininger"
<cdeining@lexingt
To onky.gov> <Bryan.Siler@amwater.com>
cc 12/14/2010 12:09 "Julie Mantrom"
PM <jmantrom@lexingtonky.gov>,
<Takisha.Walker@amwater.com>
Subject
The RE: FW: Premise [REDACTED]

So, will the customer's account receive a second sewer adjustment in addition to the one I mentioned below?

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 14, 2010 12:01 PM
To: Candice Deininger
Cc: Julie Mantrom; Takisha.Walker@amwater.com
Subject: Re: FW: Premis [REDACTED]

Candice,

Here is the information on the adjustments we discussed:

First adjustment was for 7/2/10 and 9/2/10 bills.
Second adjustment was for 1/6/10 and 4/2/10 bills.

Bryan Siler
Eastern Division
bryan.siler@amwater.com
Phone: (859) 268-6350

"Candice
Deininger"

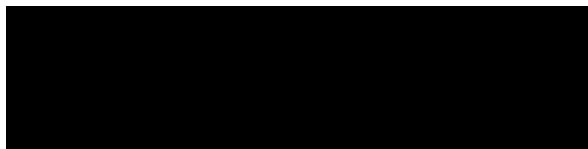
To <cdeining@lexingt
onky.gov>

<Bryan.Siler@amwater.com>

cc 12/14/2010 10:33
AM

"Julie Mantrom"
<jmantrom@lexingtonky.gov>,
<Takisha.Walker@amwater.com>

Subject



Good morning, Bryan. [REDACTED] called me again this morning to check on the progress of a possible sewer adjustment. I do see on OAM that KAWC authorized a credit to her account in the amount of \$526.88 for 148 CCF. This gives me a good place to start for calculating an additional sewer adjustment. I need to know the time period for which this was granted. If

I can get this information, then I should be able to get back to her today with an amount. 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: Candice Deininger
Sent: Tuesday, November 30, 2010 9:01 AM
To: Takisha.Walker@amwater.com; 'Bryan.Siler@amwater.com'
Cc: Julie Mantrom
Subject: Premise [REDACTED]

Good morning, Takisha and Bryan. I just completed a call from the homeowner, [REDACTED] at the above location regarding her sewer usage for the period January 2009-November 2010. She indicated that she has been working with both of you on the leak that was discovered on her service and that a settlement was reached between her and KAWC. LFUCG will be happy to make an adjustment on the sewer portion of her bills; however, I will need to know what type of leak and whether or not KAWC made any type of sewer adjustment on our behalf and for what amount for the period in question. If one of you would get back to me in the next day or so, I would be most appreciative. 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>, "Hilori Morgan" <hmorgan@lexingtonky.gov>, "Julie Mantrom" <jmantrom@lexingtonky.gov>
Date: 12/16/2010 11:26 AM

Subject: RE: Out of Office

Hi, Bryan, and thank you . . . I'll be next week and the Monday and Tuesday following Christmas, returning on the 29th. You and your family have a great Christmas 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: Thursday, December 16, 2010 8:58 AM
 To: Hilori Morgan; Candice Deininger; Julie Mantrom
 Cc: KAWC - Field Services Team@amwater.net
 Subject: Out of Office

Everyone,

I will be out of the office next week. 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. Please let me know if you will need anything during this time so I can work to get it to you before leaving.

Have a wonderful week and a Merry Christmas!

Bryan Siler
 Eastern Division
 bryan.siler@amwater.com
 Phone: (859) 268-6350

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:32 AM -----

From: Takisha D Walker/KAWC/AWWSC
 To: Linda K Toussaint/ILAWC/AWWSC@AWW
 Cc: Bryan Siler/KAWC/AWWSC@AWW
 Date: 12/20/2010 04:59 PM
 Subject: Re: KY account [REDACTED] winter averaging

Hello Linda,

Thanks for bringing this to our attention. Please refer the customer to contact the sewer authority to discuss his request for an adjustment.

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.
Linda K Toussaint/ILAWC/AWWSC

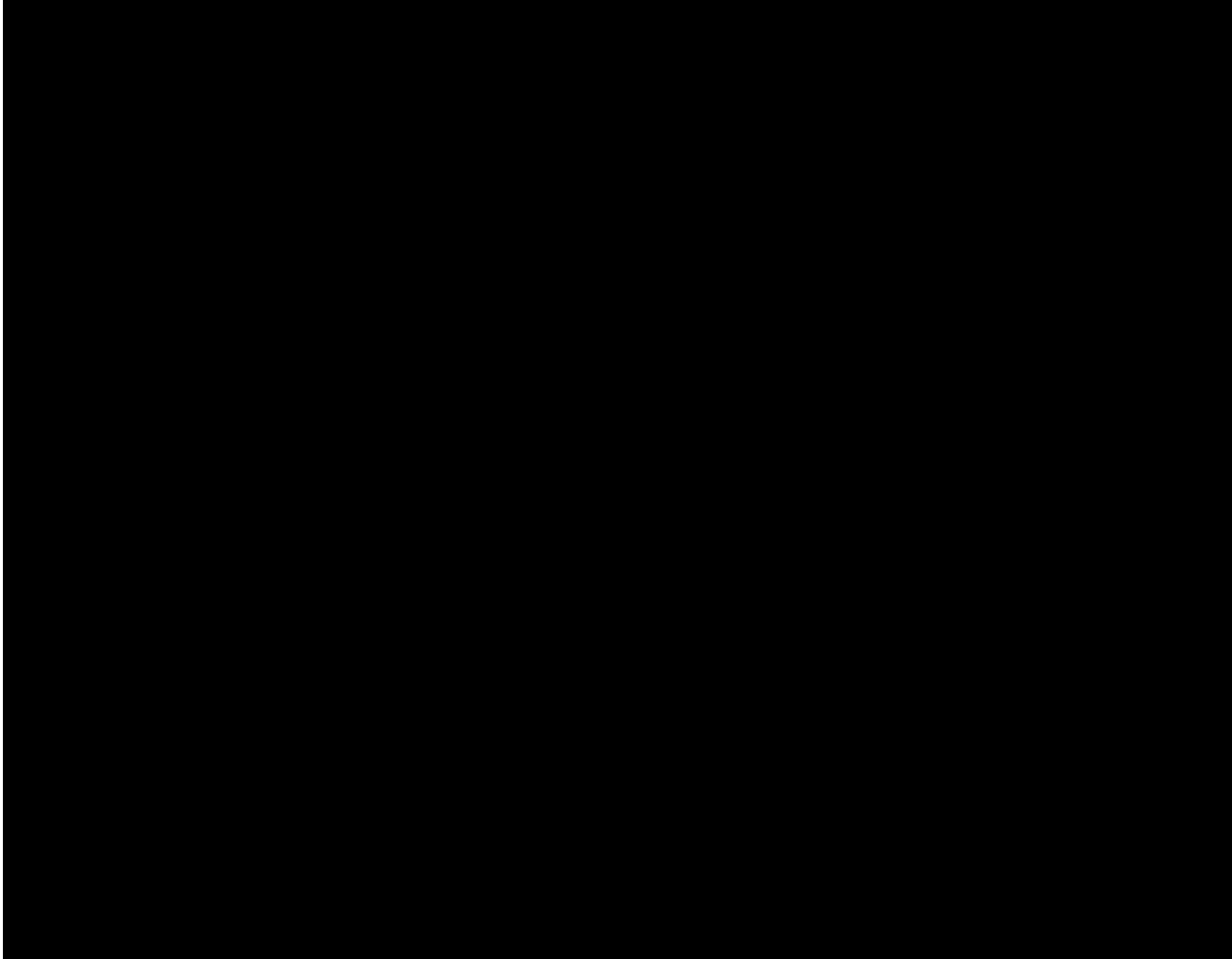


Linda K
Toussaint/ILAWC/AWWSC
12/20/2010 04:45 PM

To Takisha D Walker/KAWC/AWWSC@AWW
cc Bryan Siler/KAWC/AWWSC@AWW
Subject KY account [REDACTED] winter averaging

Hi Takisha -

Given the current climate in KY and their feelings toward AWW, thought you might want to know about this account. The customer is very upset that he billed outside the pocket on the 11/2/10 billing. As you know we are unable to offer a sewer credit without the authorization from the sewer authority. Do you have any suggestions as to how you would prefer this be handled? .. 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

----- Forwarded by Linda K Toussaint/ILAWC/AWWSC on 12/20/2010 03:05 PM -----



Linda K
 Toussaint/ILAWC/AWWSC
 12/20/2010 02:57 PM

To: Kevin R Mixon/CALLCTR/CORP/AWWSC
 cc: Kenneth D Evans/CALLCTR/CORP/AWWSC@AWW
 Subject: Re: Fw: KY account [REDACTED] winter averaging [icon]

Hi -

We can contact the sewer auth to see if they want offer a credit. We are unable to credit any charges without their approval. I think this may be something Takisha W would want to know about prior to that conversation. I'll follow up with her to see how she would like to handle this .. 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

Kevin R Mixon Linda? Kevin R. Mixon

12/20/2010 02:53:39 PM

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:32 AM -----

From: Linda K Toussaint/ILAWC/AWWSC
 To: Takisha D Walker/KAWC/AWWSC@AWW
 Cc: Bryan Siler/KAWC/AWWSC@AWW
 Date: 12/20/2010 05:00 PM
 Subject: Re: KY account [REDACTED] winter averaging

Hi -

Thank you... will do.

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 Linda, Thanks for bringing this...

12/20/2010 03:59:03 PM

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/14/2013 10:32 AM -----

From: "Lynne Cross" <ccross@lexingtonky.gov>
To: <Bryan.Siler@amwater.com>
Cc: "Candice Deininger" <cdeining@lexingtonky.gov>
Date: 12/21/2010 04:24 PM
Subject: [REDACTED]

Brian -

I have an account I need for you to check for me please. Premise [REDACTED]
[REDACTED] It is on Blue Sky Sewer and we show it as being inactive, however if the meter reading is correct, their usage for the month of December was 13cf. By the usage being this high and us showing it as inactive, could you tell me if you have anyone signed up for water service at this location and if so please give me the customer information so I can bill this account? Also, if you don't have anyone signed up there can you send out someone to put a lock on this meter so the customer will call and sign up? I appreciate any help you can give me with this! I will be waiting to hear from you...

Thanks and I hope you and your family have a very Merry Christmas and a wonderful New Year!!

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 10:32 AM -----

From: "Sheila Powell" <sheilap@lexingtonky.gov>
To: <Bryan.Siler@amwater.com>
Date: 12/28/2010 11:17 AM
Subject: 30% discount for [REDACTED] forwarded her along with the others on 4-16-2010

Hi Bryan Happy Holiday's to you,

Can you see it you received the following for 30% discount [REDACTED] claims she is not receiving them? Was Santa good to you this Christmas hope you got everything on your wish list.

Thanks again.

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 16, 2010.xls

----- 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: 12/28/2010 02:27 PM
 Subject: Service Call Ticket [REDACTED] in regards to "Need help accessing archived data for any sewer charges on premise [REDACTED] pri" has been closed.

Your Service Call reported to us, has been closed. Details below:

Ticket Number:505709
 Reported on December 9, 2010 10:23
 Description: Process/Application:
 >> ECIS
 ECIS Functions:
 >> Billing
 Select Function Area:
 =====
 ECIS - Billing

Service Request Detail:

>> Need help accessing archived data for any sewer charges on premise [REDACTED] prior to February 2004. If this is not available that is fine just need to know. Thanks.

Solution: 12-28-2010 2:15 PM - [REDACTED] The billing data has been restored. Notified Bryan Siler and informed him that there was not any sewer charges for premise [REDACTED] in the time period specified. Bryan Siler stated the request could be closed.

12-13-2010 10:15 AM - [REDACTED] Submitted ECIS archive request for billing data for premise [REDACTED] before March, 2004.

12-13-2010 10:00 AM - [REDACTED] Called Bryan Siler and discussed the details of the request.

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: "Candice Deininger" <cdeining@lexingtonky.gov>
To: <Bryan.Siler@amwater.com>
Cc: "Sheila Powell" <sheilap@lexingtonky.gov>
Date: 12/29/2010 09:34 AM
Subject: 30% Discount Coding

Good morning, Bryan! Hope you and your family had a great Christmas!!

I'm attaching two files 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 17 2010.xls Friday December 10 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: "Lynne Cross" <ccross@lexingtonky.gov>, <Takisha.Walker@amwater.com>
Date: 12/29/2010 02:49 PM
Subject: RE: Premise [REDACTED] Customer Inquiry

Thanks so much, Bryan - sounds like the customer was asking the FSR a question suitable for customer service action and got put in the middle. I'm very much relieved and appreciative of your efforts. Again, 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: Wednesday, December 29, 2010 2:36 PM
To: Candice Deininger
Cc: Lynne Cross; Takisha.Walker@amwater.com
Subject: Re: Premise [REDACTED] Customer Inquiry

Candice,

I just spoke with the FSR. Following his conversation with the customer he anticipated the customer calling in for clarification. The customer apparently asked how much he had to pay to prevent disconnection. Not knowing the dollar amounts, the FSR told him that he had to pay the water and sewer amounts to prevent disconnection. Please let me know if you have any questions.

Bryan Siler
Eastern Division
bryan.siler@amwater.com
Phone: (859) 268-6350

To: "Candice
Deininger"
<cdeining@lexingt
onky.gov> <Bryan.Siler@amwater.com>
cc: 12/29/2010 01:12 PM <Takisha.Walker@amwater.com>,
"Lynne Cross"
<ccross@lexingtonky.gov>
Subject: Premise [REDACTED] Customer
Inquiry

Good afternoon, Bryan. Both Lynne and I have spoken with the customer at this premise [REDACTED] and in both conversations, we were told that the service person who came out to look at the meter told the customer that beginning next month he wouldn't have to pay the sewer and landfill fees. The customer admitted that he may have misunderstood what he was being told that's why he called us to verify. Would you be able to find out who worked the service order for this location and find out what was actually told to the customer? The customer may have misunderstood but I'd feel better knowing for sure if he did . . . 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 10:32 AM -----

From: "Sheila Long" <slong@lexingtonky.gov>
To: <Bryan.Siler@amwater.com>
Date: 12/30/2010 06:23 PM
Subject: file for week

Happy New Year.



**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"

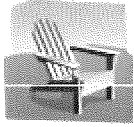
...William Shakespeare



HERC1228.TXT

TYPE	Utility Code	Period	Aging 0-30	Aging 31-60	Aging 61-90	Aging 91-120	Aging 121-180	Aging 180+	Aging Total	Aging Total Non Current
LFUCG										

TYPE	Period	Aging 0-30	Aging 31-60	Aging 61-90	Aging 91-120	Aging 121-180	Aging 180+	Aging Total	Aging Total Non Current
GEORGETOWN									
LFUCG									
W									



**Lexington-Fayette Urban County Government (LFUCG) Managed Contract
Summary**

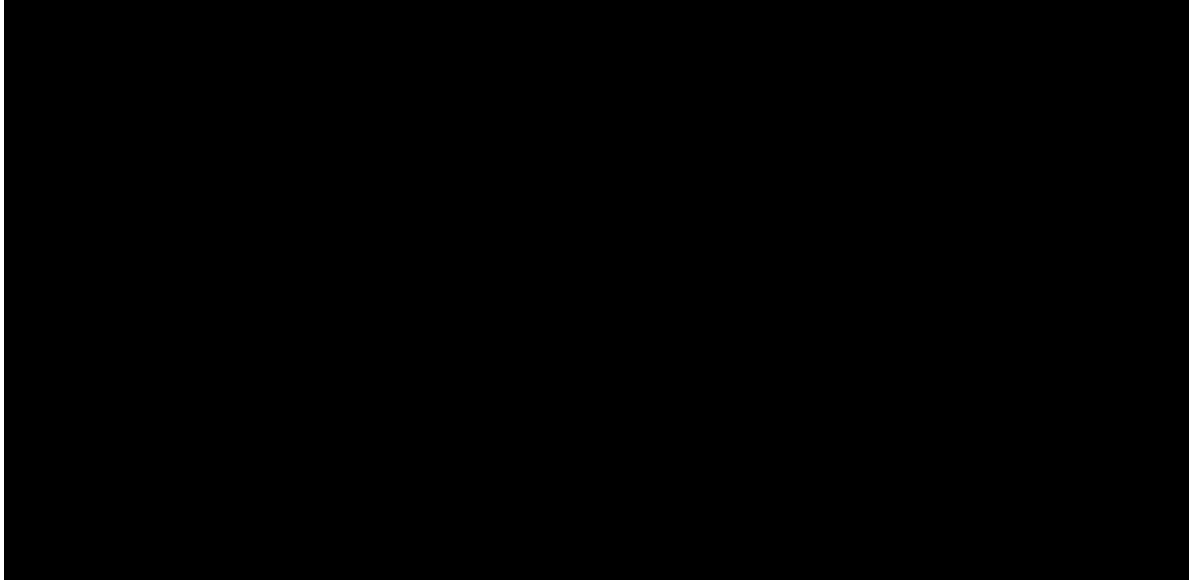
Bryan Siler to: Cheryl D Norton
Cc: Nick Rowe

01/10/2011 08:27 AM

Cheryl,

The table below is what was mentioned this morning. Welcome aboard.

LFUCG Managed Contracts



Bryan Siler
Eastern Division
bryan.siler@amwater.com
Phone: (859) 268-6350

Re: LFUCG Aging Comparison 

Keith L Cartier to: Bryan Siler, Cheryl D Norton, John-Mark B Hack

04/12/2011 04:16 PM

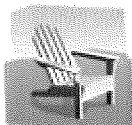
Cc: Takisha D Walker

Thank you Bryan. Appreciate how quickly you turned this around.

Cheryl, John-Mark,

Wanted to provide the most current look at aging of LFUCG receivables ahead of your meeting Friday. Bryan, Takisha or I can help run through what these tables show. Generally, the aged receivables are up across the board for sewer, stormwater, and landfill balances, with results in March continuing the trend of the first few months since the PSC order.

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

04/12/2011 04:09 PM

To Keith L Cartier/KAWC/AWWSC@AWW

cc Takisha D Walker/KAWC/AWWSC@AWW


Subject LFUCG Aging Comparison

Please let me know if you have any questions.



LFUCG_AGING_COMPARISON.pdf

Bryan Siler
Eastern Division
bryan.siler@amwater.com
Phone: (859) 268-6350

Re: lfucg delinquencies update 
Keith L Cartier to: Bryan Siler, Cheryl D Norton
Cc: Douglas Brock, Takisha D Walker

06/09/2011 12:23 PM

Thanks Bryan. Nice work.

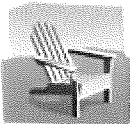
Cheryl,
FYI as delinquencies are discussed.

Money owed for KAW services has actually decreased in nominal dollars since the 29% rate increase and associated PSC order late last year (avg a little less than \$800K the last three months). At the same time, money owed for LFUCG services has doubled in that time frame to more than \$1.1M. So more than half of what may be typically reported as KY delinquencies has no adverse impact on the KY income statement, depending on the data sources folks use in publishing the delinquency reports.

All else being equal, one might expect our dollars to have gone up in that 29% range, and our percentage write offs to remain consistent at about 0.8%. To decrease seems to confirm the collection activity headed by Doug, Takisha and Bryan is going well, and the PSC order has certainly helped in that regard. We'll stay diligent in monitoring, but wanted you to have a more complete context for growth in delinquencies as those conversations occur.


Let any of us know whether we can provide any additional info or context that may be helpful.

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

06/09/2011 11:08 AM

To Keith L Cartier/KAWC/AWWSC@AWW
cc Douglas Brock/KAWC/AWWSC@AWW, Takisha D Walker/KAWC/AWWSC@AWW
Subject Re: lfucg delinquencies update 

This is what I came up with. After our rate order it shows increases for LFUCG related items and also shows decreases for Water related items.

This data came from the FRCC and they pulled it from the SSC-GA shared drive. There are some differences between this data and what we provide the LFUCG on our Online Account Manager. Most are insignificant but there are some differences when we began billing the storm water fee and at year end - I am sure this is simply related to the route that was billed in one month but had revenue booked in another.

In an effort to show water related items, I broke the data down between Georgetown, LFUCG and Water based on utility type codes for the different fees we charge. I also broke down the LFUCG data by fee to compare and validate the data.



KY Aging by Utility Code - 2010 - 2011 Graphs.xls

Bryan Siler
Eastern Division
bryan.siler@amwater.com
Phone: (859) 268-6350

Keith L Cartier Thanks Bryan. For internal purposes, could you... 06/08/2011 05:20:21 PM

From: Keith L Cartier/KAWC/AWWSC
To: Bryan Siler/KAWC/AWWSC@AWW
Cc: Douglas Brock/KAWC/AWWSC@AWW, Takisha D Walker/KAWC/AWWSC@AWW
Date: 06/08/2011 05:20 PM
Subject: Re: lfucg delinquencies update

Thanks Bryan. For internal purposes, could you also do a KY Water sheet?

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
06/08/2011 04:46 PM

To Keith L Cartier/KAWC/AWWSC@AWW
cc Douglas Brock/KAWC/AWWSC@AWW, Takisha D Walker/KAWC/AWWSC@AWW
Subject Re: lfucg delinquencies update

Here you go.

[attachment "LFUCG_AGING_COMPARISON.xls" deleted by Keith L Cartier/KAWC/AWWSC]

Bryan Siler
Eastern Division
bryan.siler@amwater.com
Phone: (859) 268-6350

Keith L Cartier Takisha/Bryan, Will you please update the LFU... 06/07/2011 04:31:41 PM



Re: LFUCG Billing Discussion 
 Cheryl D Norton to: Keith L Cartier

08/17/2011 03:50 PM

Thanks Keith. I will be traveling that afternoon for the business plan, so won't be able to attend. Let's try to grab a few minutes to discuss prior to the meeting.

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.

Keith L Cartier

Cheryl, Have set up a meeting with Bill O'Mara a...

08/17/2011 09:48:50 AM


From: Keith L Cartier/KAWC/AWWSC
 To: Cheryl D Norton/ILAWC/AWWSC@AWW
 Cc: Douglas Brock/KAWC/AWWSC@AWW
 Date: 08/17/2011 09:48 AM
 Subject: LFUCG Billing Discussion

Cheryl,

Have set up a meeting with Bill O'Mara and Jane Driskel Tuesday the 23rd at 1:30pm to discuss contract extension and framework of usage/shut off contract that would follow. I had initially talked with Bill about getting together today after the luncheon, but I believe Jane wanted to be involved and may not have been able to do so today.

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



Re: LFUCG Discussion Outline 
 Cheryl D Norton to: Keith L Cartier

08/23/2011 07:08 AM

Keith,

This sounds like a good plan. Please let them know that if we can not exit the contract prior to the next expiration, the cost is estimated to be \$40K per year + an initial set up fee that could be \$200K. That is only an estimate at this time and I would caution them that based on past history and decisions by other states, the costs could increase. Let me know if you have questions about that issue. Please try to get them to commit or let us know when they think they will be able to commit to exiting.

Thanks,

Cheryl

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

Office (859) 268-6339
 Cell (859) 533-3540

Keith L Cartier

Cheryl, We were going to touch base ahead of...

08/22/2011 06:16 PM EDT

From: Keith L Cartier
 To: Cheryl Norton
 Cc:
 Date: 08/22/2011 06:16 PM EDT
 Subject: LFUCG Discussion Outline

Cheryl,

We were going to touch base ahead of tomorrow's LFUCG discussion with Jane and Bill, but we've both been a little scheduled. Here's a discussion outline with key elements that I'd planned on using. Let me know if I may have overlooked something. I was going to float the penny/record price which should be in the \$1000 - \$2000 per month range (based on 100,000 customers and a couple of records/customer).

Extension

- Six month term, with month to month renewals up to an additional six months
- CPI Adjustments to price (2.2%)
- Possible letter adjustment

Future - Usage Data and Off/On

- Usage -
 - Set Up Fee
 - Nominal Annual fee
 - Per record charge
 - (may consolidate all to a per record charge)

Shut Off Agreement

- Order Generation Charge
- Order Worked Charge (price per trip)

Lost Revenue (avg usage per day off)
Accompanied by LFUCG rep on off orders
LFUCG prioritized 20 orders/week
LFUCG Notification to customer

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



Fw: Billing Services Plan
Cheryl D Norton to: Keith L Cartier

08/29/2011 06:31 PM

4th paragraph.

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.

REDACTED - PRIVILEGED



REDACTED - PRIVILEGED



Re: LFUCG 
Keith L Cartier to: Cheryl D Norton

09/13/2011 07:56 PM

Thanks Cheryl. Our emails to Nick crossed earlier. I responded as soon as I saw the string but it seems obvious that Rick's comments sparked the concern and Nick's reaction albeit without any additional context.

Cheryl D Norton

Keith - it seems that this situation has gone a...

09/13/2011 06:07 PM EDT

From: Cheryl D Norton
To: Keith Cartier
Cc:
Date: 09/13/2011 06:07 PM EDT
Subject: Fw: LFUCG

Keith - it seems that this situation has gone a bit viral. Not sure what the conversation was between him and Rick, but it obviously would have been better if we would have been there. I'm positive that I discussed this with Nick, but I will have a face to face conversation with him tomorrow. I understand that there needs to be written notice and we will do that when the time is right. It sounds like that will be very soon.

What I guess we need to do is either call Jane and Bill or set up a meeting with them in the next week. I will tell them that despite our best efforts to delay this as long as possible for them, due to the impending increases and customer perceptions, it has been decided that it's not in our best interest to continue with this contract. We will be exiting April 1 and will do everything possible to help them find another alternative.

I want to make sure that your credibility remains in tact with Nick and LFUCG and will let everyone know that this is my call. If they really want to, I'm sure that they can come up with an alternative within 6 months.

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.

REDACTED - PRIVILEGED



REDACTED - PRIVILEGED



Re: Billing Contract Exit Strategy - Important Update 

Keith L Cartier to: Stacy Owens

10/14/2011 08:37 AM

Cc: Cheryl D Norton, Douglas Brock

Stacy,

Doug and I met earlier this week, and his "to do" is to confirm the KY exit timetable for each contract (other than LFUCG). Our target will likely be more aggressive than that shown on the schedule. We'll get back to you with that update. As you know, we'll be working closely with LFUCG, but clearly expect there will be no KY billing contracts that will need to convert to SAP.

Keith Cartier

Vice President, Operations

Kentucky American Water

1 859 268 6324 Office

1 859 321 9803 Cell

keith.cartier@amwater.com

Stacy Owens/KAWC/AWWSC

REDACTED - PRIVILEGED



REDACTED - PRIVILEGED





Re: Sewer billing companies 
Cheryl D Norton to: Bryan Siler

11/03/2011 05:25 PM

Thanks Bryan. Dan Kelleher is working in Birmingham and was very impressed with this company. I think he said that American is working with them somewhere but I don't know where. I have asked him for additional information.

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

Office (859) 268-6339
Cell (859) 533-3540

Bryan Siler

No, they were not. The ones we shared were:...

11/03/2011 05:06 PM EDT

From: Bryan Siler
To: Cheryl Norton
Cc:
Date: 11/03/2011 05:06 PM EDT
Subject: Re: Sewer billing companies

No, they were not. The ones we shared were:

Billtrust
ACS
Bestbill
Cycle 30
American Accounting and Billing Services

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

Cheryl D Norton

Bryan - can you tell me if CUSI was one of the c...

11/03/2011 04:16:35 PM

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

Re: City of Lexington RFP 

David K Baker to: Cheryl D Norton, Stacy Owens

11/14/2011 09:55 AM

Hi - Start with Stacy Owens and She'll take it from there.

David

Cheryl D Norton

David - is there someone that I should refer th...

11/14/2011 09:32 AM EST

From: Cheryl D Norton
To: David Baker
Cc:
Date: 11/14/2011 09:32 AM EST
Subject: Fw: City of Lexington RFP

David - is there someone that I should refer these types of emails to? I don't mind talking to him, but can only speak for KY. I didn't want to give him your name, but have had several of these companies reach out through various channels.

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 11/14/2011 09:31 AM -----

From: "Preston, Craig" <craig.preston@caggemini.com>
To: "Cheryl.norton@amwater.com" <Cheryl.norton@amwater.com>
Date: 11/14/2011 09:28 AM
Subject: City of Lexington RFP

Cheryl,

My name is Craig Preston and I lead the Utility BPO practice for Capgemini. We received the RFP from the City of Lexington for billing services in regard to sewer, landfill and water quality fees.

Capgemini has full service Meter to Cash capabilities and are interested in providing these services to the City of Lexington and other cities with the same need. We understand from the officials of Lexington that American Water will be terminating your contracts with many cities over the coming months for these types of services.

Do you have some time to speak about these changes within American Water and how Capgemini may could help your municipal customers? My desire would be to explore if there is any opportunity to work together to make the transitions smooth and seamless for your customers both inside and outside of Kentucky.

Please let me know if you have time to speak this week.

Thank you for your time,

Craig Preston

Vice President, BPO Utility Services

Direct Line: 678-360-5110

www.capgemini.com

People matter, results count.

This message contains information that may be privileged or confidential and is the property of the Capgemini Group. It is intended only for the person to whom it is addressed. If you are not the intended recipient, you are not authorized to read, print, retain, copy, disseminate, distribute, or use this message or any part thereof. If you receive this message in error, please notify the sender immediately and delete all copies of this message.



Re: Fw: Friday morning 
Cheryl D Norton to: Keith L Cartier

01/18/2012 09:47 PM

Great. We need to discuss where we are with this. I talked to Nick and Kevin Stinnet today. We will be extending, but I want to explain the details to you so that we can discuss. Please don't mention to Bill b/c I'm not ready to talk to them yet.

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.

Keith L Cartier

fyi Keith Cartier

01/18/2012 09:19:29 PM

From: Keith L Cartier/KAWC/AWWSC
To: Cheryl D Norton/KAWC/AWWSC@AWW
Date: 01/18/2012 09:19 PM
Subject: Fw: Friday morning

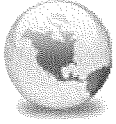
fyi

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 01/18/2012 09:18 PM -----



"William O'Mara"
<billo@lexingtonky.gov>



01/18/2012 01:56 PM

To <Keith.Cartier@amwater.com>

cc "Mr. Bryan Siler" <Bryan.Siler@amwater.com>, "Jane C
Driskell" <jdriskell@lexingtonky.gov>

Subject RE: Friday morning

Keith & Brian-

Great news. We will have the project managers in Candice's office from 9:00am - 11:00am on Friday for Bryan to furnish a walk through of what we can expect for data from KAWC. I think having everyone here at our offices is a good idea to make sure all intended data is available.

We appreciate your being able to meet this short notice schedule.
Thanks-

Bill O

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

From: Keith.Cartier@amwater.com [mailto:Keith.Cartier@amwater.com]
Sent: Wednesday, January 18, 2012 12:13 PM
To: William O'Mara
Cc: Mr. Bryan Siler
Subject: Friday morning

Bill

Bryan is available Friday. We can do it here at pur office, or at a LFUCG site which would validate the remote capabilities or identify issues. Let us know specific time and place.

Keith



Re: Fw: Nice win for our clients! 

David K Baker to: Cheryl D Norton

02/09/2012 12:14 PM

Cc: John Bigelow, Robert G MacLean, "Cheryl Norton", "David Baker",
John C Clarkson, "Nick Rowe", Keith L Cartier

History: This message has been replied to.

Cheryl - I understand. I was not implying that you guys did not deliver the message clearly - you did it absolutely correctly. Just to be clear, though, in the end the steering committee decided to exit all of the contracts - regardless of the willingness of the subsidiary or client to assume the costs of SAP implementation. We will be completely out of that business line. That decision was made several months after you contacted the City.

David

David K. Baker
President, New Jersey American Water
Senior Vice President, American Water NE Division
1025 Laurel Oak Road
Voorhees, New Jersey 08043

856-782-2301 office
856-669-7248 cell

david.baker@amwater.com
www.amwater.com

Cheryl D Norton

David - while the company push was to get out o...

02/09/2012 11:33:43 AM

From: Cheryl D Norton/KAWC/AWWSC
To: David K Baker/SERVCO/AWWSC@AWW
Cc: John Bigelow/ADMIN/CORP/AWWSC@AWW, Robert G MacLean/CAWC/AWWSC@AWW,
"Cheryl Norton" <Cheryl.Norton@amwater.com>, "David Baker" <David.Baker@amwater.com>,
John C Clarkson/SHARVCS/AWWSC@AWW, "Nick Rowe" <Nick.Rowe@amwater.com>, Keith L
Cartier/KAWC/AWWSC
Date: 02/09/2012 11:33 AM
Subject: Re: Fw: Nice win for our clients!

David - while the company push was to get out of these contracts, I recall that if we stayed in, there would be a large charge to cover the implementation costs and an ongoing fee to maintain it. From a local perspective, we try to take credit (or blame) for the decisions that are made whenever possible. If we say "corporate made us do it" then they accuse us of being ruled by NJ. We told them if we didn't end the agreement, LFUCG would be responsible for a large fee due to corporate changes but we didn't tell them that corporate made us exit.

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.

David K Baker	Rob, thanks for sharing. Interesting that she stat...	02/08/2012 04:31:04 PM
John Bigelow	Rob Thanks. I am interested in the "back story".	02/08/2012 11:56:29 AM
Robert G MacLean	FYI - re: Kentucky billing transition.	02/08/2012 11:42:20 AM

Fw: Update on Council Work Session
Keith L Cartier
to:
Cheryl Norton, Susan Lancho
02/28/2012 09:01 PM
Hide Details
From: Keith L Cartier/KAWC/AWWSC

To: "Cheryl Norton" <Cheryl.Norton@amwater.com>, "Susan Lancho"
<Susan.Lancho@amwater.com>

1 Attachment



LFUCG Billing Presentation.pdf

From: "KL Cartier" [kc1093@insightbb.com]
Sent: 02/28/2012 08:55 PM EST
To: Keith Cartier
Subject: Update on Council Work Session

Cheryl, Susan,

Wanted to get out a brief update on comments and discussion at today's work session. These are from my notes. We'll have to check to see whether we can view a recording. Bill's presentation is on slides 24 -34 of this work session deck. The discussion occurred following Bill's presentation.

Summary of comments regarding Billing Contract at 2/28 City Council Work Session
Mayor Gray spoke last on this agenda item. Council comments/questions occurred first.
These are from comments that I noted – can't vouch for the exact language but this should be close.

- Thanks to Bill O'Mara and his team for working on this.

- Not something anyone on council would have wanted.
- Going to another city's water company to get this done.
- Compromise that is a loss to the citizens of Lexington
- City and ultimately citizens will end up paying more than they would have with KY American continuing.
- Relationship with KY American needs to improve to work for the benefit of community.
- City's leadership needs to demand more face to face communications and have KY American leadership be responsive to those questions.
- Thanked KY American for working cooperatively to transition, (acknowledged me) though along with that indicated the basic sentiment of his belief/comments doesn't change.

Vice Mayor and Council questions/comments

Gordon - How many bidders - (answer 8), and how many of them were municipal owned (answer 1 - Cincinnati)

Henson = asked about the online payments

Farmer - with KY Am collection at the 99% level, what is Cincinnati's collection experience (answer don't know)

Blues = any discount for Electronic Funds Transfers (answer - current legislation doesn't permit discounting)

Meyers = any discounts for e-billing and etf as that should be cheaper than printing and mailing bills. And early payment discounts (or later payments higher). What is cost to process on line payment - can't that lower cost be passed on to incent people to pay that way.

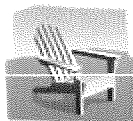
Stinnett - pay on line - can the convenience charge cover only the vendor's cost - not their price so it's a wash for customer

Lane = was there any consideration of sending out bills every other month = cutting expenses by half (answer - model was to continue monthly billing)

Lawless - can customers sign up to have payments automatically deducted from bank accounts - (answer yes)

Also, advocated monthly bills as some residents would have a hardship with a two month bill.

Martin = Thanks to Bill and team for working to address this need.



Re: Fw: Test Partner Agreement Usage Data LFUCG 

Bryan Siler to: Cheryl D Norton

Cc: Douglas Brock

04/13/2012 03:10 PM

Cheryl,

I have no concerns. While Candice will not be able to do much with the info, their new vendor has been anxiously awaiting these file layouts.

Please let me know if I can do anything to help facilitate their involvement.

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

Cheryl D Norton

Bryan - any concerns with this?? Cheryl D. Nort...

04/13/2012 01:52:48 PM

From: Cheryl D Norton/KAWC/AWWSC
 To: Bryan Siler/KAWC/AWWSC@AWW
 Date: 04/13/2012 01:52 PM
 Subject: Fw: Test Partner Agreement Usage Data LFUCG

Bryan - any concerns with this??

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 04/13/2012 01:51 PM -----

From: Cheryl DiSanti/PAWC/AWWSC
To: Cheryl D Norton/LAWC/AWWSC@AWW
Cc: Penny Y Pohlman/CALLCTR/CORP/AWWSC@AWW, Tammy T. MacLaughlin/CALLCTR/CORP/AWWSC@AWW
Date: 04/13/2012 01:23 PM
Subject: Test Partner Agreement Usage Data LFUCG

Hello Cheryl,

We will be reaching out to a few of our largest usage data customers within a week to ask for their support in partnering with us to test the new file layouts we will be utilizing in SAP. We want to ask LFUCG to be one of our test partners. I have a pretty good relationship with Candice Deininger over at LFUCG and we could reach out to her directly. Just wanted to make sure you were on board before we contacted them early next week. Please advise.

Thank you!

Cheryl DiSanti

Business Transformation - CIS
AW Test Partner Agreement (TPA) Manager
856-568-5573 (Desk)
412-559-2497 (Mobile)

Re: LFUCG Billing 

Keith L Cartier to: Cheryl D Norton

Cc: "Mr. Bryan Siler"

04/18/2012 04:19 PM

Cheryl,

Have a call into Bill O'Mara. He's out of office today, but have asked that he return the call early in the morning if possible. If we hook up, I'll shoot you an email with that perspective (and copy Bryan).

Bryan, please feel free to relay any perspective you have from working with the team directly to Cheryl.

Keith

Keith Cartier

Vice President, Operations

Kentucky American Water

1 859 268 6324 Office

1 859 321 9803 Cell

keith.cartier@amwater.com

Cheryl D Norton

Nick wants me to cover the billing switch for LFU...

04/18/2012 03:40:19 PM

From: Cheryl D Norton/KAWC/AWWSC
To: Keith L Cartier/KAWC/AWWSC, "Mr. Bryan Siler" <Bryan.Siler@amwater.com>
Date: 04/18/2012 03:40 PM
Subject: LFUCG Billing

Nick wants me to cover the billing switch for LFUCG tomorrow. Any relevant updates, issues or concerns?

Thanks,

Cheryl

Cheryl D. Norton

President

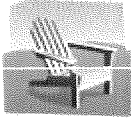
Kentucky American Water

2300 Richmond Road

Lexington, KY 40502

Office (859) 268-6339

Cell (859) 533-3540


Re: LFUCG Billing & Greater Cincinnati Water Works

Bryan Siler to: Cheryl D Norton

Cc: Keith L Cartier, Douglas Brock

04/18/2012 06:10 PM

Cheryl,

The LFUCG worked in GCWW's office the week before last hammering out details of how things will work. This week the GCWW folks are in Lexington working with the LFUCG.

From what I gather, they are still working on making the mechanics of their billing system work with the data they will receive from American Water. Their system treats the premise and account relationship, landlord accounts, and inactive accounts different than our system so some real thought is needed to ensure a smooth transition and accurate billing going forward. They plan to continue billing LFUCG services even when our water accounts go inactive. All of these things have proven to be difficult and it seems they are having to settle on some of their wants.

The biggest open issue at this time is the liability of disconnecting water accounts with health alerts, etc. Obviously, we would want to prevent this from happening - as would the LFUCG. They have been clear about not wanting this liability. Currently it is a manual process handled by the Special Accounts Department. They check for Health Alerts and would not issue the disconnect order and the sewer authority would be notified. Our IT department is looking into the automated process to verify if the system can prevent this from happening.

There are a couple of other routine data requests that are open but they should be answered by the end of this week.

I would be happy to discuss this with you if you think that would help. Please let me know if you have any questions or if I missed something you wanted to address.

I hope this helps.

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

Keith L Cartier

Cheryl, Have a call into Bill O'Mara. He's out of...

04/18/2012 04:19:57 PM

From: Keith L Cartier/KAWC/AWWSC
 To: Cheryl D Norton/KAWC/AWWSC@AWW
 Cc: "Mr. Bryan Siler" <Bryan.Siler@amwater.com>
 Date: 04/18/2012 04:19 PM
 Subject: Re: LFUCG Billing

Cheryl,

Have a call into Bill O'Mara. He's out of office today, but have asked that he return the call early in the morning if possible. If we hook up, I'll shoot you an email with that perspective (and copy Bryan).

Bryan, please feel free to relay any perspective you have from working with the team directly to Cheryl.

Keith

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

Cheryl D Norton

Nick wants me to cover the billing switch for LFU...

04/18/2012 03:40:19 PM

From: Cheryl D Norton/KAWC/AWWSC
To: Keith L Cartier/KAWC/AWWSC, "Mr. Bryan Siler" <Bryan.Siler@amwater.com>
Date: 04/18/2012 03:40 PM
Subject: LFUCG Billing

Nick wants me to cover the billing switch for LFUCG tomorrow. Any relevant updates, issues or concerns?

Thanks,

Cheryl

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

Office (859) 268-6339
Cell (859) 533-3540



Re: update from Bill O'Mara 
Cheryl D Norton to: Keith L Cartier
Cc: Bryan Siler

04/19/2012 08:39 AM

Keith and Bryan - thanks for the updates. I'm good with the info and believe that it will provide a level of comfort regarding the transition. Glad they are happy with our support and hopefully they can work thru their issues quickly. GCWW is really going to earn their \$\$!

Thanks again,

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.

Keith L Cartier

Cheryl, Spoke with Bill for a while this morning. ...

04/19/2012 08:32:14 AM

From: Keith L Cartier/KAWC/AWWSC
To: Cheryl D Norton/KAWC/AWWSC@AWW
Cc: Bryan Siler/KAWC/AWWSC@AWW
Date: 04/19/2012 08:32 AM
Subject: update from Bill O'Mara

Cheryl,

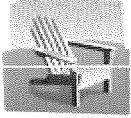
Spoke with Bill for a while this morning. Everything seems to be going well from his perspective. Thanked us for sharing the automatic bill pay customers; gave a heads up that Cincinnati's last day on site is today, and then they're going back to begin programming. Once that's done, they'll be looking for a series of data dumps to begin their testing. Everything on track from that end. Bill indicated they've been talking with us frequently, almost daily during some stretches.


Bill will move to usage and shut off contract shortly - Barberi tied up with franchise agreements for Columbia and KU.

Bill unaware of anything his vendors are doing in Chattanooga. Sounded surprised as he says they've sought commitments that their vendors will be working on their solution. He'll be on alert, and I asked that he might ask around and see who may have been down there. Let him know I may do some additional digging and get specific names/companies as we may have to do something to address inaccurate portrayal of the Lexington experience.

Keith

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



Re: update from Bill O'Mara 
 Bryan Siler to: Keith L Cartier
 Cc: Cheryl D Norton, Douglas Brock

04/19/2012 08:57 AM

We have provided copies of the closing package they will receive so they can work with it recognizing it is preliminary info and should just be used to develop the methodology for the go-live in August.

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

Keith L Cartier

Cheryl, Spoke with Bill for a while this morning. ...

04/19/2012 08:32:15 AM

From: Keith L Cartier/KAWC/AWWSC
 To: Cheryl D Norton/KAWC/AWWSC@AWW
 Cc: Bryan Siler/KAWC/AWWSC@AWW
 Date: 04/19/2012 08:32 AM
 Subject: update from Bill O'Mara

Cheryl,
 Spoke with Bill for a while this morning. Everything seems to be going well from his perspective. Thanked us for sharing the automatic bill pay customers; gave a heads up that Cincinnatti's last day on site is today, and then they're going back to begin programming. Once that's done, they'll be looking for a series of data dumps to begin their testing. Everything on track from that end. Bill indicated they've been talking with us frequently, almost daily during some stretches.

Bill will move to usage and shut off contract shortly - Barberi tied up with franchise agreements for Columbia and KU.

Bill unaware of anything his vendors are doing in Chattanooga. Sounded surprised as he says they've sought commitments that their vendors will be working on their solution. He'll be on alert, and I asked that he might ask around and see who may have been down there. Let him know I may do some additional digging and get specific names/companies as we may have to do something to address inaccurate portrayal of the Lexington experience.

Keith

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

**Fw: Billing Contract Update**

John Clarkson, Walter Lynch, Kathy Pape,
 David K Baker to: Nick Rowe, William Walsh, Jeffrey L
 McIntyre, Cheryl D Norton, Deron E Allen,

04/24/2012 06:57 AM

John, thanks for your continued leadership in phasing AW out of this business line. Walter and Presidents
 - please see the updates below. Details are contained in the attached spreadsheet.

David

David K. Baker
 President, New Jersey American Water
 Senior Vice President, American Water NE Division
 1025 Laurel Oak Road
 Voorhees, New Jersey 08043

856-782-2301 office
 856-669-7248 cell

david.baker@amwater.com
 www.amwater.com

----- Forwarded by David K Baker/SERVCO/AWWSC on 04/24/2012 06:56 AM -----

From: John C Clarkson/SHARVCS/AWWSC
 To: David K Baker/SERVCO/AWWSC@AWW
 Date: 04/23/2012 06:29 PM
 Subject: Billing Contract Update

David,

Progress continues with the billing contract divestiture. Although there is no change in the summary information, we have four contracts exiting this month and another four in May. Attached is a spreadsheet with additional details if you are interested.

- As you know, the bulk of the divestitures are scheduled for September and October (over half at 86).
- IT is prepared for the volume in those months but we continue to work toward moving contract exit dates up in the calendar where possible. Pennsylvania for instance, gave all of their municipalities October as a final billing month. However, they have moved the date up to June on several contracts as they work through their plans.
- LFUCG in KY exits in August, significant because of it's size and because August is a good time as it avoids the Sept/Oct crunch.
- Still waiting to hear the outcome of Tennessee's challenges with legislative measures aimed to keep us in sewer billing services. My understanding is we will only need to provide the usage data.
- Bi-weekly calls continue with representation from operations, CSC, IT, SSC, BT, Communications and FRCC.

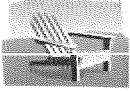
Please contact me with questions.

 John Clarkson
 Director of Operations - Customer Service
 American Water
 1410 Discovery Parkway
 Alton, Illinois, 62002
 Office: 618-433-4534
 Cell: 618-971-3176



AW Billing Contracts Master Spreadsheet for States 4-23-2012.xlsx

State	Total # of Contracts	# of Notifications completed	Overall notifications Completed	Completed Divestitures	% Complete	Comments
CA	1	1	100%	0	0%	
IA	1	1	100%	0	0%	
Ill	14	14	100%	1	7%	Two contracts have term dates beyond 2013. One of those contracts is an O&M agreement. Efforts are under way to negotiate a termination and/or identify external vendors to perform this service beyond 2012 if necessary.
MO	11	11	100%	1	9%	
IN	14	14	100%	0	0%	
KY	7	7	100%	0	0%	
PA	54	54	100%	0	0%	
TN	27	27	100%	0	0%	TN is receiving pushback from the local government on exiting the billing contract services. BT agreed to allow last billing to take place in December if necessary (target month is October) on specific Chatt. Contracts.
VA	2	2	100%	0	0%	
WWA	24	24	100%	0	0%	
Totals	155	155	100%	2	1%	



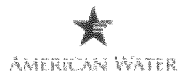
Divestitures

Bryan Siler to: Douglas Brock, Keith L Cartier, Cheryl D Norton

05/02/2012 01:48 PM

FYI - The first Kentucky divestitures are complete.

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

**Re: Divestitures** 

Douglas Brock to: Cheryl D Norton, Keith L Cartier

05/02/2012 08:02 PM

Bryan is referring to Verna Hills and Treehaven. They start billing their own sewer in May.

Douglas Brock
Manager Field Operations
2300 Richmond Road
Lexington, Kentucky 40502
(859) 268 -6340 Office
(859) 381-7966 Cell
douglas.brock@amwater.com

Bryan Siler

FYI - The first Kentucky divestitures are complet...

05/02/2012 01:48:08 PM

From: Bryan Siler/KAWC/AWWSC
To: Douglas Brock/KAWC/AWWSC@AWW, Keith L Cartier/KAWC/AWWSC@AWW, Cheryl D Norton/ILAWC/AWWSC@AWW
Date: 05/02/2012 01:48 PM
Subject: Divestitures

FYI - The first Kentucky divestitures are complete.

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


Re: Billing Contract Divestiture Update

John C Clarkson, Walter Lynch, Bill Varley,
 David K Baker to: Kathy Pape, William Walsh, Jeffrey L
 McIntyre, Deron E Allen, Cheryl D Norton,
 Cc: Meg Neafsey, Traci A Cross

06/24/2012 04:57 PM

Walter, Presidents and BT leaders - please see John's report below. Thanks for your continued leadership on this, John.

David

David K. Baker
 President, New Jersey American Water
 Senior Vice President, American Water NE Division
 1025 Laurel Oak Road
 Voorhees, New Jersey 08043

856-782-2301 office
 856-669-7248 cell

david.baker@amwater.com
 www.amwater.com

John C Clarkson

David, Sorry about the delay in sending the billin...

06/22/2012 11:55:28 AM

From: John C Clarkson/SHARSVCS/AWWSC
 To: David K Baker/SERVCO/AWWSC@AWW
 Cc: Meg Neafsey/ADMIN/CORP/AWWSC@AWW, Traci A Cross/PAWC/AWWSC@AWW
 Date: 06/22/2012 11:55 AM
 Subject: Billing Contract Divestiture Update

David,

Sorry about the delay in sending the billing contract divestiture update.

Below are the highlights and a summary table. Attached is a spreadsheet with additional details if you are interested.

- **We have successfully exited 5 contracts through May.**
- **An additional 19 contracts will be completed by the end of June.**
- The bulk of the divestitures are still scheduled for September and October (79 which is a drop from 86 two months ago, the result of PA successfully moving exit dates up).
- IT is prepared for the volume in Sept and Oct. but we continue to work toward moving contract exit dates up in the calendar where possible. Pennsylvania gave all of their municipalities October as a final billing month, however, they have moved the date up to June and July on several contracts as they work through their plans.
- Still on schedule to have LFUCG in KY exit in August, significant because of it's size and because August is a good time as it avoids the Sept/Oct crunch.
- Tennessee is moving forward with their divestitures but still face some challenges with legislative measures aimed to keep us in sewer billing services.
- **West Virginia is at risk to have all contracts exited by October 31 due to recent challenges from multiple municipalities.** Petions have been filed with the commission to extend the exit dates. **These challenges are being actively work by local WV staff.**
- Bi-weekly calls continue with representation from operations, CSC, IT, SSC, BT, Communications and

FRCC.

State	Total # of Contracts	# of Notifications completed	Overall notifications Completed	Completed Divestitures	% Complete	Comments
CA	1	1	100%	0	0%	
IA	1	1	100%	0	0%	
Ill	14	14	100%	2	14%	Two contracts have term dates beyond 2013. One of those contracts is an O&M agreement. Efforts are under way to negotiate a termination and/or identify external vendors to perform this service beyond 2012 if necessary.
MO	11	11	100%	1	9%	
IN	14	14	100%	0	0%	
KY	7	7	100%	2	29%	
PA	54	54	100%	0	0%	
TN	27	27	100%	0	0%	TN is receiving pushback from the local government on exiting the billing contract services. BT agreed to allow last billing to take place in December if necessary (target month is October) on specific Chatt. Contracts.
VA	2	2	100%	0	0%	
WVA	24	24	100%	0	0%	WV is also is receiving pushback from the local municipalities on exiting the billing contract services. BT agreed to allow last billing to take place in December if necessary (target month is October) on specific WV contracts.
Totals	155	155	100%	5	3%	

[attachment "AW Billing Contracts Master Spreadsheet for States 6-19-2012.xlsx" deleted by David K Baker/SERVCO/AWWSC]

Please contact me with questions.

 John Clarkson
 Director of Operations - Customer Service
 American Water
 1410 Discovery Parkway
 Alton, Illinois, 62002
 Office: 618-433-4534

Cell: 618-971-3176

**LFUCG TV spot and bill insert re: sewer billing change**

Susan L Lancho to: KAWC - Leadership Team, KAWC - Field Services Team

07/23/2012 09:37 AM

Cc: Ellen U Williams, Terry P Mackin, Barry Pawelek, Charles E Boland

This message is digitally signed.

History: This message has been replied to.

FYI, this morning I received a copy of Lexington-Fayette Urban County Government's TV spot about the sewer and other city charges coming off of our bills in September. I've been informed that the spots start running today. The file is attached.

In August, the LFUCG will also include the attached bill insert in customers' bills.

Please share with others in your departments so that they are aware of these communications, and let me know if you have any questions.

Thanks

Susan Lancho, Manager - External and Governmental Affairs
Kentucky American Water
2300 Richmond Road Lexington, KY 40502
susan.lancho@amwater.com
P 859.268.6332 M 859.537.0736 F 859.268.6315

For quality and value, tap water is the clear choice.



TodayShowFinal-30TV.MP4KY-Lexington_LFUCG sewer billing split_FINAL.PDF



FYI only: Call from WKYT re: sewer billing

Susan L Lancho to: Cheryl D Norton, Keith L Cartier

Cc: Ellen U Williams, Charles E Boland

This message is digitally signed.

07/26/2012 05:47 PM

I got a call at 5 p.m. today from Channel 27 wanting to do an interview about the sewer billing change. They said they were going to interview Mark York of LFUCG, too. I used our bill insert as a graphic and talked through our core business messaging, etc.

They are working toward including this in the late edition of the news.

Susan Lancho, Manager - External and Governmental Affairs
Kentucky American Water
2300 Richmond Road Lexington, KY 40502
susan.lancho@amwater.com
P 859.268.6332 M 859.537.0736 F 859.268.6315

For quality and value, tap water is the clear choice.

**FYI: LFUCG News Conference re: Sewer Billing Contract**

Susan L Lancho to: KAWC - Leadership Team

08/02/2012 05:59 PM

This message is digitally signed.

We learned this week that the LFUCG/Mayor's Office will host a news conference on Friday, Aug. 3, at 1 p.m. re: the upcoming separation of LFUCG charges from our bills. This is not a joint news conference, but EA does plan to attend to make sure that our role in this process is represented. We will follow up with reporters after the LFUCG news conference, if necessary.

This media event may generate additional questions from customers and employees re: why we are making this change. Please review the attached information re: this issue, and share it with your employees, as needed. It repeats messaging that we have sent previously, but we wanted to make sure it was at your fingertips should you need it in the next few weeks.

As always, please refer any media inquiries or inquiries from governmental officials to the External Affairs office, and let us know if you need our assistance with other inquiries, too.

Thanks,

Susan



CSC Info Sheet_Sewer Billing Change July 23 2012.doc

Susan Lancho, Manager - External and Governmental Affairs
Kentucky American Water
2300 Richmond Road Lexington, KY 40502
susan.lancho@amwater.com
P 859.268.6332 M 859.537.0736 F 859.268.6315

For quality and value, tap water is the clear choice.

**FYI: Follow up re: LFUCG news conference about sewer billing change**

Susan L Lancho to: KAWC - Leadership Team

08/03/2012 03:24 PM

Cc: Terry P Mackin, Ellen U Williams

This message is digitally signed.

Mayor Gray held a news conference today re: the upcoming change in sewer bills for our Fayette County customers. We learned about it from a reporter a few days ago. WKYT, WLEX, WUKY radio and the Herald-Leader attended, as well as LFUCG employees from the mayor's office, the revenue department and the water quality department. Councilmembers Farmer and Hensley were also in attendance.

While this was not a joint news conference, the company was represented by me and Charlie Boland.

A copy of the news release distributed at the news conference is attached, as well as an informational brochure the city has developed. The mayor emphasized his disappointment in our ending the contract, and that citizens and the LFUCG are inconvenienced by this change. He also emphasized that the LFUCG will pay the new vendor more than they paid us for the service.

Even though we were not part of this event, I took questions from reporters afterward, and there was good time afterward for Charlie and me to talk to the council members in attendance as well as other LFUCG employees. I will follow up with reporters re: some additional messaging.

The Herald-Leader article is expected to be published in this Sunday's newspaper. Please let us know if you have questions or concerns.



LFUCG Pamphlet re sewer bill change_inside.pdf



LFUCG Pamphlet re sewer bill change_front and back panels.pdf



LFUCG News Release_080312.pdf

Susan Lancho, Manager - External and Governmental Affairs
Kentucky American Water
2300 Richmond Road Lexington, KY 40502
susan.lancho@amwater.com
P 859.268.6332 M 859.537.0736 F 859.268.6315

For quality and value, tap water is the clear choice.



Re: Strategy Response to Mayor's press conf today 

Susan L Lancho to: Terry P Mackin, Nick Rowe, Cheryl D Norton

08/03/2012 06:56 PM

Cc: Keith L Cartier

I was at the conference and interviewed by media, then followed up with additional messaging. I did two interviews a week or so ago with other media.

Terry P Mackin

The Indiana and KY teams keep me informed...

08/03/2012 06:43 PM EDT

From: Terry P Mackin
 To: Nick Rowe; Cheryl Norton
 Cc: Susan Lancho; Keith Cartier
 Date: 08/03/2012 06:43 PM EDT
 Subject: Re: Strategy Response to Mayor's press conf today

The Indiana and KY teams keep me informed and are always open to my counsel. I will touch base with Susan and Joe again Monday morning and send you an update so you have it in Voorhees.

TM

Nick Rowe

What is our response to Mayor's press conf to...

08/03/2012 06:28 PM EDT


From: Nick Rowe
 To: Cheryl Norton
 Cc: Susan Lancho; Keith Cartier; Terry Mackin
 Date: 08/03/2012 06:28 PM EDT
 Subject: Strategy Response to Mayor's press conf today

What is our response to Mayor's press conf today? What is our strategy to get our message out to public? I am sure Walter and Jeff will ask me about this on Monday while in Voorhees? Might bounce some ideas off of Wayne on Monday?

Would we want to just put out a positive press release about how the customer's bill will be easier to understand and more transparent on Sept 1st? Not even mention Mayor's press conference but frame our own message?

Terry- with media issues in Illinois(lakewater), Indiana (mooreville) and Ky (sewer billing), please stay involved so that we might keep Maureen and Walter in the loop.



Re: LFUCG Council meeting 
Cheryl D Norton to: Douglas Brock, Keith L Cartier

08/16/2012 08:48 PM

Great. One step closer!

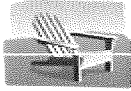
Cheryl D. Norton
President
Kentucky American Water
2300 Richmond Road
Lexington, KY 40502

Office (859) 268-6339
Cell (859) 533-3540

Douglas Brock	The Council suspended the second reading of...	08/16/2012 08:32 PM EDT
---------------	--	-------------------------

From: Douglas Brock
To: Keith Cartier; Cheryl Norton
Date: 08/16/2012 08:32 PM EDT
Subject: LFUCG Council meeting

The Council suspended the second reading of the resolution concerning our agreement and approved it.
So we should get a signed agreement soon.



LFUCG Progress - All is Good.

Bryan Siler to: Cheryl D Norton, Keith L Cartier, Douglas Brock 08/28/2012 02:31 PM

GCWW says they are on schedule.

We are looking for a clean hand-off on Friday, August 31st when we run the Closing Package. We plan to begin closing their services Friday morning and providing the closing package in the early afternoon. A lot of work will happen over the weekend. GCWW has my contact info and the designated person in IT for each day over the holiday weekend.

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



Re: LFUCG Update 
Cheryl D Norton to: Bryan Siler

08/30/2012 03:51 PM

Thanks Bryan. Hopefully, everything will go smoothly and we can exit without much fanfare! Again, I really appreciate your efforts in this.

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.

Bryan Siler

All is good. At this point, we are simply waiting...

08/30/2012 02:47:57 PM

From: Bryan Siler/KAWC/AWWSC
To: Cheryl D Norton/KAWC/AWWSC@AWW, Keith L Cartier/KAWC/AWWSC@AWW, Douglas Brock/KAWC/AWWSC@AWW
Date: 08/30/2012 02:47 PM
Subject: LFUCG Update

All is good.

At this point, we are simply waiting to run the programs to close out the LFUCG's services. Some pieces will start tonight. Others will start in the morning. We plan to hand off the final product to GCWW late morning or early afternoon tomorrow.



Fw: LFUCG Update
Douglas Brock to: Keith L Cartier, Cheryl D Norton

08/31/2012 05:07 PM

History: This message has been replied to.

FYI

Douglas Brock
Manager Field Operations
2300 Richmond Road
Lexington, Kentucky 40502
(859) 268 -6340 Office
(859) 381-7966 Cell
douglas.brock@amwater.com

----- Forwarded by Douglas Brock/KAWC/AWWSC on 08/31/2012 05:07 PM -----

From: Bryan Siler/KAWC/AWWSC
To: Douglas Brock/KAWC/AWWSC@AWW
Date: 08/31/2012 03:18 PM
Subject: LFUCG Update

LFUCG is making good progress. I tested our bills after our final recalc and there were no LFUCG services.

Everything looks good.

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



Fw: LFUCG is done.
Douglas Brock to: Keith Cartier, Cheryl Norton

09/02/2012 09:42 PM

Bryan Siler

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

From: Bryan Siler

Sent: 09/02/2012 09:04 PM EDT

To: Douglas Brock

Subject: LFUCG is done.

All went good. Great actually. One minor cleanup item we'll discuss Tuesday afternoon. They are very pleased.



KENTUCKY
AMERICAN WATER

2300 Richmond Road
Lexington, KY 40502

P: 859-268-6339
F: 859-268-6327

September 30, 2011

Dear Ms. Driskell:

As we have discussed, Kentucky American Water ("KAW") will be providing official notice on October 3, 2011 of its termination of KAW's agreements with the Lexington-Fayette Urban County Government ("LFUCG") for billing and collection services for sewer, landfill and stormwater fees. Those notices will be made in accordance with the contractual provisions in each of the three individual contracts. KAW's issuance of the notices of termination on October 3, 2011 means that the billing services will cease no later than March 31, 2012. If LFUCG develops the ability to perform the subject billings prior to March 31, 2012 on its own or through another entity, LFUCG is free to terminate the billing services earlier than March 31, 2012.

KAW believes that terminating the billing agreements will benefit LFUCG, KAW and KAW's customers. LFUCG will gain more control over the collection of fees for landfill and stormwater charges and KAW will be able to simplify its bills, both of which will benefit citizens and customers who pay their bills timely.

Based on previous meetings we have had, KAW understands your concerns regarding the transition of billing services from KAW to LFUCG or another entity LFUCG contracts with to perform the billing services. We recognize there could be potential complications related to data management and vendor capabilities. Although this letter in no way affects the legal effectiveness of the October 3, 2011 notices, I write to give you my personal assurance of KAW's commitment to provide you and LFUCG with support throughout the transition process. To that end, I have asked KAW's Vice President of Operations, Keith Cartier, to reach out to you and your team to schedule a meeting as soon as possible to identify specific concerns and critical information needs so that KAW and LFUCG can work collaboratively to resolve all issues in a timely manner.

We firmly believe that by working together over the next six months, we will achieve a satisfactory solution for LFUCG, KAW, and, most importantly, KAW's customers.



KENTUCKY
AMERICAN WATER

Please do not hesitate to call me anytime at 859-533-3540 to discuss your concerns or if you would like for me to meet with Mayor Gray to discuss this topic. I would be more than happy to do so.

Sincerely,

Cheryl D. Norton

Cheryl Norton
President



Corporate Counsel

2300 Richmond Road
Lexington, KY 40502
(859) 268-6367

October 3, 2011

Hon. Mayor Jim Gray
Lexington-Fayette Urban County Government
200 East Main Street
Lexington, Kentucky 40507

Re: Notices of Termination for Billing Contracts

Dear Mayor Gray:

Please find enclosed Kentucky-American Water Company's notices of termination for its July 7, 2009, Billing, Accounting, and Collection Agreement for water quality management fees; its October 4, 2007, Billing, Accounting, and Collection Agreement for sewer fees; and its October 4, 2007, Billing, Accounting, and Collection Agreement for landfill fees.

If you have any questions or concerns, please feel free to call me at the above number or Kentucky-American's President, Cheryl Norton, at 268-6339.

Sincerely,

A handwritten signature in black ink, appearing to read "R. W. Bertelson III".

Richard W. Bertelson III, Corporate Counsel
Kentucky American Water Company
2300 Richmond Road
Lexington, KY 40502

**90 DAY NOTICE OF
BILLING, ACCOUNTING, AND COLLECTION AGREEMENT TERMINATION**

WHEREAS, the attached Billing, Accounting, and Collection Agreement ("Agreement") was made and entered into on the 7th day of July, 2009, by and between Kentucky-American Water Company ("Water Company"), of 2300 Richmond Road, Lexington, Kentucky 40502, and Lexington-Fayette Urban County Government ("Government"), of 200 West Main Street, Lexington, Kentucky 40507, under which the Water Company provides billing, accounting, and collection for water quality management fees for the customers of the Government.

WHEREAS, Paragraph 14 of the Agreement provides that, "Either party to this Agreement may terminate the agreement for any reason upon ninety (90) days written notice to the other party at the addresses first above written."

NOW THEREFORE, it is the desire of the Water Company to terminate the Agreement. The Government is notified that One Hundred Eighty (180) days from the date of this notice, being the 31st day of March 2012, the referenced Agreement is terminated, unless the Government, by written notice to the Water Company provided at least sixty (60) days in advance, notifies the Water Company of its desire to terminate the Agreement sooner than the March 31, 2012 termination date provided herein.

IN WITNESS HEREOF, the Water Company serves this 90 Day Notice of Billing, Accounting, and Collecting Agreement Termination on the Government this the 3rd day of October 2011.

Kentucky-American Water Company

By: Cheryl D. Norton

Its: PRESIDENT

Date: 10/03/11

AGREEMENT

THIS AGREEMENT, made and entered into on the 7th day of July, 2009, by and between the **LEXINGTON-FAYETTE URBAN COUNTY GOVERNMENT**, an urban county government of the Commonwealth of Kentucky pursuant to Chapter 67A of the Kentucky Revised Statutes, 200 East Main Street, Lexington, Kentucky 40507 ("Government"), and **KENTUCKY-AMERICAN WATER COMPANY**, with offices located at 2300 Richmond Road, Lexington, Kentucky 40502 ("Water Company").

RECITALS:

WHEREAS, the Government has created a stormwater and water quality management program pursuant to Ordinance No. 73-2009 to safely and efficiently manage stormwater runoff and accomplish related objectives for the residents of Fayette County, Kentucky; and

WHEREAS, the Government has established charges, known as water quality management fees (hereinafter "water quality fees") that are imposed, with limited exception, on every parcel of land within the water quality management area of Fayette County, and that are to be implemented on January 1, 2010; and

WHEREAS, the water quality fees are charged to the owner(s), tenant(s), or person(s) responsible for the payment of water service charges and/or sewer service charges, or as otherwise designated by the Government (hereinafter "customers"); and

WHEREAS, the Government bills customers so served on a periodic basis with such charges being based upon the classification of the property and the payment of a flat fee, or a fee based upon the measurement of the square footage of impervious surface area multiplied by a unit rate; and

WHEREAS, the Water Company is engaged in the business of providing water service to substantially the same area and customers as are served by the Government; and

WHEREAS, the Government and the Water Company also have agreements related to the collection of disposal fees and sewer user fees.

WHEREAS, the Government and the Water Company acknowledge and understand that certain customers do not receive water service from the Water Company (the "Non-mutual Accounts"); and

WHEREAS, the Government has requested the Water Company to perform billing, accounting, and collecting for water quality fees for all of the customers of the Government regardless of whether the customer receives water service from the Water Company, and the Water Company is agreeable to such request; and

WHEREAS, the Government agrees to furnish the Water Company with sufficient data related to the water quality fees that is necessary to perform billing, accounting and collecting services; and

WHEREAS, the Water Company agrees to provide the Government on-line, read only access to the Water Company's data so that the Government can access sufficient data regarding the water quality fees; and

WHEREAS, the Government agrees to provide any changes to the water quality fees to the Water Company in the form of a computer file which the Water Company will use to update its customer records.

NOW, THEREFORE, in consideration of the Recitals which are a material part of this Agreement, the mutual covenants hereinafter set forth and other good and valuable consideration, the receipt and sufficiency of which are mutually acknowledged, it is agreed by and between the parties as follows:

A. **BILLING, ACCOUNTING AND COLLECTING**

1. The Government and the Water Company shall jointly designate and cause to be identified on the Water Company's computer records, each customer of the Government who should be billed for the water quality fees, which shall include both water service customers of the

Water Company and the Non-Mutual Accounts (hereinafter collectively referred to as the "Accounts"). The Water Company shall bill all such Accounts for the water quality fees on behalf of the Government. Accounts will be billed by the Water Company at a rate based on information regarding the water quality fees at the billing address, and are computed for each monthly billing at a monthly rate or a daily rate, if applicable, based on the data updates provided by the Government pursuant to paragraph 8. Such daily rate will be determined using the same method as is used by the Water Company to pro rate water bills.

2. The Government shall, prior to the commencement of billing, accounting and collecting services by the Water Company pursuant hereto, furnish the Water Company with the ordinance(s) establishing the rate or rates to be charged for water quality fees. The Government will notify the Water Company of any revisions of such rates which will be accommodated and back billed if necessary. In no event shall the period between notice of the rate change and implementation for billing purposes be more than sixty (60) days.

3. All of the Accounts (water quality fees) billed by the Water Company pursuant to this Agreement shall be billed on a cycle which is the same as the Water Company uses for the billing of its water service customers.

4. For all Accounts, the Water Company agrees to observe the same diligence, policies and procedures in the billing, accounting and collecting of the water quality fees as it uses in administering the billing, accounting and collecting of its water service accounts, including but not limited to, establishment of payment plans and the preparation and mailing of delinquent notices. The Water Company reserves the right to change its billing procedures, including the billing frequency, with at least a ninety (90) day notice of execution to the Government.

5. Except as required by the ordinance(s) and/or as mutually agreed to by the parties, the Water Company and the Government will take whatever action is necessary to have the

payment of the water quality fees and the liability for them placed in the same person/name as is the water service for such account. An example of this requirement would be in the case of rental property, where the tenant is billed instead of the landlord. For all Non-Mutual Accounts, the parties will take the necessary action to have the payment of the water quality fees and the liability for them placed upon the owner of the property, as determined by reference to the current tax assessment roll in the office of the property valuation administrator, or the owner's designated agent, unless otherwise required by the ordinance or agreed to by the parties.

6. The Water Company shall (i) calculate the applicable water quality fees for each of the Government's customers identified pursuant to paragraph 1; (ii) print a water bill including the water quality fees therefore, and (iii) deposit such bill in the United States mail. If it does not interfere with the Water Company's requirement for messages and within space limitations, the Water Company shall include on the invoice a message upon the Government's request, and include an informational insert one time per year. The cost of the insert and handling costs will be at the Government's expense and must be designed to meet the weight, dimension and fold requirements of the Water Company.

7. All of the Government's water quality fees, plus any and all applicable federal, state or local sales, use or other tax, which are currently in effect or which may be imposed during the term of this Agreement, paid by its customers, will be collected and receipted by the Water Company and the Water Company shall separately transmit to the Government, on a daily basis, the collected balance from the preceding business day. The Government shall be solely responsible for filing any necessary and related tax forms and remitting amounts due to the appropriate taxing entities, subject to any errors in calculation, collection, or transmission by the Water Company. Any returned check fees or other fees which may be imposed by the Water Company during the term of this Agreement which are charged to and collected from customers

shall be retained by the Water Company. As of the date of this Agreement, the Government has determined that the water quality fees are not subject to any taxes. Should that condition change, when it is practical to do so, the Government will notify the Water Company in writing at least ninety (90) days prior to the effective date of the change. The Government shall pay the Water Company's additional reasonable expenses to accommodate such change.

8. The Water Company shall maintain accounts receivable data for the Government's customers charged a water quality fee. The Water Company shall provide the Government with regular ongoing on-line, read only access to the Water Company data for its Fayette County customers for the purpose of accessing individual water quality fee billing and payment information by any one of the following, or similar data or information: name, service location, Water Company identification number (currently premises number)(hereinafter "i.d. number(s)"). Such access shall be provided for any billing address for property located within Fayette County. The Government shall provide a weekly data file listing the i.d. numbers and corresponding changes related to the customers. The Water Company shall, without delay, load this file onto its database to update the customer information on the Accounts. On request by the Government, the Water Company shall run queries related to water quality fees on the Water Company computer which will be transmitted to the Government and may be subject to additional fees. The Water Company will prepare a monthly revenue summary report for the water quality fees and appropriate taxes. A Contract Billing Transaction Report shall include the beginning balances, adjustments, payments, billings, write-offs, and ending balances. An aging listing for each account over thirty (30) days and over ninety (90) days shall also be provided monthly. These reports will be available for review through Online Account Manager. The Water Company shall furnish a report each month which identifies both the creation of all new water accounts established by the Water Company for the preceding month and all of the water accounts that

have been inactivated or removed from service by the Water Company for the preceding month. The Water Company shall also provide a business analysis explaining the billing variances when compared with the previous month's or previous year's figures using any one or both of the following in this order: 5% difference in the number of bills issued; 4% difference in the amount of billed water quality fee revenue.

9. The Water Company shall provide a semi-annual reconciliation beginning July 31, 2010, said report to be delivered to the Government by the seventh (7th) day of the month following the last month to which such reports relate. The Water Company shall include a master file of all of the Accounts (including both Fayette County water accounts and Non-Mutual Accounts), listing water i.d. number, address, name, and number of Accounts.

10. The Government shall have the right, at its request, to perform an audit on site by qualified personnel agreed on by both parties of any records required to determine the accuracy of billing services, accounting, and monthly reports as provided pursuant to this Agreement. The Water Company and the Government shall each be responsible for their own costs incurred for equipment housed in their respective offices. The Water Company and the Government shall each designate one individual located at their respective Lexington offices whose primary duties shall be to act as liaison to assist in the implementation of the terms of this Agreement by assisting with the transmission of information required by the Agreement, by overseeing the monthly reports and providing an analysis and explanation of any billing variances, by responding to questions or requests for information from the public, and by informing eligible customers of the assistance program established by the Government pursuant to ordinance.

12. For purposes of this Agreement, the water service, sanitary sewer service charges, water quality fees, and disposal fees shall be considered one unified bill which must be paid in full or which must be the subject of a suitable payment plan in order to prevent termination of water

service or collection efforts. Any payment received by the Water Company which is not adequate to pay the bill in full or any payment according to a payment plan shall be applied first to the water service portion of the bill. After application of the payment to the water service portion of the bill, any remaining amounts will be applied first to the water quality fees portion of the bill, then to the disposal fees portion of the bill, and then to the sewer user fee. This provision is intended by the parties to supersede any existing requirement that they have by separate Agreement to apply the payment in any other manner.

13. With respect to the Non-Mutual Accounts, any and all payment shall be applied to the water quality fees. The Water Company shall timely notify the Government upon the payment delinquency of any of these types of accounts when such Accounts remain unpaid for a period exceeding sixty (60) days, and shall provide the Government with sufficient information pertaining to these types of Accounts in order for the Government to perform collection on the Accounts. The Water Company shall otherwise continue to bill the customers for any additional water quality fees on an ongoing basis unless otherwise notified by the Government.

14. This Agreement shall be for an initial term commencing on August 1, 2009 and terminating on October 1, 2011, subject to sufficient funds being appropriated in each fiscal year (commencing each July 1) by the Government. The parties understand and agree that pursuant to Ordinance No. 73-2009, the actual implementation of the water quality fees shall commence on January 1, 2010. At the end of the initial term, this Agreement shall automatically renew for successive twelve month periods, upon the same terms and conditions, subject to the provisions of paragraph 15, and subject to sufficient funds being appropriated in the applicable fiscal year by the Government, unless either party provides written notice no later than ninety (90) days prior to the expiration of the then current term. Any party proposing a renewal with different terms and conditions shall submit a written proposal containing such terms and conditions to the other party

no later than ninety (90) days prior to the expiration of the then current twelve (12) month term of the agreement. Either party to this Agreement may terminate the agreement for any reason upon ninety (90) days written notice to the other party at the addresses first above written.

15. The Water Company will issue a bill to the Government within fourteen (14) days after the close of each month, said bill including calculations supporting the invoice amount based on a charge of 36.23 cents (\$.3623) for each Account billed that month. The bill will be payable within fourteen (14) days of issuance. Requests for payment should be accompanied by a summary of the number of accounts billed. Said charges shall be adjustable each July 1 beginning on July 1, 2011, by an amount based upon the Consumer Price Index for All Urban Consumers, the U.S. City Average ("CPI-u") published monthly by the Bureau of Labor Statistics. The amount to be charged per bill shall be adjusted up by a factor determined by averaging the monthly CPI-u published for the 12-month period ending, and including, April of the year before the July 1 adjustment. Upon termination of the Agreement by either party as set forth in paragraph 11 herein, the Water Company shall be compensated only for the services provided to the effective date of the termination.

B. MISCELLANEOUS PROVISIONS

16. This Agreement shall be construed to be applicable to only the parties hereto and shall not confer any rights, privileges, or obligation on any third party, including customers of the Water Company and/or the Government.

17. The cost of the communication line(s) will be borne equally by both parties.

18. The Water Company shall incur no liability pursuant to this Agreement except to the extent of its own negligence or other improper conduct. The Water Company agrees to indemnify, hold harmless and defend the Government, its elected and appointed officials, board members, employees, agents and successors in interest from and against all liabilities, claims,

damages, penalties, causes of action, costs and expenses, including reasonable attorney fees, imposed upon or incurred by or asserted against the Government by reason of the intentional or negligent acts, or other improper conduct on the part of the Water Company, its contractors, agents, employees, directors, or officers.

To the extent allowable by law, the Government agrees to defend, indemnify and hold harmless the Water Company, its employees, directors, officers, agents and successors in interest from and against all liabilities, claims, damages, penalties, causes of action, costs and expenses, including reasonable attorney fees, imposed upon or incurred by or asserted against the Water Company by reason of the intentional or negligent acts, or other improper conduct on the part of the Government, its contractors, agents or employees. However, in no event shall this be deemed a waiver of any third party defense, including but not limited to sovereign immunity, which may be available to the Government.

19. This Agreement shall be binding upon and inure to the benefit of the parties hereto and their respective successors.

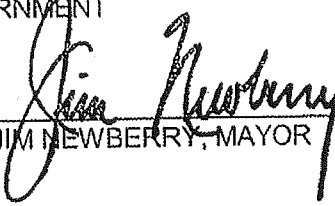
20. This Agreement has been entered into and shall be construed in accordance with the laws of the Commonwealth of Kentucky.

21. Following execution by both parties, the Water Company will file the agreement with the Kentucky Public Service Commission. It is agreed and understood by the parties hereto that the provisions of this Agreement shall not become effective on August 1, 2009, unless it is filed with the Commission.

22. This Agreement is the entire agreement between the parties and may not be amended, modified or revised except by a written instrument signed by each of the parties.

IN WITNESS WHEREOF, the parties have executed this Agreement on the dates hereinafter set forth, but to be effective as of August 1, 2009.

LEXINGTON-FAYETTE URBAN COUNTY
GOVERNMENT

BY: 
JIM NEWBERRY, MAYOR

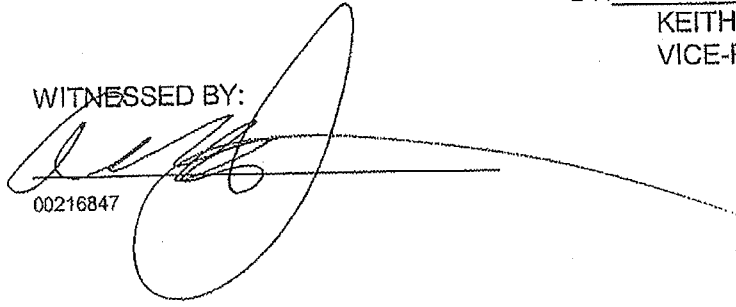
ATTEST:


CLERK OF URBAN COUNTY COUNCIL

KENTUCKY-AMERICAN WATER COMPANY

BY: 
KEITH CARTIER
VICE-PRESIDENT

WITNESSED BY:



00216847

**180 DAY NOTICE OF
BILLING, ACCOUNTING, AND COLLECTION AGREEMENT TERMINATION**

WHEREAS, the attached Billing, Accounting, and Collection Agreement ("Agreement") was made and entered into on the 4th day of October, 2007, by and between Kentucky-American Water Company ("Water Company"), of 2300 Richmond Road, Lexington, Kentucky 40502, and Lexington-Fayette Urban County Government ("Government"), of 200 West Main Street, Lexington, Kentucky 40507, under which the Water Company provides billing, accounting, and collection for sanitary sewer service charges for the sanitary sewer customers of the Government, as well as termination of water service for reason of delinquency and reconnection of water service upon payment of all charges by a delinquent sanitary sewer customer.

WHEREAS, Paragraph 19 of the Agreement provides that, "Either party to this Agreement may terminate the agreement for any reason upon one hundred and eighty (180) days written notice to the other party at the addresses first above written."

NOW THEREFORE, it is the desire of the Water Company to terminate the Agreement. The Government is notified that One Hundred Eighty (180) days from the date of this notice, being the 31st day of March 2012, the referenced Agreement is terminated, unless the Government, by written notice to the Water Company provided at least sixty (60) days in advance, notifies the Water Company of its desire to terminate the Agreement sooner than the March 31, 2012 termination date provided herein.

IN WITNESS HEREOF, the Water Company serves this 180 Day Notice of Billing, Accounting, and Collecting Agreement Termination on the Government this the 3rd day of October 2011.

Kentucky-American Water Company

By: Charles D. Bolton

Its: PRESIDENT

Date: 10/03/11

AGREEMENT

THIS AGREEMENT, made and entered into on the 4th day of October, 2007, by and between the LEXINGTON-FAYETTE URBAN COUNTY GOVERNMENT, an urban county government of the Commonwealth of Kentucky pursuant to Chapter 67A of the Kentucky Revised Statutes, 200 East Main Street, Lexington, Kentucky 40507 ("Government"), and KENTUCKY-AMERICAN WATER COMPANY, with offices located at 2300 Richmond Road, Lexington, Kentucky 40502 ("Water Company").

RECITALS:

WHEREAS, the Government is the operator of the sanitary sewer system and appurtenances thereto serving Fayette County, Kentucky; and

WHEREAS, the Government has established charges for sanitary sewer services rendered to its customers based upon water usage by such customers and bills such charges on a periodic basis to its customers so served; and

WHEREAS, the Government is obligated to collect delinquent sanitary sewer service charges from its customers so served; and

WHEREAS, Chapter 96 of the Kentucky Revised Statutes permits the Government to enforce collection of rates and charges for the use of sewer facilities by requiring that water service be discontinued until payment is made or some satisfactory arrangement is reached; and

WHEREAS, the Water Company is engaged in the business of providing water service to substantially the same area and customers as are served by the Government and the Water Company is in a position to supply to the Government the customer information the Government requires to compute and monitor collection of its sanitary sewer service charges and to terminate water service for reason of delinquency in the payment of any sanitary sewer service charge by a customer of the Government; and

WHEREAS, the Water Company is authorized, pursuant to Chapter 96 of the Kentucky Revised Statutes, to enter into an agreement with the Government for the termination of water service and discontinuance of the supply of water from its system to any premises at which the sanitary sewer service charge for sanitary service supplied by the Government are unpaid; and

WHEREAS, the Government has requested the Water Company to perform billing, accounting, and collecting for sanitary sewer service customers of the Government including the termination of water service for reason of delinquency in the payment of any sanitary sewer service charge and to reconnect such water service upon all charges, including any reconnect charges, being paid by the sanitary sewer customer; and

WHEREAS, the Water Company is willing to furnish the requested customer and water usage data to the Government, to perform billing accounting and collecting for sanitary sewer service customers of the Government and to disconnect and reconnect such service, all pursuant to and subject to the terms and conditions hereinafter set forth.

NOW, THEREFORE, in consideration of the Recitals which are a material part of this Agreement, the mutual covenants hereinafter set forth and other good and valuable consideration, the receipt and sufficiency of which are mutually acknowledged, it is agreed by and between the parties as follows:

A. BILLING, ACCOUNTING AND COLLECTING

1. The Government and the Water Company shall exchange the following information monthly:

(a) By the second business day of the month following the month to which the list relates, the Government shall provide a list of all properties for which sanitary sewer services have been made available for that month.

(b) By the second business day of the month following the month to which the list relates, the Water Company shall provide a list of all service orders establishing new water services in all service regions for that month.

(c) The Government shall return to the Water Company a copy of the list provided pursuant to subsection (b) above with each entry categorized as sewer, non-sewer or unknown.

(d) With respect to those listings categorized pursuant to subsection (c) above as unknown, the parties shall work together to determine the sewer status of such listings.

2. With respect to all properties from list (a) above which are receiving water service, and all properties from list (b) above which are categorized as sewer, the Water Company shall designate and cause such accounts to be identified on the Water Company's computer records as joint accounts subject to billing for sanitary sewer service charges ("Joint Account"). The Water Company shall bill all such Joint Accounts for sanitary sewer service charges on behalf of the Government at the rates provided to it by the Government pursuant to Paragraph A(4).

(a) Accounts involving exclusion adjustments will be billed at 100% of the customer's usage. The Government will calculate and approve exclusion credits for these accounts monthly or quarterly based on the exclusion information provided by the customer. The Government will transmit the credit information, by e-mail or facsimile, to the Water Company and the Water Company will enter the exclusion credits on the customer's account and bill accordingly.

(b) Accounts involving extra strength adjustments will be billed by the Water Company, with adjustments being based on information provided by the Government. The information required for adjustments will be provided in a spreadsheet format which lists the account name, Water Company identification number (currently premise number)(hereinafter "i.d. number"), adjustment period and adjustment amount. The Water Company will place a debit on the customer's account to be billed during the next billing cycle.

3. The Water Company shall be responsible for the sanitary sewer customer billing, accounting and collecting for only those users of the sanitary sewer system of the Government identified pursuant to Paragraph A(1) above, and only during the term of this Agreement.

4. The Government shall, prior to the commencement of billing, accounting and collecting services by the Water Company pursuant hereto, furnish the Water Company with the ordinance or ordinances establishing the rate or rates to be charged for sanitary sewer services, including both the flat and metered rates. The Government will notify the Water Company of any revisions of such rates which will be accommodated and back billed if necessary. In no event shall the period between notice of the rate change and implementation for billing purposes be more than sixty (60) days.

5. The sanitary sewer customers to be billed by the Water Company pursuant hereto shall be billed on a cycle which is the same as the Water Company uses for the billing of its water service customers.

6. The Water Company shall administer the accounts of the Government and prepare a bill for water service that includes a bill for all customers of the Government receiving sanitary sewer service subject hereto in accordance with the regular and periodic billing procedure followed by the Water Company in the billing of its customers receiving water service. The Water Company agrees to observe the same diligence, policies and procedures in the billing, accounting and collecting of the sanitary sewer accounts subject hereto as it uses in administering the billing, accounting and collecting of its water service accounts, including but not limited to establishment of payment plans, preparation and mailing of delinquent notices, procedures for the handling of medical situations, reconnects and removal of meters. The Water Company reserves the right to change its billing procedures, including the billing frequency, with at least a 90 day notice of execution.

7. In the case of Joint Accounts, the Water Company and the Government will take whatever action is necessary to have sanitary sewer service and the liability therefor placed in the same person/name as is the water service for such account. An example of this requirement would be in the case of rental property, where the landlord is billed instead of the tenant(s) or vice versa.

8. Water bill adjustments which directly relate to the quantity of water discharged into the sanitary sewer system shall be made by the Water Company, accepted by the Government and recognized in determining the billing for sanitary sewer charges, excluding, however, any exclusion credits. The Water Company shall make any other adjustment requested, in writing (which may include a facsimile or an e-mail), by the Government, for the next billing cycle(s) and until such adjustment has been made in full.

9. (a) The Water Company shall (i) calculate, as set forth above, the applicable sanitary sewer charges for each of the Government's sanitary sewer customers identified pursuant to Paragraph 1; (ii) print a water bill including the sanitary sewer service bill therefore, and (iii) deposit such bill in the United States mail. If it does not interfere with the Water Company's requirement for messages and within space limitations, the Water Company shall include on the invoice a message upon the Government's request, and include an informational insert one time per year. The cost of the insert and handling costs will be at the Government's expense and must be designed to meet the weight, dimension and fold requirements of the Water Company. In addition the Government agrees to use the printers designated by the Water Company.

(b) In addition to the calculation of sanitary sewer service charges as set forth herein, the Water Company shall calculate the applicable state sales and use tax and include same on the bill to customers.

10. All of the Government's sanitary sewer service charges, plus any and all applicable federal, state or local sales, use or other tax, which is currently in effect or which may be imposed during the term of this Agreement, paid by its customers, will be collected and receipted by the Water Company and the Water Company shall transmit to the Government, on a daily basis, the collected balance from the preceding business day. The Government shall be solely responsible for filing any necessary and related tax forms and remitting amounts due to the appropriate taxing entities, subject to any errors in calculation, collection, or transmission by the Water Company. Any reconnect fees, returned check fees, or other fees which may be imposed by the Water Company during the term of this Agreement which are charged to and collected from customers, shall be retained by the Water Company.

11. The Water Company shall maintain accounts receivable data for the Government's customers charged a sanitary sewer service charge. The Water Company shall provide the Government with on-line, read only access to the Water Company database for the purposes of accessing individual sanitary sewer service charge billing

and payment information by any one of the following: name, service address, i.d. number. On request by the Government, the Water Company shall run queries related to sanitary sewer service charges on the Water Company computer which will be transmitted to the Government and may be subject to additional fees. The Water Company will provide a Contract Billing Transaction Report and summary for the sanitary sewer service charges and appropriate taxes. This summary shall include the beginning balances, adjustments, payments, billings, write-offs, and ending balances. A monthly summary report shall also provide totals of receivables over thirty (30) days and over ninety (90) days. An aging listing for each account over thirty (30) days and over ninety (90) days shall also be provided monthly. These reports will be available for review through Online Account Manager. The Water Company will also provide a business analysis explaining the billing variances from the previous month's or previous year's figures using any one or all of the following in this order: 5% difference in the number of bills issued; three (3) days difference in the average number of billed days; 4% difference in the amount of billed sewer revenue.

12. The Water Company shall provide a semi-annual data set match beginning six (6) months after the commencement of this Agreement, said report to be delivered to the Government by the seventh (7th) day of the month following the last month to which such reports relate. That reconciliation will specifically assure that any billing address for which sanitary sewer service charges are being billed lies within the urban service district. This data set match shall be provided in the form of an electronic data file in an industry standard format.

13. The cost of the communication line(s) will be borne equally by both parties. The Water Company and the Government shall each be responsible for their own costs incurred for equipment housed in their respective offices. The Water Company and the Government shall each designate one individual located at their respective Lexington offices as liaison whose primary duties shall be to assist in the implementation of the terms of this Agreement by assisting with the transmission of information required by the Agreement, by overseeing the monthly reports and providing an analysis and explanation of any billing variances, and by responding to questions or requests for information from the public and by informing eligible customers of the assistance program established in Section 16-59.1 of the Code of Ordinances.

14. The Water Company shall shut off water service for non-payment of sanitary sewer service charges and applicable taxes and pursue the collection of delinquent accounts, observing the same diligence, policies and procedures in such shut off situations and collections as it uses in terminating its water service accounts. Pursuing collection of delinquent accounts shall include, but is not limited to, transferring such accounts to a collection agency and filing proofs of claim in bankruptcy actions. The Government, upon seven (7) days written notice, may assume the collection responsibility for any sanitary sewer service account. Further, the Water Company shall restore water service observing the same diligence, policies and procedures as it uses in restoring water service accounts.

15. For purposes of this Agreement, the water service and sanitary sewer service charges shall be considered one unified bill which must be paid in full or which must be the subject of a suitable payment plan in order to prevent termination of water service or collection efforts. Any payment received by the Water Company which is not adequate to pay the bill in full or any payment according to a payment plan, shall be applied first to the water service portion of the bill. After application of the payment to the water service portion of the bill, any remaining amounts will be applied first to the disposal fees portion of the bill and then to the sewer user fee.

16. In consideration of the services to be provided to the Government by the Water Company pursuant hereto, the Water Company will issue an invoice to the Government within fourteen (14) days of the close of each month. The bill will be payable within ten (10) days of receipt. The invoice is to include calculations supporting the invoiced amount based on a charge for each Joint Account billed the prior month as follows:

(a) The charge for each Joint Account billed from and including the effective date of this Agreement shall be sixty-two and two-tenths cents (\$.622), subject to the provisions of subparagraph (b) below.

(b) Requests for payment should be accompanied by a summary of the number of accounts billed. Said charges shall be adjusted each October 1 beginning on October 1, 2008, by an amount based upon the Consumer Price Index for All Urban Consumers, the U.S. City Average ("CPI-u") published monthly by the Bureau of Labor Statistics. The amount to be charged per bill shall be adjusted up or down by a factor determined by averaging the monthly CPI-u published for the twelve-month period ending, and including, August of the year before the October 1 adjustment. Upon termination of the Agreement by either party as set forth in paragraph 16 herein, the Water Company shall be compensated only for the services provided to the effective date of the termination.

B. CUSTOMER AND WATER USAGE DATA

17.1 During the term of this Agreement the Water Company will make available online to the Government the "Billed Services by Premise" report. This information is relative to all current and newly discontinued Water Company customer accounts for Fayette County, Kentucky:

- (a) Customer i.d. number
- (b) Customer name and address
- (c) Revenue class code

- (d) Billing period (service code)
- (e) Previous and current reading dates
- (f) Previous reading, out reading (if applicable)
- (g) Set reading (if applicable), current reading
- (h) Current consumption (usage)
- (i) Past 12 consumptions (if applicable)
- (j) Indicator if reading was estimated
- (k) Accounts receivable inquiry
- (l) Customer status inquiry

17.2. The Water Company shall furnish the Government with on-line access to the following:

- (a) New accounts (new home or building)
- (b) New customer (change of occupant)
- (c) Terminated or transferred accounts
- (d) Totals of receivables more than thirty (30) days with an aging listing
- (e) Service orders establishing new services in all service regions

18. The Government shall have the right, at the Government's request, to perform an audit on site by qualified personnel agreed on by both parties of any records required to determine the accuracy of billing services, accounting, and monthly reports as provided pursuant to this Agreement.

C. MISCELLANEOUS PROVISIONS

19. The term of this Agreement shall be for a period of four (4) twelve (12) month periods beginning on October 1, 2007, subject to sufficient funds being appropriated in each applicable fiscal year by the Government. This Agreement will automatically renew at the end of the initial term, and thereafter at the end of each twelve-month renewal term, upon the same terms and conditions, subject to the provisions of paragraph 16 and subject to sufficient funds being appropriated in the applicable fiscal year by the Government, unless either party provides written notice no later than ninety (90) days prior to the expiration of each term submitting a written proposal containing such terms and conditions to the other party. Either party to this Agreement may terminate the agreement for any reason upon one hundred and eighty (180) days written notice to the other party at the addresses first above written.

20. This Agreement shall be construed to be applicable to only the parties hereto and shall not confer any rights, privileges, or obligation on any third party, including customers of the Water Company and/or the Government.

21. The water service terminated pursuant to this Agreement shall not be restored until all charges, taxes and reconnect fees have been paid or until suitable payment arrangements have been made by the sanitary sewer service customer, but shall be restored thereafter as soon as practicable.

22. In accordance with KRS 96.942, the Water Company shall incur no liability by reason of discontinuing water service pursuant to this Agreement except to the extent of its own negligence or other improper conduct. The Water Company agrees to indemnify, hold harmless and defend the Government, its elected and appointed officials, employees, agents and successors in interest from and against all liabilities, claims, damages, penalties, causes of action, costs and expenses, including reasonable attorney fees, imposed upon or incurred by or asserted against the Government by reason of the intentional or negligent acts, or other improper conduct on the part of the Water Company, its contractors, agents or employees.

The Government agrees to defend, indemnify and hold harmless the Water Company, its employees, agents and successors in interest from and against all liabilities, claims, damages, penalties, causes of action, costs and expenses, including reasonable attorney fees, imposed upon or incurred by or asserted against the Water Company by reason of the intentional or negligent acts, or other improper conduct on the part of the Government, its contractors, agents or employees.

23. In accordance with KRS 96.943, in the event the Water Company wrongfully fails or refuses to discontinue water service pursuant to this Agreement and continues such failure or refusal for a period of thirty (30) days after receipt of written notice from the Government to do so, the Water Company shall be liable to the Government for any

amount due from the sewer user involved.

24. This Agreement shall be binding upon and inure to the benefit of the parties hereto and their respective successors.

25. This Agreement has been entered into and shall be construed in accordance with the laws of the Commonwealth of Kentucky.

26. After the agreement is executed by both parties, the Water Company will file the agreement with the Kentucky Public Service Commission. It is agreed and understood by the parties hereto that the provisions of this Agreement shall not become effective on October 1, 2007, unless it is filed with the Commission.

27. This Agreement is the entire agreement between the parties and may not be amended, modified or revised except by a written instrument signed by each of the parties.

IN WITNESS WHEREOF, the parties have executed this Agreement on the dates hereinafter set forth, but to be effective as of October 1, 2007.

LEXINGTON-FAYETTE URBAN COUNTY
GOVERNMENT

BY: *Jim Newberry*
JIM NEWBERRY, MAYOR

ATTEST:

Liz Danville
CLERK OF URBAN COUNTY COUNCIL

KENTUCKY-AMERICAN WATER COMPANY

BY: *Nick O. Rowe*
NICK O. ROWE
PRESIDENT

WITNESSED BY: *[Signature]*

**180 DAY NOTICE OF
BILLING, ACCOUNTING, AND COLLECTION AGREEMENT TERMINATION**

WHEREAS, the attached Billing, Accounting, and Collection Agreement ("Agreement") was made and entered into on the 4th day of October, 2007, by and between Kentucky-American Water Company ("Water Company"), of 2300 Richmond Road, Lexington, Kentucky 40502, and Lexington-Fayette Urban County Government ("Government"), of 200 West Main Street, Lexington, Kentucky 40507, under which the Water Company provides billing, accounting, and collection for solid waste disposal fees for the refuse collection customers of the Government.

WHEREAS, Paragraph 12 of the Agreement provides that, "Either party to this Agreement may terminate the agreement for any reason upon one hundred and eighty (180) days written notice to the other party at the addresses first above written."

NOW THEREFORE, it is the desire of the Water Company to terminate the referenced Agreement. The Government is notified that One Hundred Eighty (180) days from the date of this notice, being the 31st day of March 2012, the referenced Agreement is terminated, unless the Government, by written notice to the Water Company provided at least sixty (60) days in advance, notifies the Water Company of its desire to terminate the Agreement sooner than the March 31, 2012 termination date provided herein.

IN WITNESS HEREOF, the Water Company serves this 180 Day Notice of Billing, Accounting, and Collecting Agreement Termination on the Government this the 3rd day of October 2011.

Kentucky-American Water Company

By: Cheryl D. Norton

Its: President

Date: 10/03/11

AGREEMENT

THIS AGREEMENT, made and entered into on the 4th day of October, 2007, by and between the LEXINGTON-FAYETTE URBAN COUNTY GOVERNMENT, an urban county government of the Commonwealth of Kentucky pursuant to Chapter 67A of the Kentucky Revised Statutes, 200 East Main Street, Lexington, Kentucky 40507 ("Government"), and KENTUCKY-AMERICAN WATER COMPANY, with offices located at 2300 Richmond Road, Lexington, Kentucky 40502 ("Water Company").

RECITALS:

WHEREAS, the Government is responsible for disposing of the refuse of the residents of Fayette County, Kentucky; and

WHEREAS, the Government has established charges, known as solid waste disposal fees (hereinafter "disposal fees") to be charged for services rendered to each resident of the urban services district who receives refuse collection services (hereinafter "customers"); and

WHEREAS, the Government bills customers so served on a periodic basis with such charges being based upon the volume of refuse measured by the number of Herbies or Herbie equivalents (hereinafter "Herbies") allotted for each customer's billing address (Herbies being standardized wheeled waste receptacles provided to facilitate the removal of refuse from residents' property by centralized refuse collection services); and

WHEREAS, the Water Company is engaged in the business of providing water service to substantially the same area and customers as are served by the Government; and

WHEREAS, the Government has requested the Water Company to perform billing, accounting, and collecting for disposal fees for customers of the Government; and

WHEREAS, the Government agrees to furnish the Water Company with data on the number and location of Herbies; and

WHEREAS, the Water Company agrees to provide the Government on-line, read only access to the Water Company's data so that the Government can access data regarding the number and location of Herbies at each billing address; and

WHEREAS, the Government agrees to provide any changes in the number and location of Herbies to the Water Company in the form of a computer file which the Water Company will use to update its customer records.

NOW, THEREFORE, in consideration of the Recitals which are a material part of this Agreement, the mutual covenants hereinafter set forth and other good and valuable consideration, the receipt and sufficiency of which are mutually acknowledged, it is agreed by and between the parties as follows:

A. BILLING, ACCOUNTING AND COLLECTING

1. The Government and the Water Company shall jointly designate and cause to be identified on the Water Company's computer records, each customer of the Government who should be billed for the disposal fees (the "Joint Accounts"). The Water Company shall bill all such Joint Accounts for the disposal fees on behalf of the Government. Accounts will be billed by the Water Company at a rate based on

information on the location and number of Herbies at the billing address and is computed for each monthly billing at a monthly rate or a daily rate, if applicable, based on the data updates provided by the Government pursuant to paragraph 8. Such daily rate will be determined using the same method as is used by the Water Company to pro rate water bills.

2. The Government shall, prior to the commencement of billing, accounting and collecting services by the Water Company pursuant hereto, furnish the Water Company with the ordinance or ordinances establishing the rate or rates to be charged for disposal fees. The Government will notify the Water Company of any revisions of such rates which will be accommodated and back billed if necessary. In no event shall the period between notice of the rate change and implementation for billing purposes be more than sixty (60) days.

3. The disposal fees billed by the Water Company pursuant to this contract shall be billed on a cycle which is the same as the Water Company uses for the billing of its water service customers.

4. For all Joint Accounts, the Water Company agrees to observe the same diligence, policies and procedures in the billing, accounting and collecting of the disposal fees as it uses in administering the billing, accounting and collecting of its water service accounts, including but not limited to, establishment of payment plans and the preparation and mailing of delinquent notices. The Water Company reserves the right to change its billing procedures, including the billing frequency, with at least a 90 day notice of execution.

5. In the case of Joint Accounts, the Water Company and the Government will take whatever action is necessary to have the payment of the disposal fees and the liability therefor placed in the same person/name as is the water service for such account. An example of this requirement would be in the case of rental property, where the tenant is billed instead of the landlord.

6. The Water Company shall (i) calculate the applicable disposal fees for each of the Government's customers identified pursuant to paragraph 1; (ii) print a water bill including the disposal fees therefore, and (iii) deposit such bill in the United States mail. If it does not interfere with the Water Company's requirement for messages and within space limitations, the Water Company shall include on the invoice a message upon the Government's request, and include an informational insert one time per year. The cost of the insert and handling costs will be at the Government's expense and must be designed to meet the weight, dimension and fold requirements of the Water Company.

7. All of the Government's disposal fees, plus any and all applicable federal, state or local sales, use or other tax, which are currently in effect or which may be imposed during the term of this Agreement, paid by its customers, will be collected and receipted by the Water Company and the Water Company shall transmit to the Government, on a daily basis, the collected balance from the preceding business day. The Government shall be solely responsible for filing any necessary and related tax forms and remitting amounts due to the appropriate taxing entities, subject to any errors in calculation, collection, or transmission by the Water Company. Any returned check fees or other fees which may be imposed by the Water Company during the term of this Agreement which are charged to and collected from customers shall be retained by the Water Company. As of the date of this Agreement, the Government has determined that the disposal fees are not subject to any taxes. Should that condition change, when it is practical to do so, the Government will

notify the Water Company in writing at least ninety (90) days prior to the effective date of the change. The Government shall pay the Water Company's additional reasonable expenses to accommodate such change.

8. The Water Company shall maintain accounts receivable data for the Government's customers charged a disposal fee. The Water Company shall provide the Government with on-line, read only access to the Water Company data for the purpose of accessing individual disposal fee billing and payment information by any one of the following: name, service location of Herbies, Water Company identification number (currently premises number)(hereinafter "i.d. number"). Such access shall be provided for any billing address for property located within the urban service district boundaries. The Government shall provide a weekly data file listing the i.d. numbers and corresponding changes related to the number of Herbies. The Water Company shall, without delay, load this file onto its database to update the number of Herbies on the Joint Accounts. On request by the Government, the Water Company shall run queries related to disposal fees on the Water Company computer which will be transmitted to the Government and may be subject to additional fees. The Water Company will prepare a monthly revenue summary report for the disposal fees and appropriate taxes. A Contract Billing Transaction Report shall include the beginning balances, adjustments, payments, billings, write-offs, and ending balances. An aging listing for each account over thirty (30) days and over ninety (90) days shall also be provided monthly. These reports will be available for review through Online Account Manager. The Water Company shall furnish a report each month which identifies new water accounts established for the preceding month. The Water Company shall also provide a business analysis explaining the billing variances when compared with the previous month's or previous year's figures using any one or both of the following in this order: 5% difference in the number of bills issued; 4% difference in the

amount of billed disposal fee revenue.

9. The Water Company shall provide a semi-annual reconciliation beginning six (6) months after the commencement of this Agreement, said report to be delivered to the Government by the seventh (7th) day of the month following the last month to which such reports relate. The Water Company shall include a master file of all water accounts in Fayette County, listing water i.d. number, address, name, and number of Herbie units. That reconciliation will specifically assure that any billing address for which landfill user fees are being billed lies within the urban service district.

10. The Government shall have the right, at the Government's request, to perform an audit on site by qualified personnel agreed on by both parties of any records required to determine the accuracy of billing services, accounting, and monthly reports as provided pursuant to this Agreement. The Water Company and the Government shall each be responsible for their own costs incurred for equipment housed in their respective offices. The Water Company and the Government shall each designate one individual located at their respective Lexington offices whose primary duties shall be to act as liaison to assist in the implementation of the terms of this Agreement by assisting with the transmission of information required by the Agreement, by overseeing the monthly reports and providing an analysis and explanation of any billing variances, by responding to questions or requests for information from the public, and by informing eligible customers of the assistance program established in Section 16-59.1 of the Code of Ordinances.

11. For purposes of this Agreement, the water service, sanitary sewer service charges, and disposal fees shall be considered one unified bill which must be paid in full or which must be the subject of a suitable payment plan in order to prevent termination of water service or collection efforts. Any payment received by the Water Company which is not adequate to pay the bill in full or any payment according to a payment plan shall be

applied first to the water service portion of the bill. After application of the payment to the water service portion of the bill, any remaining amounts will be applied first to the disposal fees portion of the bill and then to the sewer user fee.

12. The term of this Agreement shall be for four (4) twelve (12) month periods beginning on October 1, 2007, subject to sufficient funds being appropriated in each fiscal year by the Government. At the end of that term, this Agreement shall automatically renew for successive twelve month periods, upon the same terms and conditions, subject to the provisions of paragraph 13 and subject to sufficient funds being appropriated in the applicable fiscal year by the Government, unless either party provides written notice no later than ninety (90) days prior to the expiration of the then current term submitting a written proposal containing such terms and conditions to the other party. Either party to this Agreement may terminate the agreement for any reason upon one hundred and eighty (180) days written notice to the other party at the addresses first above written.

13. The Water Company will issue a bill to the Government within fourteen (14) days after the close of each month, said bill including calculations supporting the invoice amount based on a charge of thirty-one and six-tenths cents (\$.316) for each Joint Account billed that month. The bill will be payable within fourteen (14) days of issuance. Requests for payment should be accompanied by a summary of the number of accounts billed. Said charges shall be adjustable each October 1 beginning on October 1, 2008, by an amount based upon the Consumer Price Index for All Urban Consumers, the U.S. City Average ("CPI-u") published monthly by the Bureau of Labor Statistics. The amount to be charged per bill shall be adjusted up or down by a factor determined by averaging the monthly CPI-u published for the 12-month period ending, and including, August of the year before the October 1 adjustment. Upon termination of the Agreement by either party as set forth in paragraph 11 herein, the Water Company shall be compensated only for the

services provided to the effective date of the termination.

B. MISCELLANEOUS PROVISIONS

14. This Agreement shall be construed to be applicable to only the parties hereto and shall not confer any rights, privileges, or obligation on any third party, including customers of the Water Company and/or the Government.

15. The cost of the communication line(s) will be borne equally by both parties.

16. The Water Company shall incur no liability pursuant to this Agreement except to the extent of its own negligence or other improper conduct. The Water Company agrees to indemnify, hold harmless and defend the Government, its elected and appointed officials, employees, agents and successors in interest from and against all liabilities, claims, damages, penalties, causes of action, costs and expenses, including reasonable attorney fees, imposed upon or incurred by or asserted against the Government by reason of the intentional or negligent acts, or other improper conduct on the part of the Water Company, its contractors, agents, employees, directors, or officers.

The Government agrees to defend, indemnify and hold harmless the Water Company, its employees, directors, officers, agents and successors in interest from and against all liabilities, claims, damages, penalties, causes of action, costs and expenses, including reasonable attorney fees, imposed upon or incurred by or asserted against the Water Company by reason of the intentional or negligent acts, or other improper conduct on the part of the Government, its contractors, agents or employees.

17. This Agreement shall be binding upon and inure to the benefit of the parties hereto and their respective successors.

18. This Agreement has been entered into and shall be construed in accordance with the laws of the Commonwealth of Kentucky.

19. Following execution by both parties, the Water Company will file the agreement with the Kentucky Public Service Commission. It is agreed and understood by the parties hereto that the provisions of this Agreement shall not become effective on October 1, 2007, unless it is filed with the Commission.

20. This Agreement is the entire agreement between the parties and may not be amended, modified or revised except by a written instrument signed by each of the parties.

IN WITNESS WHEREOF, the parties have executed this Agreement on the dates hereinafter set forth, but to be effective as of October 1, 2007.

LEXINGTON-FAYETTE URBAN COUNTY
GOVERNMENT

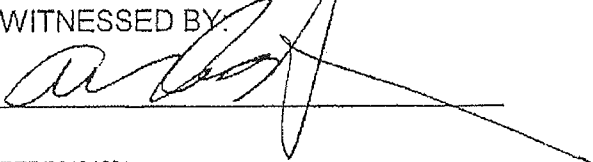
BY: 
JIM NEWBERRY, MAYOR

ATTEST:


CLERK OF URBAN COUNTY COUNCIL

KENTUCKY-AMERICAN WATER COMPANY

BY: 
NICK O. ROWE
PRESIDENT

WITNESSED BY 

REB/00131621

**Billing Contract Exit Plan and Transition Review
Calendar Entry****Mon 12/17/2012 3:00 PM - 4:00 PM** (Repeats)Location: Toll-free # 1-866-528-2256
Access code: 8823188

Required:	Adrian Teague/SHARVCS/AWWSC@AWW, Anthony D Deangelis/SERVCO/AWWSC@AWW, Brian T McDonough/CONSULT/AWWSC@AWW, Bryan Siler/KAWC/AWWSC@AWW, Cecily N Vinegar/KAWC/AWWSC@AWW, Charles D
Repeats:	This entry repeats <input checked="" type="checkbox"/> View Dates

Description

The purpose of the meeting is to discuss transition plans, processes and activities related to exiting all billing contracts and transitioning them (if applicable) to usage data contracts and/or sewer shut-off agreements. Documents will be distributed prior to each meeting.



AW Billing Contracts Master Spreadsheet for States 12-14-2012.xls

*Recurring bi-weekly
meeting invite.*



Re: Let me know if we need to discuss Georgetown's Hydrant Fee. Thanks.

John C Clarkson to: Bryan Siler

03/27/2012 08:18 AM

Cc: Paul M Ebbeler, Sonya S Metcalfe, Stacy Owens, Donna Taylor,
Dorian Washington

Bryan,

I checked with BT and they do plan to process the hydrant fees for Georgetown in SAP so we're good.
Sorry about the confusion.

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

Bryan Siler

***** Bryan Sil...

03/26/2012 03:44:34 PM

From: Bryan Siler/KAWC/AWWSC
To: John C Clarkson/SHARVCS/AWWSC@AWW
Date: 03/26/2012 03:44 PM
Subject: Let me know if we need to discuss Georgetown's Hydrant Fee. 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



Re: Fw: Important Information Re: Billing Contracts Usage Data and Sewer Shut Offs

John C Clarkson to: Bryan Siler
Cc: Cheryl DiSanti, Traci A Cross, Jody E McCracken

08/08/2011 02:15 PM

Bryan,

Our states are just starting to review current usage data contracts and pricing to determine the approach they want to take going forward. Meetings are being scheduled now so I can't really confirm the final approach but I am going to guess we will probably bill per record. I talked to Susan Lee from finance and her recommendation was to charge a flat annual fee since the cost to support a contract does not increase that much because of size. However, for those states that may be currently billing "per record", they may want to keep it in place. As soon as I know the approach the WD states are taking, I'll let you know.

John Clarkson | American Water | Western Division
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

Jody E McCracken

Bryan, I did have a conversation with John Clar...

08/08/2011 12:42:35 PM

From: Jody E McCracken/SERVCO/AWWSC
To: Bryan Siler/KAWC/AWWSC@AWW, John C Clarkson/SHARSVCS/AWWSC@AWW
Cc: Cheryl DiSanti/PAWC/AWWSC@AWW, Traci A Cross/PAWC/AWWSC@AWW
Date: 08/08/2011 12:42 PM
Subject: Re: Fw: Important Information Re: Billing Contracts Usage Data and Sewer Shut Offs

Bryan,

I did have a conversation with John Clarkson about this on Friday but I do not have information as to how each state (in the Western Division) is working on this. I added John to this email so he can respond.

Thanks.

Jody McCracken
Business Transformation
American Water
Phone: 856/568-5904
Internal: 7-205-5904
Cell: 618/214-5311
jody.mccracken@amwater.com

Mailing/Shipping Address:
American Water
1025 Laurel Oak Road
Voorhees, NJ 08043

Physical Address:
1000 Voorhees Drive, Suite D

Voorhees, NJ 08043

Bryan Siler

We were originally told usage data would be a fl...

08/08/2011 07:15:47 AM

From: Bryan Siler/KAWC/AWWSC
To: Cheryl DiSanti/PAWC/AWWSC@AWW, Traci A Cross/PAWC/AWWSC@AWW, Jody E
McCracken/SERVCO/AWWSC@AWW
Date: 08/08/2011 07:15 AM
Subject: Fw: Important Information Re: Billing Contracts Usage Data and Sewer Shut Offs

We were originally told usage data would be a flat fee of \$880 per year. Now, it seems each state is responsible for pricing to their customers as they see fit.

Do you know how your state's are going to approach this with your managed contracts?

Bryan Siler
Eastern Division
bryan.siler@amwater.com
Phone: (859) 268-6350

REDACTED - PRIVILEGED

REDACTED - PRIVILEGED



REDACTED - PRIVILEGED





Re: KY - Exit Strategy Update includes Exit Date Changes

John C Clarkson to: Stacy Owens

10/25/2011 05:17 PM

No problem, I'll let her know. If you have additional changes, please send a message to Kim Nye and copy David Derr and me. Kim will "reply to all" either approving the date changes or offer alternative dates.

Thanks.

John Clarkson | American Water | Western Division
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

Stacy Owens

No but I can. *****

10/25/2011 03:28:34 PM

From: Stacy Owens/KAWC/AWWSC
To: John C Clarkson/SHARVCS/AWWSC@AWW
Date: 10/25/2011 03:28 PM
Subject: Re: KY - Exit Strategy Update includes Exit Date Changes

No but I can.

Stacy R.Owens
Director, Customer Relations
American Water - Eastern Division
2300 Richmond Road
Lexington, KY 40502
Email: stacy.owens@amwater.com
Phone: 859.268.6704
Fax: 859.335.3384

"Love thy neighbor" is a precept if followed could transform the world.

John C Clarkson/SHARVCS/AWWSC



John C
Clarkson/SHARVCS/AWWS
C

10/24/2011 06:09 PM

To Stacy Owens/KAWC/AWWSC@AWW

cc Douglas Brock/KAWC/AWWSC@AWW, Takisha D
Walker/KAWC/AWWSC@AWW

Subject Re: KY - Exit Strategy Update includes Exit Date Changes

Thanks Stacy. I updated the spreadsheet. Did you notify Kim Nye of these new dates?

 John Clarkson | American Water | Western Division
 Director, Customer Relations
 300 North Water Works Drive
 Belleville, IL 62223
 o: 618-239-3210 | c: 618-971-3176 | f: 618-236-1186
 e: john.clarkson@amwater.com

-----Stacy Owens/KAWC/AWWSC wrote: -----
 To: John C Clarkson/SHARVCS/AWWSC@AWW
 From: Stacy Owens/KAWC/AWWSC
 Date: 10/24/2011 04:23PM
 Cc: Takisha D Walker/KAWC/AWWSC@AWW, Douglas Brock/KAWC/AWWSC@AWW
 Subject: KY - Exit Strategy Update includes Exit Date Changes

Hello John,

Please see the attached as a result of a meeting with Keith and Cheryl. Takisha and Doug are aware of the pending action items and will communicate their follow up.

Also, I have committed us to developing an end-to-end best practice for sewer shut offs., which is also noted in the spreadsheet. I will reach out to you regarding this afternoon's call and the attached.

Takisha and Doug,

Let me know if you have any questions. I advised Keith and Cheryl that I would follow up. I will update your feedback into the master spreadsheet John is maintaining.

(See attached file: KY Status Update 10172011xls.xls)

Thanks!

Stacy R.Owens
 Director, Customer Relations
 American Water - Eastern Division
 2300 Richmond Road
 Lexington, KY 40502
 Email: stacy.owens@amwater.com
 Phone: 859.268.6704
 Fax: 859.335.3384

"Love thy neighbor" is a precept if followed could transform the world.

[attachment "KY Status Update 10172011xls.xls" removed by John C Clarkson/SHARVCS/AWWSC]

**Billing Contract Divestiture Update**

John C Clarkson to: Stacy Owens, Traci A Cross, Nikole L
McKeever, Jody E McCracken, Tammy T
MacLaughlin, David S Derr

09/14/2011 10:11 AM

Cc: Kimberly M Nye

Hey Folks,

I have a couple of updates concerning the billing contracts divestiture.

Standardized process for usage data and sewer shutoff agreements

I am working with IT, Billing and BT to draft a standardized process for usage data and sewer shut off agreements. If you have already notified municipalities and submitted these agreements based on your local process, we can address those later. For future agreements, we would like to standardize the process as much as possible. More to come on this later in the week.

Divestiture Conference calls - (bi-weekly)

I am working with IT to schedule ongoing, bi-weekly conference calls to review the status of divestiture activities and discuss transition items/issues. Please provide me with the key contact/s in your area of responsibility who should be on this call. The idea is to keep the meetings manageable so please limit the participants to those that are directly involved with this effort.

Please send me the names of key contact/s in your area of responsibility who should be on this call by end of day Friday, September 16.

Thank you.

John Clarkson | American Water | Western Division
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

**Fw: Divestiture task list**

John C Clarkson to: Stacy Owens, Traci A Cross

08/30/2011 12:03 PM

Hey Folks,

Attached is the IT divestiture task list for billing contracts. I will be adding it to our master spreadsheet but wanted to send you the original as well.

John Clarkson | American Water | Western Division
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

----- Forwarded by John C Clarkson/SHARVCS/AWWSC on 08/30/2011 12:04 PM -----

From: Kimberly M Nye/CONSULT/AWWSC
To: John C Clarkson/SHARVCS/AWWSC@AWW
Cc: David S Derr/PAWC/AWWSC@AWW
Date: 08/26/2011 08:51 AM
Subject: Divestiture task list

Hi John,

Dave asked me to send along the task list that IT uses for divestitures. I have attached the plan that we have used in the past. We are currently going through this to confirm that all of these tasks should be included, if there is anything that should be added and if any of these tasks can be automated. So, this document will continue to be revised as we refine our plan for handling the divestitures. In the meantime, I was wondering if it would be possible to get a meeting together with representatives from all the regions and the CSC to discuss a few questions that we have and ideas for how to handle some of the situations that typically cause us issues. I'm hoping that if we can all collectively agree on one standard process, it will reduce the risk of doing so many of these so close together.

Let me know if you want me to schedule something or if you would be able to set it up.

Thanks for your help!

Kim Nye
856-782-2853



Divestiture Plan.xls



Re: Fw: Cancelled: BILLING CONTRACTS EXECUTION PLAN - FINAL REVIEW BEFORE PRESIDENTS GET COMMUNICATIONS ROLL-OUT AUGUST 1

John C Clarkson to: Stacy Owens

08/01/2011 08:58 AM

Hey Stacy,

I have a call this morning concerning the communication plan. I'll give you an update this afternoon. As far as the point of contact for the vendors, I would work through the state teams to determine the best person; I assume the best person to coordinate that is the person who will be leading the communications with the municipalities.

John Clarkson | American Water | Western Division
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

Stacy Owens

Hello John, Hope you enjoyed your vacation. Ju...

08/01/2011 07:55:10 AM

From: Stacy Owens/KAWC/AWWSC
To: John C Clarkson/SHARVCS/AWWSC@AWW
Date: 08/01/2011 07:55 AM
Subject: Re: Fw: Cancelled: BILLING CONTRACTS EXECUTION PLAN - FINAL REVIEW BEFORE PRESIDENTS GET COMMUNICATIONS ROLL-OUT AUGUST 1

Hello John,

Hope you enjoyed your vacation.

REDACTED - PRIVILEGED

Is there anything specific you need from me? Is the communication package prepared and plans to send out today underway? Please advise of status and next steps. Also I have heard from a couple of the recommended vendors, will there be one point of contact for them?

Thanks!

Stacy R.Owens
Director, Customer Relations
American Water - Eastern Division
2300 Richmond Road
Lexington, KY 40502
Email: stacy.owens@amwater.com
Phone: 859.268.6704
Fax: 859.335.3384

"Love thy neighbor" is a precept if followed could transform the world.

John C Clarkson/SHARVCS/AWWSC



John C
Clarkson/SHARVCS/AWW
SC

07/20/2011 04:17 PM

To Traci A Cross/PAWC/AWWSC@AWW, Stacy
Owens/KAWC/AWWSC@AWW
cc Kimberly M Nye/CONSULT/AWWSC@AWW, David S
Derr/PAWC/AWWSC@AWW, Nikole L
McKeever/CALLCTR/CORP/AWWSC@AWW, Jeffrey A
Taylor/CALLCTR/CORP/AWWSC@AWW, Joe M
Loughmiller/INAWC/AWWSC@AWW, Dawn L
McDonald/CALLCTR/CORP/AWWSC@AWW
Subject Fw: Cancelled: BILLING CONTRACTS EXECUTION PLAN -
FINAL REVIEW BEFORE PRESIDENTS GET
COMMUNICATIONS ROLL-OUT AUGUST 1

Hey Folks,

David and I reviewed the attached spreadsheet and hopefully you saw his message cancelling the meeting tomorrow. The plan is for David to distribute the spreadsheet to the divisional SVP's later today or tomorrow morning and ask for his/her input. Once he receives feedback and the communication plan is complete, David will send the message out to the state presidents next week. I will schedule a call for the first week in August for us to regroup and address outstanding issues. In the meantime, I would reach out to your state presidents/teams, if you haven't done so already, letting them know you'll be working with them on exiting these contracts.

The effort to document and standardize usage data and sewer shut-off costs and fees was removed. All of the states already have usage data processes and billing in place. Most of the states also have sewer shut-off processes and pricing in place as well. If anyone is struggling in this area, please contact me; I can provide sample contracts and pricing already in place in other states. I think the message will be that states will analyze and set their own data usage and sewer shut-off fees for new contracts.

Please contact me before EOD tomorrow if you have questions because I will be on vacation beginning Friday, July 22 returning Monday, August 01.

[attachment "AW Billing Contract Divestiture_State Pkge_Draft 07.20.11.xls" deleted by Stacy
Owens/KAWC/AWWSC]

John Clarkson | American Water | Western Division
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

----- Forwarded by John C Clarkson/SHARVCS/AWWSC on 07/20/2011 02:07 PM -----



**Cancelled: BILLING CONTRACTS EXECUTION PLAN - FINAL REVIEW
BEFORE PRESIDENTS GET COMMUNICATIONS ROLL-OUT AUGUST**

1

**Thu 07/21/2011 8:00 AM - 9:00
AM**

Attendance is required for John C Clarkson

Chair: David K Baker/SERVCO/AWWSC

Location: 866-528-2256 1860045#

David K Baker has cancelled this meeting. Your calendar will be updated to reflect this change.

- Ⓢ Hello - due to the short notice on the meeting, attendance is limited. Therefore, I am cancelling the meeting. Instead, later today or tomorrow you (4 division heads and CS directors) will receive a draft of the notice which will be sent to all state presidents next week so they can, as promised, begin working with municipalities to exit. Please look for that draft messaging package from me and provide any questions or concerns to me, reply to all, by Friday, July 22. It will then be distributed next week. THANKS

David

Required:

Andrew S Twadelle/ADMIN/CORP/AWWSC@AWW, Jody E
McCracken/SERVCO/AWWSC@AWW, John Bigelow/ADMIN/CORP/AWWSC@AWW, John C
Clarkson/SHARVCS/AWWSC@AWW, Kathy L Pape/PAWC/AWWSC@AWW, Nick
Rowe/KAWC/AWWSC@AWW, Stacy Owens/KAWC/AWWSC@AWW, Tammy T
MacLaughlin/CALLCTR/CORP/AWWSC@AWW, Traci A Cross/PAWC/AWWSC@AWW, Trisha
Etedali/SHARVCS/AWWSC@AWW

Description



Re: Fw: Billing Services for Other - Secondary Decision Point

John C Clarkson to: Stacy Owens

07/14/2011 02:14 PM

Sounds good. Thanks Stacy.

John Clarkson | American Water | Western Division
 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

Stacy Owens

John, As one additional note, these conversation...

07/14/2011 01:41:27 PM

From: Stacy Owens/KAWC/AWWSC
 To: John C Clarkson/SHARVCS/AWWSC@AWW
 Date: 07/14/2011 01:41 PM
 Subject: Re: Fw: Billing Services for Other - Secondary Decision Point

John,

As one additional note, these conversations occurred prior to the date of this email in Kentucky and Tennessee. Today's call should serve to bring clarity and alignment. I will then reinforce the timeline with all the ED state assigned Leads

I will update the spreadsheet to capture the concerns and the expressed sense of urgency surrounding some of our action items. I believe everyone will be fine, things just got a bit confusing.

Thanks!

Stacy R.Owens
 Director, Customer Relations
 American Water - Eastern Division
 2300 Richmond Road
 Lexington, KY 40502
 Email: stacy.owens@amwater.com
 Phone: 859.268.6704
 Fax: 859.335.3384

"Love thy neighbor" is a precept if followed could transform the world.

John C Clarkson/SHARVCS/AWWSC



John C
Clarkson/SHARVCS/AWWS
C

07/14/2011 11:53 AM

To Stacy Owens/KAWC/AWWSC@AWW
cc

Subject Fw: Billing Services for Other - Secondary Decision Point



Stacy,

As a follow up to our conversation this morning, below is David Baker's e-mail to the presidents concerning the billing contract decision and next steps. He references two different times that the state teams should begin communicating with the municipalities at the end of July after they have received the information package from us. I mention this only so you can help provide clarification if asked by the states in your area.

Contact me with any questions.

 John Clarkson | American Water | Western Division
 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

----- Forwarded by John C Clarkson/SHARVCS/AWWSC on 07/14/2011 10:44 AM -----

From: David K Baker/SERVCO/AWWSC
 To: Frank Kartmann/MOAWC/AWWSC@AWW, Karla A Teasley/LAWC/AWWSC@AWW, Robert G MacLean/ADMIN/CORP/AWWSC@AWW, Paul G Townsley/CAWC/AWWSC@AWW, Randy A Moore/IAWC/AWWSC, "alan deboy" <alan.deboy@amwater.com>, David K Little/OAWC/AWWSC@AWW, Deron E Allen/TAWC/AWWSC@AWW, cheryl.norton@amwater.com, William Varley/LIWC/AWWSC@AWW, William Walsh/VAWC/AWWSC@AWW, Wayne Morgan/ADMIN/CORP/AWWSC@AWW
 Cc: Nick Rowe/KAWC/AWWSC@AWW, Kathy L Pape/PAWC/AWWSC@AWW, John Bigelow/ADMIN/CORP/AWWSC@AWW, "Twadelle, Mr. Andrew" <Andrew.Twadelle@amwater.com>, John C Clarkson/SHARVCS/AWWSC@AWW, Trisha Etedali/SHARVCS/AWWSC@AWW, Tammy T MacLaughlin/CALLCTR/CORP/AWWSC@AWW, Jody E McCracken/SERVCO/AWWSC@AWW, Traci A Cross/PAWC/AWWSC@AWW, Mark S Smith/SERVCO/AWWSC@AWW, Emily A Ashworth/SERVCO/AWWSC@AWW, Walter Lynch/SERVCO/AWWSC@AWW, Ellen C Wolf/ADMIN/CORP/AWWSC@AWW
 Date: 06/30/2011 11:31 AM
 Subject: Fw: Billing Services for Other - Secondary Decision Point

Presidents: Per our BT update call, please review the information below. Please call me with questions. The Cust. Relations Directors are developing the materials your teams will need to communicate with the municipalities - by the end of July. Thanks.

David

David K. Baker, Senior Vice President
 American Water - Western Division
 727 Craig Rd.
 St. Louis, MO 63141
 314-996-2363 office
 314-791-0240 cell
 david.baker@amwater.com

----- Forwarded by David K Baker/SERVCO/AWWSC on 06/30/2011 11:29 AM -----

From: David K Baker/SERVCO/AWWSC
 To: John C Clarkson/SHARVCS/AWWSC@AWW, Trisha Etedali/SHARVCS/AWWSC@AWW,

Cc: Traci A Cross/PAWC/AWWSC@AWW, Stacy Owens/KAWC/AWWSC@AWW, Tammy T MacLaughlin/CALLCTR/CORP/AWWSC@AWW, Jody E McCracken/SERVCO/AWWSC@AWW, Ellen C Wolf/ADMIN/CORP/AWWSC@AWW, Kathy L Pape/PAWC/AWWSC@AWW, Nick Rowe/KAWC/AWWSC@AWW, John Bigelow/ADMIN/CORP/AWWSC@AWW, "Twadelle, Mr. Andrew" <Andrew.Twadelle@amwater.com>, Walter Lynch/SERVCO/AWWSC@AWW, Mark S Smith/SERVCO/AWWSC@AWW, Emily A Ashworth/SERVCO/AWWSC@AWW

Date: 06/30/2011 06:16 AM

Subject: Fw: Billing Services for Other - Secondary Decision Point

Hello. Today, the BT team and John, Kathy, Nick and I met with Ellen to set the final direction for the billing contracts. The decision has been reinforced that, systemwide, we will exit this business line. This group (customer relations directors team, Tammy and Jody), led by John Clarkson, is charged with helping the operations and BT set the course for exiting the agreements.. Scroll down to read important background info and attachments. Here is our course of action and what we need you to accomplish.

Decision:

1. We will exit these agreements as soon as possible under the terms of the contracts.
2. In an ideal world, all agreements would be exited to align with the deployment of the new CIS; this cannot happen, so BT will have to enable SAP to handle the agreements.
3. A standard offering will be available - no exceptions. This means that we will perform the billing services exactly that way upon CIS deployment.
4. The BT project will pay for the Fixed Costs (approx \$500k); each state will pay the enabling costs for each of its contracts (approx \$40 k per contract) which must be set up in SAP.
5. The BT steering committee will work to approve the fixed expenditure while your committee prepares the business for action.
6. The list of contracts which will remain after CIS deployment will need to be provided to BT by 12/31/11.

Your Action:

1. Prepare a gameplan for your states to exit these contracts.
2. Prepare a "flow list" which shows the timing of the exits (contract end dates) of each agreement, by state (an "at a glance" list).
3. Identify in each contract the specific services which will not be included in the SAP standard offering - for use in communication to the municipalities.
4. Locate a vendor (nationally) or vendors (state or regional) which we can suggest to the municipalities may be able to take this service over for them - if the vendor wanted to purchase these contracts (depending upon assignability clauses in the agreements) from us that would be great.
5. Verify that data usage and shut off service agreements could be offered in each state as alternatives to the muni's.
6. Identify the specific regulatory and statutory restrictions in each state which may govern the exit of these agreements. Indiana and Tennessee come to mind.
7. Prepare a communication package for the water districts to use with the muni's.
8. Find out for certain if AWE's billing system can handle these agreements (we were told it cannot).
9. Determine the exact IT constraints and solutions needed to unwind the agreements.
10. Develop standard costs to provide (1) data usage services, and (2) water shut for non-payment of sewer services. For those accounts who get one or the other of those services currently (but not the full billing services, obviously), we will also need to develop a plan to get those on to the standard price when their contract allows.

Please complete this work so you can present it to K, J, N and me on July 15. After making any adjustments necessary, we need to provide the presidents with the package so their teams can begin

communication with the municipalities by August 1 at the latest.

I will communicating an overview of this decision and action plan to the presidents today so they will know to expect your questions, etc.

THANKS. I know this is a lot of work. If you need assistance in the meantime, please contact me or the other Div. Heads.

David

David K. Baker, Senior Vice President
American Water - Western Division
727 Craig Rd.
St. Louis, MO 63141
314-996-2363 office
314-791-0240 cell
david.baker@amwater.com

----- Forwarded by David K Baker/SERVCO/AWWSC on 06/30/2011 05:42 AM -----

From: David K Baker/SERVCO/AWWSC
To: "Ellen Wolf" <ellen.wolf@amwater.com>, Walter Lynch/SERVCO/AWWSC@AWW, Kathy L Pape/PAWC/AWWSC@AWW, John Bigelow/ADMIN/CORP/AWWSC@AWW, Nick Rowe/KAWC/AWWSC@AWW, "Twadelle, Mr. Andrew" <Andrew.Twadelle@amwater.com>
Date: 06/24/2011 08:46 AM
Subject: Billing Services for Other - Secondary Decision Point

Hello. I am writing to follow up on the ELT meeting yesterday. Listed below is a summary of events, facts and supporting documents for this very complex issue. I will set up a discussion meeting for us next week or as soon as possible.

The decision was made approx. 6 months ago to exit the agreements,. When the states began to analyze the execution of the exit strategy it became apparent that there were complexities relating to legal and practical requirements of exiting the contracts. Time is of the essence relating to synching this issue up with BT/SAP implementation. Further, there are contractual, financial, AW reputational/municipal relations, BT investment costs and other pressing issues to be resolved.

Overview:

1. AW serves 170 such agreements, primarily in PA, TN, WV, MO,IL, IN, KY; other states have nominal amounts
2. These services generated \$8.7 million in revenues in 2010 - \$7.4m above the line and \$1.3m below the line.
3. These agreements have varied contract expiration dates, some as far out as 3 or more years from present
4. BT must begin design work and must have specific names of any contracts that will be retained by Jan 1 2012
5. It will cost AW overall \$477K fixed costs to modify SAP to provide the basic billing services common to our agreements
6. The SAP capabilities will not include the many nuances and special arrangements of all the agreements - so many muni's will have to change procedures if we retain them
7. It will cost approx \$40K per contract in variable costs for setup
8. This will only enable a standard system wide offering

9. The overall AW costs of providing these services are \$1.6m annually (Susan Lee, et al). This does not include the hard to measure cost of taking calls at CSC (cannot be measured)
10. BT has stated that there are significant challenges with unwinding 170 contracts all at once (IT considerations) - more info is being sought. It may be that we must enable SAP to handle these agreements simply due to the time factor for CIS implementation.
11. Data usage and water shut off for non-payment of sewer could be offered (as the law and business decisions predicate) to the muni's after we exit the billing agreements.
12. In some states (e.g., IN and TN) there are regulatory requirements regarding our disposition of these agreements.

The teams began developing exit plans for the agreements approx 4 months ago. As the complexities with the exit process and the BT/SAP processes became apparent, an alternative proposal was reviewed with Walter and approved which would allow for keeping only those contracts where legal, reputational issues were significant. At that time, it was estimated by the BT team that the fixed cost of enabling SAP (but limiting the wide varieties of current billing capabilities) was \$477K.

However, we learned last week that the all in costs (the variable costs of \$40K per contract plus the \$477K fixed costs) are much higher, as stated above. This may require a different decision to be made.

A meeting will be set up for this team to review.


David

[attachment "AW List of Billing Contracts _06.07.11.xls" deleted by Stacy Owens/KAWC/AWWSC]
[attachment "SAP Standard Offering Comparison Examples.xlsx" deleted by Stacy Owens/KAWC/AWWSC] [attachment "Talking Points for Billing Contract Scope Change June 20 2011.docx" deleted by Stacy Owens/KAWC/AWWSC] [attachment "Cost of Managed Contract Service FixedvsIncrem_06.08.11.xls" deleted by Stacy Owens/KAWC/AWWSC] [attachment "Cost to add Billing Contracts back in Scope for BT_061711.xlsx" deleted by Stacy Owens/KAWC/AWWSC]

Background: Layered on top of this are the financial facts:

David K. Baker, Senior Vice President
American Water - Western Division
727 Craig Rd.
St. Louis, MO 63141
314-996-2363 office
314-791-0240 cell
david.baker@amwater.com



Re: Billing Contract Exit Strategy 
John C Clarkson to: Stacy Owens

07/11/2011 10:18 PM

Stacy,

Thanks for the information. One of the key elements of the spreadsheet is the Billing Contract Calendar which is blank for Eastern Division. Are you still working on that tab? I'm concerned about submitting the spreadsheet with blank cells. I'll work on it tonight and see what I can get done. When do you think you'll have the rest of the information on VA, IN?

As far as your other concerns we can certainly address them. I agree we need to get the customer counts right but for this exercise I'm not sure that we have to have it exact. Maybe I just don't understand the issue though. I'll schedule a call for Wednesday to discuss.

John Clarkson | American Water | Western Division
Director, Customer Relations
300 North Water Works Drive
Bellefonte, PA 16823
o: 618-239-3210 | c: 618-971-3176 | f: 618-236-1186
internal: 7-431-3210
e: john.clarkson@amwater.com

REDACTED - PRIVILEGED

A large, solid black rectangular redaction box covers the majority of the page content below the contact information. The text "REDACTED - PRIVILEGED" is centered at the top of this box.

Stacy R.Owens
 Director, Customer Relations
 American Water - Eastern Division
 2300 Richmond Road
 Lexington, KY 40502
 Email: stacy.owens@amwater.com
 Phone: 859.268.6704
 Fax: 859.335.3384

"Love thy neighbor" is a precept if followed could transform the world.

John C Clarkson/SHARSVCS/AWWSC

John C
 Clarkson/SHARSVCS/AWW
 SC
 07/11/2011 04:09 PM

To Stacy Owens/KAWC/AWWSC@AWW
 cc
 Subject Re: Billing Contract Exit Strategy

Stacy,

How is it going on the spreadsheet? I know you have until the end of today to complete it but I wanted to make sure you're on track. I asked David for an extension so I could review it in more detail and he said he needed to have it by tomorrow morning.

Contact me if you have concerns completing the spreadsheet today.

Thank you!

John

Stacy Owens	John, As agreed I want to follow up on some h...	07/08/2011 06:11 PM EDT
-------------	--	-------------------------

From: Stacy Owens
 To: John Clarkson
 Cc: Traci Cross; Carmen Tierno
 Date: 07/08/2011 06:11 PM EDT
 Subject: Billing Contract Exit Strategy

John,

As agreed I want to follow up on some hot topic items brought forward in the ED Business Planning meeting. There seems to be a sense of urgency around the following decisions:

- Single pricing for usage data (AW master contract)
- Price methodology for collections that should include clause for loss revenue due to service interruption (price may vary but process and contract provisions should be aligned)
- Some states are regulated to perform shut offs (WV, TN)
- Need to identify one contract owner/department for AW going forward (Usage Data and Collection Contracts)
- Need to obtain range of potential costs from vendors to provide during discussions with municipalities

I have reached out to the follow vendors that can provide billing services throughout the US. They are sending me information and I will include their website links in the spreadsheet.

BestBill
ACS
Bill Trust

Donna, Dorian and I will work on pricing for usage data and collection shut offs as a priority next week. Call me if you have any questions.

Thanks,
Stacy

Stacy R.Owens
Director, Customer Relations
American Water - Eastern Division
2300 Richmond Road
Lexington, KY 40502
Email: stacy.owens@amwater.com
Phone: 859.268.6704
Fax: 859.335.3384

"Love thy neighbor" is a precept if followed could transform the world.



Re: Fw: *****Billing Contracts Request - ACTION REQUIRED*****
John C Clarkson to: Stacy Owens

06/14/2011 01:37 PM

Thanks for your help Stacy.

John Clarkson | American Water | Western Division
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

Stacy Owens

Hello John, You should have Kentucky's now. Le...

06/13/2011 04:39:35 PM

From: Stacy Owens/KAWC/AWWSC
To: John C Clarkson/SHARVCS/AWWSC@AWW
Date: 06/13/2011 04:39 PM
Subject: Re: Fw: *****Billing Contracts Request - ACTION REQUIRED*****

Hello John,

You should have Kentucky's now. Let me know if you need anything else in regards to this or any other request.

Stacy R. Owens
Director, Customer Relations
American Water - Eastern Division
2300 Richmond Road
Lexington, KY 40502
Email: stacy.owens@amwater.com
Phone: 859.268.6704
Fax: 859.335.3384

"Love thy neighbor" is a precept if followed could transform the world.

John C Clarkson/SHARVCS/AWWSC



John C
Clarkson/SHARVCS/AWWS
C
06/09/2011 06:15 PM

To Stacy Owens/KAWC/AWWSC@AWW
cc

Subject Re: Fw: *****Billing Contracts Request - ACTION
REQUIRED*****

I'm only missing the data for two states. One is KY.

Sewer Billing Information for CSC

Stacy Owens to: Candice Deininger

09/17/2008 11:12 AM

Cc: "William O'Mara", Jarold Jackson, Keith L Cartier

Good Morning Candice,

I am working to assure that the correct and most current information is available for all customer service representatives and billing clerks. I have updated and revised the information Rick previously submitted that includes adjustment information and other facts related to the services LFUCG provides and will bill for. I would like for you to review and please make any changes, corrections or suggestions regarding this information relative to what we should be communicating to the customers. Since submission of this document you now offer the 311 number for Lexcall but I am unsure if any of the other numbers have changed.

Once your review is complete I will proceed with working with the Customer Service Center to improve our ability to service our mutual customers. In addition, I will share these facts with our local team for their knowledge as well. We can discuss further our plans for minimizing calls to your office and frustration to our customers. We recognize that first contact resolution leads to satisfied customers and are committed to better serving you and our entire community of customers.

Please feel free to give me a call if you have any questions.

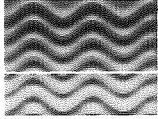


Sewer Billing Facts.doc

Thanks,
Stacy

Stacy R.Owens, Customer Service Advocate
Kentucky American Water
2300 Richmond Road
Lexington, KY 40502
Email: sowens@kawc.com
Phone: 859.268.6313
Fax: 859.268.6315

"Love thy neighbor" is a precept if followed could transform the world.

**Annual Sewer and Landfill Billing Increase Letter to LFUCG**

Rick Witherite to: Nick Rowe, Keith L Cartier, Jarold Jackson

09/23/2008 08:27 AM

Cc: Susan L Lancho, Stacy Owens, Rachel Cole, Donna Taylor

History:

This message has been replied to.

Good Morning,

Attached is a copy of the letter and calculation that will be sent to LFUCG requesting adjustment to our billing rates. I will send each of you a hard copy as well. If Nick, Keith and Jarold would review as soon as possible and reply that this looks ok I will mail to Kyna Koch and Bill O'Mara at LFUCG. Thank you.



CPI Rate Increase for 2008 Cover Ltr to LFUCG.doc CPI-Price Change Aug 2008 alt.xls

Rick Witherite
Operations Specialist
Kentucky American Water
2300 Richmond Rd.
Lexington, Ky 40502
Office 859-268-6303
Fax 859-268-6315
Cell 859-537-8814
Email Rick.Witherite@amwater.com

Re: Update - Storm Water Fee Billing 
Nick Rowe to: Keith L Cartier

11/18/2008 12:41 PM

Good work. I would like to discuss pricing when Cheryl is done
Keith L Cartier

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

From: Keith L Cartier
Sent: 11/18/2008 12:31 PM EST
To: Nick Rowe
Subject: Update - Storm Water Fee Billing

Nick,

We had a productive session this morning with Bill OMara and three others from LFUCG. As currently configured, the fee structure and collection appears to be as simple as possible, though public and council comment, which begins today, could impact the structure. Our commitment is to get back to Bill with a price proposal, so we have some take-aways with different folks responsible for follow up. Steve has any cdc related issues, John-Mark has a couple of external/cust communication tasks, Bryan/Cheryl have the IT / CSC coordination based on this morning's conversation and current structure. I have an alert to Emily Ashworth regarding timing. We did not provide a firm date for follow up, though I will be targeting next week, with a fall back of getting something to Bill no later than two weeks out (first week of December). Will be following up individually, and will set a group follow up session for later this week.

LFUCG target is to begin collecting April 1.

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



RE: Customer Class Definitions

William O'Mara

to:

Keith.Cartier

11/24/2008 03:10 PM

Cc:

"Candice Deininger"

Hide Details

From: "William O'Mara" <billo@lfucg.com>

To: <Keith.Cartier@amwater.com>

Cc: "Candice Deininger" <cdeining@lfucg.com>

History: This message has been forwarded.

Keith-

Sorry I missed your call. I was attending a tax seminar on Friday.

The customer class definitions are helpful and I will share these with Candice, Julie and Kevin. Day to day information sharing can flow through Candice. I will probably take an active part until we settle on a plan design.

Thanks, and have a good Thanksgiving Holiday-

Bill O

From: Keith.Cartier@amwater.com [<mailto:Keith.Cartier@amwater.com>]

Sent: Friday, November 21, 2008 4:01 PM

To: William O'Mara

Subject: Customer Class Definitions

Bill,

Tried to call, rang into voice mail (maybe your assistant) who was going to be out for next week. Was going to ask how you preferred that we communicate on some of the follow up items we had. One of those items from Tuesday's session was to provide the customer class definitions KAW currently employs. Those classes are:

- Residential - single premise residence, duplex or multiple premise residence where each unit is served by its own meter
- Commercial - multiple premise residence (apartment building) served by a single meter, private educational institutions, all businesses where

water is not used principally in manufacturing or processing of a product. Commercial includes laundries, hotels, motels, restaurants, bars, non-government office buildings, non-government hospitals and other medical facilities, retail shops, etc.

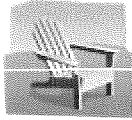
- Industrial - manufacturing or processing establishments where the water is used principally in the manufacturing or processing of a product. Industrial includes factories, refineries, bottling plants, etc.
- Other Public Authority (OPA) - municipal, county, state or federal agencies. OPA includes municipal buildings, public schools, public libraries, government hospitals, fire stations, public housing developments, etc.
- Sales for Resale - Sales to private or public water utilities where the water is to be resold to the customers of the utility

I believe the definition may enable us to remove that block from the mapping exercise, and would be looking for your thoughts.

Don't know to what degree you wanted to be the recipient of all communications, so I was going to suggest that it may be more practical for Bryan Siler or Stacy Owens to convey some of the more tactical coordination items directly to Julie or Candace. Be happy to accommodate what would work best for you.

Feel free to call me at your convenience.

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



Fw: Lexington csv
Bryan Siler to: Cheryl DiSanti
Cc: Keith L Cartier

11/24/2008 04:40 PM

Cheryl,

I have a sample spreadsheet and all of the data needed. Take a look and let's discuss before sending this to the LFUCG. I can break it down by class etc. to make it easier for them.

Sample Spreadsheet



LexRoute10101.xls

Data is in E-mail below...

Bryan Siler
Southeast Region
bryan.siler@amwater.com
Phone: (859) 268-6350
Fax: (859) 335-3350

----- Forwarded by Bryan Siler/KAWC/AWWSC on 11/24/2008 04:33 PM -----



James C
Fishwick/IS/CORP/AWWSC
11/24/2008 02:15 PM

To Bryan Siler/KAWC/AWWSC@AWW
cc

Subject Lexington csv

Brian,

Let me know if this works. I use the account with the most specific last bill date to get the account that is attached to the premise.



fulllexington.csv

Jim Fishwick
Senior Developer ITS
Business Application Development
American Water
1000 Voorhees Dr.
Voorhees, NJ 08043
Ph: (856)782-2831
Fax: (856)782-2900
james.fishwick@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.

Re: LFUCG Storm Water Fee - Update 

John-Mark B Hack to: John-Mark B Hack

12/18/2008 02:38 PM

Cc: Brian F Wright, Bryan Siler, Donna Taylor, Jarold Jackson, Keith L
Cartier, Stacy Owens, Steven Snowden

History: This message has been forwarded.

The LFUCG Council Storm Water Fee Task Force met for the first time today at 9AM in the Council 5th floor conference room. Task Force members in attendance included Task Force Chair Linda Gorton, CM Don Blevins, CM Kevin Stinnett, CM Tom Blues, CM Julian Beard, and CM Andrea James. In addition to council staffers, other LFUCG personnel of note included Charlie Martin and Commissioner Cheryl Taylor, who made a joint presentation that took up most of the meeting time. The neighborhood associations, Fayette Alliance, Commerce Lexington and non-profit organizations were also represented.

The Martin/Taylor presentation included a high-level review of the administration's basic intentions in developing the original storm water fee ordinance, including a breakdown of the proposed organization of a significantly-sized new bureaucracy in the Water Quality department to oversee the implementation of consent-decree related storm water management functions (27 FTE's!). Several questions and concerns were raised about numerous different aspects of the plan, the most relevant of which for us are summarized below:

- Billing - Martin deferred to Bill O'Mara to answer an inquiry from CM James related to billing. Martin had briefly mentioned billing expenses during his presentation. O'Mara told the room that his office had considered four options for storm-water billing, including using KAW. His recommendation was that the city should use KAW. Task Force Chair Gorton responded that billing may need to occupy either half of or an entire meeting agenda at some future task force session. My read of the situation is that there are Council members who are not ready to sign off on KAW doing the billing, unless the case is well justified. Once we find out when the billing issue will be discussed, we will want to huddle with Bill O'Mara to offer whatever presentation assistance he might ask of us.
- Duplexes will be considered to be one ERU (in case that wasn't clear from our earlier meeting with Bill and company)
- Martin is proposing construction of a new water quality laboratory as one use of part of the fees. Is it worth us considering offering to do water quality testing on a contracted basis as part of the general business agreement?
- Gorton laid out a meeting schedule, and issued the warning that the Task Force may not have things wrapped up within the 60-day timeframe specified by the enabling resolution. Meetings will take place every Thursday, beginning January 8, at 9AM in the Council 5th Floor Conference Room. On January 8, the meeting will be devoted to review of the organizational structure and hearing from community interest groups.
- Please feel free to contact me with questions or concerns.

John-Mark Hack
 Director of Governmental Affairs
 Kentucky American Water Company
 2300 Richmond Road
 Lexington, Kentucky 40502
 (859) 268-6314 - Direct
 (859) 537-0737 - Mobile
 (859) 268-6327 - Fax
 John-Mark B Hack/KAWC/AWWSC

John-Mark B
 Hack/KAWC/AWWSC
 12/12/2008 03:05 PM

To Bryan Siler/KAWC/AWWSC@AWW, Stacy
 Owens/KAWC/AWWSC@AWW, Jarold
 Jackson/KAWC/AWWSC@AWW, Steven

Snowden/SERVCO/AWWSC@AWW, Donna
Taylor/KAWC/AWWSC@AWW, Brian F
Wright/KAWC/AWWSC@AWW, Keith L
Cartier/KAWC/AWWSC@AWW

cc

Subject Re: LFUCG Storm Water Fee - Update 

Thanks Brian. The LFUCG Council task force meets next Thurs, and I think we'll learn quite a bit about their plans then.

Bryan Siler

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

From: Bryan Siler

Sent: 12/12/2008 02:50 PM EST

To: Stacy Owens; Jarold Jackson; Steven Snowden; John-Mark Hack; Donna Taylor; Brian Wright; Keith Cartier

Subject: LFUCG Storm Water Fee - Update

Just a quick note to update everyone...

The LFUCG is getting to the point where they can start eliminating premises that won't get charged this fee. I have sent a sample of how we will need to receive the data for the fixed charges. I have obtained the list of all premises and am sending it to them. We should easily be able to agree on our definition of residential and get them off the table so the LFUCG can focus on the nonresidential premises. This is in line with Bill's expectations.

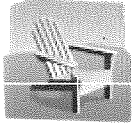
I have been attending the ITS calls to make sure everyone knows about the new fixed charge and how it is progressing.

Not sure when we'll hear back from the LFUCG but will probably be after they're able to spend some time on the list.

If you have any questions please call.

Have a great weekend...

Bryan Siler
Southeast Region
bryan.siler@amwater.com
Phone: (859) 268-6350
Fax: (859) 335-3350

**Fw: Storm Water Fee Update**

Keith L Cartier, Cheryl DiSanti, Karen Owens,
 Bryan Siler to: Stacy Owens, Jarold Jackson, John-Mark B
 Hack, Steven Snowden, Brian F Wright

01/13/2009 11:01 AM

Everyone,

Not much different than the meeting John-Mark attended. Looks like the time frame will be short if it comes to us. Discussions through mid-February probably mean the end of February before they have a final decision. Seems like we need to decide how much we are willing to do to prepare for this before we actually receive the final word on how they are going to proceed.

Karen - Can you weigh in on the scenario of tiered charges for residential? I imagine it would be something similar to the table below:

<u>Type</u>	<u>Quantity</u>	<u>Charge</u>
Residential	1	Small
Residential	1	Medium
Residential	1	Large

I imagine the nonresidential would just have a standard fixed charge with whatever quantity is assigned to them.

<u>Type</u>	<u>Quantity</u>	<u>Charge</u>
Nonresidential	1	Standard
Nonresidential	2	Standard
Nonresidential	99	Standard

Bryan Siler
 Southeast Region
 bryan.siler@amwater.com
 Phone: (859) 268-6350
 Fax: (859) 335-3350

----- Forwarded by Bryan Siler/KAWC/AWWSC on 01/13/2009 10:30 AM -----



"William O'Mara"
 <billo@lfucg.com>
 01/13/2009 10:23 AM

To <Bryan.Siler@amwater.com>
 cc "Candice Deininger" <cdeining@lfucg.com>
 Subject RE: Storm Water Fee

Bryan-

The storm water fee has been assigned to a Task Force which is meeting weekly through the middle of February to discuss all aspects of the fee. This is a fluid process so it is not feasible to predict how the fee may be designed at this time.

The stated goal for implementation is April 1. The stated goal for implementation is the second quarter of calendar 2009. The realistic goal is ASAP as soon as we know the Council's determination.

Another factor before KAWC can administer a fee is LFUCG development of a program to determine the amount of fee for variable accounts. This is also dependent on how complex the fee structure turns out to be, so the lead time for LFUCG programming may be short or long.

If a clearer picture of where the Council is going starts to emerge, I will let you know.

Thanks for the inquiry. I guess at this point the only sure prediction is that the assignment will be under pressure to implement quickly, whatever that is.....

Bill O

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

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]
Sent: Tuesday, January 13, 2009 9:51 AM
To: William O'Mara
Subject: Storm Water Fee

Bill,

I was just checking in to see if you had any questions or had moved forward with identifying the non-residential accounts. Have they decided how they want to collect the fee? Are you still targeting April 1, 2009 to begin collecting the storm water fee?

I really just wanted to touch base and see how things are proceeding.

Have a nice day.

Bryan Siler
Southeast Region
bryan.siler@amwater.com
Phone: (859) 268-6350
Fax: (859) 335-3350

**Re: Fw: Storm Water Fee Update**

Karen Owens to: Bryan Siler

01/13/2009 11:57 AM

Brian F Wright, Cheryl DiSanti, Jarold Jackson, John-Mark B
 Co: Hack, Keith L Cartier, Stacy Owens, Steven Snowden, James C
 Fishwick, Joe Pignio

Everyone,

As long as there is a way to recognize which residential account/premise gets which fixed charge. Normally ITS programming determines which fixed charge to add to a premise by the bill class or the rate.

Options

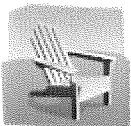
1. If MOST of the accounts are going to have Fixed Charge #1, then that could be programmatically put on every residential account on the spreadsheets and the ones that need other fixed charges could be updated manually.
2. The spreadsheets can be marked in some clear way to let the programmer know if the premise gets Fixed Charge 1, 2, or 3.

The options are similar for the nonresidential - either the number has to be updated manually or the spreadsheet has to be clearly marked with the fact that it is nonresidential and the quantity.

My concern is that because this is SO many accounts, this is not going to be an easy process.
 Karen

Karen Owens
 Business Analyst, American Water
 Center for Innovation, Technology and Excellence (CITE) Bldg
 1000 Voorhees Drive
 Voorhees, NJ 08043
 office: 856-782-2855
 fax: 856-782-2900

Bryan Siler/KAWC/AWWSC



Bryan Siler/KAWC/AWWSC

01/13/2009 11:01 AM

To Keith L Cartier/KAWC/AWWSC@AWW, Cheryl DiSanti/PAWC/AWWSC@AWW, Karen Owens/IS/CORP/AWWSC@AWW, Stacy Owens/KAWC/AWWSC@AWW, Jarold Jackson/KAWC/AWWSC@AWW, John-Mark B Hack/KAWC/AWWSC@AWW, Steven Snowden/SERVCO/AWWSC@AWW, Brian F Wright/KAWC/AWWSC@AWW

cc

Subject Fw: Storm Water Fee Update

Everyone,

Not much different than the meeting John-Mark attended. Looks like the time frame will be short if it

comes to us. Discussions through mid-February probably mean the end of February before they have a final decision. Seems like we need to decide how much we are willing to do to prepare for this before we actually receive the final word on how they are going to proceed.

Karen - Can you weigh in on the scenario of tiered charges for residential? I imagine it would be something similar to the table below:

<u>Type</u>	<u>Quantity</u>	<u>Charge</u>
Residential	1	Small
Residential	1	Medium
Residential	1	Large

I imagine the nonresidential would just have a standard fixed charge with whatever quantity is assigned to them.

<u>Type</u>	<u>Quantity</u>	<u>Charge</u>
Nonresidential	1	Standard
Nonresidential	2	Standard
Nonresidential	99	Standard

Bryan Siler
Southeast Region
bryan.siler@amwater.com
Phone: (859) 268-6350
Fax: (859) 335-3350

----- Forwarded by Bryan Siler/KAWC/AWWSC on 01/13/2009 10:30 AM -----



"William O'Mara"
<billo@lfucg.com>
01/13/2009 10:23 AM

To <Bryan.Siler@amwater.com>
cc "Candice Deininger" <cdeining@lfucg.com>
Subject RE: Storm Water Fee

Bryan-

The storm water fee has been assigned to a Task Force which is meeting weekly through the middle of February to discuss all aspects of the fee. This is a fluid process so it is not feasible to predict how the fee may be designed at this time.

The stated goal for implementation is April 1. The stated goal for implementation is the second quarter of calendar 2009. The realistic goal is ASAP as soon as we know the Council's determination.

Another factor before KAWC can administer a fee is LFUCG development of a program to determine the amount of fee for variable accounts. This is also dependent on how complex the fee structure turns out to be, so the lead time for LFUCG programming may be short or long.

If a clearer picture of where the Council is going starts to emerge, I

will let you know.

Thanks for the inquiry. I guess at this point the only sure prediction is that the assignment will be under pressure to implement quickly, whatever that is.....

Bill O

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

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]
Sent: Tuesday, January 13, 2009 9:51 AM
To: William O'Mara
Subject: Storm Water Fee

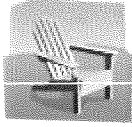
Bill,

I was just checking in to see if you had any questions or had moved forward with identifying the non-residential accounts. Have they decided how they want to collect the fee? Are you still targeting April 1, 2009 to begin collecting the storm water fee?

I really just wanted to touch base and see how things are proceeding.

Have a nice day.

Bryan Siler
Southeast Region
bryan.siler@amwater.com
Phone: (859) 268-6350
Fax: (859) 335-3350

**LFUCG Storm Water - Implementation Date is Approaching**

Bryan Siler to: Keith L Cartier

02/09/2009 09:36 AM

Cc: John-Mark B Hack, Stacy Owens, Jarold Jackson, Dillard Griffin,
Steven Snowden, Raymond R Golden, Nick Rowe

History: This message has been forwarded.

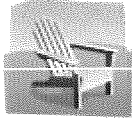
Keith,

Since we're getting close to the date of implementation, do we need to push the LFUCG on the issue? We need as much time as we can get and based on what we've been told we're looking at 50 days. That's not much time when you consider all that's involved. I think we need to verify that ITS can do what they need to do in this amount of time, ask for a commitment from the LFUCG and proceed. Or, we need to let them know that April 1, 2009 is not practical without a reasonable time frame for us to get this programmed, up and running, tested, put into production and tested again.

Again, we should discuss before approaching the LFUCG to make sure we're all on the same page internally. But, we need to be realistic about what we can and can't do. I have mentioned these things before, and I just want to reiterate the importance of our being prepared. I don't know if we're in a position to push for a commitment or not.

I will deliver the message but I want to make sure you are comfortable with it first.

Bryan Siler
Southeast Region
bryan.siler@amwater.com
Phone: (859) 268-6350
Fax: (859) 335-3350



Re: Customer Usage Data. 

Bryan Siler to: Keith L Cartier

03/16/2009 05:20 PM

Cc: Dillard Griffin, John-Mark B Hack, Stacy Owens, Steven Snowden

Keith,

Just now able to send this. Wanted to confirm that Georgetown actually uses all the data we provide them.

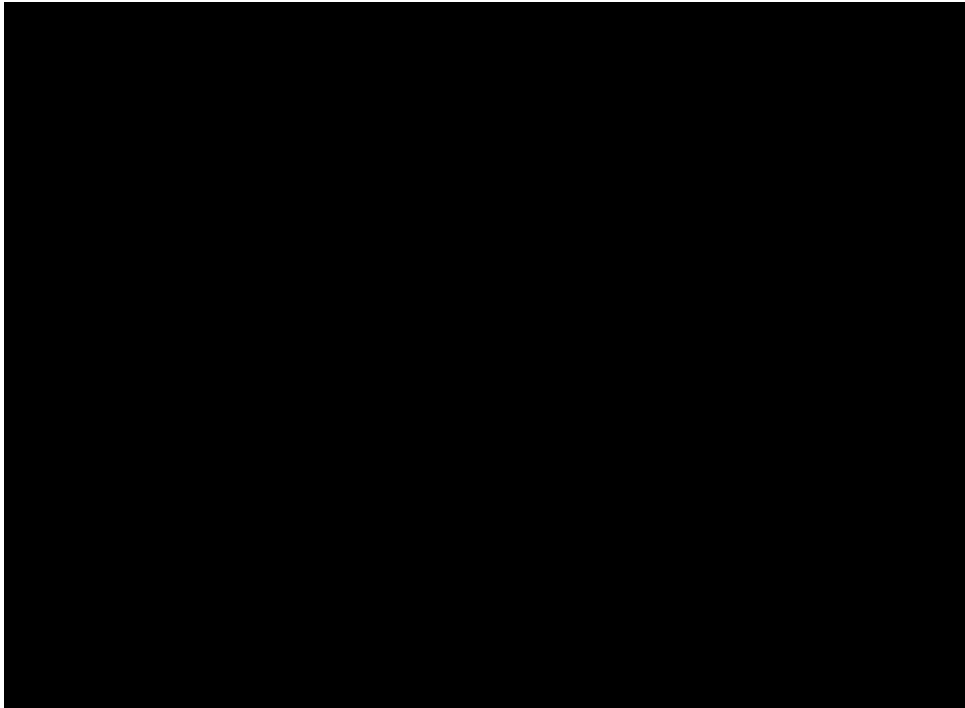
This isn't really any additional work for us to provide. I say that because the system is in place. These reports are automatically scheduled to run and they populate the files to the Online Account Manager (OAM) where these customers serve themselves as far as accessing the data. We do add an attribute to new premises when we set them up to generate the usage data. This is just one of the steps though and doesn't really require any additional work. It's very easy to do.

I don't know of anything that has changed since we agreed to provide this information. I remember discussing this with Coleman Bush several years ago. Back then, Georgetown lost some confidence in us to provide this data. This was part of what affected our decision to not try to charge them for this data at that time. Recently, Steve Snowden sort of confirmed that Georgetown still had this feeling. This came up as Steve was talking to Georgetown about KAW providing sewer billing services. Steve can provide an update on this.

Here are the accounts that we provide usage data for. As you know, we provide the sewer and landfill billing for the LFUCG so we wouldn't bill them for the usage data on those accounts. American Water typically charges between 5 cents and 50 cents for this service. As you can see, even if we charged 50 cents per account, the total revenue is marginal.

Let me know your thoughts.

Thanks...



Bryan Siler

Southeast Region
 bryan.siler@amwater.com
 Phone: (859) 268-6350
 Fax: (859) 335-3350

Keith L Cartier/KAWC/AWWSC

Keith L
 Cartier/KAWC/AWWSC
 03/12/2009 05:08 PM

To Bryan Siler/KAWC/AWWSC@AWW
 cc Dillard Griffin/KAWC/AWWSC@AWW, John-Mark B
 Hack/KAWC/AWWSC@AWW, Stacy
 Owens/KAWC/AWWSC@AWW, Steven
 Snowden/SERVCO/AWWSC@AWW
 Subject Re: Customer Usage Data.

Bryan,
 Step one is to prepare a list of who is receiving what records with what volume of records and frequency.
 Any discussion of pro's and con's without data would be premature.

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
 03/12/2009 04:31 PM

To Keith L Cartier/KAWC/AWWSC@AWW
 cc Stacy Owens/KAWC/AWWSC@AWW, Dillard
 Griffin/KAWC/AWWSC@AWW, John-Mark B
 Hack/KAWC/AWWSC@AWW, Steven
 Snowden/SERVCO/AWWSC@AWW
 Subject Customer Usage Data.

Keith,

We currently provide several entities usage data for their customers. We currently do not charge for this service. Most were friendly deals we made many years ago.

I know we discussed beginning to charge for usage data in Stacy's office a week or so ago. Didn't think that we had resolved to move on it yet. You also mentioned that if Georgetown went with a franchise fee then we would begin charging them for usage data. Is this something you want to pursue now or wait and see?

Bryan Siler
 Southeast Region