

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



Contract Billing Services Questionnaire.doc
Steven Snowden to: Keith L Cartier, Bryan Siler

03/31/2009 11:52 AM

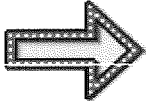
Brian,


Do you have this info.....some relevance to storm water billing

Steve H. Snowden
Sr. Manager Business Development KY/TN
American Water
2300 Richmond Road
Lexington, Kentucky 40502
Steven.Snowden@amwater.com
859-268-6302 office phone
859-321-6734 cell phone
859-268-6327 fax



- Contract Billing Services Questionnaire.doc



Re: services agreement for set up work - to share data 

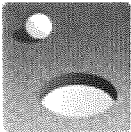
Cheryl DiSanti to: Jody E McCracken

04/14/2009 07:59 AM

Cc: John-Mark B Hack, Keith L Cartier

I also have not worked with third party entities as far as providing data for set-up. We have always provided a standard spreadsheet to the municipality and it was their responsibility to scrub it and get it back to us with any changes. I know we are dealing with a completely different scenario, however since LFUCG is so large. I think it should maybe a point of discussion at tomorrow's meeting.

Cheryl DiSanti
 Major Customer Account Manager
 American Water - Eastern Division
 300 Galley Rd.
 McMurray, PA 15317
 Office - 724-873-3665
 Mobile - 412-559-2497
 Fax - 724-743-3129
 cheryl.disanti@amwater.com
 Jody E McCracken/SERVCO/AWWSC




Jody E
 McCracken/SERVCO/AWWS
 C

04/13/2009 06:26 PM

To Keith L Cartier/KAWC/AWWSC@AWW

cc Cheryl DiSanti/PAWC/AWWSC@AWW, John-Mark B
 Hack/KAWC/AWWSC@AWW

Subject Re: services agreement for set up work - to share data 

Keith -

I have not provided information to a third party in the past. I send premise/customer information to the City that we are negotiating with and it is up to them to confirm what and who is to be billed. I know that Richmond had consultants working with their GIS database however do not know what premise and/or customer information was given to them. With the new Red Flag/Identity Theft Rules I don't know whose responsibility it would be to ensure the external firm protects the data and how much information they would actually need. I wouldn't think they would need customer information to determine how many ERU's a property should be billed but maybe just the premise address and bill class.

In any case, I would think that if information is sent by KAWC to LFUCG and LFUCG forwards it to their consultant that the agreement would need to be between LFUCG and AMEC but I am not positive.

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

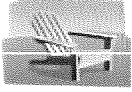
Keith L Cartier/KAWC/AWWSC

Keith L
Cartier/KAWC/AWWSC
04/13/2009 05:13 PM

To Cheryl DiSanti/PAWC/AWWSC@AWW, Jody E
McCracken/SERVCO/AWWSC@AWW
cc John-Mark B Hack/KAWC/AWWSC@AWW
Subject services agreement for set up work - to share data

Cheryl, Jody,
LFUCG has hired an external firm (AMEC) to help them set up the billing interface. To do that, AMEC will be requesting a complete file - to actually begin doing data mapping to LFUCG's GIS database. Have either of you encountered any other set up where we've shared premise data of all customers to a third party, and if so, was that covered by some sort of service agreement (protecting data confidentiality, etc.)?

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



Information from today's meeting with LFUCG
Bryan Siler to: Keith L Cartier, John-Mark B Hack

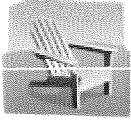
06/04/2009 03:28 PM

FYI - These were handouts Bill brought with him. I wanted to make sure you had a copy.

Bryan



0313_001.pdf

**LFUCG Water Quality Management Fee Follow Up**

Bryan Siler to: Keith L Cartier
Cc: Stacy Owens, Steven Snowden

06/05/2009 04:49 PM

History: This message has been replied to.

Keith,

Bill O'Mara would like to discuss pricing. As you mentioned in your update and as a result of yesterday's meeting, there were a few items we needed to discuss internally before knowing if the approximately 35 cents per bill would need to be changed. It may need to be. Bill said he is available today and mid to late next week. I told him I thought we might be able to get these answers to him today. I called and left him a message earlier explaining that we did make progress in getting answers to these questions but wanted you to be involved in conveying this information to him.

We are going to include the following items on the time line. Bill wanted to have this information from KAW by next Wednesday.

Signed contract

- This will most likely be delayed until the City Council returns from their Summer break. Bill plans to have the first reading on July 2nd. The next meeting is August 13th. Bill would like for both parties to be able to move forward with the understanding we have after the first reading on July 2nd. This is a decision you will need to make.

PSC approval

REDACTED - PRIVILEGED

Data exchange

- Have already submitted data files to LFUCG - will send update when they are ready. There are approximately 12,000 accounts that are problematic at this point. I have pushed for more interaction from LFUCG GIS. We should be able to reduce this number to perhaps 1,000 accounts. These 1,000 accounts will need intense scrutiny and field work to verify where they are actually physically located. Currently, they have addresses that the LFUCG cannot verify. A by product of this process will be for us to update our records in accordance with the Enhanced 911 system. We will need to perform this verification and field work and will need resources available to help accomplish this task.

Interactive maintenance

- On our part, this is pretty much covered. KAW to LFUCG is handled with an existing process through the Online Account Manager where we make available the new services and other changes on a monthly basis. I worked with Scott Dickison and he is comfortable that our current process provides him the information needed to geocode and assign quantities of ERUs.
- On their part, they have work to do to create their system that will ultimately provide us the data file that we will process to update our premises with the proper quantity of ERUs to charge. This will be covered in a similar process to what we currently do with landfill changes.

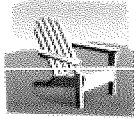
As a result of our meeting today, we have some answers that we did not have before. They are as follows:

1. We cannot bill the interest that the ordinance addresses. Bill mentioned yesterday that the LFUCG would calculate this interest and submit requests to have those amounts added to accounts via miscellaneous charges. We were told today that this didn't seem like a viable option and would be too labor intensive for the call center. Obviously the call center would need to answer that question but

- there seemed to be a consensus on what that answer might be.
2. We determined that we currently have one process (MOD) in ORCOM that can assess a late penalty. This MOD is not currently in the Kentucky Production environment. Where it is currently used, it does not perform the way the ordinance is written. We are checking to see if this can be used in the Kentucky environment. If it can, the LFUCG would still need to accept it's shortcomings when compared to what the tariff describes. Several circumstances will complicate this process and there would be instances where some people got charged a late fee and some wouldn't. unfortunately, that is the best we have right now.
 3. Lots of support will be needed during the next two months. As we mentioned, I will be the main contact and have folks I can draw support from. These people being available is crucial. Extra resources will be needed to perform field work and to set up the non-mutual premises when we get to that point. Those are both very manual processes that will be time consuming.
 4. The LFUCG envisions and expects a minimal level of customer service. Our reps should be able to explain what the charge is and how it shows up on their bill. anything more involved than this basic level of customer service should be referred to the LFUCG via a dedicated phone number, etc.
 5. Karen Owens said she will be sending sample bills of this fixed charge on Monday.
 6. Bill wanted to wait before setting the next meeting date.

Please give me a call to discuss this when you can. I am available anytime. Cell: 537-0730 Home: 881-3388

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



Re: Fee per Bill for Processing Manual Adjustments

Bryan Siler to: Keith L Cartier

06/11/2009 04:07 PM

Cc: John-Mark B Hack, Stacy Owens, Steven Snowden

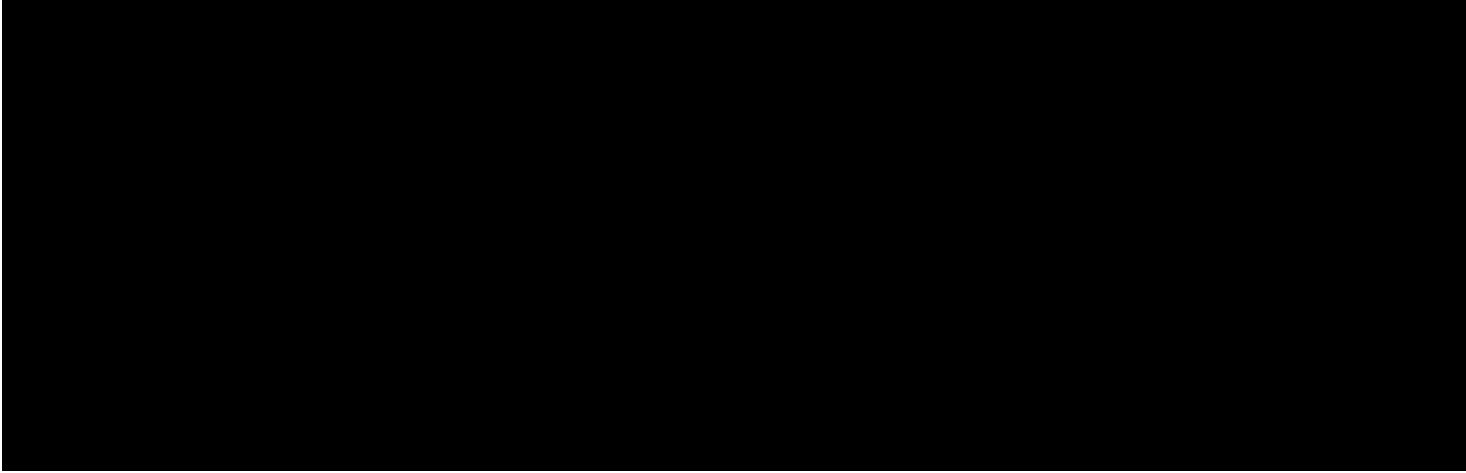
This shows the amount of penalties and interest for the accounts that were past due in May for Landfill charges. I think these past due accounts would be similar to what we would see for the Water Quality Management Fee. This assumes a 10% late penalty on everything greater than 30 days and 1% interest on that same amount. If we bill this, theoretically, the previous month's unpaid penalty and interest would be included in the aged amounts so those amounts would be slightly higher. I don't think it would be enough to change this analysis because the majority of these people are only in the 31-60 day bucket and because of the impending shut offs probably just a week or so into it.

Based on these numbers and the cost we've established to make these adjustments, as well as any costs the LFUCG would incur, it doesn't appear to pay off to try to collect them.

Let's be sure to discuss this before sharing it with the LFUCG.

May 2009 Aging Report for LFUCG Landfill

Source: Online Account Manager




AGING - Storm Water Penalty and Interest.xls

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
06/10/2009 10:09 PM

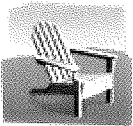
To Bryan Siler/KAWC/AWWSC@AWW
cc Stacy Owens/KAWC/AWWSC@AWW, Steven
Snowden/SERVCO/AWWSC@AWW, John-Mark B
Hack/KAWC/AWWSC@AWW
Subject Re: Fee per Bill for Processing Manual Adjustments 

Bryan,

Thank you. I agree that we'll have to build in a 10 cent per bill premium to add 1.5 fte's for this portion of the contract. Can we take the analysis a couple of steps further. For the 4700 accounts, can we do the math of what will amount to a net negative for them. I think we need to lay out a simple case to discuss with Bill, providing him something he can take back to council to show that it will cost more than it will collect.

FYI - called and left message for Bill that we were seeking internal approval for our proposal tomorrow (Thursday) and we will be able to touch base with him after that. It would be helpful to have the simple math case completed by for that call/meeting.

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
06/10/2009 05:59 PM

To Keith L Cartier/KAWC/AWWSC@AWW, Steven
Snowden/SERVCO/AWWSC@AWW, Stacy
Owens/KAWC/AWWSC@AWW
cc

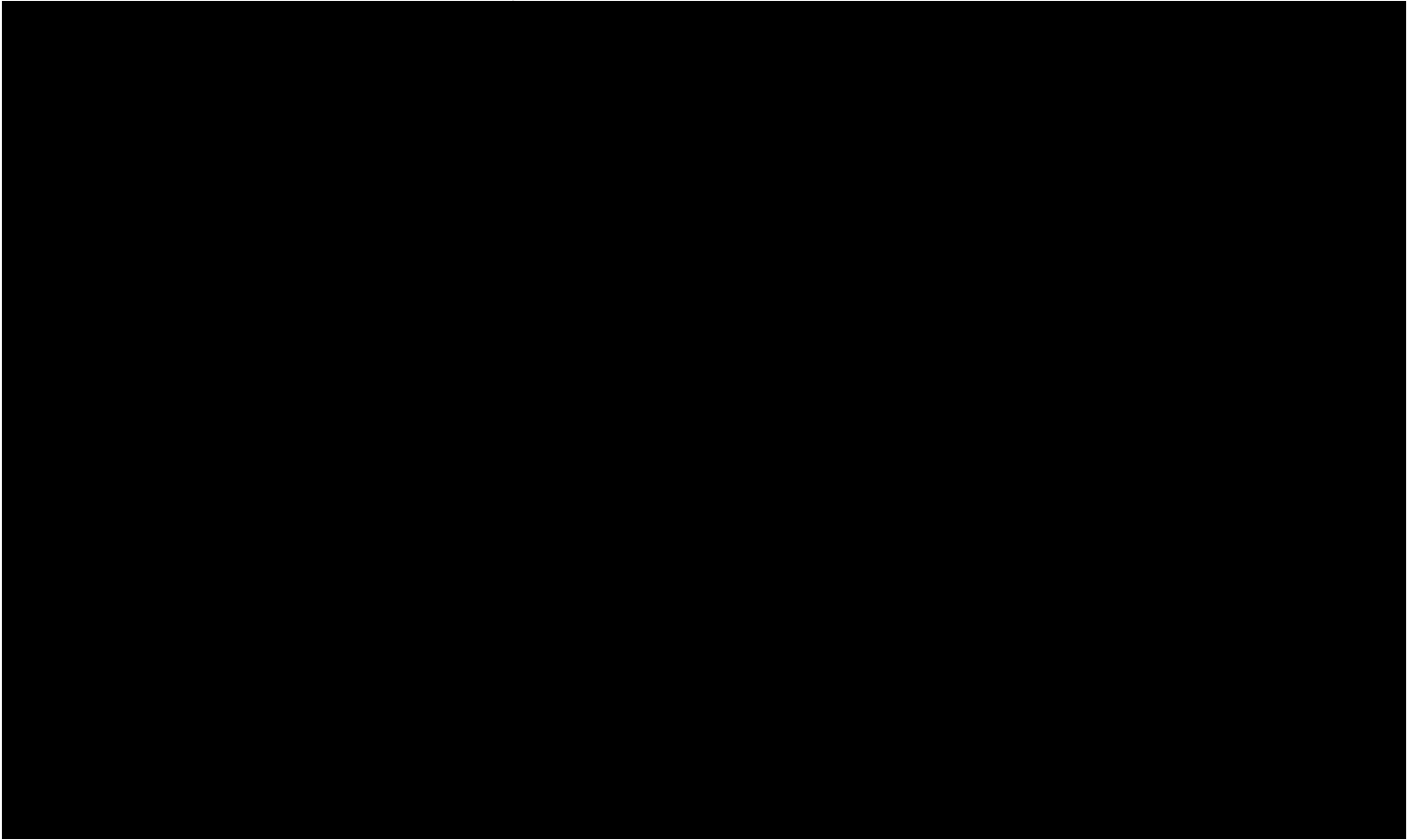
Subject Fee per Bill for Processing Manual Adjustments

I am waiting to hear back from billing as to what they have on this type of analysis. I pulled the 31-60 day accounts in for May Landfill that were in excess of \$4.32 past due and we have 4,390 of those accounts. I'm not sure if one person can make that many adjustments or not. One position equates to approximately 6 cents per bill. 1.5 FTEs would be closer to the 10 cents per bill amount we discussed. This doesn't include anything for our risk and exposure that is probable due to the nature of so many manual adjustments. There are some adjustments that we miss now for various reasons. I would certainly recommend a little cushion in this amount as well, perhaps rounding the 6 cents up closer to 10 cents.

I hope this is what you had in mind. Please call me and we can discuss.

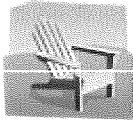
Bryan

**LFUCG Water Quality Management Fee
Additional Cost of Processing Manual Adjustments**



[attachment "LFUCG Employee Cost - Manual Adjustments.xls" deleted by Keith L
Cartier/KAWC/AWWSC]

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



Re: Draft Water Quality Contract 

Bryan Siler to: Keith L Cartier

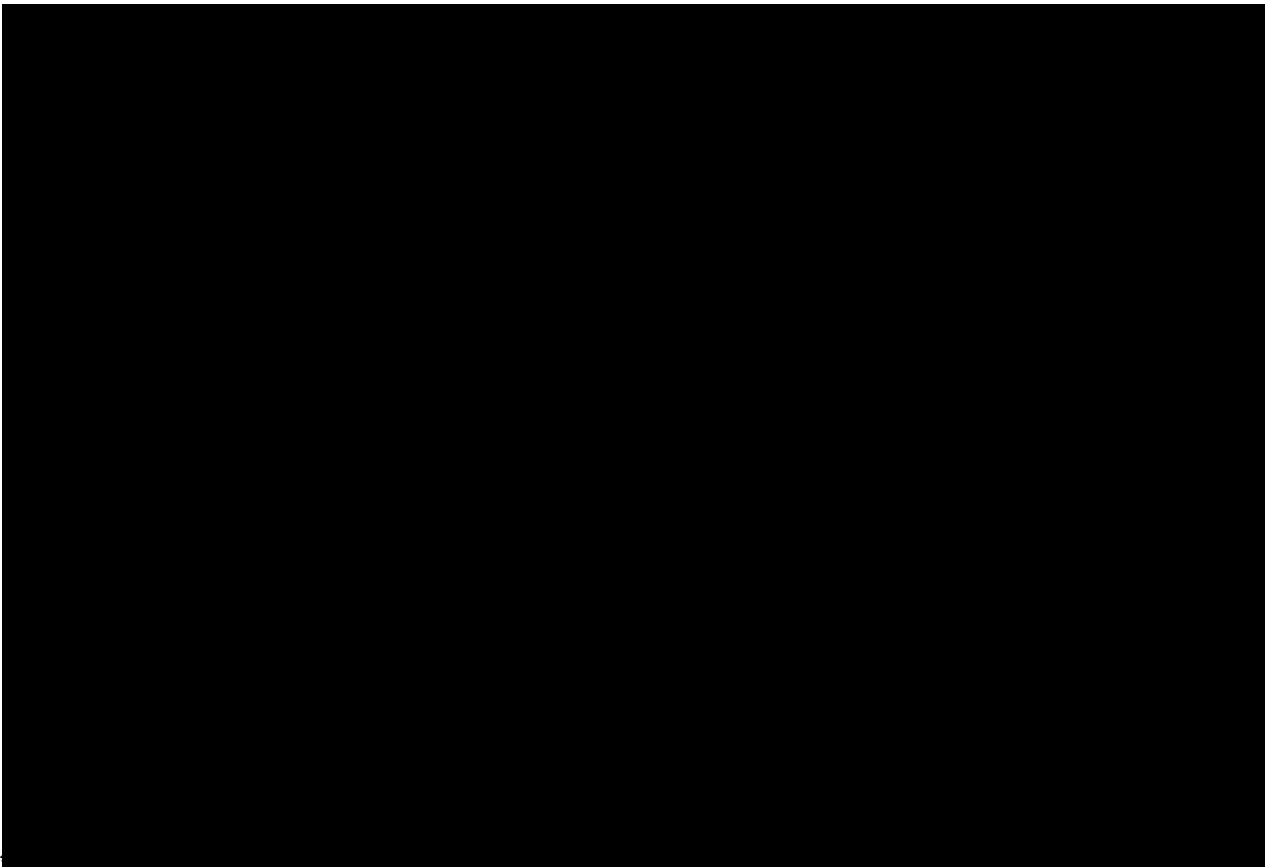
Cc: John-Mark B Hack, Stacy Owens, Steven Snowden

06/19/2009 09:53 AM

No. Even if the number of non-mutual customers was higher it is only a very small amount that we would miss out on. Also, I don't think the number of non-mutual customers would grow significantly over time.

LFUCG Water Quality Management Fee

Average Rate with Difference in Non-Mutual Customers



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

Keith L Cartier/KAWC/AWWSC

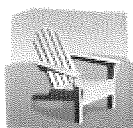
Keith L
Cartier/KAWC/AWWSC
06/19/2009 09:42 AM

To Bryan Siler/KAWC/AWWSC@AWW
cc Stacy Owens/KAWC/AWWSC@AWW, Steven
Snowden/SERVCO/AWWSC@AWW, John-Mark B
Hack/KAWC/AWWSC@AWW

Subject Re: Draft Water Quality Contract

Can anyone think of any reason not to roll into a single price? If not, let's roll our price to the higher amount, and have a single price rather than two (one for mutuals, one for non-mutuals).

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



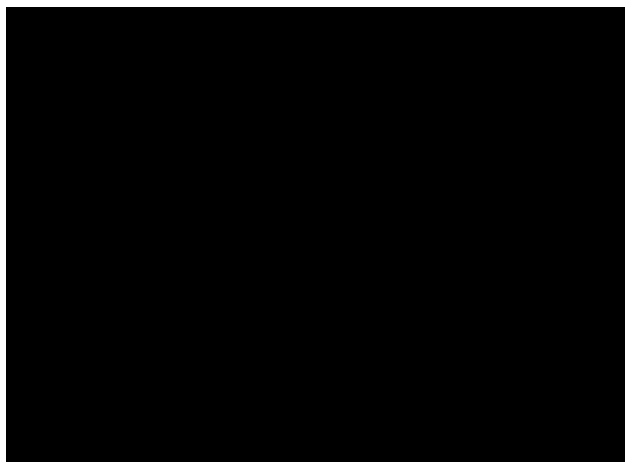
Bryan Siler/KAWC/AWWSC
06/18/2009 02:21 PM

To Keith L Cartier/KAWC/AWWSC@AWW, Steven
Snowden/SERVCO/AWWSC@AWW, Stacy
Owens/KAWC/AWWSC@AWW

cc

Subject Re: Draft Water Quality Contract

Here's something I was looking at in case the asked for a single rate...



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
06/18/2009 12:13 PM

To "William O'Mara" <billo@lfucg.com>@AWX
cc

Bryan.Siler@amwater.com, "David Barberie"
<dbarberi@lfucg.com>
Subject Re: Draft Water Quality Contract

Bill,

Just wanted to confirm I have it, and we'll begin the review. Thanks.

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

"William O'Mara" <billo@lfucg.com>

06/18/2009 12:12 PM

To <Keith.Cartier@amwater.com>, <Bryan.Siler@amwater.com>
cc "David Barberie" <dbarberi@lfucg.com>
Subject Draft Water Quality Contract

Keith-

Here is a first draft of a water quality billing contract. It assumes an estimate of 1,000 non-mutual accounts (water quality accounts which have no water service in KAW system). I am hopeful KAW will quote one billing rate, however, if a tiered rate is desired, please specify.

Let me know if other issues need to be addressed.

Thanks-

Bill O[attachment "Working Draft - Water Quality Fees (6-18-09 Draft) (00216847) (3).DOC" deleted by
Keith L Cartier/KAWC/AWWSC]

Re: Draft Water Quality Contract 

Stacy Owens to: Keith L Cartier

06/19/2009 11:08 AM

Cc: Bryan Siler, John-Mark B Hack, Steven Snowden


I certainly support single pricing.

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.

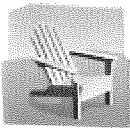
Keith L Cartier/KAWC/AWWSC

Keith L
Cartier/KAWC/AWWSC
06/19/2009 09:42 AM


To Bryan Siler/KAWC/AWWSC@AWW
cc Stacy Owens/KAWC/AWWSC@AWW, Steven
Snowden/SERVCO/AWWSC@AWW, John-Mark B
Hack/KAWC/AWWSC@AWW
Subject Re: Draft Water Quality Contract 

Can anyone think of any reason not to roll into a single price? If not, let's roll our price to the higher amount, and have a single price rather than two (one for mutuals, one for non-mutuals).

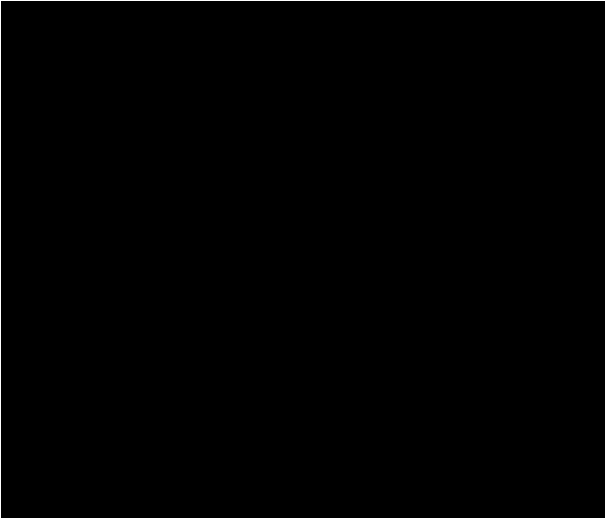
Keith Cartier
Vice President, Operations
Kentucky American Water
1 859 268 6324 Office
1 859 321 9803 Cell
keith.cartier@amwater.com
Bryan Siler/KAWC/AWWSC



Bryan Siler/KAWC/AWWSC
06/18/2009 02:21 PM

To Keith L Cartier/KAWC/AWWSC@AWW, Steven
Snowden/SERVCO/AWWSC@AWW, Stacy
Owens/KAWC/AWWSC@AWW
cc
Subject Re: Draft Water Quality Contract 

Here's something I was looking at in case the asked for a single rate...



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
06/18/2009 12:13 PM

To "William O'Mara" <billo@lfucg.com>@AWX
cc Bryan.Siler@amwater.com, "David Barberie"
<dbarberi@lfucg.com>
Subject Re: Draft Water Quality Contract 

Bill,

Just wanted to confirm I have it, and we'll begin the review. Thanks.

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

"William O'Mara" <billo@lfucg.com>

06/18/2009 12:12 PM

To <Keith.Cartier@amwater.com>, <Bryan.Siler@amwater.com>
cc "David Barberie" <dbarberi@lfucg.com>
Subject Draft Water Quality Contract

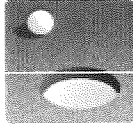
Keith-

Here is a first draft of a water quality billing contract. It assumes an estimate of 1,000 non-mutual accounts (water quality accounts which have no water service in KAW system). I am hopeful KAW will quote one billing rate, however, if a tiered rate is desired, please specify.

Let me know if other issues need to be addressed.

Thanks-

Bill O[attachment "Working Draft - Water Quality Fees (6-18-09 Draft) (00216847) (3).DOC" deleted by Keith L Cartier/KAWC/AWWSC]



Estimate for LFUCG enhancement

David S Derr to: Keith L Cartier

Cc: Bryan Siler

06/25/2009 04:23 PM

Keith, I left you a VM, but hit the message limit before I could complete my response. I will summarize via this e-mail.

In order to add the functionality requested for LFUCG, we need to address some architectural issues with the Online Account Manager application. Addressing these issues will allow us to build a user interface with the details required.

There is a project in the proposed capital plan to address this in 2010, but the approvals still need to be obtained and there is no guarantee this will happen. This project is estimated at \$405K. It would probably be about \$15K to \$20K additional to add the functionality for LFUCG. Since this would benefit other states, the cost may be charged out across all states.

I would be hesitant to put specific dates in the contract, as there is no guarantee the 2010 project will be approved.

Please let me know if you would like to discuss this further.

Thanks

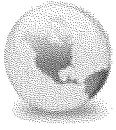
David S. Derr
Application Development Manager
Business Application Development - Middle Office

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

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

American Water

The information transmitted via this e-mail is intended only for the person or entity to which it is addressed and may contain confidential and/or privileged material. Any review, retransmission, dissemination or other use of, or taking of any action in reliance upon this information by persons or entities other than the intended recipient is prohibited. If you received this in error, please contact the sender and delete the material from any computer.



KAW Water Q agreement

William O'Mara

to:

Keith.Cartier, Bryan.Siler

06/26/2009 05:38 PM

Cc:

"Candice Deininger"

Hide Details

From: "William O'Mara" <billo@lfucg.com>

To: <Keith.Cartier@amwater.com>, <Bryan.Siler@amwater.com>

Cc: "Candice Deininger" <cdeining@lfucg.com>

History: This message has been forwarded.

Keith-

Thanks for your voice mail. I will look forward to Brian delivering the signed copies of the agreement on Monday.

The steps in place are to have the agreement "walked on" as a Council Meeting agenda item at the Tuesday afternoon Council Work session. Then it would receive first reading on Thursday July 2nd, 7:00pm Council Meeting. We can ask for two readings that night or ask for second reading at the special Council Meeting scheduled for Tuesday July 7th at 6pm. That is the last meeting until August 11, 2009. Either way, our plan is to have a fully executed agreement before Council leaves for summer break.

Thanks to everyone's who has worked to have this agreement ready. We look forward to working diligently throughout the summer to develop the billing application.

Bill O

**Fw: Meeting with LFUCG regarding Water Quality Fee**

Bryan Siler to: Keith L Cartier

07/23/2009 10:19 AM

Cc: John-Mark B Hack, Steven Snowden, Raymond R Golden, Stacy Owens, Jarold Jackson, Dillard Griffin, Shannyn C Walker

History: This message has been replied to.

Keith,

This was a very productive meeting.

- We were able to finalize the process (as far as we are involved) for the ongoing maintenance that is needed.
- It looks like we will finish the address matching well in advance of the deadline we established. This will require some field work but not as much as we first thought because of our mapping capabilities. Shannyn is having Terry and Tobey help with this.
- I plan on sending an updated list of premises and owners in September. The city will base their October mailing on this list.
- I have commitments from ITS that will meet the LFUCG's needs for the testing we will start in October.
- A final update of premises and owners will go out on Dec 1st. This is what the initial billing will be based on.

Keith Reading (AMEC) and Jennifer Carey (Tetra Tech) raised concerns about the date that we will begin charging the fee. Keith is thinking they want to start charging it in December and Jennifer is thinking February. They would like the first bills to be a full ERU for everyone from the start. They were raising this issue with the mayor and the city's legal counsel yesterday and may look into changing the ordinance. I let them know how we are proceeding (effective January 1, 2010 with proration) and that if we need to change they will need to let us know as soon as they can.

I offered one extra item. A simple query that I can provide each month that shows an aging of inactive premises (i.e. closed accounts). This seemed invaluable to them. They want to be able to tell when a large property is vacant or closed for an extended period of time. This will trigger them to change it to a non-mutual property so the fee continues billing.

Candice raised a concern about something that occurs in ORCOM with Cut In Landlord accounts. Sometimes an in-service date gets populated on the landfill fixed charge causing a high amount to be billed. She does not want this to happen with the Water Quality Fee. After checking, it apparently only happens with the landfill fixed charge and not any others. Billing has a process they run that removes the bad date before the account bills. So, we are already making the effort to prevent this from happening.

As I mentioned before, the city is expecting us to provide very basic customer service. They anticipate a lot of calls to LexCall (311) and are gearing up to track those calls and provide appropriate responses. I have asked for a brief FAQ guide for our reps that will include the entire scope of information we are to provide. Any additional questions are to be referred to the city.

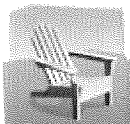
All in all, the city and the consultants were very pleased with where we are to date and felt very comfortable moving forward.

If you have any questions please let me know.

Bryan Siler
Southeast Region
bryan.siler@amwater.com

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

----- Forwarded by Bryan Siler/KAWC/AWWSC on 07/23/2009 08:24 AM -----



Bryan Siler/KAWC/AWWSC

07/16/2009 11:20 AM

To Keith L Cartier/KAWC/AWWSC

cc John-Mark B Hack/KAWC/AWWSC@AWW

Subject Meeting with LFUCG regarding Water Quality Fee

Just wanted to let you know I have a meeting scheduled with some members from the LFUCG team at 8:30am on Wednesday 7-22-09. They really just wanted to meet with me briefly to prepare for a meeting they are having. I included a couple others as optional to attend.

Candice, Scott Dickison and Keith Reading (AMEC) are coming here for a short meeting. Also, Jennifer Carey from TetraTec (program manager for consent decree).

Discussion Topics

Upload file format (original setup and ongoing maintenance)

OAM - New premises/killed premises - procedure for processing this information.

Progress on matching/geo-coding addresses

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



Re: Question on Fees for water use data for municipal sewer billing 

Cheryl DiSanti to: Keith L Cartier

03/26/2010 08:37 AM

Cc: Douglas R Amos, Jody E McCracken

History: This message has been replied to and forwarded.

Hi Keith,

Hope you are well.

In PA, our standard fee is .05 cents per record. I am not aware of any municipality that receives data and does not pay for it. All have a signed agreement.

Happy Easter to you and your family.

Cheryl

Cheryl DiSanti
Major Customer Account Manager
Pennsylvania American Water
300 Galley Rd.
McMurray, PA 15317
Office - 724-873-3665
Mobile - 412-559-2497
Fax - 724-743-3129
cheryl.disanti@amwater.com
Keith L Cartier/KAWC/AWWSC

Keith L
Cartier/KAWC/AWWSC
03/26/2010 08:34 AM

To Cheryl DiSanti/PAWC/AWWSC@AWW, Douglas R
Amos/SERVCO/AWWSC@AWW, Jody E
McCracken/SERVCO/AWWSC@AWW

cc

Subject Question on Fees for water use data for municipal sewer
billing

All,

Looking to establish some billing rates for water use data, and have some basic questions. This would be for where we are not doing the sewer billing (either for ourselves or under contract to do so for a municipality) but providing data to the municipality so they can bill.

Are you all able to provide me a listing of what we charge to supply municipalities water use data for any contracts you have to do so? Also, are you aware of any where we simply supply data at no cost? Do we supply any without having a contract or signed agreement in place?

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



LFUCG Water Quality Management Billing Issue

David S Derr to: Nick Rowe, Keith L Cartier

02/26/2010 12:37 PM

Cc: Bryan Siler, Emily A Ashworth, Mark S Smith, Kimberly M Nye

Nick/Keith, I want to apologize for the issue that ITS created with a key KAWC customer, LFUCG. We did not take the necessary steps to ensure we understood the scope of your requirements and the associated time criticality. We did not communicate properly with the KAWC team when the change you were expecting to be completed on February 12th was delayed until February 15th. We take complete ownership for this failure and have taken steps to ensure it never happens again.

There are similar updates schedule to be completed today. We have taken steps to alert the Alton Billing team to hold the bills until we have applied the updates. In addition, we will work with the billing team to recalculate the billing batches and very that the amounts charged are correct. We will not release the bills until the verification is complete.

We understand the importance of LFUCG to your business and want to apologize for this negative impact to this key customer.

Please let me know if you have any questions and please feel free to contact me at any time.

Thanks

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

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

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

American Water

The information transmitted via this e-mail is intended only for the person or entity to which it is addressed and may contain confidential and/or privileged material. Any review, retransmission, dissemination or other use of, or taking of any action in reliance upon this information by persons or entities other than the intended recipient is prohibited. If you received this in error, please contact the sender and delete the material from any computer.



Re: Question on Fees for water use data for municipal sewer billing 

Jody E McCracken to: Keith L Cartier

03/26/2010 01:52 PM

History:

This message has been replied to.

Keith -

I have attached a spreadsheet showing usage data charges for the states I support. Unfortunately they are not all the same due to some legacy agreements and a lot of the older agreements we do not have written contracts for.



Central States Usage Contracts.xls

Let me know if you have any questions or need additional information.

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

Keith L Cartier/KAWC/AWWSC

Keith L
Cartier/KAWC/AWWSC
03/26/2010 07:34 AM

To Cheryl DiSanti/PAWC/AWWSC@AWW, Douglas R
Amos/SERVCO/AWWSC@AWW, Jody E
McCracken/SERVCO/AWWSC@AWW

cc

Subject Question on Fees for water use data for municipal sewer
billing

All,

Looking to establish some billing rates for water use data, and have some basic questions. This would be for where we are not doing the sewer billing (either for ourselves or under contract to do so for a municipality) but providing data to the municipality so they can bill.

Are you all able to provide me a listing of what we charge to supply municipalities water use data for any contracts you have to do so? Also, are you aware of any where we simply supply data at no cost? Do we supply any without having a contract or signed agreement in place?

Keith Cartier
Vice President, Operations
Kentucky American Water
1 859 268 6324 Office
1 859 321 9803 Cell

Re: Question on Fees for water use data for municipal sewer billing 

Jeffrey Ferrell to: Keith L Cartier

04/01/2010 08:12 AM

Cc: Douglas R Amos, Philip.Bright

History: This message has been replied to and forwarded.

WVAW charges \$0.20 per usage/account on all meter readings provided to "usage data customers". We do not supply any at no charge and all of them have contracts in place. Let me know if you need further information on our process.

Jeff Ferrell
 Operations Superintendent II
 West Virginia American Water
 PO Box 1906
 Charleston, WV 25327
 ph 304-340-2976
 fax 304-340-2967
 jeffrey.ferrell@amwater.com


Douglas R Amos/SERVCO/AWWSC



Douglas R
 Amos/SERVCO/AWWSC
 03/31/2010 01:44 PM

To Jeffrey.Ferrell@amwater.com

cc Keith.Cartier@amwater.com, Philip.Bright@amwater.com

Subject Re: Question on Fees for water use data for municipal sewer
 billing 

Jeff--Please respond to Keith's inquiry below asap.

Phil--FYI.

Keith--I hope all is well with you and your team in KY.

Douglas R. Amos
 Vice President Operations
 West Virginia American Water
 (304) 340-2006 Office
 (304) 266-3992 Mobile
 (304) 353-6360 Fax

Keith L
 Cartier/KAWC/AWWSC

03/26/2010 08:34 AM

To Cheryl DiSanti/PAWC/AWWSC@AWW, Douglas R Amos/SERVCO/AWWSC@AWW, Jody E
 McCracken/SERVCO/AWWSC@AWW

cc

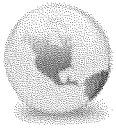
Subj Question on Fees for water use data for municipal sewer billing
 ect

All,

Looking to establish some billing rates for water use data, and have some basic questions. This would be for where we are not doing the sewer billing (either for ourselves or under contract to do so for a municipality) but providing data to the municipality so they can bill.

Are you all able to provide me a listing of what we charge to supply municipalities water use data for any contracts you have to do so? Also, are you aware of any where we simply supply data at no cost? Do we supply any without having a contract or signed agreement in place?

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



FW: Updated Spreadsheet - Comparison of Calculated/Actual WQMF Billings

William O'Mara

to:

Keith.Cartier

05/03/2010 03:48 PM

Cc:

Bryan.Siler, "Candice Deininger"

Hide Details

From: "William O'Mara" <billo@lexingtonky.gov>

To: <Keith.Cartier@amwater.com>

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

History: This message has been replied to and forwarded.

1 Attachment



Comparison of Calculated and Actual WQMF Billings.xls

Keith-

Attached is an analysis of the first four months of the Water Quality Fee billing administered by Kentucky American Water. The analysis appears to show fewer ERU's billed by KAWC than are being furnished from the LFUCG billing file. This is a preliminary analysis which I would like to request KAWC review. We can then discuss what the next steps may be to verify any billing process problems we may be experiencing.

In addition, I think it would be productive to discuss the monthly process and flow of information between KAWC and LFUCG as well as timeliness of follow up on questions and monthly reports.

If convenient, I would like to suggest with KAWC and LFUCG have a meeting the week of May 17th. Tuesday, May 18 in the morning, Wednesday, May 19 in the afternoon, or anytime Friday, May 21 look good for us.

Thanks for your assistance. I believe if we work through these questions and procedures now, we can make sure the new fee is working to its potential.

Bill O

From: Candice Deininger
Sent: Monday, May 03, 2010 11:26 AM
To: William O'Mara; Charles Martin
Cc: Julie Mantrom; Cassie Felty; Scott Dickison; Robert Bowman; Hilori Morgan
Subject: Updated Spreadsheet - Comparison of Calculated/Actual WQMF Billings

Good morning, everyone. Attached is the updated spreadsheet incorporating April's figures. Kindly let me know if you have any questions. Thank you!

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



Re: status of new water use information contracts with Georgetown and others

Takisha D Walker to: Keith L Cartier
Cc: Dillard Griffin

07/26/2010 06:04 PM

History: This message has been replied to.

Hello Keith,

Based upon the billing data you provided and with my research, the following are recommendations for our usage data contracts:

- Cost is \$.23 per record regardless of the type of record.
- The municipality can determine which type of records they would like to receive (readings, usage, account changes or premise changes).
 - Currently, they receive all four but due to cost they may want to change their set-up.
- We establish a minimum price which factors in the cost to generate the bill.

The next steps:

- I will be sending AW & Dillard a copy of the template for a PA usage data contract. I also will send the most recent Indiana contract which was in 2006, this contract was established after the municipality discontinued our services for sewer billing. We will utilize these as references for our contract.
- Determine the minimum price. I am working with the Special Accounts department at the CSC to obtain an estimate of the cost to generate a bill for usage data services. They generate the bills in E-CIS to send to the municipalities for usage data services.

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
Keith L Cartier/KAWC/AWWSC

Keith L
Cartier/KAWC/AWWSC
07/19/2010 08:07 AM

To Dillard Griffin/KAWC/AWWSC@AWW, Takisha D
Walker/KAWC/AWWSC@AWW
cc

Subject status of new water use information contracts with
Georgetown and others

Dillard, Takisha,
What is the status of new contracts for billing use data for all areas where we supply use data information?

Keith Cartier

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

REDACTED - PRIVILEGED



REDACTED - PRIVILEGED



REDACTED - PRIVILEGED



Keith L
Cartier/KAWC/AWWSC
07/19/2010 08:07 AM

To Dillard Griffin/KAWC/AWWSC@AWW, Takisha D
Walker/KAWC/AWWSC@AWW
cc

Subject status of new water use information contracts with
Georgetown and others

Dillard, Takisha,
What is the status of new contracts for billing use data for all areas where we supply use data information?

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

REDACTED - PRIVILEGED



From: David Barberie [<mailto:dbarberi@lexingtonky.gov>]
Sent: Tuesday, January 04, 2011 2:46 PM
To: Ingram III, Lindsey; William O'Mara
Cc: Edward Gardner; Gerald.Reynolds@amwater.com
Subject: RE: Kentucky American Water-LFUCG Billing Contracts

Lindsey –

I suspect our only issue may be one of semantics. Although I think Revenue (Bill) is in a position to agree to how the contracts will be interpreted/enforced, he is not authorized to actually amend them, which would require Council approval. I do not think we want to have to go to Council for approval. Our thought would be to reach agreement on interpretation/enforcement for now and formally change the terms of the agreements when they

come up for renewal.

This message may contain information which is confidential or privileged and should not be disseminated to the public. If you are not the intended recipient, please advise the sender immediately by reply e-mail and delete this message and any attachments without retaining a copy. Thank you.

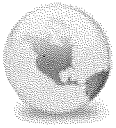
David J. Barberie
Attorney Senior
Lexington-Fayette Urban County Government
Department of Law (11th floor)
200 East Main Street
P.O. Box 34028
Lexington, Kentucky 40588-4028
Telephone: (859)258-3500
Facsimile: (859)258-3538
dbarberi@lexingtonky.gov

From: Ingram III, Lindsey [<mailto:L.Ingram@skofirm.com>]
Sent: Tuesday, January 04, 2011 1:44 PM
To: William O'Mara
Cc: David Barberie; Edward Gardner; Gerald.Reynolds@amwater.com
Subject: Kentucky American Water-LFUCG Billing Contracts

Bill:

As explained in the attached, Dave Barberie and Ed Gardner suggested I send this to you.

Lindsey W. Ingram III
Stoll Keenon Ogden PLLC
300 W. Vine St.
Suite 2100
Lexington, KY 40507
859-231-3982 (direct dial)
859-221-0997 (cell)
859-246-3672 (direct fax)
L.ingram@skofirm.com



Kentucky American Water-LFUCG Billing Contracts

Ingram III, Lindsey

to:

billo

01/04/2011 01:43 PM

Cc:

dbarberi, egardner, Gerald.Reynolds

Hide Details

From: "Ingram III, Lindsey" <L.Ingram@skofirm.com>

To: <billo@lexingtonky.gov>

Cc: <dbarberi@lexingtonky.gov>, <egardner@lexingtonky.gov>, <Gerald.Reynolds@amwater.com>

1 Attachment



3939370_1 - Ltr OMara.PDF

Bill:

As explained in the attached, Dave Barberie and Ed Gardner suggested I send this to you.

Lindsey W. Ingram III
Stoll Keenon Ogden PLLC
300 W. Vine St.
Suite 2100
Lexington, KY 40507
859-231-3982 (direct dial)
859-221-0997 (cell)
859-246-3672 (direct fax)
L.ingram@skofirm.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

**Usage Data Information**

Donna Taylor to: Keith L Cartier

08/26/2011 02:29 PM

Cc: Douglas Brock, Stacy Owens, Dorian Washington, Rachel Cole

History: This message has been forwarded.

Keith,

Attached are documents containing information related to the usage data files.

The file below contains the field layouts for the usage data files that are available on the Online Account Manager (OAM) system. A new file is available each Thursday containing that weeks billing information.



Usage Data File Layouts.doc

The file below contains sample records from the usage data file. The first three rows of the file are the column numbers that correspond with the usage date file layout. The weekly file is provided as a text file.



Usage Data File Layout - Billing Records.txt

The file below contains an explanation and example of a multi metered account which shows as one record on the usage data file. This confirms that there is only one record for each account billed.



Multi Meter Account Example.doc

Please review and let me know if you need additional information or would like to discuss further.

Donna

Donna B. Taylor
Supervisor, Regional Support
American Water - Eastern Division
2300 Richmond Rd.
Lexington, KY 40502
Voice: 859.268.6734
Fax: 859.335.3306

Internal: 7-533-6734
email: donna.taylor@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.

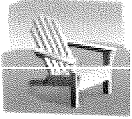
American Water, its subsidiaries and affiliates, does not accept liability for any errors, omissions, corruption or virus in the contents of this message or any attachments that arise as a result of e-mail transmission.


REDACTED - PRIVILEGED



REDACTED - PRIVILEGED





Re: Ifucg follow up 
 Bryan Siler to: Keith L Cartier
 Cc: Douglas Brock, Takisha D Walker

09/01/2011 05:33 PM

Here is what we know at this point.

1. Confirm how the info flows to LFUCG - daily, flat files, account manager, etc.

Dave Derr said the details are still being worked out by the BT team. They expect to have everything finalized by year end. We will still use the Online Account Manager to provide the data. The frequency will likely be weekly.

2. Confirm what is a "record" for a price/record - name, address, arrearage - is that 3 records or 1 record

We would not be maintaining any billing or payment information for sewer.

The information we will provide should be similar to the Usage Data we provide now. Currently, we provide the following:

Account Changes
 Premise Changes
 Readings
 Usage (Includes name, address, etc.)
 Transaction Summary

I guess it is our decision to charge a flat fee or per transaction for all of the above services.

3. Confirm any learnings (other than Georgetown) with how other clients experience number of shut offs ratio

We discussed Georgetown's rate of 0.90% of total customers having disconnect orders for non-payment of sewer. Gary, Indiana's rate is 0.44% for YTD 2011.

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

Keith L Cartier Had a session today with Ifucg. couple of follow...

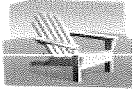
08/23/2011 04:14:53 PM

From: Keith L Cartier/KAWC/AWWSC
 To: Takisha D Walker/KAWC/AWWSC@AWW, Bryan Siler/KAWC/AWWSC@AWW
 Cc: Douglas Brock/KAWC/AWWSC@AWW
 Date: 08/23/2011 04:14 PM
 Subject: Ifucg follow up

Had a session today with Ifucg. couple of follow up items

1. Confirm how the info flows to LFUCG - daily, flat files, account manager, etc.
2. Confirm what is a "record" for a price/record - name, address, arrearage - is that 3 records or 1 record
3. Confirm any learnings (other than Georgetown) with how other clients experience number of shut offs ratio

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



Re: Fw: Contract Exit Strategy: Deliverables as Requested
Bryan Siler to: Keith L Cartier

09/14/2011 05:34 PM

Here is my full file.



Billing Vendor List.xls

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

Keith L Cartier

Thanks Bryan,. Can you send the excel file. Wa...

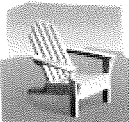
09/14/2011 04:57:51 PM

From: Keith L Cartier/KAWC/AWWSC
To: Bryan Siler/KAWC/AWWSC@AWW
Date: 09/14/2011 04:57 PM
Subject: Re: Fw: Contract Exit Strategy: Deliverables as Requested

Thanks Bryan,. Can you send the excel file. Want to provide these two columns in addition to what Stacy had

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

09/14/2011 03:12 PM

To Keith L Cartier/KAWC/AWWSC@AWW

cc

Subject Fw: Contract Exit Strategy: Deliverables as Requested

Keith,

In the interest of time, these all offer hosted solutions that are fully integrated and standardized. If needed, I have added some contact numbers below - they were easy to obtain.

Vendor name	Contact	Number
Billtrust (Brad Rice)	Brad Rice	1-888-580-2455 x303
ACS		
BestBill (Mark Taylor)	Mark Taylor	623-516-4700 x130
Cycle 30	Jeth Harbinson	1-888-501-4220
American Accounting and Billing Services (AABS)		

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

----- Forwarded by Bryan Siler/KAWC/AWWSC on 09/14/2011 03:13 PM -----

From: Stacy Owens/KAWC/AWWSC
 To: Jeffrey C Henson/ADMIN/CORP/AWWSC@AWW, Bruce A Hauk/INAWC/AWWSC@AWW, Takisha D Walker/KAWC/AWWSC@AWW, Rachel Cole/KAWC/AWWSC@AWW, Bryan Siler/KAWC/AWWSC@AWW, Douglas Brock/KAWC/AWWSC@AWW, Keith L Cartier/KAWC/AWWSC@AWW, Rachel Bartley/TAWC/AWWSC@AWW, Tonni Monk/WAWC/AWWSC@AWW, Linda S Bouvette/ADMIN/CORP/AWWSC@AWW, Jeffrey Ferrell/WVAWC/AWWSC@AWW, Dorian Washington/SERVCO/AWWSC@AWW, Donna Taylor/KAWC/AWWSC@AWW, Christopher J Long/PAWC/AWWSC@AWW, Richard W Bertelson/SERVCO/AWWSC@AWW, Sarah Workman/WVAWC/AWWSC@AWW
 Date: 08/30/2011 03:27 PM
 Subject: Contract Exit Strategy: Deliverables as Requested

Good Afternoon,

Attached are some additional vendors that can provide all of some the billing services for our various state municipalities. There is only one vendor who provided potential cost of printing and mailing services. Most were hesitate about pricing without more detail.

[attachment "Billing Vendor List.xls" deleted by Keith L Cartier/KAWC/AWWSC]

The following is BestBill's response to my request for cost:

" Not knowing a number of details, please use the following as guidelines for printing and mailing of bills. We have a demo of our services complete with integrated online billpay, automated phone pay as well as our "Go Green" E-bill service. We also have as an option 12 months of online bill storage for all customers to review or download. the price below also includes numerous choices of color paper stock with perforated coupons for payment and and return envelope. Presorted First class mail. All postage regardless of volume is at the rate of 37 cents. We also have an optional Lock-box payment process as well that can be used with any utilities existing bank.

50,000-149,999 11.9 cents
 150,000-249,000 11.3 cents

250,000 - 499,000 10.4 cents
500,000 - 900,000 9.9 cents

All bills received today are processed, printed, inserted and mailed by next business day.

I would be happy to give anyone a demonstration of our unique technologies and payment processes via "Go-To-Meeting"

Thanks for the call and I look forward to your comments."

Mark Taylor
www.bestbill.com
623-516-4700 x130

Let me know if you have any questions.

Thanks!
Stcy

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: August 2011 ECIS Support Invoice

Stacy Owens to: Keith L Cartier

09/15/2011 09:48 AM

Cc: Douglas Brock, Takisha D Walker, Donna Taylor, Dorian Washington

History: This message has been replied to.

Good Morning Keith,

I just spoke with David Derr and the cost associated with these requests were included in the analysis as part of the maintenance cost:

Total Annual Operation & Maintenance Cost:		Avg i
ITS	Annual Maintenance (D. Derr)	6

Let me know if you have any other questions. I have a pending action item from our last discussion related to the ratio of sewer customers to those that actually result in a nonpay shut off order. The CSC is working on the analysis to include all states providing disconnect for sewer collection services. I will follow up so that we can get that information to you soon.

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.

Keith L Cartier/KAWC/AWWSC

Keith L
Cartier/KAWC/AWWSC
09/14/2011 03:27 PM

To Stacy Owens/KAWC/AWWSC@AWW, Douglas
Brock/KAWC/AWWSC@AWW, Takisha D
Walker/KAWC/AWWSC@AWW

cc

Subject Fw: August 2011 ECIS Support Invoice

Looking at the direct charge IT bill for the last couple of months, some of it is for billing contract related items. Stacy, do you recall whether the proposed flat fee covered these types of requests?

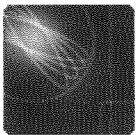
Takisha, otherwise let me know if something does not look right.

August expenses hitting KY



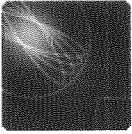
Keith Cartier
Vice President, Operations
Kentucky American Water
1 859 268 6324 Office
1 859 321 9803 Cell
keith.cartier@amwater.com

----- Forwarded by Keith L Cartier/KAWC/AWWSC on 09/14/2011 03:17 PM -----



Joe
Pignio/IS/CORP/AWWSC
09/14/2011 08:32 AM

To Adam McDonough/AAET/AWWSC@AWW, Doneen S
Hobbs/ADMIN/CORP/AWWSC@AWW, Meg
Neafsey/ADMIN/CORP/AWWSC@AWW, Robert G
MacLean/ADMIN/CORP/AWWSC@AWW, Paul G
Townesley/CAWC/AWWSC@AWW, Randy A
Moore/IAWC/AWWSC@AWW, Frank
Kartmann/MOAWC/AWWSC@AWW, Karla A
Teasley/LAWC/AWWSC@AWW, John
Bigelow/ADMIN/CORP/AWWSC@AWW, Kathy L
Pape/PAWC/AWWSC@AWW, Nick
Rowe/KAWC/AWWSC@AWW, William
Varley/LIWC/AWWSC@AWW, David K
Little/OAWC/AWWSC@AWW, William
Walsh/VAWC/AWWSC@AWW, Wayne
Morgan/ADMIN/CORP/AWWSC@AWW, Alan J
DeBoy/INAWC/AWWSC@AWW, Cheryl D
Norton/LAWC/AWWSC@AWW, Deron E
Allen/TAWC/AWWSC@AWW
cc Emily A Ashworth/SERVCO/AWWSC@AWW, Mark S
Smith/SERVCO/AWWSC@AWW, Brian K
Bruce/CAWC/AWWSC@AWW, Charlie



Jones/IAWC/AWWSC@AWW, Darlene L
Williams/SERVCO/AWWSC@AWW, David S
Derr/PAWC/AWWSC@AWW, Deborah A
Degillio/ADMIN/CORP/AWWSC@AWW, Greg
Weeks/MOAWC/AWWSC@AWW, Keith L
Cartier/KAWC/AWWSC@AWW, Kevin
Dunn/MOAWC/AWWSC@AWW, Kimberly M
Nye/CONSULT/AWWSC@AWW, Richard
Kern/LIWC/AWWSC@AWW, Roger D
Maynard/INAWC/AWWSC@AWW, Rosemarie
Lambe/SERVCO/AWWSC@AWW, Stephen F
Anzaldo/PAWC/AWWSC@AWW, Tonni
Monk/VAWC/AWWSC@AWW, Thomas C
Spitz/SHARVCS/AWWSC@AWW, Sharon J
Keeney/INAWC/AWWSC@AWW, Lisa M
Carlson/AZAWC/AWWSC@AWW, Tonni
Monk/VAWC/AWWSC@AWW, Gregory A
Barber/SERVCO/AWWSC@AWW, Amy
Christensen/NJAWC/AWWSC@AWW, Fred L
Ruckman/LAWC/AWWSC@AWW, Kevin N
Rogers/TAWC/AWWSC@AWW, Scott W
Corvey/SERVCO/AWWSC@AWW

Subject August 2011 ECIS Support Invoice

Attached is the detailed spreadsheet for ITS ECIS support work completed in August 2011, listing the Enterprise and State specific support work for configuration changes, complex queries, out of balance inquiries, IAM Provisioning request, and data repairs. The charges that will be allocated in September 2011, by State, are located on the spreadsheet under the "Summary tab".

If you have any questions on the information listed in the spreadsheet, please contact David Derr at 717-520-4520.

[attachment "Direct Charge August 2011.xls" deleted by Stacy Owens/KAWC/AWWSC]

Regards,

Joseph A. Pignio
Senior Business Relationship Analyst

American Water
Center for Innovation, Technology and Excellence (CITE) Building
1000 Voorhees Drive,
Voorhees, New Jersey 08043

Mailing Address:
American Water
1025 Laurel Oak Road
P.O. Box 1770
Voorhees, New Jersey 08043
U.S.A.

Phone +1 856-782-2857
Mobile +1 609-707-3777
Fax +1 856-782-2900
E-Mail joe.pignio@amwater.com



Re: Fw: List and schedule for ending billing contracts, establishing usage contracts 

Douglas Brock to: Keith L Cartier

09/16/2011 03:06 PM

Cc: Bryan Siler, Takisha D Walker

Keith,

Takisha and Bryan have collected the information you requested on our contracts. Let me know how you want us to proceed with exiting out of them i.e. Do we need to take the lead?

Thanks,
Douglas Brock
Manager Field Operations
2300 Richmond Road
Lexington, Kentucky 40502
(859) 268 -6340 Office
(859) 381-7966 Cell
douglas.brock@amwater.com

Takisha D Walker Hello, Please see the attached document with th...

09/16/2011 01:16:06 AM




Takisha D Walker/KAWC/AWWSC

09/16/2011 01:16 AM

To Bryan Siler/KAWC/AWWSC@AWW

cc Douglas Brock/KAWC/AWWSC@AWW

Subject List and schedule for ending billing contracts, establishing usage contracts 

Hello,

Please see the attached document with the contract data regarding the dates.

Please let me know if you have any additional questions or concerns.

Thanks



Contracts.xls

Takisha Walker, Customer Service Advocate
Kentucky American Water
(O) 859-268-6313 (Internal: 7-533-6313)
(M) 859-361-8981
(F) 859-268-6315
takisha.walker@amwater.com
We Care About Water. It's What We Do.

**Fw: Usage Data Layout**

Tammy T MacLaughlin to: Keith L Cartier

09/21/2011 05:45 PM

History: This message has been replied to and forwarded.

Keith,

In response to your voice message, I believe LFUCG may be looking for some information concerning what and how we would provide in a usage data file. The attached contains the current file layouts for usage data coming out of ECIS. These file layouts will change when we go the SAP. The type of data will likely be the same or similar, but file lengths will definitely change.

Let me know if this isn't what you are looking for and we'll circle back around.

Thanks,
Tammy

Tammy MacLaughlin
CIS Process Lead
Business Transformation Program
American Water
Phone: 856-568-5884
Cell: 618-910-9817
Fax: 856-568-5949
tammy.maclaughlin@amwater.com

Mailing Address:
American Water
1025 Laurel Oak Dr
Voorhees, NJ 08043

Physical Address:
1000 Voorhees Drive, Suite D
Voorhees, NJ 08043

----- Forwarded by Tammy T MacLaughlin/CALLCTR/CORP/AWWSC on 09/21/2011 03:38 PM -----

From: Brian K Schaertel/PAWC/AWWSC
To: Tammy T MacLaughlin/CALLCTR/CORP/AWWSC@AWW
Date: 09/21/2011 03:27 PM
Subject: Usage Data Layout



2194_001.pdf

Brian Schaertel
ITS Team Lead
American Water
800 West Hershey Park Drive
Hershey, PA 17033

717-520-4545
717-991-1964 (cell)
717-531-3251 (fax)
bschaert@pawc.com

**LFUCG - Vertex contact information**

David S Derr to: Keith L Cartier

Cc: Leigh Ann Thomas

10/17/2011 01:34 PM

History: This message has been forwarded.

Keith, below is the contact information for the vendor who supports our E-CIS system. Kevin can answer any questions they may have.

Kevin Patterson, General Manager - Client Services

Vertex Business Services

100511 Airport Road, Scottsbluff, NE 69361

T: 308 220 5200 M: 308 641 6501 | www.vertexgroup.com/na

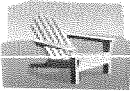
Please let me know if you need any additional information or have any questions.

David S Derr | American Water | Hershey, PA
Manager, Business Application Development - ITS
800 West Hersheypark Drive Hershey, PA 17033
i: 7-300-4520 | o: 717.520.4520 | c: 717.572.0812 | e: david.derr@amwater.com



Please consider the environment before printing this e-mail

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



LFUCG RFP

Bryan Siler to: Douglas Brock, Keith L Cartier

11/14/2011 03:03 PM

History:

This message has been forwarded.

FYI - This is what they sent to Purchasing...



RFP #40-2011 Billing Collection Services - Sewer Landfill Water Quality Fees(3)-To Purchasing.doc



RE: individual requests for RFP info
William O'Mara
to:
Keith.Cartier
11/30/2011 10:49 AM
Cc:
Bryan.Siler
Hide Details
From: "William O'Mara" <billo@lexingtonky.gov>

To: <Keith.Cartier@amwater.com>

Cc: <Bryan.Siler@amwater.com>

History: This message has been replied to and forwarded.

Keith-

Under our purchasing rules, when a RFP is open, all communications must channel through the Purchasing Division. Todd Slatin is the contact point in Purchasing. His contact info is

tskatin@lexingtonky.gov or 258-3328. If Bryan could furnish Todd any needed information, he will coordinate with prospective vendors.

Thanks-
Bill O

From: Keith.Cartier@amwater.com [<mailto:Keith.Cartier@amwater.com>]
Sent: Wednesday, November 30, 2011 10:30 AM
To: William O'Mara
Cc: Bryan.Siler@amwater.com
Subject: individual requests for RFP info

Hi Bill,

Just an FYI and request. Bryan Siler has been receiving requests for various info directly from some prospective responders. Consistent with what I believe we agreed, we're referring those back to LFUCG for vetting and response. If there are aspects that LFUCG may not be able to address, then we'd provide that info back to LFUCG for dispersal to all interested parties. Initially we thought that we refer back to you, but then realized we're not that familiar with the internal LFUCG processes to know whether that would be appropriate. Is there someone else who would be more appropriate for the prospect questions?

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

Re: Fw: LFUCG RFP 
Tammy T MacLaughlin to: Keith L Cartier

12/09/2011 01:36 PM

History: This message has been forwarded.

Keith,

I believe you may want to go ahead with your conversation, just mention that we will be going to a new CIS (SAP) in mid 2013 and more information concerning those impacts will be forthcoming. I am still waiting on confirmation of the data file changes, but do plan to share that with you and others shortly after first of the year. I apologize for not updating you sooner.

We did learn last week based on a recent Steering Committee discussion, that offering billing services for municipalities in SAP would not be an option. I also believe Walter will be sending that notification to state presidents in the next few days. We will still provide usage data, but even that, as you know, will be an impact on the muni because of changes in field lengths and file layouts.

In the meantime, let me know if I can provide additional information.

Thanks,
Tammy

Tammy MacLaughlin
CIS Release Lead
Business Transformation Program
American Water
Phone: 856-568-5884
Cell: 618-910-9817
Fax: 856-568-5949
tammy.maclaughlin@amwater.com

Mailing Address:
American Water
1025 Laurel Oak Dr
Voorhees, NJ 08043

Physical Address:
1000 Voorhees Drive, Suite D
Voorhees, NJ 08043

Keith L Cartier

Hi Tammy, Hadn't seen anything sent around, th...

12/07/2011 01:39:53 PM

From: Keith L Cartier/KAWC/AWWSC
To: Tammy T MacLaughlin/CALLCTR/CORP/AWWSC@AWW
Date: 12/07/2011 01:39 PM
Subject: Re: Fw: LFUCG RFP

Hi Tammy,
Hadn't seen anything sent around, though may have missed. Have you had the opportunity to pull thoughts together for municipal RFP's? We've had several conversations with clients, and have one more to notify. If something is close, we may wait so we can convey to them the considerations you're pulling together. No pressure - I know you may be a little busy on some things up in NJ!

Keith Cartier

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

Tammy T MacLaughlin/CALLCTR/CORP/AWWSC

Tammy T
MacLaughlin/CALLCTR/COR
P/AWWSC

11/15/2011 10:49 AM

To Keith L Cartier/KAWC/AWWSC@AWW
cc Bryan Siler/KAWC/AWWSC@AWW, Douglas
Brock/KAWC/AWWSC@AWW
Subject Re: Fw: LFUCG RFP

Keith, Doug and Brian,

Thanks for the heads up. The LFUCG RFP is concerning with the level of detail related to ECIS and specific field attributes. I am going to work on providing a view of considerations that municipalities may want to provide in future billing provider RFPs and have available for states the week of 11/28. I'll also set up a Webex to go over the contents. In the meantime, let me know of any questions.

Thanks,
Tammy

Tammy MacLaughlin
CIS Release Lead
Business Transformation Program
American Water
Phone: 856-568-5884
Cell: 618-910-9817
Fax: 856-568-5949
tammy.maclaughlin@amwater.com

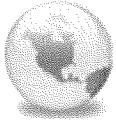
Mailing Address:
American Water
1025 Laurel Oak Dr
Voorhees, NJ 08043

Physical Address:
1000 Voorhees Drive, Suite D
Voorhees, NJ 08043

Keith L Cartier

Tammy, This is a copy of the RFP that Lexington...

11/15/2011 07:39:38 AM



LFUCG update
William O'Mara
to:
Keith.Cartier
01/09/2012 04:38 PM
Cc:
"Jane C Driskell"
Hide Details
From: "William O'Mara" <billo@lexingtonky.gov>

To: <Keith.Cartier@amwater.com>

Cc: "Jane C Driskell" <jdriskell@lexingtonky.gov>

History: This message has been replied to and forwarded.

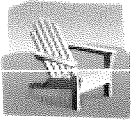
Keith-


Our schedules seem to stay challenged connecting by phone so I thought I would send an e-mail. I wanted to give you a heads up that tomorrow's Council Worksession may have comments regarding KAWC. Our agreement for Project Management services will be on the docket for approval. This is hiring a project manager to assist in final selection and management of the transition to a new user fee billing and collection vendor. In addition, Council members have been contacted by citizens regarding the multi-year back billing for sewer user fees. Either subject may or may not be discussed.

Finally, as we discussed in December, it is urgent that LFUCG and KAWC meet to determine the contractual arrangement we will have on a go forward basis. In order to engage a new billing and collection vendor, we need to have the arrangements finalized between LFUCG and KAWC. Data, the exchange of data, services, as well as costs would all be covered in the new contract. Please let me know when we can begin this important next step.

Hope you had a good holiday season and good luck going into the freezing weather season.

Thanks-
Bill O



Re: Fw: LFUCG update 
 Bryan Siler to: Keith L Cartier
 Cc: Douglas Brock

01/09/2012 05:44 PM

Yes, sorry I didn't copy you.

----- Forwarded by Bryan Siler/KAWC/AWWSC on 01/09/2012 05:48 PM -----

From: Bryan Siler/KAWC/AWWSC
 To: Candice Deininger <cdeining@lexingtonky.gov>
 Date: 01/09/2012 05:09 PM
 Subject: Usage Data - Future Changes

Candice,

I know you are near selecting, or already have selected, a contractor for your new billing system. In that regard I want to make sure you are aware of some changes that will likely happy to the data we will provide you once we transition to SAP. These changes do not apply to the usage data you receive while we are using ORCOM.

The data files we provide will contain the same data, however, there will be differences in the file lengths (i.e. customer account number, codes used to represent different activity, etc.). There will be two main files. The first will contain meter reading and consumption records and the second will contain customer and premise changes. The monthly usage data period will be the first through last day of the month for all monthly authorities

Please feel free to pass this information on to your contractor so this level of flexibility is built into whatever system they are developing. If you have any questions, I will do my best to get answers for you. Hopefully, these changes will be finalized in February and any questions can be permanently resolved.

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

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 fyi., Bryan,

01/09/2012 05:35:00 PM

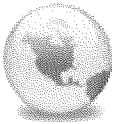
From: Keith L Cartier/KAWC/AWWSC
To: Douglas Brock/KAWC/AWWSC@AWW, Bryan Siler/KAWC/AWWSC@AWW
Date: 01/09/2012 05:35 PM
Subject: Fw: LFUCG update

fyi.,

Bryan,
any update on something to send to LFUCG based on Tammy's email?

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 01/09/2012 05:33 PM -----



"William O'Mara"
<billo@lexingtonk
y.gov>

To <Keith.Cartier@amwater.com>

cc "Jane C Driskell" <jdriskell@lexingtonky.gov>

01/09/2012 04:38
PM

Subject LFUCG update

Keith-

Our schedules seem to stay challenged connecting by phone so I thought I would send an e-mail. I wanted to give you a heads up that tomorrow's Council Worksession may have comments regarding KAWC. Our agreement for Project Management services will be on the docket for approval. This is hiring a project manager to assist in final selection and management of the transition to a new user fee billing and collection vendor. In addition, Council members have been contacted by citizens regarding the multi-year back billing for sewer user fees. Either subject may or may not be discussed.

Finally, as we discussed in December, it is urgent that LFUCG and KAWC meet to determine the contractual arrangement we will have on a go forward basis. In order to engage a new billing and collection vendor, we need to have the arrangements finalized between LFUCG and KAWC. Data, the exchange of data, services, as well as costs would all be covered in the new contract. Please let me know when we can begin this important next step.

Hope you had a good holiday season and good luck going into the freezing weather season.

Thanks-
Bill O



RE: Draft Usage Data and Shut-Off Agreement
William O'Mara to: Keith.Cartier

01/31/2012 02:11 PM

Keith-
Thanks for the draft. We will circulate for review and get back with you.

Bill O

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

From: Erin.OLeary@amwater.com [mailto:Erin.OLeary@amwater.com] On Behalf Of Keith.Cartier@amwater.com
Sent: Tuesday, January 31, 2012 12:21 PM
To: William O'Mara
Cc: Douglas.Brock@amwater.com; Bryan.Siler@amwater.com; Rachel.Cole@amwater.com
Subject: Draft Usage Data and Shut-Off Agreement

Bill,

Attached is the usage data and shut-off agreement for your review and use with LFUCG's vendors. After they've had a chance to review, it may be beneficial for a small group of LFUCG and Kentucky American folks to get together to address questions and promote a more thorough understanding of the process. If you agree, let me know some dates/times that would work for your team, and we'll work on getting something firmed up.

(See attached file: Water Shut-Off Agreement.doc)

Thank you,

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

**Cost of Usage Data**

Mary Gina Money to: Keith L Cartier, Linda Bridwell

02/23/2012 04:27 PM

Thanks,
Gina

Gina Money-Handel
Finance Manager
Kentucky American Water
Office: (859) 268-6311
Internal: 7 + 533-6311

***** 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 Mary Gina Money/KAWC/AWWSC on 02/23/2012 04:26 PM -----

From: Susan Lee/SERVCO/AWWSC
To: Peter Z Yuan/SERVCO/AWWSC@AWW
Cc: Mary Gina Money/KAWC/AWWSC@AWW
Date: 02/21/2012 05:23 AM
Subject: Re: Fw: Question

Hi Peter,

Not sure if it would be helpful, but here is the study on cost of usage data.



Cost of Usage Data 3-30-11.xls

Thanks,
Susan

~~~~~  
Manager, Treasury Services  
1025 Laurel Oak Road, Voorhees, NJ 08043  
office: (856) 782-3613; cell: (856) 448-3433  
Susan.Lee@amwater.com

Peter Z Yuan

Gina/Susan, See email below... Kevin in TN is w...

02/17/2012 02:01:00 PM

From: Peter Z Yuan/SERVCO/AWWSC  
To: Mary Gina Money/KAWC/AWWSC@AWW, Susan Lee/SERVCO/AWWSC@AWW  
Date: 02/17/2012 02:01 PM  
Subject: Fw: Question

Gina/Susan,

See email below... Kevin in TN is wondering how KY did sewer shutoff study..in which there was a piece on how FRCC allocated cost to TN. Can you offset some light on how you did?

Thanks,

Peter

----- Forwarded by Peter Z Yuan/SERVCO/AWWSC on 02/17/2012 01:58 PM -----

From: Bryan Siler/KAWC/AWWSC  
To: Peter Z Yuan/SERVCO/AWWSC@AWW  
Date: 02/17/2012 01:47 PM  
Subject: Re: Question

---

Gina Money did an analysis for the cost of a service order. I believe Susan Lee did an analysis for the price of usage data.

\*\*\*\*\*

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

Peter Z Yuan

Bryan, You did an analysis on sewer shutoff ana...

02/17/2012 01:16:24 PM

**Re: Meeting with KAWC** 

Susan L Lancho to: kathi

04/27/2012 03:18 PM

Cc: billo, cdeininge, jhoggard, marisa, myork, Ellen U Williams

Bcc: Keith L Cartier

This message is digitally signed.

Kathi --

It was a pleasure meeting you. I appreciate the follow up and your kind note. I think we've made a great start and look forward to finalizing our communications plan.

FYI, I'll be out of the office all day and/or traveling on the following dates: May 9 and June 4 though June 6. I'm hopeful we can avoid these dates for our meetings so that I can participate, but if that is absolutely not possible we'll work through it -- no problem.

Also, please don't hesitate to call or email me in the interim if I can be of further assistance. My assistant is Ellen Williams (copied on this note), and she can be reached at 859-268-6364 if for any reason you can't reach me with an urgent question, etc.

I look forward to working with you and the team,

Susan

**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

Like us on FaceBook

kathi

This is the summary of a great meeting I had wit...

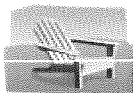
04/26/2012 03:21:31 PM

From: kathi@utiliplan.com  
To: susan.lancho@amwater.com, billo@lexingtonky.gov, myork@lexingtonky.gov, cdeininge@lexingtonky.gov  
Cc: jhoggard@utiliplan.com, marisa@utiliplan.com  
Date: 04/26/2012 03:21 PM  
Subject: Meeting with KAWC

This is the summary of a great meeting I had with Susan Lancho at Kentucky American Water. Susan would like to be involved as we move ahead with our communication planning so we are all in synch as far as dates and deadlines. Next week I will send out meeting invitations to hold some times. Thanks again, Susan, for all of your support.

Kathi[attachment "Summary of Meeting with Susan Lancho, KAWC.docx" deleted by Susan L Lancho/KAWC/AWWSC]





**Fw: Cost of Service Order**

Bryan Siler to: Keith L Cartier, Douglas Brock

07/06/2012 05:21 PM

FYI

----- Forwarded by Bryan Siler/KAWC/AWWSC on 07/06/2012 05:21 PM -----

From: Mary Gina Money/KAWC/AWWSC  
To: Takisha D Walker/KAWC/AWWSC@AWW, Bryan Siler/KAWC/AWWSC@AWW  
Date: 07/15/2011 10:39 AM  
Subject: Cost of Service Order



Sewer Shut Off 7-15-11.xls

\*\*\*\*\*  
Gina Money-Handel  
Manager of Finance, Kentucky American Water  
2300 Richmond Road  
Lexington, KY 40502  
Office: 859-268-6311  
Cell: 859-494-4988  
E-mail: gina.money@amwater.com  
\*\*\*\*\*

**Testing with LFUCG**

Tammy T MacLaughlin to: Keith L Cartier

07/17/2012 06:50 PM

---

History: This message has been replied to.

---

Keith,

I followed up with Cheryl and LFUCG declined our offer to test early with the new solution due to ongoing work with new billing vendor and resource constraints.

Thanks,  
Tammy

Tammy MacLaughlin  
Business Transformation Program  
American Water  
Phone: 856-568-5884  
Cell: 618-910-9817  
Fax: 856-568-5949  
tammy.maclaughlin@amwater.com

Mailing Address:  
American Water  
1025 Laurel Oak Dr  
Voorhees, NJ 08043

Physical Address:  
1000 Voorhees Drive, Suite D  
Voorhees, NJ 08043

**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.

---

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.MP4 KY-Lexington\_LFUCG sewer billing split\_FINAL.PDF

**RE: Update to Draft Contract**

Ingram III, Lindsey to: David Barberie, William O'Mara

07/13/2012 05:11 PM

Cc: Keith.Cartier, Douglas.Brock, Bryan.Siler

**2 attachments**

Usage Data File Layouts.doc



LEXINGTON-#4067609-v10-Water\_Usage\_Data\_and\_Shut-Off\_Agreement.DOC

Dave/Bill:

I have attached the latest version of the contract. I have also attached Appendix A. The contract is clean in that we have removed all of the redline that existed and in accordance with our ongoing discussions. Please review and let us know your thoughts.

On the issue of amending the termination provisions of the contract, we are more than willing to consider/discuss any language you propose. KAW understands that LFUCG wants this to provide some comfort/assurance that data will be provided even if something happens to the contract. Of the three options you suggested below, it seems like your second option (data would co  
<<LEXINGTON-#4067609-v10-Water\_Usage\_Data\_and\_Shut-Off\_Agreement.DOC>>  
ntinue to be provided in exchange for payment until another agreement is reached) is the simplest, most efficient and would result in the least substantive change to the existing document. Thus, I would suggest LFUCG propose some language along those lines and we'll get back to you very quickly.

No apologies required for not raising the termination issue earlier. We'll deal with it and get this contract completed very soon.

Lindsey

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

From: David Barberie [mailto:dbarberi@lexingtonky.gov]

Sent: Thursday, July 12, 2012 8:16 AM

To: Ingram III, Lindsey

Cc: William O'Mara

Subject: RE: Update to Draft Contract

Lindsey -

I believe Bill has been working with your people on some additional language changes related to shutoffs. I have been asked to see if KAW would be willing to amend the automatic termination clause.

We would prefer that termination only be for cause as we have to have the usage records even if there end up being other issues with the contract. Another possible alternative would be to have a requirement that KAW continue to provide the records to LFUCG for payment with an understanding that that would be the only obligation until another agreement was reached regarding the other terms. Yet another alternative would be to have the shutoff agreement be a separate

agreement from the agreement to provide the data usage records. This alternative seems appealing (perhaps only to me) in that I think the real issues that both parties may have with this relationship are primarily going to involve that process and how it is handled.

I apologize for not bringing this issue to your attention earlier.

This message may contain information which is confidential or privileged and should not be disseminated to the public. If you are not the intended recipient, please advise the sender immediately by reply e-mail and delete this message and any attachments without retaining a copy. Thank you.

David J. Barberie

Managing Attorney

Lexington-Fayette Urban County Government

Department of Law (11th floor)

200 East Main Street

Lexington, Kentucky 40507

Telephone: (859)258-3500

Facsimile: (859)258-3538

dbarberi@lexingtonky.gov

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

From: Ingram III, Lindsey [mailto:L.Ingram@skofirm.com]  
Sent: Monday, July 09, 2012 2:45 PM  
To: William O'Mara; David Barberie  
Cc: Douglas.Brock@amwater.com; Keith.Cartier@amwater.com;  
Bryan.Siler@amwater.com  
Subject: RE: Update to Draft Contract

Bill/Dave:

Here is the latest version of the contract. We look forward to hearing from you about it. Thanks.

Lindsey W. Ingram III  
Stoll Keenon Ogden PLLC  
300 W. Vine St.  
Suite 2100  
Lexington,

<<LEXINGTON-#4067609-v8-Water\_Usage\_Data\_and\_Shut-Off\_Agreement.DOC>> KY  
40507

859-231-3982 (direct dial)

859-221-0997 (cell)

859-246-3672 (direct fax)

L.ingram@skofirm.com

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

From: Keith.Cartier@amwater.com [mailto:Keith.Cartier@amwater.com]  
Sent: Friday, July 06, 2012 5:27 PM  
To: William O'Mara  
Cc: Ingram III, Lindsey; Douglas.Brock@amwater.com  
Subject: Update to Draft Contract

Bill,

We'll have a revised version of the contract to you on Monday, based on conversations of earlier today around your edits/questions. We're getting closer, though I still think some additional conversation will need to

occur. I know we're all working toward the most efficient and workable process, yet as the saying goes, the devil is in the details. I have every confidence we'll be able to wrap up fairly quickly, allow your vendor to complete their work, and have the "final" contract available for the first work session following council's break. We may want to target a get together mid to late week next week if that works for you all.

Keith

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



RE: Billing Agreement  
Ingram III, Lindsey

to:

David Barberie, William O'Mara

07/26/2012 05:56 PM

Cc:

Bryan.Siler, Douglas.Brock, Keith.Cartier

Hide Details

From: "Ingram III, Lindsey" <L.Ingram@skofirm.com>

To: "David Barberie" <dbarberi@lexingtonky.gov>, "William O'Mara"  
<billo@lexingtonky.gov>

Cc: <Bryan.Siler@amwater.com>, <Douglas.Brock@amwater.com>,  
<Keith.Cartier@amwater.com>

## 1 Attachment



LEXINGTON-#4067609-v11-Water\_Usage\_Data\_and\_Shut-Off\_Agreement.DOC

Dave/Bill:

Per my discussion with Dave of earlier today, we have suggested a few additional edits to Section VI regarding termination. Dave, you will see that my suggested edits are a combination of the two options we discussed and I think we've reached a fair resolution of the issue in a way that ensures LFUCG will continue to get Water Usage Data and that KAW will not be exposed financially by continuing to provide it in the event the contract gets terminated.

KAW is fine with all other edits Dave proposed (which are still in redline in the attached) in his version of July 18. However, we do have a question – we're not sure what Dave meant with his edit in Section III, Paragraph 6. KAW is fine with the original wording of that paragraph. Is there some change that LFUCG needs? We can't tell.

I know that the plan is for you all to present this for approval in the next few weeks once it is deemed "final." KAW needs to have it approved as well. To that end, please let us know as soon as you think this is "final" and ready for you to present it so that we can seek our own internal approval. We do not expect any issues, but we want to avoid a situation where LFUCG Council approves it only to learn that KAW wants other edits. Please give us as much time as you can between deeming it "final" and presenting it to the Council so we can seek our own internal approval.

Thanks.

Lindsey W. Ingram III  
Stoll Keenon Ogden PLLC  
300 W. Vine St.  
Suite 2100  
Lexington, KY 40507  
859-231-3982 (direct dial)  
859-221-0997 (cell)  
859-246-3672 (direct fax)  
[L.ingram@skofirm.com](mailto:L.ingram@skofirm.com)

---

**From:** David Barberie [<mailto:dbarberi@lexingtonky.gov>]  
**Sent:** Wednesday, July 25, 2012 3:27 PM  
**To:** Ingram III, Lindsey  
**Cc:** William O'Mara  
**Subject:** Billing Agreement

Lindsey –

I will be out of the office next week and Bill wants to make sure the agreement is still moving along. Is there any feedback on our latest proposed changes yet? Thanks.

**This message may contain information which is confidential or privileged and should not be disseminated to the public. If you are not the intended recipient, please advise the sender immediately by reply e-mail and delete this message and any attachments without retaining a copy. Thank you.**

David J. Barberie  
Managing Attorney  
Lexington-Fayette Urban County Government  
Department of Law (11th floor)  
200 East Main Street  
Lexington, Kentucky 40507  
Telephone: (859)258-3500  
Facsimile: (859)258-3538  
[dbarberi@lexingtonky.gov](mailto:dbarberi@lexingtonky.gov)





FW: Billing Agreement

William O'Mara

to:

L.Ingram

07/27/2012 03:53 PM

Cc:

"David Barberie", "Jacob Walbourn", Keith.Cartier, Douglas.Brock, Bryan.Siler

Hide Details

From: "William O'Mara" <billo@lexingtonky.gov> Sort List...

To: <L.Ingram@skofirm.com>

Cc: "David Barberie" <dbarberi@lexingtonky.gov>, "Jacob Walbourn"

<jwalbourn@lexingtonky.gov>, <Keith.Cartier@amwater.com>,

<Douglas.Brock@amwater.com>, <Bryan.Siler@amwater.com>

History: This message has been forwarded.

#### 1 Attachment



LEXINGTON-#4067609-v11-Water\_Usage\_Data\_and\_Shut-Off\_Agreement.DOC

Lindsey-

We are good with this as the final for presentation for approvals. I deleted David's comment in part III.6. I will carry forward to Jane and the Mayor's office next week.

If we can submit for Council agenda on Monday, August 6, it will make the August 16 Council Meeting.

Many thanks for the coordinated effort.

Bill O

---

**From:** David Barberie

**Sent:** Thursday, July 26, 2012 6:50 PM

**To:** William O'Mara; Jacob Walbourn  
**Subject:** FW: Billing Agreement

Bill -

I am ok with this if you are. The question mark on III (6) was the issue you had raised re: not shutting off certain life-support type cases. I could not remember the verbage you had used before and whatever you decide is fine with me.

---

**From:** Ingram III, Lindsey [<mailto:L.Ingram@skofirm.com>]  
**Sent:** Thu 7/26/2012 17:56  
**To:** David Barberie; William O'Mara  
**Cc:** Bryan.Siler@amwater.com; Douglas.Brock@amwater.com; Keith.Cartier@amwater.com  
**Subject:** RE: Billing Agreement

Dave/Bill:

Per my discussion with Dave of earlier today, we have suggested a few additional edits to Section VI regarding termination. Dave, you will see that my suggested edits are a combination of the two options we discussed and I think we've reached a fair resolution of the issue in a way that ensures LFUCG will continue to get Water Usage Data and that KAW will not be exposed financially by continuing to provide it in the event the contract gets terminated.

KAW is fine with all other edits Dave proposed (which are still in redline in the attached) in his version of July 18. However, we do have a question – we're not sure what Dave meant with his edit in Section III, Paragraph 6. KAW is fine with the original wording of that paragraph. Is there some change that LFUCG needs? We can't tell.

I know that the plan is for you all to present this for approval in the next few weeks once it is deemed "final." KAW needs to have it approved as well. To that end, please let us know as soon as you think this is "final" and ready for you to present it so that we can seek our own internal approval. We do not expect any issues, but we want to avoid a situation where LFUCG Council approves it only to learn that KAW wants other edits. Please give us as much time as you can between deeming it "final" and presenting it to the Council so we can seek our own internal approval.

Thanks.

Lindsey W. Ingram III  
Stoll Keenon Ogden PLLC  
300 W. Vine St.  
Suite 2100  
Lexington, KY 40507  
859-231-3982 (direct dial)  
859-221-0997 (cell)  
859-246-3672 (direct fax)  
[L.ingram@skofirm.com](mailto:L.ingram@skofirm.com)

---

**From:** David Barberie [<mailto:dbarberi@lexingtonky.gov>]  
**Sent:** Wednesday, July 25, 2012 3:27 PM  
**To:** Ingram III, Lindsey  
**Cc:** William O'Mara  
**Subject:** Billing Agreement

Lindsey –

I will be out of the office next week and Bill wants to make sure the agreement is still moving along. Is there any feedback on our latest proposed changes yet? Thanks.

**This message may contain information which is confidential or privileged and should not be disseminated to the public. If you are not the intended recipient, please advise the sender immediately by reply e-mail and delete this message and any attachments without retaining a copy. Thank you.**

David J. Barberie  
Managing Attorney  
Lexington-Fayette Urban County Government  
Department of Law (11th floor)  
200 East Main Street  
Lexington, Kentucky 40507  
Telephone: (859)258-3500  
Facsimile: (859)258-3538  
[dbarberi@lexingtonky.gov](mailto:dbarberi@lexingtonky.gov)

REDACTED - PRIVILEGED



---

**From:** William O'Mara [<mailto:billo@lexingtonky.gov>]

**Sent:** Friday, July 27, 2012 3:53 PM

**To:** Ingram III, Lindsey

**Cc:** David Barberie; Jacob Walbourn; Keith.Cartier@amwater.com; Douglas.Brock@amwater.com;  
Bryan.Siler@amwater.com

**Subject:** FW: Billing Agreement

Lindsey-

We are good with this as the final for presentation for approvals. I deleted David's comment in part III.6. I will carry forward to Jane and the Mayor's office next week.

If we can submit for Council agenda on Monday, August 6, it will make the August 16 Council Meeting.

Many thanks for the coordinated effort.

Bill O

---

**From:** David Barberie  
**Sent:** Thursday, July 26, 2012 6:50 PM  
**To:** William O'Mara; Jacob Walbourn  
**Subject:** FW: Billing Agreement

Bill -

I am ok with this if you are. The question mark on III (6) was the issue you had raised re: not shutting off certain life-support type cases. I could not remember the verbage you had used before and whatever you decide is fine with me.

---

**From:** Ingram III, Lindsey [<mailto:L.Ingram@skofirm.com>]  
**Sent:** Thu 7/26/2012 17:56  
**To:** David Barberie; William O'Mara  
**Cc:** Bryan.Siler@amwater.com; Douglas.Brock@amwater.com; Keith.Cartier@amwater.com  
**Subject:** RE: Billing Agreement

Dave/Bill:

Per my discussion with Dave of earlier today, we have suggested a few additional edits to Section VI regarding termination. Dave, you will see that my suggested edits are a combination of the two options we discussed and I think we've reached a fair resolution of the issue in a way that ensures LFUCG will continue to get Water Usage Data and that KAW will not be exposed financially by continuing to provide it in the event the contract gets terminated.

KAW is fine with all other edits Dave proposed (which are still in redline in the attached) in his version of July 18. However, we do have a question – we're not sure what Dave meant with his edit in Section III, Paragraph 6. KAW is fine with the original wording of that paragraph. Is there some change that LFUCG needs? We can't tell.

I know that the plan is for you all to present this for approval in the next few weeks once it is deemed "final." KAW needs to have it approved as well. To that end, please let us know as soon as you think this is "final" and ready for you to present it so that we can seek our own internal approval. We do not expect any issues, but we want to avoid a situation where LFUCG Council approves it only to learn that KAW wants other edits. Please give us as much time as you can between deeming it "final" and presenting it to the Council so we can seek our own internal approval.

Thanks.

Lindsey W. Ingram III  
Stoll Keenon Ogden PLLC  
300 W. Vine St.  
Suite 2100  
Lexington, KY 40507  
859-231-3982 (direct dial)  
859-221-0997 (cell)

859-246-3672 (direct fax)  
[L.ingram@skofirm.com](mailto:L.ingram@skofirm.com)

---

**From:** David Barberie [<mailto:dbarberi@lexingtonky.gov>]  
**Sent:** Wednesday, July 25, 2012 3:27 PM  
**To:** Ingram III, Lindsey  
**Cc:** William O'Mara  
**Subject:** Billing Agreement

Lindsey –

I will be out of the office next week and Bill wants to make sure the agreement is still moving along. Is there any feedback on our latest proposed changes yet? Thanks.

**This message may contain information which is confidential or privileged and should not be disseminated to the public. If you are not the intended recipient, please advise the sender immediately by reply e-mail and delete this message and any attachments without retaining a copy. Thank you.**

David J. Barberie  
Managing Attorney  
Lexington-Fayette Urban County Government  
Department of Law (11th floor)  
200 East Main Street  
Lexington, Kentucky 40507  
Telephone: (859)258-3500  
Facsimile: (859)258-3538  
[dbarberi@lexingtonky.gov](mailto:dbarberi@lexingtonky.gov)

**Billing Services Correspondence 4**  
Bryan Siler to: Linda Bridwell

02/15/2013 05:06 PM

\*\*\*\*\*

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

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:05 PM -----

From: "Kimberly Bryan" <kbryan@lfucg.com>  
To: <Bryan.Siler@amwater.com>, <Stacy.Owens@amwater.com>, <Rachel.Cole@amwater.com>  
Cc: "Mary Fister" <mfister@lfucg.com>, "Lori Vahle" <lvahle@lfucg.com>, "Cecily Chan" <cecilyc@lfucg.com>  
Date: 01/02/2009 08:56 AM  
Subject: LFUCG Sewer and Landfill

My name is Kim Bryan and I work at LFUCG as a Senior Accountant. I have been reconciling our bank accounts for quite some time and have noticed a change beginning back in middle of October of where the monies are being credited. They normally were split appropriately between our Sanitary Sewer National City bank account and our main Concentration National City bank account for the landfill. For the months of November and December all monies were credited to our Sewer bank account.

I wasn't sure if a process had been changed or whether someone different was handling this. I would like to set up a meeting sometime after January 8<sup>th</sup> once our Director, Mary Fister, returns from vacation so that we can all introduce ourselves and discuss any other concerns. Since Josie Pennington retired a few years ago I don't know that anyone else from our Accounting Division has met with your staff.

Please let me know what day and time is best to set up a meeting and please feel free to forward this email to anyone that should be included.

Thank you for your time and Happy New Year,

*Kim Bryan, Accountant Sr.  
Division of Accounting  
Lexington Fayette Urban County Government  
Ph: 859-258-3314  
Fax: 859-425-2277  
Email: kbryan@lfucg.com*

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:05 PM -----

From: Maryann Concilio/SHARSVCS/AWWSC  
To: Donna Taylor/KAWC/AWWSC@AWW, dgerardi@lfucg.com, rhicks@lfucg.com

Cc: Rachel Cole/KAWC/AWWSC@AWW, Bryan Siler/KAWC/AWWSC@AWW  
Date: 01/02/2009 09:11 AM  
Subject: Kentucky December ACH Disbursements

---

Attached you will find your ACH spreadsheet for the month of December.

If you have any questions, please feel free to call me at the below number.

Thank you and have a great day.



ACHRec08.xls

Mary Ann Concilio-Sbraga  
Cash Management Analyst  
American Water Shared Services Center  
131 Woodcrest Rd.  
Cherry Hill, NJ 08003  
(856)310-5886  
Change Partner Team - Let's Talk!!!

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:05 PM -----

From: Maryann Concilio/SHARVCS/AWWSC  
To: Rachel Cole/KAWC/AWWSC@AWW, Nicole A Cataldo/SHARVCS/AWWSC@AWW  
Cc: Bryan Siler/KAWC/AWWSC@AWW, Stacy Owens/KAWC/AWWSC@AWW, Trisha  
Etedali/SHARVCS/AWWSC@AWW  
Date: 01/02/2009 09:37 AM  
Subject: Re: Fw: LFUCG Sewer and Landfill

---

Hi Rachel, Happy New Year. The person that we need to check with is Nicole Cataldo because she sends our ACH's.

**Nicole**, could you please read the below E-Mail regarding the deposits for Sewer & landfill from LFUCG and respond to all.

Thank you and have a great day.

Mary Ann Concilio-Sbraga  
Cash Management Analyst  
American Water Shared Services Center  
131 Woodcrest Rd.  
Cherry Hill, NJ 08003  
(856)310-5886  
Change Partner Team - Let's Talk!!!

Rachel Cole/KAWC/AWWSC



**Rachel Cole/KAWC/AWWSC**  
01/02/2009 09:01 AM

To: Maryann Concilio/SHARVCS/AWWSC@AWW  
cc: Bryan Siler, Stacy Owens/KAWC/AWWSC@AWW, Trisha





Etedali/SHARSVCS/AWWSC/AWW  
Subject Fw: LFUCG Sewer and Landfill

Mary Ann,

Do you know of anything that has changed? Who do we need to check with, in the ACH department?

\*\*\*\*\*

Rachel S. Cole  
Southeast Region  
Email: rcole@kawc.com  
Ph: 859-268-6307  
Fax: 859-335-3307

----- Forwarded by Rachel Cole/KAWC/AWWSC on 01/02/2009 08:59 AM -----



"Kimberly Bryan"  
<kbryan@lfucg.com>  
01/02/2009 08:56 AM

To <Bryan.Siler@amwater.com>,  
<Stacy.Owens@amwater.com>,  
<Rachel.Cole@amwater.com>  
cc "Mary Fister" <mfister@lfucg.com>, "Lori Vahle"  
<lvahle@lfucg.com>, "Cecily Chan" <cecilyc@lfucg.com>  
Subject LFUCG Sewer and Landfill

My name is Kim Bryan and I work at LFUCG as a Senior Accountant. I have been reconciling our bank accounts for quite some time and have noticed a change beginning back in middle of October of where the monies are being credited. They normally were split appropriately between our Sanitary Sewer National City bank account and our main Concentration National City bank account for the landfill. For the months of November and December all monies were credited to our Sewer bank account.

I wasn't sure if a process had been changed or whether someone different was handling this. I would like to set up a meeting sometime after January 8<sup>th</sup> once our Director, Mary Fister, returns from vacation so that we can all introduce ourselves and discuss any other concerns. Since Josie Pennington retired a few years ago I don't know that anyone else from our Accounting Division has met with your staff.

Please let me know what day and time is best to set up a meeting and please feel free to forward this email to anyone that should be included.

Thank you for your time and Happy New Year,

*Kim Bryan, Accountant Sr.  
Division of Accounting  
Lexington Fayette Urban County Government  
Ph: 859-258-3314  
Fax: 859-425-2277  
Email: kbryan@lfucg.com*

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:05 PM -----

From: "Kimberly Bryan" <kbryan@lfucg.com>  
 To: <Bryan.Siler@amwater.com>  
 Cc: <Rachel.Cole@amwater.com>, <Stacy.Owens@amwater.com>, "Candice Deininger" <cdeining@lfucg.com>  
 Date: 01/02/2009 10:14 AM  
 Subject: RE: LFUCG Sewer and Landfill

---

I will get back with you next week on the date and time. A lot of people are on vacation till Monday.

Thanks for your reply.

Kim Bryan, Accountant Sr.  
 Division of Accounting  
 Lexington Fayette Urban County Government  
 Ph: 859-258-3314  
 Fax: 859-425-2277  
 Email: kbryan@lfucg.com

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

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]  
 Sent: Friday, January 02, 2009 10:11 AM  
 To: Kimberly Bryan  
 Cc: Rachel.Cole@amwater.com; Stacy.Owens@amwater.com; Candice Deininger  
 Subject: Re: LFUCG Sewer and Landfill

Kim,

That's sounds great. Did you have a date and time that would work for you and your folks? Let me know what is good for you and I'm sure we can make it work.

Happy New Year.

\*\*\*\*\*

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

"Kimberly Bryan"  
 <kbryan@lfucg.com>

>

To

<Bryan.Siler@amwater.com> ,

01/02/2009 08:56

<Stacy.Owens@amwater.com> ,

AM <Rachel.Cole@amwater.com>

cc "Mary Fister"  
<mfister@lfucg.com>,  
"Lori Vahle" <lvahle@lfucg.com>,  
"Cecily Chan" <cecilyc@lfucg.com>

Subject LFUCG Sewer and Landfill

My name is Kim Bryan and I work at LFUCG as a Senior Accountant. I have been reconciling our bank accounts for quite some time and have noticed a change beginning back in middle of October of where the monies are being credited. They normally were split appropriately between our Sanitary Sewer National City bank account and our main Concentration National City bank account for the landfill. For the months of November and December all monies were credited to our Sewer bank account.

I wasn't sure if a process had been changed or whether someone different was handling this. I would like to set up a meeting sometime after January 8th once our Director, Mary Fister, returns from vacation so that we can all introduce ourselves and discuss any other concerns. Since Josie Pennington retired a few years ago I don't know that anyone else from our Accounting Division has met with your staff.

Please let me know what day and time is best to set up a meeting and please feel free to forward this email to anyone that should be included.

Thank you for your time and Happy New Year,

Kim Bryan, Accountant Sr.  
Division of Accounting  
Lexington Fayette Urban County Government  
Ph: 859-258-3314

Fax: 859-425-2277  
Email: kbryan@lfucg.com

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:05 PM -----

From: Bryan Siler/KAWC/AWWSC  
To: "Kimberly Bryan" <kbryan@lfucg.com>@AWX  
Cc: "Candice Deininger" <cdeining@lfucg.com>, Rachel.Cole@amwater.com,  
Stacy.Owens@amwater.com  
Date: 01/02/2009 10:35 AM  
Subject: RE: LFUCG Sewer and Landfill

---

Sounds good. Have a great weekend.

"Kimberly Bryan" <kbryan@lfucg.com>



**"Kimberly Bryan"**  
**<kbryan@lfucg.com>**  
01/02/2009 10:14 AM

To <Bryan.Siler@amwater.com>  
cc <Rachel.Cole@amwater.com>, <Stacy.Owens@amwater.com>, "Candice Deininger"  
<cdeining@lfucg.com>  
Subject RE: LFUCG Sewer and Landfill

I will get back with you next week on the date and time. A lot of people are on vacation till Monday.

Thanks for your reply.

Kim Bryan, Accountant Sr.  
Division of Accounting  
Lexington Fayette Urban County Government  
Ph: 859-258-3314  
Fax: 859-425-2277  
Email: kbryan@lfucg.com

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

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]  
Sent: Friday, January 02, 2009 10:11 AM  
To: Kimberly Bryan  
Cc: Rachel.Cole@amwater.com; Stacy.Owens@amwater.com; Candice Deininger  
Subject: Re: LFUCG Sewer and Landfill

Kim,

That's sounds great. Did you have a date and time that would work for you and your folks? Let me know what is good for you and I'm sure we can make it work.

Happy New Year.

\*\*\*\*\*  
Bryan Siler  
Southeast Region  
bryan.siler@amwater.com  
Phone: (859) 268-6350  
Fax: (859) 335-3350

"Kimberly Bryan"  
<kbryan@lfucg.com  
>  
To <Bryan.Siler@amwater.com>,  
01/02/2009 08:56 <Stacy.Owens@amwater.com>,  
AM <Rachel.Cole@amwater.com>  
cc "Mary Fister"  
<mfister@lfucg.com>,  
"Lori Vahle" <lvahle@lfucg.com>,  
"Cecily Chan" <cecilyc@lfucg.com>  
Subject LFUCG Sewer and Landfill

My name is Kim Bryan and I work at LFUCG as a Senior Accountant. I have been reconciling our bank accounts for quite some time and have noticed a change beginning back in middle of October of where the monies are being

credited. They normally were split appropriately between our Sanitary Sewer National City bank account and our main Concentration National City bank account for the landfill. For the months of November and December all monies were credited to our Sewer bank account.

I wasn't sure if a process had been changed or whether someone different was handling this. I would like to set up a meeting sometime after January 8th once our Director, Mary Fister, returns from vacation so that we can all introduce ourselves and discuss any other concerns. Since Josie Pennington retired a few years ago I don't know that anyone else from our Accounting Division has met with your staff.

Please let me know what day and time is best to set up a meeting and please feel free to forward this email to anyone that should be included.

Thank you for your time and Happy New Year,

Kim Bryan, Accountant Sr.  
Division of Accounting  
Lexington Fayette Urban County Government  
Ph: 859-258-3314  
Fax: 859-425-2277  
Email: kbryan@lfucg.com

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:05 PM -----

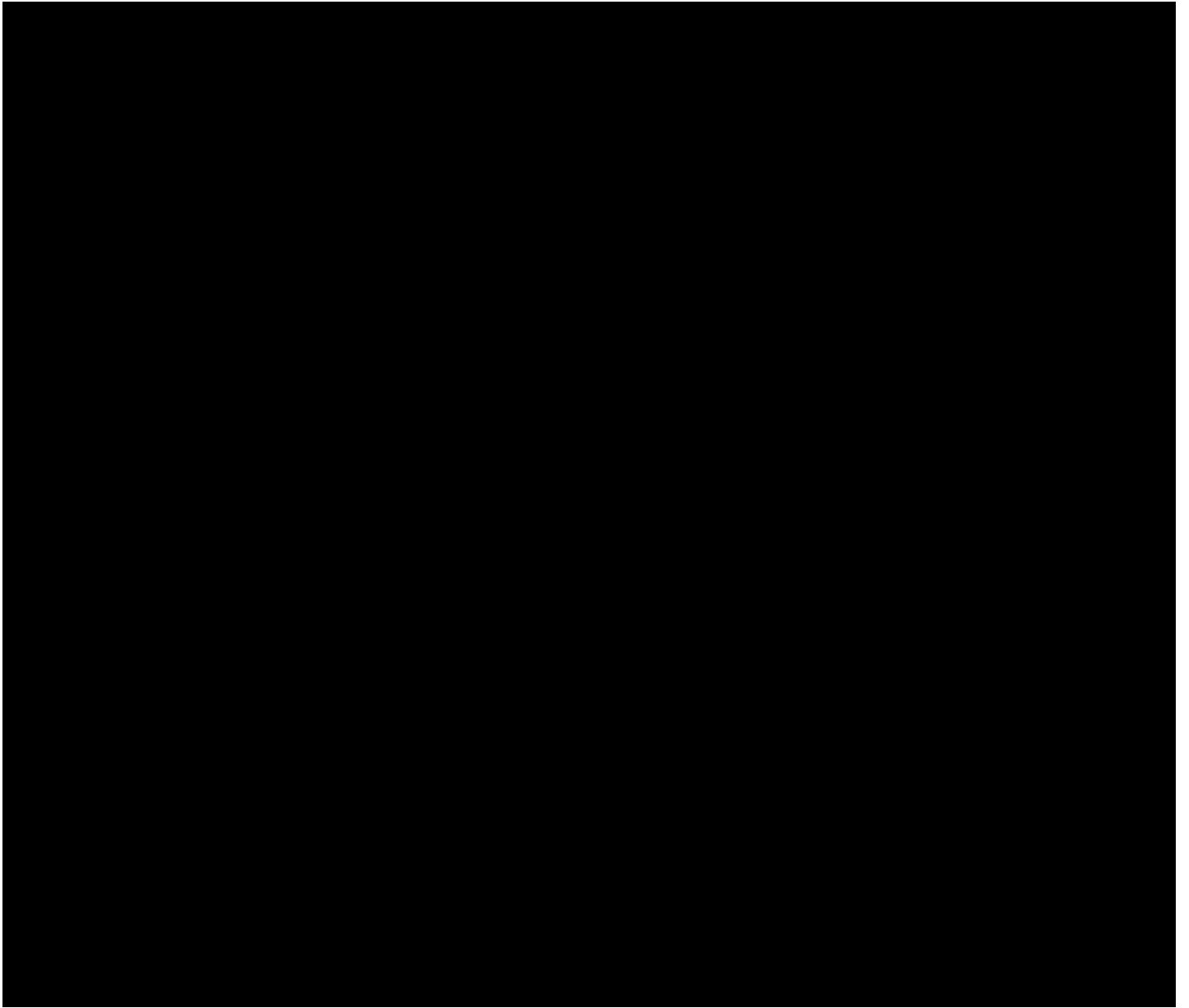
From: Maria Calderon/SHARVCS/AWWSC  
To: Thomas M Gildea/SHARVCS/AWWSC@AWW  
Cc: Trisha Etedali/SHARVCS/AWWSC@AWW, Rachel Cole/KAWC/AWWSC@AWW, Bryan Siler/KAWC/AWWSC@AWW, Stacy Owens/KAWC/AWWSC@AWW, Dale S Graham/SHARVCS/AWWSC@AWW  
Date: 01/05/2009 08:58 AM  
Subject: [REDACTED]-follow up

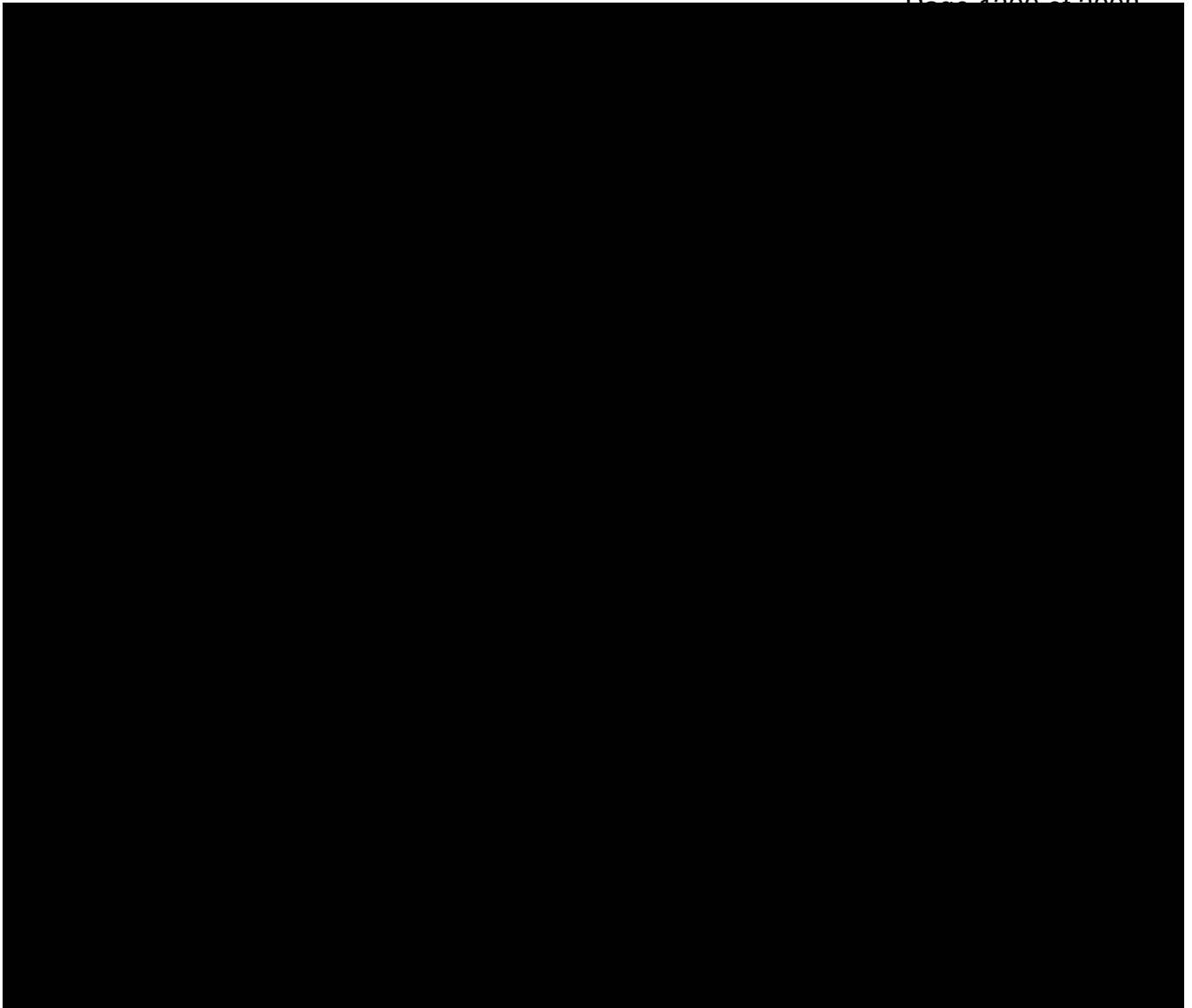
[REDACTED] had been increased from \$33,179.13 to \$55,000.00. The description may had to be changed for the second line item from Sewer backbill into Water backbilled. I will check with Dale if this is possible.

[REDACTED] sferred \$21,820.87 instead of \$21,820.86 because this is the only remaining balance on the [REDACTED] account. It also makes the MI exactly \$55k.

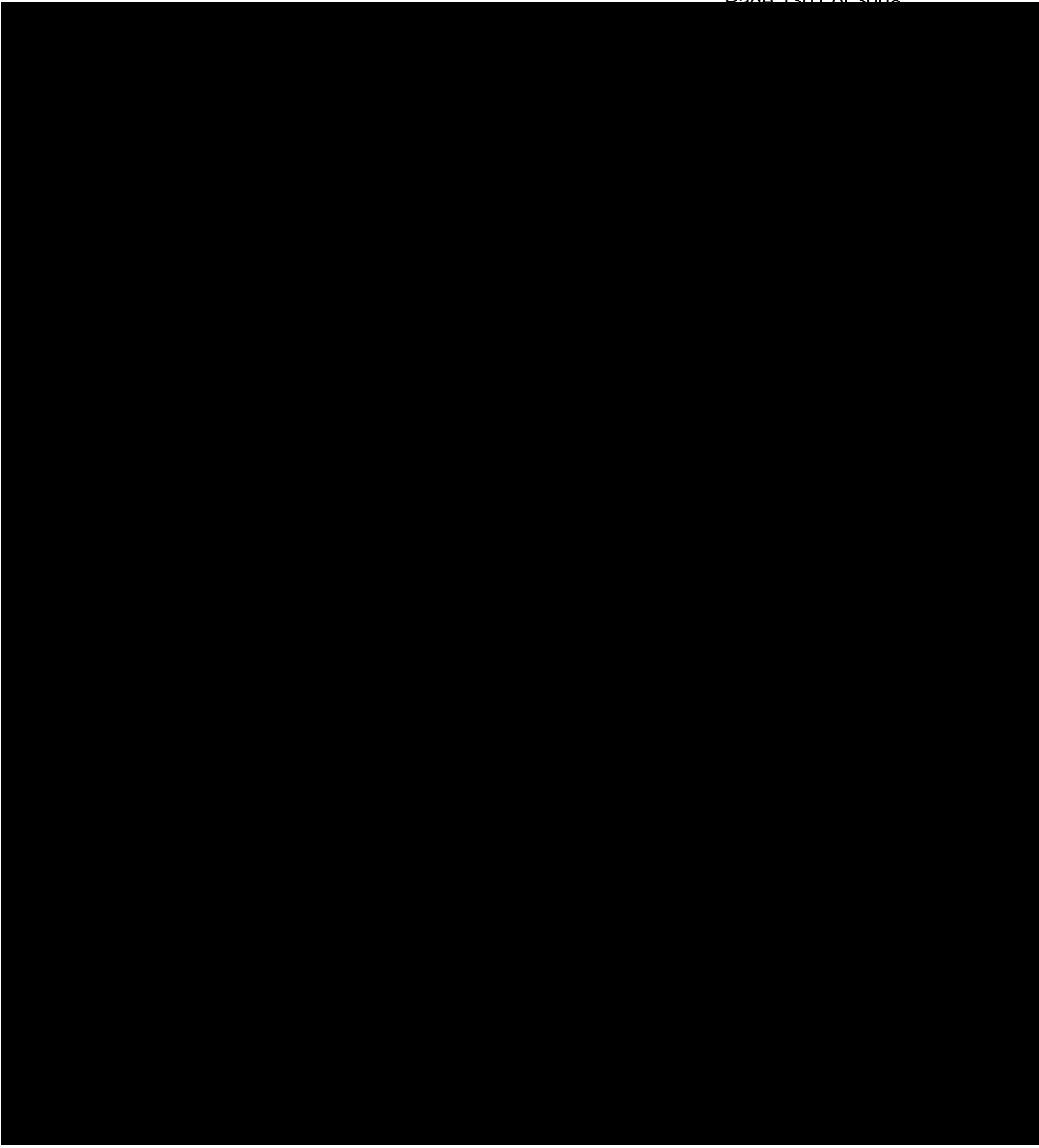
Other than that, if you still have any question, just let me know.

Thanks.









Maria L. Calderon  
 American Water Shared Services Center  
 Analyst - Cash Operations  
 131 Woodcrest Road  
 Cherry Hill, NJ 08003  
 Tel # 856-310-5868  
 Fax # 856-672-2873

Thomas M Gildea/SHARVCS/AWWSC



**Thomas M  
 Gildea/SHARVCS/AWWSC**

12/31/2008 10:58 AM

To Maria Calderon/SHARVCS/AWWSC@AWW, Dale S  
 Graham/SHARVCS/AWWSC@AWW, Sonali  
 Basak/SHARVCS/AWWSC@AWW

cc

Subject Fw: [REDACTED]-follow up

Disregard prior email; see below under Rachel for number to transfer. Thanks.

***Tom Gildea***  
***Manager - Cash Operations***

American Water  
 Shared Services Center  
 131 Woodcrest Road  
 Cherry Hill, NJ 08003  
 Direct 856-310-5859  
 Cell: 609-206-3684

----- Forwarded by Thomas M Gildea/SHARVCS/AWWSC on 12/31/2008 10:58 AM -----

**Trisha  
 Etedali/SHARVCS/AWWSC**

12/31/2008 10:12 AM

To Rachel Cole/KAWC/AWWSC@AWW

cc Bryan Siler/KAWC/AWWSC@AWW, Stacy  
 Owens/KAWC/AWWSC@AWW, Thomas M  
 Gildea/SHARVCS/AWWSC@AWW

Subject Re: Fw: [REDACTED] follow up 📎

Yes.

Rachel Cole/KAWC/AWWSC



**Rachel Cole/KAWC/AWWSC**

12/30/2008 06:44 PM

To Trisha Etedali/SHARVCS/AWWSC@AWW

cc Bryan Siler/KAWC/AWWSC@AWW, Stacy  
 Owens/KAWC/AWWSC@AWW, Thomas M



Gildea/SHARVCS/AWWSC@AWW  
Subject Re: Fw: [redacted] -follow up 📎

Trisha,

Is this the correct address?

**With check-Mail to:** American Water Capital Corp., PO Box 822192, Philadelphia, PA 19182-2192

\*\*\*\*\*

Rachel S. Cole  
Southeast Region  
Email: rcole@kawc.com  
Ph: 859-268-6307  
Fax: 859-335-3307

Trisha Etedali/SHARVCS/AWWSC

**Trisha Etedali/SHARVCS/AWWSC**  
12/30/2008 06:40 PM

To Rachel Cole/KAWC/AWWSC@AWW  
cc Bryan Siler/KAWC/AWWSC@AWW, Stacy Owens/KAWC/AWWSC@AWW, Thomas M Gildea/SHARVCS/AWWSC@AWW  
Subject Re: Fw: [redacted] -follow up 📎

**Rachel**, I will follow up with Cash mgmt tomorrow to have the funds transferred.

The "remit to" address for the backbill will be the MI lockbox. Do you need the address?

Thank you and have a Happy New Year!

Trisha,

Rachel Cole/KAWC/AWWSC



**Rachel Cole/KAWC/AWWSC**  
12/30/2008 06:34 PM

To Trisha Etedali/SHARVCS/AWWSC@AWW  
cc Thomas M Gildea/SHARVCS/AWWSC@AWW, Stacy Owens/KAWC/AWWSC@AWW, Bryan Siler  
Subject Fw: [redacted] ollow up

Trisha,

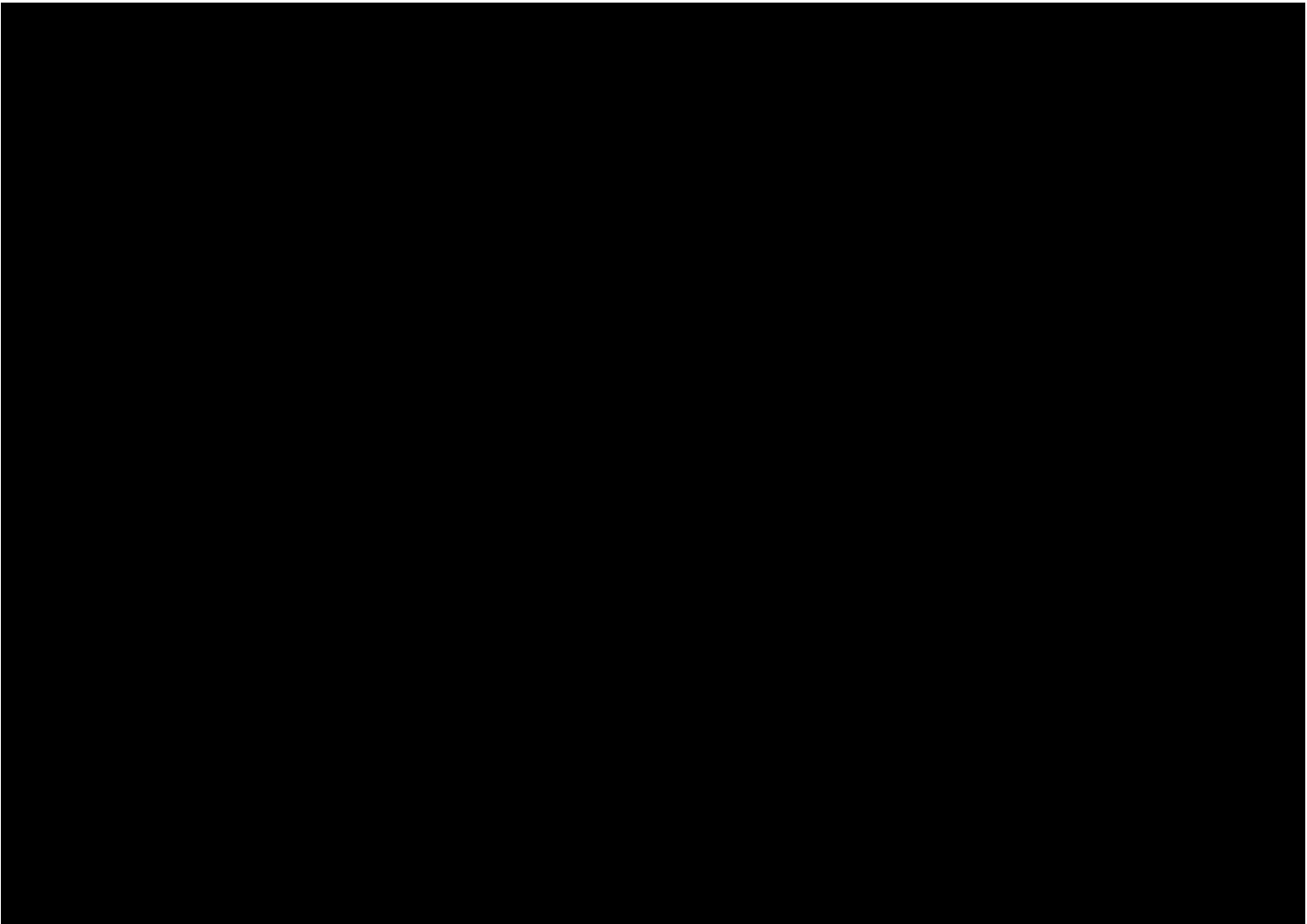
I agree that this would be much less work for everyone involved. Please transfer \$21,820.86 from the customer's account to the current MI. We'll ask the customer to remit payment for the backbill to the PA lockbox.

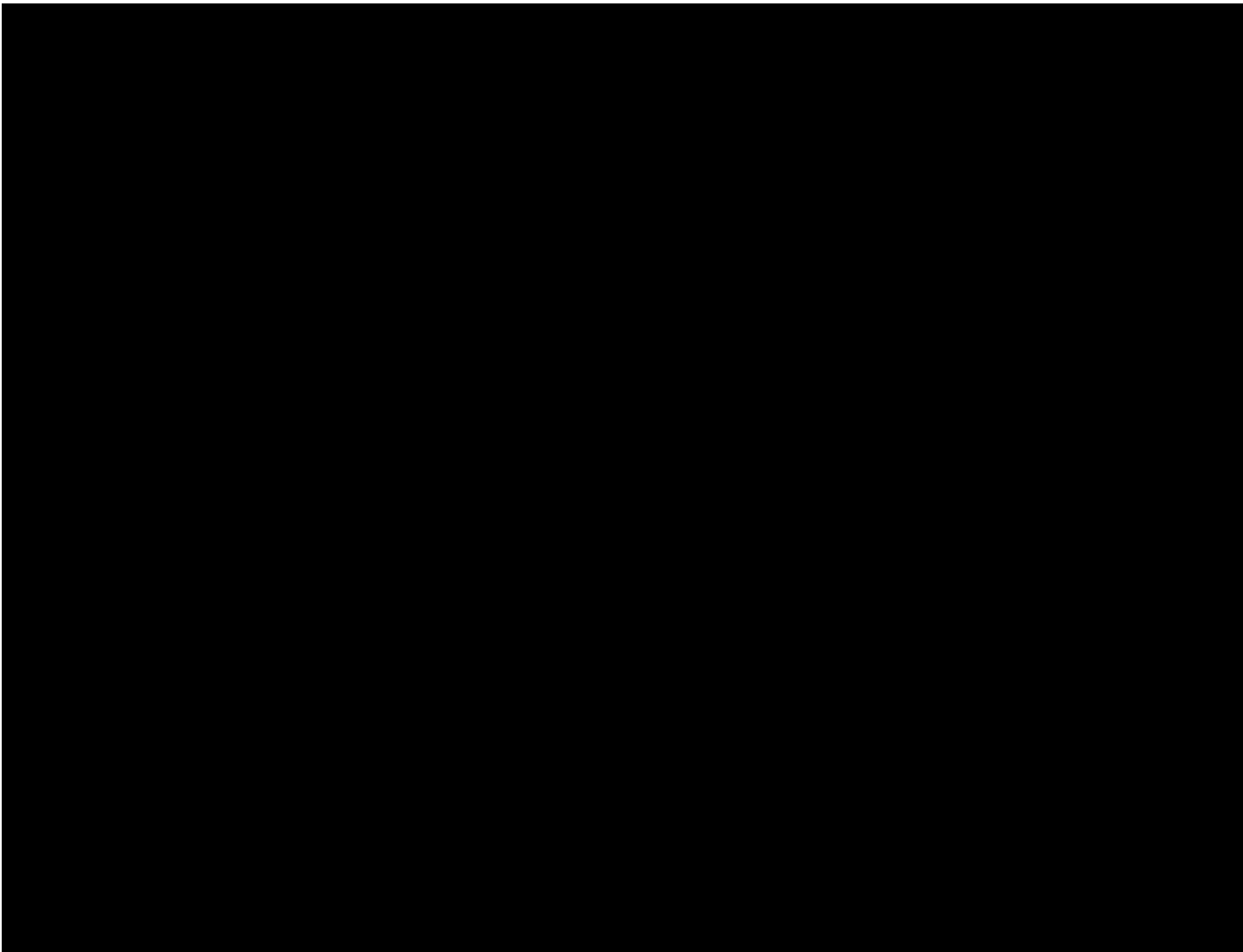
All current water and sewer payments, should be sent to the normal customer payment lockbox.

|                          | Water            | Sewer            | Total     |
|--------------------------|------------------|------------------|-----------|
| Backbill                 | 25,042.19        | 31,301.07        |           |
| KRA                      | 243.37           |                  |           |
| School Tax               | 758.57           |                  |           |
| Franchise Fee            | 758.57           |                  |           |
| Sales Tax                | 1,593.56         | 1,878.06         |           |
| Total                    | <u>28,396.25</u> | <u>33,179.13</u> | 61,575.39 |
| 11/18/2008 payment       | 4,075.39         |                  |           |
| 12/16/2008 payment       | 2,500.00         |                  |           |
| Amount to transfer to MI | <u>21,820.86</u> |                  |           |

Stacy and Bryan ,

Please let me know if you disagree. Thanks.






Rachel S. Cole  
Southeast Region  
Email: rcole@kawc.com  
Ph: 859-268-6307  
Fax: 859-335-3307

----- Forwarded by Rachel Cole/KAWC/AWWSC on 12/30/2008 06:15 PM -----

**Trisha**  
**Etedali/SHARVCS/AWWSC**  
12/30/2008 02:50 PM

To: Thomas M Gildea/SHARVCS/AWWSC@AWW  
cc: Rachel Cole/KAWC/AWWSC@AWW  
Subject: Re: Fw: [REDACTED] follow up 

Tom,

Rachel would like to have the back bill for water also moved to the MI for [REDACTED]. Is this feasible?

This will save manual entries to the account for 2 years.

Please let me know if you have further questions.

Thanks,

Trisha

Rachel Cole/KAWC/AWWSC



**Rachel Cole/KAWC/AWWSC**

12/30/2008 02:24 PM

To Trisha Etedali/SHARSVCS/AWWSC@AWW  
cc Bryan Siler, Stacy Owens/KAWC/AWWSC@AWW  
Subject Fw: [REDACTED] follow up

Hi Trisha,

Bryan will be out of the office until Monday, but I thought we might be able to clarify a couple of things. As it stands, (MI and customer account) the customer should send in one check or 2 checks?

It would be less confusing to the customer to send in one payment as he has always done.

\*\*\*\*\*

Rachel S. Cole  
Southeast Region  
Email: rcole@kawc.com  
Ph: 859-268-6307  
Fax: 859-335-3307

----- Forwarded by Rachel Cole/KAWC/AWWSC on 12/30/2008 02:21 PM -----

**Stacy Owens/KAWC/AWWSC**

12/30/2008 01:46 PM

To Bryan Siler/KAWC/AWWSC@AWW  
cc Rachel Cole/KAWC/AWWSC@AWW  
Subject Re: Fw: [REDACTED]-follow up

I just received a call from [REDACTED] He is confused about an invoice he received from the SSC for \$33,000. He is faxing a copy here.

Did you discuss with him how this will work go forward? He stated that he is adding the \$2500 to his bill payment.

\*\*\*\*\*

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.

Bryan Siler/KAWC/AWWSC



**Bryan Siler/KAWC/AWWSC**

12/16/2008 10:04 AM

To Stacy Owens/KAWC/AWWSC@AWW  
cc  
Subject Re: Fw: [REDACTED] follow up 📎

They started to do the sewer on an MI and I asked that they do both water and sewer. Rachel was checking on this...

\*\*\*\*\*

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

Stacy Owens/KAWC/AWWSC

**Stacy Owens/KAWC/AWWSC**

12/15/2008 09:37 AM

To Bryan Siler/KAWC/AWWSC@AWW  
cc Rachel Cole/KAWC/AWWSC@AWW  
Subject Re: Fw: [REDACTED]-follow up 📎

What else needs to be done? Let me know if you need me to do anything. Thanks!

\*\*\*\*\*

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.

Bryan Siler/KAWC/AWWSC



**Bryan Siler/KAWC/AWWSC**

12/12/2008 09:04 AM

To Rachel Cole/KAWC/AWWSC@AWW  
cc Stacy Owens/KAWC/AWWSC@AWW  
Subject Re: Fw: [REDACTED]-follow up 📎



I'm not clear on #3. Is this only if they send a combined payment for their water bill?

If they pay two different bills (regular water bill and MI for back bill) wouldn't that eliminate this issue?

\*\*\*\*\*

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

Rachel Cole/KAWC/AWWSC



Rachel Cole/KAWC/AWWSC

12/10/2008 12:18 PM

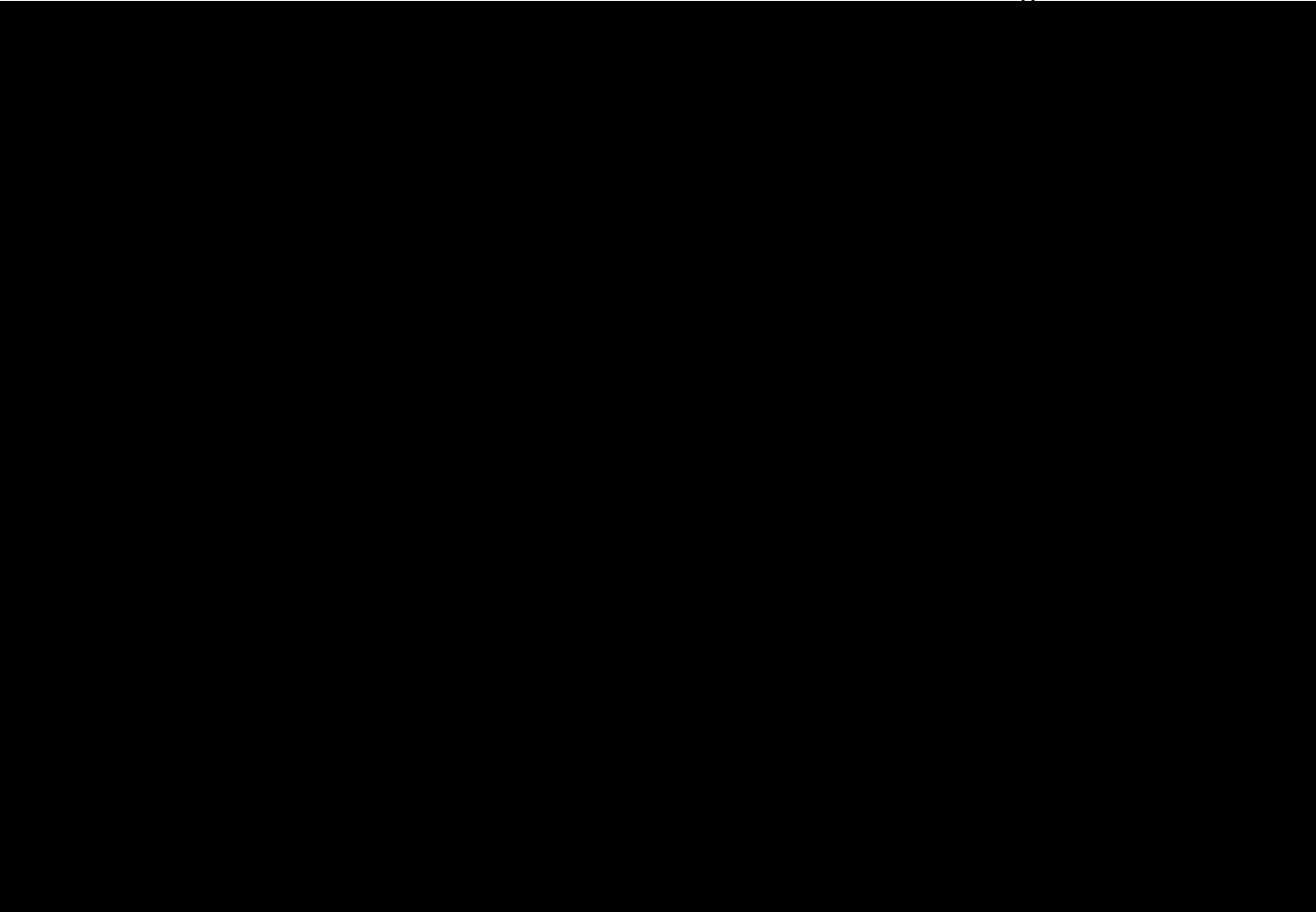
To Stacy Owens/KAWC/AWWSC@AWW, Bryan Siler  
 cc Trisha Etedali/SHARVCS/AWWSC@AWW, Thomas M  
 Gildea/SHARVCS/AWWSC@AWW, Keith L  
 Cartier/KAWC/AWWSC@AWW  
 Subject Fw: [REDACTED] follow up

Stacy and Bryan,

This is what we need to do to finish up this account:

- 1) **Delete the dummy account** of [REDACTED]
- 2) Someone needs to communicate with [REDACTED] t the customer account will look like he paid off the \$33,179.13, but they will get a bill each month for the remaining balance on the Miscellaneous Invoice.
- 3) Bryan, please have someone in Kari Bettorff's group, transfer an amount to sewer **each month** since their monthly payment will all get applied to water. (the payment matrix rules apply)
- 4) Bryan, for the payment they just made of \$4,652.04, calculate the portion that needs to be applied to the MI and let cash mgt know of the transfer. All of the 11/18 payment was applied to water. [REDACTED] will need to send out 2 payments each month to 2 different locations. Make sure they are fully aware of the 2 different addresses.
- 6) No disbursement requests will be necessary. Let Candice know that LFUCG will receive the \$33,179.13 in their daily ACH transfer. Tom's group will let us know when that will happen.

Let me know of any questions. We've tried to think this through, but I may have missed something.  
 Thanks.



Rachel S. Cole  
Southeast Region  
Email: rcole@kawc.com  
Ph: 859-268-6307  
Fax: 859-335-3307

----- Forwarded by Rachel Cole/KAWC/AWWSC on 12/10/2008 12:03 PM -----



**Rachel Cole/KAWC/AWWSC**

12/10/2008 11:56 AM

To: Thomas M Gildea/SHARVCS/AWWSC, dale graham  
cc: Trisha Etedali/SHARVCS/AWWSC@AWW, Bryan Siler,  
Stacy Owens/KAWC/AWWSC@AWW, Keith L  
Cartier/KAWC/AWWSC@AWW  
Subject: Fw: [REDACTED] (Need response from Tom)

Tom,

The amount to take off the bill is the wastewater amount of 31301.07 plus sewer sales tax of 1878.06.  
Please send me a copy of the adjustment when it's made.

[attachment "Miscellaneous\_Invoice [REDACTED] 120508.xls" deleted by Bryan Siler/KAWC/AWWSC]

Dale,

A monthly updated statement needs to be sent each month.

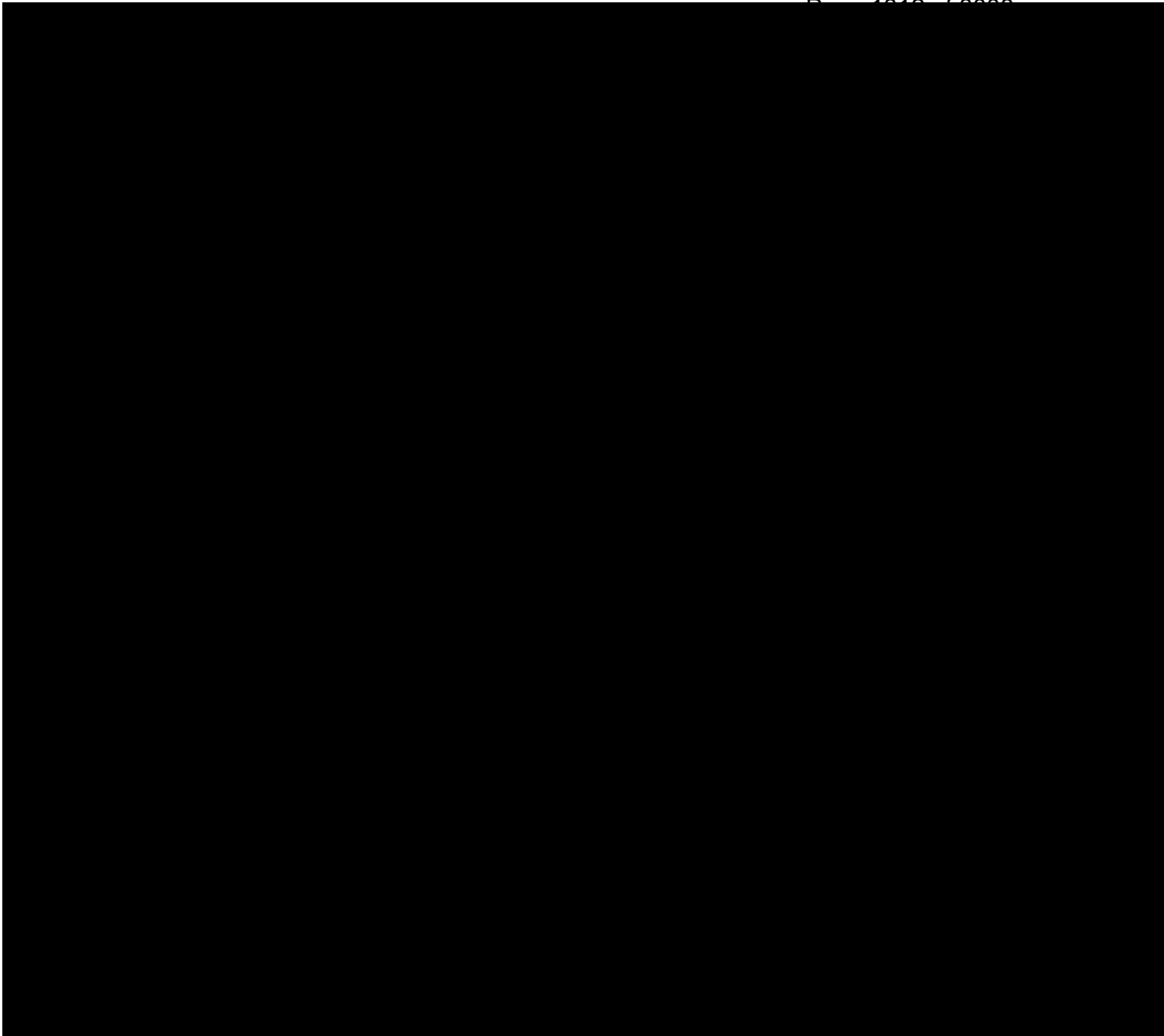
\*\*\*\*\*

Rachel S. Cole  
Southeast Region  
Email: rcole@kawc.com  
Ph: 859-268-6307  
Fax: 859-335-3307

----- Forwarded by Rachel Cole/KAWC/AWWSC on 12/10/2008 11:48 AM -----

**Trisha**  
**Etedali/SHARSVCS/AWWSC**  
12/10/2008 11:36 AM

To Rachel Cole/KAWC/AWWSC@AWW  
cc  
Subject Re: [REDACTED] (Need response from Tom) 📎



Thomas M Gildea/SHARVCS/AWWSC



**Thomas M  
Gildea/SHARVCS/AWWSC**  
12/10/2008 11:26 AM

To Trisha Etedali/SHARVCS/AWWSC@AWW  
cc Bryan Siler/KAWC/AWWSC@AWW, Rachel  
Cole/KAWC/AWWSC@AWW  
Subject Re: [REDACTED] (Need response from Tom) 📎

My team will process the MI and perform entries 2 - 4 below. Thanks.

*Tom Gildea*

**Manager - Cash Operations**

American Water  
Shared Services Center  
131 Woodcrest Road  
Cherry Hill, NJ 08003  
Direct 856-310-5859  
plus Cell: 609-206-3684

Trisha Etedali/SHARVCS/AWWSC

**Trisha**  
**Etedali/SHARVCS/AWWSC**  
12/09/2008 06:18 PM

To: Thomas M Gildea/SHARVCS/AWWSC@AWW  
cc: Bryan Siler/KAWC/AWWSC@AWW, Rachel  
Cole/KAWC/AWWSC@AWW  
Subject: Re: [REDACTED] Need response from Tom) 📎

Tom, you mentioned that you were in agreement with this process. Please reply to all with this email so Rachel can move forward with creating the MI.

Thanks for your help,

Trisha

Trisha Etedali/SHARVCS/AWWSC

**Trisha**  
**Etedali/SHARVCS/AWWSC**  
12/09/2008 02:17 PM

To: Thomas M Gildea/SHARVCS/AWWSC  
cc: Rachel Cole/KAWC/AWWSC@AWW, Bryan  
Siler/KAWC/AWWSC@AWW  
Subject: [REDACTED] or KY(needs to be backbilled)

Hi Tom,

This is in reference to our conversation regarding [REDACTED] KY account that needs to be backbilled) but we need to pay LFUCG upfront. [REDACTED] w if you are in agreement.

Thanks,

Trisha

This will eliminate the need for KY to do a disbursement request.

[REDACTED]  
Customer A/R account that was not billed for a service.

\*Needs to be paid up front to LFUCG but the customer is being given the option of a payment plan.

One proposed method is to remove the billed amount from ECIS and create an MI.

**First Entry** - Account has already been backbilled.

Debit O&M Custom [redacted]  
 Credit O&M sales [redacted]

**Second Entry**

(Credit the account using the Mixed MI Cashier batch)

Credit O&M Customer A/R [redacted] (this will generate a check to LFUCG to pay them for the full amount) Paid out  
 [redacted]  
 Debit Clearing acct. [redacted]

**Third Entry**

(Create an MI to bill the car wash account for the amount due that was paid to LFUCG)

Debit Miscellaneous A/R [redacted]  
 Credit the same clearing acct [redacted]

**Fourth Entry**

Customer pays.

Credit Misc A/R  
 Debit Cash

Acct balances

|              |      |           |                |           |
|--------------|------|-----------|----------------|-----------|
| customer a/r | Cash | O/M sales | Clearing acct. | Misc. A/R |
| 1 2          | 4    | 1         | 2 3            | 3 4       |

Sample entries for an O&M bill. (see 16.70) and cash application using mixed MI batch.

[attachment "kysales.pdf" deleted by Thomas M Gildea/SHARVCS/AWWSC]

[attachment "kycash1.pdf" deleted by Thomas M Gildea/SHARVCS/AWWSC]

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:05 PM -----

From: "Candice Deininger" <cdeining@lfucg.com>  
To: <Bryan.Siler@amwater.com>  
Cc: <Stacy.Owens@amwater.com>, "Lynne Cross" <ccross@lfucg.com>, "William O'Mara" <billo@lfucg.com>  
Date: 01/05/2009 11:46 AM  
Subject: FW: [REDACTED]

---

Good morning, Bryan, and Happy New Year! Hate to start the new year out on a confusing note, but we need your assistance with several accounts.

While I was out on vacation, Lynne was requested to research an account [REDACTED] on which there are sewer charges. When she [REDACTED] for that account (Premise Number [REDACTED] shows minimal usage. By telephone, I requested that she email Stacy for more information, and Stacy found another account stated below (Premise [REDACTED] that serves the restrooms there but there are no sewer account. So, the first question I have is this: of these two accounts, which one actually serves the restrooms? If the second account actually serves the restrooms, then it needs to be coded for sewer service.

Lynne was also able to obtain copies of invoices for the bills for which our budgeting office had questions; that premise number is [REDACTED]. This account is labeled as service to Richmond Road only - no number, no description - and it is being billed sewer charges. Is there any information on this account that would indicate what the meter serves? Could it be another LFUCG location? Is it an irrigation/sprinkler meter?

I know you're busy, too, with month/year-end reports, but we are really in need of an answer ASAP so we can get this straightened out. Thanks so much for your help!!

Candice

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

From: Stacy.Owens@amwater.com [mailto:Stacy.Owens@amwater.com]  
Sent: Friday, January 02, 2009 9:08 AM  
To: Lynne Cross  
Cc: William O'Mara; Candice Deininger  
Subject: Re: [REDACTED]

Lynne,

Were you able to obtain more information regarding this inquiry? I am in the office today and the only other account I found associated with the same premise address is [REDACTED]. Per the account information it serves the restrooms at the go [REDACTED]. This account has minimal usage billed.

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.

"Lynne Cross"

<ccross@lfucg.com

>

To

<stacy.owens@amwater.com>

12/31/2008 12:34

cc

PM

"William O'Mara"

<billo@lfucg.com> ,


"Candice Deininger"


<cdeining@lfucg.com>

Subject



Stacy,

In Candice's absence I am trying to research the sewer user fees for  
 I have received an inquiry about them, saying

are very high. The only account I can find on the KAWC site is premise  
number  and the fees charged on this account are very minimal.



Can you please look and let me know asap if there is any other account set

[REDACTED] that I am not finding? And if so, could you please email me the premise number? Thank you!

Lynne Cross  
Lexington Fayette Urban County Government  
Division of Revenue  
Sewer & Landfill Dept.  
200 E. Main Street  
Lexington, KY 40507  
859.258.3363

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:05 PM -----

From: Ann M Luczak/PAWC/AWWSC  
To: Bryan Siler/KAWC/AWWSC@AWW  
Cc: Traci A Follmer/PAWC/AWWSC@AWW, Joy E Hughes/PAWC/AWWSC@AWW, Trisha Etedali/SHARVCS/AWWSC@AWW, Nick Rowe/KAWC/AWWSC@AWW, Stacy Owens/KAWC/AWWSC@AWW  
Date: 01/05/2009 01:50 PM  
Subject: Mismatch Reports

---

Hi Bryan,

Here are your Mismatch Reports for this week, you will need to let me know by **Thursday, January 8, 2009** what you have completed.

Please work the reports in this order of priority: (Missing Services report 4 & 5 last)

1. Area & Route Mismatch
2. Invalid Services
3. Invalid Fix Charges
4. Missing Fix Charges
5. Missing Services

\*\*\* Please remember you can review validation table information by accessing path BLVG in Orcom \*\*\*

**These are your DETAIL reports. These are the reports you want to work from. These should also be the reports you update & send back to me with weekly updates.**



Missing Services Detail KY 12-31.xls

Please save these reports in your personal document files. Do a "Save As" of this information when making any changes to this report.

Thank you and if you have any questions, please let me know.

Ann Luczak  
Quality Assurance Analyst  
KY, Eastern & Central-PA, TN  
Eastern Division-SE States  
100 N Pennsylvania Av  
Wilkes-Barre PA 18701

Phone: (570) 830-6547  
Fax: (570) 822-3783  
Email: ann.luczak@amwater.com  
----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:05 PM -----

From: Stacy Owens/KAWC/AWWSC  
To: Bryan Siler/KAWC/AWWSC@AWW  
Cc: Jarold Jackson/KAWC/AWWSC@AWW  
Date: 01/05/2009 01:57 PM  
Subject: Re: Fw: \*\*\*ACTION REQUIRED\*\*

Thanks Bryan. Please let me know when you have reviewed these errors and determined the source/solution or if they are more of the same. I will need to submit an explanation and follow up with Traci if it is the same problem from prior months.

\*\*\*\*\*

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.

Bryan Siler/KAWC/AWWSC



**Bryan Siler/KAWC/AWWSC**

01/05/2009 01:37 PM

To Stacy Owens/KAWC/AWWSC@AWW, Jarold Jackson/KAWC/AWWSC@AWW  
cc

Subject Fw: \*\*\*ACTION REQUIRED\*\*

**Sewer billing errors: 15**

**Non-Productive Hours:** See attached

[attachment "NP Hours Dec 2008.xls" deleted by Stacy Owens/KAWC/AWWSC] Notice the dates listed include through December 26th.

\*\*\*\*\*

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

----- Forwarded by Bryan Siler/KAWC/AWWSC on 01/05/2009 01:12 PM -----



**Jarold Jackson/KAWC/AWWSC**

To Bambi Floyd/KAWC/AWWSC@AWW, Kelly Townsend/KAWC/AWWSC@AWW, Jose



01/05/2009 06:49 AM

Castano/KAWC/AWWSC@AWW, Jonathan T  
Vaughn/KAWC/AWWSC@AWW, Mark A  
Walters/KAWC/AWWSC@AWW, Paul  
Rookard/KAWC/AWWSC@AWW, Stacy  
Owens/KAWC/AWWSC@AWW, William S  
Buckner/KAWC/AWWSC@AWW, Wayne  
Mattingly/KAWC/AWWSC@AWW, Bryan  
Siler/KAWC/AWWSC@AWW, Jon W  
Felts/KAWC/AWWSC@AWW

cc

Subject \*\*\*ACTION REQUIRED\*\*

Please enter the operational information for your areas into the **2008** dashboard by the end of business on **Monday**. This will finish out the end of the year 2008 and provide us with information that will allow us to confirm whether we met our 2008 targets. Thanks!

\*\*\*\*\*

Jarold Jackson  
Manager, Field Operations  
Kentucky American Water  
2300 Richmond Road  
Lexington, Kentucky 40502  
859-268-6376 Office  
859-268-6374 Fax  
jarold.jackson@amwater.com

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:05 PM -----

From: Stacy Owens/KAWC/AWWSC  
To: Bryan Siler/KAWC/AWWSC@AWW  
Cc: Peggy Sipes/KAWC/AWWSC@AWW, Cecily N Vinegar/KAWC/AWWSC@AWW  
Date: 01/05/2009 02:06 PM  
Subject: [REDACTED] Should [REDACTED]

Peggy and Cecily can assist with getting [REDACTED] d and killed. Let them know what we are trying to do on these. They can take care getting these premises killed and noted.

Anything else for either account?

\*\*\*\*\*

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.

----- Forwarded by Stacy Owens/KAWC/AWWSC on 01/05/2009 02:03 PM -----



Jessica S  
Podlaski/PAWC/AWWSC

To Melody S Huie/CALLCTR/CORP/AWWSC@AWW



01/05/2009 01:48 PM

cc Bethany G Hungate/KAWC/AWWSC@AWW, Beverly Horton/KAWC/AWWSC@AWW, Bob J Perkins/CALLCTR/CORP/AWWSC@AWW, Kathy D Kingsbury/CALLCTR/CORP/AWWSC@AWW, Linda A Sigite/CALLCTR/CORP/AWWSC@AWW, SER - RSS, Sharon A Davis/CALLCTR/CORP/AWWSC@AWW, Stacy Owens/KAWC/AWWSC@AWW, Tonya L Nix/CALLCTR/CORP/AWWSC@AWW, Tracy R Bauswell/CALLCTR/CORP/AWWSC@AWW



Should this account be billing? 📎

Sent to local office.

Jessica Podlaski  
Service Support Representative  
Eastern Division - SE States  
100 N. Pennsylvania Avenue  
Wilkes-Barre PA 18701  
570-830-6573  
Melody S Huie/CALLCTR/CORP/AWWSC



**Melody S**  
**Huie/CALLCTR/CORP/AWWS**  
**C**

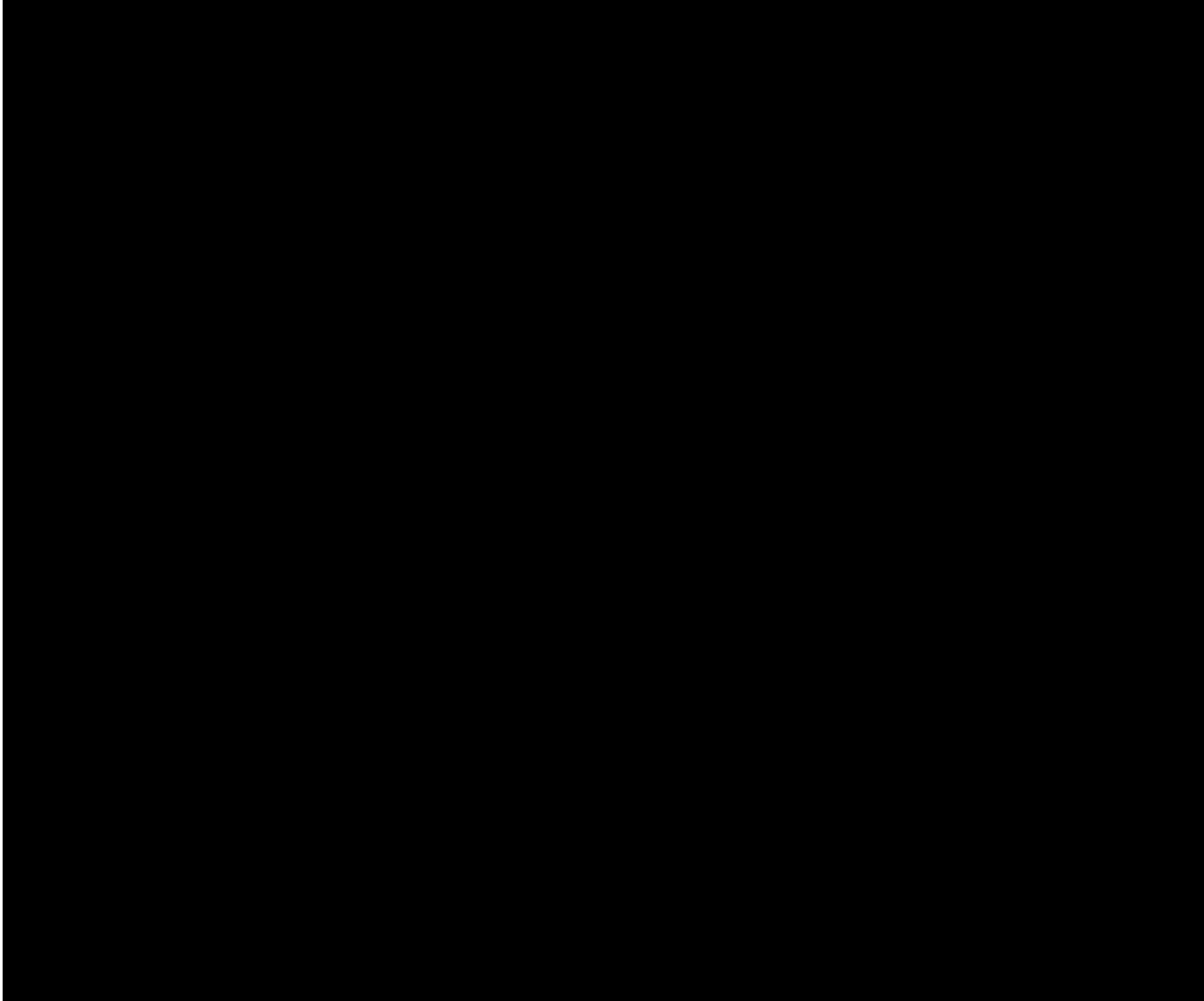
01/05/2009 01:46 PM

To SER - RSS, Stacy Owens/KAWC/AWWSC@AWW, Beverly Horton/KAWC/AWWSC@AWW, Bethany G Hungate/KAWC/AWWSC@AWW, Sharon A Davis/CALLCTR/CORP/AWWSC@AWW, Linda A Sigite/CALLCTR/CORP/AWWSC@AWW, Kathy D Kingsbury/CALLCTR/CORP/AWWSC@AWW, Bob J Perkins/CALLCTR/CORP/AWWSC@AWW, Tonya L Nix/CALLCTR/CORP/AWWSC@AWW, Tracy R Bauswell/CALLCTR/CORP/AWWSC@AWW

cc




Should this account be billing?



Melody Huie -Alton IL - CSR III - Billing Specialist

1-618-433-4311 Ext 6216

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:05 PM -----

From: "Candice Deininger" <cdeining@lfucg.com>  
To: <Bryan.Siler@amwater.com>  
Cc: "William O'Mara" <billo@lfucg.com>, "Lynne Cross" <ccross@lfucg.com>, <Stacy.Owens@amwater.com>  
Date: 01/05/2009 02:13 PM  
Subject: RE: FW: 

---

Good afternoon, Bryan, and thanks so much for getting back so quickly. I'm not sure that this afternoon will be possible unless I get some call backs from other divisions. I will, however, let you know ASAP when I hear something.

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

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]  
Sent: Monday, January 05, 2009 1:35 PM  
To: Candice Deininger  
Cc: William O'Mara; Lynne Cross; Stacy.Owens@amwater.com  
Subject: Re: FW: [REDACTED]

Candice,

I called and left you a message. We would be glad to help with getting this straightened out. Would someone from the city or the [REDACTED] be able to meet our crew on site? We should be able to get someone there this afternoon. Please let me know when it would be a good time.

Thanks.

\*\*\*\*\*

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

"Candice  
Deininger"  
<cdeining@lfucg.com>  
To: om> <Bryan.Siler@amwater.com>  
cc 01/05/2009 11:45 AM <Stacy.Owens@amwater.com>, "Lynne  
Cross" <ccross@lfucg.com>,  
"William O'Mara" <billo@lfucg.com>  
Subject FW: [REDACTED]

Good morning, Bryan, and Happy New Year! Hate to start the new year out on a confusing note, but we need your assistance with several accounts.

[REDACTED] tion, Lynne was requested to research an account [REDACTED] on which there are sewer charges. When she [REDACTED] for that account (Premise Number [REDACTED] shows minimal usage. By telephone, I requested that she email Stacy for more information, and Stacy found another account stated below (Premise [REDACTED] that serves the restrooms there but there are no sewer [REDACTED] ccount. So, the first question I have is this: of these two accounts, which one actually serves the restrooms? If the second account actually serves the restrooms, then it needs to be coded for sewer service.

Lynne was also able to obtain copies of invoices for the bills for which our budgeting office had questions; that premise number is [REDACTED] This account is labeled as service to Richmond Road only - no number, no description - and it is being billed sewer charges. Is there any information on this account that would indicate what the meter serves? Could it be another LFUCG location? Is it an irrigation/sprinkler meter?

I know you're busy, too, with month/year-end reports, but we are really in need of an answer ASAP so we can get this straightened out. Thanks so much for your help!!

Candice

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

From: Stacy.Owens@amwater.com [mailto:Stacy.Owens@amwater.com]  
Sent: Friday, January 02, 2009 9:08 AM  
To: Lynne Cross  
Cc: William [REDACTED] er  
Subject: Re: [REDACTED]

Lynne,

Were you able to obtain more information regarding this inquiry? I am in the office today and the only other account I found associated with the [REDACTED] Per the account information it serves the restrooms at the golf course. This account has minimal usage billed.

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.

"Lynne Cross"  
<ccross@lfucg.com>  
>  
To <stacy.owens@amwater.com>  
12/31/2008 12:34  
cc PM "William O'Mara"  
<billo@lfucg.com>, "Candice Deininger"  
<cdeining@lfucg.com>  
Subject [REDACTED]

Stacy,

In Candice's absence I am trying to research the sewer user fees for [REDACTED] I have received an inquiry about them, saying

are very high. The only account I can find on the KAWC site is premise [REDACTED] and the fees charged on this account are very minimal. [REDACTED] look and let me know asap if there is any other account set

[REDACTED] that I am not finding? And if so, could you please email me the premise number? Thank you!

Lynne Cross  
Lexington Fayette Urban County Government  
Division of Revenue  
Sewer & Landfill Dept.  
200 E. Main Street  
Lexington, KY 40507  
859.258.3363



----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:05 PM -----

From: Ann M Luczak/PAWC/AWWSC  
To: Bryan Siler/KAWC/AWWSC@AWW  
Cc: Stacy Owens/KAWC/AWWSC@AWW  
Date: 01/05/2009 03:17 PM  
Subject: Re: Mismatch Reports

Hi Bryan,

The problem is that the Prem Status is still "Active" but there is No Active Account. The Account Service List Closed and the Customer was removed the Status stayed Active. There is a Cut-in-Landlord on the premise that was shut off for nonpayment.


Thanks,

Ann Luczak  
Quality Assurance Analyst  
KY, Eastern & Central-PA, TN  
Eastern Division-SE States  
100 N Pennsylvania Av  
Wilkes-Barre PA 18701

Phone: (570) 830-6547  
Fax: (570) 822-3783  
Email: ann.luczak@amwater.com  
Bryan Siler/KAWC/AWWSC



**Bryan Siler/KAWC/AWWSC**  
01/05/2009 03:03 PM

To Ann M Luczak/PAWC/AWWSC@AWW  
cc Stacy Owens/KAWC/AWWSC@AWW  
Subject Re: Mismatch Reports 

Here you go.



Missing Services Detail KY 12-31.xls

\*\*\*\*\*

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

Ann M Luczak/PAWC/AWWSC



**Ann M  
Luczak/PAWC/AWWSC**

01/05/2009 01:50 PM

To: Bryan Siler/KAWC/AWWSC@AWW

cc: Traci A Follmer/PAWC/AWWSC@AWW, Joy E  
Hughes/PAWC/AWWSC@AWW, Trisha  
Etedali/SHARVCS/AWWSC@AWW, Nick  
Rowe/KAWC/AWWSC@AWW, Stacy  
Owens/KAWC/AWWSC@AWW

Subject: Mismatch Reports

Hi Bryan,

Here are your Mismatch Reports for this week, you will need to let me know by **Thursday, January 8, 2009** what you have completed.

Please work the reports in this order of priority: (Missing Services report 4 & 5 last)

1. Area & Route Mismatch
2. Invalid Services
3. Invalid Fix Charges
4. Missing Fix Charges
5. Missing Services

\*\*\* Please remember you can review validation table information by accessing path BLVG in Orcom \*\*\*

**These are your DETAIL reports. These are the reports you want to work from. These should also be the reports you update & send back to me with weekly updates.**

**[attachment "Missing Services Detail KY 12-31.xls" deleted by Bryan Siler/KAWC/AWWSC]**

Please save these reports in your personal document files. Do a "Save As" of this information when making any changes to this report.

Thank you and if you have any questions, please let me know.

Ann Luczak  
Quality Assurance Analyst  
KY, Eastern & Central-PA, TN  
Eastern Division-SE States  
100 N Pennsylvania Av  
Wilkes-Barre PA 18701

Phone: (570) 830-6547  
Fax: (570) 822-3783  
Email: ann.luczak@amwater.com

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:05 PM -----

From: "Candice Deininger" <cdeining@lfucg.com>  
To: <Bryan.Siler@amwater.com>

Date: 01/06/2009 12:52 PM  
Subject: FW: monthly file is attached.

---

Good afternoon, Bryan. I'm forwarding the December 2008 sewer tap-on file for your records. Thank you and have a good day!

Candice

---

**From:** Mike Smith  
**Sent:** Monday, January 05, 2009 11:00 AM  
**To:** Candice Deininger  
**Subject:** monthly file is attached.

## Michael S. Smith

Computer Operations/Service Desk Manager  
Lexington-Fayette Urban County Government  
Division of Information Technology  
200 East Main Street  
Lexington, KY 40507  
859-258-3730



TAP122008R.TXT

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:05 PM -----

**From:** Jody E McCracken/SERVCO/AWWSC  
**To:** Bryan Siler/KAWC/AWWSC@AWW  
**Cc:** Carol A Goulstone/IS/CORP/AWWSC@AWW, Cheryl DiSanti/PAWC/AWWSC@AWW, Maryann Concilio/SHARVCS/AWWSC@AWW, Peter R Huver/SHARVCS/AWWSC@AWW, Sarah Workman/WVAWC/AWWSC@AWW, Sonya S Metcalfe/ADMIN/CORP/AWWSC@AWW, Stacy Owens/KAWC/AWWSC@AWW  
**Date:** 01/06/2009 04:51 PM  
**Subject:** Re: New Column on CBT Summary Report?

---

Bryan -

Yes the conference call is still scheduled for the 14th.

Are you trying to access OAM internally? If so, there is an issue with downloading from the internal link. There was an email sent from the Service Desk a couple of weeks ago stating there was an issue and I have never seen an email stating the issue has been corrected so I'm guessing it's still a problem. However, if you call the service desk, they can get on your computer (give them your ip address) and put some kind of work around on your computer to allow you to download the files. I have not had a problem since I had them do it back in December. From what I understand this issue only affects internal users and none of the external users.

As far as I know, the system itself is not down.

Hopefully this helps.

Jody McCracken  
Major Customer Accounts Manager

American Water - Central States  
 Phone: 618/239-3216  
 Fax: 618/236-1184  
 Cell: 618/214-5311

Bryan Siler/KAWC/AWWSC



**Bryan Siler/KAWC/AWWSC**

01/06/2009 03:43 PM

To Jody E McCracken/SERVCO/AWWSC@AWW

cc Carol A Goulstone/IS/CORP/AWWSC@AWW, Cheryl DiSanti/PAWC/AWWSC@AWW, Maryann Concilio/SHARVCS/AWWSC@AWW, Peter R Huver/SHARVCS/AWWSC@AWW, Sarah Workman/WVAWC/AWWSC@AWW, Sonya S Metcalfe/ADMIN/CORP/AWWSC@AWW, Stacy Owens/KAWC/AWWSC@AWW

Subject Re: New Column on CBT Summary Report? 📎

I can't get into OAM. When I called they said they had an over capacity error and the system was down. Was there an e-mail sent out about this?

I just want to be able to speak intelligently when the city calls and asks why they can't get their information.

Are we still having our conference call on the 14th?

\*\*\*\*\*

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

Jody E McCracken/SERVCO/AWWSC



**Jody E  
 McCracken/SERVCO/AWWS  
 C**

12/11/2008 04:07 PM

To Cheryl DiSanti/PAWC/AWWSC@AWW

cc Bryan Siler/KAWC/AWWSC@AWW, Carol A Goulstone/IS/CORP/AWWSC@AWW, Maryann Concilio/SHARVCS/AWWSC@AWW, Peter R Huver/SHARVCS/AWWSC@AWW, Sarah Workman/WVAWC/AWWSC@AWW, Sonya S Metcalfe/ADMIN/CORP/AWWSC@AWW, Stacy Owens/KAWC/AWWSC@AWW

Subject Re: New Column on CBT Summary Report? 📎

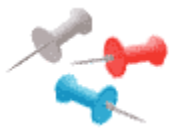
Cheryl - Is this the change we talked about back in April? If so, does it coincide with enhancement change #156 to the CMB? If so, the notes I have from the call in April was that it was going to be a

different transaction code, not a new column on the summary report?

Carol - Why was there not another conference call or email sent out regarding this change? Again, we have changed something in the reports without communicating to our managed contracts. The write up that was given to the Change Management Board to approve did not say anything about a new column on the CBT report and my notes from the call in April say we were going to have a new code to identify when this happened. I have not received any communication or been involved in any discussion since then regarding this issue so again our managed contract customers are coming to me with questions surrounding changes that should have been communicated to them prior to taking place.

Jody McCracken  
Major Customer Accounts Manager  
American Water - Central States  
Phone: 618/239-3216  
Fax: 618/236-1184  
Cell: 618/214-5311

Cheryl DiSanti/PAWC/AWWSC



**Cheryl  
DiSanti/PAWC/AWWSC**  
12/11/2008 02:46 PM

To Jody E McCracken/SERVCO/AWWSC@AWW  
cc Bryan Siler/KAWC/AWWSC@AWW, Carol A Goulstone/IS/CORP/AWWSC@AWW, Maryann Concilio/SHARVCS/AWWSC@AWW, Peter R Huver/SHARVCS/AWWSC@AWW, Sarah Workman/WVAWC/AWWSC@AWW, Sonya S Metcalfe/ADMIN/CORP/AWWSC@AWW, Stacy Owens/KAWC/AWWSC@AWW  
Subject Re: New Column on CBT Summary Report? 📎

Jody,

This was the column that was added to assist the managed contract customer in balancing the CBT report. The column will list the accounts that make up the any discrepancy between the beginning and ending balance. This was went through the CMB process. If you have any further questions, just let me know.

Cheryl DiSanti  
Major Customer Account Manager  
American Water - Eastern Division  
300 Galley Rd.  
McMurray, PA 15317  
Office - 724-873-3665  
Mobile - 412-559-2497  
Fax - 724-743-3129  
cheryl.disanti@amwater.com  
Jody E McCracken/SERVCO/AWWSC



**Jody E  
McCracken/SERVCO/AWWS  
C**  
12/11/2008 03:29 PM

To Carol A Goulstone/IS/CORP/AWWSC@AWW  
cc Cheryl DiSanti, Bryan Siler/KAWC/AWWSC@AWW, Sarah Workman/WVAWC/AWWSC@AWW, Stacy Owens/KAWC/AWWSC@AWW, Peter Huver, Maryann



Concilio/SHARSVCS/AWWSC@AWW, Sonya S  
Metcalf/ADMIN/CORP/AWWSC@AWW  
Subject New Column on CBT Summary Report?

Carol -

I received an email from Terre Haute this morning questioning a new column listed on the CBT Summary Report in November. The column heading is PREMTRAN.

What is this column? What kind of transactions will show in this column? Will the amounts displayed in this column affect cash and the amounts disbursed to the City?

Please advise.

Jody McCracken  
Major Customer Accounts Manager  
American Water - Central States  
Phone: 618/239-3216  
Fax: 618/236-1184  
Cell: 618/214-5311

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:05 PM -----

From: Stacy Owens/KAWC/AWWSC  
To: Bryan Siler/KAWC/AWWSC@AWW  
Date: 01/07/2009 02:39 PM  
Subject: Re: Fw: Request for credit sewer adjustment

You are right. Not sure how they decide who gets one. Perhaps a friend of a friend of somebody:)

I think it appropriate to ask. It would help us in working with customers with leaks since there is obviously some inconsistencies.

\*\*\*\*\*

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.

Bryan Siler/KAWC/AWWSC



**Bryan Siler/KAWC/AWWSC**  
01/07/2009 10:47 AM

To Stacy Owens/KAWC/AWWSC@AWW  
cc



Subject Fw: Request for credit sewer adjustment

I know it's their call but I was just told recently that they didn't give credits for toilet leaks. [REDACTED]

\*\*\*\*\*

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

----- Forwarded by Bryan Siler/KAWC/AWWSC on 01/07/2009 10:46 AM -----



"Lynne Cross"  
<ccross@lfucg.com>  
01/07/2009 10:24 AM

To <specialaccts@amwater.com>  
cc <Bryan.Siler@amwater.com>, <Linda.Toussaint@amwater.com>, "Candice Deininger" <cdeining@lfucg.com>  
Subject Request for credit sewer adjustment

Please apply a credit sewer adjustment of \$113.69 to premise number [REDACTED]

[REDACTED] or a broken seal on her toilet.

The breakdown of the adjustment is as follows:

|           |            |          |
|-----------|------------|----------|
| Bill date | 11/03/2008 | -\$66.00 |
| Bill date | 11/28/2008 | -\$23.76 |
| Bill date | 01/02/2009 | -\$23.93 |

If you have any questions please let me know. Thanks and have a great day!

*Lynne Cross*

Lexington Fayette Urban County Government  
Division of Revenue  
Sewer & Landfill Dept.  
200 E. Main Street  
Lexington, KY 40507  
859.258.3363

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:05 PM -----

From: Jean Pelouze/ADMIN/CORP/AWWSC  
To: Bryan Siler/KAWC/AWWSC@AWW

Date: 01/07/2009 03:58 PM  
Subject: Re: Fw: Are you having OAM problems? Restricted Downloads?

---

Hi Bryan:

Are you getting a pop up box when you try to view a report?

If so, enter your User id: Bryan.Siler@amwater.com and your password: 

The user id and password are case sensitive for the first log in and when you 1st try to view the reports.

let me know if this works  
Please contact me if you need further assistance.

Jean Pelouze  
Phone +1 856-782-2856  
Fax +1 856-782-2900  
Business Analyst, ITS Business Development  
American Water  
1000 Voorhees Dr.  
Voorhees, NJ 08043

Mailing address:  
1025 Laurel Oak Rd.  
Voorhees, NJ 08043  
mailto:jpelouze@amwater.com

Bryan Siler/KAWC/AWWSC



**Bryan Siler/KAWC/AWWSC**

01/07/2009 03:49 PM

To Jean Pelouze/ADMIN/CORP/AWWSC@AWW

cc

Subject Fw: Are you having OAM problems? Restricted Downloads?

Jean,

Can you help me get the KY files?

\*\*\*\*\*

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

----- Forwarded by Bryan Siler/KAWC/AWWSC on 01/07/2009 03:48 PM -----



**Cheryl  
DiSanti/PAWC/AWWSC**

01/07/2009 03:43 PM

To Bryan Siler/KAWC/AWWSC@AWW

cc Jody E McCracken/SERVCO/AWWSC@AWW

Subject Re: Are you having OAM problems? Restricted Downloads?





Yes, Email Jean Pelouze. She will be able to help you get the reports.

Cheryl DiSanti  
Major Customer Account Manager  
American Water - Eastern Division  
300 Galley Rd.  
McMurray, PA 15317  
Office - 724-873-3665  
Mobile - 412-559-2497  
Fax - 724-743-3129  
cheryl.disanti@amwater.com  
Bryan Siler/KAWC/AWWSC



**Bryan Siler/KAWC/AWWSC**

01/07/2009 03:05 PM

To Cheryl DiSanti/PAWC/AWWSC@AWW, Jody E  
McCracken/SERVCO/AWWSC@AWW  
cc

Subject Are you having OAM problems? Restricted Downloads?

\*\*\*\*\*

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

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:05 PM -----

From: Jean Pelouze/ADMIN/CORP/AWWSC  
To: Bryan Siler/KAWC/AWWSC@AWW  
Date: 01/08/2009 08:26 AM  
Subject: Re: Fw: Are you having OAM problems? Restricted Downloads?

Good morning Bryan:

Glad I was able to help

Have a great day!

Please contact me if you need further assistance.

Jean Pelouze  
Phone +1 856-782-2856  
Fax +1 856-782-2900

Business Analyst, ITS Business Development  
American Water  
1000 Voorhees Dr.  
Voorhees, NJ 08043

Mailing address:  
1025 Laurel Oak Rd.  
Voorhees, NJ 08043  
mailto:jpelouze@amwater.com

Bryan Siler/KAWC/AWWSC



**Bryan Siler/KAWC/AWWSC**

01/07/2009 05:04 PM

To Jean Pelouze/ADMIN/CORP/AWWSC@AWW  
cc

Subject Re: Fw: Are you having OAM problems? Restricted Downloads? 📎

That seemed to work. Didn't ask me after the first time. Kinda crazy...

Thank you very much...

\*\*\*\*\*

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

Jean Pelouze/ADMIN/CORP/AWWSC



**Jean Pelouze/ADMIN/CORP/AWWSC**

01/07/2009 03:58 PM

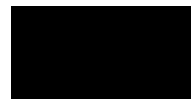
To Bryan Siler/KAWC/AWWSC@AWW  
cc

Subject Re: Fw: Are you having OAM problems? Restricted Downloads? 📎

Hi Bryan:

Are you getting a pop up box when you try to view a report?

If so, enter your User id: Bryan.Siler@amwater.com and your password:



The user id and password are case sensitive for the first log in and when you 1st try to view the reports.

let me know if this works  
Please contact me if you need further assistance.

Jean Pelouze  
Phone +1 856-782-2856  
Fax +1 856-782-2900  
Business Analyst, ITS Business Development  
American Water  
1000 Voorhees Dr.  
Voorhees, NJ 08043

Mailing address:  
1025 Laurel Oak Rd.  
Voorhees, NJ 08043  
mailto:jpelouze@amwater.com

Bryan Siler/KAWC/AWWSC



**Bryan Siler/KAWC/AWWSC**

01/07/2009 03:49 PM

To Jean Pelouze/ADMIN/CORP/AWWSC@AWW

cc

Subject Fw: Are you having OAM problems? Restricted Downloads?

Jean,

Can you help me get the KY files?

\*\*\*\*\*

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

----- Forwarded by Bryan Siler/KAWC/AWWSC on 01/07/2009 03:48 PM -----



**Cheryl  
DiSanti/PAWC/AWWSC**

01/07/2009 03:43 PM

To Bryan Siler/KAWC/AWWSC@AWW

cc Jody E McCracken/SERVCO/AWWSC@AWW

Subject Re: Are you having OAM problems? Restricted Downloads?



Yes, Email Jean Pelouze. She will be able to help you get the reports.

Cheryl DiSanti  
Major Customer Account Manager  
American Water - Eastern Division  
300 Galley Rd.  
McMurray, PA 15317  
Office - 724-873-3665  
Mobile - 412-559-2497  
Fax - 724-743-3129

cheryl.disanti@amwater.com  
Bryan Siler/KAWC/AWWSC



**Bryan Siler/KAWC/AWWSC**

01/07/2009 03:05 PM

To Cheryl DiSanti/PAWC/AWWSC@AWW, Jody E  
McCracken/SERVCO/AWWSC@AWW

cc

Subject Are you having OAM problems? Restricted Downloads?

\*\*\*\*\*

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

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:05 PM -----

From: Cheryl DiSanti/PAWC/AWWSC  
To: Bryan Siler/KAWC/AWWSC@AWW  
Date: 01/08/2009 09:22 AM  
Subject: Re: CBTSMY vs AGING

You would think it should be close but they two reports are not to be used together in any way. They are independent reports.

Cheryl DiSanti  
Major Customer Account Manager  
American Water - Eastern Division  
300 Galley Rd.  
McMurray, PA 15317  
Office - 724-873-3665  
Mobile - 412-559-2497  
Fax - 724-743-3129  
cheryl.disanti@amwater.com  
Bryan Siler/KAWC/AWWSC



**Bryan Siler/KAWC/AWWSC**

01/08/2009 09:21 AM

To Cheryl DiSanti/PAWC/AWWSC@AWW

cc

Subject CBTSMY vs AGING

Shouldn't the CBTSMY Ending Balance be very close to the total AGING? Usually they're about \$1,000 different. They're \$25,000 different in November.

Do you know if this big of a difference has happened before?

\*\*\*\*\*

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

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:05 PM -----

From: Rachel Cole/KAWC/AWWSC  
To: Bryan Siler/KAWC/AWWSC@AWW  
Date: 01/08/2009 09:33 AM  
Subject: Re: AGING vs CBTSMY

Shouldn't be that large a difference. On the monthly reports, it references the difference. I believe the sewer has been closer than the landfill. I have not investigated, but it should be because the LFUCG may ask to know why there is a difference

If you remember, when Coleman first reviewed all the CBT's during the transition, we paid out this difference.

\*\*\*\*\*

Rachel S. Cole  
Southeast Region  
Email: rcole@kawc.com  
Ph: 859-268-6307  
Fax: 859-335-3307

Bryan Siler/KAWC/AWWSC



**Bryan Siler/KAWC/AWWSC**

01/08/2009 09:20 AM

To Rachel Cole/KAWC/AWWSC@AWW

cc

Subject AGING vs CBTSMY

Shouldn't the CBTSMY Ending Balance be very close to the total AGING? Usually they're about \$1,000 different. They're \$25,000 different in November.

Do you know if this big of a difference has happened before?

\*\*\*\*\*

Bryan Siler  
Southeast Region  
bryan.siler@amwater.com

Phone: (859) 268-6350

Fax: (859) 335-3350

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:05 PM -----

From: Rick Witherite/KAWC/AWWSC  
To: Bryan Siler/KAWC/AWWSC@AWW  
Date: 01/08/2009 11:18 AM  
Subject: Fw: OAM log in

---

FYI

----- Forwarded by Rick Witherite/KAWC/AWWSC on 01/08/2009 11:17 AM -----



**Jean  
Pelouze/ADMIN/CORP/AWW  
SC**

01/08/2009 11:06 AM

To OAM - Data Archiving

cc David S Derr/PAWC/AWWSC@AWW, Joe  
Pignio/IS/CORP/AWWSC@AWW, William A  
Tierno/IS/CORP/AWWSC@AWW, Karen  
Owens/IS/CORP/AWWSC@AWW

Subject OAM log in

All:

Below is the work around for when you are trying to access OAM reports and receive a 'time out message':

When you receive the 'time out' message below, replace where it says '**business partners.amwater.com**', with **10.38.3.16**

For example, it will read <http://10.38.3.16/AWW/PAPR/Usage%20Data/UdRcvrs/etc.....> this will then bring up the reports.

\*\*\*\* Also, it appears that some internal users are now receiving the following pop-up box.(see screen shot below)

When you receive the pop up box, enter your User Id and password that you used to gain access to OAM and click OK. \*\* Remember: your user id and password are case sensitive and need to be entered exactly as they were set up. If you still can not get into the reports, email me and I will have your user id and password set so that you can gain access to the reports.

Please let me know if you have any questions.

Jean

New Memo - Lotus Notes

Put Your Title Here - Windows Internet Explorer provided by American Water

File Edit View Favorites Tools Help

Back Forward Stop Refresh Home Search Favorites

Address [http://10.38.3.16/webapp/AWWPR/PAPR/Data\\_Services/UsageDataServiceResult.jsp?AppEnv=PAPR%20%20](http://10.38.3.16/webapp/AWWPR/PAPR/Data_Services/UsageDataServiceResult.jsp?AppEnv=PAPR%20%20)

Links Customize Links Free Hotmail Windows Windows Marketplace Windows Media

- 29. [Usage Data - 05/01/2008](#)
- 30. [Usage Data - 06/02/2008](#)
- 31. [Usage Data - 07/01/2008](#)
- 32. [Usage Data - 08/01/2008](#)
- 33. [Usage Data - 09/02/2008](#)
- 34. [Usage Data - 10/01/2008](#)
- 35. [Usage Data - 11/01/2008](#)
- 36. [Usage Data - 12/01/2008](#)
- 37. [Usage Data - 01/01/2009](#)

Pennsylvania American Water  
800 W. Hershey Park Drive  
Hershey, PA 17033  
800-673-6999

Connect to businesspartner

Restricted Download 25

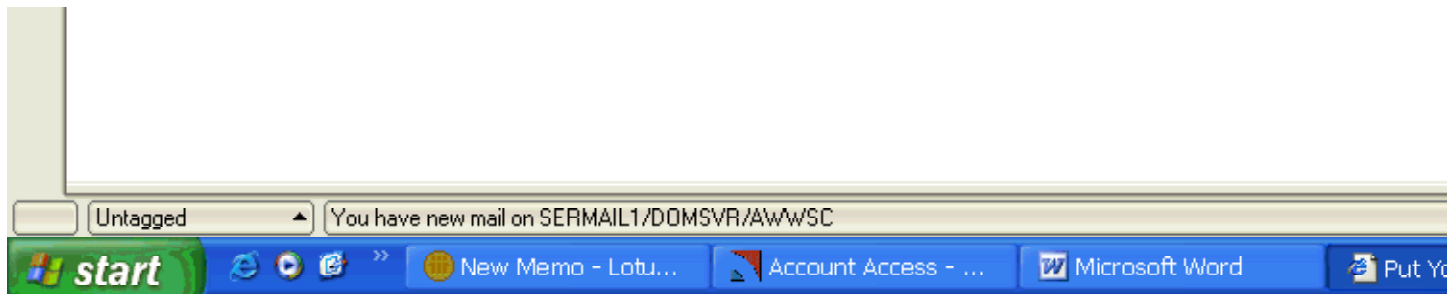
User name:

Password:

Remember my password

OK

© 2008 American Water. All Rights Reserved | [Privacy Policy](#) | [Terms of Use](#) | [Corporate Home](#)



Jean Pelouze  
Business Analyst, ITS Department  
American Water  
1000 Voorhees Dr.  
Voorhees, NJ 08043

Mailing address:  
1025 Laurel Oak Rd.  
Voorhees, NJ 08043  
<mailto:jpelouze@amwater.com>

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:05 PM -----

From: Ann M Luczak/PAWC/AWWSC  
To: Bryan Siler/KAWC/AWWSC@AWW  
Cc: Traci A Follmer/PAWC/AWWSC@AWW, Joy E Hughes/PAWC/AWWSC@AWW, Trisha Etedali/SHARVCS/AWWSC@AWW, Stacy Owens/KAWC/AWWSC@AWW  
Date: 01/12/2009 10:32 AM  
Subject: Mismatch Reports

Hi Bryan,

Here are your Mismatch Reports for this week, you will need to let me know by **Thursday, January 15, 2009** what you have completed.

Please work the reports in this order of priority: (Missing Services report 4 & 5 last)

1. Area & Route Mismatch
2. Invalid Services
3. Invalid Fix Charges
4. Missing Fix Charges
5. Missing Services

\*\*\* Please remember you can review validation table information by accessing path BLVG in Orcom \*\*\*

**These are your DETAIL reports. These are the reports you want to work from. These should also be the reports you update & send back to me with weekly updates.**



Invalid Services Detail KY 1-9.xls



Missing Services Detail KY 1-9.xls

Please save these reports in your personal document files. Do a "Save As" of this information when making any changes to this report.



Thank you and if you have any questions, please let me know.

Ann Luczak  
Quality Assurance Analyst  
KY, Eastern & Central-PA, TN  
Eastern Division-SE States  
100 N Pennsylvania Av  
Wilkes-Barre PA 18701

Phone: (570) 830-6547  
Fax: (570) 822-3783  
Email: ann.luczak@amwater.com

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:05 PM -----

From: Ann M Luczak/PAWC/AWWSC  
To: Bryan Siler/KAWC/AWWSC@AWW  
Date: 01/13/2009 11:23 AM  
Subject: Mismatch Reports

---

Hi Bryan,

When Stacy makes the change to the Prem Status, would you please make a note in the Prem Comments that we made the change to the PREM Status because the L/L is the one who is shut off for nonpayment NOT a tenant.

Thank you,

Ann Luczak  
Quality Assurance Analyst  
KY, Eastern & Central-PA, TN  
Eastern Division-SE States  
100 N Pennsylvania Av  
Wilkes-Barre PA 18701

Phone: (570) 830-6547  
Fax: (570) 822-3783  
Email: ann.luczak@amwater.com

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:05 PM -----

From: Ann M Luczak/PAWC/AWWSC  
To: CSC - Business Services Coordinators/AWWSC@AWW  
Cc: Traci A Follmer/PAWC/AWWSC@AWW, Joy E Hughes/PAWC/AWWSC@AWW, Mary E Moniodes/CALLCTR/CORP/AWWSC@AWW, Stacy Owens/KAWC/AWWSC@AWW, Bryan Siler/KAWC/AWWSC@AWW  
Date: 01/13/2009 11:37 AM  
Subject: Coaching Required - Premise # [REDACTED]

---

Hello Everyone,

The attached premise has pulled into our SOX Integrity Reports the last two weeks in a row. The first week, we made the correction to the Prem Status to IP because the Landlord is shut off for nonpayment and the Account Service list is closed with No Active Ratepayer on the account.

SOX report  
for a second week in a row. We again, have made the correction to the premise and need to make sure  
that the  
PREM Status does NOT get changed back to AP. If anything, we need to remove the cut-in-landlord  
agreement,  
since he is not paying on his account and send a letter to notify the customer that he has been removed  
from the  
program.

Thank you for your help in this matter.

Ann Luczak  
Quality Assurance Analyst  
KY, Eastern & Central-PA, TN  
Eastern Division-SE States  
100 N Pennsylvania Av  
Wilkes-Barre PA 18701

Phone: (570) 830-6547

Fax: (570) 822-3783

Email: ann.luczak@amwater.com

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:05 PM -----

From: CSC - Business Services Coordinators/AWWSC  
To: Ann M Luczak/PAWC/AWWSC@AWW  
Cc: Bryan Siler/KAWC/AWWSC@AWW, Joy E Hughes/PAWC/AWWSC@AWW, Mary E Moniodes/CALLCTR/CORP/AWWSC@AWW, Stacy Owens/KAWC/AWWSC@AWW, Traci A Follmer/PAWC/AWWSC@AWW  
Date: 01/13/2009 11:49 AM  
Subject: Re: Coaching Required - Premise [REDACTED]  
Sent by: Nikki S Wells

All,

Good morning. A coaching and correction request has been sent for follow up. Updates will be provided when they become available.

Thank You,

Nikki Wells  
Business Services Coordinators  
American Water- CSC  
1410 Discovery Parkway  
Alton, IL. 62002  
BSC - Coordinators@amwater.com  
Office (866)-641-2177  
Fax (618)-433-4010  
Ann M Luczak/PAWC/AWWSC



**Ann M  
Luczak/PAWC/AWWSC**  
01/13/2009 10:37 AM

To: CSC - Business Services Coordinators/AWWSC@AWW  
cc: Traci A Follmer/PAWC/AWWSC@AWW, Joy E Hughes/PAWC/AWWSC@AWW, Mary E Moniodes/CALLCTR/CORP/AWWSC@AWW, Stacy Owens/KAWC/AWWSC@AWW, Bryan Siler/KAWC/AWWSC@AWW  
Subject: Coaching Required - Premise [REDACTED]

Hello Everyone,

The attached premise has pulled into our SOX Integrity Reports the last two weeks in a row. The first week, we made the correction to the Prem Status to IP because the Landlord is shut off for nonpayment and the Account Service list is closed with No Active Ratepayer on the account.

SOX report  
for a second week in a row. We again, have made the correction to the premise and need to make sure that the  
PREM Status does NOT get changed back to AP. If anything, we need to remove the cut-in-landlord agreement,  
since he is not paying on his account and send a letter to notify the customer that he has been removed from the  
program.

Thank you for your help in this matter.

Ann Luczak  
Quality Assurance Analyst  
KY, Eastern & Central-PA, TN  
Eastern Division-SE States  
100 N Pennsylvania Av  
Wilkes-Barre PA 18701

Phone: (570) 830-6547  
Fax: (570) 822-3783  
Email: ann.luczak@amwater.com

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:05 PM -----

From: Ann M Luczak/PAWC/AWWSC  
To: CSC - Business Services Coordinators/AWWSC@AWW  
Cc: Bryan Siler/KAWC/AWWSC@AWW, Joy E Hughes/PAWC/AWWSC@AWW, Mary E Moniodes/CALLCTR/CORP/AWWSC@AWW, Nikki S Wells/CALLCTR/CORP/AWWSC@AWW, Stacy Owens/KAWC/AWWSC@AWW, Traci A Follmer/PAWC/AWWSC@AWW  
Date: 01/13/2009 11:51 AM  
Subject: Re: Coaching Required - Premise # [REDACTED]

---

Hi Nikki,

Again, thank you very much for all your help!

Have a good one,

Ann Luczak  
Quality Assurance Analyst  
KY, Eastern & Central-PA, TN  
Eastern Division-SE States  
100 N Pennsylvania Av  
Wilkes-Barre PA 18701

Phone: (570) 830-6547  
Fax: (570) 822-3783  
Email: ann.luczak@amwater.com  
CSC - Business Services Coordinators/AWWSC

**CSC - Business Services  
Coordinators/AWWSC**  
Sent by: Nikki S Wells

01/13/2009 11:49 AM

To: Ann M Luczak/PAWC/AWWSC@AWW  
cc: Bryan Siler/KAWC/AWWSC@AWW, Joy E Hughes/PAWC/AWWSC@AWW, Mary E Moniodes/CALLCTR/CORP/AWWSC@AWW, Stacy Owens/KAWC/AWWSC@AWW, Traci A Follmer/PAWC/AWWSC@AWW  
Subject: Re: Coaching Required - Premise # [REDACTED]

All,

Good morning. A coaching and correction request has been sent for follow up. Updates will be provided when they become available.

Thank You,

Nikki Wells  
Business Services Coordinators  
American Water- CSC  
1410 Discovery Parkway  
Alton, IL. 62002

BSC - Coordinators@amwater.com  
Office (866)-641-2177  
Fax (618)-433-4010  
Ann M Luczak/PAWC/AWWSC



**Ann M  
Luczak/PAWC/AWWSC**

01/13/2009 10:37 AM

To: CSC - Business Services Coordinators/AWWSC@AWW  
cc: Traci A Follmer/PAWC/AWWSC@AWW, Joy E  
Hughes/PAWC/AWWSC@AWW, Mary E  
Moniodes/CALLCTR/CORP/AWWSC@AWW, Stacy  
Owens/KAWC/AWWSC@AWW, Bryan  
Siler/KAWC/AWWSC@AWW  
Subject: Coaching Required - Premise [REDACTED]

Hello Everyone,

The attached premise has pulled into our SOX Integrity Reports the last two weeks in a row. The first week, we made the correction to the Prem Status to IP because the Landlord is shut off for nonpayment and the Account Service list is closed with No Active Ratepayer on the account.

SOX report  
for a second week in a row. We again, have made the correction to the premise and need to make sure  
that the  
PREM Status does NOT get changed back to AP. If anything, we need to remove the cut-in-landlord  
agreement,  
since he is not paying on his account and send a letter to notify the customer that he has been removed  
from the  
program.

Thank you for your help in this matter.

Ann Luczak  
Quality Assurance Analyst  
KY, Eastern & Central-PA, TN  
Eastern Division-SE States  
100 N Pennsylvania Av  
Wilkes-Barre PA 18701

Phone: (570) 830-6547  
Fax: (570) 822-3783  
Email: ann.luczak@amwater.com

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:05 PM -----

From: Ann M Luczak/PAWC/AWWSC  
To: Bryan Siler/KAWC/AWWSC@AWW  
Cc: Stacy Owens/KAWC/AWWSC@AWW  
Date: 01/13/2009 11:59 AM  
Subject: Re: Fw: Mismatch Reports

Thank you very much!

Ann Luczak  
Quality Assurance Analyst  
KY, Eastern & Central-PA, TN  
Eastern Division-SE States  
100 N Pennsylvania Av  
Wilkes-Barre PA 18701

Phone: (570) 830-6547  
Fax: (570) 822-3783  
Email: ann.luczak@amwater.com  
Bryan Siler/KAWC/AWWSC



**Bryan Siler/KAWC/AWWSC**

01/13/2009 11:22 AM

To: Ann M Luczak/PAWC/AWWSC@AWW  
cc: Stacy Owens/KAWC/AWWSC@AWW  
Subject: Fw: Mismatch Reports

Here you go. I was able to inactivate that premise after all. I commented the account via CPREM.

Thanks for your help.

[attachment "Invalid Services Detail KY 1-9.xls" deleted by Ann M Luczak/PAWC/AWWSC] [attachment "Missing Services Detail KY 1-9.xls" deleted by Ann M Luczak/PAWC/AWWSC]

\*\*\*\*\*

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 11:21 AM -----



**Ann M  
Luczak/PAWC/AWWSC**

To: Bryan Siler/KAWC/AWWSC@AWW





01/12/2009 10:32 AM

cc Traci A Follmer/PAWC/AWWSC@AWW, Joy E  
Hughes/PAWC/AWWSC@AWW, Trisha  
Etedali/SHARVCS/AWWSC@AWW, Stacy  
Owens/KAWC/AWWSC@AWW  
Subject Mismatch Reports

Hi Bryan,

Here are your Mismatch Reports for this week, you will need to let me know by **Thursday, January 15, 2009** what you have completed.

Please work the reports in this order of priority: (Missing Services report 4 & 5 last)

1. Area & Route Mismatch
2. Invalid Services
3. Invalid Fix Charges
4. Missing Fix Charges
5. Missing Services

\*\*\* Please remember you can review validation table information by accessing path BLVG in Orcom \*\*\*

**These are your DETAIL reports. These are the reports you want to work from. These should also be the reports you update & send back to me with weekly updates.**

**[attachment "Invalid Services Detail KY 1-9.xls" deleted by Ann M Luczak/PAWC/AWWSC]**  
**[attachment "Missing Services Detail KY 1-9.xls" deleted by Ann M Luczak/PAWC/AWWSC]**

Please save these reports in your personal document files. Do a "Save As" of this information when making any changes to this report.

Thank you and if you have any questions, please let me know.

Ann Luczak  
Quality Assurance Analyst  
KY, Eastern & Central-PA, TN  
Eastern Division-SE States  
100 N Pennsylvania Av  
Wilkes-Barre PA 18701

Phone: (570) 830-6547  
Fax: (570) 822-3783  
Email: ann.luczak@amwater.com

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:05 PM -----

From: Dale S Graham/SHARVCS/AWWSC  
To: cdeining@lfucg.com  
Cc: Bryan Siler/KAWC/AWWSC@AWW  
Date: 01/14/2009 10:51 AM  
Subject: LFUCG 12-08

Sewer & Landfill billing for 12/08.



4531\_001.pdf

Thanks,

Dale Graham  
SSC Cash Management  
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 02/15/2013 05:05 PM -----

From: Donna Taylor/KAWC/AWWSC  
To: cdeining@lfucg.com  
Cc: Bryan Siler  
Date: 01/14/2009 04:28 PM  
Subject: Commercial and Industrial Usage

---

Candice,

Attached is the spreadsheet containing the December 2008 commercial and industrial usage. Look this over and let me know if you need additional information.

Donna



LFUCG - Commercial and Industrial Billing - December 2008.xls

Donna B. Taylor  
Sr. Business Reporting Analyst  
American Water  
ITS - Business Applications Development  
2300 Richmond Rd.  
Lexington, KY 40502  
Voice: 859.268.6306  
Fax: 859.335.3306  
email: donna.taylor@amwater.com

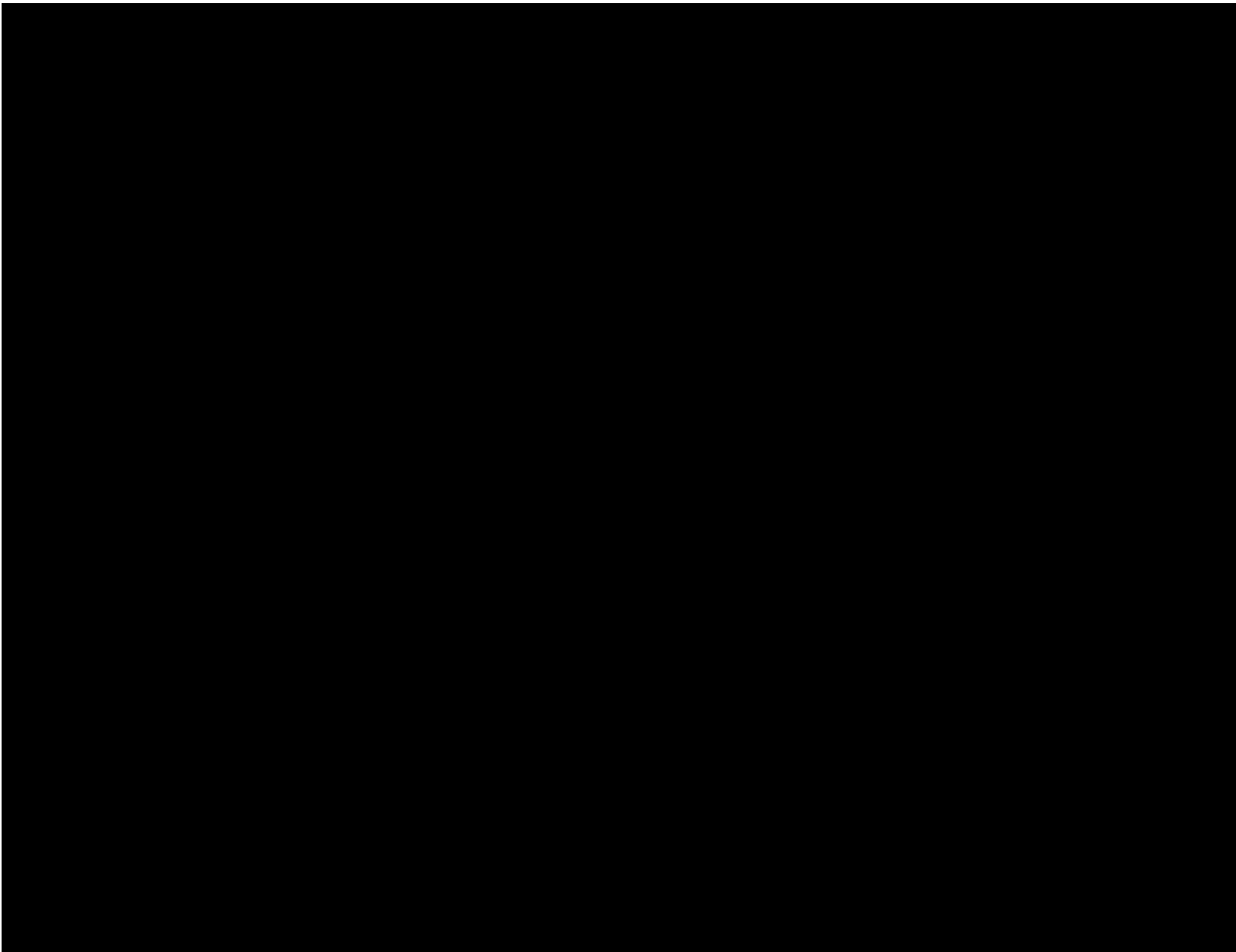
----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:05 PM -----

From: "Candice Deininger" <cdeining@lfucg.com>  
To: <Bryan.Siler@amwater.com>  
Date: 01/15/2009 02:38 PM  
Subject: [REDACTED]

---


Good afternoon, Bryan. While going through new construction credit requests from [REDACTED] I noticed that it appears as though the following account had not been read/billed since it was set up on 09/15/08. Are there any notes on the account as to why it was not billed? Thanks for your help!

Candice



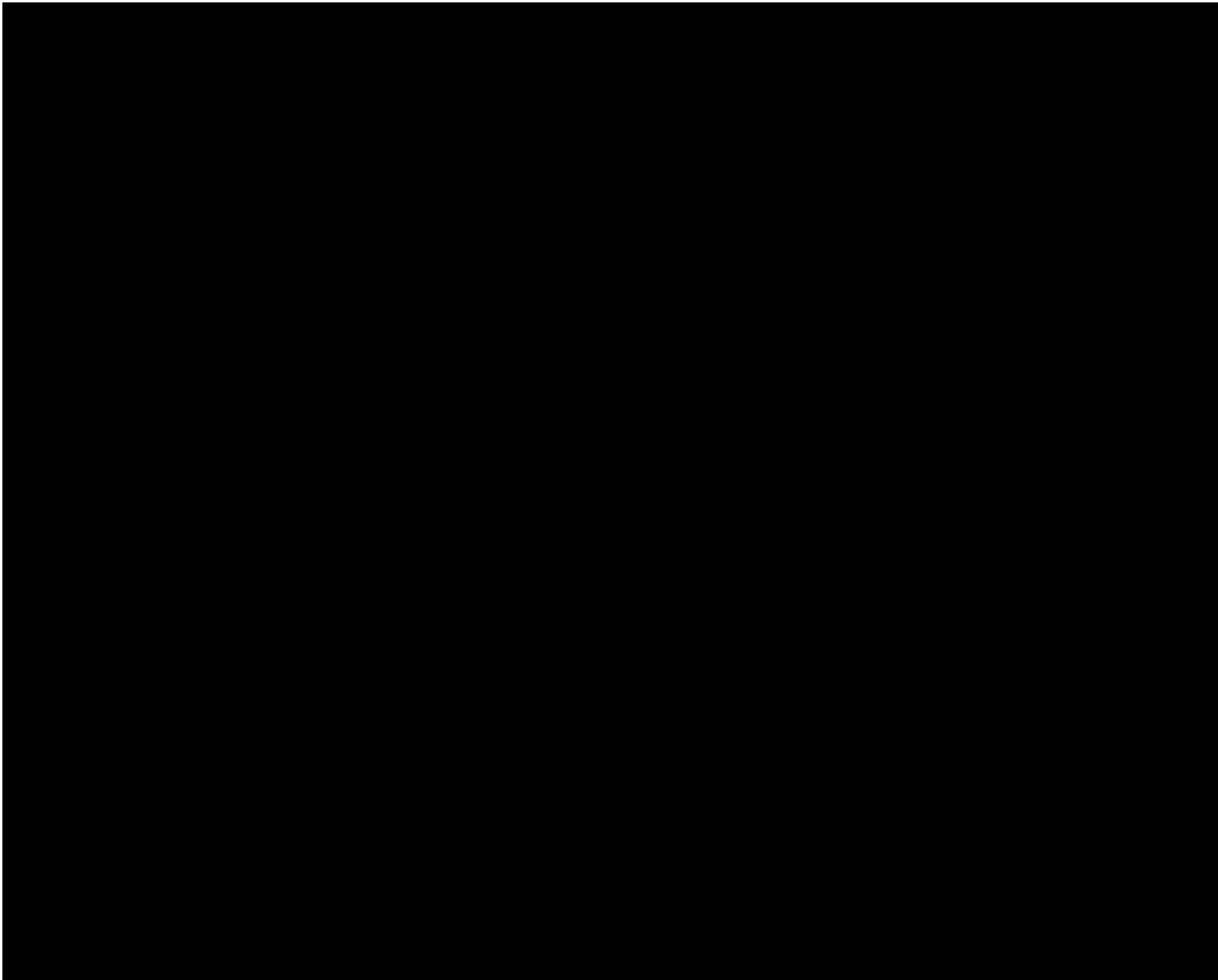
Candice Deininger  
LFUCG Division of Revenue  
200 E. Main St., Lexington, KY 40507  
Telephone: 859-258-3364  
Fax: 859-258-3352  
cdeining@lfucg.com

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:05 PM -----

From: "Candice Deininger" <cdeining@lfucg.com>  
To: <Bryan.Siler@amwater.com>  
Date: 01/15/2009 03:09 PM  
Subject: 

---

Hi, again, Bryan. Found another account that wasn't read/billed for 168 days . . . any notes on this one?



Candice Deininger  
LFUCG Division of Revenue  
200 E. Main St., Lexington, KY 40507  
Telephone: 859-258-3364  
Fax: 859-258-3352  
cdeining@lfucg.com

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:05 PM -----

From: Bryan Siler/KAWC/AWWSC  
To: "Candice Deininger" <cdeining@lfucg.com>@AWX  
Cc: Stacy Owens/KAWC/AWWSC@AWW  
Date: 01/15/2009 03:22 PM  
Subject: Re: [REDACTED]

---

Candice,

This account was apparently set up with a duplicate meter number. The notes mention that the order couldn't be closed because of this problem. We had to research the issue and get it corrected. It was fixed on December 26th and the account was closed before it could bill on the regular cycle.

Let me know if you would like additional information.

\*\*\*\*\*

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

"Candice Deininger" <cdeining@lfucg.com>



"Candice Deininger"  
<cdeining@lfucg.com>  
01/15/2009 02:37 PM

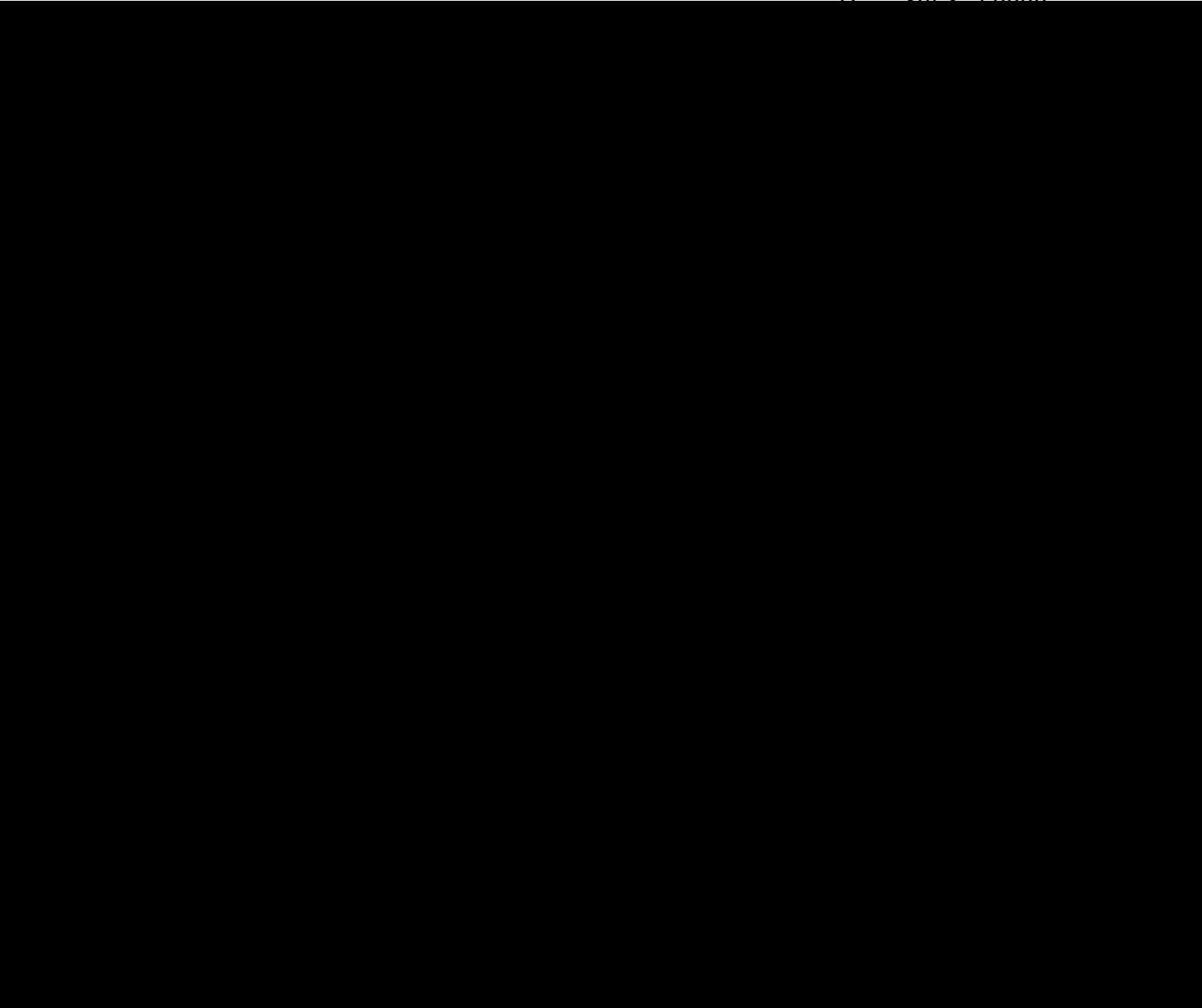
To <Bryan.Siler@amwater.com>

cc

Subject [REDACTED]

Good afternoon, Bryan. While going through new construction credit requests from [REDACTED] I noticed that it appears as though the following account had not been read/billed since it was set up on 09/15/08. Are there any notes on the account as to why it was not billed? Thanks for your help!

Candice



Candice Deininger  
LFUCG Division of Revenue  
200 E. Main St., Lexington, KY 40507  
Telephone: 859-258-3364  
Fax: 859-258-3352  
cdeining@lfucg.com

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:05 PM -----

From: "Candice Deininger" <cdeining@lfucg.com>  
To: <Bryan.Siler@amwater.com>  
Date: 01/15/2009 03:48 PM  
Subject: RE: [REDACTED]

---

Thank you!

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

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]  
Sent: Thursday, January 15, 2009 3:23 PM  
To: Candice Deininger  
Cc: Stacy.Owens@amwater.com  
Subject: Re: [REDACTED]

Candice,

This account was apparently set up with a duplicate meter number. The notes mention that the order couldn't be closed because of this problem. We had to research the issue and get it corrected. It was fixed on December 26th and the account was closed before it could bill on the regular cycle.

Let me know if you would like additional information.

\*\*\*\*\*

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

"Candice  
Deininger"  
<cdeining@lfucg.c  
om> <Bryan.Siler@amwater.com>  
cc 01/15/2009 02:37  
PM  
Subject [REDACTED]

Good afternoon [REDACTED] while going through new construction credit requests from [REDACTED] I noticed that it appears as though the following account had not been read/billed since it was set up on 09/15/08. Are there any notes on the account as to why it was not billed? Thanks for your help!

Candice

(Embedded image moved to file: pic26363.jpg)

Candice Deiningger  
LFUCG Division of Revenue  
200 E. Main St., Lexington, KY 40507  
Telephone: 859-258-3364  
Fax: 859-258-3352  
cdeining@lfucg.com

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:05 PM -----

From: Jody E McCracken/SERVCO/AWWSC  
To: David S Derr/PAWC/AWWSC@AWW  
Cc: Edward A Simon/MOAWC/AWWSC, Cheryl DiSanti, Bryan Siler/KAWC/AWWSC@AWW, Sarah Workman/WVAWC/AWWSC@AWW, Sonya S Metcalfe/ADMIN/CORP/AWWSC@AWW, Karen K Roney/CALLCTR/CORP/AWWSC, Penny Pohlman, Carol A Goulstone/IS/CORP/AWWSC@AWW  
Date: 01/16/2009 12:26 PM  
Subject: Usage Data Files for 1/16/09

---

Hi Dave -

Just wanted to touch base with you and give you an example of an issue that was not communicated to the business. I know you acknowledged that there is an issue on the call the other day and I am not trying to point fingers or blame anyone just make sure you are aware of the types of issues we see in the business.

I received two voicemail messages this morning before I got here from two different usage data customers in Indiana stating the files were not on the website. I immediately contacted Hershey Operations and spoke to Bob Brodish to see what the problem was. Bob advised that there was a system failure last night and that usage data in IA, IN, KY, MO, CA, PA & IL did not run. The developers were currently working to resolve and run the data. I asked why nobody was notified. Bob stated that the Service Desk was made aware of the issue last night and that he would make sure I was advised of any updates. I immediately sent notification to the Central States usage data customers. Bob did call me back to advise the developers had corrected the issue and the usage data was being processed.

Again, I am not trying to place blame or point fingers, we just need to communicate better when issues like this come up. For all Central States, Sonya Metcalfe and myself need to be notified of any issues surrounding Online Account Manager (usage data or managed contract) so we can keep our customers advised.

Thank you.

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

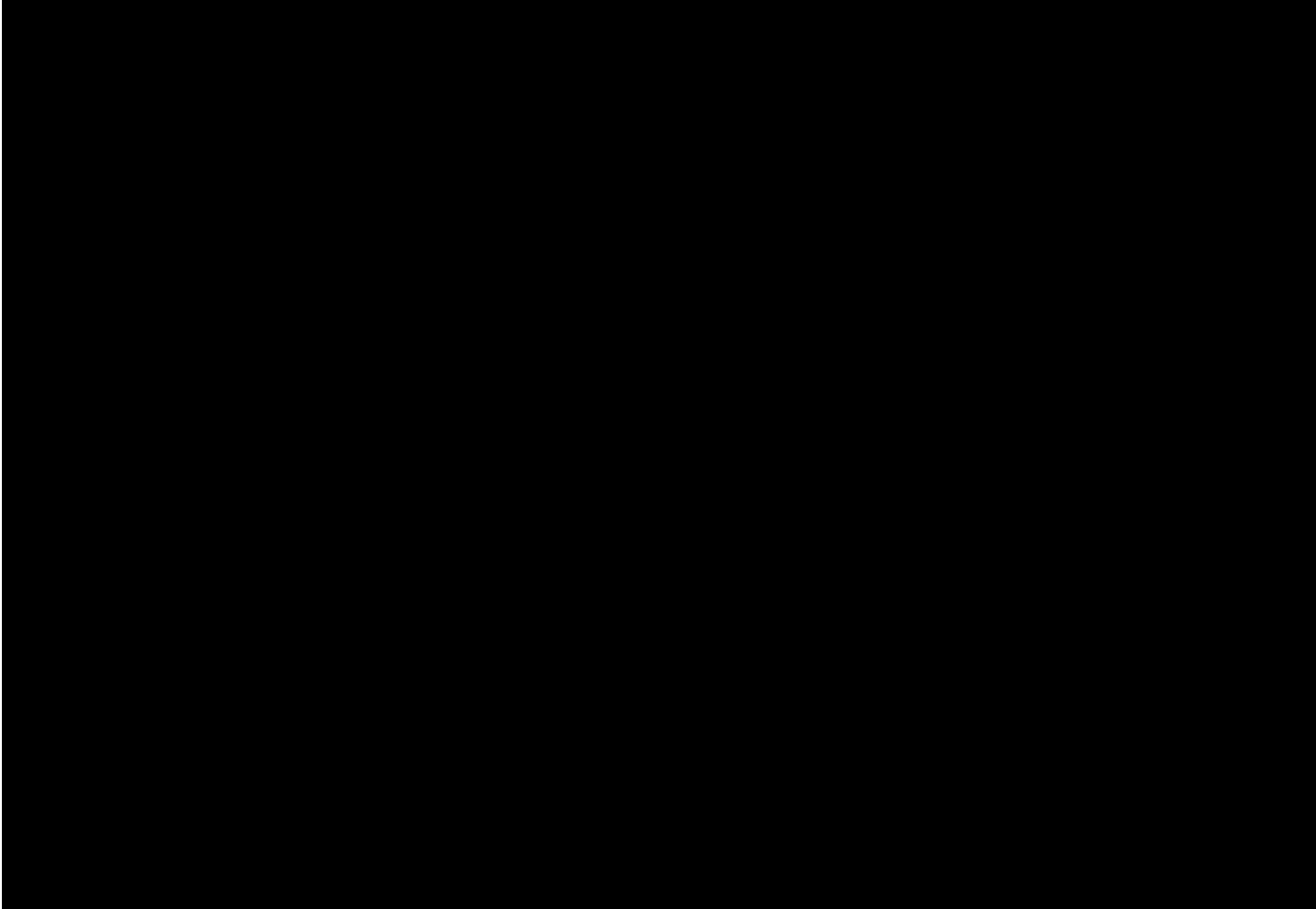
----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:05 PM -----

From: Rachel Cole/KAWC/AWWSC  
To: Sonali Basak/SHARVCS/AWWSC@AWW  
Cc: Trisha Etedali/SHARVCS/AWWSC@AWW, Bryan Siler  
Date: 01/19/2009 09:45 AM  
Subject: [REDACTED]

---

Sonali,

Would you please let me know why this transfer was made? I'm just trying to understand the transactions that transpired on this account. Thanks.



Rachel S. Cole  
Southeast Region  
Email: rcole@kawc.com

Ph: 859-268-6307

Fax: 859-335-3307

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:05 PM -----

From: Edward A Simon/MOAWC/AWWSC  
 To: Jody E McCracken/SERVCO/AWWSC@AWW, David S Derr/PAWC/AWWSC@AWW  
 Cc: Bryan Siler/KAWC/AWWSC@AWW, Carol A Goulstone/IS/CORP/AWWSC@AWW, Cheryl DiSanti/PAWC/AWWSC@AWW, Karen K Roney/CALLCTR/CORP/AWWSC@AWW, Penny Y Pohlman/CALLCTR/CORP/AWWSC@AWW, Sarah Workman/WVAWC/AWWSC@AWW, Sonya S Metcalfe/ADMIN/CORP/AWWSC@AWW  
 Date: 01/19/2009 09:47 AM  
 Subject: Re: Usage Data Files for 1/16/09

---

Thanks Jody for letting us know about the issue we experienced last week.

David, your immediate assistance with implementation of the notification process we discussed would be appreciated. I would like to see us be more proactive in our communications with the impacted customers. Thanks in advance for your assistance. Ed

Edward A. Simon, II  
 Director, Customer Relationship Services  
 American Water - Central States  
 Office: 618.239.3210  
 Cell: 314-575-1715  
 email: edward.simon@amwater.com  
 Jody E McCracken/SERVCO/AWWSC



**Jody E  
 McCracken/SERVCO/AWWS  
 C**

01/16/2009 11:26 AM

To: David S Derr/PAWC/AWWSC@AWW

cc: Edward A Simon/MOAWC/AWWSC, Cheryl DiSanti, Bryan Siler/KAWC/AWWSC@AWW, Sarah Workman/WVAWC/AWWSC@AWW, Sonya S Metcalfe/ADMIN/CORP/AWWSC@AWW, Karen K Roney/CALLCTR/CORP/AWWSC, Penny Pohlman, Carol A Goulstone/IS/CORP/AWWSC@AWW

Subject: Usage Data Files for 1/16/09

Hi Dave -

Just wanted to touch base with you and give you an example of an issue that was not communicated to the business. I know you acknowledged that there is an issue on the call the other day and I am not trying to point fingers or blame anyone just make sure you are aware of the types of issues we see in the business.

I received two voicemail messages this morning before I got here from two different usage data customers in Indiana stating the files were not on the website. I immediately contacted Hershey Operations and spoke to Bob Brodish to see what the problem was. Bob advised that there was a system failure last night and that usage data in IA, IN, KY, MO, CA, PA & IL did not run. The developers were currently working to resolve and run the data. I asked why nobody was notified. Bob stated that the Service Desk was made aware of the issue last night and that he would make sure I was advised of any updates. I immediately sent notification to the Central States usage data customers. Bob did call me back to advise the developers had corrected the issue and the usage data was being processed.

Again, I am not trying to place blame or point fingers, we just need to communicate better when issues like this come up. For all Central States, Sonya Metcalfe and myself need to be notified of any issues surrounding Online Account Manager (usage data or managed contract) so we can keep our customers advised.

Thank you.

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 Bryan Siler/KAWC/AWWSC on 02/15/2013 05:05 PM -----

From: Sonali Basak/SHARVCS/AWWSC  
To: Rachel Cole/KAWC/AWWSC@AWW  
Cc: Bryan Siler/KAWC/AWWSC@AWW, Trisha Etedali/SHARVCS/AWWSC@AWW, Brian S Perhacs/SHARVCS/AWWSC@AWW, Maria Calderon/SHARVCS/AWWSC@AWW  
Date: 01/19/2009 10:16 AM  
Subject: Re: [REDACTED]

---

Good Morning Rachel,

I am attaching you a PDF with the copy of the check and all the remits. I received that check in my KY suspense account and I paid as the customer told me to do. I paid every amount customer told me to do and I had \$3006.30 and the remit was for \$58,006.30 so I transferred \$3006.30 to account # [REDACTED] attached you all the copy of the check and stubs. If you have any question give me a call 856 [REDACTED]



4579\_001.pdf

Thank you

Sonali Basak

Rachel Cole/KAWC/AWWSC



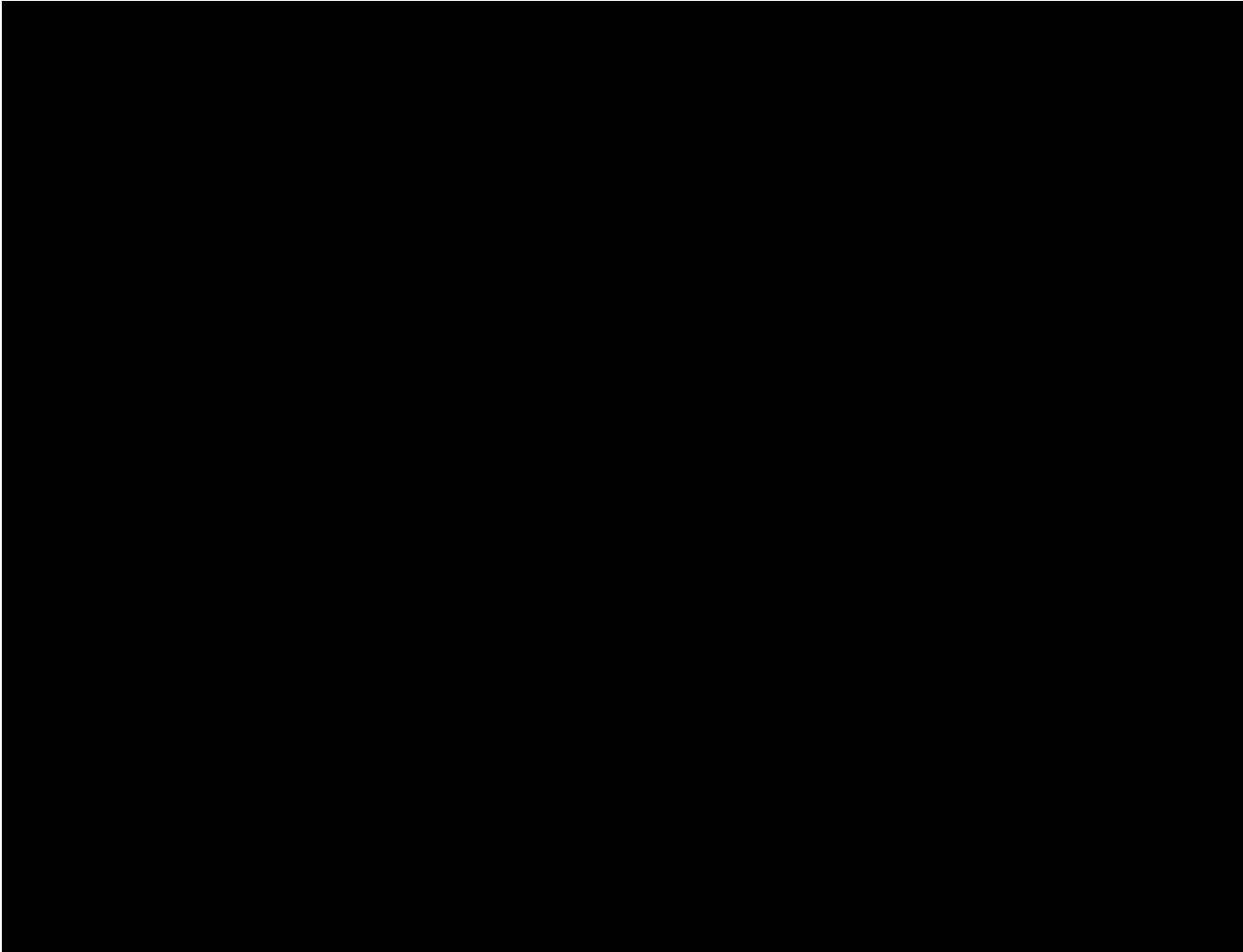
**Rachel Cole/KAWC/AWWSC**

01/19/2009 09:45 AM

To: Sonali Basak/SHARVCS/AWWSC@AWW  
cc: Trisha Etedali/SHARVCS/AWWSC@AWW, Bryan Siler  
Subject: [REDACTED]

Sonali,

Would you please let me know why this transfer was made? I'm just trying to understand the transactions that transpired on this account. Thanks.



Rachel S. Cole  
Southeast Region  
Email: rcole@kawc.com  
Ph: 859-268-6307  
Fax: 859-335-3307

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:05 PM -----

From: Rachel Cole/KAWC/AWWSC  
To: Sonali Basak/SHARVCS/AWWSC@AWW  
Cc: Brian S Perhacs/SHARVCS/AWWSC@AWW, Bryan Siler/KAWC/AWWSC@AWW, Maria Calderon/SHARVCS/AWWSC@AWW, Trisha Etedali/SHARVCS/AWWSC@AWW  
Date: 01/19/2009 10:32 AM  
Subject: Re [REDACTED]

Thanks, Sonali. I appreciate your help.

\*\*\*\*\*

Rachel S. Cole  
Southeast Region

Email: rcole@kawc.com  
Ph: 859-268-6307  
Fax: 859-335-3307

Sonali Basak/SHARVCS/AWWSC

**Sonali  
Basak/SHARVCS/AWWSC**

01/19/2009 10:16 AM

To Rachel Cole/KAWC/AWWSC@AWW

cc Bryan Siler/KAWC/AWWSC@AWW, Trisha  
Etedali/SHARVCS/AWWSC@AWW, Brian S  
Perhacs/SHARVCS/AWWSC@AWW, Maria  
Calderon/SHARVCS/AWWSC@AWW

Subject Re: [REDACTED]

Good Morning Rachel,

I am attaching you a PDF with the copy of the check and all the remits. I received that check in my KY suspense account and I paid as the customer told me to do. I paid every amount customer told me to do and I had \$3006.30 and the remit was for \$58,006.30 so I transferred \$3006.30 to account [REDACTED] attached you all the copy of the check and stubs. If you have any question give me a call 85

[attachment "4579\_001.pdf" deleted by Rachel Cole/KAWC/AWWSC]

Thank you

Sonali Basak

Rachel Cole/KAWC/AWWSC



**Rachel Cole/KAWC/AWWSC**

01/19/2009 09:45 AM

To Sonali Basak/SHARVCS/AWWSC@AWW

cc Trisha Etedali/SHARVCS/AWWSC@AWW, Bryan Siler

Subject [REDACTED]

Sonali,

Would you please let me know why this transfer was made? I'm just trying to understand the transactions that transpired on this account. Thanks.

Rachel S. Cole  
Southeast Region  
Email: rcole@kawc.com  
Ph: 859-268-6307  
Fax: 859-335-3307

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:05 PM -----

From: Ann M Luczak/PAWC/AWWSC  
To: Bryan Siler/KAWC/AWWSC@AWW  
Cc: Traci A Follmer/PAWC/AWWSC@AWW, Joy E Hughes/PAWC/AWWSC@AWW, Trisha Etedali/SHARVCS/AWWSC@AWW, Stacy Owens/KAWC/AWWSC@AWW  
Date: 01/19/2009 12:28 PM  
Subject: Mismatch Reports

---

Hi Bryan,

Here are your Mismatch Reports for this week, you will need to let me know by **Thursday, January 22, 2009** what you have completed.

Please work the reports in this order of priority: (Missing Services report 4 & 5 last)

1. Area & Route Mismatch
2. Invalid Services
3. Invalid Fix Charges
4. Missing Fix Charges
5. Missing Services

\*\*\* Please remember you can review validation table information by accessing path BLVG in Orcom \*\*\*

**These are your DETAIL reports. These are the reports you want to work from. These should also be the reports you update & send back to me with weekly updates.**



Route & Area Mismatches Detail KY 1-16.xls



Invalid Services Detail KY 1-16.xls

Please save these reports in your personal document files. Do a "Save As" of this information when making any changes to this report.

Thank you and if you have any questions, please let me know.

Ann Luczak  
Quality Assurance Analyst  
KY, Eastern & Central-PA, TN  
Eastern Division-SE States  
100 N Pennsylvania Av  
Wilkes-Barre PA 18701

Phone: (570) 830-6547

Fax: (570) 822-3783

Email: ann.luczak@amwater.com

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:05 PM -----

From: Ann M Luczak/PAWC/AWWSC  
To: Bryan Siler/KAWC/AWWSC@AWW  
Cc: Stacy Owens/KAWC/AWWSC@AWW  
Date: 01/19/2009 02:32 PM  
Subject: Re: Mismatch Reports

Hi Brian,

In your CPREM, you will need to give billing some information as to what you what them to do and why.

The

CPREM is blank. You will need to tell them that sewer is not to be billed and on this premise and for what reason and give them dates that they are to allow the service back to because if you do not provide them with all the information, they will just transfer the contact back to you which will just prolong the process and

cause the premises to pull back in again next week.

If you have any questions, please give me a call.

Thanks,

Ann Luczak  
Quality Assurance Analyst  
KY, Eastern & Central-PA, TN  
Eastern Division-SE States

100 N Pennsylvania Av  
Wilkes-Barre PA 18701

Phone: (570) 830-6547  
Fax: (570) 822-3783  
Email: ann.luczak@amwater.com  
Bryan Siler/KAWC/AWWSC



**Bryan Siler/KAWC/AWWSC**

01/19/2009 02:16 PM

To Ann M Luczak/PAWC/AWWSC@AWW

cc

Subject Re: Mismatch Reports 

Ann,

Here you go.

[attachment "Invalid Services Detail KY 1-16.xls" deleted by Ann M Luczak/PAWC/AWWSC] [attachment "Route & Area Mismatches Detail KY 1-16.xls" deleted by Ann M Luczak/PAWC/AWWSC]

\*\*\*\*\*

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

Ann M Luczak/PAWC/AWWSC



**Ann M  
Luczak/PAWC/AWWSC**

01/19/2009 12:28 PM

To Bryan Siler/KAWC/AWWSC@AWW

cc Traci A Follmer/PAWC/AWWSC@AWW, Joy E  
Hughes/PAWC/AWWSC@AWW, Trisha  
Etedali/SHARVCS/AWWSC@AWW, Stacy  
Owens/KAWC/AWWSC@AWW

Subject Mismatch Reports

Hi Bryan,

Here are your Mismatch Reports for this week, you will need to let me know by **Thursday, January 22, 2009** what you have completed.

Please work the reports in this order of priority: (Missing Services report 4 & 5 last)

1. Area & Route Mismatch
2. Invalid Services
3. Invalid Fix Charges



4. Missing Fix Charges
5. Missing Services

\*\*\* Please remember you can review validation table information by accessing path BLVG in Orcom \*\*\*

**These are your DETAIL reports. These are the reports you want to work from. These should also be the reports you update & send back to me with weekly updates.**

[attachment "Route & Area Mismatches Detail KY 1-16.xls" deleted by Bryan Siler/KAWC/AWWSC]  
[attachment "Invalid Services Detail KY 1-16.xls" deleted by Bryan Siler/KAWC/AWWSC]

Please save these reports in your personal document files. Do a "Save As" of this information when making any changes to this report.

Thank you and if you have any questions, please let me know.

Ann Luczak  
Quality Assurance Analyst  
KY, Eastern & Central-PA, TN  
Eastern Division-SE States  
100 N Pennsylvania Av  
Wilkes-Barre PA 18701

Phone: (570) 830-6547  
Fax: (570) 822-3783  
Email: ann.luczak@amwater.com

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:05 PM -----

From: Ann M Luczak/PAWC/AWWSC  
To: Bryan Siler/KAWC/AWWSC@AWW  
Cc: Stacy Owens/KAWC/AWWSC@AWW  
Date: 01/19/2009 03:04 PM  
Subject: Re: Mismatch Reports

---

Hi Bryan,

Much better.....If the premise does not pull in next week on the mismatch, I would just follow up to make sure that the adjustment was done and that all the sewer coding was removed. If they forgot anything, it should pull back into the Mismatch again.....but just to be on the safe side, I would follow up on it!

Thank you very much,

Ann Luczak  
Quality Assurance Analyst  
KY, Eastern & Central-PA, TN  
Eastern Division-SE States  
100 N Pennsylvania Av  
Wilkes-Barre PA 18701

Phone: (570) 830-6547  
Fax: (570) 822-3783  
Email: ann.luczak@amwater.com  
Bryan Siler/KAWC/AWWSC



**Bryan Siler/KAWC/AWWSC**

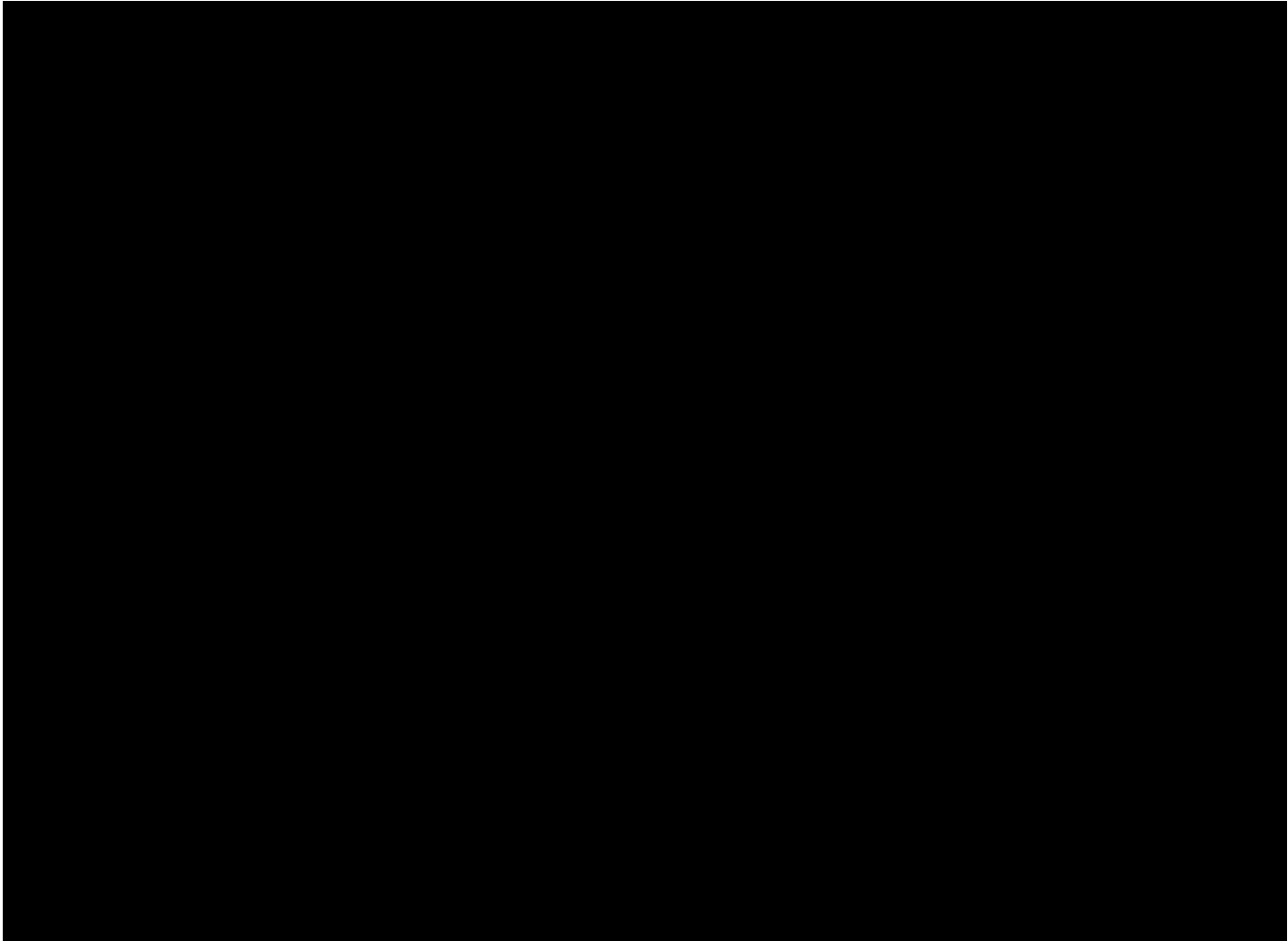
01/19/2009 03:00 PM

To Ann M Luczak/PAWC/AWWSC@AWW

cc Stacy Owens/KAWC/AWWSC@AWW

Subject Re: Mismatch Reports 

Ann,



I actually left it on the previous account because it had billed sewer in error. I didn't want to change the current account because I understand that would refund the customer from our funds instead of the managed contract's funds.

Correct me if I am wrong, because I am still learning some of this, but I thought we had to first correct and refund the account that had been finalized. Then, once that was complete, the premise would be correct going forward.

Let me know. Thanks...

\*\*\*\*\*

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

Ann M Luczak/PAWC/AWWSC



**Ann M  
Luczak/PAWC/AWWSC**  
01/19/2009 02:32 PM

To Bryan Siler/KAWC/AWWSC@AWW  
cc Stacy Owens/KAWC/AWWSC@AWW  
Subject Re: Mismatch Reports 📎

Hi Brian,

In your CPREM, you will need to give billing some information as to what you want them to do and why. The CPREM is blank. You will need to tell them that sewer is not to be billed and on this premise and for what reason and give them dates that they are to allow the service back to because if you do not provide them with all the information, they will just transfer the contact back to you which will just prolong the process and cause the premises to pull back in again next week.

If you have any questions, please give me a call.

Thanks,

Ann Luczak  
Quality Assurance Analyst  
KY, Eastern & Central-PA, TN  
Eastern Division-SE States  
100 N Pennsylvania Av  
Wilkes-Barre PA 18701

Phone: (570) 830-6547  
Fax: (570) 822-3783  
Email: ann.luczak@amwater.com  
Bryan Siler/KAWC/AWWSC



**Bryan Siler/KAWC/AWWSC**  
01/19/2009 02:16 PM

To Ann M Luczak/PAWC/AWWSC@AWW  
cc  
Subject Re: Mismatch Reports 📎

Ann,

Here you go.

[attachment "Invalid Services Detail KY 1-16.xls" deleted by Ann M Luczak/PAWC/AWWSC] [attachment "Route & Area Mismatches Detail KY 1-16.xls" deleted by Ann M Luczak/PAWC/AWWSC]

\*\*\*\*\*

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

Ann M Luczak/PAWC/AWWSC



**Ann M  
Luczak/PAWC/AWWSC**  
01/19/2009 12:28 PM

To: Bryan Siler/KAWC/AWWSC@AWW  
cc: Traci A Follmer/PAWC/AWWSC@AWW, Joy E  
Hughes/PAWC/AWWSC@AWW, Trisha  
Etedali/SHARVCS/AWWSC@AWW, Stacy  
Owens/KAWC/AWWSC@AWW  
Subject: Mismatch Reports

Hi Bryan,

Here are your Mismatch Reports for this week, you will need to let me know by **Thursday, January 22, 2009** what you have completed.

Please work the reports in this order of priority: (Missing Services report 4 & 5 last)

1. Area & Route Mismatch
2. Invalid Services
3. Invalid Fix Charges
4. Missing Fix Charges
5. Missing Services

\*\*\* Please remember you can review validation table information by accessing path BLVG in Orcom \*\*\*

**These are your DETAIL reports. These are the reports you want to work from. These should also be the reports you update & send back to me with weekly updates.**

[attachment "Route & Area Mismatches Detail KY 1-16.xls" deleted by Bryan Siler/KAWC/AWWSC]  
[attachment "Invalid Services Detail KY 1-16.xls" deleted by Bryan Siler/KAWC/AWWSC]

Please save these reports in your personal document files. Do a "Save As" of this information when making any changes to this report.

Thank you and if you have any questions, please let me know.

Ann Luczak  
Quality Assurance Analyst  
KY, Eastern & Central-PA, TN  
Eastern Division-SE States

100 N Pennsylvania Av  
Wilkes-Barre PA 18701

Phone: (570) 830-6547  
Fax: (570) 822-3783  
Email: ann.luczak@amwater.com

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:05 PM -----

From: "Lynne Cross" <ccross@lfucg.com>  
To: <Bryan.Siler@amwater.com>  
Date: 01/20/2009 10:39 AM  
Subject: Hidden Leak Adjustment

---

Bryan,

I have been talking with the customer below - she had a hidden underground leak and she has called the Water Company for an adjustment. She tells me that they have put her account on hold while reviewing it, but they are telling her that she may not be entitled to any kind of adjustment and that she is only allowed 1 HL adjustment per lifetime. Have the rules on HL adjustments changed? I know for my time at KAWC we gave 2 adjustments per leak and 2 leaks per year. What are the rules now? I didn't know if she was confused about what they were telling her or if things had changed. Thanks Bryan!

*Lynne Cross*

Lexington Fayette Urban County Government

Division of Revenue

Sewer & Landfill Dept.

200 E. Main Street

Lexington, KY 40507  
859.258.3363

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:05 PM -----

From: Nikole L McKeever/CALLCTR/CORP/AWWSC  
To: Bryan Siler/KAWC/AWWSC@AWW  
Date: 01/20/2009 11:31 AM  
Subject: Re: Hidden Leak adjustments

Hello,

We have adjustment guidelines that we follow - these were provided by Stacy Owens.

I have pasted below the current guidelines please let me know if you have questions or concerns.

|                                                                |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
|----------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>Hidden Leak Adjustment for Residential &amp; Commercial</p> | <p><b>Definition:</b> A hidden underground leak is defined as a leak in the customer service line between the meter and the premise.</p> <p>In Kentucky, hidden underground leak adjustments will be granted to residential and commercial customers.</p> <p>The customer must provide a plumber's statement or list of materials showing that the leak has been repaired.</p> <p>The bill will be adjusted by comparing the usage six months prior to the leak, if no usage is available, the usage default will be used.</p> <p>The usage default is located in the rate schedule under Avg Estimated Usage.</p> <p>The excess water usage will be billed at 25% of the rate.</p> <p>The excess sewer usage will be adjusted at 75%.</p> <p>The excess usage must be 2 times higher than the customer's average usage to be considered for an adjustment.</p> <p>Customers can receive an adjustment on the 2 highest bills per leak up to a maximum of 2 leaks. Entire houseline from meter box to house must be replaced entirely before a 3rd adjustment will be considered.</p> <p>Each adjustment may cover a maximum of 2 billing periods.</p> <p>As a general rule, you will need to check the AWUD path to see if there has been a previous adjustment(s) at the premise.</p> |
|----------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

Thanks,

Nikole McKeever  
Billing Group Supervisor CSC  
618-433-4504 Office  
618-792-5351 Cell  
Fax: 618- 433-4180

Bryan Siler/KAWC/AWWSC



**Bryan Siler/KAWC/AWWSC**

01/20/2009 10:07 AM

To: Nikole L McKeever/CALLCTR/CORP/AWWSC@AWW  
cc

Subject: Hidden Leak adjustments

Do you know who would I talk to to find out the "rules" on this type of adjustment?

\*\*\*\*\*

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

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:05 PM -----

From: Stacy Owens/KAWC/AWWSC  
To: Bryan Siler/KAWC/AWWSC@AWW  
Date: 01/20/2009 01:28 PM  
Subject: Re: Hidden Leak adjustments

This is the current policy.

Bryan Siler

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

**From:** Bryan Siler  
**Sent:** 01/20/2009 12:45 PM EST  
**To:** Stacy Owens  
**Subject:** Fw: Hidden Leak adjustments

Are these still valid? Is it ok to pass this along to the LFUCG?

\*\*\*\*\*

Bryan Siler  
Southeast Region  
bryan.siler@amwater.com  
Phone: (859) 268-6350



Fax: (859) 335-3350

----- Forwarded by Bryan Siler/KAWC/AWWSC on 01/20/2009 12:44 PM -----




**Nikole L  
McKeever/CALLCTR/CORP/A  
WWSC**

01/20/2009 11:31 AM

To Bryan Siler/KAWC/AWWSC@AWW

cc

Subject Re: Hidden Leak adjustments 

Hello,

We have adjustment guidelines that we follow - these were provided by Stacy Owens.

I have pasted below the current guidelines please let me know if you have questions or concerns.

|                                                                |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
|----------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>Hidden Leak Adjustment for Residential &amp; Commercial</p> | <p><b>Definition:</b> A hidden underground leak is defined as a leak in the customer service line between the meter and the premise.</p> <p>In Kentucky, hidden underground leak adjustments will be granted to residential and commercial customers.</p> <p>The customer must provide a plumber's statement or list of materials showing that the leak has been repaired.</p> <p>The bill will be adjusted by comparing the usage six months prior to the leak, if no usage is available, the usage default will be used.</p> <p>The usage default is located in the rate schedule under Avg Estimated Usage.</p> <p>The excess water usage will be billed at 25% of the rate.</p> <p>The excess sewer usage will be adjusted at 75%.</p> <p>The excess usage must be 2 times higher than the customer's average usage to be considered for an adjustment.</p> <p>Customers can receive an adjustment on the 2 highest bills per leak up to a maximum of 2 leaks. Entire houseline from meter box to house must be replaced entirely before a 3rd adjustment will be considered.</p> <p>Each adjustment may cover a maximum of 2 billing periods.</p> <p>As a general rule, you will need to check the AWUD path to see if there has been a previous adjustment(s) at the premise.</p> |
|----------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

Thanks,

Nikole McKeever  
Billing Group Supervisor CSC  
618-433-4504 Office  
618-792-5351 Cell  
Fax: 618- 433-4180

Bryan Siler/KAWC/AWWSC



**Bryan Siler/KAWC/AWWSC**

01/20/2009 10:07 AM

To: Nikole L McKeever/CALLCTR/CORP/AWWSC@AWW  
cc

Subject: Hidden Leak adjustments

Do you know who would I talk to to find out the "rules" on this type of adjustment?

\*\*\*\*\*

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

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:05 PM -----

From: "Lynne Cross" <ccross@lfucg.com>  
To: <Bryan.Siler@amwater.com>  
Date: 01/21/2009 10:11 AM  
Subject: RE: Coding for landfill

---

Yes they should be.

Lynne Cross  
258-3363

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

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]  
Sent: Wednesday, January 21, 2009 9:52 AM  
To: Lynne Cross  
Cc: Candice Deininger; Rebecca Burke  
Subject: Re: Coding for landfill

Will these be included on the weekly file of changes to landfill that we

receive?

\*\*\*\*\*

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

"Lynne Cross"  
<ccross@lfucg.com

>

To

<Bryan.Siler@amwater.com>

01/21/2009 09:48

cc

AM  
<rburke@lfucg.com> ,

"Rebecca Burke"

"Candice Deininger"

<cdeining@lfucg.com>

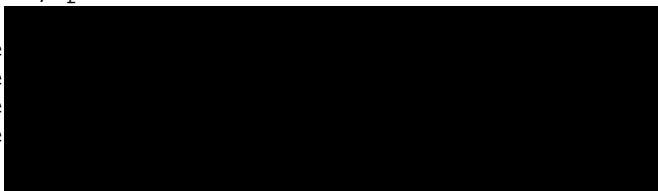
Subject

Coding for landfill

Bryan,

Please code the following accounts for 1 herbie. If you have any questions, please let me know. Thanks!

Premise  
Premise  
Premise  
Premise



Premise  
Premise  
Premise  
Premise  
Premise

Lynne Cross  
Lexington Fayette Urban County Government  
Division of Revenue  
Sewer & Landfill Dept.  
200 E. Main Street  
Lexington, KY 40507  
859.258.3363

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:05 PM -----

From: Melody S Huie/CALLCTR/CORP/AWWSC  
To: Bryan Siler/KAWC/AWWSC@AWW, Stacy Owens/KAWC/AWWSC@AWW, Beverly Horton/KAWC/AWWSC@AWW, Bethany G Hungate/KAWC/AWWSC@AWW, Sharon A Davis/CALLCTR/CORP/AWWSC@AWW, Linda A Sigite/CALLCTR/CORP/AWWSC@AWW, Kathy D Kingsbury/CALLCTR/CORP/AWWSC@AWW, Bob J Perkins/CALLCTR/CORP/AWWSC@AWW, Shannon S Orban/CALLCTR/CORP/AWWSC@AWW, Renee J Roy/CALLCTR/CORP/AWWSC@AWW  
Date: 01/21/2009 05:33 PM  
Subject: KY [REDACTED] - Sewer Usage

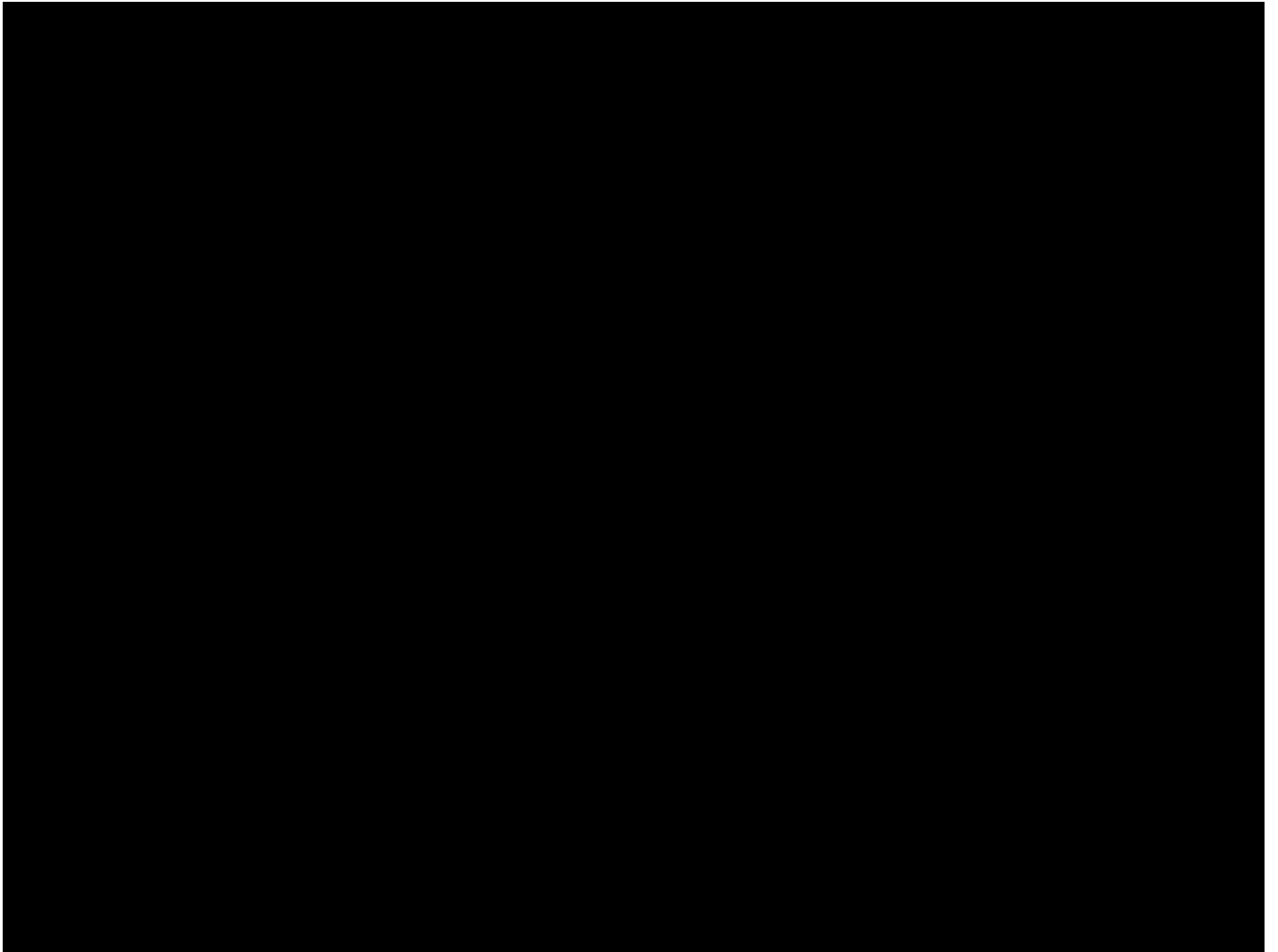
---

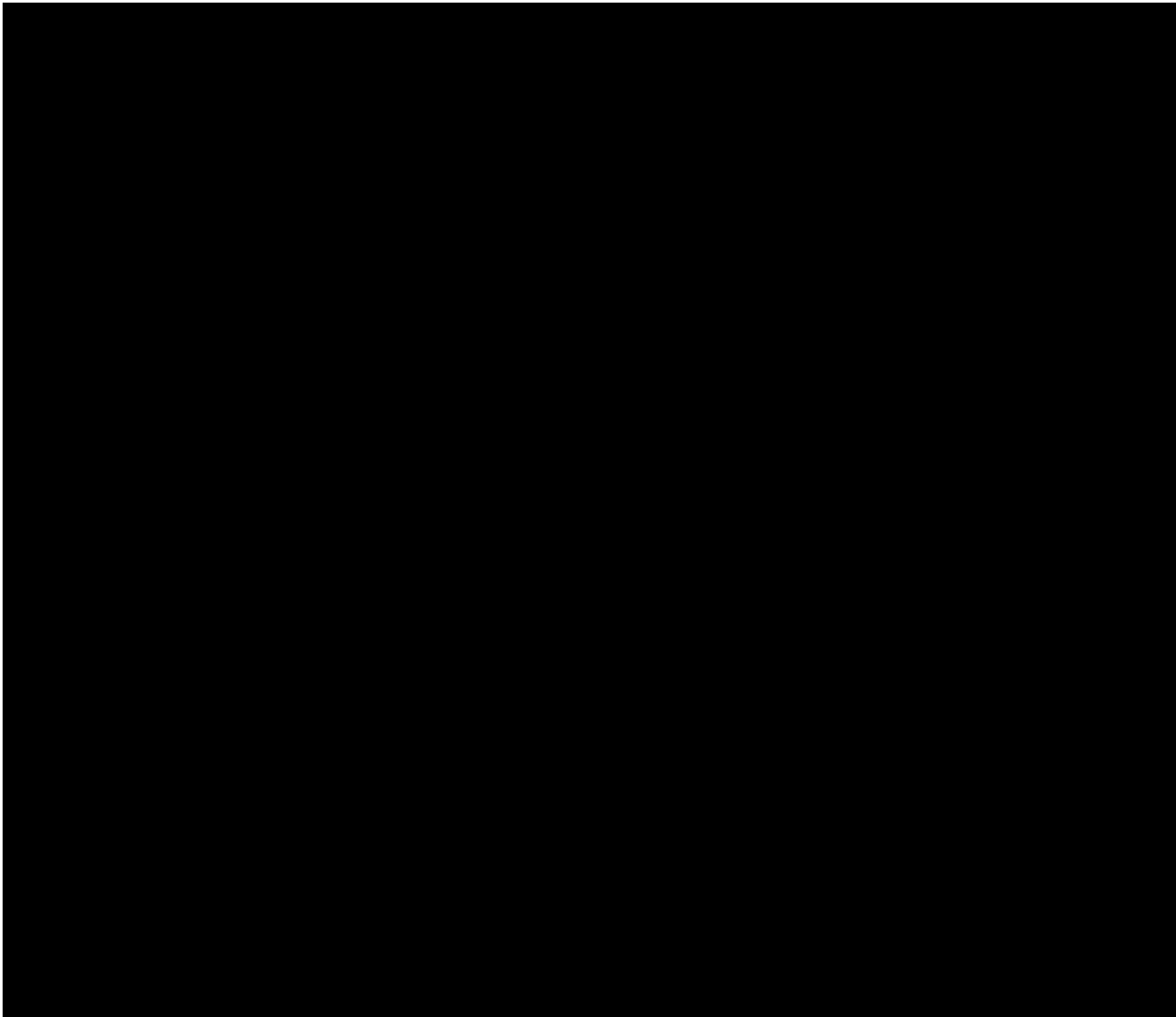
Bryan,

As I was preparing to Debit this account for Sewer as requested, I noticed that during summer 2008 the sewer was being billed for same amount of water usage instead of the Sewer pocket from usage 2007/2008 (see attached account information)

Should I adjust to correct those months?

Any explanation why the account did not use the previous years usage Nov-April to calculate the pocket for May-Oct? Only thing I saw was the account The account was shut off multiple times for Nonpayment.





Melody Huie -Alton IL - CSR III - Billing Specialist

1-618-433-4311 Ext 6216

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:05 PM -----

From: "Candice Deininger" <cdeining@lfucg.com>  
To: <Bryan.Siler@amwater.com>  
Cc: "Lynne Cross" <ccross@lfucg.com>, "Mike Lambert" <mlambert@lfucg.com>  
Date: 01/23/2009 08:08 AM  
Subject: FW: Sewer Question - [REDACTED]

Good morning, Bryan. Kindly see the following emails . . . .

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

From: Lynne Cross  
Sent: Friday, January 23, 2009 7:35 AM  
To: Candice Deininger  
Subject: RE: Sewer Question

Candice, '

I don't know if I replied to you about this or not. Mike called me back and said that [REDACTED] is a bogus address. He says it is

the same as [redacted] and that [redacted] is sewerred. I told him that if [redacted] ore ques [redacted] or I would give him a call back. Let me know if you need me to do anything else.

Lynne Cross  
258-3363

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

From: Candice Deininger  
Sent: Thursday, January 22, 2009 8:20 AM  
To: Lynne Cross  
Subject: FW: Sewer Question

Lynne,

Since I still don't have mainframe, would you kindly check the following address on the SS screen for me and let me know what it shows? Thank you much!!

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

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]  
Sent: Wednesday, January 21, 2009 2:06 PM  
To: Candice Deininger  
Subject: RE: Sewer Question

No, just wanted to verify. Please let me know though.

\*\*\*\*\*

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

"Candice  
Deininger"  
<cdeining@lfucg.c  
om>  
<Bryan.Siler@amwater.com>  
cc  
01/21/2009 01:54  
PM  
Subject  
RE: Sewer Question



Here's what is showing on OAM. Our IT people are still unable to install mainframe on my computer so I cannot check the sewer master records. Is this customer disputing the sewer connection?

(Embedded image moved to file: pic15238.jpg)

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

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]  
Sent: Wednesday, January 21, 2009 1:51 PM  
To: Candice Deininger  
Subject: Fw: Sewer Question

Sorry, forgot to include the address.



\*\*\*\*\*

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

----- Forwarded by Bryan Siler/KAWC/AWWS on 01/21/2009 01:50 PM -----

Bryan  
Siler/KAWC/AWWS

To 01/21/2009 01:50 PM "Candice Deininger"  
<cdeining@lfucg.com>@AWX

cc

Subject Sewer Question(Document link:  
Bryan Siler)

Do you show this premise as having sewer service?



\*\*\*\*\*

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

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:05 PM -----

From: "Candice Deininger" <cdeining@lfucg.com>  
To: <Bryan.Siler@amwater.com>  
Cc: "Lynne Cross" <ccross@lfucg.com>  
Date: 01/23/2009 10:05 AM  
Subject: OAM Authorization Password

---

Good morning, Bryan. Neither Lynne nor I are able to get past the authorization pop-up screen to retrieve the Blue Sky usage data, and I need it to do billing today. I know you sent the file earlier, which was helpful, but I still need your assistance in being able to access all of the information to which we had previous access. We both have tried repeatedly to log on using the initial password, but it has been to no avail. Would you kindly assist us, please? Thank you very much!!

Candice Deininger  
LFUCG Division of Revenue  
200 E. Main St., Lexington, KY 40507  
Telephone: 859-258-3364  
Fax: 859-258-3352  
Email: cdeining@lfucg.com

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:05 PM -----

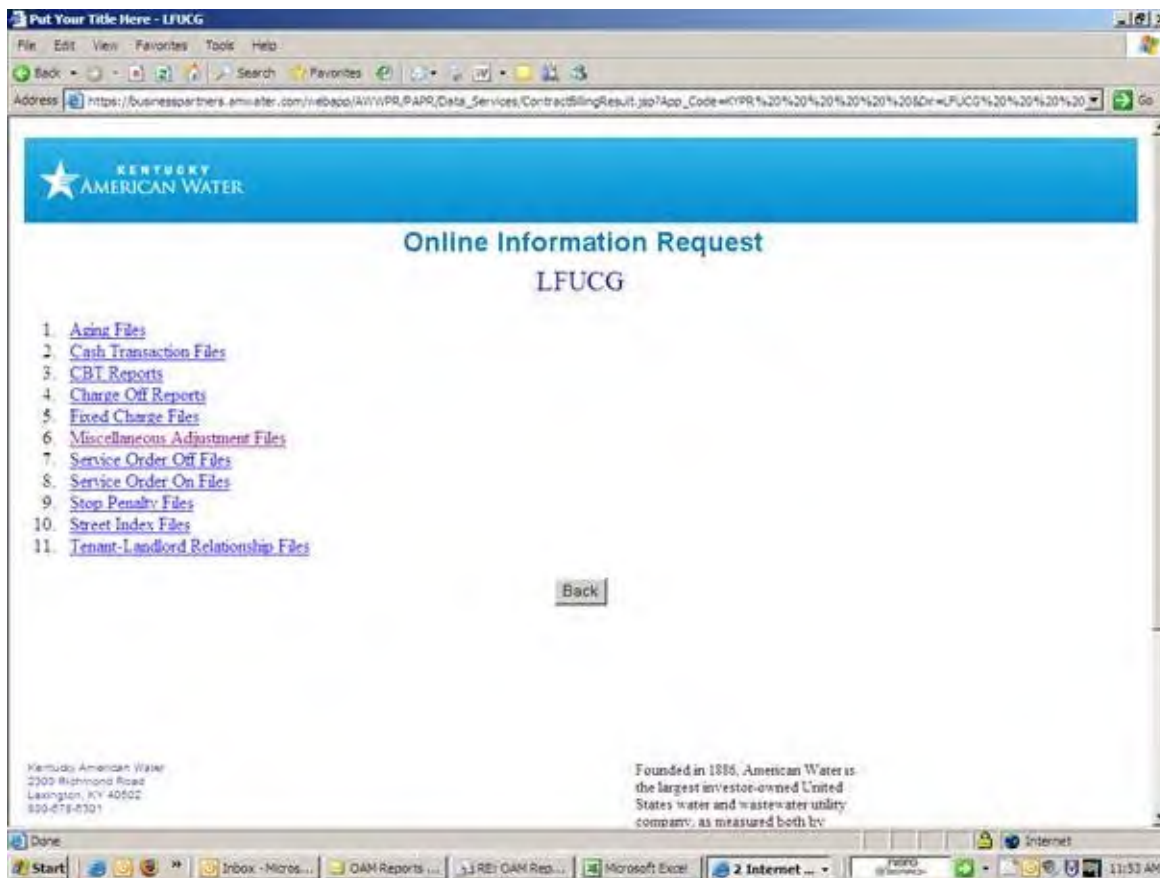
From: "Candice Deininger" <cdeining@lfucg.com>  
To: <Bryan.Siler@amwater.com>  
Cc: <Stacy.Owens@amwater.com>  
Date: 01/23/2009 11:54 AM  
Subject: RE: OAM Reports

---

Bryan,

Of the following, I mostly use Reports 6 and 7, although I do check the remaining files. I also use/need the usage data information for Blue Sky.

Thank you!  
Candice



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

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]  
 Sent: Thursday, January 15, 2009 10:37 AM  
 To: Candice Deininger  
 Cc: Stacy.Owens@amwater.com  
 Subject: OAM Reports

Candice,

Can you give me a list of reports that you use from the OAM? They are proposing some changes to make things better for our managed contracts. I want to make sure any changes will actually make things better for you. If they won't, then I'll be against making them.

No rush. Thanks.

\*\*\*\*\*

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

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:05 PM -----

From: Karen Owens/IS/CORP/AWWSC

To: Bryan Siler/KAWC/AWWSC@AWW  
Date: 01/23/2009 01:28 PM  
Subject: OAM passwords.

---

Bryan,

I have your work order for the OAM passwords for LFUCG. These are the user ID and passwords. I tried both of them and they worked for me. They are case sensitive. Also, if they happen to have a pop up blocker set, that will keep the users from getting in. Could you please check that these are the user IDs and passwords that they are using and have them try again? Thanks, Karen

cdeining@lfucg.com  
[REDACTED]

ccross@lfucg.com  
[REDACTED]

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

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:05 PM -----

From: "Candice Deininger" <cdeining@lfucg.com>  
To: <Bryan.Siler@amwater.com>  
Date: 01/23/2009 04:37 PM  
Subject: RE: OAM Authorization Password

---

Nope - it is turned off, otherwise, I wouldn't be able to get into anything

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

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]  
Sent: Friday, January 23, 2009 4:33 PM  
To: Candice Deininger  
Subject: Re: OAM Authorization Password

Candice,

I have requested these passwords to be reset. They verified that your password is correct. Could you possibly have a pop-up blocker that is causing the issue? That would certainly affect both of you the way this issue appears to be affecting you.

Let me know.

\*\*\*\*\*

Bryan Siler  
Southeast Region  
bryan.siler@amwater.com

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

"Candice  
Deininger"  
<cdeining@lfucg.c  
om>  
<Bryan.Siler@amwater.com>  
cc  
01/23/2009 10:04 "Lynne Cross" <ccross@lfucg.com>  
AM  
Subject  
OAM Authorization Password

Good morning, Bryan. Neither Lynne nor I are able to get past the authorization pop-up screen to retrieve the Blue Sky usage data, and I need it to do billing today. I know you sent the file earlier, which was helpful, but I still need your assistance in being able to access all of the information to which we had previous access. We both have tried repeatedly to log on using the initial password, but it has been to no avail. Would you kindly assist us, please? Thank you very much!!

Candice Deininger  
LFUCG Division of Revenue  
200 E. Main St., Lexington, KY 40507  
Telephone: 859-258-3364  
Fax: 859-258-3352  
Email: cdeining@lfucg.com

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:05 PM -----

From: Karen Owens/IS/CORP/AWWSC  
To: Bryan Siler/KAWC/AWWSC@AWW  
Date: 01/26/2009 08:00 AM  
Subject: Re: OAM passwords.

---

This is an overall problem. Late Friday, I was getting the same problem with my password on the computer with the outside internet connection. (not my own computer) But the web group will be looking at this right away this morning.

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**

01/26/2009 07:48 AM

To Karen Owens/IS/CORP/AWWSC@AWW

cc Stacy Owens/KAWC/AWWSC@AWW

Subject Re: OAM passwords.📎

Karen,

Was there an estimated time to have the login issue fixed? They are still having problems. Since the passwords worked for both of us, is there any merit in changing them? Would that 'trigger' something in the login process that might help them? How can we rule out that it is definitely not something (at all) on our end? I don't want to have to tell them (again) that it is their problem unless we have ruled absolutely everything out.

\*\*\*\*\*

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

Karen Owens/IS/CORP/AWWSC



**Karen  
Owens/IS/CORP/AWWSC**

01/23/2009 01:28 PM

To Bryan Siler/KAWC/AWWSC@AWW

cc

Subject OAM passwords.📎

Bryan,

I have your work order for the OAM passwords for LFUCG. These are the user ID and passwords. I tried both of them and they worked for me. They are case sensitive. Also, if they happen to have a pop up blocker set, that will keep the users from getting in. Could you please check that these are the user IDs and passwords that they are using and have them try again? Thanks, Karen

cdeining@lfucg.com  
[REDACTED]

ccross@lfucg.com  
[REDACTED]

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

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:05 PM -----

From: Karen Owens/IS/CORP/AWWSC  
To: Bryan Siler/KAWC/AWWSC@AWW  
Date: 01/26/2009 08:03 AM  
Subject: Re: OAM passwords.

---

One additional comment. The users SHOULD be able to still access by entering their user ID and password a second time when the pop up comes up. If that isn't true, please let me know.

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**

01/26/2009 07:48 AM

To: Karen Owens/IS/CORP/AWWSC@AWW  
cc: Stacy Owens/KAWC/AWWSC@AWW  
Subject: Re: OAM passwords. 📎

Karen,

Was there an estimated time to have the login issue fixed? They are still having problems. Since the

passwords worked for both of us, is there any merit in changing them? Would that 'trigger' something in the login process that might help them? How can we rule out that it is definitely not something (at all) on our end? I don't want to have to tell them (again) that it is their problem unless we have ruled absolutely everything out.

\*\*\*\*\*

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

Karen Owens/IS/CORP/AWWSC



**Karen  
Owens/IS/CORP/AWWSC**  
01/23/2009 01:28 PM

To Bryan Siler/KAWC/AWWSC@AWW  
cc

Subject OAM passwords.📎

Bryan,

I have your work order for the OAM passwords for LFUCG. These are the user ID and passwords. I tried both of them and they worked for me. They are case sensitive. Also, if they happen to have a pop up blocker set, that will keep the users from getting in. Could you please check that these are the user IDs and passwords that they are using and have them try again? Thanks, Karen

cdeining@lfucg.com  
[REDACTED]

ccross@lfucg.com  
[REDACTED]

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

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:05 PM -----

From: "Candice Deininger" <cdeining@lfucg.com>  
To: <Bryan.Siler@amwater.com>  
Cc: <Stacy.Owens@amwater.com>, <Karen.Owens@amwater.com>  
Date: 01/26/2009 08:22 AM  
Subject: RE: OAM Authorization Password

---



Both Lynne and I are now able to get to the download information -  
thanks, Bryan!!!

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

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]  
Sent: Monday, January 26, 2009 8:04 AM  
To: Candice Deininger  
Cc: Stacy.Owens@amwater.com; Karen.Owens@amwater.com  
Subject: RE: OAM Authorization Password

Candice,

I'm still trying to run this down. The confusing part is when we use  
your  
login info, on and off our network, it works. I don't have an  
explanation  
for that, but I am trying to get one.

Did you hear back from your IT person? Have you ever successfully  
gotten  
in on your new computer? We may need to rule out a few things on it.  
Can  
I get in contact with them?

\*\*\*\*\*

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

"Candice  
Deininger"  
<cdeining@lfucg.c  
om>  
<Bryan.Siler@amwater.com>

To

cc

01/23/2009 04:36

PM

Subject

RE: OAM Authorization Password

Nope - it is turned off, otherwise, I wouldn't be able to get into anything

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

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]  
Sent: Friday, January 23, 2009 4:33 PM  
To: Candice Deininger  
Subject: Re: OAM Authorization Password

Candice,

I have requested these passwords to be reset. They verified that your password is correct. Could you possibly have a pop-up blocker that is causing the issue? That would certainly affect both of you the way this issue appears to be affecting you.

Let me know.

\*\*\*\*\*

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

"Candice  
Deininger"  
<cdeining@lfucg.c  
To om> <Bryan.Siler@amwater.com>  
cc 01/23/2009 10:04 "Lynne Cross" <ccross@lfucg.com>

Subject AM

OAM Authorization Password

Good morning, Bryan. Neither Lynne nor I are able to get past the authorization pop-up screen to retrieve the Blue Sky usage data, and I need it to do billing today. I know you sent the file earlier, which was helpful, but I still need your assistance in being able to access all of the information to which we had previous access. We both have tried repeatedly to log on using the initial password, but it has been to no avail. Would you kindly assist us, please? Thank you very much!!

Candice Deininger  
LFUCG Division of Revenue  
200 E. Main St., Lexington, KY 40507  
Telephone: 859-258-3364  
Fax: 859-258-3352  
Email: cdeining@lfucg.com

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:05 PM -----

From: Karen Owens/IS/CORP/AWWSC  
To: Bryan Siler/KAWC/AWWSC@AWW  
Cc: Stacy Owens/KAWC/AWWSC@AWW  
Date: 01/26/2009 08:30 AM  
Subject: Re: OAM passwords.

---

OK, I tried both of the user IDs and passwords on our outside computer and I can get in to Kentucky LFUCG CBT reports. But the outside users definitely need to enter their OAM user ID and password a second time.

The web programmer tells me that if I can get in on our outside line using their information, then the users in Kentucky should be able to get in also. So he is telling me it should be something on their end.

cdeining@lfucg.com

  
ccross@lfucg.com



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**

01/26/2009 08:05 AM

To Karen Owens/IS/CORP/AWWSC@AWW  
cc Stacy Owens/KAWC/AWWSC@AWW  
Subject Re: OAM passwords.📎

That is apparently not true. She gets through the first login but not the second one.

\*\*\*\*\*

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

Karen Owens/IS/CORP/AWWSC



**Karen  
Owens/IS/CORP/AWWSC**

01/26/2009 08:03 AM

To Bryan Siler/KAWC/AWWSC@AWW  
cc  
Subject Re: OAM passwords.📎

One additional comment. The users SHOULD be able to still access by entering their user ID and password a second time when the pop up comes up. If that isn't true, please let me know.

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**

01/26/2009 07:48 AM

To Karen Owens/IS/CORP/AWWSC@AWW

cc Stacy Owens/KAWC/AWWSC@AWW

Subject Re: OAM passwords.📎

Karen,

Was there an estimated time to have the login issue fixed? They are still having problems. Since the passwords worked for both of us, is there any merit in changing them? Would that 'trigger' something in the login process that might help them? How can we rule out that it is definitely not something (at all) on our end? I don't want to have to tell them (again) that it is their problem unless we have ruled absolutely everything out.

\*\*\*\*\*

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

Karen Owens/IS/CORP/AWWSC



**Karen  
Owens/IS/CORP/AWWSC**

01/23/2009 01:28 PM

To Bryan Siler/KAWC/AWWSC@AWW

cc

Subject OAM passwords.📎

Bryan,

I have your work order for the OAM passwords for LFUCG. These are the user ID and passwords. I tried both of them and they worked for me. They are case sensitive. Also, if they happen to have a pop up blocker set, that will keep the users from getting in. Could you please check that these are the user IDs and passwords that they are using and have them try again? Thanks, Karen

cdeining@lfucg.com  
[REDACTED]

ccross@lfucg.com  
[REDACTED]

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

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:05 PM -----

From: Karen Owens/IS/CORP/AWWSC  
To: Bryan Siler/KAWC/AWWSC@AWW  
Date: 01/26/2009 08:31 AM  
Subject: Fw: OAM passwords.

---

Hooray, they're in.

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

----- Forwarded by Karen Owens/IS/CORP/AWWSC on 01/26/2009 08:31 AM -----



**Karen  
Owens/IS/CORP/AWWSC**  
01/26/2009 08:30 AM

To: Bryan Siler/KAWC/AWWSC  
cc: Stacy Owens/KAWC/AWWSC@AWW  
Subject: Re: OAM passwords. 📎

OK, I tried both of the user IDs and passwords on our outside computer and I can get in to Kentucky LFUCG CBT reports. But the outside users definitely need to enter their OAM user ID and password a second time.

The web programmer tells me that if I can get in on our outside line using their information, then the users in Kentucky should be able to get in also. So he is telling me it should be something on their end.

██████████g.com

██████████  
ccross@lfucg.com  
██████████

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**

01/26/2009 08:05 AM

To Karen Owens/IS/CORP/AWWSC@AWW

cc Stacy Owens/KAWC/AWWSC@AWW

Subject Re: OAM passwords.📎

That is apparently not true. She gets through the first login but not the second one.

\*\*\*\*\*

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

Karen Owens/IS/CORP/AWWSC



**Karen  
Owens/IS/CORP/AWWSC**

01/26/2009 08:03 AM

To Bryan Siler/KAWC/AWWSC@AWW

cc

Subject Re: OAM passwords.📎

One additional comment. The users SHOULD be able to still access by entering their user ID and password a second time when the pop up comes up. If that isn't true, please let me know.

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**

01/26/2009 07:48 AM

To Karen Owens/IS/CORP/AWWSC@AWW

cc Stacy Owens/KAWC/AWWSC@AWW

Subject Re: OAM passwords.📎

Karen,

Was there an estimated time to have the login issue fixed? They are still having problems. Since the

passwords worked for both of us, is there any merit in changing them? Would that 'trigger' something in the login process that might help them? How can we rule out that it is definitely not something (at all) on our end? I don't want to have to tell them (again) that it is their problem unless we have ruled absolutely everything out.

\*\*\*\*\*

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

Karen Owens/IS/CORP/AWWSC



**Karen  
Owens/IS/CORP/AWWSC**  
01/23/2009 01:28 PM

To: Bryan Siler/KAWC/AWWSC@AWW  
cc  
Subject: OAM passwords.📎

Bryan,

I have your work order for the OAM passwords for LFUCG. These are the user ID and passwords. I tried both of them and they worked for me. They are case sensitive. Also, if they happen to have a pop up blocker set, that will keep the users from getting in. Could you please check that these are the user IDs and passwords that they are using and have them try again? Thanks, Karen

cdeining@lfucg.com  
[REDACTED]

[REDACTED]ucg.com  
[REDACTED]

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

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:05 PM -----

From: "Candice Deininger" <cdeining@lfucg.com>  
To: <Bryan.Siler@amwater.com>  
Date: 01/26/2009 08:53 AM



Subject: RE: OAM Authorization Password

---

You can go ahead and cancel the request . . . I'm not sure what was done to make it work but we were both able to get the screens we needed - our IT people may have worked on it over the weekend . . . .

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

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]  
Sent: Monday, January 26, 2009 8:27 AM  
To: Candice Deininger  
Subject: Fw: OAM Authorization Password

I'll cancel the request to reset your passwords unless you want them changed.

\*\*\*\*\*

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

----- Forwarded by Bryan Siler/KAWC/AWWSC on 01/26/2009 08:26 AM -----

Bryan  
Siler/KAWC/AWWSC

To 01/26/2009 08:24 "Candice Deininger"  
AM <cdeining@lfucg.com>@AWX

cc

Subject RE: OAM Authorization Password  
(Document link: Bryan Siler)

How did you get it working?

"Candice  
Deininger"  
<cdeining@lfucg.c  
om>  
<Bryan.Siler@amwater.com>

cc  
01/26/2009 08:22  
AM  
<Stacy.Owens@amwater.com>,  
<Karen.Owens@amwater.com>

Subject  
RE: OAM Authorization Password

Both Lynne and I are now able to get to the download information -  
thanks, Bryan!!!

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

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]  
Sent: Monday, January 26, 2009 8:04 AM  
To: Candice Deininger  
Cc: Stacy.Owens@amwater.com; Karen.Owens@amwater.com  
Subject: RE: OAM Authorization Password

Candice,

I'm still trying to run this down. The confusing part is when we use your login info, on and off our network, it works. I don't have an explanation for that, but I am trying to get one.

Did you hear back from your IT person? Have you ever successfully gotten in on your new computer? We may need to rule out a few things on it. Can I get in contact with them?

\*\*\*\*\*

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

"Candice  
Deininger"  
<cdeining@lfucg.com>  
To: <Bryan.Siler@amwater.com>  
cc: 01/23/2009 04:36 PM  
Subject: RE: OAM Authorization Password

Nope - it is turned off, otherwise, I wouldn't be able to get into anything

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

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]  
Sent: Friday, January 23, 2009 4:33 PM  
To: Candice Deininger  
Subject: Re: OAM Authorization Password

Candice,

I have requested these passwords to be reset. They verified that your password is correct. Could you possibly have a pop-up blocker that is causing the issue? That would certainly affect both of you the way this issue appears to be affecting you.

Let me know.

\*\*\*\*\*

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

|         |                   |                                  |
|---------|-------------------|----------------------------------|
|         | "Candice          |                                  |
|         | Deininger"        |                                  |
|         | <cdeining@lfucg.c |                                  |
| To      | om>               | <Bryan.Siler@amwater.com>        |
| cc      | 01/23/2009 10:04  | "Lynne Cross" <ccross@lfucg.com> |
|         | AM                |                                  |
| Subject |                   | OAM Authorization Password       |

Good morning, Bryan. Neither Lynne nor I are able to get past the authorization pop-up screen to retrieve the Blue Sky usage data, and I need it to do billing today. I know you sent the file earlier, which was helpful, but I still need your assistance in being able to access all of the information to which we had previous access. We both have tried repeatedly to log on using the initial password, but it has been to no avail. Would you kindly assist us, please? Thank you very much!!

Candice Deininger  
LFUCG Division of Revenue  
200 E. Main St., Lexington, KY 40507  
Telephone: 859-258-3364  
Fax: 859-258-3352  
Email: cdeining@lfucg.com

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:05 PM -----

From: "Sheila Powell" <sheilap@lfucg.com>  
To: <Bryan.Siler@AMwater.com>  
Date: 01/26/2009 10:05 AM  
Subject: Good Morning Bryan you do have [REDACTED]

---

Premise # [REDACTED] on 30% program. If so can you email me the list she claims she is not getting her sewer deductions?

I show I emailed her list on December 26.

Sheila Powell, Administrative Specialist  
Division of Adult & Tenant Services  
1055 Industry Road  
Lexington, KY. 40505  
Phone: 859- 258-3811  
Fax: 859-425-2055

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:05 PM -----

From: Tiffany A Haskins/CONSULT/AWWSC  
To: Bryan Siler/KAWC/AWWSC@AWW  
Cc: Nikole L McKeever/CALLCTR/CORP/AWWSC@AWW, Karen K Roney/CALLCTR/CORP/AWWSC@AWW  
Date: 01/26/2009 04:48 PM  
Subject: LFUCG Adjustments - Fee Type and Bill Description

---

Hi Bryan,

In terms of the adjustments, I will need to know what fee type will be used and what the description on the bill will say. I would propose having two separate adjustments issued:

- 1) The first adjustment would be for the landfill prorated charge. This would be a credit for utility type 7.
- 2) The second adjustment would be for the prorated sewer charge. This would be a credit for utility type 2.

This way, it will eliminate confusion if they are separate bill line items. Also, fee types are normally driven by utility type so the credits will be easier to apply if we separate them in the above manner.

You may want to defer to Nikole or Karen on which fee type should be used. The description on the bill is limited to 25 characters, so any description you can come up with that is 25 characters in length or shorter can be placed on the adjustments.

Thank you,  
Tiffany A. Haskins  
856-782-2828

tiffany.haskins@amwater.com

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:05 PM -----

From: Bryan Siler/KAWC/AWWSC  
To: "Candice Deininger" <cdeining@lfucg.com>  
Cc: William S Buckner/KAWC/AWWSC@AWW, Stacy Owens/KAWC/AWWSC@AWW  
Date: 01/26/2009 05:39 PM  
Subject: RE: FW: [REDACTED] ccounts

Candice,

I appreciate your e-mail below and would like to talk with you about it. I'll give you a call in the morning. I spoke to Bill and we are getting something done so these meters are not estimated in the future. I'm sorry for the trouble it has given you with your adjustments.

Also, I just got off of a phone call about the pro-rated bills. I will be approving the credit adjustments tomorrow so they will be included on the bill that is scheduled to go out on Friday. I will send you something with more detail on this as well. I just wanted to make sure you knew I received your e-mail.

Bryan

\*\*\*\*\*

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

"Candice Deininger" <cdeining@lfucg.com>



"Candice Deininger"  
<cdeining@lfucg.com>  
01/23/2009 04:56 PM

To <Bryan.Siler@amwater.com>  
cc



Subject RE: FW: Smucker Accounts

Thanks, Bryan . . . I was just hoping for some better readings, but I'll figure something out that will be fair.

For whatever reason, this particular industrial account, and the newest account added just a couple months back, seemed to be estimated more than it should. As you know, industrial accounts are among those known as 'must reads,' and this is something you may want to bring to the attention of Dillard so he can make sure all the must-read accounts are read. Terry McFarland worked on routing these accounts and is an extremely valuable resource.

In addition, the length of the billing period should fall within the stated company guidelines to avoid future billing issues like we've just had with the overbilled landfill. While there are periods of extenuating circumstances that necessitate an adjustment in the reading/billing schedule, care and attention on Bill Buckner's part to assure the creation of a regular/normal/full bill is essential to keep billing errors at a minimum.

You can start off good with Dillard if you bring these things to his attention; and if the need is there, I'll be the 'fall guy' - it is, after all, my job here to look, research and question everything. You are the conduit through which I bring things that need fixing to the attention of KAWC, not the source, and those who are ultimately responsible need to be aware of the problems.

I know you're getting ready to go home, as am I, so we can talk about this on Monday. Just know that I really am trying to help . . . .

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

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]  
Sent: Friday, January 23, 2009 4:36 PM  
To: Candice Deininger  
Subject: Re: FW: [REDACTED] Accounts

Candice,

Those are the readings we have. Some were estimates and some were actual reads. There were some over estimates. Since one is high and one is low, and you know what the actual usage is, you might do the adjustment for two months instead of one. Or you could calculate on two months and split it in half if you need an entry for each month.

We should probably discuss this on over the phone. You can call me anytime.

Have a great weekend.

\*\*\*\*\*

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

"Candice  
Deininger"  
<cdeining@lfucg.c  
om>  
<Bryan.Siler@amwater.com>  
cc  
01/23/2009 12:08  
PM  
Subject  
FW: [REDACTED] Accounts

Hi, Bryan. Have you [REDACTED] opportunity to find some better readings/usages for [REDACTED] accounts? I'm holding my spreadsheet pending receipt of the information. Thank you much!

Candice

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

From: Candice Deininger  
Sent: Wednesday, January 21, 2009 9:59 AM  
To: 'Bryan.Siler@amwater.com'  
Cc: Richard Lamey; Stacy.Owens@amwater.com  
[REDACTED] Accounts

I'm looking at the period from 11/12/08-12/11/08 for both . . . .

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

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



Sent: Wednesday, January 21, 2009 9:50 AM  
To: Candice Deininger  
Cc: Richard Lamey; Stacy.Owens@amwater.com  
Subject: Re: [REDACTED] Accounts

Candice,

You're right. There were estimates and corrections to those estimates when we got actual reads.

For what period of time do you calculate the adjustment?

\*\*\*\*\*

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

"Candice  
Deininger"  
<cdeining@lfucg.com>  
To: <Bryan.Siler@amwater.com>  
cc: 01/21/2009 09:37 AM "Richard Lamey"  
<richard@lfucg.com>  
Subject: [REDACTED] Accounts

Good morning, Bryan. I'm in the process of calculating extra-strength charges for these two accounts, and I've noticed the readings/usages

appear  
to be erratic due to service order readings and estimates. Are there  
any  
notes on the accounts that will help explain this? I'm just trying to  
get  
a fair usage on which to calculate these additional charges. Any  
insight  
you can offer will be very much appreciated - thank you!

Candice

(Embedded image moved to file: pic05471.jpg)

(Embedded image moved to file: pic11171.jpg)

(Embedded image moved to file: pic20654.jpg)

Candice Deininger  
LFUCG Division of Revenue  
200 E. Main St., Lexington, KY 40507  
Telephone: 859-258-3364  
Fax: 859-258-3352  
Email: cdeining@lfucg.com

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:05 PM -----

From: "Candice Deininger" <cdeining@lfucg.com>  
To: <Bryan.Siler@amwater.com>  
Date: 01/27/2009 07:48 AM  
Subject: RE: FW: [REDACTED] Accounts

---

Good morning, Bryan. I am in the office today if you'd like to call.  
I'll be out of the office tomorrow afternoon and for the remainder of  
the week and the following Monday; I'll be returning Tuesday, February  
3.

Candice

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

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]  
Sent: Monday, January 26, 2009 5:39 PM  
To: Candice Deininger  
Cc: William.Buckner@amwater.com; Stacy.Owens@amwater.com  
Subject: RE: FW: [REDACTED] Accounts

Candice,

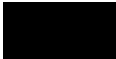
I appreciate your e-mail below and would like to talk with you about it.  
I'll give you a call in the morning. I spoke to Bill and we are getting  
something done so these meters are not estimated in the future. I'm  
sorry  
for the trouble it has given you with your adjustments.

Also, I just got off of a phone call about the pro-rated bills. I will be approving the credit adjustments tomorrow so they will be included on the bill that is scheduled to go out on Friday. I will send you something with more detail on this as well. I just wanted to make sure you knew I received your e-mail.

Bryan

\*\*\*\*\*

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

"Candice  
Deininger"  
<cdeining@lfucg.com>  
To: <Bryan.Siler@amwater.com>  
cc: 01/23/2009 04:56  
Subject: PM  
RE: FW:  Accounts

Thanks, Bryan . . . I was just hoping for some better readings, but I'll figure something out that will be fair.

For whatever reason, this particular industrial account, and the newest account added just a couple months back, seemed to be estimated more than it should. As you know, industrial accounts are among those known as 'must reads,' and this is something you may want to bring to the attention of Dillard so he can make sure all the must-read accounts are read. Terry McFarland worked on routing these accounts and is an extremely valuable resource.

In addition, the length of the billing period should fall within the stated company guidelines to avoid future billing issues like we've just had with the overbilled landfill. While there are periods of extenuating circumstances that necessitate an adjustment in the reading/billing schedule, care and attention on Bill Buckner's part to assure the creation of a regular/normal/full bill is essential to keep billing errors at a minimum.

You can start off good with Dillard if you bring these things to his attention; and if the need is there, I'll be the 'fall guy' - it is, after all, my job here to look, research and question everything. You are the conduit through which I bring things that need fixing to the attention of KAWC, not the source, and those who are ultimately responsible need to be aware of the problems.

I know you're getting ready to go home, as am I, so we can talk about this on Monday. Just know that I really am trying to help . . . .

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

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]  
Sent: Friday, January 23, 2009 4:36 PM  
To: Candice Deininger

[REDACTED] Accounts

Candice,

Those are the readings we have. Some were estimates and some were actual reads. There were some over estimates. Since one is high and one is low, and you know what the actual usage is, you might do the adjustment for two months instead of one. Or you could calculate on two months and split it in half if you need an entry for each month.

We should probably discuss this on over the phone. You can call me anytime.

Have a great weekend.

\*\*\*\*\*

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

"Candice  
Deininger"  
<cdeining@lfucg.c  
om>  
<Bryan.Siler@amwater.com>

cc  
01/23/2009 12:08  
PM

Subject  
[REDACTED] Accounts

Hi, Bryan. Have you [REDACTED] opportunity to find some better readings/usages for [REDACTED] accounts? I'm holding my spreadsheet pending receipt of the information. Thank you much!

Candice

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

From: Candice Deininger  
Sent: Wednesday, January 21, 2009 9:59 AM  
To: 'Bryan.Siler@amwater.com'  
Cc: Richard Lamey; Stacy.Owens@amwater.com  
[REDACTED] Accounts

I'm looking at the period from 11/12/08-12/11/08 for both . . . .

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

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]  
Sent: Wednesday, January 21, 2009 9:50 AM  
To: Candice Deininger  
Cc: Richard Lamey; Stacy.Owens@amwater.com  
[REDACTED] Accounts

Candice,

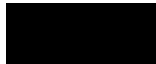
You're right. There were estimates and corrections to those estimates when

we got actual reads.

For what period of time do you calculate the adjustment?

\*\*\*\*\*

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

"Candice  
Deininger"  
<cdeining@lfucg.c  
om> <Bryan.Siler@amwater.com>  
To  
cc 01/21/2009 09:37 "Richard Lamey"  
<richard@lfucg.com>  
AM  
Subject  Accounts

Good morning, Bryan. I'm in the process of calculating extra-strength charges for these two accounts, and I've noticed the readings/usages appear to be erratic due to service order readings and estimates. Are there any notes on the accounts that will help explain this? I'm just trying to get a fair usage on which to calculate these additional charges. Any insight you can offer will be very much appreciated - thank you!

Candice

(Embedded image moved to file: pic05471.jpg)

(Embedded image moved to file: pic11171.jpg)

(Embedded image moved to file: pic20654.jpg)

Candice Deininger  
LFUCG Division of Revenue  
200 E. Main St., Lexington, KY 40507  
Telephone: 859-258-3364  
Fax: 859-258-3352  
Email: cdeining@lfucg.com

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:05 PM -----

From: Tiffany A Haskins/CONSULT/AWWSC  
To: Bryan Siler/KAWC/AWWSC@AWW  
Cc: Karen K Roney/CALLCTR/CORP/AWWSC@AWW, Nikole L  
McKeever/CALLCTR/CORP/AWWSC@AWW, Stacy Owens/KAWC/AWWSC@AWW  
Date: 01/27/2009 08:46 AM  
Subject: Re: LFUCG Adjustments - Fee Type and Bill Description

---

**Bryan,**

You may want to choose a description such as "Landfill Billing Error" and "Sewer Billing Error".

**Nikole/Karen,**

Would I be correct in assuming that the fee type to be used for the landfill credits is 7BER - Gbg O&M Bill Err - Adj and the fee type for utility type 2 would be 2BER - Swr O&M Bill Err - Adj?

Thank you,  
Tiffany A. Haskins  
856-782-2828  
tiffany.haskins@amwater.com  
Bryan Siler/KAWC/AWWSC



**Bryan Siler/KAWC/AWWSC**

01/26/2009 05:14 PM

To: Tiffany A Haskins/CONSULT/AWWSC@AWW  
cc: Karen K Roney/CALLCTR/CORP/AWWSC@AWW, Nikole L  
McKeever/CALLCTR/CORP/AWWSC@AWW, Stacy  
Owens/KAWC/AWWSC@AWW  
Subject: Re: LFUCG Adjustments - Fee Type and Bill Description 📎

I will defer on the fee type. What messages have we used before? What is appropriate?

\*\*\*\*\*

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

Tiffany A Haskins/CONSULT/AWWSC



**Tiffany A  
 Haskins/CONSULT/AWWSC**  
 01/26/2009 04:48 PM

To: Bryan Siler/KAWC/AWWSC@AWW  
 cc: Nikole L McKeever/CALLCTR/CORP/AWWSC@AWW,  
 Karen K Roney/CALLCTR/CORP/AWWSC@AWW  
 Subject: LFUCG Adjustments - Fee Type and Bill Description

Hi Bryan,

In terms of the adjustments, I will need to know what fee type will be used and what the description on the bill will say. I would propose having two separate adjustments issued:

- 1) The first adjustment would be for the landfill prorated charge. This would be a credit for utility type 7.
- 2) The second adjustment would be for the prorated sewer charge. This would be a credit for utility type 2.

This way, it will eliminate confusion if they are separate bill line items. Also, fee types are normally driven by utility type so the credits will be easier to apply if we separate them in the above manner.

You may want to defer to Nikole or Karen on which fee type should be used. The description on the bill is limited to 25 characters, so any description you can come up with that is 25 characters in length or shorter can be placed on the adjustments.

Thank you,  
 Tiffany A. Haskins  
 856-782-2828  
 tiffany.haskins@amwater.com

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:05 PM -----

From: Bryan Siler/KAWC/AWWSC  
 To: "Candice Deininger" <cdeining@lfucg.com>@AWW  
 Cc: Stacy Owens/KAWC/AWWSC@AWW, William S Buckner/KAWC/AWWSC@AWW, Terry L McFarland/KAWC/AWWSC@AWW  
 Date: 01/27/2009 11:56 AM  
 Subject: [REDACTED]

Candice,

Do you use all of the [REDACTED] accounts for the Exclusion credit?

We field checked these today and they are radio read meters. The MIU # was recorded upon installation



but for some reason never got set up in the billing system. We are looking into this issue to see what caused it and how we can prevent it on other accounts in the future. Terry is setting these MIUs up as we speak. We just spoke to Bill about getting them in the MUST READ route and Terry will be making that change as well.

Just wanted to let you know what the final verdict was. have a nice day.

\*\*\*\*\*

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

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:05 PM -----

From: Ann M Luczak/PAWC/AWWSC  
To: Mary Miscavage/PAWC/AWWSC@AWW  
Cc: Joy E Hughes/PAWC/AWWSC@AWW, Bryan Siler/KAWC/AWWSC@AWW, Stacy Owens/KAWC/AWWSC@AWW  
Date: 01/27/2009 01:13 PM  
Subject: Fw: Mismatch Reports

Hi Mary,

Would you please process the attached Validation Table Request Form.

Thank you,

Ann Luczak  
Quality Assurance Analyst  
KY, Eastern & Central-PA, TN  
Eastern Division-SE States  
100 N Pennsylvania Av  
Wilkes-Barre PA 18701

Phone: (570) 830-6547  
Fax: (570) 822-3783  
Email: ann.luczak@amwater.com

----- Forwarded by Ann M Luczak/PAWC/AWWSC on 01/27/2009 01:12 PM -----



**Bryan Siler/KAWC/AWWSC**

01/27/2009 10:18 AM

To Ann M Luczak/PAWC/AWWSC@AWW

cc Stacy Owens/KAWC/AWWSC@AWW

Subject Re: Mismatch Reports 

Here you go...



validation table change forms- 1 add 012709.xls



Invalid Fixed Charges Detail KY 1-23.xls



Invalid Services Detail KY 1-23.xls



Missing Fixed Charge Detail KY 1-23.xls

\*\*\*\*\*

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

Ann M Luczak/PAWC/AWWSC



**Ann M  
 Luczak/PAWC/AWWSC**

01/26/2009 01:56 PM

To Bryan Siler/KAWC/AWWSC@AWW

cc Traci A Follmer/PAWC/AWWSC@AWW, Joy E  
 Hughes/PAWC/AWWSC@AWW, Trisha  
 Etedali/SHARVCS/AWWSC@AWW, Stacy  
 Owens/KAWC/AWWSC@AWW

Subject Mismatch Reports

Hi Bryan,

Here are your Mismatch Reports for this week, you will need to let me know by **Thursday, January 29, 2009** what you have completed.

Please work the reports in this order of priority: (Missing Services report 4 & 5 last)

1. Area & Route Mismatch
2. Invalid Services
3. Invalid Fix Charges
4. Missing Fix Charges
5. Missing Services

\*\*\* Please remember you can review validation table information by accessing path BLVG in Orcom \*\*\*

**These are your DETAIL reports. These are the reports you want to work from. These should also be the reports you update & send back to me with weekly updates.**

[attachment "Invalid Services Detail KY 1-23.xls" deleted by Bryan Siler/KAWC/AWWSC] [attachment "Invalid Fixed Charges Detail KY 1-23.xls" deleted by Bryan Siler/KAWC/AWWSC] [attachment "Missing Fixed Charge Detail KY 1-23.xls" deleted by Bryan Siler/KAWC/AWWSC]

Please save these reports in your personal document files. Do a "Save As" of this information when making any changes to this report.

Thank you and if you have any questions, please let me know.

Ann Luczak  
 Quality Assurance Analyst  
 KY, Eastern & Central-PA, TN

Eastern Division-SE States  
100 N Pennsylvania Av  
Wilkes-Barre PA 18701

Phone: (570) 830-6547  
Fax: (570) 822-3783  
Email: ann.luczak@amwater.com

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:05 PM -----

From: Mary Miscavage/PAWC/AWWSC  
To: Ann M Luczak/PAWC/AWWSC@AWW  
Cc: Bryan Siler/KAWC/AWWSC@AWW, Joy E Hughes/PAWC/AWWSC@AWW, Stacy Owens/KAWC/AWWSC@AWW  
Date: 01/27/2009 01:15 PM  
Subject: Re: Fw: Mismatch Reports

completed  
Ann M Luczak/PAWC/AWWSC



**Ann M  
Luczak/PAWC/AWWSC**  
01/27/2009 01:13 PM

To: Mary Miscavage/PAWC/AWWSC@AWW  
cc: Joy E Hughes/PAWC/AWWSC@AWW, Bryan Siler/KAWC/AWWSC@AWW, Stacy Owens/KAWC/AWWSC@AWW  
Subject: Fw: Mismatch Reports

Hi Mary,

Would you please process the attached Validation Table Request Form.

Thank you,


Ann Luczak  
Quality Assurance Analyst  
KY, Eastern & Central-PA, TN  
Eastern Division-SE States  
100 N Pennsylvania Av  
Wilkes-Barre PA 18701

Phone: (570) 830-6547  
Fax: (570) 822-3783  
Email: ann.luczak@amwater.com

----- Forwarded by Ann M Luczak/PAWC/AWWSC on 01/27/2009 01:12 PM -----



**Bryan Siler/KAWC/AWWSC**  
01/27/2009 10:18 AM

To: Ann M Luczak/PAWC/AWWSC@AWW  
cc: Stacy Owens/KAWC/AWWSC@AWW  
Subject: Re: Mismatch Reports 

Here you go...

[attachment "validation table change forms- 1 add 012709.xls" deleted by Mary Miscavage/PAWC/AWWSC]

[attachment "Invalid Fixed Charges Detail KY 1-23.xls" deleted by Mary Miscavage/PAWC/AWWSC]

[attachment "Invalid Services Detail KY 1-23.xls" deleted by Mary Miscavage/PAWC/AWWSC]

[attachment "Missing Fixed Charge Detail KY 1-23.xls" deleted by Mary Miscavage/PAWC/AWWSC]

\*\*\*\*\*

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

Ann M Luczak/PAWC/AWWSC



**Ann M  
Luczak/PAWC/AWWSC**  
01/26/2009 01:56 PM

To: Bryan Siler/KAWC/AWWSC@AWW  
cc: Traci A Follmer/PAWC/AWWSC@AWW, Joy E Hughes/PAWC/AWWSC@AWW, Trisha Etedali/SHARVCS/AWWSC@AWW, Stacy Owens/KAWC/AWWSC@AWW  
Subject: Mismatch Reports

Hi Bryan,

Here are your Mismatch Reports for this week, you will need to let me know by **Thursday, January 29, 2009** what you have completed.

Please work the reports in this order of priority: (Missing Services report 4 & 5 last)

1. Area & Route Mismatch
2. Invalid Services
3. Invalid Fix Charges
4. Missing Fix Charges
5. Missing Services

\*\*\* Please remember you can review validation table information by accessing path BLVG in Orcom \*\*\*

**These are your DETAIL reports. These are the reports you want to work from. These should also be the reports you update & send back to me with weekly updates.**

[attachment "Invalid Services Detail KY 1-23.xls" deleted by Bryan Siler/KAWC/AWWSC] [attachment "Invalid Fixed Charges Detail KY 1-23.xls" deleted by Bryan Siler/KAWC/AWWSC] [attachment "Missing Fixed Charge Detail KY 1-23.xls" deleted by Bryan Siler/KAWC/AWWSC]

Please save these reports in your personal document files. Do a "Save As" of this information when making any changes to this report.

Thank you and if you have any questions, please let me know.

Ann Luczak  
Quality Assurance Analyst  
KY, Eastern & Central-PA, TN  
Eastern Division-SE States  
100 N Pennsylvania Av  
Wilkes-Barre PA 18701

Phone: (570) 830-6547  
Fax: (570) 822-3783  
Email: ann.luczak@amwater.com

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:05 PM -----

From: Ann M Luczak/PAWC/AWWSC  
To: Bryan Siler/KAWC/AWWSC@AWW  
Cc: Stacy Owens/KAWC/AWWSC@AWW  
Date: 01/27/2009 01:15 PM  
Subject: Re: Mismatch Reports

---

Hi Bryan,

Thank you. Please keep that in mind for future requests, to add a list of what rate codes you want added so Mary will know what to enter for you.

Thank you,

Ann Luczak  
Quality Assurance Analyst  
KY, Eastern & Central-PA, TN  
Eastern Division-SE States  
100 N Pennsylvania Av  
Wilkes-Barre PA 18701

Phone: (570) 830-6547  
Fax: (570) 822-3783  
Email: ann.luczak@amwater.com  
Bryan Siler/KAWC/AWWSC



**Bryan Siler/KAWC/AWWSC**

01/27/2009 12:47 PM

To Ann M Luczak/PAWC/AWWSC@AWW  
cc Stacy Owens/KAWC/AWWSC@AWW  
Subject Re: Mismatch Reports 📎

Yes, it should be the same except for KYAWC (Company Account) and KY000 (Free Water Account). I'd rather have to add those when they show up on a report.

Thank you...

\*\*\*\*\*

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

Ann M Luczak/PAWC/AWWSC



**Ann M  
Luczak/PAWC/AWWSC**  
01/27/2009 11:35 AM

To Bryan Siler/KAWC/AWWSC@AWW  
cc Stacy Owens/KAWC/AWWSC@AWW  
Subject Re: Mismatch Reports📎

Hi Bryan,

Thank you for the reports. M [redacted] stion on [redacted] ation Table Request Change, do you want all the same Rate Code added t [redacted] that are [redacted] Mary needs to know what Rate Codes to attach to the route when she sets it up in the Validation Table. Please advise.

Thank you,

Ann Luczak  
Quality Assurance Analyst  
KY, Eastern & Central-PA, TN  
Eastern Division-SE States  
100 N Pennsylvania Av  
Wilkes-Barre PA 18701

Phone: (570) 830-6547  
Fax: (570) 822-3783  
Email: ann.luczak@amwater.com  
Bryan Siler/KAWC/AWWSC



**Bryan Siler/KAWC/AWWSC**  
01/27/2009 10:18 AM

To Ann M Luczak/PAWC/AWWSC@AWW  
cc Stacy Owens/KAWC/AWWSC@AWW  
Subject Re: Mismatch Reports📎

Here you go...

[attachment "validation table change forms- 1 add 012709.xls" deleted by Ann M Luczak/PAWC/AWWSC]

[attachment "Invalid Fixed Charges Detail KY 1-23.xls" deleted by Ann M Luczak/PAWC/AWWSC]  
[attachment "Invalid Services Detail KY 1-23.xls" deleted by Ann M Luczak/PAWC/AWWSC] [attachment "Missing Fixed Charge Detail KY 1-23.xls" deleted by Ann M Luczak/PAWC/AWWSC]

\*\*\*\*\*

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

Ann M Luczak/PAWC/AWWSC



**Ann M  
Luczak/PAWC/AWWSC**  
01/26/2009 01:56 PM

To Bryan Siler/KAWC/AWWSC@AWW  
cc Traci A Follmer/PAWC/AWWSC@AWW, Joy E  
Hughes/PAWC/AWWSC@AWW, Trisha  
Etedali/SHARVCS/AWWSC@AWW, Stacy  
Owens/KAWC/AWWSC@AWW  
Subject Mismatch Reports

Hi Bryan,

Here are your Mismatch Reports for this week, you will need to let me know by **Thursday, January 29, 2009** what you have completed.

Please work the reports in this order of priority: (Missing Services report 4 & 5 last)

1. Area & Route Mismatch
2. Invalid Services
3. Invalid Fix Charges
4. Missing Fix Charges
5. Missing Services

\*\*\* Please remember you can review validation table information by accessing path BLVG in Orcom \*\*\*

**These are your DETAIL reports. These are the reports you want to work from. These should also be the reports you update & send back to me with weekly updates.**

[attachment "Invalid Services Detail KY 1-23.xls" deleted by Bryan Siler/KAWC/AWWSC] [attachment "Invalid Fixed Charges Detail KY 1-23.xls" deleted by Bryan Siler/KAWC/AWWSC] [attachment "Missing Fixed Charge Detail KY 1-23.xls" deleted by Bryan Siler/KAWC/AWWSC]

Please save these reports in your personal document files. Do a "Save As" of this information when making any changes to this report.

Thank you and if you have any questions, please let me know.

Ann Luczak  
Quality Assurance Analyst  
KY, Eastern & Central-PA, TN  
Eastern Division-SE States  
100 N Pennsylvania Av  
Wilkes-Barre PA 18701

Phone: (570) 830-6547  
 Fax: (570) 822-3783  
 Email: ann.luczak@amwater.com

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:05 PM -----

From: Ann M Luczak/PAWC/AWWSC  
 To: Mary Miscavage/PAWC/AWWSC@AWW  
 Cc: Bryan Siler/KAWC/AWWSC@AWW, Joy E Hughes/PAWC/AWWSC@AWW, Stacy Owens/KAWC/AWWSC@AWW  
 Date: 01/27/2009 01:19 PM  
 Subject: Re: Fw: Mismatch Reports


Thank you!

Ann Luczak  
 Quality Assurance Analyst  
 KY, Eastern & Central-PA, TN  
 Eastern Division-SE States  
 100 N Pennsylvania Av  
 Wilkes-Barre PA 18701

Phone: (570) 830-6547  
 Fax: (570) 822-3783  
 Email: ann.luczak@amwater.com  
 Mary Miscavage/PAWC/AWWSC



**Mary**  
**Miscavage/PAWC/AWWSC**  
 01/27/2009 01:14 PM

To: Ann M Luczak/PAWC/AWWSC@AWW  
 cc: Bryan Siler/KAWC/AWWSC@AWW, Joy E Hughes/PAWC/AWWSC@AWW, Stacy Owens/KAWC/AWWSC@AWW  
 Subject: Re: Fw: Mismatch Reports 

completed  
 Ann M Luczak/PAWC/AWWSC



**Ann M**  
**Luczak/PAWC/AWWSC**  
 01/27/2009 01:13 PM

To: Mary Miscavage/PAWC/AWWSC@AWW  
 cc: Joy E Hughes/PAWC/AWWSC@AWW, Bryan Siler/KAWC/AWWSC@AWW, Stacy Owens/KAWC/AWWSC@AWW  
 Subject: Fw: Mismatch Reports

Hi Mary,



Would you please process the attached Validation Table Request Form.

Thank you,

Ann Luczak  
Quality Assurance Analyst  
KY, Eastern & Central-PA, TN  
Eastern Division-SE States  
100 N Pennsylvania Av  
Wilkes-Barre PA 18701

Phone: (570) 830-6547  
Fax: (570) 822-3783  
Email: ann.luczak@amwater.com

----- Forwarded by Ann M Luczak/PAWC/AWWSC on 01/27/2009 01:12 PM -----



**Bryan Siler/KAWC/AWWSC**

01/27/2009 10:18 AM

To Ann M Luczak/PAWC/AWWSC@AWW

cc Stacy Owens/KAWC/AWWSC@AWW

Subject Re: Mismatch Reports

Here you go...

[attachment "validation table change forms- 1 add 012709.xls" deleted by Mary Miscavage/PAWC/AWWSC]

[attachment "Invalid Fixed Charges Detail KY 1-23.xls" deleted by Mary Miscavage/PAWC/AWWSC]

[attachment "Invalid Services Detail KY 1-23.xls" deleted by Mary Miscavage/PAWC/AWWSC]

[attachment "Missing Fixed Charge Detail KY 1-23.xls" deleted by Mary Miscavage/PAWC/AWWSC]

\*\*\*\*\*

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

Ann M Luczak/PAWC/AWWSC



**Ann M  
Luczak/PAWC/AWWSC**

01/26/2009 01:56 PM

To Bryan Siler/KAWC/AWWSC@AWW

cc Traci A Follmer/PAWC/AWWSC@AWW, Joy E  
Hughes/PAWC/AWWSC@AWW, Trisha  
Etedali/SHARVCS/AWWSC@AWW, Stacy  
Owens/KAWC/AWWSC@AWW

Subject Mismatch Reports

Hi Bryan,

Here are your Mismatch Reports for this week, you will need to let me know by **Thursday, January 29, 2009** what you have completed.

Please work the reports in this order of priority: (Missing Services report 4 & 5 last)

1. Area & Route Mismatch
2. Invalid Services
3. Invalid Fix Charges
4. Missing Fix Charges
5. Missing Services

\*\*\* Please remember you can review validation table information by accessing path BLVG in Orcom \*\*\*

**These are your DETAIL reports. These are the reports you want to work from. These should also be the reports you update & send back to me with weekly updates.**

[attachment "Invalid Services Detail KY 1-23.xls" deleted by Bryan Siler/KAWC/AWWSC] [attachment "Invalid Fixed Charges Detail KY 1-23.xls" deleted by Bryan Siler/KAWC/AWWSC] [attachment "Missing Fixed Charge Detail KY 1-23.xls" deleted by Bryan Siler/KAWC/AWWSC]

Please save these reports in your personal document files. Do a "Save As" of this information when making any changes to this report.

Thank you and if you have any questions, please let me know.

Ann Luczak  
Quality Assurance Analyst  
KY, Eastern & Central-PA, TN  
Eastern Division-SE States  
100 N Pennsylvania Av  
Wilkes-Barre PA 18701

Phone: (570) 830-6547  
Fax: (570) 822-3783  
Email: ann.luczak@amwater.com

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:05 PM -----

From: Aimee C Lacasse/PAWC/AWWSC  
To: Bryan Siler/KAWC/AWWSC@AWW  
Date: 01/27/2009 02:27 PM  
Subject: Service Request 365453

---

Bryan:

This request is ready for user approval. The adjustments to the accounts on the attached spreadsheet have been made in KYQA (MISC path) if you would like to go in and view them. If you don't have access to this in ECIS, let me know and I can send you a screen shot of an account for as a sample to review if you would like.

If everything looks good to you, please open, edit & approve the attached QA form below.



Also- please let me know as soon as possible if everything looks good- I leave for vacation on Thursday and would like to get all of the approvals on this complete before I go.

Thanks!



LFUCG Sewer Charge Adjustments 012009.xls

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 02/15/2013 05:05 PM -----

From: "Candice Deininger" <cdeining@lfucg.com>  
To: <Bryan.Siler@amwater.com>  
Cc: <Stacy.Owens@amwater.com>, <william.buckner@amwater.com>, <terry.mcfarland@amwater.com>  
Date: 01/27/2009 02:42 PM  
Subject: RE: [REDACTED]

---

Bryan,

I'm not sure what [REDACTED] submits to the Division of Water Quality; it's up to the cus [REDACTED] submit their self-monitoring reports for exclusion consideration. DWQ personnel review the documentation and then submit the allowable excluded usage to me for calculation of the actual dollar amount.

Glad to hear the problem with MIUs have been taken care of. A somewhat similar situation occurred with my account a few years back when it was estimated 4 times in a row (another no-no).

Thanks for the update, and please extend my thanks to everyone. Have a good afternoon!

Candice

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

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]  
Sent: Tuesday, January 27, 2009 11:56 AM  
To: Candice Deininger  
Cc: Stacy.Owens@amwater.com; William.Buckner@amwater.com; Terry.McFarland@amwater.com  
Subject: [REDACTED]

Candice,

Do you use all of th [REDACTED] accounts for the Exclusion credit?

We field checked these today and they are radio read meters. The MIU # was

recorded upon installation but for some reason never got set up in the billing system. We are looking into this issue to see what caused it and how we can prevent it on other accounts in the future. Terry is setting these MIUs up as we speak. We just spoke to Bill about getting them in the MUST READ route and Terry will be making that change as well.

Just wanted to let you know what the final verdict was. have a nice day.

\*\*\*\*\*

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

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:05 PM -----

From: Aimee C Lacasse/PAWC/AWWSC  
To: Bryan Siler/KAWC/AWWSC@AWW  
Date: 01/28/2009 08:37 AM  
Subject: Fw: Service Request 365453

---

Bryan,  
my apologies, I neglected to send you both spreadsheets. They are attached below. I'm also re-attaching the QA approval form. Please approve once you are satisfied.



LFUCG Sewer Charge Adjustments 012009.xls



LFUCG - Landfill Bills - January 2, 2009.xls




Aimee Lacasse  
IT Quality Assurance  
American Water  
Office - 717-520-4534  
Fax- 717-531-3251  
aimee.lacasse@amwater.com

----- Forwarded by Aimee C Lacasse/PAWC/AWWSC on 01/28/2009 08:28 AM -----



**Tiffany A**  
**Haskins/CONSULT/AWWSC**  
01/28/2009 08:27 AM

To: Aimee C Lacasse/PAWC/AWWSC@AWW  
cc

Subject Re: Fw: Service Request 365453 



There are two attachments with adjustments. One attachment is for the prorated landfill bills and the other is for the prorated sewer service charges.

Thank you,  
Tiffany A. Haskins  
856-782-2828  
tiffany.haskins@amwater.com  
Aimee C Lacasse/PAWC/AWWSC

**Aimee C  
Lacasse/PAWC/AWWSC**  
01/27/2009 04:37 PM

To Tiffany A Haskins/CONSULT/AWWSC@AWW  
cc

Subject Fw: Service Request 365453

Tiffany-  
do you know anything regarding his question? I don't want this to be held up on getting an answer for him. I'm out all next week so I wanted to get this out of my bucket before I leave.

Aimee Lacasse  
IT Quality Assurance  
American Water  
Office - 717-520-4534  
Fax- 717-531-3251  
aimee.lacasse@amwater.com

----- Forwarded by Aimee C Lacasse/PAWC/AWWSC on 01/27/2009 04:35 PM -----



**Bryan Siler/KAWC/AWWSC**  
01/27/2009 03:49 PM

To Aimee C Lacasse/PAWC/AWWSC@AWW  
cc Stacy Owens/KAWC/AWWSC@AWW

Subject Re: Service Request 365453 

I thought there were about 4,400 landfill accounts that pro-rated?

\*\*\*\*\*

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

Aimee C Lacasse/PAWC/AWWSC

**Aimee C  
Lacasse/PAWC/AWWSC**

01/27/2009 02:27 PM

To Bryan Siler/KAWC/AWWSC@AWW

cc

Subject Service Request 365453

Bryan:

This request is ready for user approval. The adjustments to the accounts on the attached spreadsheet have been made in KYQA (MISC path) if you would like to go in and view them. If you don't have access to this in ECIS, let me know and I can send you a screen shot of an account for as a sample to review if you would like.

If everything looks good to you, please open, edit & approve the attached QA form below.



Also- please let me know as soon as possible if everything looks good- I leave for vacation on Thursday and would like to get all of the approvals on this complete before I go.

Thanks!

[attachment "LFUCG Sewer Charge Adjustments 012009.xls" deleted by Bryan Siler/KAWC/AWWSC]

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 02/15/2013 05:05 PM -----

From: Stacy Owens/KAWC/AWWSC  
To: Bryan Siler/KAWC/AWWSC@AWW  
Date: 01/28/2009 01:09 PM  
Subject: Re: Fw: LFUCG Adjustments - Fee Type and Bill Description

---

Credit adjustment or credit for over billing is better than error.

\*\*\*\*\*

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.

Bryan Siler/KAWC/AWWSC



**Bryan Siler/KAWC/AWWSC**

01/27/2009 08:49 AM

To Stacy Owens/KAWC/AWWSC@AWW

cc

Subject Fw: LFUCG Adjustments - Fee Type and Bill Description

Stacy,

I would be reluctant to title the adjustment "billing error". Perhaps "credit" or something a little less negative.

What have we used in the past?

\*\*\*\*\*

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

----- Forwarded by Bryan Siler/KAWC/AWWSC on 01/27/2009 08:48 AM -----




**Tiffany A  
Haskins/CONSULT/AWWSC**

01/27/2009 08:45 AM

To Bryan Siler/KAWC/AWWSC@AWW

cc Karen K Roney/CALLCTR/CORP/AWWSC@AWW, Nikole L  
McKeever/CALLCTR/CORP/AWWSC@AWW, Stacy  
Owens/KAWC/AWWSC@AWW

Subject Re: LFUCG Adjustments - Fee Type and Bill Description 

**Bryan,**

You may want to choose a description such as "Landfill Billing Error" and "Sewer Billing Error".

**Nikole/Karen,**

Would I be correct in assuming that the fee type to be used for the landfill credits is 7BER - Gbg O&M Bill Err - Adj and the fee type for utility type 2 would be 2BER - Swr O&M Bill Err - Adj?

Thank you,  
Tiffany A. Haskins  
856-782-2828  
tiffany.haskins@amwater.com  
Bryan Siler/KAWC/AWWSC




**Bryan Siler/KAWC/AWWSC**



01/26/2009 05:14 PM

To Tiffany A Haskins/CONSULT/AWWSC@AWW

cc Karen K Roney/CALLCTR/CORP/AWWSC@AWW, Nikole L McKeever/CALLCTR/CORP/AWWSC@AWW, Stacy Owens/KAWC/AWWSC@AWW

Subject Re: LFUCG Adjustments - Fee Type and Bill Description 

I will defer on the fee type. What messages have we used before? What is appropriate?

\*\*\*\*\*

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

Tiffany A Haskins/CONSULT/AWWSC



**Tiffany A  
Haskins/CONSULT/AWWSC**

01/26/2009 04:48 PM

To Bryan Siler/KAWC/AWWSC@AWW

cc Nikole L McKeever/CALLCTR/CORP/AWWSC@AWW,  
Karen K Roney/CALLCTR/CORP/AWWSC@AWW

Subject LFUCG Adjustments - Fee Type and Bill Description

Hi Bryan,

In terms of the adjustments, I will need to know what fee type will be used and what the description on the bill will say. I would propose having two separate adjustments issued:

- 1) The first adjustment would be for the landfill prorated charge. This would be a credit for utility type 7.
- 2) The second adjustment would be for the prorated sewer charge. This would be a credit for utility type 2.

This way, it will eliminate confusion if they are separate bill line items. Also, fee types are normally driven by utility type so the credits will be easier to apply if we separate them in the above manner.

You may want to defer to Nikole or Karen on which fee type should be used. The description on the bill is limited to 25 characters, so any description you can come up with that is 25 characters in length or shorter can be placed on the adjustments.

Thank you,  
Tiffany A. Haskins  
856-782-2828  
tiffany.haskins@amwater.com



----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:05 PM -----

From: Tiffany A Haskins/CONSULT/AWWSC  
 To: Bryan Siler/KAWC/AWWSC@AWW  
 Date: 01/28/2009 04:21 PM  
 Subject: Fw: Service Request 365453

Hi Bryan,

Please approve the QA forms at your earliest convenience so that we are able to apply the adjustments tomorrow. Otherwise, the change will be delayed.

Thank you,  
 Tiffany A. Haskins  
 856-782-2828  
 tiffany.haskins@amwater.com

----- Forwarded by Tiffany A Haskins/CONSULT/AWWSC on 01/28/2009 04:19 PM -----

**Aimee C  
 Lacasse/PAWC/AWWSC**  
 01/27/2009 04:37 PM

To Tiffany A Haskins/CONSULT/AWWSC@AWW  
 cc

Subject Fw: Service Request 365453

Tiffany-  
 do you know anything regarding his question? I don't want this to be held up on getting an answer for him. I'm out all next week so I wanted to get this out of my bucket before I leave.

Aimee Lacasse  
 IT Quality Assurance  
 American Water  
 Office - 717-520-4534  
 Fax- 717-531-3251  
 aimee.lacasse@amwater.com

----- Forwarded by Aimee C Lacasse/PAWC/AWWSC on 01/27/2009 04:35 PM -----



**Bryan Siler/KAWC/AWWSC**  
 01/27/2009 03:49 PM

To Aimee C Lacasse/PAWC/AWWSC@AWW  
 cc Stacy Owens/KAWC/AWWSC@AWW

Subject Re: Service Request 365453 📎

I thought there were about 4,400 landfill accounts that pro-rated?

\*\*\*\*\*

Bryan Siler  
 Southeast Region  
 bryan.siler@amwater.com  
 Phone: (859) 268-6350

Fax: (859) 335-3350

Aimee C Lacasse/PAWC/AWWSC

**Aimee C  
Lacasse/PAWC/AWWSC**  
01/27/2009 02:27 PM

To Bryan Siler/KAWC/AWWSC@AWW  
cc  
Subject Service Request 365453

Bryan:

This request is ready for user approval. The adjustments to the accounts on the attached spreadsheet have been made in KYQA (MISC path) if you would like to go in and view them. If you don't have access to this in ECIS, let me know and I can send you a screen shot of an account for as a sample to review if you would like.

If everything looks good to you, please open, edit & approve the attached QA form below.



Also- please let me know as soon as possible if everything looks good- I leave for vacation on Thursday and would like to get all of the approvals on this complete before I go.

Thanks!

[attachment "LFUCG Sewer Charge Adjustments 012009.xls" deleted by Bryan Siler/KAWC/AWWSC]

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 02/15/2013 05:05 PM -----

From: Tiffany A Haskins/CONSULT/AWWSC  
To: Bryan Siler/KAWC/AWWSC@AWW  
Date: 01/29/2009 08:10 AM  
Subject: Re: Fw: Service Request 365453

---

I am in today, however, the QA forms that were sent to you need to be approved.


Thank you,  
Tiffany A. Haskins  
856-782-2828  
tiffany.haskins@amwater.com  
Bryan Siler/KAWC/AWWSC

 Bryan Siler/KAWC/AWWSC



01/29/2009 07:50 AM

To Tiffany A Haskins/CONSULT/AWWSC@AWW  
cc

Subject Re: Fw: Service Request 365453 

I was out yesterday. Please let me know if you're here today so I know if I need to contact someone else.

\*\*\*\*\*

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

Tiffany A Haskins/CONSULT/AWWSC



**Tiffany A  
Haskins/CONSULT/AWWSC**  
01/28/2009 04:21 PM

To Bryan Siler/KAWC/AWWSC@AWW  
cc

Subject Fw: Service Request 365453

Hi Bryan,

Please approve the QA forms at your earliest convenience so that we are able to apply the adjustments tomorrow. Otherwise, the change will be delayed.

Thank you,  
Tiffany A. Haskins  
856-782-2828  
tiffany.haskins@amwater.com

----- Forwarded by Tiffany A Haskins/CONSULT/AWWSC on 01/28/2009 04:19 PM -----

**Aimee C  
Lacasse/PAWC/AWWSC**  
01/27/2009 04:37 PM

To Tiffany A Haskins/CONSULT/AWWSC@AWW  
cc

Subject Fw: Service Request 365453

Tiffany-  
do you know anything regarding his question? I don't want this to be held up on getting an answer for him. I'm out all next week so I wanted to get this out of my bucket before I leave.

Aimee Lacasse  
IT Quality Assurance

American Water  
Office - 717-520-4534  
Fax- 717-531-3251  
aimee.lacasse@amwater.com

----- Forwarded by Aimee C Lacasse/PAWC/AWWSC on 01/27/2009 04:35 PM -----



**Bryan Siler/KAWC/AWWSC**

01/27/2009 03:49 PM

To Aimee C Lacasse/PAWC/AWWSC@AWW

cc Stacy Owens/KAWC/AWWSC@AWW

Subject Re: Service Request 365453 

I thought there were about 4,400 landfill accounts that pro-rated?

\*\*\*\*\*

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

Aimee C Lacasse/PAWC/AWWSC

**Aimee C  
Lacasse/PAWC/AWWSC**

01/27/2009 02:27 PM

To Bryan Siler/KAWC/AWWSC@AWW

cc

Subject Service Request 365453

Bryan:

This request is ready for user approval. The adjustments to the accounts on the attached spreadsheet have been made in KYQA (MISC path) if you would like to go in and view them. If you don't have access to this in ECIS, let me know and I can send you a screen shot of an account for as a sample to review if you would like.

If everything looks good to you, please open, edit & approve the attached QA form below.



Also- please let me know as soon as possible if everything looks good- I leave for vacation on Thursday and would like to get all of the approvals on this complete before I go.

Thanks!

[attachment "LFUCG Sewer Charge Adjustments 012009.xls" deleted by Bryan Siler/KAWC/AWWSC]

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 02/15/2013 05:05 PM -----

From: Bryan Siler/KAWC/AWWSC  
To: Tiffany A Haskins/CONSULT/AWWSC@AWW  
Cc: Stacy Owens/KAWC/AWWSC@AWW, Aimee C Lacasse/PAWC/AWWSC@AWW  
Date: 01/29/2009 08:16 AM  
Subject: Re: Fw: Service Request 365453

---

Tiffany,

I approved them. Want to make sure they all go through as credit adjustments. Also, we should use "sewer credit adjustment" and "landfill credit adjustment" as the descriptions.

Thanks and have a nice day...


\*\*\*\*\*

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

Tiffany A Haskins/CONSULT/AWWSC



**Tiffany A  
Haskins/CONSULT/AWWSC**  
01/29/2009 08:10 AM


To Bryan Siler/KAWC/AWWSC@AWW  
cc  
Subject Re: Fw: Service Request 365453 

I am in today, however, the QA forms that were sent to you need to be approved.

Thank you,  
Tiffany A. Haskins  
856-782-2828  
tiffany.haskins@amwater.com  
Bryan Siler/KAWC/AWWSC



**Bryan Siler/KAWC/AWWSC**  
01/29/2009 07:50 AM

To Tiffany A Haskins/CONSULT/AWWSC@AWW  
cc  
Subject Re: Fw: Service Request 365453 



I was out yesterday. Please let me know if you're here today so I know if I need to contact someone else.

\*\*\*\*\*

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

Tiffany A Haskins/CONSULT/AWWSC



**Tiffany A  
Haskins/CONSULT/AWWSC**  
01/28/2009 04:21 PM

To Bryan Siler/KAWC/AWWSC@AWW  
cc  
Subject Fw: Service Request 365453

Hi Bryan,

Please approve the QA forms at your earliest convenience so that we are able to apply the adjustments tomorrow. Otherwise, the change will be delayed.

Thank you,  
Tiffany A. Haskins  
856-782-2828  
tiffany.haskins@amwater.com

----- Forwarded by Tiffany A Haskins/CONSULT/AWWSC on 01/28/2009 04:19 PM -----

**Aimee C  
Lacasse/PAWC/AWWSC**  
01/27/2009 04:37 PM

To Tiffany A Haskins/CONSULT/AWWSC@AWW  
cc  
Subject Fw: Service Request 365453

Tiffany-  
do you know anything regarding his question? I don't want this to be held up on getting an answer for him. I'm out all next week so I wanted to get this out of my bucket before I leave.

Aimee Lacasse  
IT Quality Assurance  
American Water  
Office - 717-520-4534  
Fax- 717-531-3251  
aimee.lacasse@amwater.com

----- Forwarded by Aimee C Lacasse/PAWC/AWWSC on 01/27/2009 04:35 PM -----




**Bryan Siler/KAWC/AWWSC**

01/27/2009 03:49 PM

To Aimee C Lacasse/PAWC/AWWSC@AWW

cc Stacy Owens/KAWC/AWWSC@AWW

Subject Re: Service Request 365453 

I thought there were about 4,400 landfill accounts that pro-rated?

\*\*\*\*\*

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

Aimee C Lacasse/PAWC/AWWSC

**Aimee C  
Lacasse/PAWC/AWWSC**

01/27/2009 02:27 PM

To Bryan Siler/KAWC/AWWSC@AWW

cc

Subject Service Request 365453

Bryan:

This request is ready for user approval. The adjustments to the accounts on the attached spreadsheet have been made in KYQA (MISC path) if you would like to go in and view them. If you don't have access to this in ECIS, let me know and I can send you a screen shot of an account for as a sample to review if you would like.

If everything looks good to you, please open, edit & approve the attached QA form below.



Also- please let me know as soon as possible if everything looks good- I leave for vacation on Thursday and would like to get all of the approvals on this complete before I go.

Thanks!

[attachment "LFUCG Sewer Charge Adjustments 012009.xls" deleted by Bryan Siler/KAWC/AWWSC]

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 02/15/2013 05:05 PM -----

From: Tiffany A Haskins/CONSULT/AWWSC  
To: Bryan Siler/KAWC/AWWSC@AWW  
Cc: Aimee C Lacasse/PAWC/AWWSC@AWW, Stacy Owens/KAWC/AWWSC@AWW  
Date: 01/29/2009 08:19 AM  
Subject: Re: Fw: Service Request 365453

Bryan,

The description for the sewer credits is fine. I'm afraid the description for the landfill adjustments is one character too long. How about "landfill credit adjustmnt"?

Thank you,  
Tiffany A. Haskins  
856-782-2828  
tiffany.haskins@amwater.com  
Bryan Siler/KAWC/AWWSC



**Bryan Siler/KAWC/AWWSC**

01/29/2009 08:16 AM

To Tiffany A Haskins/CONSULT/AWWSC@AWW  
cc Stacy Owens/KAWC/AWWSC@AWW, Aimee C  
Lacasse/PAWC/AWWSC@AWW  
Subject Re: Fw: Service Request 365453

Tiffany,

I approved them. Want to make sure they all go through as credit adjustments. Also, we should use "sewer credit adjustment" and "landfill credit adjustment" as the descriptions.

Thanks and have a nice day...

\*\*\*\*\*

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

Tiffany A Haskins/CONSULT/AWWSC



**Tiffany A  
Haskins/CONSULT/AWWSC**

01/29/2009 08:10 AM

To Bryan Siler/KAWC/AWWSC@AWW  
cc  
Subject Re: Fw: Service Request 365453





I am in today, however, the QA forms that were sent to you need to be approved.

Thank you,  
Tiffany A. Haskins  
856-782-2828  
tiffany.haskins@amwater.com  
Bryan Siler/KAWC/AWWSC




**Bryan Siler/KAWC/AWWSC**

01/29/2009 07:50 AM

To Tiffany A Haskins/CONSULT/AWWSC@AWW

cc

Subject Re: Fw: Service Request 365453 

I was out yesterday. Please let me know if you're here today so I know if I need to contact someone else.

\*\*\*\*\*

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

Tiffany A Haskins/CONSULT/AWWSC



**Tiffany A  
Haskins/CONSULT/AWWSC**

01/28/2009 04:21 PM

To Bryan Siler/KAWC/AWWSC@AWW

cc

Subject Fw: Service Request 365453

Hi Bryan,

Please approve the QA forms at your earliest convenience so that we are able to apply the adjustments tomorrow. Otherwise, the change will be delayed.

Thank you,  
Tiffany A. Haskins  
856-782-2828  
tiffany.haskins@amwater.com

----- Forwarded by Tiffany A Haskins/CONSULT/AWWSC on 01/28/2009 04:19 PM -----

**Aimee C  
Lacasse/PAWC/AWWSC**

01/27/2009 04:37 PM

To Tiffany A Haskins/CONSULT/AWWSC@AWW

cc

Subject Fw: Service Request 365453

Tiffany-  
do you know anything regarding his question? I don't want this to be held up on getting an answer for him. I'm out all next week so I wanted to get this out of my bucket before I leave.

Aimee Lacasse  
IT Quality Assurance  
American Water  
Office - 717-520-4534  
Fax- 717-531-3251  
aimee.lacasse@amwater.com

----- Forwarded by Aimee C Lacasse/PAWC/AWWSC on 01/27/2009 04:35 PM -----




**Bryan Siler/KAWC/AWWSC**

01/27/2009 03:49 PM

To Aimee C Lacasse/PAWC/AWWSC@AWW

cc Stacy Owens/KAWC/AWWSC@AWW

Subject Re: Service Request 365453 

I thought there were about 4,400 landfill accounts that pro-rated?

\*\*\*\*\*

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

Aimee C Lacasse/PAWC/AWWSC

**Aimee C  
Lacasse/PAWC/AWWSC**

01/27/2009 02:27 PM

To Bryan Siler/KAWC/AWWSC@AWW

cc

Subject Service Request 365453

Bryan:  
This request is ready for user approval. The adjustments to the accounts on the attached spreadsheet have been made in KYQA (MISC path) if you would like to go in and view them. If you don't have access to this in ECIS, let me know and I can send you a screen shot of an account for as a sample to review if you would like.

If everything looks good to you, please open, edit & approve the attached QA form below.



Also- please let me know as soon as possible if everything looks good- I leave for vacation on Thursday and would like to get all of the approvals on this complete before I go.

Thanks!

[attachment "LFUCG Sewer Charge Adjustments 012009.xls" deleted by Bryan Siler/KAWC/AWWSC]

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 02/15/2013 05:05 PM -----

From: Aimee C Lacasse/PAWC/AWWSC  
To: Bryan Siler/KAWC/AWWSC@AWW  
Date: 01/29/2009 09:12 AM  
Subject: Action required: Approval for Service Request# 365453

---

Your Service Request# 365453 has been completed by IT. We need your approval to move to production.

Please click on the following link and select 'Edit Document' to indicate your approval or rejection. ==>



----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:05 PM -----

From: Tiffany A Haskins/CONSULT/AWWSC  
To: Bryan Siler/KAWC/AWWSC@AWW  
Date: 01/29/2009 09:15 AM  
Subject: Re: Fw: Service Request 365453

---

Hi Bryan,

I just wanted to let you know that you will receive another sign-off form from QA. That is the last one. Once you approve, Aimee will give her approval, and then I can continue getting the rest of the approvals so that I am able to complete the adjustments today.

Thank you,  
Tiffany A. Haskins  
856-782-2828  
tiffany.haskins@amwater.com  
Bryan Siler/KAWC/AWWSC



**Bryan Siler/KAWC/AWWSC**

To Tiffany A Haskins/CONSULT/AWWSC@AWW



01/29/2009 08:20 AM

cc Aimee C Lacasse/PAWC/AWWSC@AWW, Stacy Owens/KAWC/AWWSC@AWW  
Subject Re: Fw: Service Request 365453

That is fine. Thanks.

\*\*\*\*\*

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

Tiffany A Haskins/CONSULT/AWWSC



**Tiffany A Haskins/CONSULT/AWWSC**  
01/29/2009 08:19 AM

To Bryan Siler/KAWC/AWWSC@AWW  
cc Aimee C Lacasse/PAWC/AWWSC@AWW, Stacy Owens/KAWC/AWWSC@AWW  
Subject Re: Fw: Service Request 365453

Bryan,

The description for the sewer credits is fine. I'm afraid the description for the landfill adjustments is one character too long. How about "landfill credit adjustmnt"?

Thank you,  
Tiffany A. Haskins  
856-782-2828  
tiffany.haskins@amwater.com  
Bryan Siler/KAWC/AWWSC



**Bryan Siler/KAWC/AWWSC**  
01/29/2009 08:16 AM

To Tiffany A Haskins/CONSULT/AWWSC@AWW  
cc Stacy Owens/KAWC/AWWSC@AWW, Aimee C Lacasse/PAWC/AWWSC@AWW  
Subject Re: Fw: Service Request 365453

Tiffany,

I approved them. Want to make sure they all go through as credit adjustments. Also, we should use "sewer credit adjustment" and "landfill credit adjustment" as the descriptions.

Thanks and have a nice day...


\*\*\*\*\*

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

Tiffany A Haskins/CONSULT/AWWSC



**Tiffany A  
Haskins/CONSULT/AWWSC**  
01/29/2009 08:10 AM


To Bryan Siler/KAWC/AWWSC@AWW  
cc  
Subject Re: Fw: Service Request 365453 

I am in today, however, the QA forms that were sent to you need to be approved.

Thank you,  
Tiffany A. Haskins  
856-782-2828  
tiffany.haskins@amwater.com  
Bryan Siler/KAWC/AWWSC



**Bryan Siler/KAWC/AWWSC**  
01/29/2009 07:50 AM

To Tiffany A Haskins/CONSULT/AWWSC@AWW  
cc  
Subject Re: Fw: Service Request 365453 

I was out yesterday. Please let me know if you're here today so I know if I need to contact someone else.

\*\*\*\*\*

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

Tiffany A Haskins/CONSULT/AWWSC



**Tiffany A  
Haskins/CONSULT/AWWSC**  
01/28/2009 04:21 PM

To Bryan Siler/KAWC/AWWSC@AWW  
cc  
Subject Fw: Service Request 365453



Hi Bryan,

Please approve the QA forms at your earliest convenience so that we are able to apply the adjustments tomorrow. Otherwise, the change will be delayed.

Thank you,  
Tiffany A. Haskins  
856-782-2828  
tiffany.haskins@amwater.com

----- Forwarded by Tiffany A Haskins/CONSULT/AWWSC on 01/28/2009 04:19 PM -----

**Aimee C  
Lacasse/PAWC/AWWSC**  
01/27/2009 04:37 PM

To Tiffany A Haskins/CONSULT/AWWSC@AWW  
cc

Subject Fw: Service Request 365453

Tiffany-  
do you know anything regarding his question? I don't want this to be held up on getting an answer for him. I'm out all next week so I wanted to get this out of my bucket before I leave.

Aimee Lacasse  
IT Quality Assurance  
American Water  
Office - 717-520-4534  
Fax- 717-531-3251  
aimee.lacasse@amwater.com

----- Forwarded by Aimee C Lacasse/PAWC/AWWSC on 01/27/2009 04:35 PM -----



**Bryan Siler/KAWC/AWWSC**  
01/27/2009 03:49 PM

To Aimee C Lacasse/PAWC/AWWSC@AWW  
cc Stacy Owens/KAWC/AWWSC@AWW

Subject Re: Service Request 365453

I thought there were about 4,400 landfill accounts that pro-rated?

\*\*\*\*\*

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

Aimee C Lacasse/PAWC/AWWSC

**Aimee C  
Lacasse/PAWC/AWWSC**

01/27/2009 02:27 PM

To Bryan Siler/KAWC/AWWSC@AWW

cc

Subject Service Request 365453

Bryan:

This request is ready for user approval. The adjustments to the accounts on the attached spreadsheet have been made in KYQA (MISC path) if you would like to go in and view them. If you don't have access to this in ECIS, let me know and I can send you a screen shot of an account for as a sample to review if you would like.

If everything looks good to you, please open, edit & approve the attached QA form below.



Also- please let me know as soon as possible if everything looks good- I leave for vacation on Thursday and would like to get all of the approvals on this complete before I go.

Thanks!

[attachment "LFUCG Sewer Charge Adjustments 012009.xls" deleted by Bryan Siler/KAWC/AWWSC]

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 02/15/2013 05:05 PM -----

From: Tiffany A Haskins/CONSULT/AWWSC  
To: Bryan Siler/KAWC/AWWSC@AWW, Karen K Roney/CALLCTR/CORP/AWWSC@AWW, Nikole L McKeever/CALLCTR/CORP/AWWSC@AWW  
Date: 01/29/2009 04:31 PM  
Subject: Service Ticket 365453 - Landfill and Sewer Credits

---

Hello,

The adjustments are now pending on the accounts. Feel free to contact me if you have any questions.

Thank you,  
Tiffany A. Haskins  
856-782-2828  
tiffany.haskins@amwater.com

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:05 PM -----

From: Tiffany A Haskins/CONSULT/AWWSC  
To: Bryan Siler/KAWC/AWWSC@AWW  
Date: 01/30/2009 08:12 AM  
Subject: Re: Service Ticket 365453 - Landfill and Sewer Credits

---

No problem. I will go ahead and close this ticket, since the accounts are ready to be billed. If you have any questions, please feel free to contact me. Enjoy your weekend as well.

Thank you,  
Tiffany A. Haskins  
856-782-2828  
tiffany.haskins@amwater.com  
Bryan Siler/KAWC/AWWSC



**Bryan Siler/KAWC/AWWSC**

01/30/2009 08:09 AM

To Tiffany A Haskins/CONSULT/AWWSC@AWW

cc Karen K Roney/CALLCTR/CORP/AWWSC@AWW, Nikole L





McKeever/CALLCTR/CORP/AWWSC@AWW, Aimee C  
Lacasse/PAWC/AWWSC@AWW, Stacy  
Owens/KAWC/AWWSC@AWW  
Subject Re: Service Ticket 365453 - Landfill and Sewer Credits 

Thanks for all the help... Have a great weekend.

\*\*\*\*\*

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

Tiffany A Haskins/CONSULT/AWWSC



**Tiffany A  
Haskins/CONSULT/AWWSC**  
01/29/2009 04:30 PM

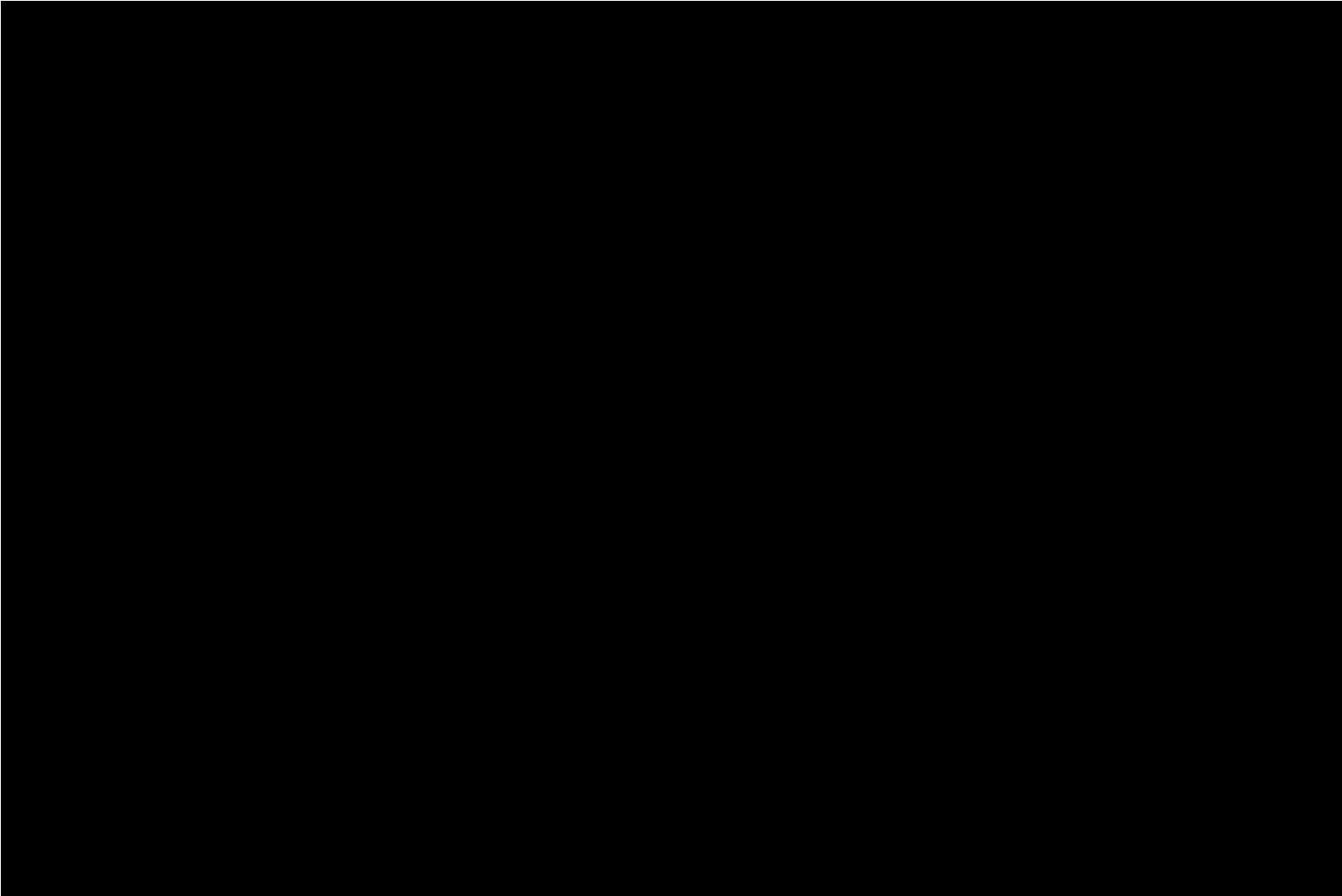
To Bryan Siler/KAWC/AWWSC@AWW, Karen K  
Roney/CALLCTR/CORP/AWWSC@AWW, Nikole L  
McKeever/CALLCTR/CORP/AWWSC@AWW

cc

Subject Service Ticket 365453 - Landfill and Sewer Credits

Hello,

The adjustments are now pending on the accounts. Feel free to contact me if you have any questions.



Thank you,  
Tiffany A. Haskins  
856-782-2828  
tiffany.haskins@amwater.com

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:05 PM -----

From: "Sheila Powell" <sheilap@lfucg.com>  
To: <Bryan.Siler@amwater.com>  
Date: 01/30/2009 02:56 PM  
Subject: 30% Sewer User Fee Program

---

Good Afternoon Bryan do you have [redacted] show I put him on  
December 23<sup>rd</sup>.

Keep safe out there.

Thanks

Sheila Powell, Administrative Specialist  
Division of Adult & Tenant Services

1055 Industry Road  
Lexington, KY. 40505  
Phone: 859- 258-3811  
Fax: 859-425-2055

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:05 PM -----

From: "Sheila Powell" <sheilap@lfucg.com>  
To: <Bryan.Siler@amwater.com>  
Date: 01/30/2009 04:08 PM  
Subject: RE: 30% Sewer User Fee Program

---

Sorry I missed him he will be on the batch coming this Friday dated 01-30-2009.

Thanks have a great weekend.

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

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]  
Sent: Friday, January 30, 2009 3:48 PM  
To: Sheila Powell  
Subject: Re: 30% Sewer User Fee Program

I do not show that person on the list. Do you know when he was submitted?

Here is the master file that we keep.

(See attached file: Master file of Premises-30% disc. customers.xls)

\*\*\*\*\*

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

"Sheila Powell"  
<sheilap@lfucg.co  
m>  
To <Bryan.Siler@amwater.com>  
01/30/2009 02:56  
cc PM  
Subject

30% Sewer User Fee Program

Good Afternoon Bryan do you have [REDACTED] I  
show I put him on December 23rd.

Keep safe out there.

Thanks

Sheila Powell, Administrative Specialist  
Division of Adult & Tenant Services  
1055 Industry Road  
Lexington, KY. 40505  
Phone: 859- 258-3811  
Fax: 859-425-2055

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:05 PM -----

From: Ann M Luczak/PAWC/AWWSC  
To: Bryan Siler/KAWC/AWWSC@AWW  
Cc: Stacy Owens/KAWC/AWWSC@AWW  
Date: 02/02/2009 10:27 AM  
Subject: Mismatch Reports

---

Hi Bryan,

On the Route & Area and The Invalid Services Reports, they still have the pending CPREM Contacts and when I

went in to investigate why they have not been taken care of, you did not transfer the contacts to billing.

You

closed them under your name. When you create a CPREM Contact you need to transfer it to SPACTFLWUP or

CPREMFLWP. Anything to do with O&M accounts go to the SPACTFLWUP and all others to the CPREMFLWP.

This information is in the new flow charts that were sent to you.

If you have any questions, please let me know.

Thanks,

Ann Luczak  
Quality Assurance Analyst

KY, Eastern & Central-PA, TN  
Eastern Division-SE States  
100 N Pennsylvania Av  
Wilkes-Barre PA 18701

Phone: (570) 830-6547  
Fax: (570) 822-3783  
Email: ann.luczak@amwater.com

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:05 PM -----

From: "Candice Deininger" <cdeining@lfucg.com>  
To: <bryan.siler@amwater.com>  
Date: 02/02/2009 04:30 PM  
Subject: FW: tap mo for 01/09

---

Hi, Bryan. Here's the sewer tap-on list for January 2009. Still don't have direct access to my email, but at least I can get to it via our webmail. Hope this comes through okay. Have a good evening.

Candice

---

**From:** Edward Givens  
**Sent:** Mon 2/2/2009 10:58 AM  
**To:** Candice Deininger  
**Subject:** tap mo for 01/09



TAP012009R.TXT

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:05 PM -----

From: "Candice Deininger" <cdeining@lfucg.com>  
To: <Bryan.Siler@amwater.com>  
Cc: <Stacy.Owens@amwater.com>, "Julie Mantrom" <jmantrom@lfucg.com>  
Date: 02/03/2009 03:37 PM  
Subject: RE: LFUCG Information Request

---

Good afternoon, Bryan, and thank you for the information; I'll be forwarding this to Julie via this email. Yes - we are currently undertaking some additional research regarding the proposed storm water fee. The task force is still meeting once weekly and has not made any formal recommendations to full Council at this time. Sorry I don't have anything more to tell you . . .

Candice

---

**From:** Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]  
**Sent:** Tue 2/3/2009 2:56 PM  
**To:** Candice Deininger  
**Cc:** Stacy.Owens@amwater.com  
**Subject:** LFUCG Information Request

Candice,

I hope this is what you need. if not, please let me know.

Does this have to do with the Storm Water Fee? I know they postponed last week's meeting but haven't heard anything else on the progress. Do you know if anything has been decided yet?

Bryan

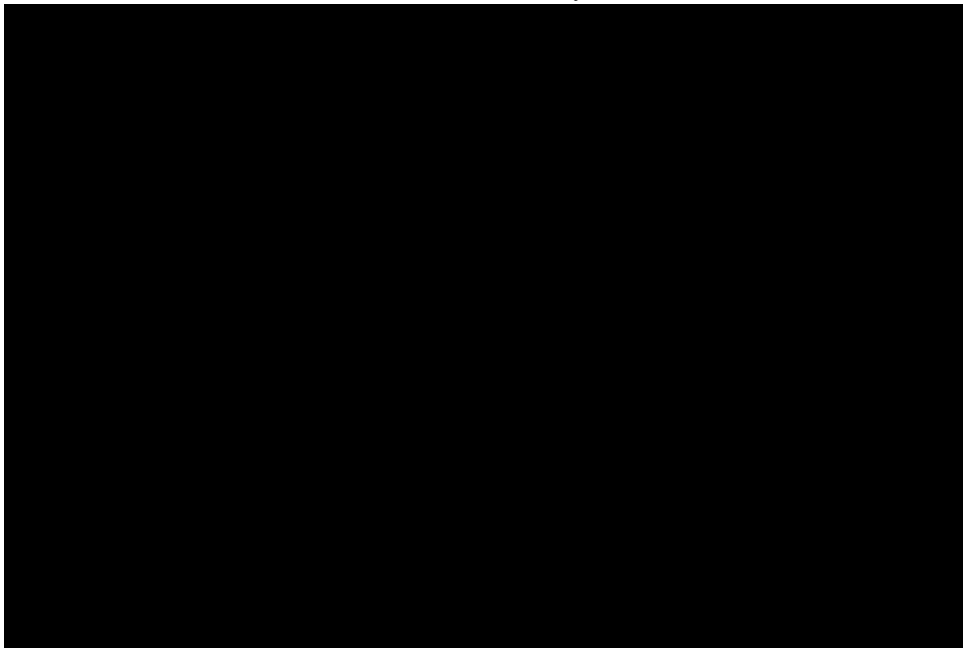
How many Residential Water Accounts outside urban service area?

Fayette County = 96,508

Area 1215 = 93,366

In Fayette County but outside Area 1215 (urban service area) = 3,142  
as of February 3rd, 2009.

Need all accounts for these four farms: (Listed by PVA address)



----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:05 PM -----

From: "Julie Mantrom" <jmantrom@lfucg.com>  
To: "Candice Deininger" <cdeining@lfucg.com>, <Bryan.Siler@amwater.com>  
Cc: <Stacy.Owens@amwater.com>  
Date: 02/03/2009 04:22 PM  
Subject: RE: LFUCG Information Request

---

Bryan and Candice:

Thank you for the information, and we sincerely appreciate your prompt response.

I have a follow up question. How many non residential accounts are there outside the urban service area? I assume the water accounts you found for the farms would be included in those figures. From the farm information, it appears that there will be one or two water accounts regardless of how many homes or barns are on a farm. For example, [REDACTED] as three huge private residences and several barns— all with water, but only two water acco [REDACTED]

Julie A. Mantrom  
Administrative Officer  
Division of Water Quality  
Lexington-Fayette Urban County Government  
(859) 425-2402  
(859) 254-7787 (Fax)  
jmantrom@lfucg.com

 Please consider the environment before printing this email.

---

**From:** Candice Deininger  
**Sent:** Tuesday, February 03, 2009 3:32 PM  
**To:** Bryan.Siler@amwater.com  
**Cc:** Stacy.Owens@amwater.com; Julie Mantrom  
**Subject:** RE: LFUCG Information Request

Good afternoon, Bryan, and thank you for the information; I'll be forwarding this to Julie via this email. Yes - we are currently undertaking some additional research regarding the proposed storm water fee. The task force is still meeting once weekly and has not made any formal recommendations to full Council at this time. Sorry I don't have anything more to tell you . . .

Candice

---

**From:** Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]  
**Sent:** Tue 2/3/2009 2:56 PM  
**To:** Candice Deininger  
**Cc:** Stacy.Owens@amwater.com  
**Subject:** LFUCG Information Request

Candice,

I hope this is what you need. if not, please let me know.

Does this have to do with the Storm Water Fee? I know they postponed last week's meeting but haven't heard anything else on the progress. Do you know if anything has been decided yet?

Bryan

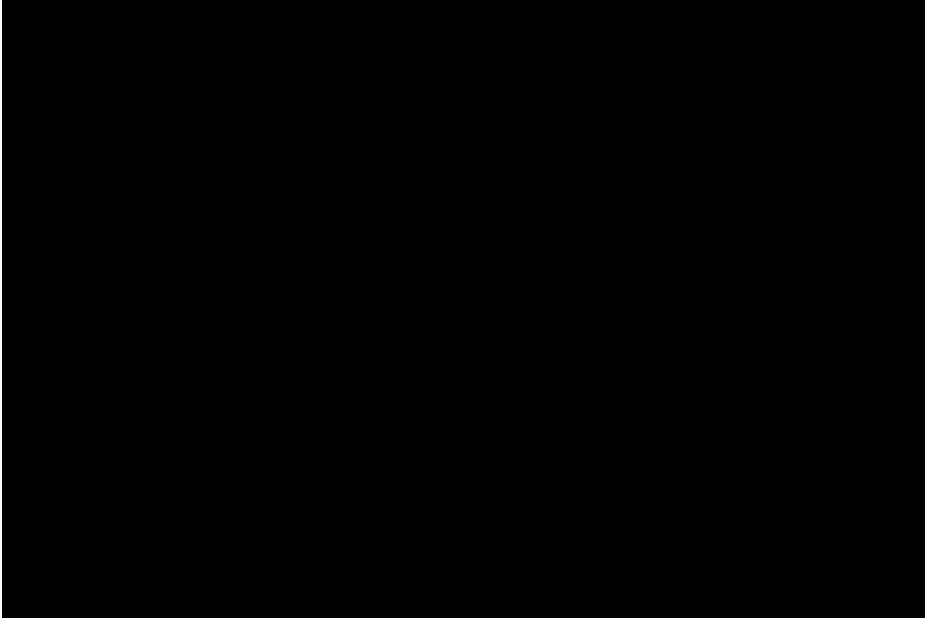
How many Residential Water Accounts outside urban service area?

Fayette County = 96,508

Area 1215 = 93,366

In Fayette County but outside Area 1215 (urban service area) = 3,142  
as of February 3rd, 2009.

Need all accounts for these four farms: (Listed by PVA address)



----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:05 PM -----

From: Donna Taylor/KAWC/AWWSC  
To: Bryan Siler/KAWC/AWWSC@AWW  
Date: 02/03/2009 04:33 PM  
Subject: Re: Fw: LFUCG Unmatched

---

Hi,

Sorry for the delay! Unfortunately to get this info, I have to run a revenue extract which you won't have access to. Below is the file for 12/23/08 - 02/03/09.

I like sending you stuff because I don't have to pull it into Excel and format!



LFUCGUNM3.CSV

Be careful out there!

Donna B. Taylor  
Sr. Business Reporting Analyst  
American Water



ITS - Business Applications Development  
2300 Richmond Rd.  
Lexington, KY 40502  
Voice: 859.268.6306  
Fax: 859.335.3306  
email: donna.taylor@amwater.com  
Bryan Siler/KAWC/AWWSC



**Bryan Siler/KAWC/AWWSC**

02/03/2009 03:49 PM

To Donna Taylor/KAWC/AWWSC@AWW  
cc Jarold Jackson/KAWC/AWWSC@AWW  
Subject Fw: LFUCG Unmatched

Donna,

Did you have a chance to run this query? Is it in a place that I can get to?

Just let me know. Thanks...

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/03/2009 03:47 PM -----



**Bryan Siler/KAWC/AWWSC**

02/02/2009 09:12 AM

To Donna Taylor/KAWC/AWWSC  
cc  
Subject LFUCG Unmatched

Donna,

Can you run this report for me? The last one I received is from 11-19-2008 through 12-22-2008.

I need to update Jarold's report for tomorrow.

Thanks.

\*\*\*\*\*

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

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:05 PM -----

From: "Candice Deininger" <cdeining@lfucg.com>  
 To: <Bryan.Siler@amwater.com>  
 Cc: "Lynne Cross" <ccross@lfucg.com>, <Stacy.Owens@amwater.com>  
 Date: 02/05/2009 02:18 PM  
 Subject: RE: FW: Request For Sewer Adjustment

---

Thanks, Bryan! Have a good evening!

---

**From:** Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]  
**Sent:** Thu 2/5/2009 1:29 PM  
**To:** Candice Deininger  
**Cc:** Lynne Cross; Stacy.Owens@amwater.com  
**Subject:** RE: FW: Request For Sewer Adjustment

Candice - Glad you're back home with power.

These changes, the credit and removal of sewer coding, were completed yesterday.

Turns out a seasoned employee somehow missed this one. Not sure why. Sorry for the delay.

\*\*\*\*\*

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

"Candice  
 Deininger"  
 <cdeining@lfucg.c  
 om> To  
 <Bryan.Siler@amwater.com>  
 cc  
 02/05/2009 11:32 "Lynne Cross" <ccross@lfucg.com>  
 AM Subject  
 RE: FW: Request For Sewer  
 Adjustment

Good morning, Bryan. I just received a call from [REDACTED] regarding the bill she just received which showed sewer charges. Would you kindly have Special Accounts remove all sewer charges and remove the billing code, please? Thanks so much . . .

BTW - I finally got power Tuesday night at 8 and took yesterday off to get myself settled back home . . . . it was a long, cold week - brrrrrrrrrr!!!

From: Bryan.Siler@amwater.com [<mailto:Bryan.Siler@amwater.com>]  
 Sent: Tue 2/3/2009 4:09 PM  
 To: Candice Deininger  
 Cc: Lynne Cross  
 Subject: Re: FW: Request For Sewer Adjustment

Candice,

I'm still waiting to hear why this didn't get processed as it should have. It appears someone in special accounts didn't close the contact correctly but I'll update you as soon as I get my answer.

Sorry for any inconvenience.

\*\*\*\*\*

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

"Candice  
 Deininger"  
 <cdeining@lfucg.com> To  
 <Bryan.Siler@amwater.com>  
 cc  
 01/26/2009 09:41 AM "Lynne Cross" <ccross@lfucg.com>  
 Subject  
 FW: Request For Sewer Adjustment

FYI . . . .

From: Candice Deininger  
Sent: Tuesday, November 11, 2008 10:52 AM  
To: specialaccts@amwater.com  
Cc: Bryan.Siler@amwater.com; Jennifer M Myatt; Lynne Cross  
Subject: Request For Sewer Adjustment

Good morning. Per the Division of Water Quality, please apply a sewer credit adjustment in the amount of \$318.64 to Premise Number [REDACTED] or billing periods 09/03/08-10/30 [REDACTED] construction commercial. In addition, please remove the sewer coding on this account. If you have any questions, kindly let me know. Thank you and have a good day!

Candice Deininger  
LFUCG Division of Revenue  
200 E. Main St., Lexington, KY 40507  
Telephone: 859-258-3364  
Fax: 859-258-3352  
cdeining@lfucg.com

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:05 PM -----

From: Nikole L McKeever/CALLCTR/CORP/AWWSC  
To: Rachel Cole/KAWC/AWWSC@AWW  
Cc: Bryan Siler/KAWC/AWWSC@AWW, Nikole L McKeever/CALLCTR/CORP/AWWSC@AWW, Trisha Etedali/SHARVCS/AWWSC@AWW  
Date: 02/05/2009 05:46 PM  
Subject: [REDACTED] Dummy acct

---

All I have applied the adjustment which will post tomorrow. I apologize for the delay in my response. Once the adjustment posts I will close the account as well. Let me know if we need to take any additional action.

Thanks,

Nikole McKeever  
Billing Group Supervisor CSC  
618-433-4504 Office  
618-792-5351 Cell  
Fax: 618- 433-4180

Rachel Cole/KAWC/AWWSC



**Rachel Cole/KAWC/AWWSC**

02/04/2009 07:39 AM

To Nikole McKeever

cc Trisha Etedali/SHARVCS/AWWSC@AWW, Bryan Siler

Dummy acct

Nikole,

Do you know when the balance in this account will be reversed? When the balance is zero, I will create the MI. Thank you.

\*\*\*\*\*

Rachel S. Cole  
Southeast Region  
Email: rcole@kawc.com  
Ph: 859-268-6307  
Fax: 859-335-3307

----- Forwarded by Rachel Cole/KAWC/AWWSC on 02/04/2009 08:36 AM -----

**Trisha Etedali/SHARVCS/AWWSC**

01/19/2009 11:10 AM

To Rachel Cole/KAWC/AWWSC@AWW

cc

Subject Re: Fw: [Redacted] Dummy acct 📎

Rachel, once she closes the account someone will need to do an MI request.

Rachel Cole/KAWC/AWWSC



**Rachel Cole/KAWC/AWWSC**

01/19/2009 10:43 AM

To Nikole McKeever

cc Trisha Etedali/SHARVCS/AWWSC@AWW, Bryan Siler

Subject Fw: [Redacted] Dummy acct

Nikole,

Do you know when we can expect to see the balance in this account reversed?

\*\*\*\*\*

Rachel S. Cole  
Southeast Region  
Email: rcole@kawc.com  
Ph: 859-268-6307  
Fax: 859-335-3307

----- Forwarded by Rachel Cole/KAWC/AWWSC on 01/19/2009 10:42 AM -----

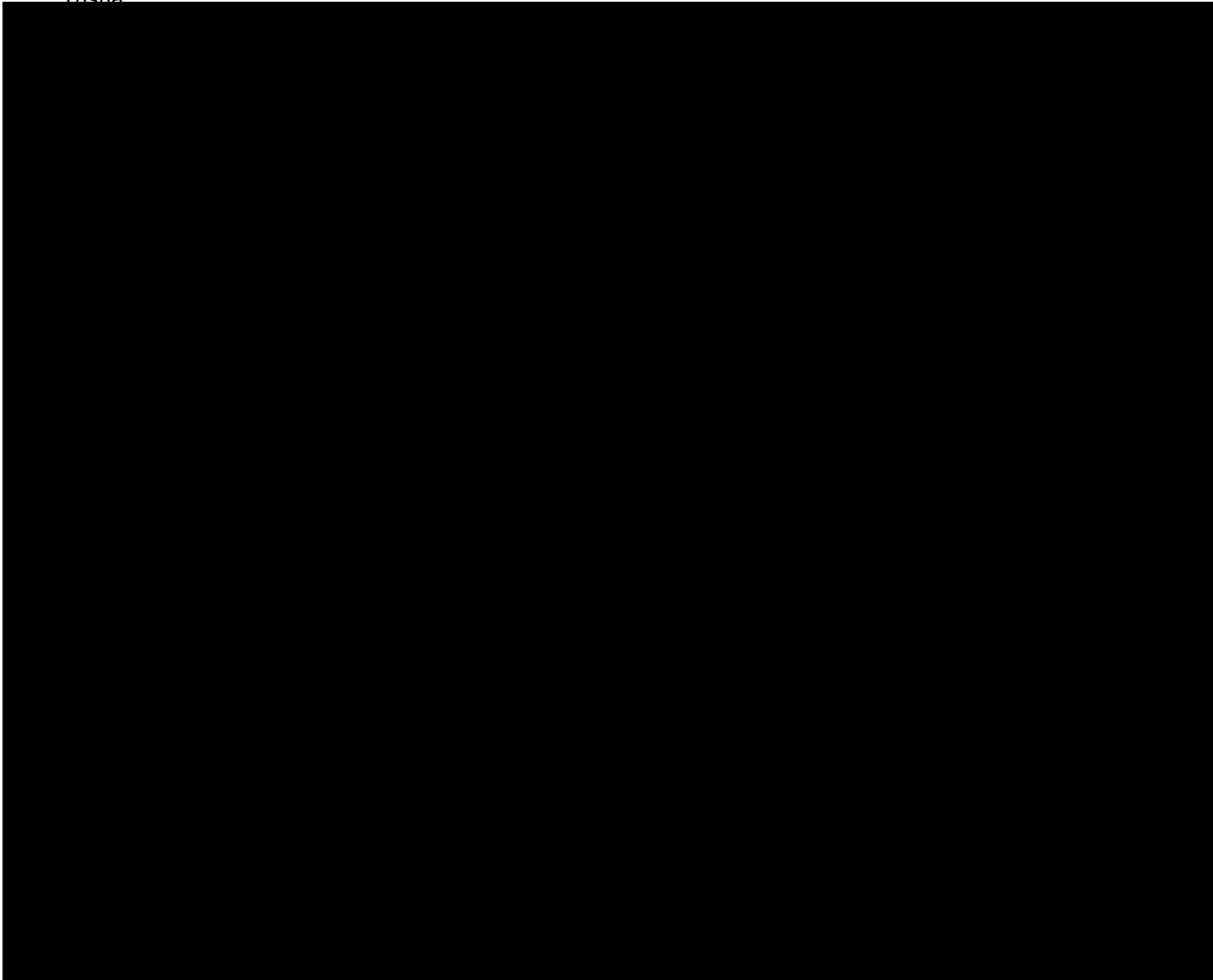
**Trisha**  
**Etedali/SHARVCS/AWWSC**  
01/06/2009 03:31 PM

To: Nikole L McKeever/CALLCTR/CORP/AWWSC@AWW,  
Rachel Cole/KAWC/AWWSC@AWW  
cc  
Subject: Fw: [REDACTED] Dummy acct

Nikole, will you be reversing this balance in January? Please see email attached below.

Thanks,

Trisha



----- Forwarded by Trisha Etedali/SHARVCS/AWWSC on 01/06/2009 03:28 PM -----



**Bryan Siler/KAWC/AWWSC**



12/05/2008 10:10 AM

To Trisha Etedali/SHARVCS/AWWSC@AWW  
cc  
Subject Re [REDACTED] Dummy acct

Will we be doing the same for [REDACTED] His backbill amount is on his regular bill not a dummy account.

\*\*\*\*\*

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

Trisha Etedali/SHARVCS/AWWSC

**Trisha  
Etedali/SHARVCS/AWWSC**  
12/05/2008 10:07 AM

To Nikole L McKeever/CALLCTR/CORP/AWWSC@AWW  
cc Rachel Cole/KAWC/AWWSC@AWW, Takiyah E Myatt/SHARVCS/AWWSC@AWW, Bryan Siler/KAWC/AWWSC@AWW  
Subject [REDACTED] Dummy acct

Hi Nicole,

Please reverse the \$68828.02 on the attached account using the same revenue codes on the last Misc adjustment. Upon completion, please inform Rachel and Takiyah the amount that is due to tax.

Rachel will set up an MI to clear the following accts.

[REDACTED]

Thanks,

Trisha

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:05 PM -----

From: "Candice Deininger" <cdeining@lfucg.com>  
To: <bryan.siler@amwater.com>  
Cc: <stacy.owens@amwater.com>  
Date: 02/09/2009 12:56 PM  
Subject: Geocoded Files

---

Good afternoon, Bryan. I'm attaching the files containing the geocoded locations for the new orders for both December 2008 and January 2009. Have a good evening . . .



CandiceONSET-NEW TAPS FOR JANUARY 2009.xlsONSET-NEW TAPS FOR DECEMBER 2008.xls

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:04 PM -----

From: "Candice Deininger" <cdeining@lfucg.com>  
To: <Bryan.Siler@amwater.com>  
Cc: <Stacy.Owens@amwater.com>  
Date: 02/11/2009 08:24 AM  
Subject: RE: [REDACTED]

---

Good morning, Bryan, and thank you. I found the two regular accounts for [REDACTED] and [REDACTED] - and it was the second one I wanted to see on which the usage appeared. And yes, I do see the information you send in a jpg file. Thanks for the help - it's much appreciated!!

Candice

---

**From:** Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]  
**Sent:** Tue 2/10/2009 4:24 PM  
**To:** Candice Deininger  
**Cc:** Stacy.Owens@amwater.com  
**Subject:** RE: [REDACTED]

Oh, ok. That wasn't the premise number for [REDACTED]


[REDACTED] two have water & sewer and one is a fire service. No master/battery accounts.

[REDACTED] Probably just a small bathroom. The estimate is probably wrong - Commercial accounts estimate at a usage of 20.

Is this what you were needing?


P.S.. Do you see the screen shots that I paste in the e-mails I send or do you actually need file attachments?



"Candice  
Deininger"  
<cdeining@lfucg.com> To  
<Bryan.Siler@amwater.com>  
cc  
02/10/2009 03:51  
PM Subject  


236 Bolivar . . .

From: Bryan.Siler@amwater.com [<mailto:Bryan.Siler@amwater.com>]  
Sent: Tue 2/10/2009 3:35 PM  
To: Candice Deininger  
Subject: Re: 

Are you asking about  I have included two  
screen shots that show the accounts at each.

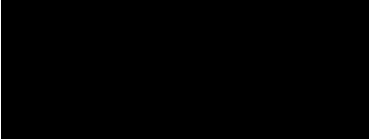
(Embedded image moved to file: pic00734.jpg)

(Embedded image moved to file: pic00452.jpg)

\*\*\*\*\*

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

"Candice  
Deininger"  
<cdeining@lfucg.com> To  
<bryan.siler@amwater.com>  
cc  
02/10/2009 11:16 AM <stacy.owens@amwater.com>



Good morning, Bryan. I was wondering if there was any information on this location with regard to its use and usage. As shown below from the PVA website, it is listed as a high-rise apartment building but I'm not sure if it has been developed yet. From what I can tell, I can only find the one account/premise mentioned above, and it has had no usage for several months; February's reading is showing an estimate for 20 ccf. Do you see anything in your records as to whether there are any individual accounts or maybe a master meter? Thanks very much for your help!!

Candice



## Parcel

Address

Unit

City

LEXINGTON

Zip Code

40508-

Neighborhood

000-COMMERCIAL ENTIRE COUNTY

Class

M-M

Land Use Code

499-C - OTHER COMMERCIAL STRUCTURES

LFUCG Zoning

R-5-HIGH RISE APARTMENT

Usa/Rsa Map

04

Map Block

015

Map Scale

100

PDR

## Legal

Tax District

01

Lot

1

Block

Subdivision

Deeded Acres

1.570

Deeded Sqft

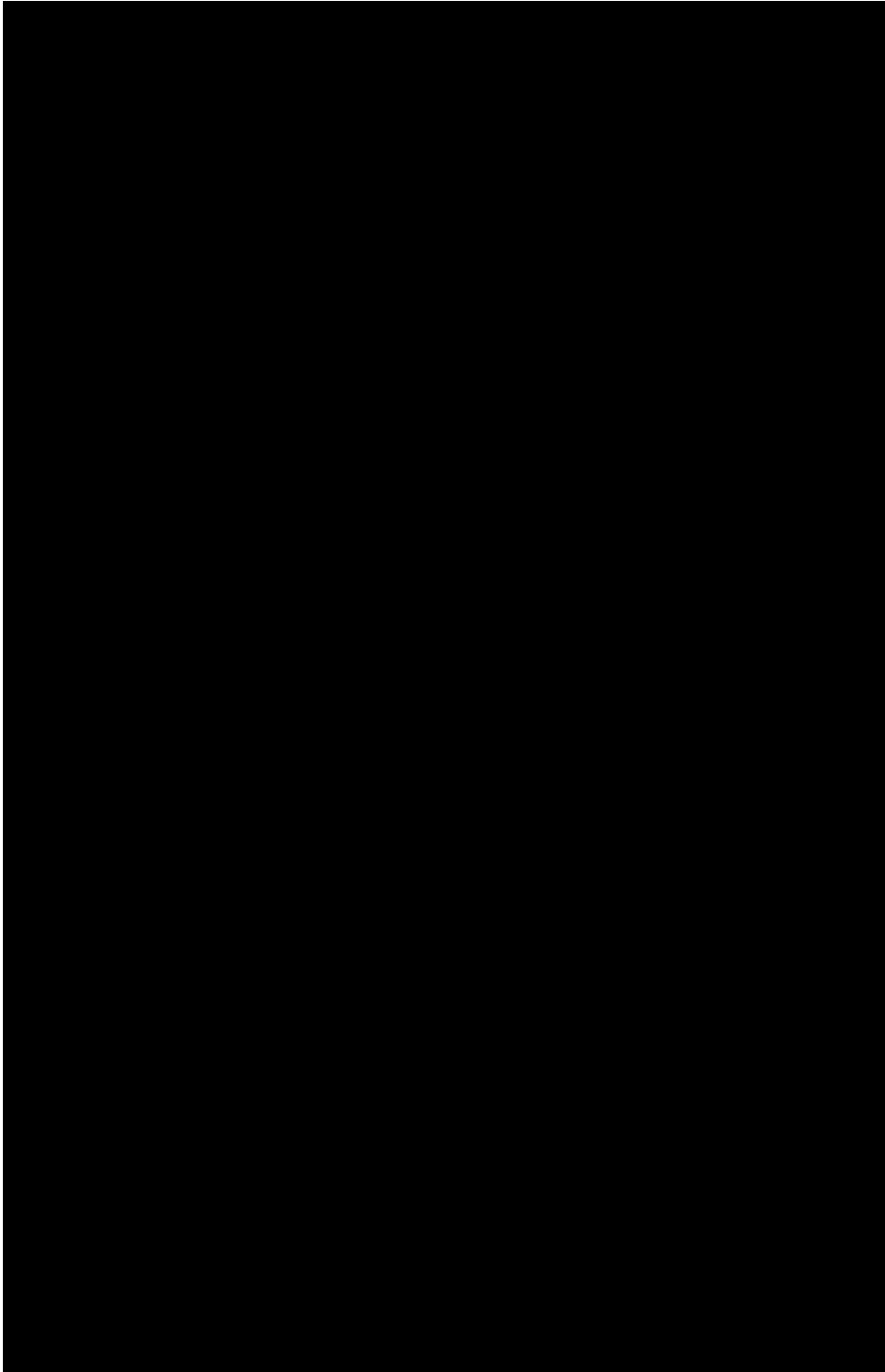
68389

Out of   
Frontage   
395.1  
Cabinet/Slide  
L-869

Owner Details

Tax Year 2009  
Jan. 1, 2008 Owner 





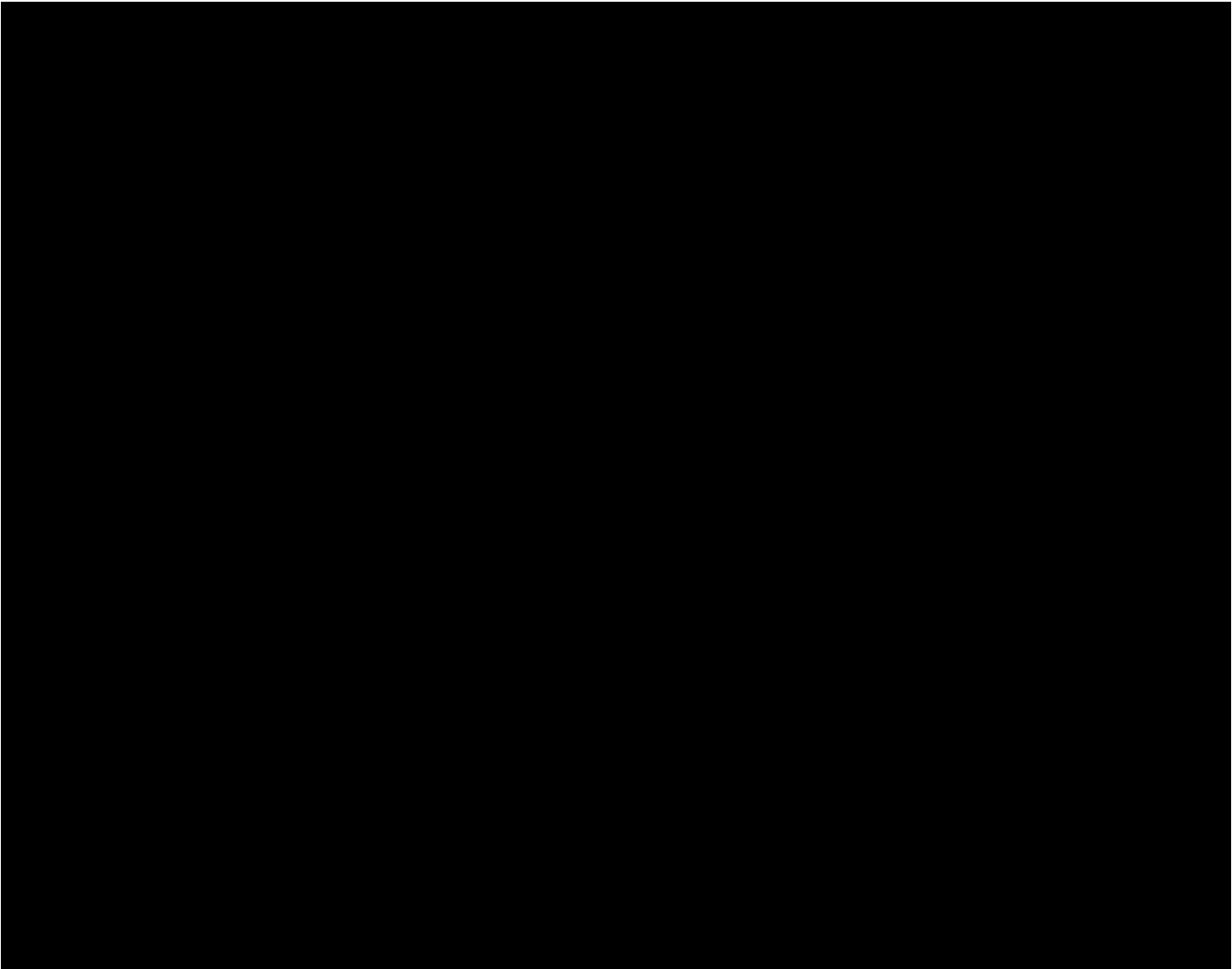
----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:04 PM -----

From: Nikole L McKeever/CALLCTR/CORP/AWWSC  
To: Bryan Siler/KAWC/AWWSC@AWW  
Cc: Stacy Owens/KAWC/AWWSC@AWW  
Date: 02/11/2009 04:42 PM  
Subject: Re: Fw: [REDACTED]ummy acct

---

All,

I have closed the account however it appears that the customers made a payment in the interim that was transferred but I can't track it down.



Nikole McKeever  
Billing Group Supervisor CSC  
618-433-4504 Office  
618-792-5351 Cell  
Fax: 618- 433-4180

Bryan Siler/KAWC/AWWSC



**Bryan Siler/KAWC/AWWSC**

02/04/2009 09:25 AM

To Stacy Owens/KAWC/AWWSC@AWW  
cc Nikole L McKeever/CALLCTR/CORP/AWWSC@AWW  
Subject Fw: [REDACTED] ummy acct



Waiting for Nikole to close the account. The we'll get the MI done and kill this DMMY.

\*\*\*\*\*

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

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/04/2009 10:16 AM -----



**Rachel Cole/KAWC/AWWSC**

02/04/2009 08:39 AM

To: Nikole McKeever  
cc: Trisha Etedali/SHARVCS/AWWSC@AWW, Bryan Siler  
Subject: Fw: [REDACTED] Dummy acct

Nikole,

Do you know when the balance in this account will be reversed? When the balance is zero, I will create the MI. Thank you.

\*\*\*\*\*

Rachel S. Cole  
Southeast Region  
Email: rcole@kawc.com  
Ph: 859-268-6307  
Fax: 859-335-3307

----- Forwarded by Rachel Cole/KAWC/AWWSC on 02/04/2009 08:36 AM -----

**Trisha Etedali/SHARVCS/AWWSC**

01/19/2009 11:10 AM

To: Rachel Cole/KAWC/AWWSC@AWW  
cc:  
Subject: Re: Fw: [REDACTED] Dummy acct 📎

Rachel, once she closes the account someone will need to do an MI request.

Rachel Cole/KAWC/AWWSC



**Rachel Cole/KAWC/AWWSC**

01/19/2009 10:43 AM

To: Nikole McKeever  
cc: Trisha Etedali/SHARVCS/AWWSC@AWW, Bryan Siler  
Subject: Fw: [REDACTED] Dummy acct

Nikole,

Do you know when we can expect to see the balance in this account reversed?

\*\*\*\*\*

Rachel S. Cole  
Southeast Region  
Email: rcole@kawc.com  
Ph: 859-268-6307  
Fax: 859-335-3307

----- Forwarded by Rachel Cole/KAWC/AWWSC on 01/19/2009 10:42 AM -----

**Trisha**  
**Etedali/SHARSVCS/AWWSC**  
01/06/2009 03:31 PM

To: Nikole L McKeever/CALLCTR/CORP/AWWSC@AWW,  
Rachel Cole/KAWC/AWWSC@AWW

cc

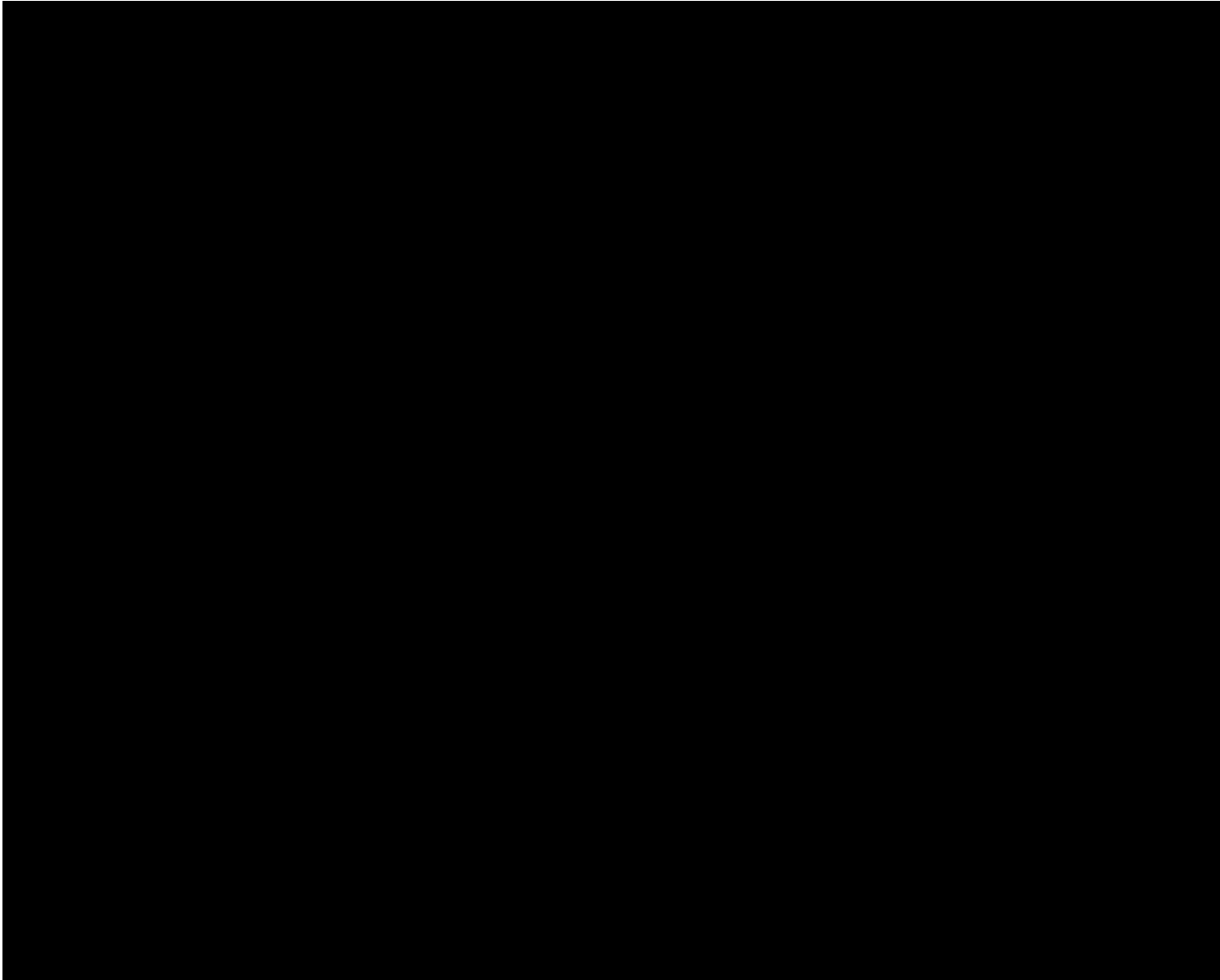
Subject: Fw: [REDACTED]ummy acct

Nikole, will you be reversing this balance in January? Please see email attached below.

Thanks,

Trisha





----- Forwarded by Trisha Etedali/SHARVCS/AWWSC on 01/06/2009 03:28 PM -----



**Bryan Siler/KAWC/AWWSC**

12/05/2008 10:10 AM

To Trisha Etedali/SHARVCS/AWWSC@AWW

cc

Subject Re: [REDACTED] Dummy acct 📎

Will we be doing the same for [REDACTED] His backbill amount is on his regular bill not a dummy account.

\*\*\*\*\*

Bryan Siler  
Southeast Region  
bryan.siler@amwater.com

Phone: (859) 268-6350

Fax: (859) 335-3350

Trisha Etedali/SHARVCS/AWWSC

**Trisha  
Etedali/SHARVCS/AWWSC**

12/05/2008 10:07 AM

To: Nikole L McKeever/CALLCTR/CORP/AWWSC@AWW

cc: Rachel Cole/KAWC/AWWSC@AWW, Takiyah E  
Myatt/SHARVCS/AWWSC@AWW, Bryan  
Siler/KAWC/AWWSC@AWW

Subject: [REDACTED] dummy acct

Hi Nicole,

Please reverse the \$68828.02 on the attached account using the same revenue codes on the last Misc adjustment. Upon completion, please inform Rachel and Takiyah the amount that is due to tax.

Rachel will set up an MI to clear the following accts.

[REDACTED]

Trisha

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:04 PM -----

From: Nikole L McKeever/CALLCTR/CORP/AWWSC  
To: Trisha Etedali/SHARVCS/AWWSC@AWW  
Cc: Bryan Siler/KAWC/AWWSC@AWW, Stacy Owens/KAWC/AWWSC@AWW  
Date: 02/12/2009 09:30 AM  
Subject: Fw: [REDACTED] Dummy acct

---

Trisha,

I made the adjustments to the [REDACTED] account in addition placed the account in a closed status. The customer however made a payment that is sitting on the account - can this be transferred over as a credit toward the MI.

Your thoughts on addressing would be greatly appreciated as we do not want to refund or transfer to

another active account.

Thanks,

Nikole McKeever  
Billing Group Supervisor CSC  
618-433-4504 Office  
618-792-5351 Cell  
Fax: 618- 433-4180

----- Forwarded by Nikole L McKeever/CALLCTR/CORP/AWWSC on 02/12/2009 08:28 AM -----



**Bryan Siler/KAWC/AWWSC**

02/12/2009 06:49 AM

To: Nikole L McKeever/CALLCTR/CORP/AWWSC@AWW

cc: Stacy Owens/KAWC/AWWSC@AWW

Subject: Re: Fw [REDACTED] ummy acct 📎

Can you adjust it off the same way and reduce the MI amount?

\*\*\*\*\*

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

Nikole L McKeever/CALLCTR/CORP/AWWSC



**Nikole L  
McKeever/CALLCTR/CORP/A  
WWSC**

02/11/2009 04:42 PM

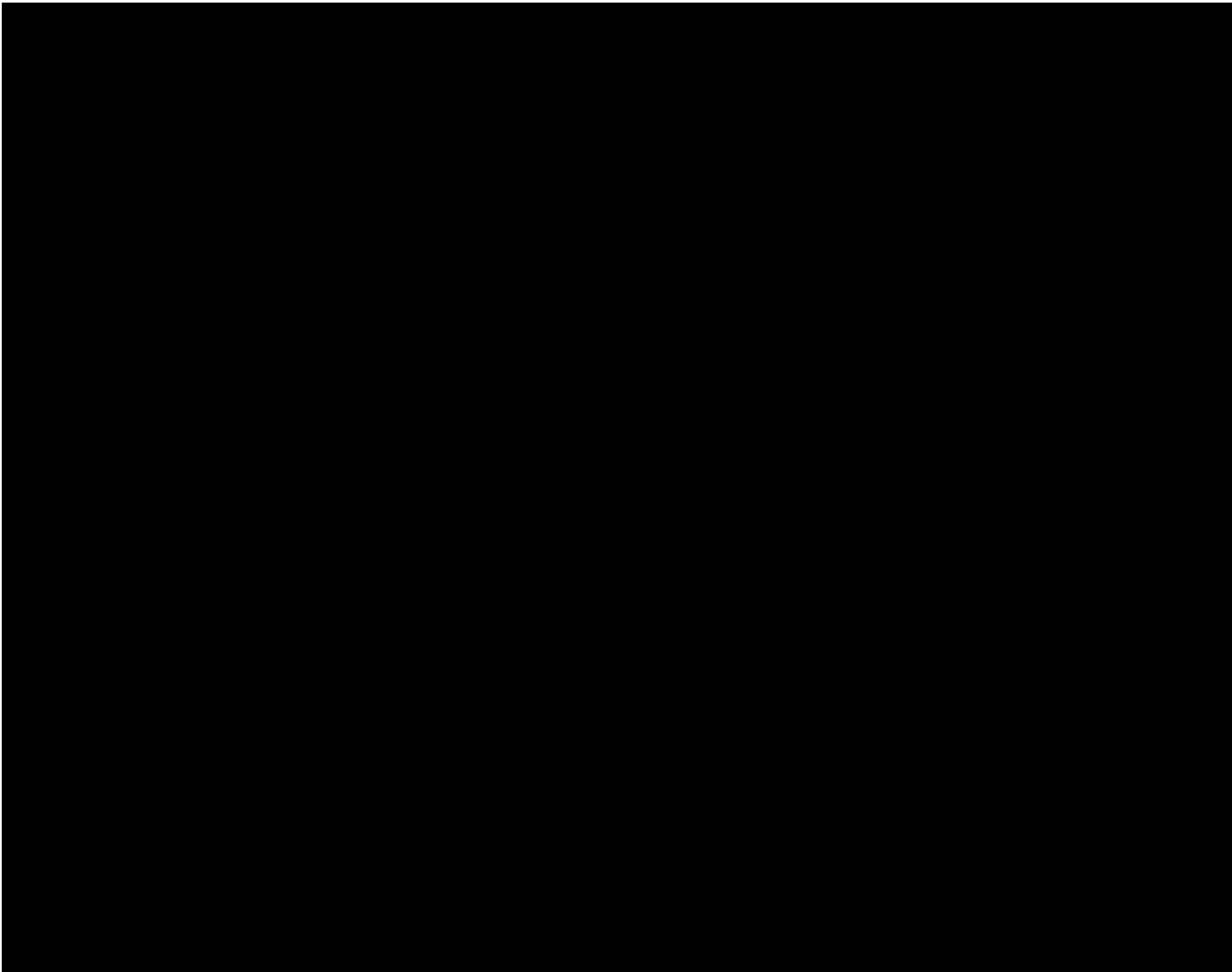
To: Bryan Siler/KAWC/AWWSC@AWW

cc: Stacy Owens/KAWC/AWWSC@AWW

Subject: Re: Fw [REDACTED] Dummy acct 📎

All,

I have closed the account however it appears that the customers made a payment in the interim that was transferred but I can't track it down.



Thanks,

Nikole McKeever  
Billing Group Supervisor CSC  
618-433-4504 Office  
618-792-5351 Cell  
Fax: 618- 433-4180

Bryan Siler/KAWC/AWWSC



**Bryan Siler/KAWC/AWWSC**

02/04/2009 09:25 AM

To Stacy Owens/KAWC/AWWSC@AWW  
cc Nikole L McKeever/CALLCTR/CORP/AWWSC@AWW  
Subject Fw [REDACTED] ummy acct

Waiting for Nikole to close the account. The we'll get the MI done and kill this DMMY.

\*\*\*\*\*

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

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/04/2009 10:16 AM -----



**Rachel Cole/KAWC/AWWSC**

02/04/2009 08:39 AM

To: Nikole McKeever  
cc: Trisha Etedali/SHARVCS/AWWSC@AWW, Bryan Siler  
Subject: Fw [REDACTED]ummy acct

Nikole,

Do you know when the balance in this account will be reversed? When the balance is zero, I will create the MI. Thank you.

\*\*\*\*\*

Rachel S. Cole  
Southeast Region  
Email: rcole@kawc.com  
Ph: 859-268-6307  
Fax: 859-335-3307

----- Forwarded by Rachel Cole/KAWC/AWWSC on 02/04/2009 08:36 AM -----

**Trisha Etedali/SHARVCS/AWWSC**

01/19/2009 11:10 AM

To: Rachel Cole/KAWC/AWWSC@AWW  
cc: [REDACTED]  
Subject: Re: F [REDACTED]ummy acct 📎

Rachel, once she closes the account someone will need to do an MI request.

Rachel Cole/KAWC/AWWSC



**Rachel Cole/KAWC/AWWSC**

01/19/2009 10:43 AM

To: Nikole McKeever  
cc: Trisha Etedali/SHARVCS/AWWSC@AWW, Bryan Siler  
Subject: Fw [REDACTED]ummy acct

Nikole,

Do you know when we can expect to see the balance in this account reversed?

\*\*\*\*\*

Rachel S. Cole  
Southeast Region  
Email: rcole@kawc.com  
Ph: 859-268-6307  
Fax: 859-335-3307

----- Forwarded by Rachel Cole/KAWC/AWWSC on 01/19/2009 10:42 AM -----

**Trisha**  
**Etedali/SHARSVCS/AWWSC**  
01/06/2009 03:31 PM

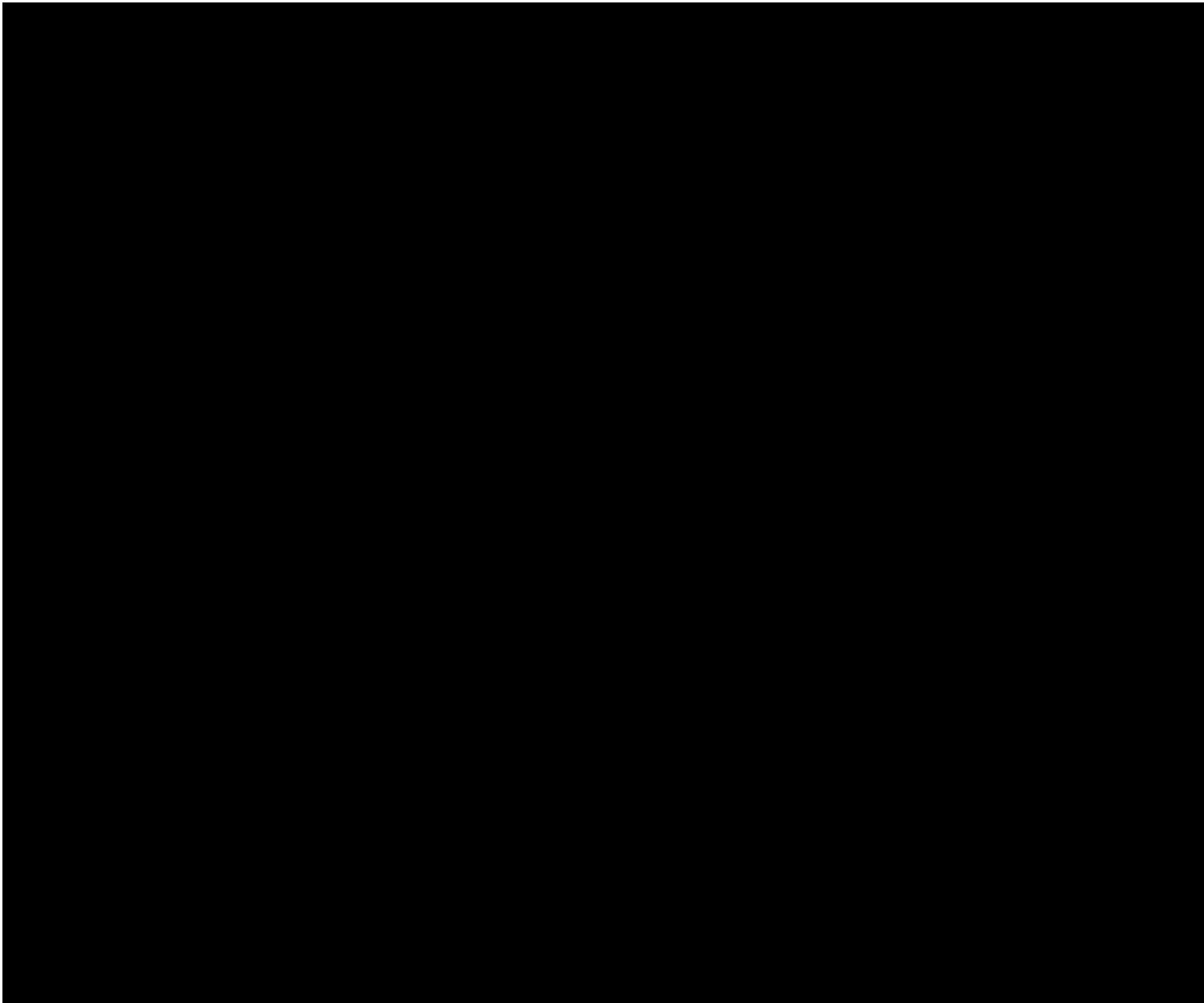
To: Nikole L McKeever/CALLCTR/CORP/AWWSC@AWW,  
Rachel Cole/KAWC/AWWSC@AWW  
cc

Subject: Fw: [REDACTED] ummy acct

Nikole, will you be reversing this balance in January? Please see email attached below.

Thanks,

Trisha



----- Forwarded by Trisha Etedali/SHARVCS/AWWSC on 01/06/2009 03:28 PM -----



**Bryan Siler/KAWC/AWWSC**

12/05/2008 10:10 AM

To Trisha Etedali/SHARVCS/AWWSC@AWW

cc

Subject R [REDACTED] Dummy acct 📎

Will we be doing the same for [REDACTED] His backbill amount is on his regular bill not a dummy account.

\*\*\*\*\*

Bryan Siler  
Southeast Region  
bryan.siler@amwater.com

Phone: (859) 268-6350

Fax: (859) 335-3350

Trisha Etedali/SHARVCS/AWWSC

**Trisha  
Etedali/SHARVCS/AWWSC**

12/05/2008 10:07 AM

To: Nikole L McKeever/CALLCTR/CORP/AWWSC@AWW

cc: Rachel Cole/KAWC/AWWSC@AWW, Takiyah E  
Myatt/SHARVCS/AWWSC@AWW, Bryan  
Siler/KAWC/AWWSC@AWW

Subject: [REDACTED] Dummy acct

Hi Nicole,

Please reverse the \$68828.02 on the attached account using the same revenue codes on the last Misc adjustment. Upon completion, please inform Rachel and Takiyah the amount that is due to tax.

Rachel will set up an MI to clear the following accts.

[REDACTED]

Thanks,

Trisha

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:04 PM -----

From: Trisha Etedali/SHARVCS/AWWSC  
To: Nikole L McKeever/CALLCTR/CORP/AWWSC@AWW, Melissa  
Watson/SHARVCS/AWWSC@AWW  
Cc: Bryan Siler/KAWC/AWWSC@AWW, Stacy Owens/KAWC/AWWSC@AWW, Rachel  
Cole/KAWC/AWWSC@AWW  
Date: 02/12/2009 09:35 AM  
Subject: Re: Fw: [REDACTED] Dummy acct Need follow-up from Missy

Missy,

Please have someone transfer the money reference below to the mixed MI account today. 3622.53.



Rachel,

Please let me know if you need assistance with the MI request form. Upon completion, please sent the request to the MI group and cc Melissa Watson so she knows where to transfer this money.

Thank you both!

Trisha Etedali  
 Business Liaison  
 American Water, Shared Services Center  
 131 Woodcrest Rd., Cherry Hill, NJ 08003  
 856.310.5732 office  
 856.912.0754 cell  
 856.672.2878 fax  
 trisha.etedali@amwater.com  
 Nikole L McKeever/CALLCTR/CORP/AWWSC



**Nikole L  
 McKeever/CALLCTR/CORP/A  
 WWSC**

02/12/2009 09:30 AM

To Trisha Etedali/SHARVCS/AWWSC@AWW  
 cc Bryan Siler/KAWC/AWWSC@AWW, Stacy  
 Owens/KAWC/AWWSC@AWW  
 Subject F [REDACTED] ummy acct

Trisha,

I made the adjustments to the [REDACTED] account in addition placed the account in a closed status. The customer however made a payment that is sitting on the account - can this be transferred over as a credit toward the MI.

Your thoughts on addressing would be greatly appreciated as we do not want to refund or transfer to another active account.

Thanks,

Nikole McKeever  
 Billing Group Supervisor CSC  
 618-433-4504 Office  
 618-792-5351 Cell  
 Fax: 618- 433-4180

----- Forwarded by Nikole L McKeever/CALLCTR/CORP/AWWSC on 02/12/2009 08:28 AM -----



**Bryan Siler/KAWC/AWWSC**

02/12/2009 06:49 AM

To Nikole L McKeever/CALLCTR/CORP/AWWSC@AWW  
 cc Stacy Owens/KAWC/AWWSC@AWW  
 Subject Re: Fw: [REDACTED] Dummy acct 📎



Can you adjust it off the same way and reduce the MI amount?

\*\*\*\*\*

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

Nikole L McKeever/CALLCTR/CORP/AWWSC



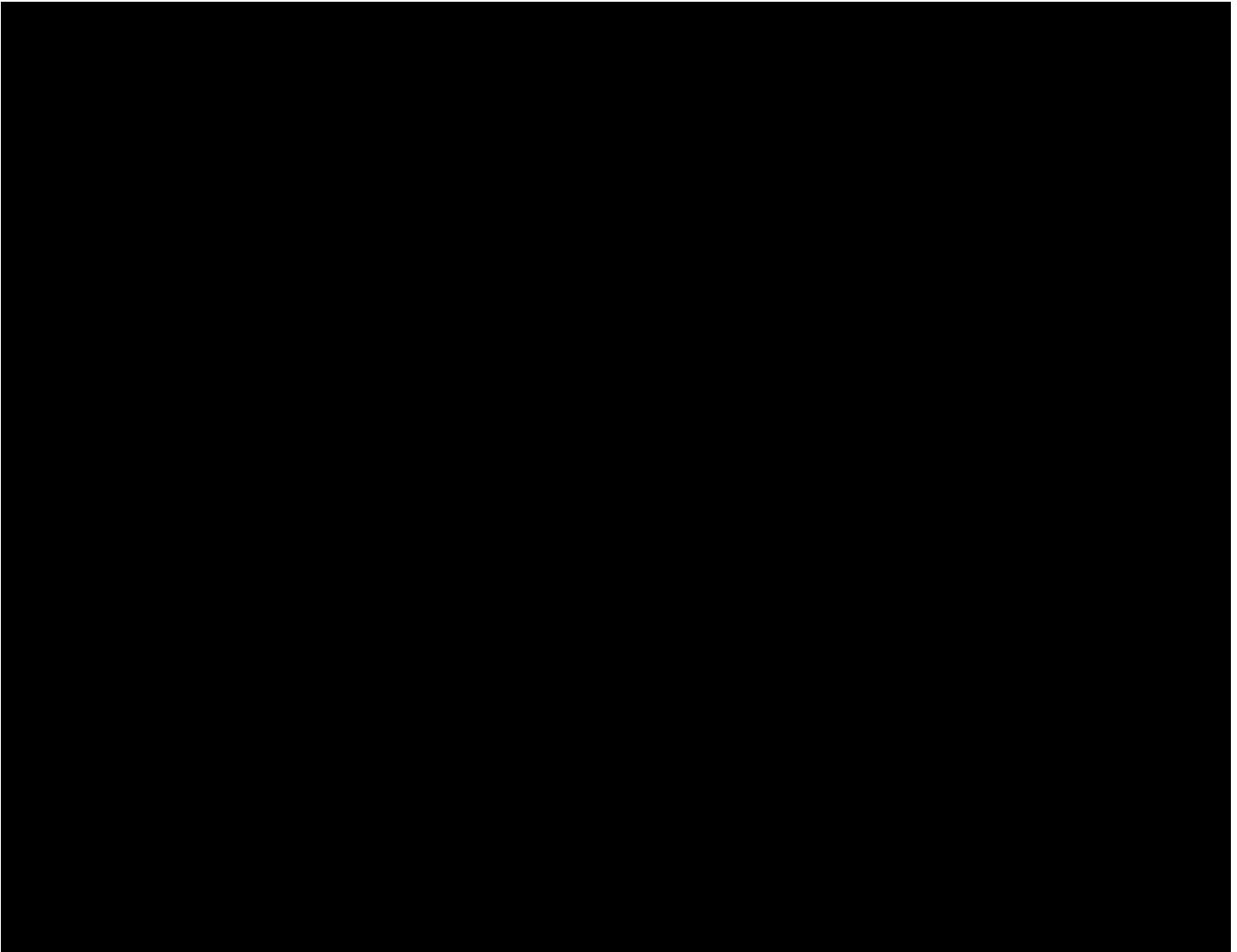
**Nikole L  
McKeever/CALLCTR/CORP/A  
WWSC**

02/11/2009 04:42 PM

To: Bryan Siler/KAWC/AWWSC@AWW  
cc: Stacy Owens/KAWC/AWWSC@AWW  
Subject: Re: Fw: [REDACTED] Dummy acct 📎

All,

I have closed the account however it appears that the customers made a payment in the interim that was transferred but I can't track it down.



Nikole McKeever  
Billing Group Supervisor CSC  
618-433-4504 Office  
618-792-5351 Cell  
Fax: 618- 433-4180

Bryan Siler/KAWC/AWWSC



**Bryan Siler/KAWC/AWWSC**

02/04/2009 09:25 AM

To Stacy Owens/KAWC/AWWSC@AWW  
cc Nikole L McKeever/CALLCTR/CORP/AWWSC@AWW  
Subject Fw: [REDACTED] Dummy acct

Waiting for Nikole to close the account. The we'll get the MI done and kill this DMMY.

\*\*\*\*\*

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

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/04/2009 10:16 AM -----



**Rachel Cole/KAWC/AWWSC**

02/04/2009 08:39 AM

To: Nikole McKeever  
cc: Trisha Etedali/SHARVCS/AWWSC@AWW, Bryan Siler  
Subject: Fw: [REDACTED]ummy acct

Nikole,

Do you know when the balance in this account will be reversed? When the balance is zero, I will create the MI. Thank you.

\*\*\*\*\*

Rachel S. Cole  
Southeast Region  
Email: rcole@kawc.com  
Ph: 859-268-6307  
Fax: 859-335-3307

----- Forwarded by Rachel Cole/KAWC/AWWSC on 02/04/2009 08:36 AM -----

**Trisha Etedali/SHARVCS/AWWSC**

01/19/2009 11:10 AM

To: Rachel Cole/KAWC/AWWSC@AWW  
cc:  
Subject: Re: Fw: [REDACTED]ummy acct 📎

Rachel, once she closes the account someone will need to do an MI request.

Rachel Cole/KAWC/AWWSC



**Rachel Cole/KAWC/AWWSC**

01/19/2009 10:43 AM

To: Nikole McKeever  
cc: Trisha Etedali/SHARVCS/AWWSC@AWW, Bryan Siler  
Subject: Fw: [REDACTED]Dummy acct

Nikole,

Do you know when we can expect to see the balance in this account reversed?

\*\*\*\*\*

Rachel S. Cole  
Southeast Region  
Email: rcole@kawc.com  
Ph: 859-268-6307  
Fax: 859-335-3307

----- Forwarded by Rachel Cole/KAWC/AWWSC on 01/19/2009 10:42 AM -----

**Trisha**  
**Etedali/SHARSVCS/AWWSC**  
01/06/2009 03:31 PM

To: Nikole L McKeever/CALLCTR/CORP/AWWSC@AWW,  
Rachel Cole/KAWC/AWWSC@AWW

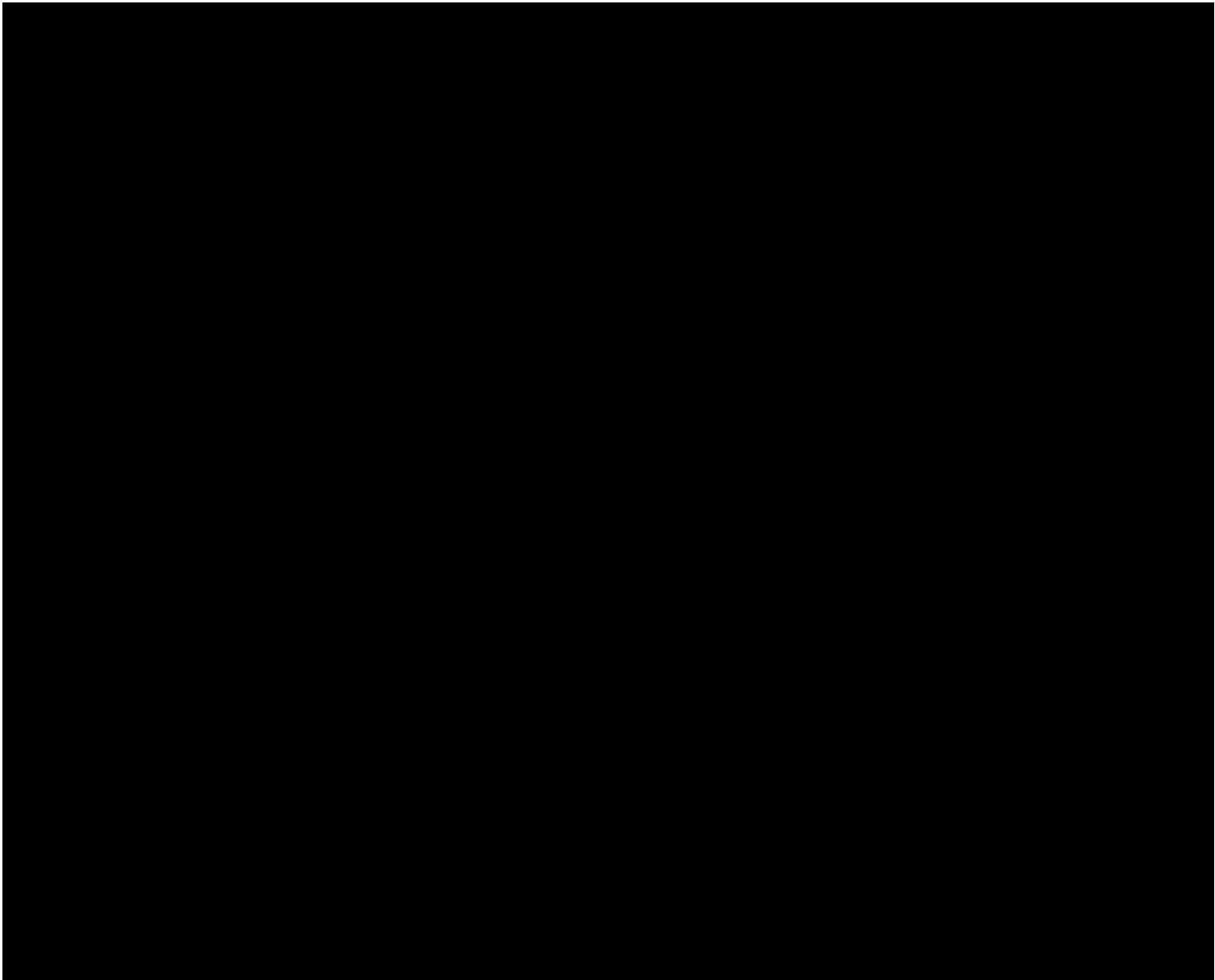
cc

Subject: Fw: [REDACTED]ummy acct

Nikole, will you be reversing this balance in January? Please see email attached below.

Thanks,

Trisha



----- Forwarded by Trisha Etedali/SHARVCS/AWWSC on 01/06/2009 03:28 PM -----




**Bryan Siler/KAWC/AWWSC**

12/05/2008 10:10 AM

To Trisha Etedali/SHARVCS/AWWSC@AWW

cc

Subject Re: [REDACTED] dummy acct 

Will we be doing the same for [REDACTED] His backbill amount is on his regular bill not a dummy account.

\*\*\*\*\*

Bryan Siler  
Southeast Region  
bryan.siler@amwater.com

Phone: (859) 268-6350

Fax: (859) 335-3350

Trisha Etedali/SHARVCS/AWWSC

**Trisha  
Etedali/SHARVCS/AWWSC**

12/05/2008 10:07 AM

To: Nikole L McKeever/CALLCTR/CORP/AWWSC@AWW

cc: Rachel Cole/KAWC/AWWSC@AWW, Takiyah E  
Myatt/SHARVCS/AWWSC@AWW, Bryan  
Siler/KAWC/AWWSC@AWW

Subject: [REDACTED] Dummy acct

Hi Nicole,

Please reverse the \$68828.02 on the attached account using the same revenue codes on the last Misc adjustment. Upon completion, please inform Rachel and Takiyah the amount that is due to tax.

Rachel will set up an MI to clear the following accts.

[REDACTED]

Thanks,

Trisha

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:04 PM -----

From: Melissa Watson/SHARVCS/AWWSC  
To: Trisha Etedali/SHARVCS/AWWSC@AWW  
Cc: Bryan Siler/KAWC/AWWSC@AWW, Nikole L McKeever/CALLCTR/CORP/AWWSC@AWW,  
Rachel Cole/KAWC/AWWSC@AWW, Stacy Owens/KAWC/AWWSC@AWW  
Date: 02/12/2013 10:00 AM  
Subject: Re: Fw: [REDACTED] Dummy acct Need follow-up from Missy

Transfer is complete.

Melissa Watson

American Water SSC  
Cash Management Analyst  
P.O. Box 5600  
131 Woodcrest Rd.  
Cherry Hill, NJ 08034  
(T) 856-310-5842  
(F) 856-672-2873

Trisha Etedali/SHARVCS/AWWSC

**Trisha Etedali/SHARVCS/AWWSC**  
02/12/2009 10:04 AM

To Bryan Siler/KAWC/AWWSC@AWW  
cc Melissa Watson/SHARVCS/AWWSC@AWW, Nikole L McKeever/CALLCTR/CORP/AWWSC@AWW, Rachel Cole/KAWC/AWWSC@AWW, Stacy Owens/SC@AWW  
Subject Re: Fw: [REDACTED]ummy acct Need follow-up from Missy📎

Will do.

Trisha Etedali  
Business Liaison  
American Water, Shared Services Center  
131 Woodcrest Rd., Cherry Hill, NJ 08003  
856.310.5732 office  
856.912.0754 cell  
856.672.2878 fax  
trisha.etedali@amwater.com  
Bryan Siler/KAWC/AWWSC



**Bryan Siler/KAWC/AWWSC**  
02/12/2009 09:42 AM

To Trisha Etedali/SHARVCS/AWWSC@AWW  
cc Melissa Watson/SHARVCS/AWWSC@AWW, Nikole L McKeever/CALLCTR/CORP/AWWSC@AWW, Rachel Cole/KAWC/AWWSC@AWW, Stacy Owens/KAWC/AWWSC@AWW  
Subject Re: Fw: [REDACTED]ummy acct Need follow-up from Missy📎

When can this premise be killed? If not until after this transfer, can someone let me know when that is complete?

Thanks.

\*\*\*\*\*

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



Trisha Etedali/SHARVCS/AWWSC

**Trisha  
Etedali/SHARVCS/AWWSC**

02/12/2009 09:35 AM

To: Nikole L McKeever/CALLCTR/CORP/AWWSC@AWW,  
Melissa Watson/SHARVCS/AWWSC@AWW  
cc: Bryan Siler/KAWC/AWWSC@AWW, Stacy  
Owens/KAWC/AWWSC@AWW, Rachel  
Cole/KAWC/AWWSC@AWW  
Subject: Re: F [REDACTED] ummy acct Need follow-up from Missy 📎

Missy,

Please have someone transfer the money reference below to the mixed MI account today. 3622.53.

Rachel,

Please let me know if you need assistance with the MI request form. Upon completion, please sent the request to the MI group and cc Melissa Watson so she knows where to transfer this money.

Thank you both!

Trisha Etedali  
Business Liaison  
American Water, Shared Services Center  
131 Woodcrest Rd., Cherry Hill, NJ 08003  
856.310.5732 office  
856.912.0754 cell  
856.672.2878 fax  
trisha.etedali@amwater.com  
Nikole L McKeever/CALLCTR/CORP/AWWSC



**Nikole L  
McKeever/CALLCTR/CORP/A  
WWSC**

02/12/2009 09:30 AM

To: Trisha Etedali/SHARVCS/AWWSC@AWW  
cc: Bryan Siler/KAWC/AWWSC@AWW, Stacy  
Owens/KAWC/AWWSC@AWW  
Subject: Fw: [REDACTED] ummy acct

Trisha,

I made the adjustments to [REDACTED] account in addition placed the account in a closed status. The customer however made a payment that is sitting on the account - can this be transferred over as a credit toward the MI.

Your thoughts on addressing would be greatly appreciated as we do not want to refund or transfer to another active account.

Thanks,

Nikole McKeever  
Billing Group Supervisor CSC  
618-433-4504 Office  
618-792-5351 Cell  
Fax: 618- 433-4180

----- Forwarded by Nikole L McKeever/CALLCTR/CORP/AWWSC on 02/12/2009 08:28 AM -----



**Bryan Siler/KAWC/AWWSC**

02/12/2009 06:49 AM

To: Nikole L McKeever/CALLCTR/CORP/AWWSC@AWW  
cc: Stacy Owens/KAWC/AWWSC@AWW  
Subject: Re: Fw: [REDACTED] Dummy acct 📎

Can you adjust it off the same way and reduce the MI amount?

\*\*\*\*\*

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

Nikole L McKeever/CALLCTR/CORP/AWWSC



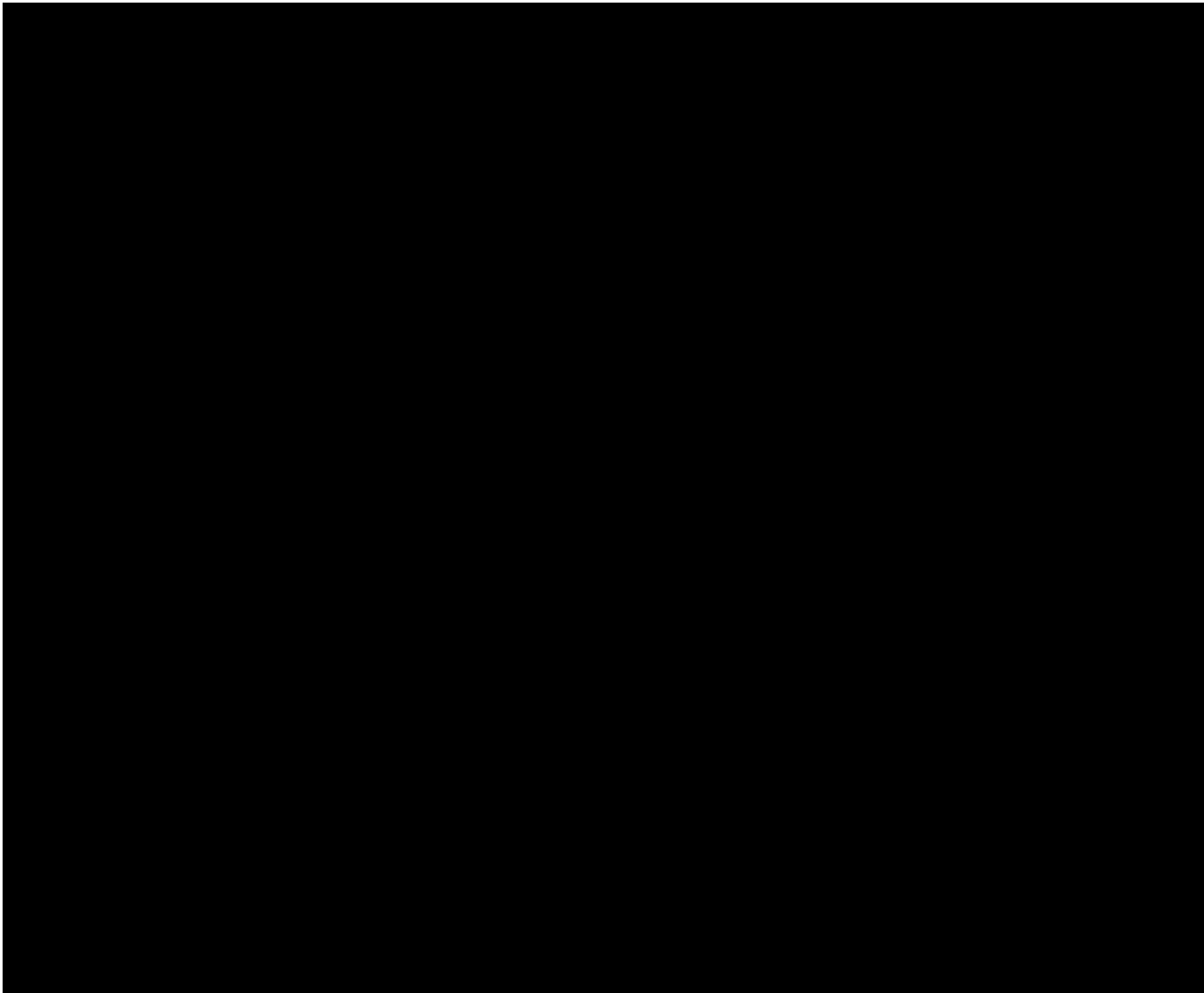
**Nikole L  
McKeever/CALLCTR/CORP/A  
WWSC**

02/11/2009 04:42 PM

To: Bryan Siler/KAWC/AWWSC@AWW  
cc: Stacy Owens/KAWC/AWWSC@AWW  
Subject: Re: Fw: [REDACTED] ummy acct 📎

All,

I have closed the account however it appears that the customers made a payment in the interim that was transferred but I can't track it down.



Thanks,

Nikole McKeever  
Billing Group Supervisor CSC  
618-433-4504 Office  
618-792-5351 Cell  
Fax: 618- 433-4180

Bryan Siler/KAWC/AWWSC



**Bryan Siler/KAWC/AWWSC**

02/04/2009 09:25 AM

To Stacy Owens/KAWC/AWWSC@AWW  
cc Nikole L McKeever/CALLCTR/CORP/AWWSC@AWW  
Subject Fw: [REDACTED] Dummy acct

Waiting for Nikole to close the account. The we'll get the MI done and kill this DMMY.

\*\*\*\*\*

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

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/04/2009 10:16 AM -----



**Rachel Cole/KAWC/AWWSC**

02/04/2009 08:39 AM

To: Nikole McKeever  
cc: Trisha Etedali/SHARVCS/AWWSC@AWW, Bryan Siler  
Subject: Fw: [REDACTED] Dummy acct

Nikole,

Do you know when the balance in this account will be reversed? When the balance is zero, I will create the MI. Thank you.

\*\*\*\*\*

Rachel S. Cole  
Southeast Region  
Email: rcole@kawc.com  
Ph: 859-268-6307  
Fax: 859-335-3307

----- Forwarded by Rachel Cole/KAWC/AWWSC on 02/04/2009 08:36 AM -----

**Trisha Etedali/SHARVCS/AWWSC**

01/19/2009 11:10 AM

To: Rachel Cole/KAWC/AWWSC@AWW  
cc: [REDACTED]  
Subject: Re: Fw: [REDACTED] Dummy acct 📎

Rachel, once she closes the account someone will need to do an MI request.

Rachel Cole/KAWC/AWWSC



**Rachel Cole/KAWC/AWWSC**

01/19/2009 10:43 AM

To: Nikole McKeever  
cc: Trisha Etedali/SHARVCS/AWWSC@AWW, Bryan Siler  
Subject: Fw: [REDACTED] Dummy acct

Nikole,

Do you know when we can expect to see the balance in this account reversed?

\*\*\*\*\*


Rachel S. Cole  
Southeast Region  
Email: rcole@kawc.com  
Ph: 859-268-6307  
Fax: 859-335-3307

----- Forwarded by Rachel Cole/KAWC/AWWSC on 01/19/2009 10:42 AM -----

**Trisha**  
**Etedali/SHARVCS/AWWSC**  
01/06/2009 03:31 PM

To: Nikole L McKeever/CALLCTR/CORP/AWWSC@AWW,  
Rachel Cole/KAWC/AWWSC@AWW

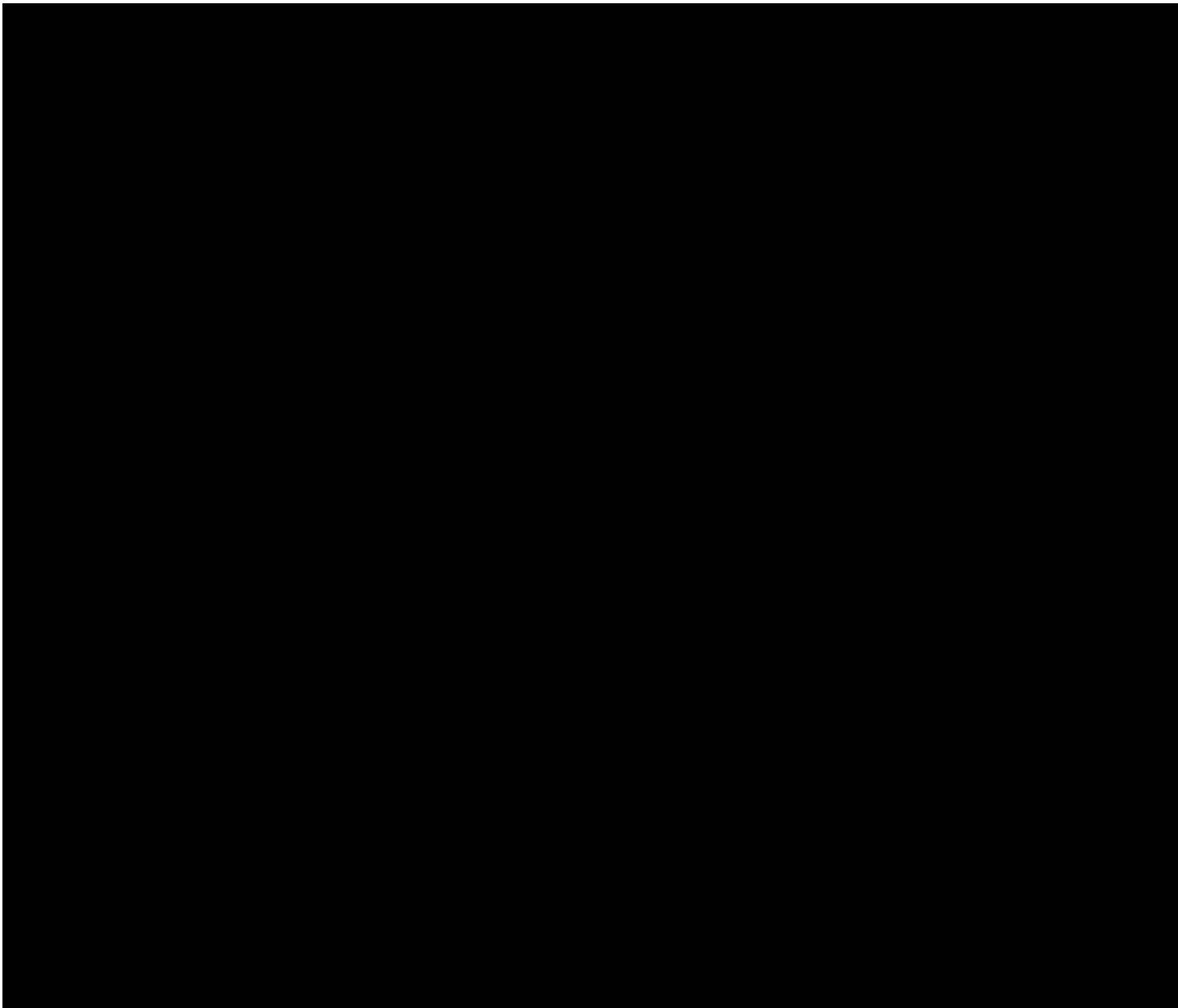
cc

Subject: Fw:  Dummy acct

Nikole, will you be reversing this balance in January? Please see email attached below.

Thanks,

Trisha



----- Forwarded by Trisha Etedali/SHARVCS/AWWSC on 01/06/2009 03:28 PM -----




**Bryan Siler/KAWC/AWWSC**

12/05/2008 10:10 AM

To Trisha Etedali/SHARVCS/AWWSC@AWW

cc

Subject Re: [REDACTED] dummy acct 

Will we be doing the same for [REDACTED] His backbill amount is on his regular bill not a dummy account.

\*\*\*\*\*

Bryan Siler  
Southeast Region  
bryan.siler@amwater.com

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

Trisha Etedali/SHARVCS/AWWSC

**Trisha**  
**Etedali/SHARVCS/AWWSC**  
12/05/2008 10:07 AM

To: Nikole L McKeever/CALLCTR/CORP/AWWSC@AWW  
cc: Rachel Cole/KAWC/AWWSC@AWW, Takiyah E  
Myatt/SHARVCS/AWWSC@AWW, Bryan  
Siler/KAWC/AWWSC@AWW  
Subject: [REDACTED] dummy acct

Hi Nicole,

Please reverse the \$68828.02 on the attached account using the same revenue codes on the last Misc adjustment. Upon completion, please inform Rachel and Takiyah the amount that is due to tax.

Rachel will set up an MI to clear the following accts.

[REDACTED]

Thanks,

Trisha

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:04 PM -----

From: Rachel Cole/KAWC/AWWSC  
To: Bryan Siler/KAWC/AWWSC@AWW  
Date: 02/12/2009 11:01 AM  
Subject: [REDACTED] Dummy acct Need follow-up from Missy

Yes, I will send one and copy you. Thanks.  
\*\*\*\*\*

Rachel S. Cole

Southeast Region  
Email: rcole@kawc.com  
Ph: 859-268-6307  
Fax: 859-335-3307

Bryan Siler/KAWC/AWWSC



**Bryan Siler/KAWC/AWWSC**

02/12/2009 10:31 AM

To Rachel Cole/KAWC/AWWSC@AWW  
cc  
Subject F [REDACTED]ummy acct Need follow-up from Missy

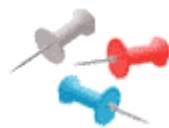
Rachel,

Will you be setting up the MI?

\*\*\*\*\*

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

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/12/2009 10:30 AM -----



**Melissa  
Watson/SHARVCS/AWWSC**

02/12/2009 10:16 AM

To Trisha Etedali/SHARVCS/AWWSC@AWW  
cc Bryan Siler/KAWC/AWWSC@AWW, Nikole L  
McKeever/CALLCTR/CORP/AWWSC@AWW, Rachel  
Cole/KAWC/AWWSC@AWW, Stacy  
Owens/KAWC/AWWSC@AWW  
Subject Re: Fw: [REDACTED]ummy acct Need follow-up from Missy

Transfer is complete.

Melissa Watson  
American Water SSC  
Cash Management Analyst  
P.O. Box 5600  
131 Woodcrest Rd.  
Cherry Hill, NJ 08034  
(T) 856-310-5842  
(F) 856-672-2873

Trisha Etedali/SHARVCS/AWWSC



**Trisha  
Etedali/SHARVCS/AWWSC**  
02/12/2009 10:04 AM

To Bryan Siler/KAWC/AWWSC@AWW  
cc Melissa Watson/SHARVCS/AWWSC@AWW, Nikole L  
McKeever/CALLCTR/CORP/AWWSC@AWW, Rachel  
Cole/KAWC/AWWSC@AWW, Stacy  
Owens/KAWC/AWWSC@AWW  
Subject Re: Fw: [REDACTED] Dummy acct Need follow-up from Missy 📎

Will do.

Trisha Etedali  
Business Liaison  
American Water, Shared Services Center  
131 Woodcrest Rd., Cherry Hill, NJ 08003  
856.310.5732 office  
856.912.0754 cell  
856.672.2878 fax  
trisha.etedali@amwater.com  
Bryan Siler/KAWC/AWWSC



**Bryan Siler/KAWC/AWWSC**  
02/12/2009 09:42 AM

To Trisha Etedali/SHARVCS/AWWSC@AWW  
cc Melissa Watson/SHARVCS/AWWSC@AWW, Nikole L  
McKeever/CALLCTR/CORP/AWWSC@AWW, Rachel  
Cole/KAWC/AWWSC@AWW, Stacy  
Owens/KAWC/AWWSC@AWW  
Subject Re: Fw: [REDACTED] Dummy acct Need follow-up from Missy 📎

When can this premise be killed? If not until after this transfer, can someone let me know when that is complete?

Thanks.

\*\*\*\*\*

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

Trisha Etedali/SHARVCS/AWWSC

**Trisha  
Etedali/SHARVCS/AWWSC**  
02/12/2009 09:35 AM

To Nikole L McKeever/CALLCTR/CORP/AWWSC@AWW,  
Melissa Watson/SHARVCS/AWWSC@AWW  
cc Bryan Siler/KAWC/AWWSC@AWW, Stacy  
Owens/KAWC/AWWSC@AWW, Rachel  
Cole/KAWC/AWWSC@AWW

Subject Re: Fw: [REDACTED] mmy acct Need follow-up from Missy 📎

Missy,

Please have someone transfer the money reference below to the mixed MI account today. 3622.53.

Rachel,

Please let me know if you need assistance with the MI request form. Upon completion, please sent the request to the MI group and cc Melissa Watson so she knows where to transfer this money.

Thank you both!

Trisha Etedali  
Business Liaison  
American Water, Shared Services Center  
131 Woodcrest Rd., Cherry Hill, NJ 08003  
856.310.5732 office  
856.912.0754 cell  
856.672.2878 fax  
trisha.etedali@amwater.com  
Nikole L McKeever/CALLCTR/CORP/AWWSC



**Nikole L  
McKeever/CALLCTR/CORP/A  
WWSC**

02/12/2009 09:30 AM

To Trisha Etedali/SHARVCS/AWWSC@AWW  
cc Bryan Siler/KAWC/AWWSC@AWW, Stacy  
Owens/KAWC/AWWSC@AWW  
Subject Fw: [REDACTED] Dummy acct

Trisha,

I made the adjustments to the [REDACTED] account in addition placed the account in a closed status. The customer however made a payment that is sitting on the account - can this be transferred over as a credit toward the MI.

Your thoughts on addressing would be greatly appreciated as we do not want to refund or transfer to another active account.

Thanks,

Nikole McKeever  
Billing Group Supervisor CSC  
618-433-4504 Office  
618-792-5351 Cell  
Fax: 618- 433-4180

----- Forwarded by Nikole L McKeever/CALLCTR/CORP/AWWSC on 02/12/2009 08:28 AM -----



**Bryan Siler/KAWC/AWWSC**

02/12/2009 06:49 AM

To: Nikole L McKeever/CALLCTR/CORP/AWWSC@AWW

cc: Stacy Owens/KAWC/AWWSC@AWW

Subject: Re: Fw: [REDACTED]ummy acct 📎

Can you adjust it off the same way and reduce the MI amount?

\*\*\*\*\*

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

Nikole L McKeever/CALLCTR/CORP/AWWSC



**Nikole L  
McKeever/CALLCTR/CORP/A  
WWSC**

02/11/2009 04:42 PM

To: Bryan Siler/KAWC/AWWSC@AWW

cc: Stacy Owens/KAWC/AWWSC@AWW

Subject: Re: Fw: [REDACTED]Dummy acct 📎

All,

I have closed the account however it appears that the customers made a payment in the interim that was transferred but I can't track it down.



Thanks,

Nikole McKeever  
Billing Group Supervisor CSC  
618-433-4504 Office  
618-792-5351 Cell  
Fax: 618- 433-4180

Bryan Siler/KAWC/AWWSC



**Bryan Siler/KAWC/AWWSC**

02/04/2009 09:25 AM

To Stacy Owens/KAWC/AWWSC@AWW  
cc Ni [redacted] ever/CALLCTR/CORP/AWWSC@AWW  
Subject Fw [redacted] Dummy acct

Waiting for Nikole to close the account. The we'll get the MI done and kill this DMMY.

\*\*\*\*\*

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

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/04/2009 10:16 AM -----



**Rachel Cole/KAWC/AWWSC**

02/04/2009 08:39 AM

To: Nikole McKeever  
cc: Trisha Etedali/SHARVCS/AWWSC@AWW, Bryan Siler  
Subject: Fw: [REDACTED] Dummy acct

Nikole,

Do you know when the balance in this account will be reversed? When the balance is zero, I will create the MI. Thank you.

\*\*\*\*\*

Rachel S. Cole  
Southeast Region  
Email: rcole@kawc.com  
Ph: 859-268-6307  
Fax: 859-335-3307

----- Forwarded by Rachel Cole/KAWC/AWWSC on 02/04/2009 08:36 AM -----

**Trisha Etedali/SHARVCS/AWWSC**

01/19/2009 11:10 AM

To: Rachel Cole/KAWC/AWWSC@AWW  
cc:  
Subject: Re: Fw: [REDACTED] Dummy acct 📎

Rachel, once she closes the account someone will need to do an MI request.

Rachel Cole/KAWC/AWWSC



**Rachel Cole/KAWC/AWWSC**

01/19/2009 10:43 AM

To: Nikole McKeever  
cc: Trisha Etedali/SHARVCS/AWWSC@AWW, Bryan Siler  
Subject: Fw: [REDACTED] Dummy acct

Nikole,

Do you know when we can expect to see the balance in this account reversed?

\*\*\*\*\*

Rachel S. Cole  
Southeast Region  
Email: rcole@kawc.com  
Ph: 859-268-6307  
Fax: 859-335-3307

----- Forwarded by Rachel Cole/KAWC/AWWSC on 01/19/2009 10:42 AM -----

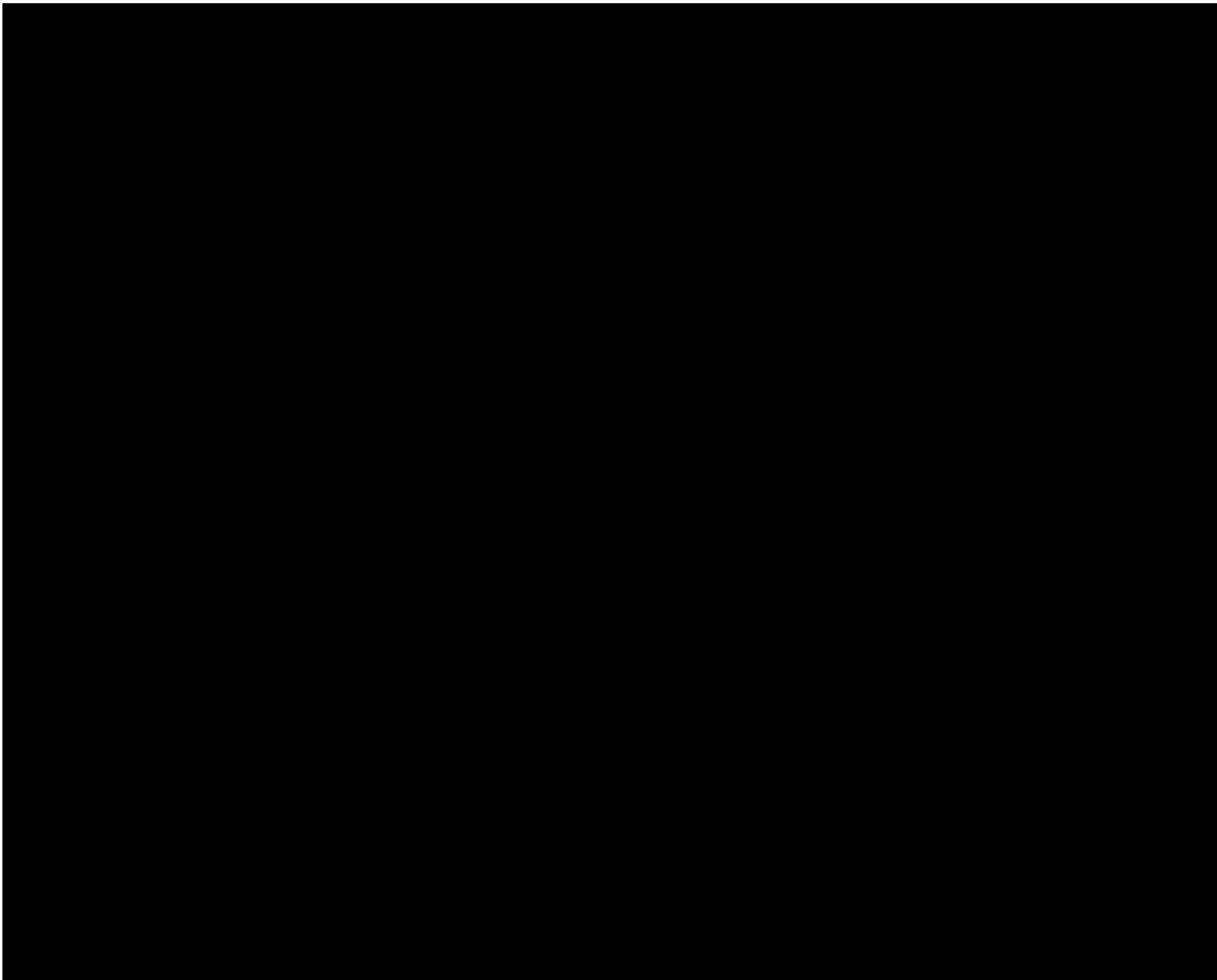
**Trisha**  
**Etedali/SHARSVCS/AWWSC**  
01/06/2009 03:31 PM

To: Nikole L McKeever/CALLCTR/CORP/AWWSC@AWW,  
Rachel Cole/KAWC/AWWSC@AWW  
cc  
Subject: F [REDACTED] Dummy acct

Nikole, will you be reversing this balance in January? Please see email attached below.

Thanks,

Trisha



----- Forwarded by Trisha Etedali/SHARVCS/AWWSC on 01/06/2009 03:28 PM -----




**Bryan Siler/KAWC/AWWSC**

12/05/2008 10:10 AM

To Trisha Etedali/SHARVCS/AWWSC@AWW

cc

Subject R [redacted] ummy acct 

Will we be doing the same fo [redacted] account.

His backbill amount is on his regular bill not a dummy

\*\*\*\*\*

Bryan Siler  
Southeast Region  
bryan.siler@amwater.com

Phone: (859) 268-6350

Fax: (859) 335-3350

Trisha Etedali/SHARSVCS/AWWSC

**Trisha  
Etedali/SHARSVCS/AWWSC**

12/05/2008 10:07 AM

To: Nikole L McKeever/CALLCTR/CORP/AWWSC@AWW

cc: Rachel Cole/KAWC/AWWSC@AWW, Takiyah E  
Myatt/SHARSVCS/AWWSC@AWW, Bryan  
Siler/KAWC/AWWSC@AWW

[REDACTED]ummy acct

Hi Nicole,

Please reverse the \$68828.02 on the attached account using the same revenue codes on the last Misc adjustment. Upon completion, please inform Rachel and Takiyah the amount that is due to tax.

Rachel will set up an MI to clear the following accts.

[REDACTED]

Thanks,

Trisha

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:04 PM -----

From: Rachel Cole/KAWC/AWWSC  
To: Dale S Graham/SHARSVCS/AWWSC@AWW  
Cc: Bryan Siler  
Date: 02/12/2009 11:08 AM  
Subject: Fw: MI [REDACTED]

Dale,



Does this MI get mailed out monthly?

\*\*\*\*\*

Rachel S. Cole  
Southeast Region  
Email: rcole@kawc.com  
Ph: 859-268-6307  
Fax: 859-335-3307

----- Forwarded by Rachel Cole/KAWC/AWWSC on 02/12/2009 11:04 AM -----



**Bryan Siler/KAWC/AWWSC**

02/12/2009 09:38 AM

To Rachel Cole/KAWC/AWWSC@AWW

cc

Subject MI - [REDACTED]

Rachel,

I spoke to the [REDACTED]. He is making the two separate payments for the regular account and the MI. Do they get a statement each month? What, if anything, does the MI kick out.

Thanks...

\*\*\*\*\*

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

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:04 PM -----

From: Bryan Siler/KAWC/AWWSC  
To: Stacy Owens/KAWC/AWWSC@AWW, Rachel Cole/KAWC/AWWSC@AWW  
Date: 02/12/2009 11:10 AM  
Subject: [REDACTED] Dummy acct Need follow-up from Missy

Thanks. I will prepare a statement for them and explain that they will need to mail that payment separate from the water bill from now on. Can you send me the address for the MI payment?

Do we have a similar form we have used for something like this in the past?

Thanks.

\*\*\*\*\*

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

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/12/2009 11:08 AM -----



**Rachel Cole/KAWC/AWWSC**

02/12/2009 11:01 AM

To Bryan Siler/KAWC/AWWSC@AWW

cc

Subject Re: Fw [REDACTED] Dummy acct Need follow-up from Missy

Yes, I will send one and copy you. Thanks.

\*\*\*\*\*

Rachel S. Cole  
Southeast Region  
Email: rcole@kawc.com  
Ph: 859-268-6307  
Fax: 859-335-3307

Bryan Siler/KAWC/AWWSC



**Bryan Siler/KAWC/AWWSC**

02/12/2009 10:31 AM

To Rachel Cole/KAWC/AWWSC@AWW

cc

Subject Fw [REDACTED] Dummy acct Need follow-up from Missy

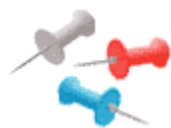
Rachel,

Will you be setting up the MI?

\*\*\*\*\*

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

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/12/2009 10:30 AM -----



**Melissa  
Watson/SHARVCS/AWWSC**

02/12/2009 10:16 AM

To Trisha Etedali/SHARVCS/AWWSC@AWW

cc Bryan Siler/KAWC/AWWSC@AWW, Nikole L  
McKeever/CALLCTR/CORP/AWWSC@AWW, Rachel  
Cole/KAWC/AWWSC@AWW, Stacy  
Owens/KAWC/AWWSC@AWW

Subject Re: Fw [REDACTED] Dummy acct Need follow-up from Missy

Transfer is complete.

Melissa Watson  
American Water SSC  
Cash Management Analyst  
P.O. Box 5600  
131 Woodcrest Rd.  
Cherry Hill, NJ 08034  
(T) 856-310-5842  
(F) 856-672-2873

Trisha Etedali/SHARVCS/AWWSC

**Trisha  
Etedali/SHARVCS/AWWSC**  
02/12/2009 10:04 AM

To Bryan Siler/KAWC/AWWSC@AWW  
cc Melissa Watson/SHARVCS/AWWSC@AWW, Nikole L  
McKeever/CALLCTR/CORP/AWWSC@AWW, Rachel  
Cole/KAWC/AWWSC@AWW, Stacy  
Owens/KAWC/AWWSC@AWW  
Subject Re: Fw: [REDACTED] Dummy acct Need follow-up from Missy 📎

Will do.

Trisha Etedali  
Business Liaison  
American Water, Shared Services Center  
131 Woodcrest Rd., Cherry Hill, NJ 08003  
856.310.5732 office  
856.912.0754 cell  
856.672.2878 fax  
trisha.etedali@amwater.com  
Bryan Siler/KAWC/AWWSC



**Bryan Siler/KAWC/AWWSC**  
02/12/2009 09:42 AM

To Trisha Etedali/SHARVCS/AWWSC@AWW  
cc Melissa Watson/SHARVCS/AWWSC@AWW, Nikole L  
McKeever/CALLCTR/CORP/AWWSC@AWW, Rachel  
Cole/KAWC/AWWSC@AWW, Stacy  
Owens/KAWC/AWWSC@AWW  
Subject Re: Fw: [REDACTED] Dummy acct Need follow-up from Missy 📎

When can this premise be killed? If not until after this transfer, can someone let me know when that is complete?

Thanks.

\*\*\*\*\*  
Bryan Siler

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

Trisha Etedali/SHARVCS/AWWSC

**Trisha  
 Etedali/SHARVCS/AWWSC**  
 02/12/2009 09:35 AM

To: Nikole L McKeever/CALLCTR/CORP/AWWSC@AWW,  
 Melissa Watson/SHARVCS/AWWSC@AWW  
 cc: Bryan Siler/KAWC/AWWSC@AWW, Stacy  
 Owens/KAWC/AWWSC@AWW, Rachel  
 Cole/KAWC/AWWSC@AWW  
 Subject: Re: Fw: [REDACTED]ummy acct Need follow-up from Missy 📎

Missy,

Please have someone transfer the money reference below to the mixed MI account today. 3622.53.

Rachel,

Please let me know if you need assistance with the MI request form. Upon completion, please sent the request to the MI group and cc Melissa Watson so she knows where to transfer this money.

Thank you both!

Trisha Etedali  
 Business Liaison  
 American Water, Shared Services Center  
 131 Woodcrest Rd., Cherry Hill, NJ 08003  
 856.310.5732 office  
 856.912.0754 cell  
 856.672.2878 fax  
 trisha.etedali@amwater.com  
 Nikole L McKeever/CALLCTR/CORP/AWWSC



**Nikole L  
 McKeever/CALLCTR/CORP/A  
 WWSC**  
 02/12/2009 09:30 AM

To: Trisha Etedali/SHARVCS/AWWSC@AWW  
 cc: Bryan Siler/KAWC/AWWSC@AWW, Stacy  
 Owens/KAWC/AWWSC@AWW  
 Subject: Fw: [REDACTED]ummy acct

Trisha,

I made the adjustments to the [REDACTED] account in addition placed the account in a closed status. The customer however made a payment that is sitting on the account - can this be transferred over as a credit toward the MI.

Your thoughts on addressing would be greatly appreciated as we do not want to refund or transfer to another active account.

Thanks,

Nikole McKeever  
Billing Group Supervisor CSC  
618-433-4504 Office  
618-792-5351 Cell  
Fax: 618- 433-4180

----- Forwarded by Nikole L McKeever/CALLCTR/CORP/AWWSC on 02/12/2009 08:28 AM -----



**Bryan Siler/KAWC/AWWSC**

02/12/2009 06:49 AM

To Nikole L McKeever/CALLCTR/CORP/AWWSC@AWW

cc Stacy Owens/KAWC/AWWSC@AWW

Subject Re: Fw: [REDACTED] Dummy acct 📎

Can you adjust it off the same way and reduce the MI amount?

\*\*\*\*\*

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

Nikole L McKeever/CALLCTR/CORP/AWWSC



**Nikole L  
McKeever/CALLCTR/CORP/A  
WWSC**

02/11/2009 04:42 PM

To Bryan Siler/KAWC/AWWSC@AWW

cc Stacy Owens/KAWC/AWWSC@AWW

Subject Re: Fw: [REDACTED] Dummy acct 📎

All,

I have closed the account however it appears that the customers made a payment in the interim that was transferred but I can't track it down.

Thanks,

Nikole McKeever  
Billing Group Supervisor CSC  
618-433-4504 Office  
618-792-5351 Cell  
Fax: 618- 433-4180

Bryan Siler/KAWC/AWWSC



**Bryan Siler/KAWC/AWWSC**

02/04/2009 09:25 AM

To Stacy Owens/KAWC/AWWSC@AWW  
cc Nikole L McKeever/CALLCTR/CORP/AWWSC@AWW  
Subject Fw: [REDACTED]ummy acct

Waiting for Nikole to close the account. The we'll get the MI done and kill this DMMY.

\*\*\*\*\*

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

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/04/2009 10:16 AM -----



**Rachel Cole/KAWC/AWWSC**

02/04/2009 08:39 AM

To: Nikole McKeever  
cc: Trisha Etedali/SHARVCS/AWWSC@AWW, Bryan Siler  
Subject: Fw: [Redacted] Dummy acct

Nikole,

Do you know when the balance in this account will be reversed? When the balance is zero, I will create the MI. Thank you.

\*\*\*\*\*

Rachel S. Cole  
Southeast Region  
Email: rcole@kawc.com  
Ph: 859-268-6307  
Fax: 859-335-3307

----- Forwarded by Rachel Cole/KAWC/AWWSC on 02/04/2009 08:36 AM -----

**Trisha Etedali/SHARVCS/AWWSC**

01/19/2009 11:10 AM

To: Rachel Cole/KAWC/AWWSC@AWW  
cc:  
Subject: Re: Fw: [Redacted] Dummy acct 📎

Rachel, once she closes the account someone will need to do an MI request.

Rachel Cole/KAWC/AWWSC



**Rachel Cole/KAWC/AWWSC**

01/19/2009 10:43 AM

To: Nikole McKeever  
cc: Trisha Etedali/SHARVCS/AWWSC@AWW, Bryan Siler  
Subject: F [Redacted] ummy acct

Nikole,

Do you know when we can expect to see the balance in this account reversed?

\*\*\*\*\*

Rachel S. Cole  
Southeast Region  
Email: rcole@kawc.com  
Ph: 859-268-6307  
Fax: 859-335-3307

----- Forwarded by Rachel Cole/KAWC/AWWSC on 01/19/2009 10:42 AM -----

**Trisha**  
**Etedali/SHARSVCS/AWWSC**  
01/06/2009 03:31 PM

To: Nikole L McKeever/CALLCTR/CORP/AWWSC@AWW,  
Rachel Cole/KAWC/AWWSC@AWW

cc

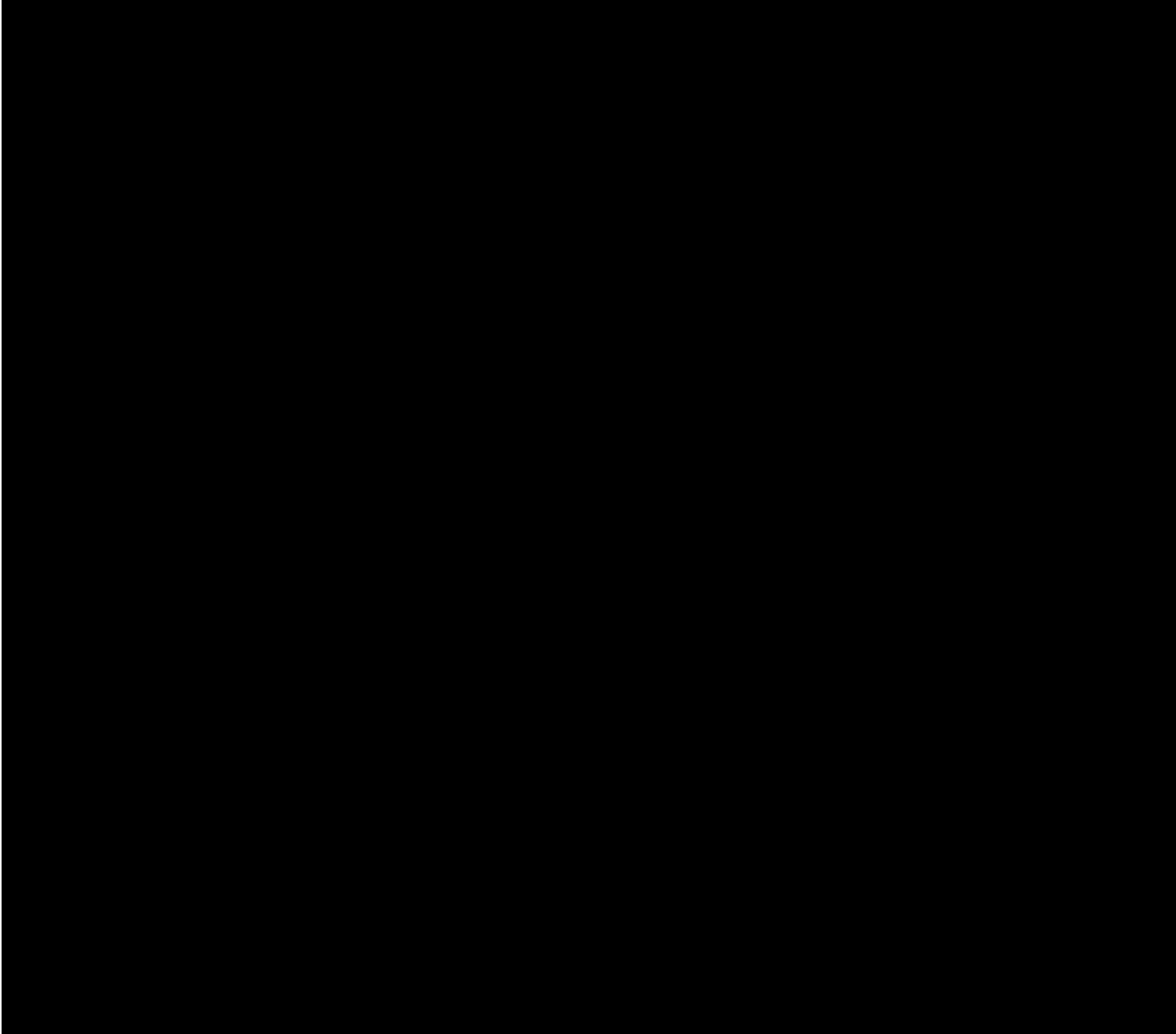
Subject: Fw: [REDACTED] Dummy acct

Nikole, will you be reversing this balance in January? Please see email attached below.

Thanks,

Trisha





----- Forwarded by Trisha Etedali/SHARVCS/AWWSC on 01/06/2009 03:28 PM -----



**Bryan Siler/KAWC/AWWSC**

12/05/2008 10:10 AM

To Trisha Etedali/SHARVCS/AWWSC@AWW

cc

Subject R [redacted] ummy acct 📎

Will we be doing the same fo [redacted] His backbill amount is on his regular bill not a dummy account.

\*\*\*\*\*

Bryan Siler  
Southeast Region  
bryan.siler@amwater.com

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

Trisha Etedali/SHARVCS/AWWSC

**Trisha  
Etedali/SHARVCS/AWWSC**  
12/05/2008 10:07 AM

To: Nikole L McKeever/CALLCTR/CORP/AWWSC@AWW  
cc: Rachel Cole/KAWC/AWWSC@AWW, Takiyah E  
Myatt/SHARVCS/AWWSC@AWW, Bryan  
Siler/KAWC/AWWSC@AWW  
Subject: [REDACTED]ummy acct

Hi Nicole,

Please reverse the \$68828.02 on the attached account using the same revenue codes on the last Misc adjustment. Upon completion, please inform Rachel and Takiyah the amount that is due to tax.

Rachel will set up an MI to clear the following accts.

[REDACTED]

Trisha

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:04 PM -----

From: Trisha Etedali/SHARVCS/AWWSC  
To: Bryan Siler/KAWC/AWWSC@AWW  
Cc: Melissa Watson/SHARVCS/AWWSC@AWW, Takiyah E Myatt/SHARVCS/AWWSC@AWW  
Date: 02/12/2009 12:21 PM  
Subject: [REDACTED] Dummy acct Need follow-up from Missy

That is fine, we just need to make sure the MI is set up prior to month end and then money moved.

Trisha Etedali  
Business Liaison  
American Water, Shared Services Center  
131 Woodcrest Rd., Cherry Hill, NJ 08003  
856.310.5732 office  
856.912.0754 cell  
856.672.2878 fax  
trisha.etedali@amwater.com  
Bryan Siler/KAWC/AWWSC



**Bryan Siler/KAWC/AWWSC**

02/12/2009 10:33 AM

To Trisha Etedali/SHARVCS/AWWSC@AWW

cc



ummy acct Need follow-up from Missy

Trisha,

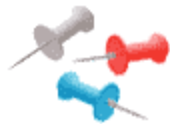
What is the mixed MI account? Is that a holding place until the MI gets set up? I only ask because Rachel is out until Monday and I didn't want that causing a problem.

Thanks for your help in all of this.

\*\*\*\*\*

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

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/12/2009 10:31 AM -----



**Melissa  
Watson/SHARVCS/AWWSC**

02/12/2009 10:16 AM

To Trisha Etedali/SHARVCS/AWWSC@AWW

cc Bryan Siler/KAWC/AWWSC@AWW, Nikole L  
McKeever/CALLCTR/CORP/AWWSC@AWW, Rachel  
Cole/KAWC/AWWSC@AWW, Stacy  
Owens/KAWC/AWWSC@AWW

Subject Re: Fw: Dummy acct Need follow-up from Missy

Transfer is complete.

Melissa Watson  
American Water SSC  
Cash Management Analyst  
P.O. Box 5600

131 Woodcrest Rd.  
Cherry Hill, NJ 08034  
(T) 856-310-5842  
(F) 856-672-2873

Trisha Etedali/SHARVCS/AWWSC

**Trisha Etedali/SHARVCS/AWWSC**  
02/12/2009 10:04 AM

To Bryan Siler/KAWC/AWWSC@AWW  
cc Melissa Watson/SHARVCS/AWWSC@AWW, Nikole L McKeever/CALLCTR/CORP/AWWSC@AWW, Rachel Cole/KAWC/AWWSC@AWW, Stacy Owens/KAWC/AWWSC@AWW  
Subject Re: Fw: [REDACTED] Dummy acct Need follow-up from Missy

Will do.

Trisha Etedali  
Business Liaison  
American Water, Shared Services Center  
131 Woodcrest Rd., Cherry Hill, NJ 08003  
856.310.5732 office  
856.912.0754 cell  
856.672.2878 fax  
trisha.etedali@amwater.com  
Bryan Siler/KAWC/AWWSC



**Bryan Siler/KAWC/AWWSC**  
02/12/2009 09:42 AM

To Trisha Etedali/SHARVCS/AWWSC@AWW  
cc Melissa Watson/SHARVCS/AWWSC@AWW, Nikole L McKeever/CALLCTR/CORP/AWWSC@AWW, Rachel Cole/KAWC/AWWSC@AWW, Stacy Owens/KAWC/AWWSC@AWW  
Subject Re: Fw: [REDACTED] Dummy acct Need follow-up from Missy

When can this premise be killed? If not until after this transfer, can someone let me know when that is complete?

Thanks.

\*\*\*\*\*

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

Trisha Etedali/SHARVCS/AWWSC

**Trisha  
Etedali/SHARVCS/AWWSC**

02/12/2009 09:35 AM

To: Nikole L McKeever/CALLCTR/CORP/AWWSC@AWW,  
Melissa Watson/SHARVCS/AWWSC@AWW  
cc: Bryan Siler/KAWC/AWWSC@AWW, Stacy  
Owens/KAWC/AWWSC@AWW, Rachel  
Cole/KAWC/AWWSC@AWW  
Subject: Re: Fw: [REDACTED]ummy acct Need follow-up from Missy 📎

Missy,

Please have someone transfer the money reference below to the mixed MI account today. 3622.53.

Rachel,

Please let me know if you need assistance with the MI request form. Upon completion, please sent the request to the MI group and cc Melissa Watson so she knows where to transfer this money.

Thank you both!

Trisha Etedali  
Business Liaison  
American Water, Shared Services Center  
131 Woodcrest Rd., Cherry Hill, NJ 08003  
856.310.5732 office  
856.912.0754 cell  
856.672.2878 fax  
trisha.etedali@amwater.com  
Nikole L McKeever/CALLCTR/CORP/AWWSC



**Nikole L  
McKeever/CALLCTR/CORP/A  
WWSC**

02/12/2009 09:30 AM

To: Trisha Etedali/SHARVCS/AWWSC@AWW  
cc: Bryan Siler/KAWC/AWWSC@AWW, Stacy  
Owens/KAWC/AWWSC@AWW  
Subject: Fw: [REDACTED]Dummy acct

Trisha,

I made the adjustments to the [REDACTED] account in addition placed the account in a closed status. The customer however made a pa [REDACTED] is sitting on the account - can this be transferred over as a credit toward the MI.

Your thoughts on addressing would be greatly appreciated as we do not want to refund or transfer to another active account.

Thanks,

Nikole McKeever  
Billing Group Supervisor CSC  
618-433-4504 Office  
618-792-5351 Cell  
Fax: 618- 433-4180

----- Forwarded by Nikole L McKeever/CALLCTR/CORP/AWWSC on 02/12/2009 08:28 AM -----



**Bryan Siler/KAWC/AWWSC**

02/12/2009 06:49 AM

To: Nikole L McKeever/CALLCTR/CORP/AWWSC@AWW  
cc: Stacy Owens/KAWC/AWWSC@AWW  
Subject: Re: Fw: [REDACTED] ummy acct 📎

Can you adjust it off the same way and reduce the MI amount?

\*\*\*\*\*

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

Nikole L McKeever/CALLCTR/CORP/AWWSC



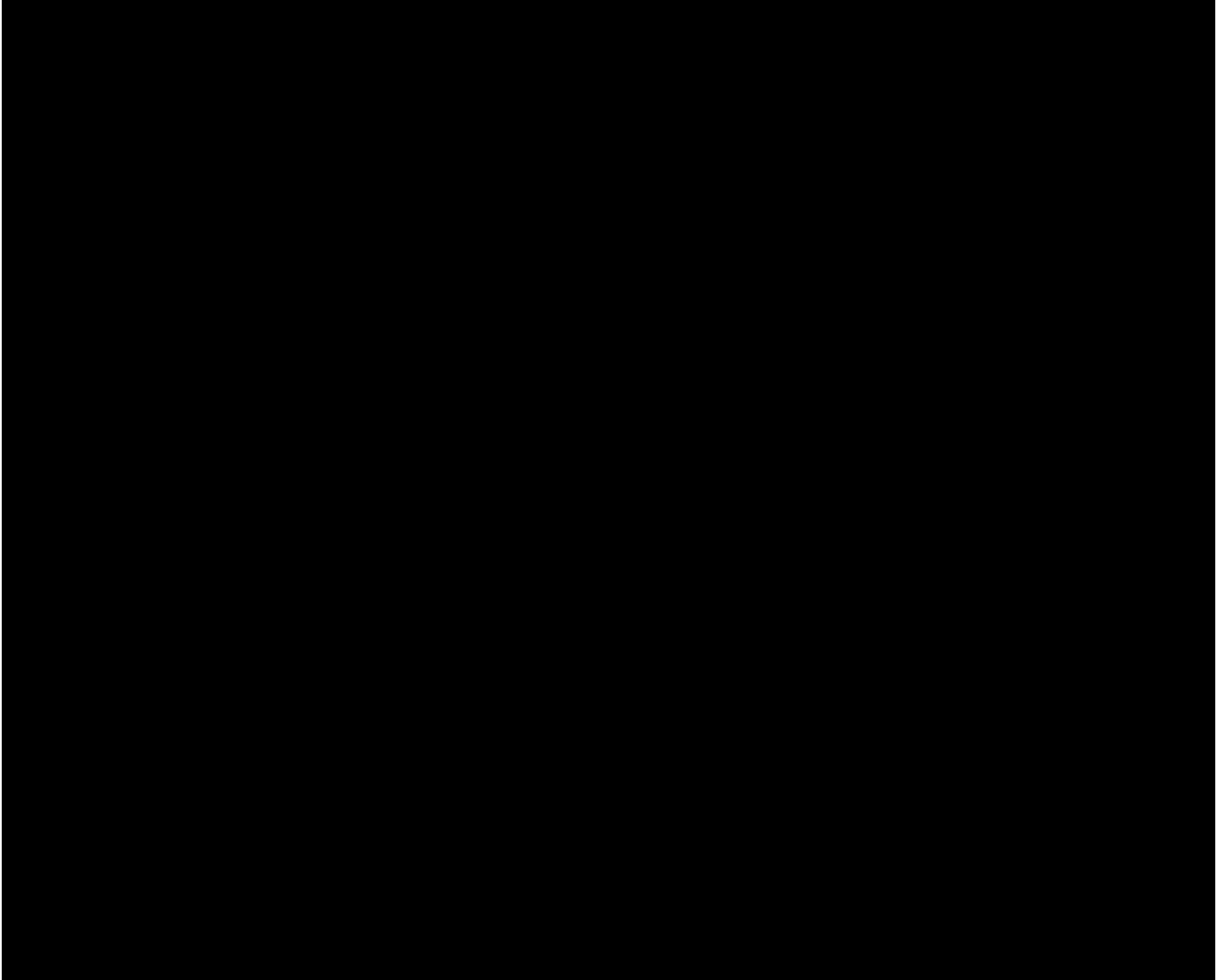
**Nikole L  
McKeever/CALLCTR/CORP/A  
WWSC**

02/11/2009 04:42 PM

To: Bryan Siler/KAWC/AWWSC@AWW  
cc: Stacy Owens/KAWC/AWWSC@AWW  
Subject: Re: Fw: [REDACTED] ummy acct 📎

All,

I have closed the account however it appears that the customers made a payment in the interim that was transferred but I can't track it down.



Nikole McKeever  
Billing Group Supervisor CSC  
618-433-4504 Office  
618-792-5351 Cell  
Fax: 618- 433-4180

Bryan Siler/KAWC/AWWSC



**Bryan Siler/KAWC/AWWSC**

02/04/2009 09:25 AM

To Stacy Owens/KAWC/AWWSC@AWW  
cc Nikole L McKeever/CALLCTR/CORP/AWWSC@AWW  
Subject Fw: [REDACTED] Dummy acct

Waiting for Nikole to close the account. The we'll get the MI done and kill this DMMY.

\*\*\*\*\*

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

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/04/2009 10:16 AM -----



**Rachel Cole/KAWC/AWWSC**

02/04/2009 08:39 AM

To: Nikole McKeever  
cc: Trisha Etedali/SHARVCS/AWWSC@AWW, Bryan Siler  
Subject: Fw [REDACTED] Dummy acct

Nikole,

Do you know when the balance in this account will be reversed? When the balance is zero, I will create the MI. Thank you.

\*\*\*\*\*

Rachel S. Cole  
Southeast Region  
Email: rcole@kawc.com  
Ph: 859-268-6307  
Fax: 859-335-3307

----- Forwarded by Rachel Cole/KAWC/AWWSC on 02/04/2009 08:36 AM -----

**Trisha Etedali/SHARVCS/AWWSC**

01/19/2009 11:10 AM

To: Rachel Cole/KAWC/AWWSC@AWW  
cc:  
Subject: Re: Fw [REDACTED] Dummy acct 📎

Rachel, once she closes the account someone will need to do an MI request.

Rachel Cole/KAWC/AWWSC



**Rachel Cole/KAWC/AWWSC**

01/19/2009 10:43 AM

To: Nikole McKeever  
cc: Trisha Etedali/SHARVCS/AWWSC@AWW, Bryan Siler  
Subject: Fw [REDACTED] ummy acct



Nikole,

Do you know when we can expect to see the balance in this account reversed?

\*\*\*\*\*

Rachel S. Cole  
Southeast Region  
Email: rcole@kawc.com  
Ph: 859-268-6307  
Fax: 859-335-3307

----- Forwarded by Rachel Cole/KAWC/AWWSC on 01/19/2009 10:42 AM -----

**Trisha**  
**Etedali/SHARSVCS/AWWSC**  
01/06/2009 03:31 PM

To: Nikole L McKeever/CALLCTR/CORP/AWWSC@AWW,  
Rachel Cole/KAWC/AWWSC@AWW  
cc  
Subject: F [REDACTED]ummy acct

Nikole, will you be reversing this balance in January? Please see email attached below.

Thanks,

Trisha



----- Forwarded by Trisha Etedali/SHARVCS/AWWSC on 01/06/2009 03:28 PM -----




**Bryan Siler/KAWC/AWWSC**

12/05/2008 10:10 AM

To Trisha Etedali/SHARVCS/AWWSC@AWW

cc

Subject [Redacted] ummy acct 

Will we be doing the same for [Redacted] account.

His backbill amount is on his regular bill not a dummy

\*\*\*\*\*

Bryan Siler  
Southeast Region  
bryan.siler@amwater.com

Phone: (859) 268-6350

Fax: (859) 335-3350

Trisha Etedali/SHARSVCS/AWWSC

**Trisha  
Etedali/SHARSVCS/AWWSC**

12/05/2008 10:07 AM

To: Nikole L McKeever/CALLCTR/CORP/AWWSC@AWW

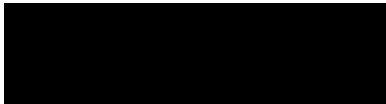
cc: Rachel Cole/KAWC/AWWSC@AWW, Takiyah E  
Myatt/SHARSVCS/AWWSC@AWW, Bryan  
Siler/KAWC/AWWSC@AWW

Subject: [REDACTED] ummy acct

Hi Nicole,

Please reverse the \$68828.02 on the attached account using the same revenue codes on the last Misc adjustment. Upon completion, please inform Rachel and Takiyah the amount that is due to tax.

Rachel will set up an MI to clear the following accts.



Thanks,

Trisha

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:04 PM -----

From: "Candice Deininger" <cdeining@lfucg.com>  
To: <Bryan.Siler@amwater.com>  
Date: 02/12/2009 12:40 PM  
Subject: RE: Premise check for Landfill

---

Good afternoon, Bryan. I just returned to my office from a series of meetings . . . .

I checked, and we show this location as having 1 Herbie.

Candice

---

**From:** Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]  
**Sent:** Thu 2/12/2009 9:48 AM  
**To:** Candice Deininger  
**Subject:** Premise check for Landfill

Candice,

Does [REDACTED] landfill? I have them at 1 herbie.

\*\*\*\*\*

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

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:04 PM -----

**From:** "Candice Deininger" <cdeining@lfucg.com>  
**To:** <Bryan.Siler@amwater.com>  
**Date:** 02/12/2009 02:25 PM  
**Subject:** RE: Removing Landfill code

---

Bryan,

I've asked Rebecca to prepare the landfill refund here and send to the customer. Sorry for any confusion.  
Thank you!

Candice

---

**From:** Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]  
**Sent:** Thu 2/12/2009 2:11 PM  
**To:** Rebecca Burke  
**Cc:** Candice Deininger  
**Subject:** Fw: Removing Landfill code

Just wanted to see what you would like done. Is this something the LFUCG can refund?

\*\*\*\*\*

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

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/12/2009 02:10 PM -----

Bryan  
Siler/KAWC/AWWSC  
  
To  
02/09/2009 01:58 PM <rburke@lfucg.com>  
cc  
  
Subject  
Fw: Removing Landfill code

Rebecca,

Is this a refund the LFUCG can make? If not, I can set up the landfill on the account again, issue the credit and cancel the landfill once the refund has cleared.

Either way is fine. Just let me know.

Thanks...

\*\*\*\*\*

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

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/09/2009 01:57 PM -----

Patricia A  
Butler/CALLCTR/CO  
RP/AWWSC  
  
To  
Bryan Siler/KAWC/AWWSC@AWW  
02/09/2009 01:51 PM cc  
CSC\_Special\_Accounts/AWWSC@AWW,

rburke@lfucg.com,  
specialaccts@amwater.com  
Subject  
Re: Fw: Removing Landfill code  
(Document link: Bryan Siler)

All monies have already been paid to LFUCG and there is no landfill balance to refund since customer has paid in full. They would have to refund it to her as they see fit. Since the landfill coding has been removed, she will no longer be charged for any further landfill.

Patty Butler  
Special Accounts Representative  
American Water  
Phone - 866-772-2228 ext 5023  
Fax - 866-464-0232

Bryan  
Siler/KAWC/AWWSC  
To  
02/09/2009 12:36 PM CSC\_Special\_Accounts/AWWSC@AWW  
cc  
Patricia A  
Butler/CALLCTR/CORP/AWWSC@AWW,  
rburke@lfucg.com,  
specialaccts@amwater.com  
Subject  
Re: Fw: Removing Landfill code  
(Document link: Patricia A Butler)

Don't we need to credit off the landfill charges that were erroneously charged?

\*\*\*\*\*

Bryan Siler  
Southeast Region

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

CSC\_Special\_Accounts/AWWSC  
Sent by: Patricia A Butler To Bryan Siler/KAWC/AWWSC@AWW  
cc  
rburke@lfucg.com,  
02/09/2009 12:51 PM specialaccts@amwater.com  
Subject  
Re: Fw: Removing Landfill code  
(Document link: Bryan Siler)

Hi Bryan,

You removed landfill coding and customer has paid in full, so there's nothing for me to do here.

Thanks,

Patty Butler  
Special Accounts Representative  
American Water - Alton Call Center

Bryan  
Siler/KAWC/AWWSC To  
02/06/2009 08:41 AM <specialaccts@amwater.com>  
cc  
<rburke@lfucg.com>  
Subject  
Fw: Removing Landfill code

Please make this adjustment per LFUCG. Thanks...

\*\*\*\*\*

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

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/06/2009 09:40 AM -----

"Rebecca Burke"  
<rburke@lfucg.com  
>  
To  
<Bryan.Siler@amwater.com>  
02/04/2009 03:06 PM cc  
"Candice Deininger"  
<cdeining@lfucg.com>,  
<linda.toussaint@amwater.com>  
Subject  
Removing Landfill code

Please remove code for Landfill billing on Premise # [REDACTED]  
[REDACTED] he doesn't have a herbie and  
never did. And please credit for landfill billing on premise [REDACTED]

Thanks

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

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:04 PM -----

From: "Candice Deininger" <cdeining@lfucg.com>



To: <Bryan.Siler@amwater.com>  
Date: 02/12/2009 02:26 PM  
Subject: RE: [REDACTED] Landfill Billing

---

Thanks, Bryan - have a good afternoon!

Candice

---

**From:** Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]  
**Sent:** Thu 2/12/2009 1:56 PM  
**To:** Candice Deininger  
**Subject:** RE: [REDACTED] Landfill Billing

Here you go...

(See attached file: KY - Landfill Billing - [REDACTED].xls)

if you need anything else for this, just let me know.

\*\*\*\*\*

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

"Candice  
Deininger"  
<cdeining@lfucg.com> To  
<Bryan.Siler@amwater.com>  
cc  
02/12/2009 01:22  
PM Subject

[REDACTED]

Thanks, Bryan!

From: Bryan.Siler@amwater.com [<mailto:Bryan.Siler@amwater.com>]  
Sent: Thu 2/12/2009 11:53 AM  
To: Candice Deininger  
Subject: Re: [REDACTED]

Donna is re-running this now so you'll have the most recent data. Will send as soon as I get it. Probably after lunch.

\*\*\*\*\*

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

"Candice  
Deininger"  
<cdeining@lfucg.com> To  
<bryan.siler@amwater.com>  
cc  
02/09/2009 10:00 AM "Rebecca Burke" <rburke@lfucg.com>  
[REDACTED]

Good morning, Bryan. Back on January 13, I sent an email in which I requested your help with the development of a query that would identify the landfill billing for all of [REDACTED]. I'm working with limited email access, so I'm unsure as to whether this information was sent or not. If it was, would you kindly resend; if not, may we get it by the end of the week? Thanks so much!!

Candice

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:04 PM -----

From: "Candice Deininger" <cdeining@lfucg.com>

To: <Bryan.Siler@amwater.com>  
Date: 02/12/2009 02:50 PM  
Subject: RE: Premise Numbe [REDACTED]

---

Thanks, Bryan!

---

**From:** Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]  
**Sent:** Thu 2/12/2009 2:44 PM  
**To:** Candice Deininger  
**Subject:** RE: Premise Numbe [REDACTED]

Candice,

Update on this account that served a hydrant. I have notes that it was killed. Our FSR said the plumber has pulled the meter and is turning in the paperwork to have the service killed.

\*\*\*\*\*

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

"Candice  
Deininger"  
<cdeining@lfucg.com> To  
<Bryan.Siler@amwater.com>  
cc  
12/09/2008 03:08 PM <Stacy.Owens@amwater.com>  
Subject  
RE: Premise Numbe [REDACTED]

Bryan,

I apologize if my email was confusing - I was requesting confirmation that this account served a hydrant as was indicated to me by the

customer. And if so, then to request the sewer billing code be removed. Since I am unable to access any account notes, I must rely on your assistance to gather as much information as possible to make an informed decision. If this account does not serve a hydrant, then I will make adjustments as warranted if that is the case, and the sewer coding will remain intact.

With regard to the Adjusted A/R lines on my screen shot - if these were payments, wouldn't they be coded as Transaction Type 20, 21, or 22 instead of Transaction Type 50? As far as a credit balance on this account, I see no credit balance on the screenshot - what I see on the screenshot indicates a zero balance on sewer. Again, I have limited access to account information and transactions so I'm trying to understand what is going on with it.

So, if the account does not serve a hydrant but is a regular service, then the sewer coding should remain and I will correspond as appropriate with the customer. Thank you.

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

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

Sent: Tuesday, December 09, 2008 1:04 PM

To: Candice Deininger

Cc: ddoucumes@yahoo.com; Stacy.Owens@amwater.com

Subject: Re: Premise Number [REDACTED]

Candice,


This seems to go against our rule of setting up sewer service with the water service and having the customer ask for sewer credits. Please understand you will need to let us know when to start billing sewer for this premise again.

It appears that the October 16th bill has sewer charges of \$21.98 and the November 18th bill has sewer charges of \$3.50. These appear to be paid on your screen shot because there is a credit balance on the account. I have asked for these two sewer charges to be removed. Once these credits have been made I will remove the sewer coding from the premise.

Please let us know when to start billing sewer again for this premise. Call me if you have any questions.

\*\*\*\*\*

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

"Candice  
Deininger"  
<cdeining@lfucg.c  
To om> <Bryan.Siler@amwater.com>,  
<Stacy.Owens@amwater.com>  
12/09/2008 09:30  
cc AM <ddoucumes@yahoo.com>  
Subject Premise Number 

Good morning, Bryan and Stacy. I received a call this morning from the customer at this location who indicated that this account serves a hydrant.

From what I'm seeing from the following screenprint, it appears that he received a credit for the payments he made and the October and November charges were adjusted off by the water company. I just want to confirm that this is the case and that LFUCG does not owe anything further to the

customer. In addition, would you kindly remove the sewer coding on this account to prevent it from billing in the future. Thanks very much for your help and have a good day!

Candice

(Embedded image moved to file: pic18682.jpg)

Candice Deininger  
LFUCG Division of Revenue  
200 E. Main St., Lexington, KY 40507  
Telephone: 859-258-3364  
Fax: 859-258-3352  
cdeining@lfucg.com

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:04 PM -----

From: "Rebecca Burke" <rburke@lfucg.com>  
To: <Bryan.Siler@amwater.com>  
Date: 02/13/2009 07:36 AM  
Subject: RE: Removing Landfill code

---

Yes, I will make the refund. Thanks for your help.

Rebecca Burke  
258-3365

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

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]  
Sent: Thursday, February 12, 2009 2:11 PM  
To: Rebecca Burke  
Cc: Candice Deininger  
Subject: Fw: Removing Landfill code

Just wanted to see what you would like done. Is this something the  
LFUCG  
can refund?

\*\*\*\*\*

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

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/12/2009 02:10 PM -----

Bryan

Siler/KAWC/AWWSC

To 02/09/2009 01:58 <rburke@lfucg.com>

cc PM

Subject

Fw: Removing Landfill code

Rebecca,

Is this a refund the LFUCG can make? If not, I can set up the landfill on the account again, issue the credit and cancel the landfill once the refund has cleared.

Either way is fine. Just let me know.

Thanks...

\*\*\*\*\*

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

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/09/2009 01:57 PM -----

Patricia A  
Butler/CALLCTR/CO  
RP/AWWSC

To

Bryan Siler/KAWC/AWWSC@AWW

cc

02/09/2009 01:51  
PM

CSC\_Special\_Accounts/AWWSC@AWW,  
rburke@lfucg.com,  
specialaccts@amwater.com

Subject

Re: Fw: Removing Landfill code  
(Document link: Bryan Siler)

All monies have already been paid to LFUCG and there is no landfill balance to refund since customer has paid in full. They would have to refund it to her as they see fit. Since the landfill coding has been removed, she will no longer be charged for any further landfill.

Patty Butler  
Special Accounts Representative  
American Water  
Phone - 866-772-2228 ext 5023  
Fax - 866-464-0232

Bryan

Siler/KAWC/AWWSC

To

02/09/2009 12:36

CSC\_Special\_Accounts/AWWSC@AWW

cc

PM

Patricia A

Butler/CALLCTR/CORP/AWWSC@AWW,

rburke@lfucg.com,

specialaccts@amwater.com

Subject

Re: Fw: Removing Landfill code  
(Document link: Patricia A)



Butler)

Don't we need to credit off the landfill charges that were erroneously charged?

\*\*\*\*\*

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

CSC\_Special\_Accou  
nts/AWWSC  
Sent by: Patricia  
To A Butler Bryan Siler/KAWC/AWWSC@AWW  
cc rburke@lfucg.com,  
02/09/2009 12:51 specialaccts@amwater.com  
Subject PM  
Re: Fw: Removing Landfill code  
(Document link: Bryan Siler)

Hi Bryan,

You removed landfill coding and customer has paid in full, so there's nothing for me to do here.

Thanks,

Patty Butler  
Special Accounts Representative  
American Water - Alton Call Center

Bryan

Siler/KAWC/AWWSC

To 02/06/2009 08:41 <specialaccts@amwater.com>  
AM  
cc <rburke@lfucg.com>  
Subject Fw: Removing Landfill code

Please make this adjustment per LFUCG. Thanks...

\*\*\*\*\*  
Bryan Siler  
Southeast Region  
bryan.siler@amwater.com  
Phone: (859) 268-6350

Fax: (859) 335-3350

----- Forwarded by Bryan Siler/KAWC/AWWSA on 02/06/2009 09:40 AM -----

"Rebecca Burke"  
<rburke@lfucg.com  
>  
To <Bryan.Siler@amwater.com>  
02/04/2009 03:06  
cc PM "Candice Deininger"  
<cdeining@lfucg.com>,  
<linda.toussaint@amwater.com>  
Subject Removing Landfill code

Please remove code for Landfill billing on Premise # [REDACTED]  
[REDACTED] She doesn't [REDACTED] d  
[REDACTED] billing on  
premise# [REDACTED]  
[REDACTED]

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

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:04 PM -----

From: Bryan Siler/KAWC/AWWSC  
 To: Donna Taylor/KAWC/AWWSC@AWW, Stacy Owens/KAWC/AWWSC@AWW  
 Cc: Jarold Jackson/KAWC/AWWSC@AWW, Dillard Griffin/KAWC/AWWSC@AWW, Keith L Cartier/KAWC/AWWSC@AWW, William S Buckner/KAWC/AWWSC@AWW, Mark A Walters/KAWC/AWWSC@AWW  
 Date: 02/13/2009 05:49 PM  
 Subject: Zero & Consecutive Zero Usages

---

I have a meeting scheduled with Candice at 8:30am on Tuesday, February 17th to discuss these usages. She is concerned about some of the accounts having zero usages. While she didn't offer any examples when I asked, wanting to just discuss them when we meet, I did research some of the accounts that she is probably looking at. Some of those accounts with zero usages include several things that are no cause for alarm (extra strength, exclusion and other billing credits). Others include estimates of zero where there was prior usage and consecutive zero orders that were worked where meter was said to be ok.

I haven't reviewed all of the accounts yet, but feel fairly confident this isn't the issue she may think it is. I just wanted to let you know as soon as I could. If you have any questions please feel free to call me anytime.

\*\*\*\*\*

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

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:04 PM -----

From: Keith L Cartier/KAWC/AWWSC  
 To: Bryan Siler/KAWC/AWWSC@AWW  
 Date: 02/13/2009 05:53 PM  
 Subject: Re: Zero & Consecutive Zero Usages

---

Thanks for the heads up Bryan.

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**

02/13/2009 05:49 PM

To: Donna Taylor/KAWC/AWWSC@AWW, Stacy Owens/KAWC/AWWSC@AWW  
 cc: Jarold Jackson/KAWC/AWWSC@AWW, Dillard Griffin/KAWC/AWWSC@AWW, Keith L Cartier/KAWC/AWWSC@AWW, William S Buckner/KAWC/AWWSC@AWW, Mark A Walters/KAWC/AWWSC@AWW  
 Subject: Zero & Consecutive Zero Usages



I have a meeting scheduled with Candice at 8:30am on Tuesday, February 17th to discuss these usages. She is concerned about some of the accounts having zero usages. While she didn't offer any examples when I asked, wanting to just discuss them when we meet, I did research some of the accounts that she is probably looking at. Some of those accounts with zero usages include several things that are no cause for alarm (extra strength, exclusion and other billing credits). Others include estimates of zero where there was prior usage and consecutive zero orders that were worked where meter was said to be ok.

I haven't reviewed all of the accounts yet, but feel fairly confident this isn't the issue she may think it is. I just wanted to let you know as soon as I could. If you have any questions please feel free to call me anytime.

\*\*\*\*\*

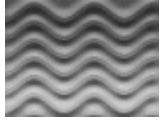
Bryan Siler  
Southeast Region  
bryan.siler@amwater.com  
Phone: (859) 268-6350  
Fax: (859) 335-3350

REDACTED - PRIVILEGED

\*\*\*\*\*

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

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/16/2009 07:33 AM -----



**Rick  
 Witherite/KAWC/AWWSC**  
 02/13/2009 01:12 PM

To Bryan Siler/KAWC/AWWSC@AWW  
 cc  
 Subject Fw: \*\*SharePoint Contract Administration Training\*\*

I wanted to make sure you knew about this.

Rick Witherite  
 Operations Clerk  
 Kentucky American Water  
 2300 Richmond Rd.  
 Lexington, Ky 40502  
 Office 859-268-6303  
 Fax 859-268-6315  
 Email Rick.Witherite@amwater.com

----- Forwarded by Rick Witherite/KAWC/AWWSC on 02/13/2009 01:12 PM -----



**Diane E  
 Olson/CONSULT/AWWSC**  
 02/13/2009 12:26 PM

To PA - Network Supervisors, PA - Production All, PA - Western  
 PA CWIP Aging, PAWC - Engineering CWIP, Cynthia L  
 Reichart/PAWC/AWWSC@AWW, SERFRCC - Supervisors  
 & Superintendents, Randy Taylor/TAWC/AWWSC@AWW,  
 WVAWC - Engineering All, Michael D  
 Youshock/VAWC/AWWSC@AWW, TN - Engineering, TN -  
 Information Systems, TN - Network Supervisors & Supt, TN -  
 Production All, TN - Security, KY - Network Supervisors &  
 Supt., KY - Production All, KAWC - Senior Leadership Team,  
 PAWC - Mechanicsburg, PAWC - Wilkes Barre Office, PAWC  
 - Wyomissing, PAW - Loss Control, Michael J  
 Guntrum/PAWC/AWWSC@AWW  
 cc  
 Subject \*\*SharePoint Contract Administration Training\*\*

Steve Robbins, Corporate Counsel said he could probably do another "SharePoint General Training Session" by dial-in, if I had Contract Owners/Administrators who have not taken part in any of the other sessions or wanted/needed a refresher. Kindly, let me know if you are interested and I can make sure you get the date and time, and dial-in instructions if he proceeds.

I apologize if you received this email more than once, I am trying to reach out to all and you might be in more than one Notes Distribution list.

Thank you,

Diane Olson  
 American Water  
 800 W. Hershey Park Drive  
 Hershey, PA 17033  
 717-531-3338 (Office)  
 717-531-3235 (Fax)

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:04 PM -----

From: Stacy Owens/KAWC/AWWSC  
 To: Bryan Siler/KAWC/AWWSC@AWW  
 Cc: Dillard Griffin/KAWC/AWWSC@AWW, Donna Taylor/KAWC/AWWSC@AWW, Jarold Jackson/KAWC/AWWSC@AWW, Keith L Cartier/KAWC/AWWSC@AWW, Mark A Walters/KAWC/AWWSC@AWW, William S Buckner/KAWC/AWWSC@AWW  
 Date: 02/16/2009 08:49 AM  
 Subject: Re: Zero & Consecutive Zero Usages

Bryan,

I would encourage her to send over example accounts this morning that are causing her some concern. This will allow us to review some of the accounts prior to the meeting. I think that would be most productive.

Are you going there?

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.

Bryan Siler/KAWC/AWWSC



**Bryan Siler/KAWC/AWWSC**

02/13/2009 05:49 PM

To: Donna Taylor/KAWC/AWWSC@AWW, Stacy Owens/KAWC/AWWSC@AWW  
 cc: Jarold Jackson/KAWC/AWWSC@AWW, Dillard Griffin/KAWC/AWWSC@AWW, Keith L Cartier/KAWC/AWWSC@AWW, William S Buckner/KAWC/AWWSC@AWW, Mark A Walters/KAWC/AWWSC@AWW  
 Subject: Zero & Consecutive Zero Usages

I have a meeting scheduled with Candice at 8:30am on Tuesday, February 17th to discuss these usages. She is concerned about some of the accounts having zero usages. While she didn't offer any examples

when I asked, wanting to just discuss them when we meet, I did research some of the accounts that she is probably looking at. Some of those accounts with zero usages include several things that are no cause for alarm (extra strength, exclusion and other billing credits). Others include estimates of zero where there was prior usage and consecutive zero orders that were worked where meter was said to be ok.

I haven't reviewed all of the accounts yet, but feel fairly confident this isn't the issue she may think it is. I just wanted to let you know as soon as I could. If you have any questions please feel free to call me anytime.

\*\*\*\*\*

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

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:04 PM -----

From: "Sheila Powell" <sheilap@lfucg.com>  
To: <Bryan.Siler@amwater.com>  
Date: 02/17/2009 11:18 AM  
Subject: Check to see if a client is on the 30% Sewer Deduction

---

The name on the Water bill is [REDACTED]

Premise # [REDACTED]

I show I place her on Jan of 2009

Sheila Powell, Administrative Specialist  
Division of Adult & Tenant Services  
1055 Industry Road  
Lexington, KY. 40505  
Phone: 859- 258-3811  
Fax: 859-425-2055

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:04 PM -----

From: Rachel Cole/KAWC/AWWSC  
To: Dale S Graham/SHARVCS/AWWSC@AWW  
Cc: Melissa Watson/SHARVCS/AWWSC@AWW, Trisha Etedali/SHARVCS/AWWSC@AWW, Bryan Siler, Takiyah E Myatt/SHARVCS/AWWSC@AWW, Stacy Owens/KAWC/AWWSC@AWW  
Date: 02/17/2009 04:54 PM  
Subject: Fw: [REDACTED] Dummy acct

---

Dale,



Please process this MI. Miscellaneous\_Invoice [REDACTED] 21709.xls



Missy,

Please apply the money in suspense (\$3,622.52) to this MI, once it's created. Thanks.

\*\*\*\*\*

Rachel S. Cole  
Southeast Region  
Email: rcole@kawc.com  
Ph: 859-268-6307  
Fax: 859-335-3307

----- Forwarded by Rachel Cole/KAWC/AWWSC on 02/17/2009 04:52 PM -----

**Trisha Etedali/SHARVCS/AWWSC**  
02/17/2009 04:39 PM  
To Rachel Cole/KAWC/AWWSC@AWW  
cc  
Subject Fw: [REDACTED]ummy acct

Trisha Etedali  
Business Liaison  
American Water, Shared Services Center  
131 Woodcrest Rd., Cherry Hill, NJ 08003  
856.310.5732 office  
856.912.0754 cell  
856.672.2878 fax  
trisha.etedali@amwater.com

----- Forwarded by Trisha Etedali/SHARVCS/AWWSC on 02/17/2009 04:39 PM -----

**Trisha Etedali/SHARVCS/AWWSC**  
12/05/2008 10:07 AM  
To Nikole L McKeever/CALLCTR/CORP/AWWSC  
cc Rachel Cole/KAWC/AWWSC@AWW, Takiyah E Myatt/SHARVCS/AWWSC@AWW, Bryan Siler/KAWC/AWWSC@AWW  
Subject [REDACTED]ummy acct

Hi Nicole,

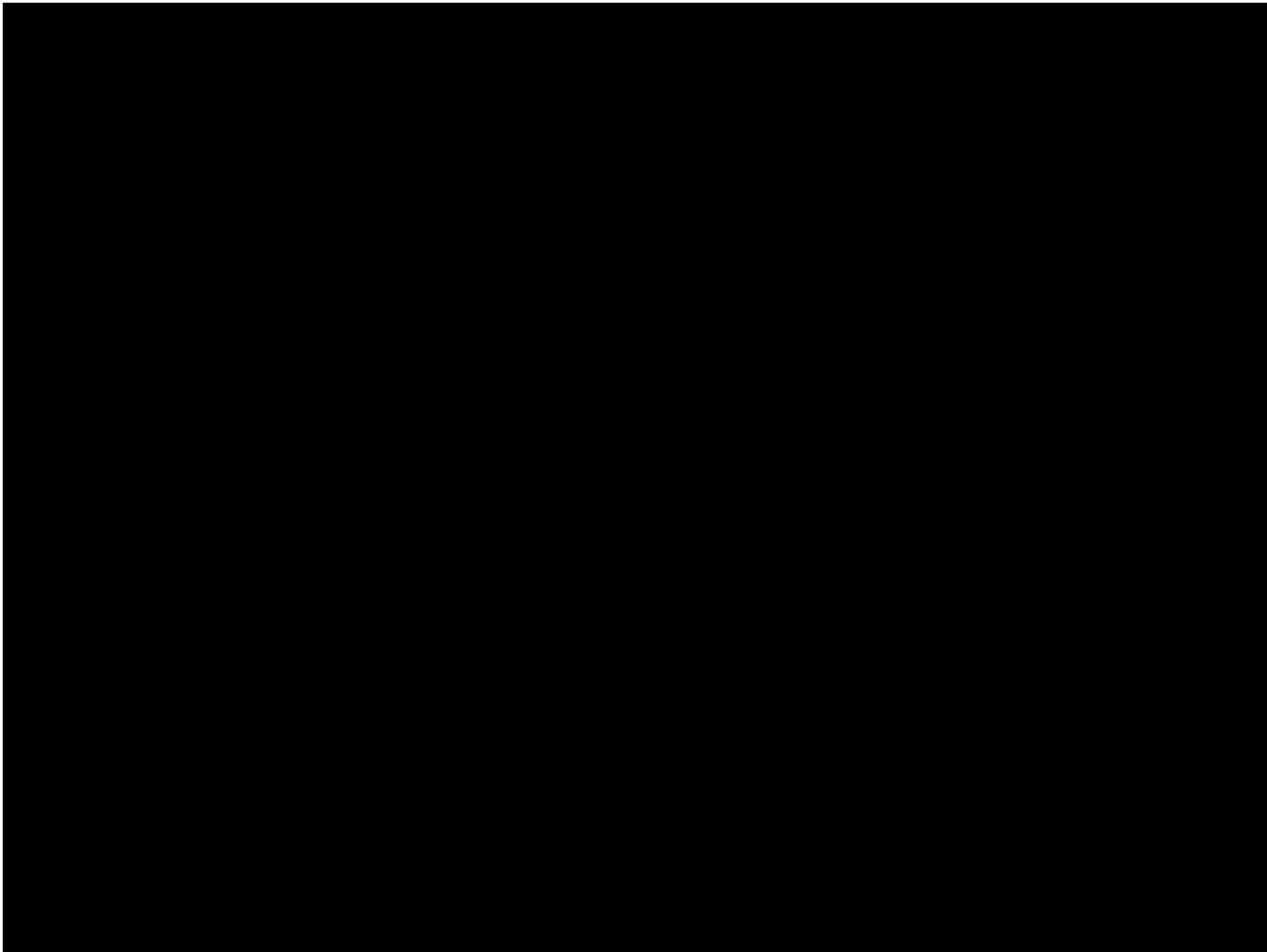
Please reverse the \$68828.02 on the attached account using the same revenue codes on the last Misc adjustment. Upon completion, please inform Rachel and Takiyah the amount that is due to tax.

Rachel will set up an MI to clear the following accts.

[REDACTED]

Thanks,

Trisha



----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:04 PM -----

From: Rachel Cole/KAWC/AWWSC  
To: Trisha Etedali/SHARVCS/AWWSC@AWW  
Cc: Bryan Siler, Donna Taylor/KAWC/AWWSC@AWW  
Date: 02/18/2009 12:16 PM  
Subject: Re: Detailed Bad Debt Balance report for O&M's

---

Trisha,

I don't believe LFUCG has ever asked for a detailed listing of bad debts, but I believe it would be a great report to have. Would also like to know if the water portion is carrying the burden for total bad debts.

\*\*\*\*\*

Rachel S. Cole  
Southeast Region  
Email: rcole@kawc.com  
Ph: 859-268-6307  
Fax: 859-335-3307

Trisha Etedali/SHARVCS/AWWSC

Trisha  
Etedali/SHARVCS/AWWSC

02/18/2009 11:34 AM

To Sarah Workman/WVAWC/AWWSC@AWW

cc Rachel Cole/KAWC/AWWSC@AWW, Rachel  
Bartley/TAWC/AWWSC@AWW, Jody E  
McCracken/SERVCO/AWWSC@AWW, Scott T  
Grace/SHARVCS/AWWSC@AWW, David S  
Derr/PAWC/AWWSC@AWW, Cheryl  
DiSanti/PAWC/AWWSC@AWW

Subject Detailed Bad Debt Balance report for O&M's

Sarah,

As you are aware [REDACTED] requested a detailed report of the current Bad Debt Balances by customer in her municipality.

When I spoke with IT, it was agreed that if this report is needed on an on-going basis an enhancement request is required.

Before we added this request, we need to know if WV wants this report created for the O&M contracts.

Jody and Rachel(C&B),

Please let us know if any of your O&M's have requested bad debt balance reports and if you're also interested in having these reports created and available to the O&M's.

I look forward to your response,

Trisha Etedali  
Business Liaison  
American Water, Shared Services Center  
131 Woodcrest Rd., Cherry Hill, NJ 08003  
856.310.5732 office  
856.912.0754 cell  
856.672.2878 fax  
trisha.etedali@amwater.com

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:04 PM -----

From: Trisha Etedali/SHARVCS/AWWSC  
To: Rachel Cole/KAWC/AWWSC@AWW  
Cc: Bryan Siler/KAWC/AWWSC@AWW, Donna Taylor/KAWC/AWWSC@AWW  
Date: 02/18/2009 01:05 PM  
Subject: Re: Detailed Bad Debt Balance report for O&M's

---

My understanding is that the active ledger is separate.

Please call me if i didn't answer your question.

Thanks,

Trisha Etedali  
Business Liaison  
American Water, Shared Services Center

131 Woodcrest Rd., Cherry Hill, NJ 08003  
 856.310.5732 office  
 856.912.0754 cell  
 856.672.2878 fax  
 trisha.etedali@amwater.com  
 Rachel Cole/KAWC/AWWSC



**Rachel Cole/KAWC/AWWSC**

02/18/2009 12:16 PM

To Trisha Etedali/SHARVCS/AWWSC@AWW  
 cc Bryan Siler, Donna Taylor/KAWC/AWWSC@AWW  
 Subject Re: Detailed Bad Debt Balance report for O&M's 📎

Trisha,

I don't believe LFUCG has ever asked for a detailed listing of bad debts, but I believe it would be a great report to have. Would also like to know if the water portion is carrying the burden for total bad debts.

\*\*\*\*\*

Rachel S. Cole  
 Southeast Region  
 Email: rcole@kawc.com  
 Ph: 859-268-6307  
 Fax: 859-335-3307

Trisha Etedali/SHARVCS/AWWSC

**Trisha  
 Etedali/SHARVCS/AWWSC**

02/18/2009 11:34 AM

To Sarah Workman/WVAWC/AWWSC@AWW  
 cc Rachel Cole/KAWC/AWWSC@AWW, Rachel  
 Bartley/TAWC/AWWSC@AWW, Jody E  
 McCracken/SERVCO/AWWSC@AWW, Scott T  
 Grace/SHARVCS/AWWSC@AWW, David S  
 Derr/PAWC/AWWSC@AWW, Cheryl  
 DiSanti/PAWC/AWWSC@AWW  
 Subject Detailed Bad Debt Balance report for O&M's

**Sarah,**

As you are aware [REDACTED] requested a detailed report of the current Bad Debt Balances b [REDACTED]  
 When I spoke with IT, it was agreed that if this report is needed on an on-going basis an enhancement request is required.  
 Before we added this request, we need to know if WV wants this report created for the O&M contracts.

**Jody and Rachel(C&B),**

Please let us know if any of your O&M's have requested bad debt balance reports and if you're also interested in having these reports created and available to the O&M's.

I look forward to your response,

Trisha Etedali  
Business Liaison  
American Water, Shared Services Center  
131 Woodcrest Rd., Cherry Hill, NJ 08003  
856.310.5732 office  
856.912.0754 cell  
856.672.2878 fax  
trisha.etedali@amwater.com

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:04 PM -----

From: Dale S Graham/SHARVCS/AWWSC  
To: Bryan Siler/KAWC/AWWSC@AWW  
Cc: cdeining@lfucg.com  
Date: 02/18/2009 04:30 PM  
Subject: LFUCG 1-09

---

Sewer & Landfill billing for 1/09



4868\_001.pdf

Thanks,

Dale Graham  
SSC Cash Management  
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 02/15/2013 05:04 PM -----

From: Bryan Siler/KAWC/AWWSC  
To: cdeining@lfucg.com  
Cc: A W Turner/ADMIN/CORP/AWWSC@AWW  
Date: 02/19/2009 09:09 AM  
Subject: Comments on accounts

---

Candice,

I spoke to AW this morning about sending a download of accounts with comments. Due to them being internal documents, we are unable to share them in that manner. We are happy to continue to provide you information on the account and answer questions from the comments but would not be able to provide a mass listing of accounts and comments.

Let me know if you have any questions.

\*\*\*\*\*

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

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:04 PM -----

From: Stacy Owens/KAWC/AWWSC  
To: Bryan Siler/KAWC/AWWSC@AWW  
Date: 02/24/2009 04:03 PM  
Subject: Re: Fw: Quick Question K Read

---

K is for calculated. An actual read is obtained and used to calculate a bill instead of prorating.

\*\*\*\*\*

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.

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:04 PM -----

From: "Candice Deininger" <cdeining@lfucg.com>  
To: <bryan.siler@amwater.com>  
Cc: "Sheila Powell" <sheilap@lfucg.com>, "Lynne Cross" <ccross@lfucg.com>  
Date: 03/02/2009 09:31 AM  
Subject: 30% Discount Coding

---

Good morning, Bryan. Attached is the most recent list received from Adult Services for accounts needing the 30% discount coding. If you have any questions, kindly let Sheila know. Thanks and have a good day!



CandiceFriday, February 27, 2009.xls

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:04 PM -----

From: Stacy Owens/KAWC/AWWSC  
To: Bryan Siler/KAWC/AWWSC@AWW  
Date: 03/02/2009 10:11 AM  
Subject: Re: Sewer Billing Errors - February

---

FYI

I did not include adjustments or exempt as errors. Let's exclude them going forward for consistency. Let me know if think otherwise.

Also let me know once you have had a chance to review the final bill issue and what are the appropriate next steps.

Thanks!!

\*\*\*\*\*

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.

Bryan Siler/KAWC/AWWSC



**Bryan Siler/KAWC/AWWSC**

02/23/2009 10:39 AM

To Stacy Owens/KAWC/AWWSC@AWW

cc

Subject Sewer Billing Errors - February

Stacy,

Not sure how you want to count these. Would the adjustments get counted? What about the turn on/off in error?

| Count of STATUS                       |       |
|---------------------------------------|-------|
| STATUS                                | Total |
| Adjustment on account                 | 2     |
| Error - Sewer date of 12/3/2009 used. | 1     |
| Exempt                                | 3     |
| Requested back bill of final bill     | 11    |
| Turned On/Off in Error                | 2     |
| Grand Total                           | 19    |

[attachment "LFUCG Unmatched 2009-0204 - 2009-0222.xls" deleted by Stacy Owens/KAWC/AWWSC]

\*\*\*\*\*

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

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:04 PM -----

From: "Candice Deininger" <cdeining@lfucg.com>  
To: <Bryan.Siler@amwater.com>  
Date: 03/02/2009 12:32 PM  
Subject: RE: Usage Data on OAM

Hey, Bryan. As long as the usage by customer classification that appears on your monthly report is through month-end then it wouldn't be a problem for me. For our tracking purposes, it's crucial that we see actual monthly usage as shown in your report. Thanks for letting me know and having the opportunity to review.

Candice

---

**From:** Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]  
**Sent:** Mon 3/2/2009 8:10 AM  
**To:** Candice Deininger  
**Subject:** Usage Data on OAM

Candice,

Currently, we publish the usage data to the Online Account Manager every Thursday evening during each month and at the first of every month as part of our closing process. The month end data may not always be on a Thursday night. We are looking at running this every Thursday and not delaying part of the data until the month end closing process. Would this cause the LFUCG any problems? This will not affect the CBT, Aging, etc. reporting that we also provide.

Just wanted to check with you before initiating any changes. Let me know what you think.

Thanks,

Bryan

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:04 PM -----

**From:** "Candice Deininger" <cdeining@lfucg.com>  
**To:** <bryan.siler@amwater.com>  
**Cc:** <stacy.owens@amwater.com>  
**Date:** 03/02/2009 03:12 PM  
**Subject:** Geocoded Files

Hi, Bryan. Attached is my file containing the geocoded locations for the new service orders for February 2009. I did remove the [REDACTED] location in Georgetown, and there is one location in this file that is not sewerable. Have a great evening!

Candice



ONSET-NEW TAPS FOR FEBRUARY 2009.xls

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:04 PM -----

**From:** "Candice Deininger" <cdeining@lfucg.com>



To: <bryan.siler@amwater.com>  
Date: 03/03/2009 10:53 AM  
Subject: FW: tapmo for 2/09

---

Bryan,

Here is the sewer tap-on list for February . . . thanks!

Candice

---

**From:** Edward Givens  
**Sent:** Tue 3/3/2009 10:48 AM  
**To:** Candice Deininger  
**Subject:** RE: tapmo for 2/09

---

**From:** Candice Deininger  
**Sent:** Tuesday, March 03, 2009 10:37 AM  
**To:** Edward Givens  
**Subject:** RE: tapmo for 2/09

Good morning, Ed. I need the tap-ons for February, not January . . . .

---

**From:** Edward Givens  
**Sent:** Tue 3/3/2009 9:23 AM  
**To:** Candice Deininger  
**Subject:** tapmo for 2/09



TAP022009R.TXT

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:04 PM -----

From: [REDACTED]  
To: <Brian.Siler@amwater.com>  
Date: 03/05/2009 11:15 AM  
Subject: FW: Property owner question

---

---

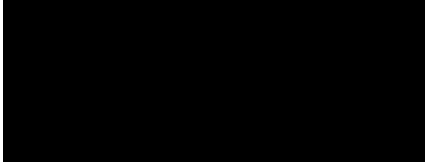
**From:**  
**Sent:** Thursday, March 05, 2009 10:36 AM  
**To:** 'Bryan.Siler@amwater.com '  
**Subject:** Property owner question

Bryan,

I'm the one whose home was destroyed by a water pipe that froze and burst upstairs while I was out of town for the holiday.

What does Kentucky American consider a "hidden leak?" The break was in the water line leading into the bathroom sink. Seems pretty hidden to me.

Your information is appreciated.



**From:** Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]  
**Sent:** Tue 3/3/2009 4:24 PM  
**To:** Candice Deininger  
**Subject:** Fw: [REDACTED]

Turns out since the leak wasn't a "hidden leak" per our tariff they probably won't get a credit.

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:04 PM -----

**From:** [REDACTED]  
**To:** <Bryan.Siler@amwater.com>  
**Cc:** <Stacy.Owens@amwater.com>  
**Date:** 03/05/2009 12:34 PM  
**Subject:** RE: FW: Property owner question

Bryan,  
Thanks for your prompt response. Obviously, the underground leak doesn't apply to me; mine was an act of bad weather. What happened in my house happens in others. Do you know if there is anywhere American Water has a statement on this type of water usage? They did send me a letter saying my usage was abnormally high (like \$400 instead of my normal \$27 a month usage).



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

**From:** Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]  
**Sent:** Thursday, March 05, 2009 11:58 AM  
**To:** [REDACTED]  
**Cc:** [REDACTED]@amwater.com  
**Subject:** Re: FW: Property owner question

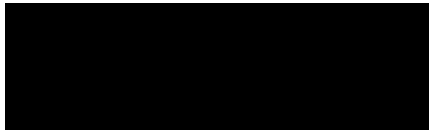


Sorry to hear that you had that kind of damage. Below is a link to our tariff that is posted on the Public Service Commission's web site. I have also included a screen shot of it on this e-mail. Basically, the tariff states that a hidden underground leak is defined as a leak in the customer service line between the meter and the premises.

If you have any questions you can call me at (859) 268-6350.

Bryan

(Embedded image moved to file: pic27110.jpg)



To >  
<Brian.Siler@amwater.com>  
03/05/2009 11:13  
cc AM  
Subject FW: Property owner question

From:  
Sent: Thursday, March 05, 2009 10:36 AM  
To: 'Brian.Siler@amwater.com '  
Subject: Property owner question

Bryan,  
I'm the one whose home was destroyed by a water pipe that froze and burst

upstairs while I was out of town for the holiday.  
What does Kentucky American consider a "hidden leak?" The break was in  
the  
water line leading into the bathroom sink. Seems pretty hidden to me.  
Your information is appreciated.

[REDACTED]

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]  
Sent: Tue 3/3/2009 4:24 PM  
To: Candice Deininger  
Subject: Fw [REDACTED]

Turns out since the leak wasn't a "hidden leak" per our tariff they  
probably won't get a credit.

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:04 PM -----

From: "Deborah Gerardi" <dgerardi@lfucg.com>  
To: <Bryan.Siler@amwater.com>  
Date: 03/05/2009 01:47 PM  
Subject: RE: Reports for February

---

Bryan,

To be honest - I really need the info by the 5th workday of the month.  
That would give me time to work on my deadlines.

Thanks !!!

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

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

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]  
Sent: Thursday, March 05, 2009 1:33 PM  
To: Deborah Gerardi  
Subject: Re: Reports for February

Deborah,

I hope to have them done late tomorrow afternoon. What is your schedule usually like. Do you need this info on day 4, day 5, day 6? That would help me in planning to get everything completed and sent to you before you need it.

Let me know.

Thanks...

\*\*\*\*\*

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

"Deborah Gerardi"  
<dgerardi@lfucg.c  
om>  
To <Bryan.Siler@amwater.com>  
03/05/2009 12:36  
cc PM  
Subject Reports for February

Hi Bryan!

Just checking to see if we should get our reports maybe sometime tomorrow?

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

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:04 PM -----

From: "Candice Deininger" <cdeining@lfucg.com>  
To: <Bryan.Siler@amwater.com>, <Stacy.Owens@amwater.com>, "Rhonda Hicks"  
<rhicks@lfucg.com>, "Deborah Gerardi" <dgerardi@lfucg.com>, <Rachel.Cole@amwater.com>,  
"Mary Fister" <mfister@lfucg.com>, "William O'Mara" <billo@lfucg.com>  
Date: 03/10/2009 11:40 AM  
Subject: RE: February Reports

---

Good morning, Bryan. I have a question regarding the sewer billing - it appears to be low compared to last month by almost 10%. Do you know of anything that may have contributed to such a decrease in billings?

Candice

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

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]  
Sent: Friday, March 06, 2009 4:53 PM  
To: Candice Deininger; Stacy.Owens@amwater.com; Rhonda Hicks; Deborah Gerardi; Rachel.Cole@amwater.com; Mary Fister; William O'Mara  
Subject: February Reports

Hello,

Attached are the monthly reports for your review. Please let me know if you have any questions.

There was 1 residential account that was billed taxes in February but it was a commercial customer that switched to residential in March. There was

1 OPA account that was billed taxes in February but it is a construction company for the university. These will stop when the account switches.

Thank you.

(See attached file: LFUCG Sewer and Landfill\_February 2009 rev.xls)(See attached file: Sewer Aging Totals.pdf)(See attached file: Landfill Aging Totals.pdf)

\*\*\*\*\*

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

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:04 PM -----

From: Stacy Owens/KAWC/AWWSC  
 To: Bryan Siler/KAWC/AWWSC@AWW  
 Date: 03/10/2009 03:05 PM  
 Subject: Re: February Reports

Thanks!  
 Bryan Siler

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

**From:** Bryan Siler  
**Sent:** 03/10/2009 03:03 PM EDT  
**To:** "Candice Deininger" <cdeining@lfucg.com>@AWX  
**Cc:** "William O'Mara" <billo@lfucg.com>; "Deborah Gerardi" <dgerardi@lfucg.com>; "Mary Fister" <mfister@lfucg.com>; Rachel Cole; "Rhonda Hicks" <rhicks@lfucg.com>; Stacy Owens  
**Subject:** RE: February Reports

Candice,

I meant to send you a note on this. The sewer usage and revenue is down because we had fewer bill days during the month. January had 33.25 average bill days and February had 28.78 average bill days. The average usage per customer is slightly higher in February and is consistent with the previous year. Let me know if you have any more questions.

\*\*\*\*\*

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

"Candice Deininger" <cdeining@lfucg.com>



"Candice Deininger"  
 <cdeining@lfucg.com>  
 03/10/2009 11:40 AM

To <Bryan.Siler@amwater.com>,  
 <Stacy.Owens@amwater.com>, "Rhonda Hicks"  
 <rhicks@lfucg.com>, "Deborah Gerardi"  
 <dgerardi@lfucg.com>, <Rachel.Cole@amwater.com>,  
 "Mary Fister" <mfister@lfucg.com>, "William O'Mara"  
 <billo@lfucg.com>

cc

Subject RE: February Reports

Good morning, Bryan. I have a question regarding the sewer billing - it appears to be low compared to last month by almost 10%. Do you know of anything that may have contributed to such a decrease in billings?

Candice

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

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]  
Sent: Friday, March 06, 2009 4:53 PM  
To: Candice Deininger; Stacy.Owens@amwater.com; Rhonda Hicks; Deborah Gerardi; Rachel.Cole@amwater.com; Mary Fister; William O'Mara  
Subject: February Reports

Hello,

Attached are the monthly reports for your review. Please let me know if you have any questions.

There was 1 residential account that was billed taxes in February but it was a commercial customer that switched to residential in March. There was

1 OPA account that was billed taxes in February but it is a construction company for the university. These will stop when the account switches.

Thank you.

(See attached file: LFUCG Sewer and Landfill\_February 2009 rev.xls)(See attached file: Sewer Aging Totals.pdf)(See attached file: Landfill Aging Totals.pdf)

\*\*\*\*\*

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

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:04 PM -----

From: "Candice Deininger" <cdeining@lfucg.com>  
To: <Bryan.Siler@amwater.com>  
Cc: "William O'Mara" <billo@lfucg.com>, "Deborah Gerardi" <dgerardi@lfucg.com>, "Mary Fister" <mfister@lfucg.com>, <Rachel.Cole@amwater.com>, "Rhonda Hicks" <rhicks@lfucg.com>, <Stacy.Owens@amwater.com>  
Date: 03/11/2009 08:33 AM  
Subject: RE: February Reports

---

Good morning, Bryan, and thanks very much for the explanation - have a good day!

Candice

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

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]  
Sent: Tuesday, March 10, 2009 3:04 PM  
To: Candice Deininger  
Cc: William O'Mara; Deborah Gerardi; Mary Fister;  
Rachel.Cole@amwater.com; Rhonda Hicks; Stacy.Owens@amwater.com  
Subject: RE: February Reports



Candice,

I meant to send you a note on this. The sewer usage and revenue is down because we had fewer bill days during the month. January had 33.25 average bill days and February had 28.78 average bill days. The average usage per customer is slightly higher in February and is consistent with the previous year. Let me know if you have any more questions.

\*\*\*\*\*

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

"Candice  
 Deininger"  
 <cdeining@lfucg.  
 To com> <Bryan.Siler@amwater.com>,  
 <Stacy.Owens@amwater.com>, "Rhonda  
 03/10/2009 11:40 Hicks" <rhicks@lfucg.com>,  
 "Deborah AM Gerardi" <dgerardi@lfucg.com>,  
 <Rachel.Cole@amwater.com>, "Mary  
 Fister" <mfister@lfucg.com>,  
 "William O'Mara" <billo@lfucg.com>

cc

Subject RE: February Reports

Good morning, Bryan. I have a question regarding the sewer billing - it appears to be low compared to last month by almost 10%. Do you know of anything that may have contributed to such a decrease in billings?

Candice

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

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]  
Sent: Friday, March 06, 2009 4:53 PM  
To: Candice Deininger; Stacy.Owens@amwater.com; Rhonda Hicks; Deborah Gerardi; Rachel.Cole@amwater.com; Mary Fister; William O'Mara  
Subject: February Reports

Hello,

Attached are the monthly reports for your review. Please let me know if you have any questions.

There was 1 residential account that was billed taxes in February but it was a commercial customer that switched to residential in March. There was 1 OPA account that was billed taxes in February but it is a construction company for the university. These will stop when the account switches.

Thank you.

(See attached file: LFUCG Sewer and Landfill\_February 2009 rev.xls)(See attached file: Sewer Aging Totals.pdf)(See attached file: Landfill Aging Totals.pdf)

\*\*\*\*\*

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

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:04 PM -----

From: Donna Taylor/KAWC/AWWSC  
To: Bryan Siler/KAWC/AWWSC@AWW  
Date: 03/23/2009 10:43 AM  
Subject: Re: Can you run the unmatched query 2/23/09 - 3/22/09?

---

Here you go.

Donna



LFUCGUNM3.CSV

Donna B. Taylor  
Sr. Business Reporting Analyst  
American Water  
ITS - Business Applications Development  
2300 Richmond Rd.  
Lexington, KY 40502  
Voice: 859.268.6306  
Fax: 859.335.3306  
email: donna.taylor@amwater.com  
Bryan Siler/KAWC/AWWSC



**Bryan Siler/KAWC/AWWSC**

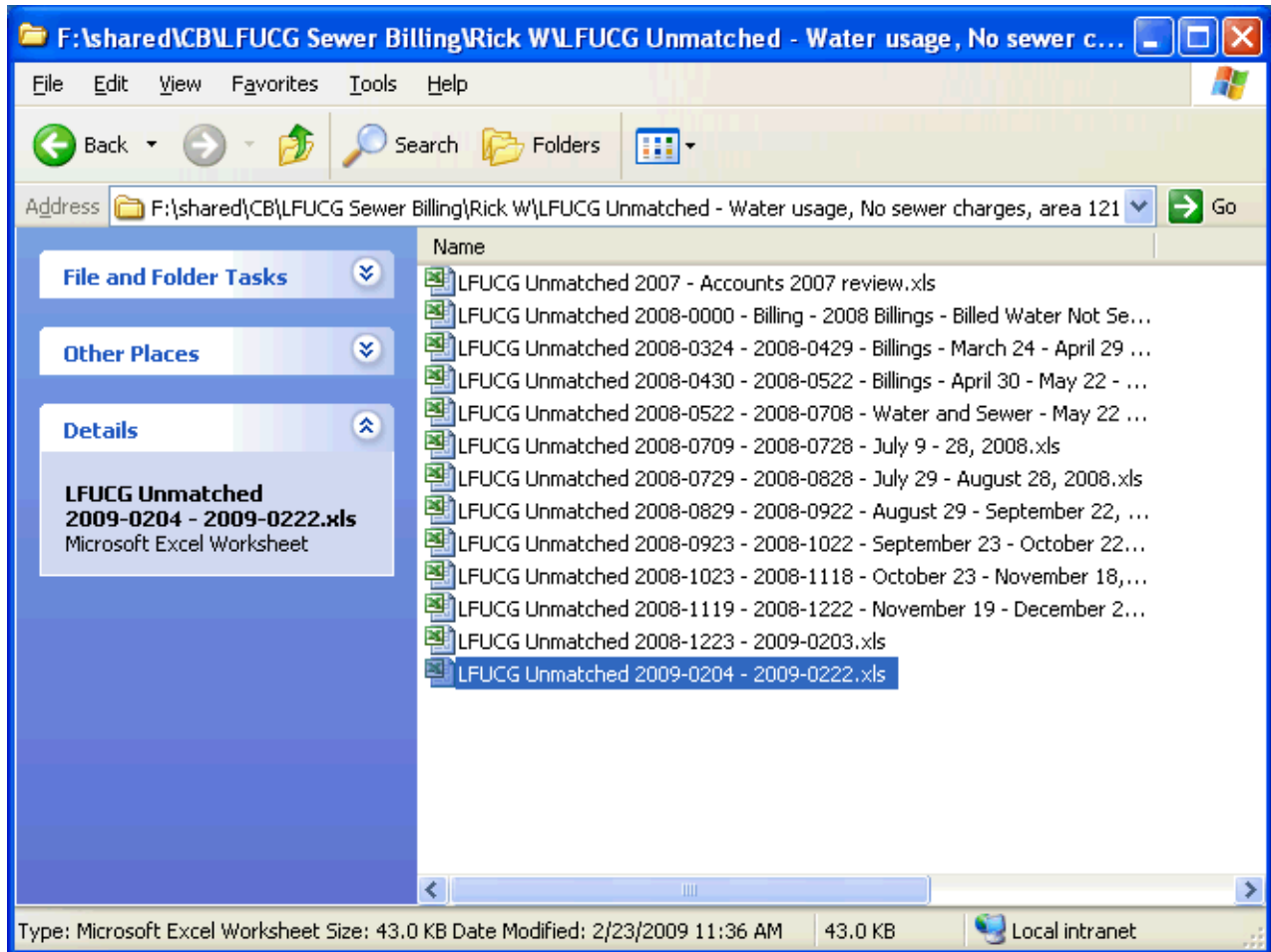
03/23/2009 08:15 AM

To Donna Taylor/KAWC/AWWSC@AWW

cc

Subject Can you run the unmatched query 2/23/09 - 3/22/09?

The last one was ran for 2/4/09 - 2/22/09. THANKS...



\*\*\*\*\*

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

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:04 PM -----

From: Ann M Luczak/PAWC/AWWSC  
To: Bryan Siler/KAWC/AWWSC@AWW  
Date: 03/25/2009 08:43 AM  
Subject: Re: Mismatch Reports

Hi Bryan,

Thank you for the report. I review both premises and it looks like someone had changed information in the Account Service List, according the CLOG.

I re-ran the report and both premises did drop off the report, so I believe they may have been active premises but the Account Service List may have been closed but someone corrected in the meantime. Everything else looks good.

Thanks again and have a great day!

Ann Luczak  
Quality Assurance Analyst  
KY, Eastern & Central-PA, TN  
Eastern Division-SE States  
100 N Pennsylvania Av  
Wilkes-Barre PA 18701

Phone: (570) 830-6547  
Fax: (570) 822-3783  
Email: ann.luczak@amwater.com  
Bryan Siler/KAWC/AWWSC



**Bryan Siler/KAWC/AWWSC**

03/24/2009 04:26 PM

To Ann M Luczak/PAWC/AWWSC@AWW

cc

Subject Re: Mismatch Reports 

Here you go. There were a couple weird ones this week. If you could look at the comments and help me with those I would appreciate it. Not sure why they were showing up. Thanks...

[attachment "Missing Services Detail KY 3-20.xls" deleted by Ann M Luczak/PAWC/AWWSC]

\*\*\*\*\*

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

Ann M Luczak/PAWC/AWWSC



**Ann M  
Luczak/PAWC/AWWSC**

03/23/2009 11:42 AM

To Bryan Siler/KAWC/AWWSC@AWW

cc Traci A Follmer/PAWC/AWWSC@AWW, Joy E  
Hughes/PAWC/AWWSC@AWW, Trisha  
Etedali/SHARVCS/AWWSC@AWW, Stacy  
Owens/KAWC/AWWSC@AWW

Subject Mismatch Reports

Hi Bryan,

Here are your Mismatch Reports for this week, you will need to let me know by **Thursday, March 26, 2009** what you have completed.

Please work the reports in this order of priority: (Missing Services report 4 & 5 last)

1. Area & Route Mismatch
2. Invalid Services
3. Invalid Fix Charges
4. Missing Fix Charges
5. Missing Services

\*\*\* Please remember you can review validation table information by accessing path BLVG in Orcom \*\*\*

**These are your DETAIL reports. These are the reports you want to work from. These should also be the reports you update & send back to me with weekly updates.**

**[attachment "Missing Services Detail KY 3-20.xls" deleted by Bryan Siler/KAWC/AWWSC]**

Please save these reports in your personal document files. Do a "Save As" of this information when making any changes to this report.

Thank you and if you have any questions, please let me know.

Ann Luczak  
Quality Assurance Analyst  
KY, Eastern & Central-PA, TN  
Eastern Division-SE States  
100 N Pennsylvania Av  
Wilkes-Barre PA 18701

Phone: (570) 830-6547  
Fax: (570) 822-3783  
Email: ann.luczak@amwater.com

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:04 PM -----

From: Bryan Siler/KAWC/AWWSC  
To: cdeining@lfucg.com  
Date: 03/26/2009 02:17 PM  
Subject: Sewer Usage Credits

---

Candice,

Have a question about something we mentioned the other day. Adjusting the Fall/Winter average for toilet leaks, etc.

I'll give you a call shortly.

Thanks...

\*\*\*\*\*

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

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:04 PM -----

From: Stacy Owens/KAWC/AWWSC  
To: Emily R Vetter/CALLCTR/CORP/AWWSC@AWW  
Cc: Bryan Siler/KAWC/AWWSC@AWW  
Date: 03/31/2009 12:08 PM  
Subject: Re: Should sewer charges be adjusted?

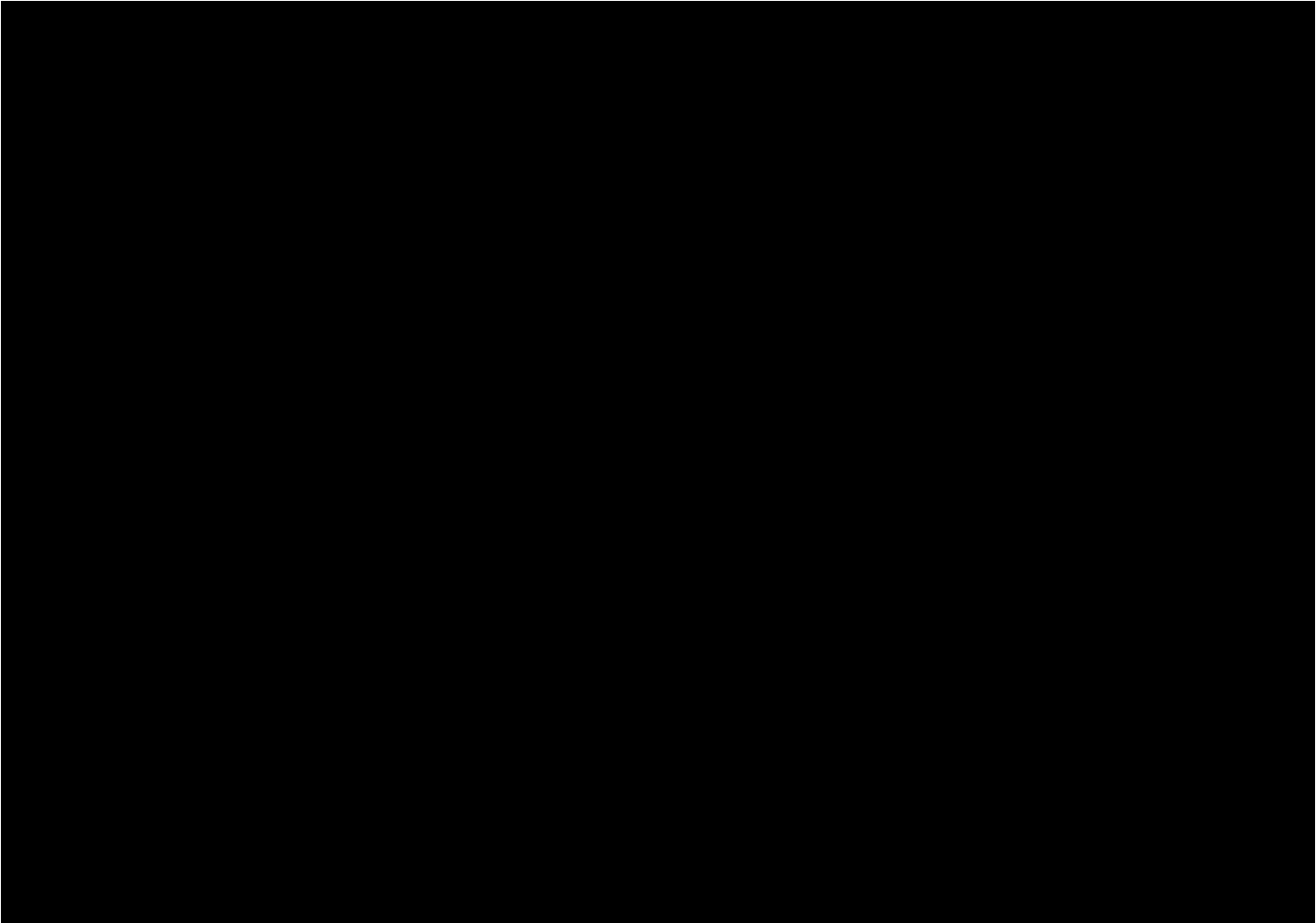
---

Bryan,

Emily and I talked about this but could not determine which way to go. What was the outcome of the field check?

We also discussed adjusting usage during winter months for toilet leaks for a more accurate FWA? We need to determine the best way to handle this as well. Please confirm how LFUCG wants to handle. Please consider if we do not adjust, summer sewer usage will be high and we may receive calls during the summer we will instruct them to contact LFUCG.

Please follow up on these two requests.



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.

Emily R Vetter/CALLCTR/CORP/AWWSC



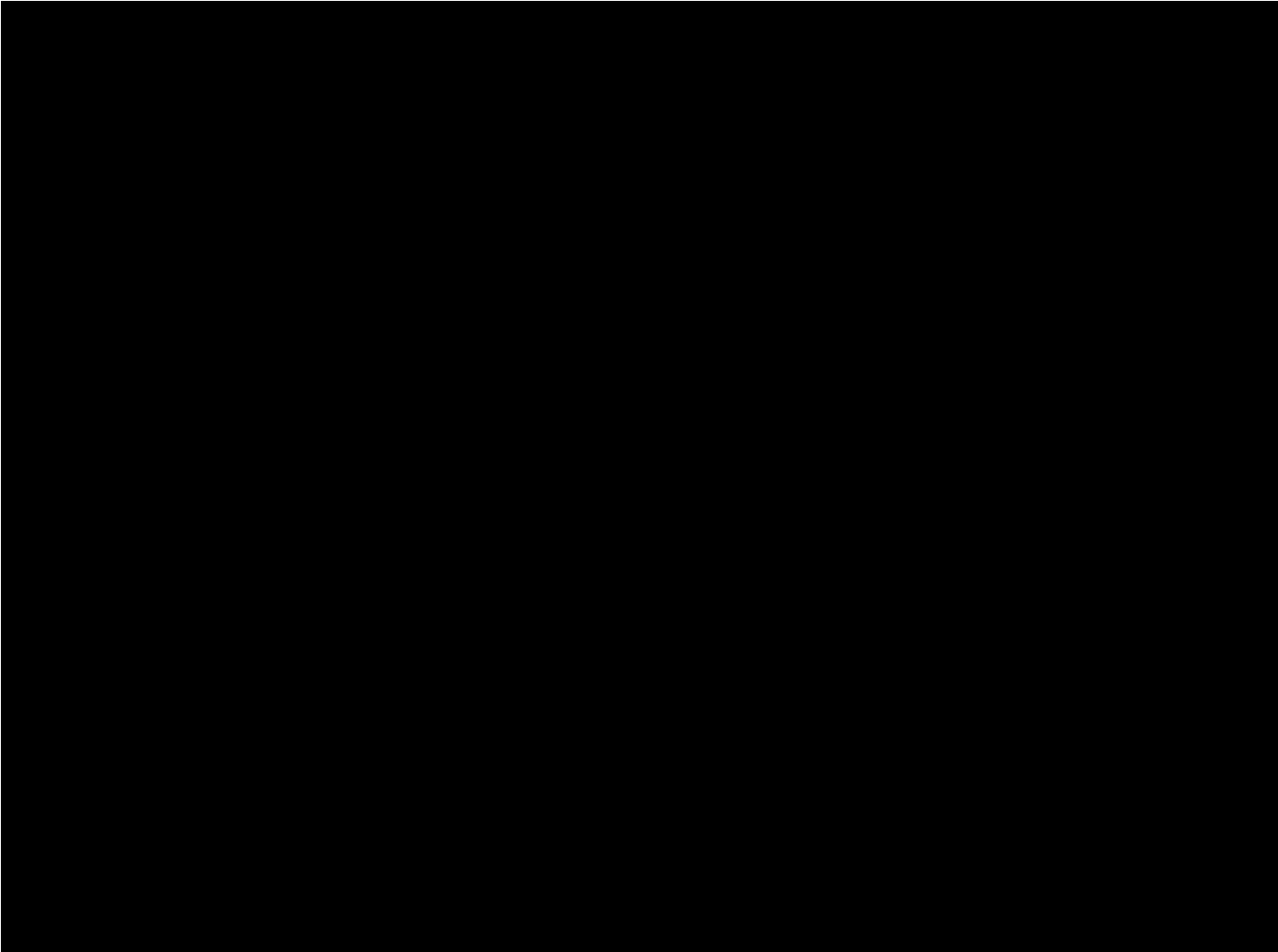
**Emily R  
Vetter/CALLCTR/CORP/AWW  
SC**

03/30/2009 04:38 PM

To Bryan Siler/KAWC/AWWSC@AWW

cc Stacy Owens/KAWC/AWWSC@AWW

Subject Should sewer charges be adjusted?



The customer is disputing the sewer charges and threatening to file a PSC complaint. It looks to me that it shouldn't be. Please advise. Thanks.

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 Bryan Siler/KAWC/AWWSC on 02/15/2013 05:04 PM -----

From: Ann M Luczak/PAWC/AWWSC  
 To: Bryan Siler/KAWC/AWWSC@AWW  
 Date: 04/01/2009 11:44 AM  
 Subject: Re: Mismatch Report

---

Hi Bryan,

This is fine, next time you run into this situation, I would log a CPREM contact on the premise and transfer the information to Billing in that format so it will show on the following weeks report. It will be easier for both of us to know that they are being carried over from the week before and I can also track how long it takes for Billing to take care of the problem.

Any questions, let me know.

Thanks,

Ann Luczak  
 Quality Assurance Analyst  
 KY, Eastern & Central-PA, TN  
 Eastern Division-SE States  
 100 N Pennsylvania Av  
 Wilkes-Barre PA 18701

Phone: (570) 830-6547  
 Fax: (570) 822-3783  
 Email: ann.luczak@amwater.com  
 Bryan Siler/KAWC/AWWSC



**Bryan Siler/KAWC/AWWSC**

04/01/2009 11:31 AM

To: Ann M Luczak/PAWC/AWWSC@AWW  
 cc

Subject: Re: Mismatch Report 

Ann,

Here you go.

These were on last week's report too. Not sure if this is an appropriate comment but billing is working on this issue with this account and the other one from last week. If you need more information please let me know.

[attachment "Missing Services Detail KY 3-27.xls" deleted by Ann M Luczak/PAWC/AWWSC]

\*\*\*\*\*

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

Ann M Luczak/PAWC/AWWSC



**Ann M  
Luczak/PAWC/AWWSC**  
03/30/2009 02:42 PM

To: Bryan Siler/KAWC/AWWSC@AWW  
cc: Traci A Follmer/PAWC/AWWSC@AWW, Joy E  
Hughes/PAWC/AWWSC@AWW, Trisha  
Etedali/SHARVCS/AWWSC@AWW, Stacy  
Owens/KAWC/AWWSC@AWW  
Subject: Mismatch Report

Hi Bryan,

Here are your Mismatch Reports for this week, you will need to let me know by **Wednesday, April 1, 2009** what you have completed.

Please work the reports in this order of priority: (Missing Services report 4 & 5 last)

1. Area & Route Mismatch
2. Invalid Services
3. Invalid Fix Charges
4. Missing Fix Charges
5. Missing Services

\*\*\* Please remember you can review validation table information by accessing path BLVG in Orcom \*\*\*

**These are your DETAIL reports. These are the reports you want to work from. These should also be the reports you update & send back to me with weekly updates.**

[attachment "Missing Services Detail KY 3-27.xls" deleted by Bryan Siler/KAWC/AWWSC]

Please save these reports in your personal document files. Do a "Save As" of this information when making any changes to this report.

Thank you and if you have any questions, please let me know.

Ann Luczak  
Quality Assurance Analyst  
KY, Eastern & Central-PA, TN  
Eastern Division-SE States  
100 N Pennsylvania Av  
Wilkes-Barre PA 18701

Phone: (570) 830-6547  
Fax: (570) 822-3783  
Email: ann.luczak@amwater.com

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:04 PM -----

From: AW - JE/AWWSC  
To: Bryan Siler/KAWC/AWWSC@AWW  
Date: 04/01/2009 04:01 PM  
Subject: Re: Sewer/Landfill Billing  
Sent by: Takiyah E Myatt

---

This entry has been entered and is awaiting posting.

Thank You,

Bryan Siler/KAWC/AWWSC



**Bryan Siler/KAWC/AWWSC**  
03/06/2009 05:15 PM

To AW - JE/AWWSC@AWW  
cc Takiyah E Myatt/SHARVCS/AWWSC@AWW, Dale S  
Graham/SHARVCS/AWWSC@AWW, cdeining@lfucg.com,  
Rachel Cole/KAWC/AWWSC@AWW  
Subject Sewer/Landfill Billing

**Dale,**

Here are the MI requests for LFUCG and Sadieville. Please process and send the .pdf file to Candice Deining at LFUCG.

Thanks.



Miscellaneous Invoice Request-LFUCG 02\_2009.doc Miscellaneous Invoice Request-Sadieville 02\_2009.doc

**Takiyah,**

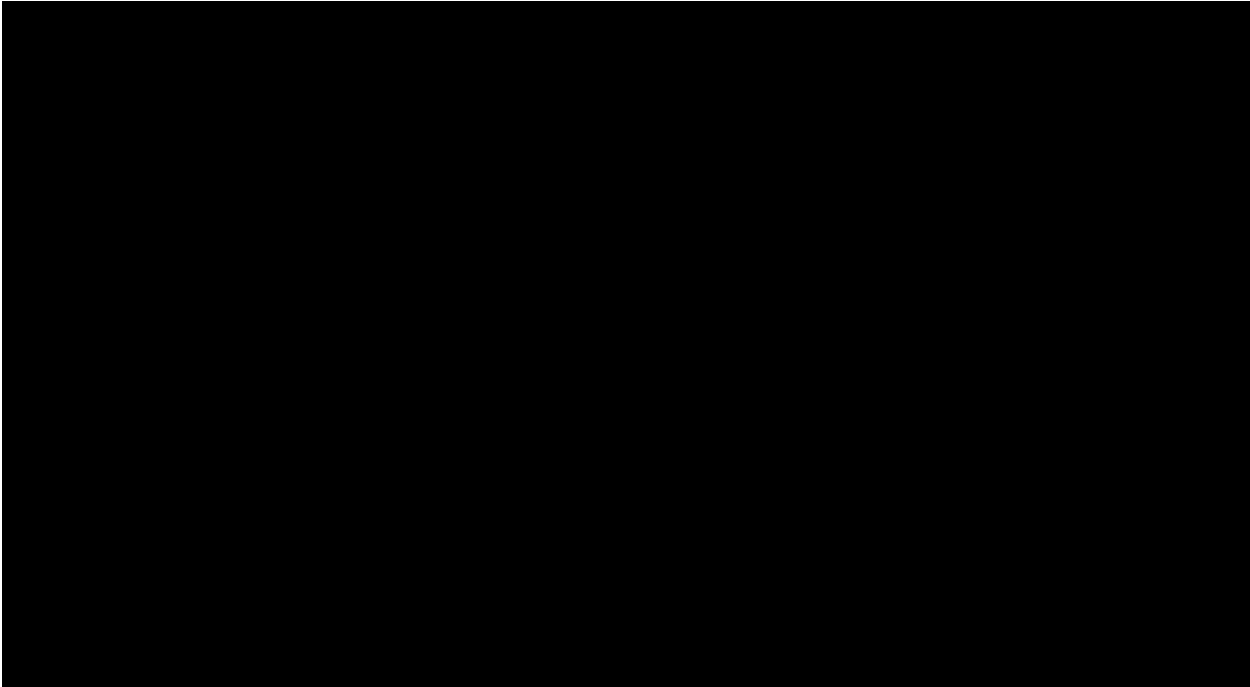
Please use this memo to record the revenue and accrual.



MI-Sewer Landfill 02\_2009.doc

**Landfill/Sewer billing**

2/28/2009



\*\*\*\*\*

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

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:04 PM -----

From: "Candice Deininger" <cdeining@lfucg.com>  
To: <Bryan.Siler@amwater.com>  
Date: 0  
Subject: R [REDACTED]

Hi, Bryan - sorry I haven't been able to get back to you earlier on this one. Yes, please remove the sewer coding on this account and any remaining sewer charges. Thanks very much!

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: Thursday, April 02, 2009 1:25 PM  
To: Candice Deininger  
Subject: Fw: [REDACTED]

Didn't know if you had a chance to look at this one.

\*\*\*\*\*

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

----- Forwarded by Bryan Siler/KAWC/AWWS on 04/02/2009 01:24 PM -----

Bryan  
Siler/KAWC/AWWS

To 04/01/2009 01:28 Candice Deininger

cc PM

Subject [REDACTED]

[REDACTED]

Candice,

This service only served a hydrant and was not connected to the building.  
Should we remove the sewer charges?

\*\*\*\*\*

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

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:04 PM -----

From: "Candice Deininger" <cdeining@lfucg.com>  
To: <Bryan.Siler@amwater.com>  
Date: 04/03/2009 09:18 AM  
Subject: FW:

---

Good morning, Bryan – here's the sewer tap-on list for March . . . .

Candice Deininger  
LFUCG Division of Revenue  
200 East Main Street  
Lexington, KY 40507  
859-258-3364

---

**From:** Mike Smith  
**Sent:** Friday, April 03, 2009 8:36 AM  
**To:** Candice Deininger; Sheila Long  
**Subject:** RE:

Here's the file for March, 2009. Sorry for the inconvenience.  
thanks

Michael S. Smith  
Computer Operations/Service Desk Manager  
Lexington-Fayette Urban County Government  
Division of Information Technology  
200 East Main Street  
Lexington, KY 40507  
859-258-3730

---

**From:** Candice Deininger  
**Sent:** Friday, April 03, 2009 7:48 AM  
**To:** Sheila Long  
**Cc:** Mike Smith  
**Subject:** RE:

Good morning, Sheila. I need the sewer tap-on list for the month ending March 31. Would it be possible to rerun this report? Thank you!!

Candice

Candice Deininger  
LFUCG Division of Revenue

200 East Main Street  
Lexington, KY 40507  
859-258-3364

**From:** Sheila Long  
**Sent:** Thursday, April 02, 2009 8:19 PM  
**To:** Candice Deininger  
**Subject:**

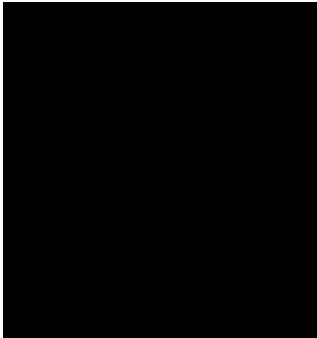
|                                                                                 |                                                                                                                                                                                                             |
|---------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>SHEILA K. LONG</b>                                                           |                                                                                                                                                                                                             |
| Computer Operator<br><u>Lexington Fayette Urban County</u><br><u>Government</u> | 200 East Main Street Lexington, Kentucky                                                                                                                                                                    |
| <a href="mailto:slong@lfucg.com">slong@lfucg.com</a>                            |  PHONE: 859.258.3334  FAX: 859.258.3334 |
| <i>" To Thine Own Self Be True "</i><br>are                                     |                                                                                                                                                                                                             |
| <i>... William Shakespeare</i>                                                  |                                                                                                                                                                                                             |



TAP032009R.TXT

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:04 PM -----

**From:** Bethany G Hungate/KAWC/AWWSC  
**To:** Bryan Siler/KAWC/AWWSC@AWW  
**Date:** 04/06/2009 10:31 AM  
**Subject:** Re: [REDACTED]



~~~~~  
Bethany Hungate
Operations Clerk
Kentucky American Water
2300 Richmond Rd

Lexington, KY 40502
(859)268-6386 phone
(859)268-6315 Fax

Bryan Siler/KAWC/AWWSC



Bryan Siler/KAWC/AWWSC

04/06/2009 10:25 AM

To Bethany G Hungate/KAWC/AWWSC@AWW

cc

Subject Re [REDACTED]

Do you know how many meters each has?

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

Bethany G Hungate/KAWC/AWWSC



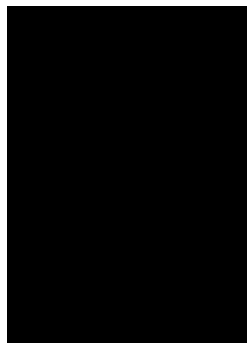
**Bethany G
Hungate/KAWC/AWWSC**

04/06/2009 08:47 AM

To Bryan Siler/KAWC/AWWSC@AWW

cc

Subject Re [REDACTED]



Bethany Hungate
Operations Clerk
Kentucky American Water
2300 Richmond Rd
Lexington, KY 40502
(859)268-6386 phone
(859)268-6315 Fax

Bryan Siler/KAWC/AWWSC



Bryan Siler/KAWC/AWWSC

04/01/2009 08:08 AM

To Bethany G Hungate/KAWC/AWWSC@AWW

cc

Subject [REDACTED]

Bethany,

Can you send me the list of [REDACTED] Do you have them by number of meters?

Thanks...

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

----- Forwarded by Bryan Siler/KAWC/AWWSC on 04/01/2009 08:07 AM -----



**Cheryl
DiSanti/PAWC/AWWSC**

03/27/2009 03:37 PM

To Bryan Siler/KAWC/AWWSC@AWW

cc

Subject Can you also send me the [REDACTED] accounts that have all of the meters attached to them?

Cheryl DiSanti
Major Customer Account Manager
American Water - Eastern Division
300 Galley Rd.
McMurray, PA 15317
Office - 724-873-3665
Mobile - 412-559-2497
Fax - 724-743-3129
cheryl.disanti@amwater.com

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:04 PM -----

From: Rick Witherite/KAWC/AWWSC
To: Bryan Siler/KAWC/AWWSC@AWW
Date: 04/13/2009 09:35 AM
Subject: Fw: weekly file

Rick Witherite

Operations Clerk
Kentucky American Water
2300 Richmond Rd.
Lexington, Ky 40502
Office 859-268-6303
Fax 859-268-6315
Email Rick.Witherite@amwater.com

----- Forwarded by Rick Witherite/KAWC/AWWSC on 04/13/2009 09:35 AM -----



"Mike Smith"
<mikes@lfucg.com>
04/13/2009 09:28 AM

To <RICK.WITHERITE@AMWATER.COM>
cc
Subject weekly file

It's attached.

Michael S. Smith
Computer Operations/Service Desk Manager
Lexington-Fayette Urban County Government
Division of Information Technology
200 East Main Street
Lexington, KY 40507
859-258-3730



HERC0413.TXT

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:04 PM -----

From: Rick Witherite/KAWC/AWWSC
To: Bryan Siler/KAWC/AWWSC@AWW
Date: 04/21/2009 07:41 AM
Subject: Fw: file attached.



Rick Witherite
Operations Clerk
Kentucky American Water
2300 Richmond Rd.
Lexington, Ky 40502
Office 859-268-6303
Fax 859-268-6315
Email Rick.Witherite@amwater.com

----- Forwarded by Rick Witherite/KAWC/AWWSC on 04/21/2009 07:41 AM -----



"Sheila Long"
<slong@lfucg.com>
04/20/2009 06:40 PM

To <rick.witherite@amwater.com>
cc
Subject file attached.

SHEILA K. LONG		
Computer Operator <u>Lexington Fayette Urban County Government</u>	200 East Main Street Lexington, Kentucky	
slong@lfucg.com	 PHONE: 859.258.3334	 FAX: 859.258.3334
<i>"To Thine Own Self Be True"</i> are		<i>... William Shakespeare</i>



HERC0420.TXT

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:04 PM -----

From: "Candice Deininger" <cdeining@lfucg.com>
 To: <Bryan.Siler@amwater.com>
 Date: 04/21/2009 12:59 PM
 Subject: RE: Adjustment

Yes, it would since it's like a hidden underground leak - the pre-eminent caveat is this: did the water go into the sewer system. If yes, then no adjustment; if no, then a sewer adjustment can be made.

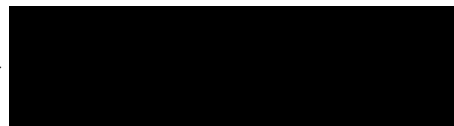
In this particular case, I will take care of making the sewer adjustment since it appears that the leak actually occurred in December and because of the estimated reading in January it wasn't detected until February.

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: Tuesday, April 21, 2009 11:47 AM
 To: Candice Deininger
 Subject: Adjustment


We're giving a courtesy adjustment to account



for
a water line leak they had in their building next to the bus garage.
Would
a sewer credit apply to this kind of leak?

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

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:04 PM -----

From: "Candice Deininger" <cdeining@lfucg.com>
To: <Bryan.Siler@amwater.com>
Cc: "Charles Martin" <chmartin@lfucg.com>, "Julie Mantrom" <jmantrom@lfucg.com>
Date: 04/22/2009 09:57 AM
Subject: 

Good morning, Bryan. As indicated in the following screen shot, this location has now connected to the sewer system and the account should be coded to receive sewer charges. If you have any questions, kindly let me know. Thank you and have a good day!

Candice

Candice Deininger
LFUCG Division of Revenue
200 East Main Street
Lexington, KY 40507
859-258-3364

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:04 PM -----

From: "Candice Deininger" <cdeining@lfucg.com>
To: <Bryan.Siler@amwater.com>
Date: 04/27/2009 10:37 AM
Subject: Quick Question

I'm looking at [REDACTED] one side of a duplex, the account for which has been charged off. I noticed no la [REDACTED] I'm guessing the charge-off remains in the name of the tenant and not the owner – is that correct? Apparently this building is in foreclosure and is about to be bought, and the

buyer's title company wants to make sure there are no lienable amounts. I'm saying no since the account was in the name of the tenant – you agree?

Candice Deininger
LFUCG Division of Revenue
200 East Main Street
Lexington, KY 40507
859-258-3364

REDACTED - PRIVILEGED

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

----- Forwarded by Bryan Siler/KAWC/AWWSC on 04/27/2009 10:51 AM -----



"Candice Deininger"
<cdeining@lfucg.com>
04/27/2009 10:36 AM

To <Bryan.Siler@amwater.com>
cc

Subject Quick Question

I'm looking at [REDACTED] one side of a duplex, the account for which has been charged off. I noticed no landlord agreement, so I'm guessing the charge-off remains in the name of the tenant and not the owner – is that correct? Apparently this building is in foreclosure and is about to be bought, and the buyer's title company wants to make sure there are no lienable amounts. I'm saying no since the account

was in the name of the tenant – you agree?

Candice Deininger
LFUCG Division of Revenue
200 East Main Street
Lexington, KY 40507
859-258-3364

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:04 PM -----

From: Bryan Siler/KAWC/AWWSC
To: "Candice Deininger" <cdeining@lfucg.com>@AWX
Cc: Bryan.Siler@amwater.com
Date: 04/27/2009 11:11 AM
Subject: Re: Quick Question

Yes and yes.

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

"Candice Deininger" <cdeining@lfucg.com>



"Candice Deininger"
<cdeining@lfucg.com>
04/27/2009 10:36 AM

To <Bryan.Siler@amwater.com>
cc

Subject Quick Question

I'm looking at [REDACTED], one side of a duplex, the account for which has been charged off. I noticed no landlord agreement, so I'm guessing the charge-off remains in the name of the tenant and not the owner – is that correct? Apparently this building is in foreclosure and is about to be bought, and the buyer's title company wants to make sure there are no lienable amounts. I'm saying no since the account was in the name of the tenant – you agree?

Candice Deininger
LFUCG Division of Revenue
200 East Main Street
Lexington, KY 40507
859-258-3364

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:04 PM -----

From: "Candice Deininger" <cdeining@lfucg.com>
To: "Kathleen Hicks" <khicks@lfucg.com>
Cc: <Bryan.Siler@amwater.com>
Date: 05/01/2009 09:20 AM
Subject: RE: February Invoice

Thanks, Kathleen!

Candice

Candice Deininger
LFUCG Division of Revenue
200 East Main Street
Lexington, KY 40507
859-258-3364

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

From: Kathleen Hicks
Sent: Friday, May 01, 2009 9:20 AM
To: Candice Deininger
Subject: RE: February Invoice

Candice,

I found where I received it from the peoplesoft system, but then I found the copy and the original in the KAWC file. I will submit the original to Accounting today.

Kathleen Hicks
Administrative Specialist
Div. of Revenue
200 E. Main Street
Lexington, KY 40507
859-258-3355
859-258-3352 (fax)

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

From: Candice Deininger
Sent: Friday, May 01, 2009 8:25 AM
To: Kathleen Hicks
Cc: 'Bryan.Siler@amwater.com'
Subject: FW: February Invoice

Kathleen,

When you get a minute, would you kindly check on this? Thank you!!

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: Friday, May 01, 2009 8:23 AM
To: Candice Deininger
Subject: February Invoice

Candice,

I didn't see where the February invoice was paid. Can you check on your end so I can make sure it didn't get misapplied on our end?

Thanks.

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

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:04 PM -----

From: "Candice Deininger" <cdeining@lfucg.com>
To: <Bryan.Siler@amwater.com>
Cc: "Sheila Powell" <sheilap@lfucg.com>
Date: 05/04/2009 08:34 AM
Subject: 30% Discount Coding

Good morning, Bryan. Attached is the most recent file received from Adult Services of accounts needing the 30% discount coding. Please let Sheila know if you have any questions. Thank you!

Candice

Candice Deininger
LFUCG Division of Revenue
200 East Main Street
Lexington, KY 40507
859-258-3364



Friday May 1 2009.xls

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:04 PM -----

From: "Candice Deininger" <cdeining@lfucg.com>
To: <Bryan.Siler@amwater.com>
Date: 05/04/2009 01:08 PM
Subject: FW: Tap on Monthly file

Hello, Bryan – here's the April 2009 sewer tap-on file

Candice Deininger
LFUCG Division of Revenue
200 East Main Street

Lexington, KY 40507
859-258-3364

From: Sheila Long
Sent: Monday, May 04, 2009 12:53 PM
To: Candice Deininger
Subject: Tap on Monthly file

Herbie Monthly is finished and Sewer monthly is running.

SHEILA K. LONG	
Computer Operator <u>Lexington Fayette Urban County Government</u>	200 East Main Street Lexington, Kentucky
slong@lfucg.com	 PHONE: 859.258.3334  FAX: 859.258.3334
<i>" To Thine Own Self Be True "</i> are <i>... William Sha</i>	



TAP042009R.TXT

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:04 PM -----

From: "Candice Deininger" <cdeining@lfucg.com>
To: <Bryan.Siler@amwater.com>
Date: 05/05/2009 10:03 AM
Subject: RE: Reports for April 2009

Hey, Bryan . . . thanks again for the information on Lexington MOB - that was very helpful.

I saw your email to Deborah and was wondering if we could get the monthly reports by the 3rd business day of the month . . . all of us down here are under the gun to get revenues reported, journals processed and the books closed and it would be very helpful if you could do that for us. Thanks so much!

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: Tuesday, May 05, 2009 9:19 AM
To: Deborah Gerardi
Cc: Cecily Chan; Candice Deininger
Subject: Re: Reports for April 2009

Yes, you should have them tomorrow afternoon.

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

"Deborah Gerardi"
<dgerardi@lfucg.com>
om>
To <Bryan.Siler@amwater.com>
05/04/2009 12:21
cc "Cecily Chan" <cecilyc@lfucg.com>
Subject Reports for April 2009

Hi Bryan!

Is there any way that I could get our April 2009 reports by
Wednesday\Thursday of this week?

Just checking -

Thanks!

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

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:04 PM -----

From: "Candice Deininger" <cdeining@lfucg.com>
To: <Bryan.Siler@amwater.com>
Date: 05/05/2009 10:20 AM
Subject: RE: Reports for April 2009

Oh, I hope everything is okay . . .

And thank you so much, Bryan - that will help soooooooooo much!!!

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: Tuesday, May 05, 2009 10:11 AM
To: Candice Deininger
Subject: RE: Reports for April 2009

That's my goal - to have them to you on day 3.

I had to be out yesterday afternoon for something family related. I'll do what I can to get them to you today and in the future will do my best to get them to you by day 3.

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

"Candice
Deininger"
<cdeining@lfucg.c
om> <Bryan.Siler@amwater.com>
cc
05/05/2009 10:02
AM
Subject
RE: Reports for April 2009

Hey, Bryan . . . thanks again for the information on Lexington MOB -
that was very helpful.

I saw your email to Deborah and was wondering if we could get the
monthly reports by the 3rd business day of the month . . . all of us
down here are under the gun to get revenues reported, journals processed
and the books closed and it would be very helpful if you could do that
for us. Thanks so much!

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: Tuesday, May 05, 2009 9:19 AM
To: Deborah Gerardi
Cc: Cecily Chan; Candice Deininger
Subject: Re: Reports for April 2009

Yes, you should have them tomorrow afternoon.

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

"Deborah Gerardi"
<dgerardi@lfucg.com>
om>
To <Bryan.Siler@amwater.com>
05/04/2009 12:21
cc PM "Cecily Chan" <cecilyc@lfucg.com>
Subject Reports for April 2009

Hi Bryan!

Is there any way that I could get our April 2009 reports by
Wednesday\Thursday of this week?

Just checking -

Thanks!

Deborah Gerardi
Accounts Payable Supervisor
Division of Accounting

Lexington-Fayette Urban County Government
859 258-3311
859 425-2889
dgerardi@lfucg.com

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:04 PM -----

From: "Candice Deininger" <cdeining@lfucg.com>
To: <Bryan.Siler@amwater.com>
Date: 05/05/2009 10:41 AM
Subject: RE: Reports for April 2009

Hi, Bryan, and thank you for the offer . . . we pretty much need everything in the reports, including the aging reports . . .

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: Tuesday, May 05, 2009 10:22 AM
To: Candice Deininger
Subject: RE: Reports for April 2009

Did you have a number or numbers you need right now? You can give me the cell reference from the Excel file and I can get them to you very quickly.

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

"Candice
Deininger"
<cdeining@lfucg.c
To om> <Bryan.Siler@amwater.com>

cc

05/05/2009 10:19

AM

Subject

RE: Reports for April 2009

Oh, I hope everything is okay . . .

And thank you so much, Bryan - that will help soooooooooo much!!!

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: Tuesday, May 05, 2009 10:11 AM
To: Candice Deininger
Subject: RE: Reports for April 2009

That's my goal - to have them to you on day 3.

I had to be out yesterday afternoon for something family related. I'll do what I can to get them to you today and in the future will do my best to get them to you by day 3.

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

"Candice
Deininger"
<cdeining@lfucg.c
om> <Bryan.Siler@amwater.com>
cc
05/05/2009 10:02
AM
Subject
RE: Reports for April 2009

Hey, Bryan . . . thanks again for the information on Lexington MOB -
that was very helpful.

I saw your email to Deborah and was wondering if we could get the
monthly reports by the 3rd business day of the month . . . all of us
down here are under the gun to get revenues reported, journals processed
and the books closed and it would be very helpful if you could do that
for us. Thanks so much!

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: Tuesday, May 05, 2009 9:19 AM
To: Deborah Gerardi
Cc: Cecily Chan; Candice Deininger
Subject: Re: Reports for April 2009

Yes, you should have them tomorrow afternoon.

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

"Deborah Gerardi"
<dgerardi@lfucg.com>
om>
To <Bryan.Siler@amwater.com>
05/04/2009 12:21
cc PM "Cecily Chan" <cecilyc@lfucg.com>
Subject Reports for April 2009

Hi Bryan!

Is there any way that I could get our April 2009 reports by
Wednesday\Thursday of this week?

Just checking -

Thanks!

Deborah Gerardi
Accounts Payable Supervisor
Division of Accounting
Lexington-Fayette Urban County Government

859 258-3311
859 425-2889
dgerardi@lfucg.com

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:04 PM -----

From: "Candice Deininger" <cdeining@lfucg.com>
To: <Bryan.Siler@amwater.com>
Date: 05/08/2009 11:29 AM
Subject: RE: April Reports

Hello . . . thanks so much for getting these out earlier - it helped everyone out a whole lot!!!

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, May 06, 2009 12:05 PM
To: Candice Deininger; Stacy.Owens@amwater.com; Rhonda Hicks; Deborah Gerardi; Rachel.Cole@amwater.com; Mary Fister; William O'Mara
Subject: April Reports

Hello,

Attached are the monthly reports for your review. There was 1 OPA account that was billed taxes in April but it is a construction company for the university. These will stop when the account switches.

Please let me know if you have any questions.

Thank you.

(See attached file: LFUCG Sewer and Landfill_April 2009 rev.xls)(See attached file: Sewer & Landfill Aging Totals.pdf)

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

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:04 PM -----

From: Rick Witherite/KAWC/AWWSC
 To: Bryan Siler/KAWC/AWWSC@AWW
 Date: 05/11/2009 07:36 AM
 Subject: Fw: file

----- Forwarded by Rick Witherite/KAWC/AWWSC on 05/11/2009 07:36 AM -----



"Mike Smith"
 <mikes@lfucg.com>
 05/04/2009 02:24 PM

To <RICK.WITHERITE@AMWATER.COM>
 cc
 Subject file

The file is attached

Michael S. Smith
 Computer Operations/Service Desk Manager
 Lexington-Fayette Urban County Government
 Division of Information Technology
 200 East Main Street
 Lexington, KY 40507
 859-258-3730



HERC0504.TXT

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:04 PM -----

From: Rick Witherite/KAWC/AWWSC
 To: Bryan Siler/KAWC/AWWSC@AWW
 Date: 05/11/2009 10:06 AM
 Subject: Fw: weekly file

You might want to send him an email to send these directly to you.

Rick Witherite
 Operations Clerk
 Kentucky American Water
 2300 Richmond Rd.
 Lexington, Ky 40502
 Office 859-268-6303
 Fax 859-268-6315
 Email Rick.Witherite@amwater.com

----- Forwarded by Rick Witherite/KAWC/AWWSC on 05/11/2009 10:05 AM -----



"Mike Smith"
 <mikes@lfucg.com>
 05/11/2009 10:01 AM

To <RICK.WITHERITE@AMWATER.COM>
 cc
 Subject weekly file

Here ya go

Michael S. Smith
Computer Operations/Service Desk Manager
Lexington-Fayette Urban County Government
Division of Information Technology
200 East Main Street
Lexington, KY 40507
859-258-3730



HERC0511.TXT

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:04 PM -----

From: "Mike Smith" <mikes@lfucg.com>
To: <Bryan.Siler@amwater.com>
Date: 05/27/2009 02:21 PM
Subject: weekly file

Is attached...thanks

Michael S. Smith
Computer Operations/Help Desk Manager
Lexington-Fayette Urban County Government
Division of Information Technology
200 East Main Street
Lexington, KY 40507
859-258-3730



HERC0527.TXT

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:04 PM -----

From: Bethany G Hungate/KAWC/AWWSC
To: Bryan Siler/KAWC/AWWSC@AWW
Cc: Beverly Horton/KAWC/AWWSC@AWW
Date: 05/28/2009 08:16 AM
Subject: Addressing Database

dress.aspx

You can use this database to check to see if your address is here. If you can find the address it is valid.

~~~~~  
Bethany Hungate  
Operations Clerk  
Kentucky American Water  
2300 Richmond Rd  
Lexington, KY 40502  
(859)268-6386 phone

(859)268-6315 Fax

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:04 PM -----

From: "Candice Deininger" <cdeining@lfucg.com>  
To: <Bryan.Siler@amwater.com>  
Date: 05/28/2009 02:29 PM  
Subject: RE: [REDACTED] served by the sewer system?

---

Nope . . . .

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: Thursday, May 28, 2009 9:48 AM  
To: Candice Deininger  
Subject: Is 2985 Liberty Road served by the sewer system?

\*\*\*\*\*

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

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:04 PM -----

From: "Mike Smith" <mikes@lfucg.com>  
To: <Bryan.Siler@amwater.com>  
Date: 06/01/2009 09:15 AM  
Subject: FILE

---

The file is attached.

Michael S. Smith  
Computer Operations/Help Desk Manager  
Lexington-Fayette Urban County Government  
Division of Information Technology  
200 East Main Street  
Lexington, KY 40507  
859-258-3730



HERC0601.TXT

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:04 PM -----

From: "Candice Deininger" <cdeining@lfucg.com>  
To: <Bryan.Siler@amwater.com>  
Date: 06/01/2009 11:12 AM  
Subject: FW: monthly sewer tap-on

---

Good morning, Bryan. Here's the file containing the May 2009 sewer tap-ons . . . .

Candice Deininger  
LFUCG Division of Revenue  
200 East Main Street  
Lexington, KY 40507  
859-258-3364

---

**From:** Mike Smith  
**Sent:** Monday, June 01, 2009 9:29 AM  
**To:** Candice Deininger  
**Subject:** monthly

The monthly file is attached.

Michael S. Smith  
Computer Operations/Help Desk Manager  
Lexington-Fayette Urban County Government  
Division of Information Technology  
200 East Main Street  
Lexington, KY 40507  
859-258-3730



TAP052009R.TXT

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:04 PM -----

From: Donna Taylor/KAWC/AWWSC  
To: Bryan Siler  
Date: 06/02/2009 08:29 AM  
Subject: Unmatched - 04/23 - 05/22/09

---



LFUCGUNM2.CSV

Donna B. Taylor  
American Water ITS  
Business Applications Development - Field Services  
2300 Richmond Rd.  
Lexington, KY 40502  
Voice: 859.268.6306  
Fax: 859.335.3306  
email: donna.taylor@amwater.com



----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:04 PM -----

From: AW - JE/AWWSC  
To: Bryan Siler/KAWC/AWWSC@AWW  
Date: 06/04/2009 01:17 PM  
Subject: Re: KY - Sewer/Landfill Billing  
Sent by: Takiyah E Myatt

---

This entry has been entered and is awaiting posting.

Thank You,

Takiyah Myatt  
Bryan Siler/KAWC/AWWSC



**Bryan Siler/KAWC/AWWSC**

06/03/2009 05:04 PM

To AW - JE/AWWSC@AWW

cc Takiyah E Myatt/SHARVCS/AWWSC@AWW, Dale S  
Graham/SHARVCS/AWWSC@AWW, Rachel  
Cole/KAWC/AWWSC@AWW, cdeining@lfucg.com,  
khicks@lfucg.com

Subject KY - Sewer/Landfill Billing

**Dale,**

Here are the MI requests for LFUCG and Sadieville. Please process and send the .pdf file to Candice Deiningering at LFUCG.

Thanks.



Miscellaneous Invoice Request-Sadieville 05\_2009.doc



Miscellaneous Invoice Request-LFUCG 05\_2009.doc

**Takiyah,**

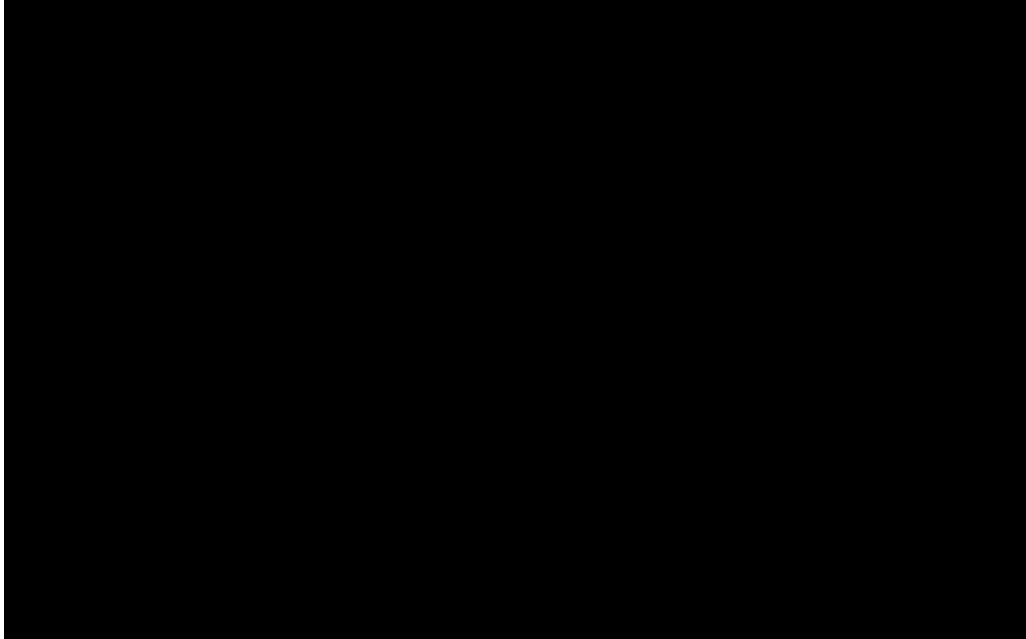
Please use this memo to record the revenue and accrual.



MI-Sewer Landfill 05\_2009.doc

**Landfill/Sewer billing**

5/31/2009



\*\*\*\*\*

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

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:04 PM -----

From: "Candice Deininger" <cdeining@lfucg.com>  
To: <Bryan.Siler@amwater.com>  
Cc: "Julie Mantrom" <jmantrom@lfucg.com>  
Date: 06/05/2009 08:41 AM  
Subject: [REDACTED]

Good morning, Bryan. The field inspection of this location was completed, and it was determined that this location is not on the sanitary sewer system.

Candice Deininger  
LFUCG Division of Revenue  
200 East Main Street  
Lexington, KY 40507  
859-258-3364

---

**From:** Julie Mantrom  
**Sent:** Thursday, June 04, 2009 3:44 PM  
**To:** Carol Schoaff; Candice Deininger

**Cc:** Theron Stephens; Rodney Chervus; T Taylor  
**Subject:** RE: [REDACTED]

Thank you.

Julie A. Mantrom  
Administrative Officer  
Division of Water Quality  
Lexington-Fayette Urban County Government  
(859) 425-2402  
(859) 254-7787 (Fax)  
jmantrom@lfucg.com

 Please consider the environment before printing this email.

---

**From:** Carol Schoaff  
**Sent:** Thursday, June 04, 2009 3:30 PM  
**To:** Julie Mantrom  
**Cc:** Theron Stephens; Rodney Chervus; Candice Deininger; T Taylor  
**Subject:** RE: [REDACTED]

We did a site visit to [REDACTED] this is a 2,000-acre complex, and we were fortunate enough to encounter the veterinarian's staff who made a few phone calls to get us to the correct building (there are 100 buildings on this site). The building that is in question is Barn #26 and we verified that there are no bathrooms or running water INSIDE this facility, additionally it is not in a position that could be served by sanitary sewers without building a force main. The veterinarian's assistant that assisted us lives in one of the small houses across from this barn and stated that all the houses and other barns are on septic tanks.

If you need more information, please call me -

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@lfucg.com

---

**From:** Julie Mantrom  
**Sent:** Thursday, June 04, 2009 11:59 AM  
**To:** Carol Schoaff  
**Cc:** Theron Stephens; Rodney Chervus; Candice Deininger  
**Subject:** RE: [REDACTED]

Carol:

What did you find out about this request?

Julie A. Mantrom  
Administrative Officer  
Division of Water Quality  
Lexington-Fayette Urban County Government  
(859) 425-2402  
(859) 254-7787 (Fax)  
jmantrom@lfucg.com

 Please consider the environment before printing this email.

---

**From:** Carol Schoaff  
**Sent:** Monday, March 23, 2009 3:10 PM  
**To:** Julie Mantrom  
**Cc:** Theron Stephens; Rodney Chervus; Candice Deininger  
**Subject:** RE [REDACTED]

I will look into it and let you know what we find, there will probably have to be some dye testing done.

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@lfucg.com

---

**From:** Julie Mantrom  
**Sent:** Monday, March 23, 2009 2:46 PM  
**To:** Carol Schoaff  
**Cc:** Theron Stephens; Rodney Chervus; Candice Deininger  
**Subject:** FW [REDACTED]

Carol:

I believe since Rick Bowman has moved on to the private sector, you have taken over the responsibility for verifying there is a sewer connection when there is an inquiry about a water account with no sewer user fee being charged.

[REDACTED] is actually part of [REDACTED] may have added a tap—there are already several out there. Can you arrange to have this checked? We may be missing a revenue collection opportunity...

Julie A. Mantrom  
Administrative Officer  
Division of Water Quality  
Lexington-Fayette Urban County Government  
(859) 425-2402  
(859) 254-7787 (Fax)  
jmantrom@lfucg.com

 Please consider the environment before printing this email.

---

**From:** Candice Deininger  
**Sent:** Monday, March 23, 2009 2:21 PM  
**To:** Julie Mantrom  
**Subject:** [REDACTED]

Hi, Julie – quick question. Had an inquiry from Bryan at KAWC regarding the sewer status of the above address, which I believe is the [REDACTED]. I talked with Mike Lambert over at the tap-on desk; and while he finds no records showing that it is sewered, he's thinking it could very well be by virtue of a tap-on onto the force main that serves the [REDACTED]. He indicated that sometimes [REDACTED] will do tap-ons of which LFUCG is unaware, so he has no way of knowing for sure. Are you familiar with anything out there regarding the center's sewer status? Since Rick Bowman is no longer with LFUCG, I don't to whom I should turn next to verify . . . got any ideas? Thank you!!

Candice

Candice Deininger  
 LFUCG Division of Revenue  
 200 East Main Street  
 Lexington, KY 40507  
 859-258-3364

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:04 PM -----

**From:** "Candice Deininger" <cdeining@lfucg.com>  
**To:** <Bryan.Siler@amwater.com>  
**Cc:** "Sheila Powell" <sheilap@lfucg.com>  
**Date:** 06/05/2009 08:49 AM  
**Subject:** 30% Discount Coding

Good morning, Bryan. Attached is the most recently received file from Adult Services containing accounts that need to be coded for the 30% discount. Kindly let Sheila know if you have any questions. Thank you!

Candice

Candice Deininger  
 LFUCG Division of Revenue  
 200 East Main Street  
 Lexington, KY 40507  
 859-258-3364



Friday May 22 2009.xls

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:04 PM -----

**From:** "Julie Mantrom" <jmantrom@lfucg.com>  
**To:** "Candice Deininger" <cdeining@lfucg.com>, <Bryan.Siler@amwater.com>  
**Date:** 06/05/2009 08:56 AM  
**Subject:** RE [REDACTED]

Thank you both for being on top of this and checking.

Julie A. Mantrom  
Administrative Officer  
Division of Water Quality  
Lexington-Fayette Urban County Government  
(859) 425-2402  
(859) 254-7787 (Fax)  
jmantrom@lfucg.com

 Please consider the environment before printing this email.

---

**From:** Candice Deininger  
**Sent:** Friday, June 05, 2009 8:42 AM  
**To:** 'Bryan.Siler@amwater.com'  
**Cc:** Julie Mantrom  
**Subject:** FW: [REDACTED]

Good morning, Bryan. The field inspection of this location was completed, and it was determined that this location is not on the sanitary sewer system.

Candice Deininger  
LFUCG Division of Revenue  
200 East Main Street  
Lexington, KY 40507  
859-258-3364

---

**From:** Julie Mantrom  
**Sent:** Thursday, June 04, 2009 3:44 PM  
**To:** Carol Schoaff; Candice Deininger  
**Cc:** Theron Stephens; Rodney Chervus; T Taylor  
**Subject:** RE: [REDACTED]

Thank you.

Julie A. Mantrom  
Administrative Officer  
Division of Water Quality  
Lexington-Fayette Urban County Government  
(859) 425-2402  
(859) 254-7787 (Fax)  
jmantrom@lfucg.com

 Please consider the environment before printing this email.

---

**From:** Carol Schoaff  
**Sent:** Thursday, June 04, 2009 3:30 PM  
**To:** Julie Mantrom  
**Cc:** Theron Stephens; Rodney Chervus; Candice Deininger; T Taylor

**Subject:** RE: [REDACTED]

We did a site visit to [REDACTED] today, this is a 2,000-acre complex, and we were fortunate enough to encounter the veterinarian's staff who made a few phone calls to get us to the correct building (there are 100 buildings on this site). The building that is in question is Barn #26 and we verified that there are no bathrooms or running water INSIDE this facility, additionally it is not in a position that could be served by sanitary sewers without building a force main. The veterinarian's assistant that assisted us lives in one of the small houses across from this barn and stated that all the houses and other barns are on septic tanks.

If you need more information, please call me -

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@lfucg.com

---

**From:** Julie Mantrom  
**Sent:** Thursday, June 04, 2009 11:59 AM  
**To:** Carol Schoaff  
**Cc:** Theron Stephens; Rodney Chervus; Candice Deininger  
**Subject:** RE: [REDACTED]

Carol:

What did you find out about this request?

Julie A. Mantrom  
Administrative Officer  
Division of Water Quality  
Lexington-Fayette Urban County Government  
(859) 425-2402  
(859) 254-7787 (Fax)  
jmantrom@lfucg.com

 Please consider the environment before printing this email.

---

**From:** Carol Schoaff  
**Sent:** Monday, March 23, 2009 3:10 PM  
**To:** Julie Mantrom  
**Cc:** Theron Stephens; Rodney Chervus; Candice Deininger  
**Subject:** RE: [REDACTED]

I will look into it and let you know what we find, there will probably have to be some dye testing done.

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@lfucg.com

---

**From:** Julie Mantrom  
**Sent:** Monday, March 23, 2009 2:46 PM  
**To:** Carol Schoaff  
**Cc:** Theron Stephens; Rodney Chervus; Candice Deininger  
**Subject:** FW: [REDACTED]

Carol:

I believe since Rick Bowman has moved on to the private sector, you have taken over the responsibility for verifying there is a sewer connection when there is an inquiry about a water account with no sewer user fee being charged.

[REDACTED] is actually part of [REDACTED] may have added a tap—there are already several out there. Can you arrange to have this checked? We may be missing a revenue collection opportunity...

Julie A. Mantrom  
Administrative Officer  
Division of Water Quality  
Lexington-Fayette Urban County Government  
(859) 425-2402  
(859) 254-7787 (Fax)  
jmantrom@lfucg.com

 Please consider the environment before printing this email.

---

**From:** Candice Deininger  
**Sent:** Monday, March 23, 2009 2:21 PM  
**To:** Julie Mantrom  
**Subject:** [REDACTED]

Hi, Julie – quick question. Had an inquiry from Bryan at KAWC regarding the sewer status of the above address [REDACTED]. I talked with Mike Lambert over at the tap-on desk; and while he finds no records showing that it is sewerred, he's thinking it could very well be by virtue of a tap-on onto the force main that serves the [REDACTED]. He indicated that sometimes [REDACTED] will do tap-ons of which LFUCG is unaware, so he has no way of knowing for sure. Are you familiar with anything out there regarding the center's sewer status? Since Rick Bowman is no longer with LFUCG, I don't to whom I should turn next to verify . . . got any ideas? Thank you!!

Candice

Candice Deininger



LFUCG Division of Revenue  
200 East Main Street  
Lexington, KY 40507  
859-258-3364

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:04 PM -----

From: "Mike Smith" <mikes@lfucg.com>  
To: <Bryan.Siler@amwater.com>  
Date: 06/08/2009 08:22 AM  
Subject:

---

The weekly file is attached.

Michael S. Smith  
Computer Operations/Help Desk Manager  
Lexington-Fayette Urban County Government  
Division of Information Technology  
200 East Main Street  
Lexington, KY 40507  
859-258-3730



HERC0608.TXT

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:04 PM -----

From: "Candice Deininger" <cdeining@lfucg.com>  
To: <Bryan.Siler@amwater.com>  
Date: 06/08/2009 10:37 AM  
Subject: FW: Pool Adjustments

---

Do you know anything about these commercials?!

Candice Deininger  
LFUCG Division of Revenue  
200 East Main Street  
Lexington, KY 40507  
859-258-3364

---

**From:** Lynne Cross  
**Sent:** Monday, June 08, 2009 10:38 AM  
**To:** Candice Deininger  
**Cc:** Rebecca Burke  
**Subject:** Pool Adjustments

Candice,

I have had 3 calls this morning from customers that have stated they saw a commercial on TV saying their first swimming pool fill up was free. They also stated that they have called KY-American and have been told that we are the ones doing these adjustments and have been given our phone numbers. All 3 customers had our 3 phone numbers (mine, yours and

Rebecca's). I do not have addresses or premise numbers for these 3 customers but will get addresses if I get anymore calls of this nature. I will also let Rebecca know to get premise numbers or addresses should she get any. Thanks!

## Lynne Throckmorton

Lexington Fayette Urban County Government  
Division of Revenue - Sewer & Landfill Dept.  
200 E. Main Street  
Lexington, KY 40508  
859.258.3363

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:04 PM -----

From: Raymond R Golden/KAWC/AWWSC  
To: Bryan Siler/KAWC/AWWSC@AWW  
Cc: Stacy Owens/KAWC/AWWSC@AWW, Raymond R Golden/KAWC/AWWSC@AWW  
Date: 06/08/2009 12:59 PM  
Subject: Re: Hydrant Meters

---

Bryan,

I'm responding, so I'm officially on the record. We have no ads mentioning filling pools with hydrant meters, especially nothing like "first one free." Let me know what you find out.

Ray Golden  
Director of Communications & External Affairs (Area 2)  
American Water  
2300 Richmond Rd.  
Lexington, KY 40502  
Raymond.Golden@amwater.com  
Phone: (859) 335-3662  
Cell: (949) 231-0590  
www.amwater.com  
Bryan Siler/KAWC/AWWSC



**Bryan Siler/KAWC/AWWSC**

06/08/2009 11:38 AM

To: Raymond R Golden/KAWC/AWWSC@AWW  
cc: Stacy Owens/KAWC/AWWSC@AWW  
Subject: Hydrant Meters

We haven't run an ad mentioning filling pools with hydrant meters have we? Like maybe the first use is free, etc.

\*\*\*\*\*

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

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:04 PM -----

From: "Candice Deininger" <cdeining@lfucg.com>  
To: <Bryan.Siler@amwater.com>  
Cc: "Sheila Powell" <sheilap@lfucg.com>  
Date: 06/16/2009 04:25 PM  
Subject: FW: 30% Sewer Discount Customer

---

Good afternoon, Bryan. Kindly see the email below from Sheila Powell at Adult Services. The coding for the former address of [REDACTED] should be reverted to the full sewer rate since she has moved. Kindly update her address to receive the 305 discount coding. If you have any questions, kindly let Sheila know. Thanks very much!!

Candice

Candice Deininger  
LFUCG Division of Revenue  
200 East Main Street  
Lexington, KY 40507  
859-258-3364

---

**From:** Sheila Powell  
**Sent:** Tuesday, June 16, 2009 4:22 PM  
**To:** Candice Deininger  
**Subject:** 30% Sewer Discount Customer

Good afternoon Candice I have just learned that [REDACTED] has moved old address and premise number was [REDACTED]. Her new address and premise numbers are as follows:

[REDACTED] Can you please pass this onto KAWC.

Thanks have a good afternoon.

Sheila Powell, Administrative Specialist  
Division of Adult & Tenant Services  
1055 Industry Road  
Lexington, KY. 40505  
Phone: 859- 258-3811  
Fax: 859-425-2055

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:04 PM -----

From: "Candice Deininger" <cdeining@lfucg.com>  
To: <Bryan.Siler@amwater.com>  
Cc: "Sheila Powell" <sheilap@lfucg.com>  
Date: 06/18/2009 08:12 AM  
Subject: FW: Another water client that recives 30 % discount on Sewer came into my office today with new address and premise number

---

Good morning, Bryan. Here's another client whose previous address needs to revert to the full sewer charge and the new address to which the discount applies. Kindly contact Sheila if you have any questions. Thank you and have a good day!

Candice Deininger  
LFUCG Division of Revenue  
200 East Main Street  
Lexington, KY 40507  
859-258-3364

---

**From:** Sheila Powell

**Sent:** Wednesday, June 17, 2009 3:59 PM

**To:** Candice Deininger

**Subject:** Another water client that recives 30 % discount on Sewer came into my office today with new address and premise number

The client is [REDACTED]

Old address and premise number

Old Premise:

New Address

New Premise:

Could you please forward this to Bryan with KAWC for his records thanks so much and have a wonderful afternoon, be careful going home the weather is due to turn bad.

Thanks

Sheila Powell, Administrative Specialist  
Division of Adult & Tenant Services  
1055 Industry Road  
Lexington, KY. 40505  
Phone: 859- 258-3811  
Fax: 859-425-2055

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:04 PM -----

**From:** Dale S Graham/SHARSVCS/AWWSC  
**To:** Bryan Siler/KAWC/AWWSC@AWW, cdeining@lfucg.com  
**Date:** 06/18/2009 02:30 PM  
**Subject:** LFUCG 4-09 & 5-09



0854\_001.pdf

Thanks,

Dale Graham  
SSC Cash Management  
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 02/15/2013 05:04 PM -----

From: "Candice Deininger" <cdeining@lfucg.com>  
To: <Bryan.Siler@amwater.com>  
Cc: "Scott Dickison" <SDickison@lfucg.com>, "Phillip Stiefel" <phillips@lfucg.com>, "William O'Mara" <billo@lfucg.com>  
Date: 06/19/2009 12:37 PM  
Subject: Geocoded Files for March, April and May

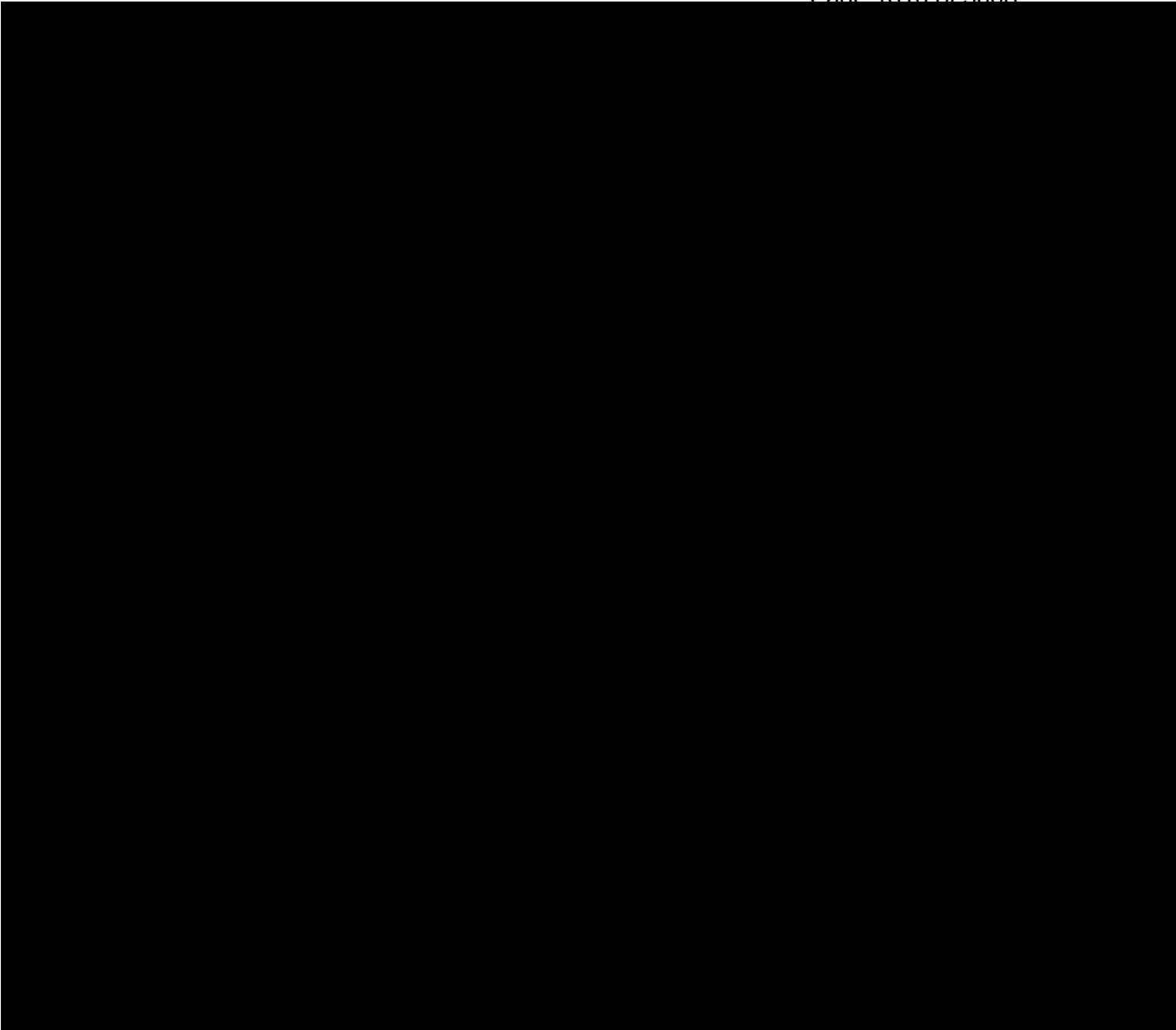
---

Good afternoon, Bryan. Attached are the geocoded files for new taps for the months of March, April and May. There are a couple of things I'd like to make you aware of in the April file. First, Premise Number [REDACTED] as a region code of 1210. Second, all of the properties listed as [REDACTED] probably need to be changed in order to sync with PVA and to match parcels.

Bryan and Scott – please reference the following screenprint from our mainframe and I'll walk you through my concerns. As you'll see from the notes, our sewer mainframe information indicates that 524 is now 544. Neither this number, nor the PVA account number listed exists in the PVA database. By matching the name of the owner with those listed on PVA, this address should really be listed as 534.  
Scott: I guess I'm looking to you on who to contact and how best to resolve this.

Kindly let me know your thoughts . . . thank you!!

Candice



Candice Deiminger  
LFUCG Division of Revenue  
200 East Main Street  
Lexington, KY 40507  
859-258-3364



ONSET-NEW TAPS FOR MAY 2009.xls



ONSET-NEW TAPS FOR APRIL 2009.xls



ONSET-NEW TAPS FOR MARCH 2009.xls

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:04 PM -----

From: "Mike Smith" <mikes@lfucg.com>  
To: <Bryan.Siler@amwater.com>  
Date: 06/22/2009 09:07 AM  
Subject: weekly file

Here ya go

Michael S. Smith  
Computer Operations/Help Desk Manager/  
Project Synergy Team Member  
Lexington-Fayette Urban County Government  
Division of Information Technology  
200 East Main Street  
Lexington, KY 40507  
859-258-3730



HERC0622.TXT

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:04 PM -----

From: Ann M Luczak/PAWC/AWWSC  
To: Bryan Siler/KAWC/AWWSC@AWW  
Cc: Traci A Follmer/PAWC/AWWSC@AWW, Joy E Hughes/PAWC/AWWSC@AWW, Trisha Etedali/SHARVCS/AWWSC@AWW, Stacy Owens/KAWC/AWWSC@AWW  
Date: 06/22/2009 10:28 AM  
Subject: Mismatch Reports

Hi Bryan,

Good news.....Nothing pulled into the reports for you this week.

Enjoy the week!

Ann Luczak  
Quality Assurance Analyst  
KY, Eastern & Central-PA, TN  
Eastern Division-SE States  
100 N Pennsylvania Av  
Wilkes-Barre PA 18701

Phone: (570) 830-6547  
Fax: (570) 822-3783  
Email: ann.luczak@amwater.com

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:04 PM -----

From: "Candice Deininger" <cdeining@lfucg.com>  
To: <Bryan.Siler@amwater.com>  
Cc: "Sheila Powell" <sheilap@lfucg.com>  
Date: 06/22/2009 12:23 PM  
Subject: 30% Discount Coding

Good afternoon, Bryan. I know you're currently out of the office, but wanted to send this along for processing. Upon your return, please let Sheila know if there any questions. Thank you!!

Candice Deininger  
LFUCG Division of Revenue  
200 East Main Street

Lexington, KY 40507  
859-258-3364



Friday June 19 2009.xls

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:04 PM -----

From: "Candice Deininger" <cdeining@lfucg.com>  
To: <Bryan.Siler@amwater.com>  
Cc: "Sheila Powell" <sheilap@lfucg.com>  
Date: 06/29/2009 10:43 AM  
Subject: 30% Discount Coding

---

Good morning, Bryan. Here's a file from Sheila with accounts needing the 30% discount coding. Please let Sheila know if you have any questions. Thank you!

Candice Deininger  
LFUCG Division of Revenue  
200 East Main Street  
Lexington, KY 40507  
859-258-3364



Friday June 26 2009.xls

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:04 PM -----

From: "Candice Deininger" <cdeining@lfucg.com>  
To: <Bryan.Siler@amwater.com>  
Cc: <Stacy.Owens@amwater.com>  
Date: 06/29/2009 11:51 AM  
Subject: Incorrect Customer Call Referrals

---

Hello . . . we haven't had too much of a problem with calls being referred to us in error until the past couple of days. On Friday, and again today, I've received calls from customers in Clark and Scott counties wanting adjustments to the sewer portion of their bill and they were referred to our office. This is quite annoying to the people calling, and they just don't understand why we (LFUCG) can't help them. Big-time coaching opportunity here if you wouldn't mind passing it along. The premise number for the Georgetown call I just finished is [REDACTED] Thank you much!!

Candice

Candice Deininger  
LFUCG Division of Revenue  
200 East Main Street  
Lexington, KY 40507  
859-258-3364

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:04 PM -----

From: Mary E Moniodes/CALLCTR/CORP/AWWSC  
To: Bryan Siler/KAWC/AWWSC@AWW  
Cc: Stacy Owens/KAWC/AWWSC@AWW  
Date: 06/29/2009 02:56 PM  
Subject: Re: Fw: Incorrect Customer Call Referrals



---

There isn't any information in IDA that directs CSRs to tell customers from Georgetown to contact LFUCG for a sod adjustment. I will forward this for coaching.

Mary Moniodes  
Business Services Liaison - KY, PA, TN, WV  
Office: 724-654-4188  
Cell: 618-791-3134  
Fax: 724-654-3094  
mary.moniodes@amwater.com

Bryan Siler/KAWC/AWWSC



**Bryan Siler/KAWC/AWWSC**

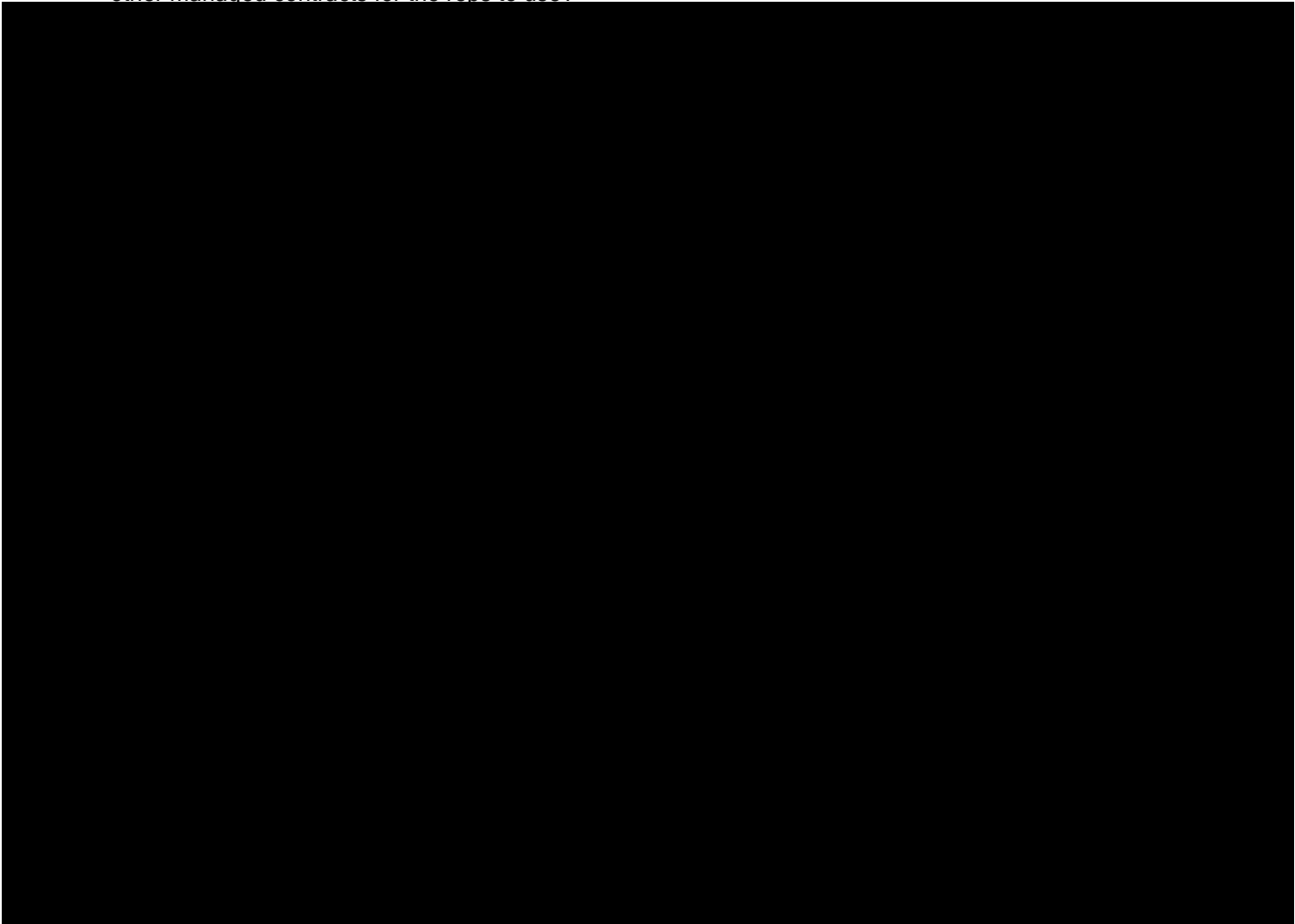
06/29/2009 01:43 PM

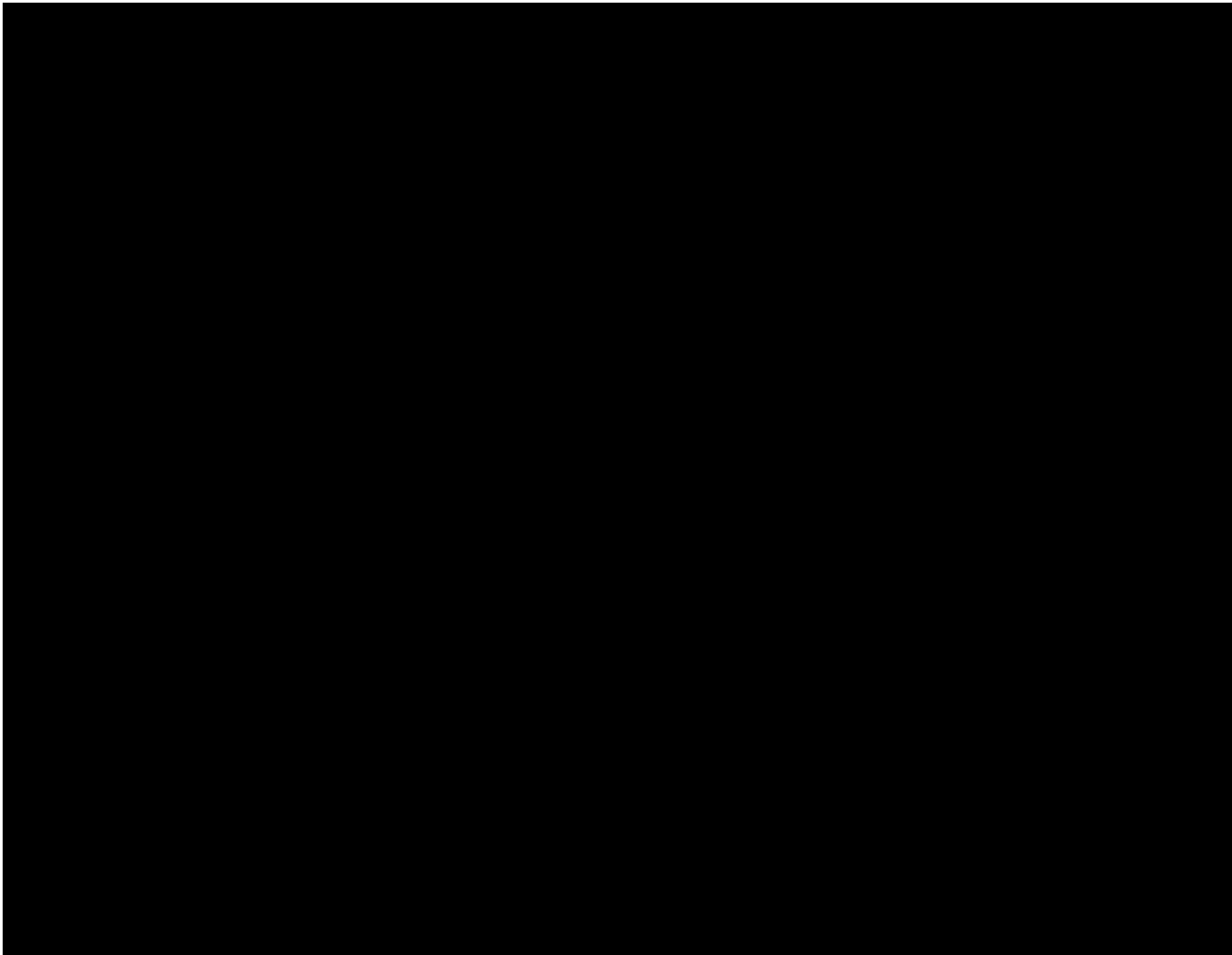
To Mary E Moniodes/CALLCTR/CORP/AWWSC@AWW

cc Stacy Owens/KAWC/AWWSC@AWW

Subject Fw: Incorrect Customer Call Referrals

A Georgetown customer was referred to LFUCG for sod adjustment "per IDA". Do we have listings for the other managed contracts for the reps to use?





\*\*\*\*\*

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

----- Forwarded by Bryan Siler/KAWC/AWWSC on 06/29/2009 02:28 PM -----



**"Candice Deininger"**  
<cdeining@lfucg.com>  
06/29/2009 11:51 AM

To <Bryan.Siler@amwater.com>  
cc <Stacy.Owens@amwater.com>  
Subject Incorrect Customer Call Referrals

Hello . . . we haven't had too much of a problem with calls being referred to us in error until the past couple of days. On Friday, and again today, I've received calls from customers in Clark and Scott counties wanting adjustments to the sewer portion of their bill and they were referred to our office. This is quite annoying to the people calling, and they just don't understand why we (LFUCG) can't help them.

Big-time coaching opportunity here if you wouldn't mind passing it along. The premise number for the Georgetown call I just finished is [REDACTED] Thank you much!!

Candice

Candice Deininger  
 LFUCG Division of Revenue  
 200 East Main Street  
 Lexington, KY 40507  
 859-258-3364

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:04 PM -----

From: "Sheila Long" <slong@lfucg.com>  
 To: <BRYAN.SILER@AMWATER.COM>  
 Date: 06/29/2009 06:57 PM  
 Subject:

|                                                                           |                                                                                                         |                                                                                                         |
|---------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------|
| <b>SHEILA K. LONG</b>                                                     |                                                                                                         |                                                                                                         |
| Computer Operator<br><u>Lexington Fayette Urban County<br/>Government</u> | 200 East Main Street Lexington, Kentucky                                                                |                                                                                                         |
| <a href="mailto:slong@lfucg.com">slong@lfucg.com</a>                      |  PHONE: 859.258.3334 |  FAX: 859.258.3334 |
| <i>"To Thine Own Self Be True"</i><br>are                                 |                                                                                                         | <i>... William Shakespeare</i>                                                                          |



HERC0629.TXT

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:04 PM -----

From: Bryan Siler/KAWC/AWWSC  
 To: cdeining@lfucg.com  
 Date: 06/30/2009 08:31 AM  
 Subject: [REDACTED]

Candice,

Just wanted to let you know about this...

This account did not bill correctly in June. They requested us to remove a meter due to demolition. In closing the order some incorrect dates pulled in causing the billing error. June's bill will be low and July's bill will be for the full 2 months.

[REDACTED] is aware of this.

\*\*\*\*\*

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

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:04 PM -----

From: "Candice Deininger" <cdeining@lfucg.com>  
To: <Bryan.Siler@amwater.com>  
Date: 06/30/2009 08:43 AM  
Subject: RE [REDACTED]

Thanks for the heads-up, Bryan!!

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: Tuesday, June 30, 2009 8:31 AM  
To: Candice Deininger  
Subject: [REDACTED]

Candice,

Just wanted to let you know about this...

This account did not bill correctly in June. They requested us to remove a meter due to demolition. In closing the order some incorrect dates pulled in causing the billing error. June's bill will be low and July's bill will be for the full 2 months.

[REDACTED] is aware of this.

\*\*\*\*\*

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

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:04 PM -----

From: "Candice Deininger" <cdeining@lfucg.com>  
To: <Bryan.Siler@amwater.com>  
Cc: <Stacy.Owens@amwater.com>  
Date: 06/30/2009 08:43 AM  
Subject: RE: Incorrect Customer Call Referrals

Thanks for following up on this . . .

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: Tuesday, June 30, 2009 8:35 AM  
To: Candice Deininger  
Subject: Re: Incorrect Customer Call Referrals

There is nothing in our instructions that directs CSRs to tell customers from Georgetown to contact LFUCG for a sewer adjustment. This has been sent for coaching and I will let you know when that has been done.

\*\*\*\*\*

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

"Candice  
Deininger"  
<cdeining@lfucg.c  
To om> <Bryan.Siler@amwater.com>  
cc 06/29/2009 11:51 <Stacy.Owens@amwater.com>  
AM  
Subject Incorrect Customer Call Referrals

Hello . . . we haven't had too much of a problem with calls being referred to us in error until the past couple of days. On Friday, and again today, I've received calls from customers in Clark and Scott counties wanting adjustments to the sewer portion of their bill and they were referred to our office. This is quite annoying to the people calling, and they just don't understand why we (LFUCG) can't help them. Big-time coaching opportunity here if you wouldn't mind passing it along. The premise number for the Georgetown call I just finished is [REDACTED] Thank you much!!

Candice

Candice Deininger  
LFUCG Division of Revenue  
200 East Main Street  
Lexington, KY 40507  
859-258-3364

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:04 PM -----

From: "Candice Deininger" <cdeining@lfucg.com>  
To: <Bryan.Siler@amwater.com>  
Date: 07/02/2009 08:32 AM  
Subject: Account Classification

---

Good morning, Bryan. In going through the Miscellaneous Adjustment report, I note two locations [REDACTED] that are coded as residential but I believe should be coded as commercial. The first one is located at [REDACTED] in the name of [REDACTED] there is no such PVA address, but I'm wondering if it is actually [REDACTED] The second one is located at [REDACTED] in the name of [REDACTED]

Still checking on Nina Bonnie . . . .

Thank you!!

Candice Deininger  
LFUCG Division of Revenue  
200 East Main Street  
Lexington, KY 40507  
859-258-3364

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:04 PM -----

From: "Candice Deininger" <cdeining@lfucg.com>  
To: <Bryan.Siler@amwater.com>  
Date: 07/02/2009 02:33 PM  
Subject: FW: Tap-On File

---

Hi, Bryan! Here's the sewer tap-on file for June . . . have a great 4<sup>th</sup>!!!

Candice

Candice Deininger  
LFUCG Division of Revenue  
200 East Main Street  
Lexington, KY 40507  
859-258-3364

---

**From:** Sheila Long  
**Sent:** Thursday, July 02, 2009 1:09 PM  
**To:** Candice Deininger  
**Subject:** RE: Tap-On File

Thank you for reminding me. I started to send it earlier and was interrupted. Have a good holiday.

---

**From:** Candice Deininger  
**Sent:** Thursday, July 02, 2009 12:50 PM  
**To:** Sheila Long  
**Subject:** Tap-On File

Okay . . . THIS will be the last time I bug you today!!! Would you be able to send me the sewer tap-on file? Thank you, Miss Sheila!!!!

Candice Deininger  
LFUCG Division of Revenue  
200 East Main Street  
Lexington, KY 40507  
859-258-3364



TAP062009R.TXT

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:04 PM -----

From: "Mike Smith" <mikes@lfucg.com>  
To: <Bryan.Siler@amwater.com>  
Date: 07/06/2009 01:07 PM  
Subject: file

---

It's attached.

Michael S. Smith  
Computer Operations/Help Desk Manager/  
Project Synergy Team Member  
Lexington-Fayette Urban County Government  
Division of Information Technology  
200 East Main Street  
Lexington, KY 40507  
859-258-3730



HERC0706.TXT

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:04 PM -----

From: Donna Taylor/KAWC/AWWSC  
To: Bryan Siler/KAWC/AWWSC@AWW  
Date: 07/07/2009 10:44 AM  
Subject: Re: LFUCG Unmatched

Here you go!



LFUCG\_UNMATCHED\_0523\_0622.CSV

Donna B. Taylor  
American Water ITS  
Business Applications Development - Field Services  
2300 Richmond Rd.  
Lexington, KY 40502  
Voice: 859.268.6306  
Fax: 859.335.3306  
email: donna.taylor@amwater.com  
Bryan Siler/KAWC/AWWSC



**Bryan Siler/KAWC/AWWSC**

07/06/2009 09:17 AM

To Donna Taylor/KAWC/AWWSC@AWW

cc

Subject LFUCG Unmatched

Can you run this query for 5/23 - 6/22?

I was on vacation when it came up on my reminders and I forgot to ask you for it.

Thanks...

\*\*\*\*\*

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



----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:04 PM -----

From: AW - JE/AWWSC  
To: Bryan Siler/KAWC/AWWSC@AWW  
Date: 07/07/2009 05:47 PM  
Subject: Re: Sewer/Landfill Billing  
Sent by: Takiyah E Myatt

---

This entry has been entered and is awaiting posting.

Thank You,

Takiyah Myatt  
Bryan Siler/KAWC/AWWSC



**Bryan Siler/KAWC/AWWSC**

07/07/2009 03:06 PM

To AW - JE/AWWSC@AWW

cc Takiyah E Myatt/SHARVCS/AWWSC@AWW, Dale S  
Graham/SHARVCS/AWWSC@AWW, Rachel  
Cole/KAWC/AWWSC@AWW, cdeining@lfucg.com,  
khicks@lfucg.com

Subject Sewer/Landfill Billing

**Dale,**

Here are the MI requests for LFUCG and Sadieville. Please process and send the .pdf file to Candice Deining at LFUCG.

Thanks.



Miscellaneous Invoice Request-LFUCG 06\_2009.doc



Miscellaneous Invoice Request-Sadieville 06\_2009.doc

**Takiyah,**

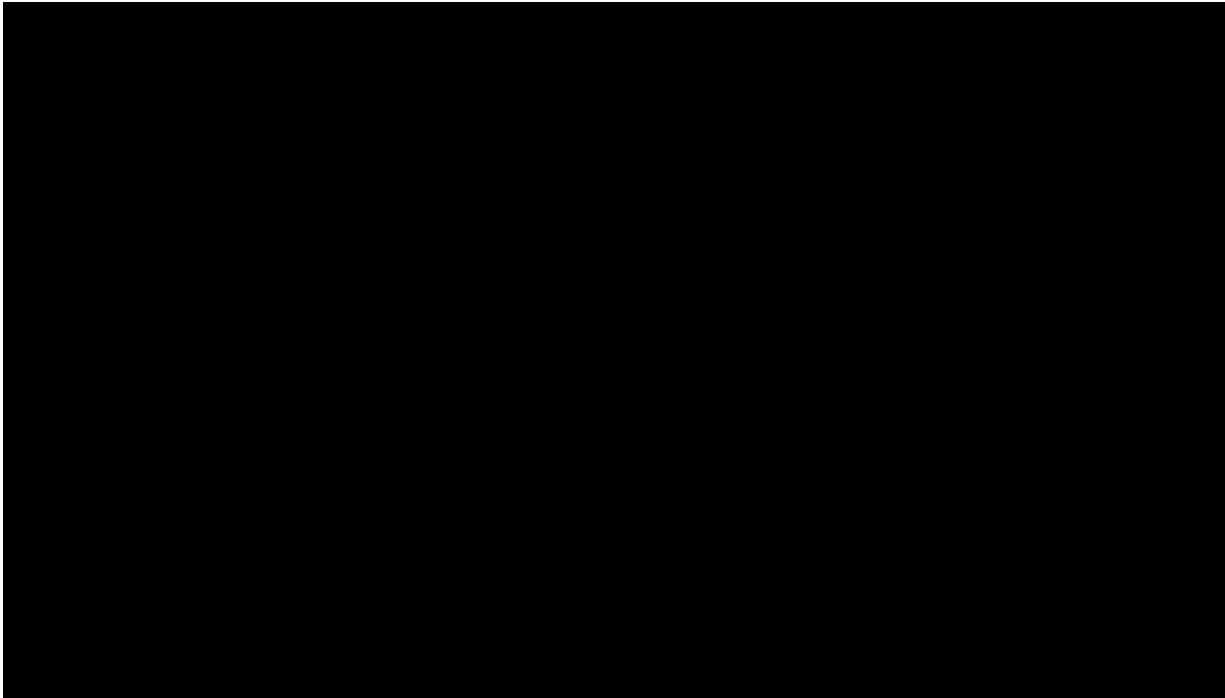
Please use this memo to record the revenue and accrual.



MI-Sewer Landfill 06\_2009.doc

**Landfill/Sewer billing**

6/30/2009



\*\*\*\*\*

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

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:04 PM -----

From: Dale S Graham/SHARVCS/AWWSC  
To: Bryan Siler/KAWC/AWWSC@AWW  
Cc: cdeining@lfucg.com, khicks@lfucg.com  
Date: 07/09/2009 11:16 AM  
Subject: LFUCG 6-09

---

Sewer & Landfill billing for 6/09



1027\_001.pdf

Thanks,

Dale Graham  
SSC Cash Management  
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 02/15/2013 05:04 PM -----

From: Neil Olenick/IS/CORP/AWWSC  
To: Bryan Siler/KAWC/AWWSC@AWW  
Cc: Cheryl DiSanti/PAWC/AWWSC@AWW, Jody E McCracken/SERVCO/AWWSC@AWW  
Date: 07/09/2009 04:59 PM  
Subject: Re: OAM - Change in Production

---

Brian,

The change has not been placed in production yet. I am in the process of getting all the detail together to start the approval process. To your second question, yes, the miscellaneous adjustments will show when promoted to production.

Thank you.

Neil Olenick  
Senior Developer  
Business Applications Development - Technical Applications

American Water  
1025 Laurel Oak Road  
Voorhees, NJ 08043  
Phone (856) 782-2854  
Fax (856) 782-2900  
neil.olenick@amwater.com  
Bryan Siler/KAWC/AWWSC



**Bryan Siler/KAWC/AWWSC**

07/07/2009 01:21 PM

To: Neil Olenick/IS/CORP/AWWSC@AWW  
cc: Cheryl DiSanti/PAWC/AWWSC@AWW, Jody E McCracken/SERVCO/AWWSC@AWW  
Subject: OAM - Change in Production

Neil,

I just wanted to confirm that the change we looked at in June got put into production. Does this mean that the miscellaneous adjustments are included in the CBT where they weren't before?

Just let me know. Thanks...

\*\*\*\*\*

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

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:04 PM -----

From: Rick Witherite/KAWC/AWWSC  
 To: Bryan Siler/KAWC/AWWSC@AWW  
 Date: 07/16/2009 07:30 AM  
 Subject:

----- Forwarded by Rick Witherite/KAWC/AWWSC on 07/16/2009 07:27 AM -----



"Sheila Long"  
 <slong@lfucg.com>  
 07/15/2009 06:17 PM

To <rick.witherite@amwater.com>  
 cc  
 Subject

|                                                                           |                                          |                        |
|---------------------------------------------------------------------------|------------------------------------------|------------------------|
| <b>SHEILA K. LONG</b>                                                     |                                          |                        |
| Computer Operator<br><u>Lexington Fayette Urban County<br/>Government</u> | 200 East Main Street Lexington, Kentucky |                        |
| <a href="mailto:slong@lfucg.com">slong@lfucg.com</a>                      | PHONE: 859.258.3334                      | FAX: 859.258.3334      |
| <i>" To Thine Own Self Be True "</i><br>are                               |                                          | <i>... William Sha</i> |
|                                                                           |                                          |                        |



HERMAST.TXT

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:04 PM -----

From: "Mike Smith" <mikes@lfucg.com>  
 To: <Bryan.Siler@amwater.com>  
 Date: 07/20/2009 08:26 AM  
 Subject: weekly file

It's attached.

Thank You!

Michael S. Smith  
Computer Operations/Help Desk Manager/  
Project Synergy Team Member  
Lexington-Fayette Urban County Government  
Division of Information Technology  
200 East Main Street  
Lexington, KY 40507  
859-258-3730



HERC0720.TXT

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:04 PM -----

From: "Candice Deininger" <cdeining@lfucg.com>  
To: <Bryan.Siler@amwater.com>  
Date: 07/21/2009 11:52 AM  
Subject: RE: Is [REDACTED] served by the sanitary sewer system?

---

Good morning, Bryan - no, it is outside the urban service area and is not sewered.

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: Thursday, July 16, 2009 4:20 PM  
To: Candice Deininger  
Subject: Is [REDACTED] served by the sanitary sewer system?

Candice,

I haven't gotten my new AtLex yet and it doesn't appear to be on my copy.

Thanks.

\*\*\*\*\*

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

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:04 PM -----

From: "Candice Deininger" <cdeining@lfucg.com>  
To: <Bryan.Siler@amwater.com>  
Cc: "Sheila Powell" <sheilap@lfucg.com>  
Date: 07/21/2009 11:57 AM  
Subject: 30% Discount Coding

---

Good morning, Bryan. Attached is a file from Sheila with accounts needing the 30% discount coding. Kindly let Sheila know if you have any questions. Thank you!

Candice Deininger  
LFUCG Division of Revenue  
200 East Main Street  
Lexington, KY 40507  
859-258-3364



Friday July 17 2009.xls

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:04 PM -----

From: "Candice Deininger" <cdeining@lfucg.com>  
To: <Bryan.Siler@amwater.com>  
Cc: "William O'Mara" <billo@lfucg.com>, "Lynne Cross" <ccross@lfucg.com>, "Rebecca Burke" <rburke@lfucg.com>, <Stacy.Owens@amwater.com>  
Date: 07/21/2009 04:22 PM  
Subject: RE: Customer Calls

---

Thanks, Bryan!!

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: Tuesday, July 21, 2009 4:13 PM  
To: Candice Deininger  
Cc: William O'Mara; Bryan.Siler@amwater.com; Lynne Cross; Rebecca Burke; Stacy.Owens@amwater.com  
Subject: Re: Customer Calls

Candice,

I'm checking on this on our end.

\*\*\*\*\*

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

"Candice  
Deininger"  
<cdeining@lfucg.com>  
To  
om> <Bryan.Siler@amwater.com>,  
<Stacy.Owens@amwater.com>  
07/21/2009 03:41  
cc  
PM "Lynne Cross" <ccross@lfucg.com>,  
<rburke@lfucg.com>,"Rebecca Burke"  
<billo@lfucg.com>"William O'Mara"  
Subject  
Customer Calls

Bryan,

For whatever reason, our office has been pummeled with referrals from the Call Center over the past three days regarding credits for residential pool fills. They have been coming so fast, we haven't been able to log the premise numbers for follow-up coaching opportunities. Not only was I out on vacation yesterday, but my other staff member, Rebecca, was out sick (and still is), so Lynne was handling all the calls yesterday and I've helped field them today. While I know it is most helpful to have specific premise numbers to research the call taker, we haven't been able to, so I'm asking if you, or Stacy, will send an email to the appropriate person to see if this can be corrected - and fast.

Thanks so much for your help, and I'll see you tomorrow morning at 8:30.

Candice

Candice Deininger  
LFUCG Division of Revenue  
200 East Main Street  
Lexington, KY 40507  
859-258-3364

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:04 PM -----

From: Mary E Moniodes/CALLCTR/CORP/AWWSC  
To: CSC - Education and Development  
Cc: Bryan Siler/KAWC/AWWSC@AWW, stacy.owens@amwater.com  
Date: 07/21/2009 04:25 PM  
Subject: Fw: Customer Calls

---

We need to get a communication out to the floor asap. The CSRs should not be referring customers to LFUCG for pool adjustments. These customers are on winter averaging and the usage they use to fill the pool will not be charged to sewer due to the winter average. CSRs should be referring to the information located on IDA regarding pool adjustments and LFUCG.

Please send something out right away. Thank you.

Mary Moniodes  
Divisional Liaison - NJ & PA  
Office: 724-654-4188  
Cell: 618-791-3134  
Fax: 724-654-3094  
mary.moniodes@amwater.com

----- Forwarded by Mary E Moniodes/CALLCTR/CORP/AWWSC on 07/21/2009 03:19 PM -----



**Bryan Siler/KAWC/AWWSC**

07/21/2009 03:12 PM

To: Mary E Moniodes/CALLCTR/CORP/AWWSC@AWW  
cc: Stacy Owens/KAWC/AWWSC@AWW  
Subject: Fw: Customer Calls

Hi Mary,

Any idea why this might be happening?

\*\*\*\*\*

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

----- Forwarded by Bryan Siler/KAWC/AWWSC on 07/21/2009 04:12 PM -----



**"Candice Deininger"**  
<cdeining@lfucg.com>

To: <Bryan.Siler@amwater.com>,  
<Stacy.Owens@amwater.com>





07/21/2009 03:41 PM

cc "Lynne Cross" <ccross@lfucg.com>, "Rebecca Burke"  
<rburke@lfucg.com>, "William O'Mara" <billo@lfucg.com>  
Subject Customer Calls

Bryan,

For whatever reason, our office has been pummeled with referrals from the Call Center over the past three days regarding credits for residential pool fills. They have been coming so fast, we haven't been able to log the premise numbers for follow-up coaching opportunities. Not only was I out on vacation yesterday, but my other staff member, Rebecca, was out sick (and still is), so Lynne was handling all the calls yesterday and I've helped field them today. While I know it is most helpful to have specific premise numbers to research the call taker, we haven't been able to, so I'm asking if you, or Stacy, will send an email to the appropriate person to see if this can be corrected – and fast.

Thanks so much for your help, and I'll see you tomorrow morning at 8:30.

Candice

Candice Deininger  
LFUCG Division of Revenue  
200 East Main Street  
Lexington, KY 40507  
859-258-3364

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:04 PM -----

From: "Candice Deininger" <cdeining@lfucg.com>  
To: <Bryan.Siler@amwater.com>  
Date: 07/28/2009 09:15 AM  
Subject: Customer Calls

---

Hi, Bryan. After my email and your follow-up with the call centers, the calls dropped off dramatically. However, in less than two business hours (4-5 yesterday and 8-8:30 today), we've received 4 calls about pool fills where the account is already on FWA. Here are the premise numbers of those 4 accounts:

[REDACTED] Thank you again!!

Candice Deininger  
LFUCG Division of Revenue  
200 East Main Street  
Lexington, KY 40507  
859-258-3364

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:04 PM -----

From: "Candice Deininger" <cdeining@lfucg.com>  
To: <Bryan.Siler@amwater.com>  
Date: 07/28/2009 09:47 AM  
Subject: RE: Customer Calls

---

Thanks, Bryan. Just got another one: [REDACTED] Does the current C/S system record by default the name/id number [REDACTED] other identification of the CSR who handles the call? I know the old EDIS system did by default recording not only the call taker but the date and time. Just curious . . .  
Thanks again for your help!

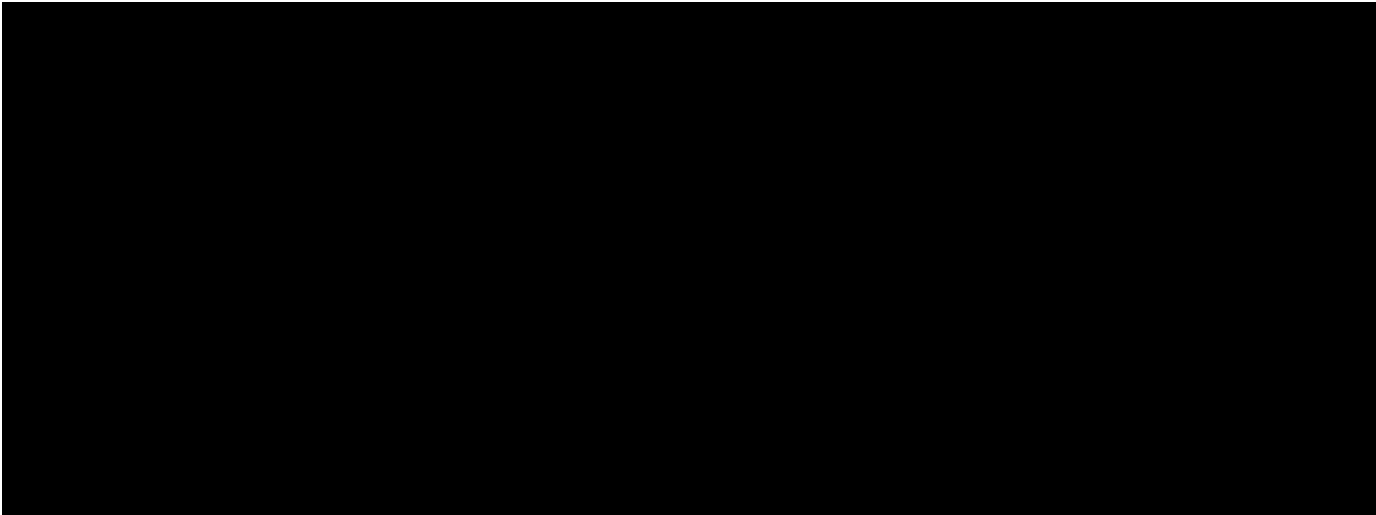
Candice Deininger  
LFUCG Division of Revenue  
200 East Main Street  
Lexington, KY 40507  
859-258-3364

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

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]  
Sent: Tuesday, July 28, 2009 9:42 AM  
To: Candice Deininger  
Subject: Re: Customer Calls

Candice,

I have asked business services to look into this.



\*\*\*\*\*

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

"Candice  
Deininger"  
<cdeining@lfucg.c

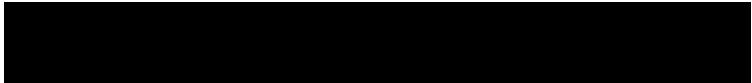
To

om> <Bryan.Siler@amwater.com>

cc 07/28/2009 09:15

AM

Subject Customer Calls

Hi, Bryan. After my email and your follow-up with the call centers, the calls dropped off dramatically. However, in less than two business hours (4-5 yesterday and 8-8:30 today), we've received 4 calls about pool fills where the account is already on FWA. Here are the premise numbers of those 4 accounts  Thank you again!!

Candice Deininger  
LFUCG Division of Revenue  
200 East Main Street  
Lexington, KY 40507  
859-258-3364

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:04 PM -----

From: "Candice Deininger" <cdeining@lfucg.com>  
To: <Bryan.Siler@amwater.com>  
Date: 07/28/2009 10:07 AM  
Subject: RE: Customer Calls

---

Thanks again!

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: Tuesday, July 28, 2009 9:59 AM  
To: Candice Deininger  
Subject: RE: Customer Calls

Yes, everything is time stamped with the person's user ID. I'm checking on this one too.

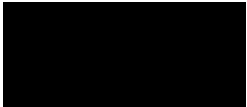
This account is on FWA. They said they referred them per IDA but they didn't read IDA because it clearly states not to do this if they are on FWA.

I'll find out what's going on.

\*\*\*\*\*

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

"Candice  
Deininger"  
<cdeining@lfucg.c  
om>  
<Bryan.Siler@amwater.com>  
cc  
07/28/2009 09:47  
AM  
Subject  
RE: Customer Calls

Thanks, Bryan. Just got another one  oes the current C/S

system record by default the name/id number or some other identification of the CSR who handles the call? I know the old EDIS system did by default recording not only the call taker but the date and time. Just curious . . .

Thanks again for your help!

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: Tuesday, July 28, 2009 9:42 AM  
To: Candice Deininger  
Subject: Re: Customer Calls

Candice,

I have asked business services to look into this.



\*\*\*\*\*

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

"Candice

Deininger"

<cdeining@lfucg.c

To

om>

<Bryan.Siler@amwater.com>

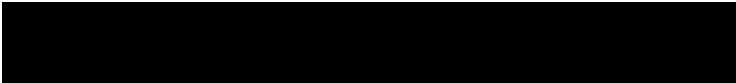
cc

07/28/2009 09:15

AM

Subject

Customer Calls

Hi, Bryan. After my email and your follow-up with the call centers, the calls dropped off dramatically. However, in less than two business hours (4-5 yesterday and 8-8:30 today), we've received 4 calls about pool fills where the account is already on FWA. Here are the premise numbers of those 4 accounts:  Thank you again!!

Candice Deininger  
LFUCG Division of Revenue  
200 East Main Street  
Lexington, KY 40507  
859-258-3364

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:04 PM -----

From: Stacy Owens/KAWC/AWWSC  
To: Bryan Siler/KAWC/AWWSC@AWW  
Cc: Jarold Jackson/KAWC/AWWSC@AWW, Mary E Moniodes/CALLCTR/CORP/AWWSC@AWW, Kenneth D Evans/CALLCTR/CORP/AWWSC@AWW  
Date: 07/28/2009 10:23 AM  
Subject: Re: Fw: Customer Calls

Mary....Did E & D get this communicated out to the CSRs?  
\*\*\*\*\*

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.

Bryan Siler/KAWC/AWWSC



**Bryan Siler/KAWC/AWWSC**

07/28/2009 09:57 AM

To Mary E Moniodes/CALLCTR/CORP/AWWSC@AWW  
cc Stacy Owens/KAWC/AWWSC@AWW, Jarold  
Jackson/KAWC/AWWSC@AWW  
Subject Fw: Customer Calls

Mary,

Two in a row. There were told this two months in a row. This account is on FWA.

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 07/28/2009 09:56 AM -----



"Candice Deininger"  
<cdeining@lfucg.com>  
07/28/2009 09:47 AM

To <Bryan.Siler@amwater.com>

cc

Subject RE: Customer Calls

Thanks, Bryan. Just got another one [REDACTED] Does the current C/S system record by default the name/id [REDACTED] e other identification of the CSR who handles the call? I know the old EDIS system did by default recording not only the call taker but the date and time. Just curious . . .  
Thanks again for your help!

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: Tuesday, July 28, 2009 9:42 AM  
To: Candice Deininger  
Subject: Re: Customer Calls

Candice,

I have asked business services to look into this.

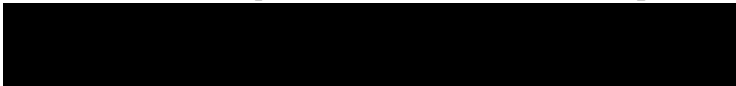
[REDACTED]



\*\*\*\*\*

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

"Candice  
Deininger"  
<cdeining@lfucg.c  
om>  
<Bryan.Siler@amwater.com>  
To  
cc  
07/28/2009 09:15  
AM  
Subject  
Customer Calls

Hi, Bryan. After my email and your follow-up with the call centers, the calls dropped off dramatically. However, in less than two business hours (4-5 yesterday and 8-8:30 today), we've received 4 calls about pool fills where the account is already on FWA. Here are the premise numbers of those 4 accounts:  Thank you again!!

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

859-258-3364

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:04 PM -----

From: Kenneth D Evans/CALLCTR/CORP/AWWSC  
 To: Stacy Owens/KAWC/AWWSC@AWW  
 Cc: Bryan Siler/KAWC/AWWSC@AWW, Jarold Jackson/KAWC/AWWSC@AWW, Mary E Moniodes/CALLCTR/CORP/AWWSC@AWW  
 Date: 07/28/2009 10:37 AM  
 Subject: Re: Fw: Customer Calls

Mary is out on vacation today. Can you explain what the issue is (I don't fully understand based upon the emails below) and I will follow-up with E&D as needed?

Thanks,

Ken Evans  
 Sr. Business Liaison - Western States  
 American Water Customer Service Center  
 (618) 433-4604 Office  
 (618) 792-6044 Cell  
 (618) 433-4665 Fax  
 kevans@amwater.com  
 Stacy Owens/KAWC/AWWSC

**Stacy Owens/KAWC/AWWSC**

07/28/2009 09:23 AM

To: Bryan Siler/KAWC/AWWSC@AWW  
 cc: Jarold Jackson/KAWC/AWWSC@AWW, Mary E Moniodes/CALLCTR/CORP/AWWSC@AWW, Kenneth D Evans/CALLCTR/CORP/AWWSC@AWW  
 Subject: Re: Fw: Customer Calls 📎

Mary....Did E & D get this communicated out to the CSRs?

\*\*\*\*\*

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.

Bryan Siler/KAWC/AWWSC



**Bryan Siler/KAWC/AWWSC**

07/28/2009 09:57 AM

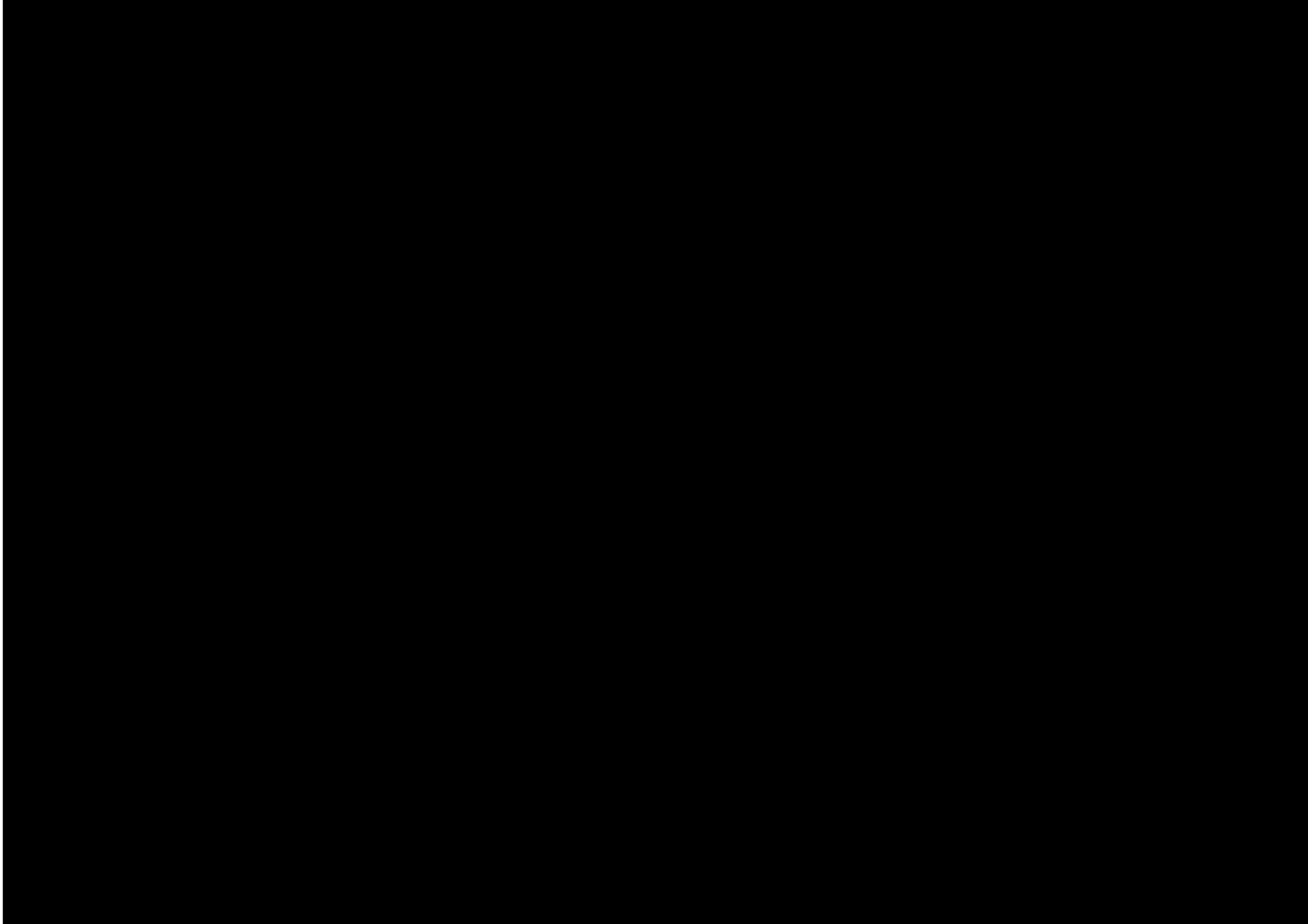
To: Mary E Moniodes/CALLCTR/CORP/AWWSC@AWW  
 cc: Stacy Owens/KAWC/AWWSC@AWW, Jarold Jackson/KAWC/AWWSC@AWW  
 Subject: Fw: Customer Calls



Mary,

Two in a row. There were told this two months in a row. This account is on FWA.

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 07/28/2009 09:56 AM -----



**"Candice Deininger"**  
<cdeining@lfucg.com>  
07/28/2009 09:47 AM

To <Bryan.Siler@amwater.com>  
cc

Subject RE: Customer Calls



Thanks, Bryan. Just got another one: [redacted] Does the current C/S system record by default the name/id [redacted] e other identification of the CSR who handles the call? I know the old EDIS system did by default recording not only the call taker but the date and time. Just curious . . . Thanks again for your help!

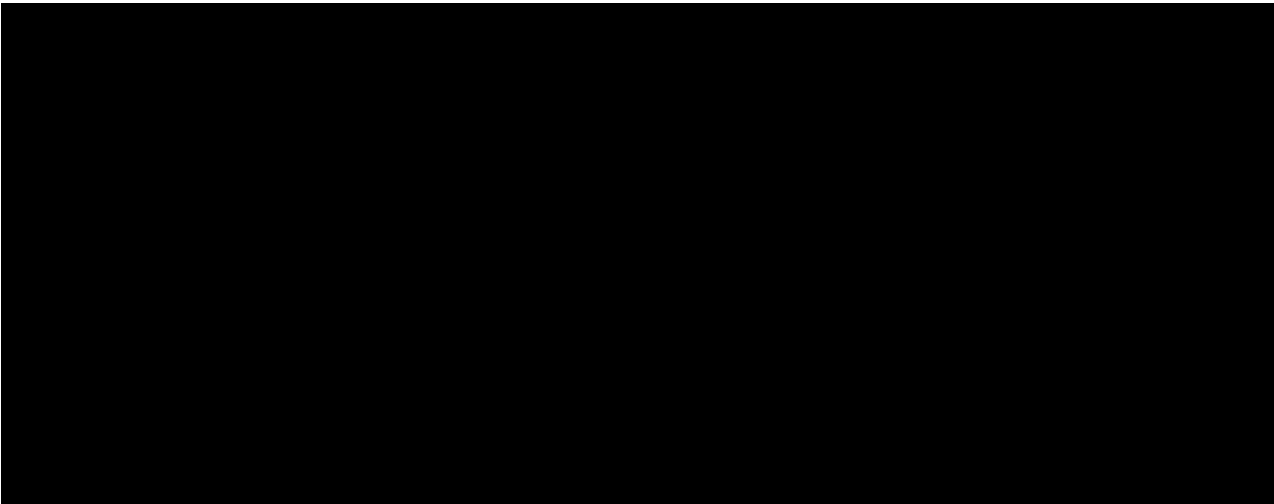
Candice Deininger  
LFUCG Division of Revenue  
200 East Main Street  
Lexington, KY 40507  
859-258-3364

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

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]  
Sent: Tuesday, July 28, 2009 9:42 AM  
To: Candice Deininger  
Subject: Re: Customer Calls

Candice,

I have asked business services to look into this.

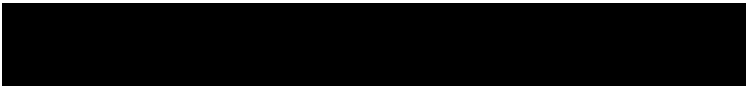


\*\*\*\*\*

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

"Candice

Deininger"  
To: <cdeining@lfucg.c  
om> <Bryan.Siler@amwater.com>  
cc: 07/28/2009 09:15  
Subject: AM  
Customer Calls

Hi, Bryan. After my email and your follow-up with the call centers, the calls dropped off dramatically. However, in less than two business hours (4-5 yesterday and 8-8:30 today), we've received 4 calls about pool fills where the account is already on FWA. Here are the premise numbers of those 4 accounts:  Thank you again!!

Candice Deininger  
LFUCG Division of Revenue  
200 East Main Street  
Lexington, KY 40507  
859-258-3364

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:04 PM -----

From: "Sheila Long" <slong@lfucg.com>  
To: <rick.witherite@amwater.com>, <BRYAN.SILER@AMWATER.COM>  
Date: 07/28/2009 12:34 PM  
Subject: Weekly Herbie file

---

I forgot which one of you gets the file so I am sending it to both of you.

|                                                                       |                                          |
|-----------------------------------------------------------------------|------------------------------------------|
| <b>SHEILA K. LONG</b>                                                 |                                          |
| Computer Operator<br><u>Lexington Fayette Urban County Government</u> | 200 East Main Street Lexington, Kentucky |
| <a href="mailto:slong@lfucg.com">slong@lfucg.com</a>                  | PHONE: 859.258.3334 FAX: 859.258.3334    |
| "To Thine Own Self Be True"<br>are                                    | ... WILLIAM SHAKESPEARE                  |



HERC0728.TXT

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:04 PM -----

From: Stacy Owens/KAWC/AWWSC  
 To: Kenneth D Evans/CALLCTR/CORP/AWWSC@AWW  
 Cc: Bryan Siler/KAWC/AWWSC@AWW, Jarold Jackson/KAWC/AWWSC@AWW, Mary E Moniodes/CALLCTR/CORP/AWWSC@AWW  
 Date: 07/28/2009 02:22 PM  
 Subject: Re: Fw: Customer Calls

It is concerning Fall Winter Average. Sewer charges during summer months are based on winter average. Customers should not be directed to LFUCG, there is no adjustment due for any sort of outdoor usage. CSRs should be able to review the bill and make that determination. This is also covered in IDA. I attached a fact sheet regarding LFUCG sewer billing. Call me back if you want to review.



LFUCG Sewer Billing Facts and Adj. Guidelines 9.24.08.doc

\*\*\*\*\*

Stacy R.Owens, Customer Service Advocate  
 Kentucky American Water  
 2300 Richmond Road  
 Lexington, KY 40502  
 Email: [sowens@kawc.com](mailto:sowens@kawc.com)  
 Phone: 859.268.6313  
 Fax: 859.268.6315

"Love thy neighbor" is a precept if followed could transform the world.

Kenneth D Evans/CALLCTR/CORP/AWWSC



**Kenneth D  
 Evans/CALLCTR/CORP/AWW  
 SC**

07/28/2009 10:36 AM

To Stacy Owens/KAWC/AWWSC@AWW  
 cc Bryan Siler/KAWC/AWWSC@AWW, Jarold Jackson/KAWC/AWWSC@AWW, Mary E



Moniodes/CALLCTR/CORP/AWWSC@AWW  
Subject Re: Fw: Customer Calls

Mary is out on vacation today. Can you explain what the issue is (I don't fully understand based upon the emails below) and I will follow-up with E&D as needed?

Thanks,

Ken Evans  
Sr. Business Liaison - Western States  
American Water Customer Service Center  
(618) 433-4604 Office  
(618) 792-6044 Cell  
(618) 433-4665 Fax  
kevans@amwater.com  
Stacy Owens/KAWC/AWWSC

**Stacy Owens/KAWC/AWWSC**

07/28/2009 09:23 AM

To Bryan Siler/KAWC/AWWSC@AWW  
cc Jarold Jackson/KAWC/AWWSC@AWW, Mary E Moniodes/CALLCTR/CORP/AWWSC@AWW, Kenneth D Evans/CALLCTR/CORP/AWWSC@AWW  
Subject Re: Fw: Customer Calls

Mary....Did E & D get this communicated out to the CSRs?  
\*\*\*\*\*

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.

Bryan Siler/KAWC/AWWSC



**Bryan Siler/KAWC/AWWSC**

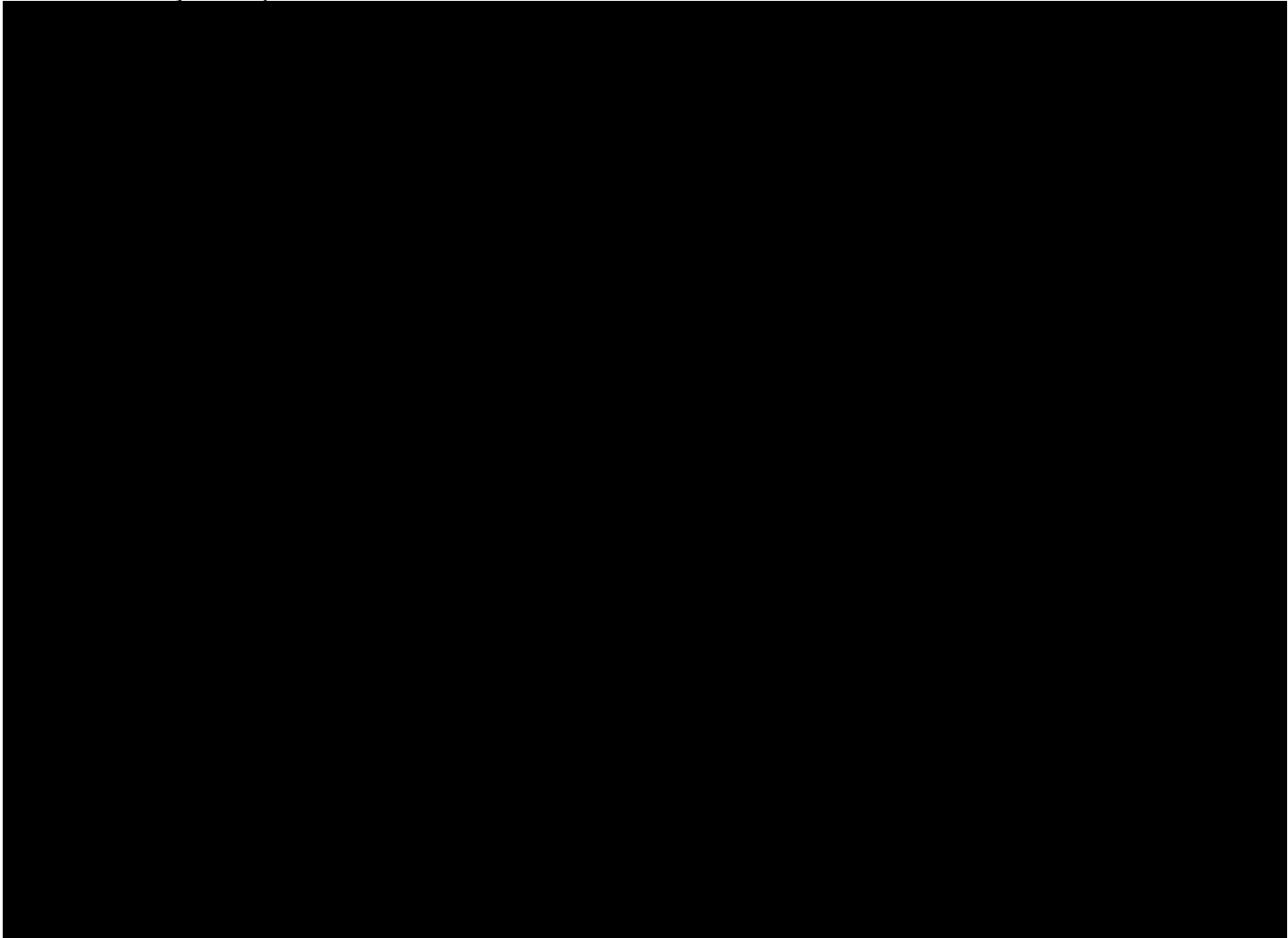
07/28/2009 09:57 AM

To Mary E Moniodes/CALLCTR/CORP/AWWSC@AWW  
cc Stacy Owens/KAWC/AWWSC@AWW, Jarold Jackson/KAWC/AWWSC@AWW  
Subject Fw: Customer Calls

Mary,

Two in a row. There were told this two months in a row. This account is on FWA.

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 07/28/2009 09:56 AM -----

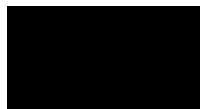


"Candice Deininger"  
<cdeining@lfucg.com>  
07/28/2009 09:47 AM

To <Bryan.Siler@amwater.com>  
cc

Subject RE: Customer Calls

Thanks, Bryan. Just got another one:



Does the current C/S



system record by default the name/id number or some other identification of the CSR who handles the call? I know the old EDIS system did by default recording not only the call taker but the date and time. Just curious . . .

Thanks again for your help!

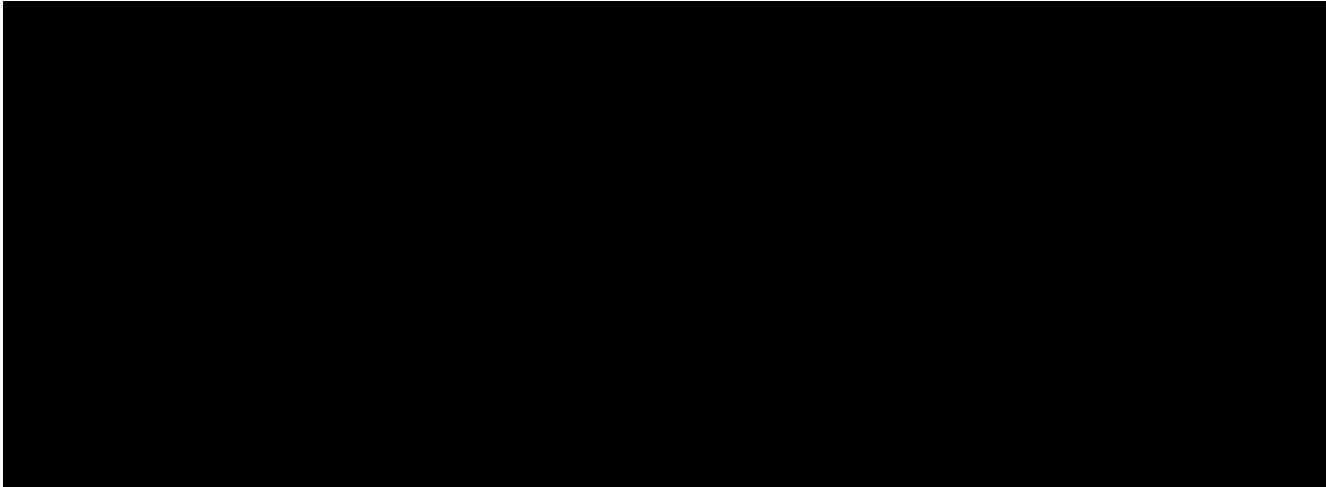
Candice Deininger  
LFUCG Division of Revenue  
200 East Main Street  
Lexington, KY 40507  
859-258-3364

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

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]  
Sent: Tuesday, July 28, 2009 9:42 AM  
To: Candice Deininger  
Subject: Re: Customer Calls

Candice,

I have asked business services to look into this.



\*\*\*\*\*

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

"Candice

Deininger"

<cdeining@lfucg.c

To

om>

<Bryan.Siler@amwater.com>

cc

07/28/2009 09:15

AM

Subject

Customer Calls

Hi, Bryan. After my email and your follow-up with the call centers, the calls dropped off dramatically. However, in less than two business hours

(4-5 yesterday and 8-8:30 today), we've received 4 calls about pool fills

where the account is already on FWA. Here are the premise numbers of those

4 accounts:  
again!!

Thank you

Candice Deininger  
LFUCG Division of Revenue  
200 East Main Street  
Lexington, KY 40507  
859-258-3364

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:04 PM -----

From: Kenneth D Evans/CALLCTR/CORP/AWWSC  
To: Stacy Owens/KAWC/AWWSC@AWW  
Cc: Bryan Siler/KAWC/AWWSC@AWW, Jarold Jackson/KAWC/AWWSC@AWW, Mary E Moniodes/CALLCTR/CORP/AWWSC@AWW  
Date: 07/28/2009 06:11 PM  
Subject: Re: Fw: Customer Calls

Yes, this information was sent to the CSRs on 7/21/09. See the email below. Also, I will pass along the individual errors that I received from Bryan today to the Business Services Coordinators for follow-up and coaching.

Also, I will be looking to see how I can place more exposure on this issue to hopefully lessen the number of CSR errors. I also ask that as individual errors are identified, an email requesting coaching be sent to

the CSC - Business Services Coordinators (copying me). This will assist me with tracking the volume associated with this issue.

Thanks,

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

----- Forwarded by Constance M Fink/CALLCTR/CORP/AWWSC on 07/21/2009 06:02 PM -----

**CSC - Education and  
Development Team/AWWSC**  
Sent by: Crystal N Grant

07/21/2009 04:04 PM

To CSC - Call Handling, CSC - Liaisons, CSC - Quality  
Monitoring, CSC - Performance Reporting/AWWSC@AWW  
cc CSC - Education and Development  
Subject Catch the Wave: Urgent~ Kentucky Pool Adjustments



Good Afternoon~

If you should receive calls from Kentucky customers requesting an adjustment due to filling a pool, please **do not** instruct the customer to contact Lexington Fayette Urban County Government (LFUCG) . These customers are currently being billed based on winter averaging (sewer pocket) and the usage used to fill the pool will **not** be factored into the sewer portion of the bill.

For more information, please check IDA - Hot Topics or Adjustment Guidelines - [LFUCG Sewer Adjustments](#).

If you have any questions, please contact your Team Supervisor or a member of the Education and Development team.

Thanks~

"E & D - Helping You Shine in 2009"

|                   |       |
|-------------------|-------|
| Barbie Brynildsen | x4021 |
| Lakisha Barnes    | x4296 |
| Eric Beutter      | x4706 |
| Gabriel Bowden    | x4012 |
| Kristine Geisen   | x4531 |
| Crystal Grant     | x4016 |
| Mary Gray         | x4066 |
| Mara Maggos       | x4110 |
| Estacia Rios      | x4711 |
| Theresa Walters   | x4709 |

**PLEASE do not respond to this message.**

Stacy Owens/KAWC/AWWSC

**Stacy Owens/KAWC/AWWSC**

07/28/2009 09:23 AM

To Bryan Siler/KAWC/AWWSC@AWW

cc Jarold Jackson/KAWC/AWWSC@AWW, Mary E Moniodes/CALLCTR/CORP/AWWSC@AWW, Kenneth D Evans/CALLCTR/CORP/AWWSC@AWW

Subject Re: Fw: Customer Calls 📎

Mary....Did E & D get this communicated out to the CSRs?  
\*\*\*\*\*

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.

Bryan Siler/KAWC/AWWSC



**Bryan Siler/KAWC/AWWSC**

07/28/2009 09:57 AM

To Mary E Moniodes/CALLCTR/CORP/AWWSC@AWW

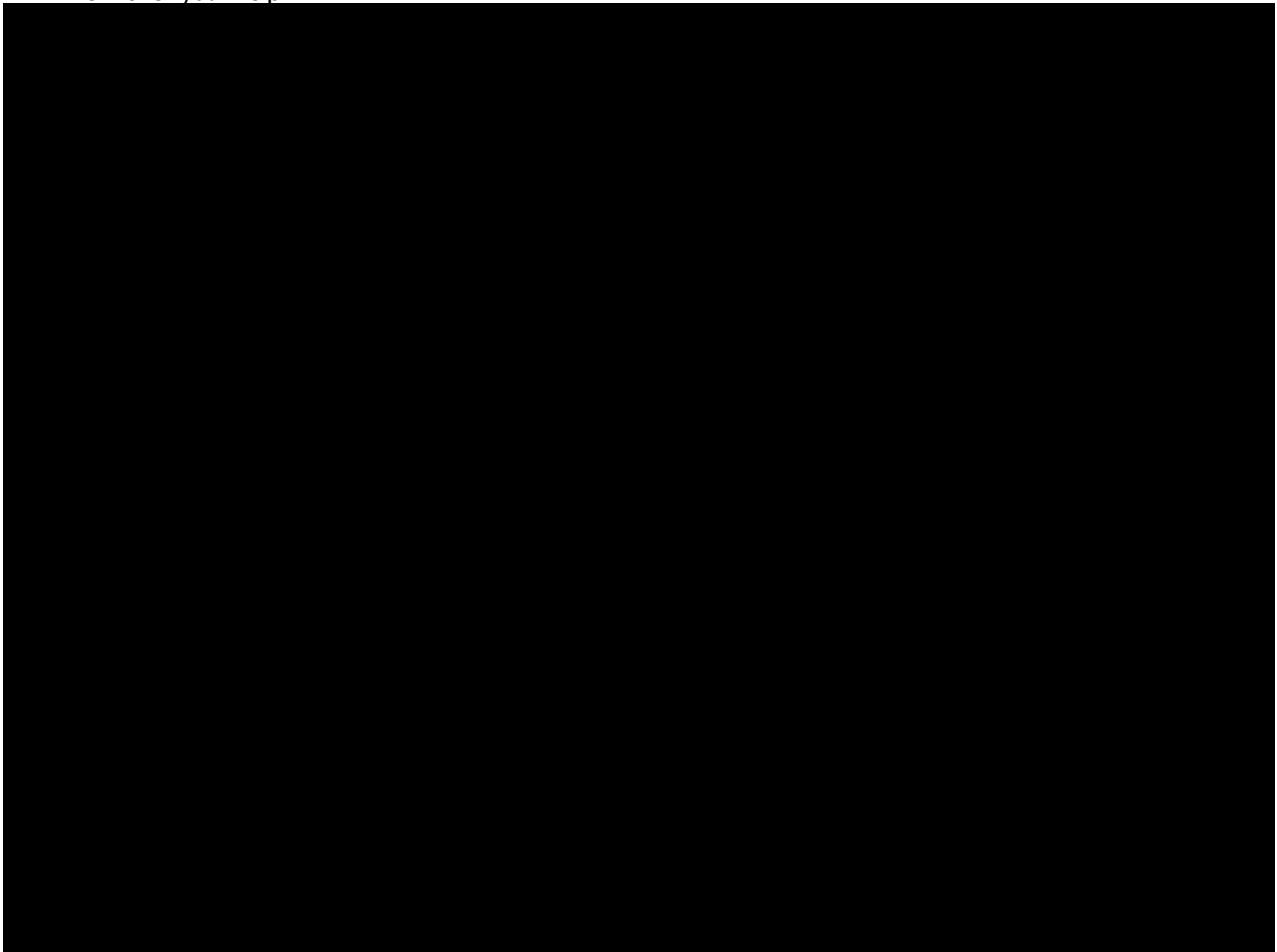
cc Stacy Owens/KAWC/AWWSC@AWW, Jarold Jackson/KAWC/AWWSC@AWW

Subject Fw: Customer Calls

Mary,

Two in a row. There were told this two months in a row. This account is on FWA.

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 07/28/2009 09:56 AM -----



**"Candice Deininger"**  
<cdeining@lfucg.com>  
07/28/2009 09:47 AM

To <Bryan.Siler@amwater.com>  
cc  
Subject RE: Customer Calls

Thanks, Bryan. Just got another one: [REDACTED] Does the current C/S system record by default the name/id [REDACTED] e other identification of the CSR who handles the call? I know the old EDIS system did by default recording not only the call taker but the date and time. Just curious . . . Thanks again for your help!

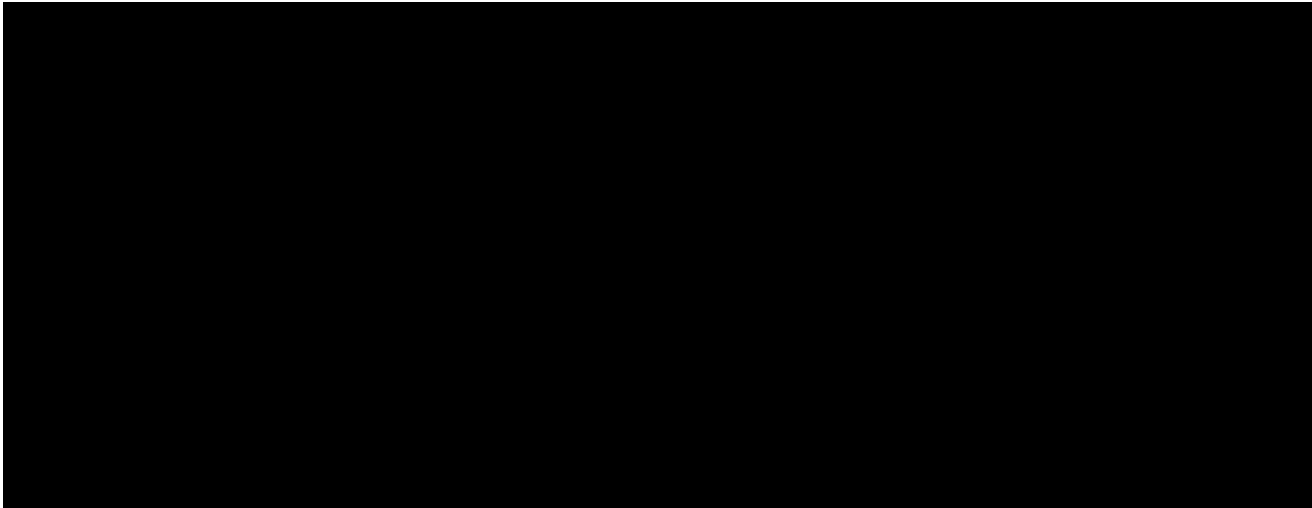
Candice Deininger  
LFUCG Division of Revenue  
200 East Main Street  
Lexington, KY 40507  
859-258-3364

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

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]  
Sent: Tuesday, July 28, 2009 9:42 AM  
To: Candice Deininger  
Subject: Re: Customer Calls

Candice,

I have asked business services to look into this.



\*\*\*\*\*

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

"Candice  
Deininger"  
<cdeining@lfucg.c

To

om> <Bryan.Siler@amwater.com>  
cc 07/28/2009 09:15  
AM  
Subject Customer Calls

Hi, Bryan. After my email and your follow-up with the call centers, the calls dropped off dramatically. However, in less than two business hours (4-5 yesterday and 8-8:30 today), we've received 4 calls about pool fills where the account is already on FWA. Here are the premise numbers of those 4 accounts: [REDACTED] Thank you again!!

Candice Deininger  
LFUCG Division of Revenue  
200 East Main Street  
Lexington, KY 40507  
859-258-3364

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:04 PM -----

From: Stacy Owens/KAWC/AWWSC  
To: Kenneth D Evans/CALLCTR/CORP/AWWSC@AWW  
Cc: Bryan Siler/KAWC/AWWSC@AWW, Jarold Jackson/KAWC/AWWSC@AWW, Mary E Moniodes/CALLCTR/CORP/AWWSC@AWW  
Date: 07/29/2009 08:52 AM  
Subject: Re: Fw: Customer Calls

Thanks a lot Ken!

\*\*\*\*\*

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.

Kenneth D Evans/CALLCTR/CORP/AWWSC



**Kenneth D  
 Evans/CALLCTR/CORP/AWW  
 SC**

07/28/2009 06:11 PM

To Stacy Owens/KAWC/AWWSC@AWW  
 cc Bryan Siler/KAWC/AWWSC@AWW, Jarold  
 Jackson/KAWC/AWWSC@AWW, Mary E  
 Moniodes/CALLCTR/CORP/AWWSC@AWW  
 Subject Re: Fw: Customer Calls 📎

Yes, this information was sent to the CSRs on 7/21/09. See the email below. Also, I will pass along the individual errors that I received from Bryan today to the Business Services Coordinators for follow-up and coaching.

Also, I will be looking to see how I can place more exposure on this issue to hopefully lessen the number of CSR errors. I also ask that as individual errors are identified, an email requesting coaching be sent to the CSC - Business Services Coordinators (copying me). This will assist me with tracking the volume associated with this issue.

Thanks,

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

----- Forwarded by Constance M Fink/CALLCTR/CORP/AWWSC on 07/21/2009 06:02 PM -----

**CSC - Education and  
 Development Team/AWWSC**  
 Sent by: Crystal N Grant

07/21/2009 04:04 PM

To CSC - Call Handling, CSC - Liaisons, CSC - Quality  
 Monitoring, CSC - Performance Reporting/AWWSC@AWW  
 cc CSC - Education and Development  
 Subject Catch the Wave: Urgent~ Kentucky Pool Adjustments





Good Afternoon~

If you should receive calls from Kentucky customers requesting an adjustment due to filling a pool, please **do not** instruct the customer to contact Lexington Fayette Urban County Government (LFUCG) . These customers are currently being billed based on winter averaging (sewer pocket) and the usage used to fill the pool will **not** be factored into the sewer portion of the bill.

For more information, please check IDA - Hot Topics or Adjustment Guidelines - [LFUCG Sewer Adjustments](#).

If you have any questions, please contact your Team Supervisor or a member of the Education and Development team.

Thanks~

"E & D - Helping You Shine in 2009"

|                   |       |
|-------------------|-------|
| Barbie Brynildsen | x4021 |
| Lakisha Barnes    | x4296 |
| Eric Beutter      | x4706 |
| Gabriel Bowden    | x4012 |
| Kristine Geisen   | x4531 |
| Crystal Grant     | x4016 |
| Mary Gray         | x4066 |
| Mara Maggos       | x4110 |
| Estacia Rios      | x4711 |
| Theresa Walters   | x4709 |

**PLEASE do not respond to this message.**


Stacy Owens/KAWC/AWWSC

**Stacy Owens/KAWC/AWWSC**

07/28/2009 09:23 AM

To: Bryan Siler/KAWC/AWWSC@AWW

cc: Jarold Jackson/KAWC/AWWSC@AWW, Mary E Moniodes/CALLCTR/CORP/AWWSC@AWW, Kenneth D Evans/CALLCTR/CORP/AWWSC@AWW

Subject: Re: Fw: Customer Calls 

Mary....Did E & D get this communicated out to the CSRs?

\*\*\*\*\*

Stacy R.Owens, Customer Service Advocate  
 Kentucky American Water  
 2300 Richmond Road  
 Lexington, KY 40502  
 Email: [sowens@kawc.com](mailto:sowens@kawc.com)  
 Phone: 859.268.6313

Fax: 859.268.6315

"Love thy neighbor" is a precept if followed could transform the world.

Bryan Siler/KAWC/AWWSC



**Bryan Siler/KAWC/AWWSC**

07/28/2009 09:57 AM

To Mary E Moniodes/CALLCTR/CORP/AWWSC@AWW

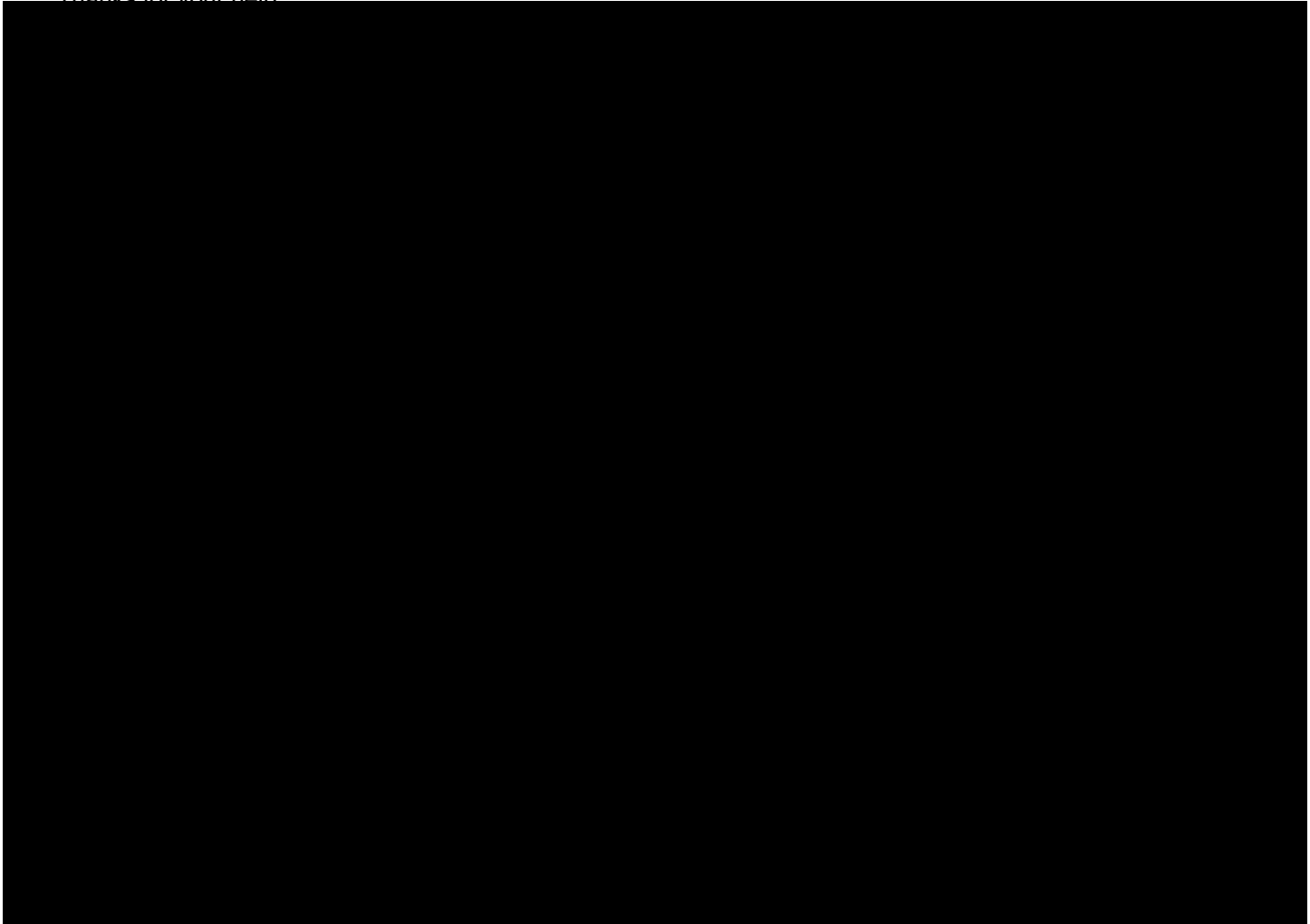
cc Stacy Owens/KAWC/AWWSC@AWW, Jarold Jackson/KAWC/AWWSC@AWW

Subject Fw: Customer Calls

Mary,

Two in a row. There were told this two months in a row. This account is on FWA.

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 07/28/2009 09:56 AM -----



"Candice Deininger"  
<cdeining@lfucg.com>  
07/28/2009 09:47 AM

To <Bryan.Siler@amwater.com>  
cc  
Subject RE: Customer Calls

Thanks, Bryan. Just got another one: [REDACTED] Does the current C/S system record by default the name/id [REDACTED] e other identification of the CSR who handles the call? I know the old EDIS system did by default recording not only the call taker but the date and time. Just curious . . .  
Thanks again for your help!

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: Tuesday, July 28, 2009 9:42 AM  
To: Candice Deininger  
Subject: Re: Customer Calls

Candice,

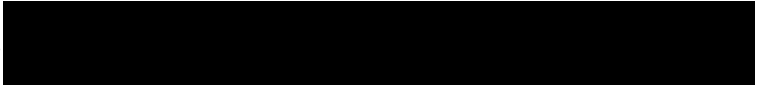
I have asked business services to look into this.

[REDACTED]

\*\*\*\*\*

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

"Candice  
Deininger"  
<cdeining@lfucg.c  
om>  
<Bryan.Siler@amwater.com>  
cc  
07/28/2009 09:15  
AM  
Subject  
Customer Calls

Hi, Bryan. After my email and your follow-up with the call centers, the calls dropped off dramatically. However, in less than two business hours (4-5 yesterday and 8-8:30 today), we've received 4 calls about pool fills where the account is already on FWA. Here are the premise numbers of those 4 accounts  Thank you again!!

Candice Deininger  
LFUCG Division of Revenue  
200 East Main Street  
Lexington, KY 40507  
859-258-3364

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:04 PM -----

From: Kenneth D Evans/CALLCTR/CORP/AWWSC  
To: Bryan Siler/KAWC/AWWSC@AWW  
Cc: Stacy Owens/KAWC/AWWSC@AWW, Jarold Jackson/KAWC/AWWSC@AWW  
Date: 07/30/2009 11:38 AM  
Subject: Fw: Customer Calls

---


Bryan,

Please see the email below; it was just a CSR mistake.

Thanks,

Ken Evans  
Sr. Business Liaison - Western States  
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 07/30/2009 10:35 AM -----

|                                                       |                                                                                                             |
|-------------------------------------------------------|-------------------------------------------------------------------------------------------------------------|
| <b>CSC - Business Services<br/>Coordinators/AWWSC</b> | To: Kenneth D Evans/CALLCTR/CORP/AWWSC@AWW                                                                  |
| Sent by: Tremorla D Gardner                           | cc                                                                                                          |
| 07/30/2009 09:28 AM                                   | Subject: Customer Calls  |

Good Morning,

This is the response from the CSR supervisor.

I spoke with CSR Kirshanda and it appears that she misread the information and didn't do proper research. She has been coached accordingly.

Thank You,

Tre Gardner  
Business Services Coordinators  
American Water- CSC  
1410 Discovery Parkway  
Alton, IL. 62002  
BSC - Coordinators@amwater.com  
Office (866)-641-2177  
Fax (618)-433-4010

---- Forwarded by Kenneth D Evans/CALLCTR/CORP/AWWSC on 07/29/2009 04:14 PM ----



**Bryan Siler/KAWC/AWWSC**

07/28/2009 09:55 AM

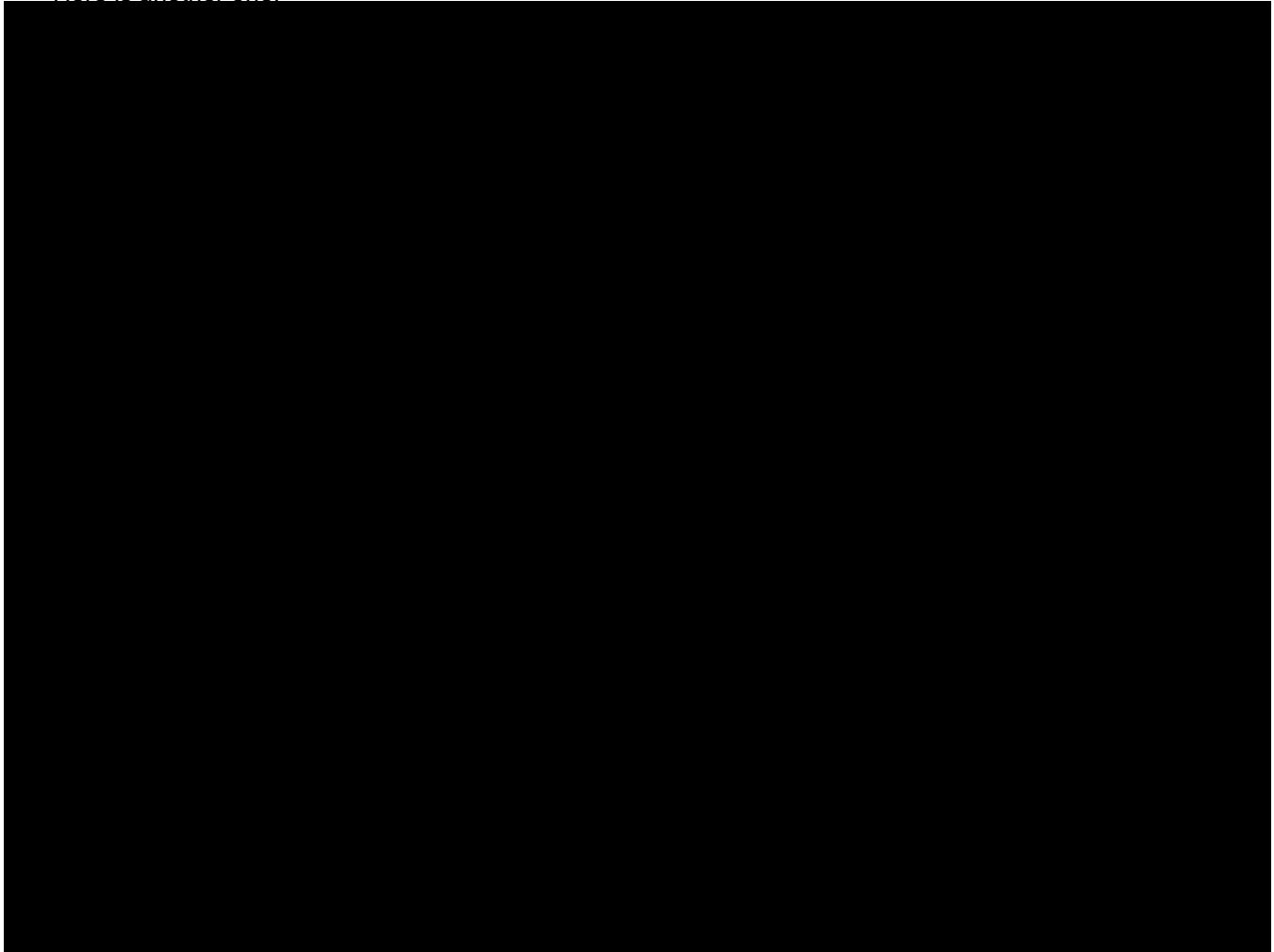
To Mary E Moniodes/CALLCTR/CORP/AWWSC

cc Stacy Owens/KAWC/AWWSC@AWW, Jarold Jackson/KAWC/AWWSC@AWW

Subject Fw: Customer Calls

Mary,

Here is another one.



\*\*\*\*\*

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

----- Forwarded by Bryan Siler/KAWC/AWWSC on 07/28/2009 09:53 AM -----



"Candice Deininger"  
<cdeining@lfucg.com>

07/28/2009 09:47 AM

To <Bryan.Siler@amwater.com>

cc

Subject RE: Customer Calls

Thanks, Bryan. Just got another one: [REDACTED] Does the current C/S system record by default the name/id [REDACTED] e other identification of the CSR who handles the call? I know the old EDIS system did by default recording not only the call taker but the date and time. Just curious . . .  
Thanks again for your help!

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: Tuesday, July 28, 2009 9:42 AM

To: Candice Deininger

Subject: Re: Customer Calls

Candice,


I have asked business services to look into this.

[REDACTED]

Bryan Siler  
Southeast Region  
bryan.siler@amwater.com  
Phone: (859) 268-6350

Fax: (859) 335-3350

"Candice  
Deininger"  
<cdeining@lfucg.c  
om>  
<Bryan.Siler@amwater.com>  
cc  
07/28/2009 09:15  
AM  
Subject  
Customer Calls

Hi, Bryan. After my email and your follow-up with the call centers, the calls dropped off dramatically. However, in less than two business hours (4-5 yesterday and 8-8:30 today), we've received 4 calls about pool fills where the account is already on FWA. Here are the premise numbers of those 4 accounts:  Thank you again!!

Candice Deininger  
LFUCG Division of Revenue  
200 East Main Street  
Lexington, KY 40507  
859-258-3364

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:04 PM -----

From: Bryan Siler/KAWC/AWWSC  
To: "Candice Deininger" <cdeining@lfucg.com>@AWX



Cc: "William O'Mara" <billo@lfucg.com>, "Lynne Cross" <ccross@lfucg.com>, "Rebecca Burke" <rburke@lfucg.com>, Stacy.Owens@amwater.com  
 Date: 07/30/2009 12:03 PM  
 Subject: RE: Customer Calls

---

Candice,

This person has been identified and coached. Apparently she misunderstood the information we make available to all of the CSRs. These calls should have stopped as abruptly as they began. If you have any more issues with these types of calls please let me know. Sorry for any inconvenience.

Thanks...

\*\*\*\*\*

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

"Candice Deininger" <cdeining@lfucg.com>



"Candice Deininger"  
 <cdeining@lfucg.com>  
 07/21/2009 04:22 PM

To <Bryan.Siler@amwater.com>  
 cc "William O'Mara" <billo@lfucg.com>, "Lynne Cross" <ccross@lfucg.com>, "Rebecca Burke" <rburke@lfucg.com>, <Stacy.Owens@amwater.com>  
 Subject RE: Customer Calls

Thanks, Bryan!!

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: Tuesday, July 21, 2009 4:13 PM  
 To: Candice Deininger  
 Cc: William O'Mara; Bryan.Siler@amwater.com; Lynne Cross; Rebecca Burke; Stacy.Owens@amwater.com  
 Subject: Re: Customer Calls

Candice,

I'm checking on this on our end.

\*\*\*\*\*

Bryan Siler

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

"Candice  
Deininger"  
<cdeining@lfucg.com>  
To <Bryan.Siler@amwater.com>,  
<Stacy.Owens@amwater.com>  
07/21/2009 03:41  
cc PM "Lynne Cross" <ccross@lfucg.com>,  
<rburke@lfucg.com>,"Rebecca Burke"  
<billo@lfucg.com>"William O'Mara"  
Subject Customer Calls

Bryan,

For whatever reason, our office has been pummeled with referrals from the Call Center over the past three days regarding credits for residential pool fills. They have been coming so fast, we haven't been able to log the premise numbers for follow-up coaching opportunities. Not only was I out on vacation yesterday, but my other staff member, Rebecca, was out sick (and still is), so Lynne was handling all the calls yesterday and I've helped field them today. While I know it is most helpful to have

specific  
premise numbers to research the call taker, we haven't been able to, so  
I'm  
asking if you, or Stacy, will send an email to the appropriate person to  
see if this can be corrected - and fast.

Thanks so much for your help, and I'll see you tomorrow morning at 8:30.

Candice

Candice Deininger  
LFUCG Division of Revenue  
200 East Main Street  
Lexington, KY 40507  
859-258-3364

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:04 PM -----

From: "Candice Deininger" <cdeining@lfucg.com>  
To: <Bryan.Siler@amwater.com>  
Cc: "William O'Mara" <billo@lfucg.com>, "Lynne Cross" <ccross@lfucg.com>, "Rebecca Burke"  
<rburke@lfucg.com>, <Stacy.Owens@amwater.com>  
Date: 07/30/2009 12:19 PM  
Subject: RE: Customer Calls

---

Thanks, Bryan - the calls did stop as abruptly as they started - thank  
you!

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: Thursday, July 30, 2009 12:04 PM  
To: Candice Deininger  
Cc: William O'Mara; Lynne Cross; Rebecca Burke; Stacy.Owens@amwater.com  
Subject: RE: Customer Calls

Candice,

This person has been identified and coached. Apparently she  
misunderstood  
the information we make available to all of the CSRs. These calls  
should  
have stopped as abruptly as they began. If you have any more issues  
with  
these types of calls please let me know. Sorry for any inconvenience.

Thanks...

\*\*\*\*\*  
Bryan Siler  
Southeast Region

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

"Candice  
Deininger"  
<cdeining@lfucg.c  
om>  
<Bryan.Siler@amwater.com>

To

cc  
07/21/2009 04:22  
<billo@lfucg.com>,  
PM  
<rburke@lfucg.com>,"William O'Mara"  
"Lynne Cross" <ccross@lfucg.com>,  
"Rebecca Burke"  
<Stacy.Owens@amwater.com>

Subject  
RE: Customer Calls

Thanks, Bryan!!

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: Tuesday, July 21, 2009 4:13 PM  
To: Candice Deininger  
Cc: William O'Mara; Bryan.Siler@amwater.com; Lynne Cross; Rebecca Burke;

Stacy.Owens@amwater.com  
Subject: Re: Customer Calls

Candice,

I'm checking on this on our end.

\*\*\*\*\*  
Bryan Siler  
Southeast Region  
bryan.siler@amwater.com  
Phone: (859) 268-6350  
Fax: (859) 335-3350

"Candice  
Deininger"  
<cdeining@lfucg.com>  
To <Bryan.Siler@amwater.com>,  
<Stacy.Owens@amwater.com>  
07/21/2009 03:41  
cc PM "Lynne Cross" <ccross@lfucg.com>,  
<rburke@lfucg.com>,"Rebecca Burke"  
<billo@lfucg.com>"William O'Mara"  
Subject Customer Calls

Bryan,

For whatever reason, our office has been pummeled with referrals from the Call Center over the past three days regarding credits for residential pool fills. They have been coming so fast, we haven't been able to log the premise numbers for follow-up coaching opportunities. Not only was I out on vacation yesterday, but my other staff member, Rebecca, was out sick (and still is), so Lynne was handling all the calls yesterday and I've helped field them today. While I know it is most helpful to have specific premise numbers to research the call taker, we haven't been able to, so I'm asking if you, or Stacy, will send an email to the appropriate person to see if this can be corrected - and fast.

Thanks so much for your help, and I'll see you tomorrow morning at 8:30.

Candice

Candice Deininger  
 LFUCG Division of Revenue  
 200 East Main Street  
 Lexington, KY 40507  
 859-258-3364

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:04 PM -----

From: Mary E Moniodes/CALLCTR/CORP/AWWSC  
 To: Kenneth D Evans/CALLCTR/CORP/AWWSC@AWW  
 Cc: Bryan Siler/KAWC/AWWSC@AWW, Jarold Jackson/KAWC/AWWSC@AWW, Stacy Owens/KAWC/AWWSC@AWW  
 Date: 07/30/2009 02:24 PM  
 Subject: Re: Fw: Customer Calls

Ken,

Last year Stacy and I had individual meetings with all CSC - Team Supervisors. That seemed to help.

Mary Moniodes  
 Divisional Liaison - NJ & PA  
 Office: 724-654-4188  
 Cell: 618-791-3134  
 Fax: 724-654-3094  
 mary.moniodes@amwater.com

Kenneth D Evans/CALLCTR/CORP/AWWSC



**Kenneth D  
 Evans/CALLCTR/CORP/AWW  
 SC**

07/28/2009 05:11 PM

To: Stacy Owens/KAWC/AWWSC@AWW  
 cc: Bryan Siler/KAWC/AWWSC@AWW, Jarold Jackson/KAWC/AWWSC@AWW, Mary E Moniodes/CALLCTR/CORP/AWWSC@AWW  
 Subject: Re: Fw: Customer Calls



Yes, this information was sent to the CSRs on 7/21/09. See the email below. Also, I will pass along the individual errors that I received from Bryan today to the Business Services Coordinators for follow-up and coaching.

Also, I will be looking to see how I can place more exposure on this issue to hopefully lessen the number of CSR errors. I also ask that as individual errors are identified, an email requesting coaching be sent to the CSC - Business Services Coordinators (copying me). This will assist me with tracking the volume associated with this issue.

Thanks,

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

----- Forwarded by Constance M Fink/CALLCTR/CORP/AWWSC on 07/21/2009 06:02 PM -----

**CSC - Education and  
Development Team/AWWSC**  
Sent by: Crystal N Grant

07/21/2009 04:04 PM

To CSC - Call Handling, CSC - Liaisons, CSC - Quality  
Monitoring, CSC - Performance Reporting/AWWSC@AWW  
cc CSC - Education and Development

Subject Catch the Wave: Urgent~ Kentucky Pool Adjustments



Good Afternoon~

If you should receive calls from Kentucky customers requesting an adjustment due to filling a pool, please **do not** instruct the customer to contact Lexington Fayette Urban County Government (LFUCG) . These customers are currently being billed based on winter averaging (sewer pocket) and the usage used to fill the pool will not be factored into the sewer portion of the bill.

For more information, please check IDA - Hot Topics or Adjustment Guidelines - [LFUCG Sewer Adjustments](#).

If you have any questions, please contact your Team Supervisor or a member of the Education and Development team.

Thanks~

"E & D - Helping You Shine in 2009"

|                   |       |
|-------------------|-------|
| Barbie Brynildsen | x4021 |
| Lakisha Barnes    | x4296 |
| Eric Beutter      | x4706 |
| Gabriel Bowden    | x4012 |
| Kristine Geisen   | x4531 |
| Crystal Grant     | x4016 |
| Mary Gray         | x4066 |
| Mara Maggos       | x4110 |
| Estacia Rios      | x4711 |
| Theresa Walters   | x4709 |

**PLEASE do not respond to this message.**

Stacy Owens/KAWC/AWWSC

**Stacy Owens/KAWC/AWWSC**

07/28/2009 09:23 AM

To Bryan Siler/KAWC/AWWSC@AWW

cc Jarold Jackson/KAWC/AWWSC@AWW, Mary E Moniodes/CALLCTR/CORP/AWWSC@AWW, Kenneth D Evans/CALLCTR/CORP/AWWSC@AWW

Subject Re: Fw: Customer Calls

Mary....Did E & D get this communicated out to the CSRs?  
\*\*\*\*\*

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.

Bryan Siler/KAWC/AWWSC



**Bryan Siler/KAWC/AWWSC**

07/28/2009 09:57 AM

To Mary E Moniodes/CALLCTR/CORP/AWWSC@AWW

cc Stacy Owens/KAWC/AWWSC@AWW, Jarold Jackson/KAWC/AWWSC@AWW

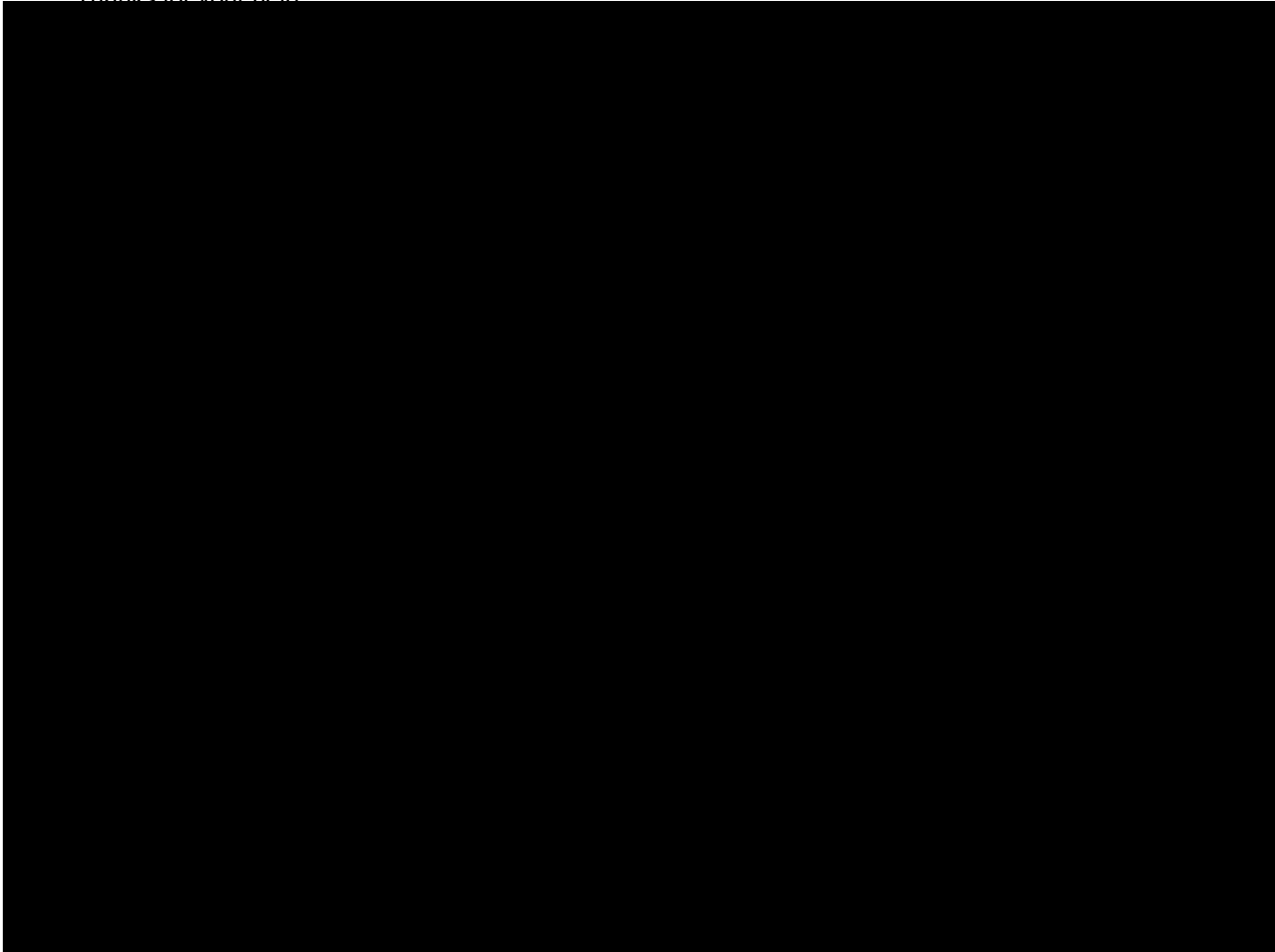
Subject Fw: Customer Calls

Mary,



Two in a row. There were told this two months in a row. This account is on FWA.

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 07/28/2009 09:56 AM -----



**"Candice Deininger"**  
<cdeining@lfucg.com>  
07/28/2009 09:47 AM

To <Bryan.Siler@amwater.com>  
cc  
Subject RE: Customer Calls

Thanks, Bryan. Just got another one [REDACTED] Does the current C/S system record by default the name/id number or some other identification of the CSR who handles the call? I know the old EDIS system did by default recording not only the call taker but the date and time. Just curious . . .  
Thanks again for your help!

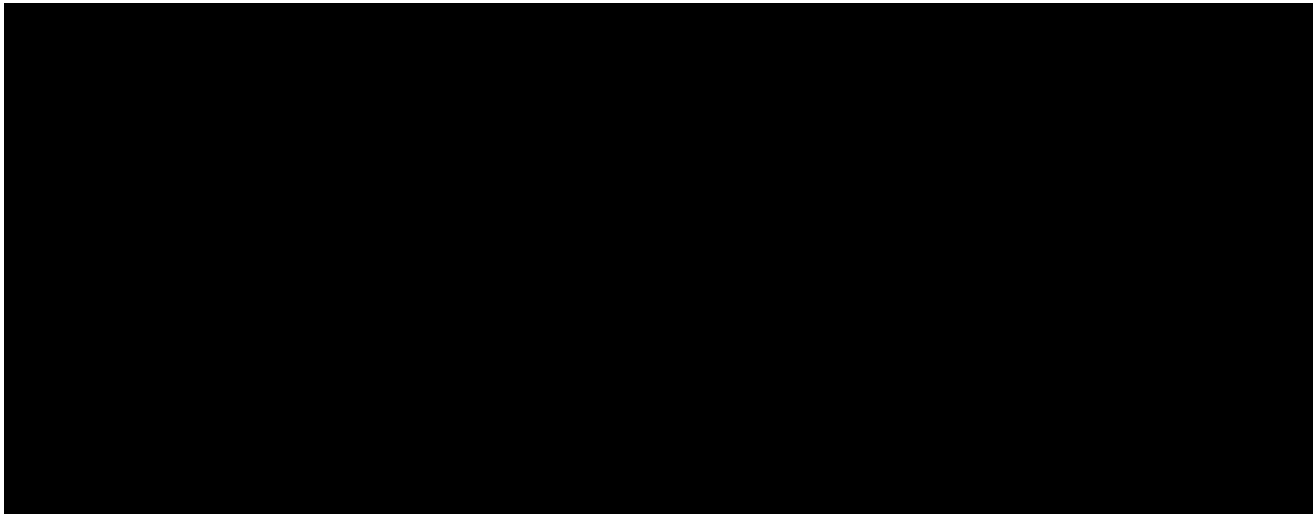
Candice Deininger  
LFUCG Division of Revenue  
200 East Main Street  
Lexington, KY 40507  
859-258-3364

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

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]  
Sent: Tuesday, July 28, 2009 9:42 AM  
To: Candice Deininger  
Subject: Re: Customer Calls

Candice,

I have asked business services to look into this.




\*\*\*\*\*

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

"Candice  
Deininger"  
<cdeining@lfucg.c

To

om> <Bryan.Siler@amwater.com>  
cc 07/28/2009 09:15  
AM  
Subject Customer Calls

Hi, Bryan. After my email and your follow-up with the call centers, the calls dropped off dramatically. However, in less than two business hours (4-5 yesterday and 8-8:30 today), we've received 4 calls about pool fills where the account is already on FWA. Here are the premise numbers of those 4 accounts  Thank you again!!

Candice Deininger  
LFUCG Division of Revenue  
200 East Main Street  
Lexington, KY 40507  
859-258-3364

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:04 PM -----

From: Carol A Goulstone/IS/CORP/AWWSC  
To: Bryan Siler/KAWC/AWWSC@AWW  
Date: 08/04/2009 09:23 AM  
Subject: Re: Fw: CBT Reports for July - FYI

---

The issue has been corrected.

Carol Goulstone  
Senior Developer

American Water  
717-520-4525  
Bryan Siler/KAWC/AWWSC



**Bryan Siler/KAWC/AWWSC**

08/04/2009 09:20 AM

To Carol A Goulstone/IS/CORP/AWWSC@AWW

cc OAM - Data Archiving

Subject Re: Fw: CBT Reports for July - FYI 

Has there been an update yet? One of our cities is asking.

\*\*\*\*\*

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

Carol A Goulstone/IS/CORP/AWWSC



**Carol A  
Goulstone/IS/CORP/AWWSC**

08/03/2009 03:18 PM

To OAM - Data Archiving

cc

Subject Fw: CBT Reports for July - FYI

Please see below:

Carol Goulstone  
Senior Developer  
American Water  
717-520-4525

----- Forwarded by Carol A Goulstone/IS/CORP/AWWSC on 08/03/2009 03:17 PM -----



**Cheryl  
DiSanti/PAWC/AWWSC**

08/03/2009 02:19 PM

To Jody E McCracken/SERVCO/AWWSC@AWW, Special  
Accounts, Penny Y  
Pohlman/CALLCTR/CORP/AWWSC@AWW, Sarah  
Workman/WVAWC/AWWSC@AWW, Stacy  
Owens/KAWC/AWWSC@AWW, Rachel  
Bartley/TAWC/AWWSC@AWW

cc Neil Olenick/IS/CORP/AWWSC@AWW, Carol A  
Goulstone/IS/CORP/AWWSC@AWW

Subject CBT Reports for July - FYI

We have discovered a problem with the CBT reports for July. Neil is working on the ticket.

Thanks!  
Cheryl

Cheryl DiSanti  
Major Customer Account Manager  
Pennsylvania American Water  
300 Galley Rd.  
McMurray, PA 15317  
Office - 724-873-3665  
Mobile - 412-559-2497  
Fax - 724-743-3129  
cheryl.disanti@amwater.com

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:04 PM -----

From: Neil Olenick/IS/CORP/AWWSC  
To: Bryan Siler/KAWC/AWWSC@AWW  
Date: 08/04/2009 09:27 AM  
Subject: CBT issue

---

Brian,

No sooner I got off the phone with you and checked the KY run and it is completed.

Thank you.

Neil Olenick  
Senior Developer  
Business Applications Development - Technical Applications

American Water  
1025 Laurel Oak Road  
Voorhees, NJ 08043  
Phone (856) 782-2854  
Fax (856) 782-2900  
neil.olenick@amwater.com

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:04 PM -----

From: "Candice Deininger" <cdeining@lfucg.com>  
To: <Bryan.Siler@amwater.com>  
Date: 08/04/2009 09:33 AM  
Subject: RE: OAM Issue

---

Me, too! Thanks again . . .

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: Tuesday, August 04, 2009 9:27 AM  
To: Candice Deininger  
Subject: RE: OAM Issue

I just spoke to the programmer and Kentucky is still running. When it's complete it will overwrite the files that are there now. I'm confirming the issue but basically the file there is June & July combined. So, it would be easy to eliminate the June records. There wasn't a problem with how things calculated just that it added to, instead of replaced, last month's file.

Shouldn't be long. Then I can start my month-end reporting.

\*\*\*\*\*

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

"Candice  
Deininger"  
<cdeining@lfucg.c  
om>  
<Bryan.Siler@amwater.com>

cc  
08/04/2009 09:22  
AM

Subject  
RE: OAM Issue

Okay, thanks!

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: Tuesday, August 04, 2009 9:21 AM  
To: Candice Deininger  
Subject: RE: OAM Issue

Still waiting for a response.

\*\*\*\*\*

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

"Candice  
Deininger"  
<cdeining@lfucg.c  
om>  
<Bryan.Siler@amwater.com>

cc  
08/04/2009 08:03  
AM

Subject  
RE: OAM Issue

Good morning, Bryan - are the files okay now?

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, August 03, 2009 3:33 PM  
To: Candice Deininger  
Subject: OAM Issue

FYI - There is an error on the July CBT reports. I'll let you know when they say it is fixed.

\*\*\*\*\*

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

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:04 PM -----

From: "Candice Deininger" <cdeining@lfucg.com>  
To: <Bryan.Siler@amwater.com>  
Date: 08/04/2009 09:51 AM  
Subject: RE: OAM Issue

---

Great!! Thank you!

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: Tuesday, August 04, 2009 9:51 AM  
To: Candice Deininger  
Subject: RE: OAM Issue

As soon as I sent that I got the e-mail that KY was done. They're available now.

\*\*\*\*\*



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

"Candice  
Deininger"  
<cdeining@lfucg.c  
om> <Bryan.Siler@amwater.com>  
cc 08/04/2009 09:22  
AM  
Subject RE: OAM Issue

Okay, thanks!

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: Tuesday, August 04, 2009 9:21 AM  
To: Candice Deininger  
Subject: RE: OAM Issue

Still waiting for a response.

\*\*\*\*\*

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

"Candice  
Deininger"  
<cdeining@lfucg.c  
om>  
<Bryan.Siler@amwater.com>  
cc  
08/04/2009 08:03  
AM  
Subject  
RE: OAM Issue

Good morning, Bryan - are the files okay now?

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, August 03, 2009 3:33 PM  
To: Candice Deininger  
Subject: OAM Issue

FYI - There is an error on the July CBT reports. I'll let you know when

they say it is fixed.

\*\*\*\*\*  
Bryan Siler  
Southeast Region  
bryan.siler@amwater.com  
Phone: (859) 268-6350  
Fax: (859) 335-3350

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:04 PM -----

From: "Mike Smith" <mikes@lfucg.com>  
To: <Bryan.Siler@amwater.com>  
Cc: "Sheila Long" <slong@lfucg.com>  
Date: 08/10/2009 07:58 AM  
Subject: weekly file is attached.

---

Thank You!

Michael S. Smith  
Computer Operations/Help Desk Manager/  
Project Synergy Team Member  
Lexington-Fayette Urban County Government  
Division of Information Technology  
200 East Main Street  
Lexington, KY 40507  
859-258-3730



HERC0810.TXT

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:04 PM -----

From: "Mike Smith" <mikes@lfucg.com>  
To: <Bryan.Siler@amwater.com>  
Date: 08/17/2009 10:41 AM  
Subject: weekly file is attached

---

Thank You!

Michael S. Smith  
Computer Operations/Help Desk Manager/  
Project Synergy Team Member  
Lexington-Fayette Urban County Government  
Division of Information Technology

200 East Main Street  
Lexington, KY 40507  
859-258-3730



HERC0817.TXT

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:04 PM -----

From: "Kathleen Hicks" <khicks@lfucg.com>  
To: "Candice Deininger" <cdeining@lfucg.com>  
Cc: <Bryan.Siler@amwater.com>  
Date: 08/18/2009 02:02 PM  
Subject: RE: May 2009 Bill

---

Bryan,

I apologize but the May bill got misplaced and I processed it today, there should be a check cut on Thursday, 8/20/09.

Kathleen Hicks  
Administrative Specialist  
Div. of Revenue  
200 E. Main Street  
Lexington, KY 40507  
859-258-3355  
859-258-3352 (fax)

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

From: Candice Deininger  
Sent: Tuesday, August 18, 2009 12:51 PM  
To: Kathleen Hicks  
Cc: 'Bryan.Siler@amwater.com'  
Subject: FW: May 2009 Bill

Kathleen,

Would you kindly check and let Bryan know, please? Thank you very much!!


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: Tuesday, August 18, 2009 12:50 PM  
To: Candice Deininger  
Subject: May 2009 Bill

Candice,

Do you have any information on the May 2009 bill for  It has

not been received.

\*\*\*\*\*

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

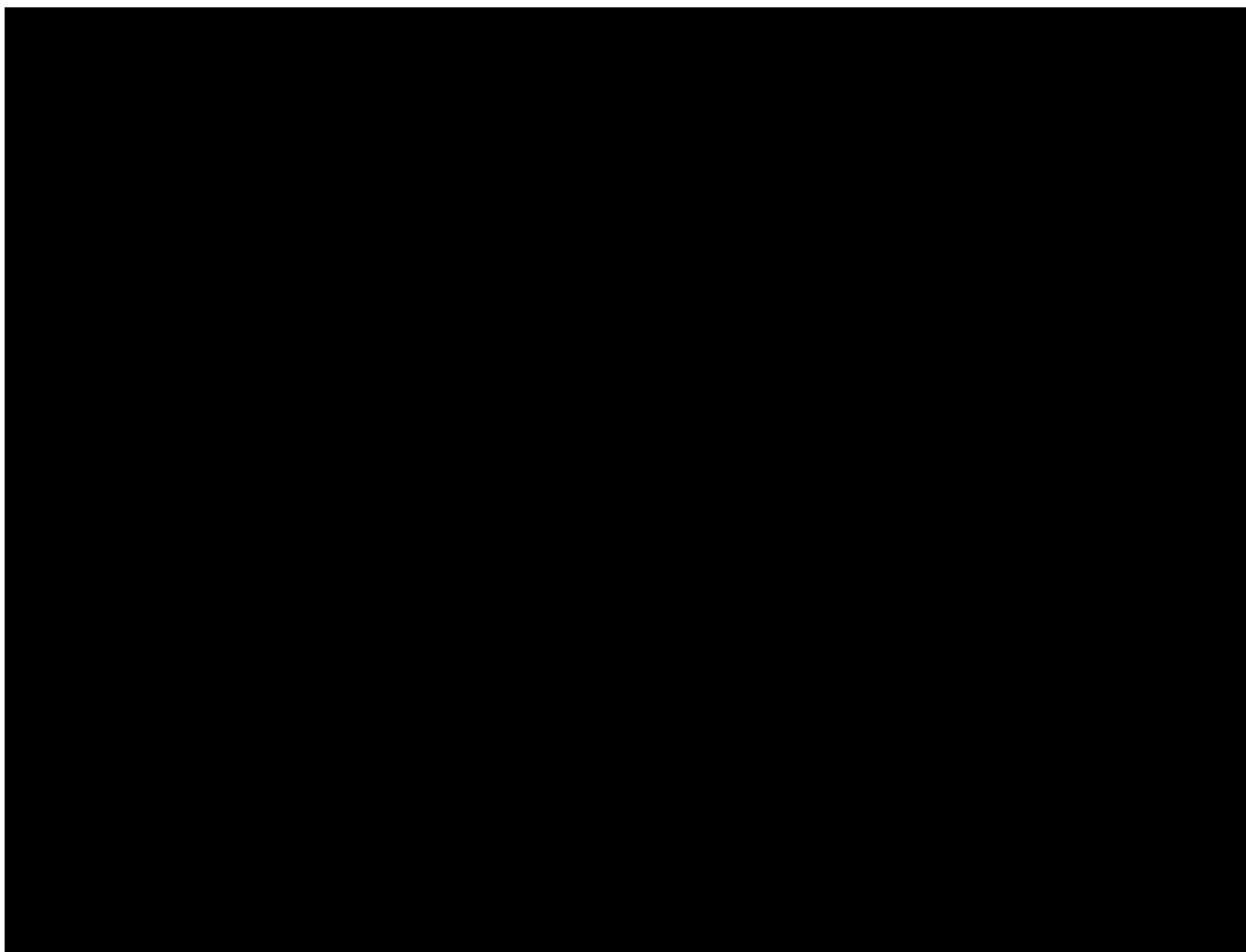
----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:04 PM -----

From: Rachel Cole/KAWC/AWWSC  
To: Bryan Siler  
Date: 08/20/2009 09:34 AM  
Subject: Fw: Franchise Fee Payment

---

Bryan,

It looks like it was paid on 8/10/09. I believe it's due by the 15th (so maybe the 17th).



Rachel S. Cole

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

----- Forwarded by Rachel Cole/KAWC/AWWSC on 08/20/2009 09:25 AM -----



**Bryan Siler/KAWC/AWWSC**

08/20/2009 09:09 AM

To: Rachel Cole/KAWC/AWWSC@AWW

cc

Subject: Fw: Franchise Fee Payment

Do you know about this?

\*\*\*\*\*

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

----- Forwarded by Bryan Siler/KAWC/AWWSC on 08/20/2009 09:08 AM -----



**"Candice Deininger"**  
<cdeining@lfucg.com>

08/20/2009 08:56 AM

To: <Bryan.Siler@amwater.com>

cc: "William O'Mara" <billo@lfucg.com>

Subject: Franchise Fee Payment

Good morning, Bryan. Bill asked me to inquire if the franchise fee payment LFUCG normally receives in August has been processed and when we might expect payment. Would you kindly check on that for us? Thanks very much!

Candice

Candice Deininger  
LFUCG Division of Revenue  
200 East Main Street  
Lexington, KY 40507  
859-258-3364

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:04 PM -----

From: "Rhonda Hicks" <rhicks@lfucg.com>  
To: <Bryan.Siler@amwater.com>  
Date: 08/21/2009 08:47 AM  
Subject: RE: June Reports

---

Please add Lori Vahle to the e-mail list for landfill and sewer reports.  
Her e-mail address is lvahle@lfucg.com.

Rhonda Hicks  
Division of Accounting  
LFUCG  
phone - 859-258-3315  
email - rhicks@lfucg.com

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

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]  
Sent: Tuesday, July 07, 2009 3:02 PM  
To: Candice Deininger; Stacy.Owens@amwater.com; Rhonda Hicks; Deborah Gerardi; Rachel.Cole@amwater.com; Mary Fister; William O'Mara; Kathleen Hicks  
Subject: June Reports

Hello,

Attached are the monthly reports for your review. There was 1 OPA account that was billed taxes in June but it is a construction company for the University. These will stop when the account switches names.

Please let me know if you have any questions.

Thank you.

(See attached file: LFUCG Sewer and Landfill\_June 2009 rev.xls)(See attached file: Sewer & Landfill Aging Totals.pdf)

\*\*\*\*\*

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

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:04 PM -----

From: "Candice Deininger" <cdeining@lfucg.com>  
To: <Bryan.Siler@amwater.com>  
Cc: "Sheila Powell" <sheilap@lfucg.com>  
Date: 08/24/2009 04:56 PM  
Subject: 30% Discount Coding

---

Good afternoon, Bryan. Attached is a file from Sheila with accounts needing the 30% discount coding. Kindly let Sheila know if you have any questions. Thank you and have a good evening!

Candice

Candice Deininger  
 LFUCG Division of Revenue  
 200 East Main Street  
 Lexington, KY 40507  
 859-258-3364



Friday August 21 2009.xls

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:04 PM -----

From: "Sheila Long" <slong@lfucg.com>  
 To: <Bryan.Siler@amwater.com>  
 Date: 08/26/2009 07:08 PM  
 Subject: weekly

|                                                                           |                                          |                                |
|---------------------------------------------------------------------------|------------------------------------------|--------------------------------|
| <b>SHEILA K. LONG</b>                                                     |                                          |                                |
| Computer Operator<br><u>Lexington Fayette Urban County<br/>Government</u> | 200 East Main Street Lexington, Kentucky |                                |
| <a href="mailto:slong@lfucg.com">slong@lfucg.com</a>                      | PHONE: 859.258.3334                      | FAX: 859.258.3334              |
| <i>"To Thine Own Self Be True"</i><br>are                                 |                                          | <i>... William Shakespeare</i> |



HERC0826.TXT

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:04 PM -----

From: "Candice Deininger" <cdeining@lfucg.com>  
 To: <Bryan.Siler@amwater.com>  
 Date: 08/27/2009 08:18 AM  
 Subject: RE: [REDACTED] on sewer? I didn't think that street was sewerred. Thanks.

Good morning, Bryan. I checked all my emails, and I don't see where I received anything from you about this location. I did check with sewer tap-on desk, though, and was told that it is not.

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: Thursday, August 27, 2009 8:04 AM  
To: Candice Deininger  
Subject: Fw: Is [REDACTED] on sewer? I didn't think that street was  
sewered. Thanks.

Did you already send me something on this? I thought I saw something  
about  
Cadentown but can't seem to find it. Thanks.

\*\*\*\*\*

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

----- Forwarded by Bryan Siler/KAWC/AWWS on 08/27/2009 08:03 AM -----

Bryan  
Siler/KAWC/AWWS

To 08/24/2009 10:14 AM Candice Deininger  
cc

Subject Is [REDACTED] on sewer? I  
didn't think that street was  
sewered. Thanks.

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:04 PM -----

From: "Sheila Long" <slong@lfucg.com>  
To: <BRYAN.SILER@AMWATER.COM>  
Date: 08/31/2009 07:14 PM  
Subject:

|                                                                           |                                                                                                                                                                                                             |
|---------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>SHEILA K. LONG</b>                                                     |                                                                                                                                                                                                             |
| Computer Operator<br><u>Lexington Fayette Urban County<br/>Government</u> | 200 East Main Street Lexington, Kentucky                                                                                                                                                                    |
| <a href="mailto:slong@lfucg.com">slong@lfucg.com</a>                      |  PHONE: 859.258.3334  FAX: 859.258.3334 |
| <i>"To Thine Own Self Be True"</i><br>are                                 | <i>... William Shakespeare</i>                                                                                                                                                                              |



HERC0831.TXT

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:04 PM -----

From: "Candice Deininger" <cdeining@lfucg.com>  
To: <Bryan.Siler@amwater.com>  
Date: 09/02/2009 01:04 PM  
Subject: August 2009 Sewer Tap-On List

Good afternoon, Bryan. Attached is the sewer tap-on list for August 2009. Thanks and have a good evening!

Candice

Candice Deininger  
LFUCG Division of Revenue  
200 East Main Street  
Lexington, KY 40507  
859-258-3364



AUGUST 2009 TAP-ON LIST.xls

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:04 PM -----

From: "Candice Deininger" <cdeining@lfucg.com>

To: <Bryan.Siler@amwater.com>  
Cc: <Jarold.Jackson@amwater.com>  
Date: 09/03/2009 11:48 AM  
Subject: Premise Number [REDACTED]

---

Good morning, Bryan. I know you may not be in the office today; but when you have chance, would you kindly let me know what happened with this account? From what I'm seeing on OAM, it looks like the account pretty much fell off the reading/billing schedule from March 2007 to May 2008 when the minimum bill was instituted. And, from that time forward, it appears there was no (or very little) usage until July 2009 – almost a whole year. This account serves [REDACTED] and based on historical usage prior to March 2007, July and August 2009's usage seems high. I know the 1,215 ccf is the backbilled usage, but I was wondering if the two previous billed usages were correct. Thanks very much for whatever information you have on this!!

Candice

Candice Deininger  
LFUCG Division of Revenue  
200 East Main Street  
Lexington, KY 40507  
859-258-3364

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:04 PM -----

From: "Mike Smith" <mikes@lfucg.com>  
To: <Bryan.Siler@amwater.com>  
Date: 09/08/2009 09:56 AM  
Subject: weekly file is attached.

---

Thank You!

Michael S. Smith  
Computer Operations/Help Desk Manager/  
Project Synergy Team Member/514-3855  
Lexington-Fayette Urban County Government  
Division of Information Technology  
200 East Main Street  
Lexington, KY 40507  
859-258-3730



HERC0908.TXT

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:04 PM -----

From: "Candice Deininger" <cdeining@lfucg.com>  
To: <Bryan.Siler@amwater.com>, <Stacy.Owens@amwater.com>, "Rhonda Hicks" <rhicks@lfucg.com>, "Deborah Gerardi" <dgerardi@lfucg.com>, <Rachel.Cole@amwater.com>, "Mary Fister" <mfister@lfucg.com>, "William O'Mara" <billo@lfucg.com>, "Kathleen Hicks" <khicks@lfucg.com>, "Lori Vahle" <lvahle@lfucg.com>  
Date: 09/09/2009 11:54 AM  
Subject: RE: August Reports

---

Hi, Bryan. I know you're out of the office until the 14th; so, when you return, would you kindly look at the landfill report. It appears as though the report did not update with August figures. Thanks!

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: Tuesday, September 08, 2009 6:14 PM  
 To: Candice Deininger; Stacy.Owens@amwater.com; Rhonda Hicks; Deborah Gerardi; Rachel.Cole@amwater.com; Mary Fister; William O'Mara; Kathleen Hicks; Lori Vahle  
 Subject: August Reports

Hello,

Attached are the monthly reports for your review. There were three OPA accounts that were billed taxes in August. The first two [REDACTED] will be corrected. The third OPA account is the [REDACTED] doing work for the University which will [REDACTED] when [REDACTED] unt switches names.

For some reason, I am not pulling in any Extra Strength charges for the month. Candice, can you confirm that is correct?

Please let me know if you have any questions.

Thank you.

(See attached file: LFUCG Sewer and Landfill\_August 2009 rev.xls)(See attached file: Sewer & Landfill Aging Totals.pdf)

\*\*\*\*\*

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

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:04 PM -----

From: Bryan Siler/KAWC/AWWSC  
 To: "Candice Deininger" <cdeining@lfucg.com>@AWX  
 Cc: "William O'Mara" <billo@lfucg.com>, Bryan.Siler@amwater.com, "Deborah Gerardi" <dgerardi@lfucg.com>, "Kathleen Hicks" <khicks@lfucg.com>, "Lori Vahle" <lvahle@lfucg.com>, "Mary Fister" <mfister@lfucg.com>, Rachel.Cole@amwater.com, "Rhonda Hicks" <rhicks@lfucg.com>, Stacy.Owens@amwater.com  
 Date: 09/15/2009 09:10 AM

Subject: RE: August Reports

Candice,

I am back in the office today and have attached the corrected file. There was one section that didn't update. When I started, I went through these files and fixed these types of issues and haven't had any problem with them. These files were temporarily on a different server during closing this month. Based on some other issues I had I believe that contributed to this problem. This has been corrected as well. Sorry for any inconvenience.



LFUCG Sewer and Landfill\_August 2009 rev.xls

\*\*\*\*\*

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

"Candice Deininger" <cdeining@lfucg.com>



**"Candice Deininger"**  
**<cdeining@lfucg.com>**

09/09/2009 11:54 AM

To <Bryan.Siler@amwater.com>,  
<Stacy.Owens@amwater.com>, "Rhonda Hicks"  
<rhicks@lfucg.com>, "Deborah Gerardi"  
<dgerardi@lfucg.com>, <Rachel.Cole@amwater.com>,  
"Mary Fister" <mfister@lfucg.com>, "William O'Mara"  
<billo@lfucg.com>, "Kathleen Hicks" <khicks@lfucg.com>,  
"Lori Vahle" <lvahle@lfucg.com>

cc

Subject RE: August Reports

Hi, Bryan. I know you're out of the office until the 14th; so, when you return, would you kindly look at the landfill report. It appears as though the report did not update with August figures. Thanks!

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: Tuesday, September 08, 2009 6:14 PM  
To: Candice Deininger; Stacy.Owens@amwater.com; Rhonda Hicks; Deborah Gerardi; Rachel.Cole@amwater.com; Mary Fister; William O'Mara; Kathleen

Hicks; Lori Vahle  
Subject: August Reports

Hello,

Attached are the monthly reports for your review. There were three OPA accounts that were billed taxes in August. The first two [REDACTED] corrected. The third OPA account is the [REDACTED] doing work for the University which will [REDACTED] ng taxes when unt switches names.

For some reason, I am not pulling in any Extra Strength charges for the month. Candice, can you confirm that is correct?

Please let me know if you have any questions.

Thank you.

(See attached file: LFUCG Sewer and Landfill\_August 2009 rev.xls)(See attached file: Sewer & Landfill Aging Totals.pdf)

\*\*\*\*\*

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

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:04 PM -----

From: Brian T McDonough/CONSULT/AWWSC  
To: Dee Gillespie/NJAWC/AWWSC@AWW, Jonathan M Fonseca/NJAWC/AWWSC@AWW, Devonna L Oldag/SWU/AWWSC@AWW, Jody E McCracken/SERVCO/AWWSC@AWW, Cheryl DiSanti/PAWC/AWWSC@AWW, Stacy Owens/KAWC/AWWSC@AWW, Bryan Siler/KAWC/AWWSC@AWW  
Date: 09/15/2009 03:32 PM  
Subject: Correction to Conv Factors in table used by OAM

Hi All,

I'm going to be putting in what should be a very minor correction that may affect the CBT reports for a number of States: CA, EW, IA, IN, KY, MO, NJ, NY, PA and TX. The CBT report automatically converts all units of measure to gallons and there are some entries in the conversion table using the wrong conversion factor and I'm going to correct all the ones that are wrong. The ones that are wrong are generally units of measure that are rarely used so most states will not even notice the change, but I wanted to make everyone aware of the changes just in case you notice something incorrect. The impact would be seen on the detailed transaction CBT report in the column called Billing usage (see screen shot).

**Any state's CBT reports that I'm certain would be impacted, I've contacted individually for approval, this message is just to inform everyone in the case I've overlooked some connection.** List of exact changes is at the bottom of the email. If you have concerns/questions or object to a state you work with getting corrected, then let me know please. Changes should be completed on Friday morning 9/18/09.

| State | Unit of Meas | Wrong Cnv Fctr | Right Cnv Fctr | UOM Description              | Convert To |
|-------|--------------|----------------|----------------|------------------------------|------------|
| CA    | 100KC        | 1000           | 750            | Read 1000G & Bill 100CF      | 1 Gallon   |
| EW    | SCFGL        | 0.001          | 1000           | S/Read 100CF Bill 1000G      | Gallons    |
| EW    | 100FG        | 0.001          | 1000           | Read 100CF Bill 1000G        | Gallons    |
| HI    | S1GMG        |                | 0.01           | 1000 S/Read 10G & Bill 1000G | 1 Gallon   |
| HI    | S100C        | 0.1            | 1000           | S/Read 100G & Bill 1000G     | 1 Gallon   |
| HI    | S1000        | 1              | 1000           | S/Read & Bill 1000G          | 1 Gallon   |
| HI    | 10GMG        | 0.01           | 1000           | Read 10G & Bill 1000G        | 1 Gallon   |
| HI    | 100CM        | 0.1            | 1000           | Read 100G & Bill 1000G       | 1 Gallon   |
| HI    | 1000G        | 1              | 1000           | Read & Bill 1000G            | 1 Gallon   |
| IA    | 100KC        | 1000           | 750            | Read 1000G & Bill 100CF      | 1 Gallon   |
| IN    | SCFGL        | 750            | 1000           | S/Read 100CF Bill 1000G      | 1 Gallon   |
| IN    | 100FG        | 750            | 1000           | Read 100CF & Bill 1000G      | 1 Gallon   |
| KY    | 100KC        | 1000           | 750            | Read 1000G & Bill 100CF      | 1 Gallon   |
| MO    | SCFGL        | 0.001          | 1000           | Read 100CF Bill 1000G        | Gallons    |
| NJ    | SCFGL        | 0.001          | 1000           | S/Read 100CF Bill 1000G      | Gallons    |
| NJ    | 100FG        | 0.001          | 1000           | Read 100CF Bill 1000G        | Gallons    |
| NM    | 100G         | 10             | 100            | Read & Bill 100G             | Gallons    |
| NM    | 10G          | 100            | 10             | Read & Bill 10G              | Gallons    |
| NY    | 100G         | 1              | 100            | Read 100 Gal Bill 100 Gal    | Gallons    |
| NY    | 1000G        | 1              | 1000           | Read 1000G Bill 1000G        | Gallons    |
| OH    | S10CF        | 750            | 75             | S/Read & Bill 10CF           | 1 Gallon   |
| PA    | S10MC        | 1000           | 100            | Swr s/Rd 1000G & BI 100G     | 1 Gallon   |
| PA    | S100C        | 750            | 100            | S/Read 100CF Bill 100G       | 1 Gallon   |
| PA    | 100MC        | 1000           | 100            | Read 1000G & Bill 100G       | 1 Gallon   |
| PA    | 100MQ        | 1000           | 100            | Read 1000G & Bill 100G       | 1 Gallon   |
| TX    | 100G         | 1              | 100            | Read & Bill in 100G Gal      | Gallons    |
| TX    | 10G          | 10             | 1000           | Read 10 Gal & Bill 1000G     | Gallons    |
| TX    | 1000G        | 1              | 1000           | Read & Bill in 1000G         | 1 Gallon   |
| TX    | 100CM        | 10             | 1000           | Read 100 Gal Bill 1000G      | Gallons    |

Brian McDonough

(856)-782-2833 Office  
 (609)-933-2212 Cell

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:04 PM -----

From: Brian T McDonough/CONSULT/AWWSC  
 To: Jody E McCracken/SERVCO/AWWSC@AWW  
 Cc: Bryan Siler/KAWC/AWWSC@AWW, Cheryl DiSanti/PAWC/AWWSC@AWW, Dee Gillespie/NJAWC/AWWSC@AWW, Devonna L Oldag/SWU/AWWSC@AWW, Jonathan M Fonseca/NJAWC/AWWSC@AWW, Stacy Owens/KAWC/AWWSC@AWW  
 Date: 09/18/2009 08:34 AM  
 Subject: Re: Correction to Conv Factors in table used by OAM

---

Hi All,

All of the incorrect conversion factors have been updated in the CASUOM file used by the CBT report. Again, most states should not see any differences because the UOM's are not widely used or are not used for O&M utilities presently, but I thought it best to clean up any records that were wrong. Let me know if you have any questions for concerns that this change may have caused another issue, thanks.

Brian McDonough  
 (856)-782-2833 Office  
 (609)-933-2212 Cell

Brian T McDonough/CONSULT/AWWSC

**Brian T  
 McDonough/CONSULT/AWW  
 SC**  
 09/15/2009 03:32 PM

To: Dee Gillespie/NJAWC/AWWSC, Jonathan M Fonseca/NJAWC/AWWSC, Devonna L Oldag/SWU/AWWSC, Jody E McCracken/SERVCO/AWWSC, Cheryl DiSanti/PAWC/AWWSC, Stacy Owens/KAWC/AWWSC, Bryan Siler/KAWC/AWWSC

cc

Subject: Correction to Conv Factors in table used by OAM

Hi All,

I'm going to be putting in what should be a very minor correction that may affect the CBT reports for a number of States: CA, EW, IA, IN, KY, MO, NJ, NY, PA and TX. The CBT report automatically converts all units of measure to gallons and there are some entries in the conversion table using the wrong conversion factor and I'm going to correct all the ones that are wrong. The ones that are wrong are generally units of measure that are rarely used so most states will not even notice the change, but I wanted to make everyone aware of the changes just in case you notice something incorrect. The impact would be seen on the detailed transaction CBT report in the column called Billing usage (see screen shot).

**Any state's CBT reports that I'm certain would be impacted, I've contacted individually for approval, this message is just to inform everyone in the case I've overlooked some connection.** List of exact changes is at the bottom of the email. If you have concerns/questions or object to a state you work with getting corrected, then let me know please. Changes should be completed on Friday morning 9/18/09.



| State | Meas  | Cnv Fctr | Cnv Fctr | UOM  | Description               | Convert To |
|-------|-------|----------|----------|------|---------------------------|------------|
| CA    | 100KC | 1000     | 750      |      | Read 1000G & Bill 100CF   | 1 Gallon   |
| EW    | SCFGL | 0.001    | 1000     |      | S/Read 100CF Bill 1000G   | Gallons    |
| EW    | 100FG | 0.001    | 1000     |      | Read 100CF Bill 1000G     | Gallons    |
| HI    | S1GMG |          | 0.01     | 1000 | S/Read 10G & Bill 1000G   | 1 Gallon   |
| HI    | S100C | 0.1      | 1000     |      | S/Read 100G & Bill 1000G  | 1 Gallon   |
| HI    | S1000 | 1        | 1000     |      | S/Read & Bill 1000G       | 1 Gallon   |
| HI    | 10GMG | 0.01     | 1000     |      | Read 10G & Bill 1000G     | 1 Gallon   |
| HI    | 100CM | 0.1      | 1000     |      | Read 100G & Bill 1000G    | 1 Gallon   |
| HI    | 1000G | 1        | 1000     |      | Read & Bill 1000G         | 1 Gallon   |
| IA    | 100KC | 1000     | 750      |      | Read 1000G & Bill 100CF   | 1 Gallon   |
| IN    | SCFGL | 750      | 1000     |      | S/Read 100CF Bill 1000G   | 1 Gallon   |
| IN    | 100FG | 750      | 1000     |      | Read 100CF & Bill 1000G   | 1 Gallon   |
| KY    | 100KC | 1000     | 750      |      | Read 1000G & Bill 100CF   | 1 Gallon   |
| MO    | SCFGL | 0.001    | 1000     |      | Read 100CF Bill 1000G     | Gallons    |
| NJ    | SCFGL | 0.001    | 1000     |      | S/Read 100CF Bill 1000G   | Gallons    |
| NJ    | 100FG | 0.001    | 1000     |      | Read 100CF Bill 1000G     | Gallons    |
| NM    | 100G  | 10       | 100      |      | Read & Bill 100G          | Gallons    |
| NM    | 10G   | 100      | 10       |      | Read & Bill 10G           | Gallons    |
| NY    | 100G  | 1        | 100      |      | Read 100 Gal Bill 100 Gal | Gallons    |
| NY    | 1000G | 1        | 1000     |      | Read 1000G Bill 1000G     | Gallons    |
| OH    | S10CF | 750      | 75       |      | S/Read & Bill 10CF        | 1 Gallon   |
| PA    | S10MC | 1000     | 100      |      | Swr s/Rd 1000G & BI 100G  | 1 Gallon   |
| PA    | S100C | 750      | 100      |      | S/Read 100CF Bill 100G    | 1 Gallon   |
| PA    | 100MC | 1000     | 100      |      | Read 1000G & Bill 100G    | 1 Gallon   |
| PA    | 100MQ | 1000     | 100      |      | Read 1000G & Bill 100G    | 1 Gallon   |
| TX    | 100G  | 1        | 100      |      | Read & Bill in 100G Gal   | Gallons    |
| TX    | 10G   | 10       | 1000     |      | Read 10 Gal & Bill 1000G  | Gallons    |
| TX    | 1000G | 1        | 1000     |      | Read & Bill in 1000G      | 1 Gallon   |
| TX    | 100CM | 10       | 1000     |      | Read 100 Gal Bill 1000G   | Gallons    |

Brian McDonough

(856)-782-2833 Office  
(609)-933-2212 Cell

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:04 PM -----

From: "Lynne Cross" <ccross@lfucg.com>  
To: <Bryan.Siler@amwater.com>  
Cc: "Candice Deininger" <cdeining@lfucg.com>  
Date: 09/21/2009 12:49 PM  
Subject: RE: [REDACTED]

---

Bryan,

I went back and checked the original information I sent you and it is correct according to my sewer usage print out...

When I spoke with this customer he told me there were 4 people currently living in the house and that a tree had fallen due to a storm, hit the back of the house where the outside spigot was and had broken a pipe under the house which was leading to that spigot. He also told me that all the water leaked under the house and that they did not know they had a leak until they got the bill. He said by the time it took them to get someone out there to find and fix it, it was time for another bill so that was why they had 2 bills that showed leak usage. He didn't say anything to me that indicated them leaving a spigot on...

I was just concerned about the zero usage because he told me there were 4 people currently living in the house...

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

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]  
Sent: Monday, September 21, 2009 12:02 PM  
To: Lynne Cross  
Cc: Candice Deininger  
Subject: RE: [REDACTED]

Thanks Lynn. It is currently being billed for water and sewer.

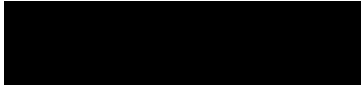
On [REDACTED] some of the info you gave me doesn't match the acc [REDACTED] other account you might be thinking of? On December 17, 2008 we checked the meter, by running water through it, and it checked out ok. Also, I spoke with the contractor about the leak and he said the house wasn't lived in but was being remodeled after storm damage. This is the one who left the outside spigot on.

Let me know what you think.

\*\*\*\*\*  
Bryan Siler  
Southeast Region  
bryan.siler@amwater.com


Phone: (859) 268-6350

Fax: (859) 335-3350

"Lynne Cross"  
<ccross@lfucg.com  
>  
To "Candice Deininger"  
09/21/2009 10:40 <cdeining@lfucg.com>,  
AM <Bryan.Siler@amwater.com>  
cc  
Subject RE: 

Bryan,

This address will eventually have landfill charges but not yet. That property is still under construction and the herbie has not been set. If you have any more questions please let me know.

By any chance have you had the opportunity to look at the address I emailed to you a few weeks ago with the zero usage on  Just let me know when you get a chance.

Thanks and have a great day!  
Lynne

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

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

Sent: Monday, September 21, 2009 10:20 AM

To: Candice Deininger  
Subject: [REDACTED]

Candice,

Does [REDACTED] get any landfill charges? I didn't see this on the J [REDACTED] bsequent updates. Thanks.

\*\*\*\*\*

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

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:04 PM -----

From: "Lynne Cross" <ccross@lfucg.com>  
To: <Bryan.Siler@amwater.com>  
Cc: "Candice Deininger" <cdeining@lfucg.com>  
Date: 09/21/2009 01:12 PM  
Subject: RE: [REDACTED]

---

That's fine Bryan - thanks for your help... I really wish we could see the notes on accounts, it would sure help us out a lot in knowing what they tell you as opposed to what they tell us...

Anyway - I really don't think it is a stuck meter or the leak usage would not have showed up - just not sure what else it could be. Strange that 4 people live there and don't have any usage... Let me know what you find out and once again thanks!

Have a good day...

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

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]  
Sent: Monday, September 21, 2009 1:04 PM  
To: Lynne Cross  
Cc: Candice Deininger  
Subject: RE: [REDACTED]

Ok. When we were recently there on 7/30/09 there was no movement on the meter. They usually crack the outlet coupling and let a tiny amount of water leak to see if the needle or flow indicator move. That's the best field test for a stuck meter. There are several notes where the customer (and contractor) state all plumbing had been removed and there wasn't any since January 2009. Perhaps he was just really trying to get a water credit.

Sounds like they're moved back in. Not sure why they would have a zero reading. I will have someone check the meter and will let you know what

we  
find.

\*\*\*\*\*  
Bryan Siler  
Southeast Region  
bryan.siler@amwater.com  
Phone: (859) 268-6350  
Fax: (859) 335-3350

"Lynne Cross"  
<ccross@lfucg.com  
>  
To <Bryan.Siler@amwater.com>  
09/21/2009 12:49  
cc PM "Candice Deininger"  
<cdeining@lfucg.com>  
Subject RE: [REDACTED]

Bryan,

I went back and checked the original information I sent you and it is correct according to my sewer usage print out...

When I spoke with this customer he told me there were 4 people currently living in the house and that a tree had fallen due to a storm, hit the back of the house where the outside spigot was and had broken a pipe under the house which was leading to that spigot. He also told me that all the water leaked under the house and that they did not know they had

a leak until they got the bill. He said by the time it took them to get someone out there to find and fix it, it was time for another bill so that was why they had 2 bills that showed leak usage. He didn't say anything to me that indicated them leaving a spigot on...

I was just concerned about the zero usage because he told me there were 4 people currently living in the house...

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

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]  
Sent: Monday, September 21, 2009 12:02 PM  
To: Lynne Cross  
Cc: Candice Deininger  
Subject: RE: [REDACTED]

Thanks Lynn. It is currently being billed for water and sewer.

On [REDACTED] some of the info you gave me doesn't match the acc [REDACTED] other account you might be thinking of? On December 17, 2008 we checked the meter, by running water through it, and it checked out ok. Also, I spoke with the contractor about the leak and he said the house wasn't lived in but was being remodeled after storm damage. This is the one who left the outside spigot on.

Let me know what you think.

\*\*\*\*\*

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

"Lynne Cross"  
<ccross@lfucg.com

>

To

"Candice Deininger"

09/21/2009 10:40

<cdeining@lfucg.com>,

AM

<Bryan.Siler@amwater.com>

cc

Subject

RE [REDACTED]

Bryan,

This address will eventually have landfill charges but not yet. That property is still under construction and the herbie has not been set. If you have any more questions please let me know.

By any chance have you had the opportunity to look at the address I emailed to you a few weeks ago with the zero usage on [REDACTED]. Just let me know when you get a chance.

Thanks and have a great day!  
Lynne

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

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]  
Sent: Monday, September 21, 2009 10:20 AM  
To: Candice Deininger  
Subject: [REDACTED]

Candice,

Does [REDACTED] get any landfill charges? I didn't see this on the J [REDACTED] bsequent updates. Thanks.

\*\*\*\*\*

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

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:04 PM -----

From: "Lynne Cross" <ccross@lfucg.com>  
To: <Bryan.Siler@amwater.com>  
Cc: "Candice Deininger" <cdeining@lfucg.com>  
Date: 09/22/2009 07:50 AM  
Subject: RE: [REDACTED]

---

Thanks Bryan! I appreciate all of your help.  
Have a great day!

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

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]  
Sent: Tuesday, September 22, 2009 7:47 AM  
To: Lynne Cross  
Cc: Candice Deininger  
Subject: 301 S Hanover

This morning we confirmed this meter is functioning properly and is still at zero usage.

\*\*\*\*\*

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

"Lynne Cross"  
<ccross@lfucg.com>  
>  
To <Bryan.Siler@amwater.com>  
09/21/2009 01:12  
cc PM "Candice Deininger"  
<cdeining@lfucg.com>  
Subject RE: [REDACTED]



That's fine Bryan - thanks for your help... I really wish we could see the notes on accounts, it would sure help us out a lot in knowing what they tell you as opposed to what they tell us...

Anyway - I really don't think it is a stuck meter or the leak usage would not have showed up - just not sure what else it could be. Strange that 4 people live there and don't have any usage... Let me know what you find out and once again thanks!

Have a good day...

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

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]  
Sent: Monday, September 21, 2009 1:04 PM  
To: Lynne Cross  
Cc: Candice Deininger  
Subject: RE: [REDACTED]

Ok. When we were recently there on 7/30/09 there was no movement on the meter. They usually crack the outlet coupling and let a tiny amount of water leak to see if the needle or flow indicator move. That's the best field test for a stuck meter. There are several notes where the customer (and contractor) state all plumbing had been removed and there wasn't any since January 2009. Perhaps he was just really trying to get a water credit.

Sounds like they're moved back in. Not sure why they would have a zero reading. I will have someone check the meter and will let you know what we find.

\*\*\*\*\*

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

"Lynne Cross"

<ccross@lfucg.com

>

To <Bryan.Siler@amwater.com>

09/21/2009 12:49

cc PM "Candice Deininger"  
<cdeining@lfucg.com>

Subject RE: [REDACTED]

Bryan,

I went back and checked the original information I sent you and it is correct according to my sewer usage print out...

When I spoke with this customer he told me there were 4 people currently living in the house and that a tree had fallen due to a storm, hit the back of the house where the outside spigot was and had broken a pipe under the house which was leading to that spigot. He also told me that all the water leaked under the house and that they did not know they had a leak until they got the bill. He said by the time it took them to get someone out there to find and fix it, it was time for another bill so that was why they had 2 bills that showed leak usage. He didn't say anything to me that indicated them leaving a spigot on...

I was just concerned about the zero usage because he told me there were 4 people currently living in the house...

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

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]  
Sent: Monday, September 21, 2009 12:02 PM  
To: Lynne Cross  
Cc: Candice Deininger  
Subject: RE: [REDACTED]

Thanks Lynn. It is currently being billed for water and sewer.

On [REDACTED] some of the info you gave me doesn't match the  
acc [REDACTED] ther account you might be thinking of? On  
December

17, 2008 we checked the meter, by running water through it, and it checked out ok. Also, I spoke with the contractor about the leak and he said the house wasn't lived in but was being remodeled after storm damage. This is the one who left the outside spigot on.

Let me know what you think.

\*\*\*\*\*

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

"Lynne Cross"  
<ccross@lfucg.com

>

To

"Candice Deininger"

09/21/2009 10:40

<cdeining@lfucg.com> ,

AM

<Bryan.Siler@amwater.com>

cc

Subject

RE: 

Bryan,

This address will eventually have landfill charges but not yet. That property is still under construction and the herbie has not been set. If you have any more questions please let me know.

By any chance have you had the opportunity to look at the address I emailed to you a few weeks ago with the zero usage on S. Hanover Avenue? Just let me know when you get a chance.

Thanks and have a great day!  
Lynne

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

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]  
Sent: Monday, September 21, 2009 10:20 AM  
To: Candice Deininger  
Subject: [REDACTED]

Candice,

Does [REDACTED] get any landfill charges? I didn't see this on the J [REDACTED] bsequent updates. Thanks.

\*\*\*\*\*

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

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:04 PM -----

From: "Candice Deininger" <cdeining@lfucg.com>  
To: <Bryan.Siler@amwater.com>  
Cc: <Jarold.Jackson@amwater.com>, "Martha Alexander" <malexand@lfucg.com>  
Date: 09/22/2009 01:20 PM  
Subject: RE: [REDACTED]

---

Thanks, Bryan!!

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: Tuesday, September 22, 2009 1:19 PM

To: Candice Deininger  
Cc: Jarold.Jackson@amwater.com; Martha Alexander  
Subject: Re: [REDACTED]

Candice,

We just checked this meter. It is working fine. It could just be a very small amount of water being used.

\*\*\*\*\*

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

"Candice  
Deininger"  
<cdeining@lfucg.com>  
To <Bryan.Siler@amwater.com>  
cc 09/21/2009 09:27 AM <Jarold.Jackson@amwater.com>,  
"Martha Alexander"  
<malexand@lfucg.com>  
Subject [REDACTED]

Good morning, Bryan. Just received a call from Code Enforcement about the

above account. When I pulled it up on OAM, it shows only 2 ccf worth of usage in the past year. It is not a closed or inactive account, and there is someone living here. Would you please have someone check the meter/meter readings? Thanks so much!!

Candice Deininger  
 LFUCG Division of Revenue  
 200 East Main Street  
 Lexington, KY 40507  
 859-258-3364

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:04 PM -----

From: "Sheila Long" <slong@lfucg.com>  
 To: <Bryan.Siler@amwater.com>  
 Cc: "Mike Smith" <mikes@lfucg.com>  
 Date: 09/28/2009 06:43 PM  
 Subject: Herbie weekly

|                                                                       |                                                                                                         |                                                                                                         |
|-----------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------|
| <b>SHEILA K. LONG</b>                                                 |                                                                                                         |                                                                                                         |
| Computer Operator<br><u>Lexington Fayette Urban County Government</u> | 200 East Main Street Lexington, Kentucky                                                                |                                                                                                         |
| <a href="mailto:slong@lfucg.com">slong@lfucg.com</a>                  |  PHONE: 859.258.3334 |  FAX: 859.258.3334 |
| <i>"To Thine Own Self Be True"</i><br>are                             |                                                                                                         | <i>... William Shakespeare</i>                                                                          |



HERC0928.TXT

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:04 PM -----

From: "Candice Deininger" <cdeining@lfucg.com>  
 To: <Bryan.Siler@amwater.com>  
 Cc: "Julie Mantrom" <jmantrom@lfucg.com>  
 Date: 09/29/2009 08:29 AM  
 Subject: [REDACTED]

Good morning, Bryan. Would it be possible to check to see if this location has ever been charged sewer

fees? Current listing in OAM indicates that it is not presently coded. If, at some point in the history of the account, it was charged sewer, would you be able to send me any information you might find/have?  
Thank you very much!!

Candice

Candice Deininger  
LFUCG Division of Revenue  
200 East Main Street  
Lexington, KY 40507  
859-258-3364

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:04 PM -----

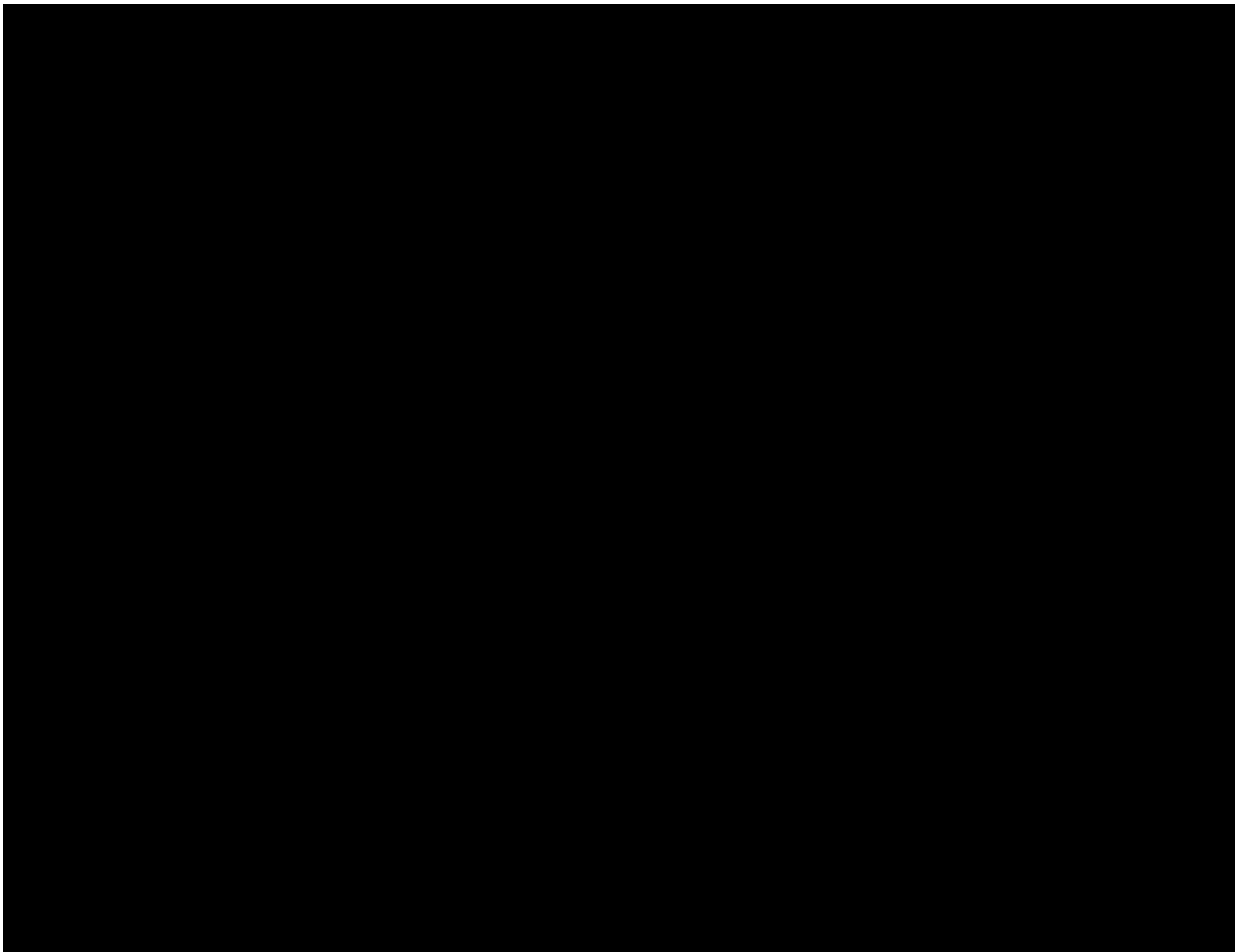
From: Bryan Siler/KAWC/AWWSC  
To: "Candice Deininger" <cdeining@lfucg.com>@AWX  
Cc: "Julie Mantrom" <jmantrom@lfucg.com>  
Date: 09/29/2009 08:52 AM  
Subject: Re: [REDACTED]

---

Candice,

The premise states it is not sewerred per LFUCG and has SEPTIC in the comments on the account. Rick added this attribute on 10/24/2006.

I can only go back to May 1, 2002 but do not see anything but water and landfill.



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

"Candice Deininger" <cdeining@lfucg.com>



"Candice Deininger"  
<cdeining@lfucg.com>  
09/29/2009 08:29 AM

To <Bryan.Siler@amwater.com>  
cc "Julie Mantrom" <jmantrom@lfucg.com>

Subje



Good morning, Bryan. Would it be possible to check to see if this location has ever been charged sewer fees? Current listing in OAM indicates that it is not presently coded. If, at some point in the history of the account, it was charged sewer, would you be able to send me any information you might find/have? Thank you very much!!



Candice

Candice Deininger  
LFUCG Division of Revenue  
200 East Main Street  
Lexington, KY 40507  
859-258-3364

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:04 PM -----

From: "Julie Mantrom" <jmantrom@lfucg.com>  
To: <Bryan.Siler@amwater.com>, "Candice Deininger" <cdeining@lfucg.com>  
Date: 09/29/2009 09:02 AM  
Subject: RE [REDACTED]

---

Thank you both--if Rick commented their must have been a question before.

Julie A. Mantrom  
Division of Water Quality  
Department of Environmental Quality  
Lexington-Fayette Urban County Government  
(859) 425-2402  
(859) 254-7787 (Fax)  
jmantrom@lfucg.com

ü Please consider the environment before printing this email.

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

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]  
Sent: Tuesday, September 29, 2009 8:53 AM  
To: Candice Deininger  
Cc: Julie Mantrom  
Subject: Re: [REDACTED]

Candice,

The premise states it is not sewerred per LFUCG and has SEPTIC in the comments on the account. Rick added this attribute on 10/24/2006.

I can only go back to May 1, 2002 but do not see anything but water and landfill.


(Embedded image moved to file: pic12570.jpg)

\*\*\*\*\*  
Bryan Siler  
Southeast Region  
bryan.siler@amwater.com  
Phone: (859) 268-6350  
Fax: (859) 335-3350

"Candice  
Deininger"  
<cdeining@lfucg.com>  
09/29/2009 08:29 AM

<Bryan.Siler@amwater.com>  
"Julie Mantrom"  
<jmantrom@lfucg.com>

To  
cc




Good morning, Bryan. Would it be possible to check to see if this location has ever been charged sewer fees? Current listing in OAM indicates that it is not presently coded. If, at some point in the history of the account, it was charged sewer, would you be able to send me any information you might find/have? Thank you very much!!

Candice

Candice Deininger  
LFUCG Division of Revenue  
200 East Main Street  
Lexington, KY 40507  
859-258-3364

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:04 PM -----

From: "Candice Deininger" <cdeining@lfucg.com>  
To: <Bryan.Siler@amwater.com>  
Date: 09/29/2009 09:07 AM  
Subject: RE: 

---

Hey, Bryan - don't bother with checking any further on this account. I checked our old files and saw where it was charged way back in 1989 but was adjusted off because even at that time it was listed as septic. Thank you!!

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: Tuesday, September 29, 2009 8:53 AM

To: Candice Deininger  
Cc: Julie Mantrom  
Subject: Re: [REDACTED]

Candice,

The premise states it is not sewerred per LFUCG and has SEPTIC in the comments on the account. Rick added this attribute on 10/24/2006.

I can only go back to May 1, 2002 but do not see anything but water and landfill.

(Embedded image moved to file: pic12570.jpg)

\*\*\*\*\*

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

"Candice  
Deininger"

To <cdeining@lfucg.c

om>

<Bryan.Siler@amwater.com>

cc

09/29/2009 08:29

"Julie Mantrom"

AM

<jmantrom@lfucg.com>

Subject

[REDACTED]

[REDACTED]

Good morning, Bryan. Would it be possible to check to see if this location has ever been charged sewer fees? Current listing in OAM indicates that it is not presently coded. If, at some point in the history of the account, it was charged sewer, would you be able to send me any information you might find/have? Thank you very much!!

Candice

Candice Deininger  
LFUCG Division of Revenue  
200 East Main Street  
Lexington, KY 40507  
859-258-3364

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:04 PM -----

From: "Candice Deininger" <cdeining@lfucg.com>  
To: <Bryan.Siler@amwater.com>  
Date: 10/01/2009 03:51 PM  
Subject: [REDACTED]

---

Hi, Bryan. When you get a chance, I need your help in figuring something out. I've been working with [REDACTED] on an account that serves [REDACTED]. Actually, there are three accounts [REDACTED] that serve 7 buildings at this address that are comprised of 54 individually owned condos. According to [REDACTED] the three meters are located along [REDACTED] however, I noticed that the service address on all three accounts indicate a service address of [REDACTED]. If the meters are located on [REDACTED] why wouldn't they have a [REDACTED] service address? Additionally, PVA shows [REDACTED] as an 8-unit apartment building not associated with the [REDACTED] buildings. So, if the [REDACTED] serves [REDACTED] what is serving [REDACTED]? It's all very confusing . . . can you help? Thank you!

Candice Deininger  
LFUCG Division of Revenue  
200 East Main Street  
Lexington, KY 40507  
859-258-3364

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:04 PM -----

From: "Candice Deininger" <cdeining@lfucg.com>  
To: <Bryan.Siler@amwater.com>  
Date: 10/01/2009 04:47 PM  
Subject: RE: [REDACTED]

---

The three accounts for the condos show a service address of [REDACTED] but their PVA addresses are [REDACTED] . . . . I'll forward that manager sent me . . . .

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: Thursday, October 01, 2009 4:22 PM  
To: Candice Deininger  
Subject: Re: [REDACTED]

Candice,

Well, it does seem confusing. It doesn't matter where the meter is,  
just  
the service address that it serves.

What address do you show for the three premises that serve [REDACTED]

I show the 8 units - all are [REDACTED]  
Plus the three premises for [REDACTED]

\*\*\*\*\*

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

"Candice  
Deininger"

To: <cdeining@lfucg.c  
om>

<Bryan.Siler@amwater.com>

cc: 10/01/2009 03:47

Subject: PM  
[REDACTED]

Hi, Bryan. When you get a chance, I need your help in figuring something

out. I've been working with [REDACTED] on an account that serves [REDACTED]

Actually, the [REDACTED] accounts [REDACTED]

[REDACTED] that serve 7 buildings at this address that are comprised of

individually owned condos. According to [REDACTED] the three meters are

located along [REDACTED] however, I noticed that the service address on

all three accounts indicate a service address of [REDACTED] If

the meters are located on [REDACTED] why wouldn't they have a [REDACTED] Drive

service address? Additionally, PVA shows [REDACTED] as an 8-unit apartment building not associated with the [REDACTED] ildings. So, if

the [REDACTED] serves [REDACTED] what is serving [REDACTED] [REDACTED] ry conf help? Thank you

Candice Deininger  
 LFUCG Division of Revenue  
 200 East Main Street  
 Lexington, KY 40507  
 859-258-3364

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:04 PM -----

From: "Candice Deininger" <cdeining@lfucg.com>  
 To: <Bryan.Siler@amwater.com>  
 Date: 10/02/2009 08:04 AM  
 Subject: RE: [REDACTED]

Yes . . . .

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: Thursday, October 01, 2009 4:55 PM  
 To: Candice Deininger  
 Subject: [REDACTED]

Candice,

Is this address on the sanitary sewer?

\*\*\*\*\*  
Bryan Siler  
Southeast Region  
bryan.siler@amwater.com  
Phone: (859) 268-6350  
Fax: (859) 335-3350

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:04 PM -----

From: Mike Shryock/KAWC/AWWSC  
To: Bryan Siler/KAWC/AWWSC@AWW  
Date: 10/02/2009 11:15 AM  
Subject: Re: Can we keep these files where they are for a few days?


---

No. I will make sure they do though. I have drive redundancy as well.

Bryan Siler/KAWC/AWWSC



**Bryan Siler/KAWC/AWWSC**  
10/02/2009 11:13 AM

To: Mike Shryock/KAWC/AWWSC@AWW  
cc  
Subject: Re: Can we keep these files where they are for a few days?  


Cool.. Are they getting backed up?


\*\*\*\*\*

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

Mike Shryock/KAWC/AWWSC



**Mike Shryock/KAWC/AWWSC**  
10/02/2009 11:08 AM

To: Bryan Siler/KAWC/AWWSC@AWW  
cc  
Subject: Re: Can we keep these files where they are for a few days?  


Yes. We can leave them there, then when I install the new server, we will move back what we need to

keep.


Bryan Siler/KAWC/AWWSC



**Bryan Siler/KAWC/AWWSC**

10/02/2009 11:04 AM

To Mike Shryock/KAWC/AWWSC@AWW  
cc

Subject Re: Can we keep these files where they are for a few days?  


Yes, I'll be using them for the next week or so.

\*\*\*\*\*

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


Mike Shryock/KAWC/AWWSC



**Mike Shryock/KAWC/AWWSC**

10/02/2009 11:01 AM

To Bryan Siler/KAWC/AWWSC@AWW  
cc

Subject Re: Can we keep these files where they are for a few days?  


That's where we moved them to free up space on the main server, right?

Bryan Siler/KAWC/AWWSC



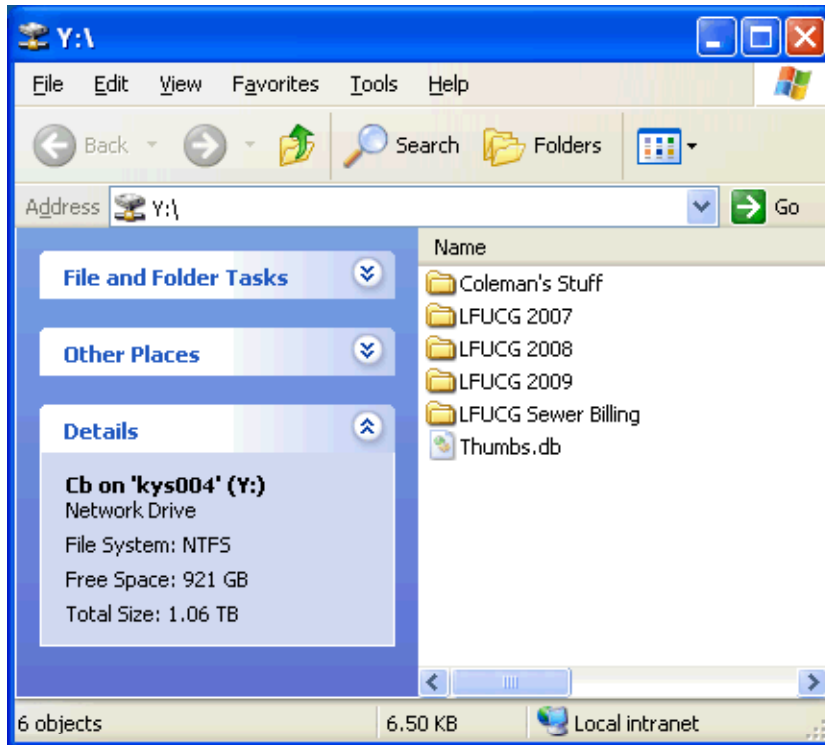
**Bryan Siler/KAWC/AWWSC**

10/02/2009 09:41 AM

To Mike Shryock/KAWC/AWWSC@AWW  
cc

Subject Can we keep these files where they are for a few days?





\*\*\*\*\*

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

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:04 PM -----

From: "Sheila Powell" <sheilap@lfucg.com>  
To: <Bryan.Siler@amwater.com>  
Date: 10/02/2009 01:50 PM  
Subject: RE: Good Morning Bryan

Yes thank you



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

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]  
Sent: Friday, October 02, 2009 11:56 AM  
To: Sheila Powell  
Subject: Re: Good Morning Bryan

No, I don't have her on any of my lists. Want me to add her?

\*\*\*\*\*

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

Regarding  I guess you would need her Premise 

Thanks have a good weekend.

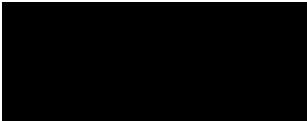
Sheila Powell, Administrative Specialist  
Division of Adult & Tenant Services  
1055 Industry Road  
Lexington, KY. 40505  
Phone: 859- 258-3811  
Fax: 859-425-2055

Thanks have a good weekend.

Sheila Powell, Administrative Specialist  
Division of Adult & Tenant Services  
1055 Industry Road  
Lexington, KY. 40505  
Phone: 859- 258-3811

Fax: 859-425-2055

"Sheila Powell"  
<sheilap@lfucg.co  
m>  
To <Bryan.Siler@amwater.com>  
10/02/2009 09:22  
cc AM  
Subject Good Morning Bryan

I sent over On July 24th to Candice  do you show that she is due to receive 30% off her sewer charge.

Thanks

Sheila Powell, Administrative Specialist  
Division of Adult & Tenant Services  
1055 Industry Road  
Lexington, KY. 40505  
Phone: 859- 258-3811  
Fax: 859-425-2055

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:04 PM -----

From: "Candice Deininger" <cdeining@lfucg.com>  
To: <Bryan.Siler@amwater.com>  
Cc: "Sheila Powell" <sheilap@lfucg.com>  
Date: 10/05/2009 12:34 PM  
Subject: 30% Discount Coding

Good afternoon, Bryan. Attached are files from Sheila with accounts needing the 30% discount coding. If you have any questions, kindly let Sheila know. Thank you!

Candice

Candice Deininger  
LFUCG Division of Revenue  
200 East Main Street  
Lexington, KY 40507  
859-258-3364



Friday September 25 2009.xls Friday September 11 2009.xls Friday September 18 2009.xls

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:04 PM -----

From: "Sheila Long" <slong@lfucg.com>  
To: <Bryan.Siler@amwater.com>  
Date: 10/05/2009 02:27 PM  
Subject: file for today

|                                                                              |                                          |
|------------------------------------------------------------------------------|------------------------------------------|
| <b>SHEILA K. LONG</b>                                                        |                                          |
| Computer Operator<br><u>Lexington Fayette Urban County<br/>Government</u>    | 200 East Main Street Lexington, Kentucky |
| <a href="mailto:slong@lfucg.com">slong@lfucg.com</a>                         | PHONE: 859.258.3334  FAX: 859.258.3334   |
| <b>"To Thine Own Self Be True"</b>                                           |                                          |
| <b>are</b> <span style="float: right;"><b>... William Shakespeare</b></span> |                                          |



HERC1005.TXT

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:04 PM -----

From: "Candice Deininger" <cdeining@lfucg.com>  
 To: <Bryan.Siler@amwater.com>  
 Cc: "Jennifer M Myatt" <jmyatt@lfucg.com>  
 Date: 10/05/2009 04:32 PM  
 Subject: RE: Call Referrals

---

Thanks, Bryan . . .

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 05, 2009 4:26 PM  
 To: Candice Deininger  
 Cc: Jennifer M Myatt  
 Subject: Re: Call Referrals

I just passed this on. Let me know if it continues.

\*\*\*\*\*

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

"Candice  
 Deininger"  
 <cdeining@lfucg.c  
 To om> <Bryan.Siler@amwater.com>  
 cc 10/05/2009 04:23 "Jennifer M Myatt"  
 PM <jmyatt@lfucg.com>  
 Subject Call Referrals

Hi, Bryan. When you get a moment (?!), would you kindly send an email to the appropriate person(s) at the call centers to remind them it is my office and my staff who take care of requests for residential adjustments for sod watering, pool filling and new construction (859-258-3364, 3363). Adjustments to non-residential accounts (exclusions) are directed to Jennifer Myatt in the Division of Water Quality (859-425-2409). Jennifer just told me that she's been getting a lot of residential requests lately. Thanks a lot for your help - have a nice evening!

Candice

Candice Deininger  
LFUCG Division of Revenue  
200 East Main Street  
Lexington, KY 40507  
859-258-3364

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:04 PM -----

From: "Lynne Cross" <ccross@lfucg.com>  
To: <Bryan.Siler@amwater.com>  
Cc: "Candice Deininger" <cdeining@lfucg.com>  
Date: 10/06/2009 08:52 AM  
Subject: Removal of landfill charges

---

Bryan,

On premise # [REDACTED] I need you to remove the landfill billing on this account. We [REDACTED] system months ago but the customer is still being billed for some reason. 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

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:04 PM -----

From: "Lynne Cross" <ccross@lfucg.com>  
To: <Bryan.Siler@amwater.com>  
Cc: "Candice Deininger" <cdeining@lfucg.com>  
Date: 10/06/2009 10:09 AM  
Subject: RE: Removal of landfill charges

---

The Division of Waste Management removed it - I will check with them and let you know. Thanks!

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

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]  
Sent: Tuesday, October 06, 2009 10:09 AM  
To: Lynne Cross  
Cc: Candice Deininger  
Subject: Re: Removal of landfill charges

Do you know the date you removed it so I can check the file we received?  
Thanks.

\*\*\*\*\*

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

"Lynne Cross"  
<ccross@lfucg.com>  
>  
To <Bryan.Siler@amwater.com>  
10/06/2009 08:52  
cc AM "Candice Deininger"  
<cdeining@lfucg.com>  
Subject Removal of landfill charges

Bryan,

On premise # [REDACTED] I need you to remove the landfill billing on this account. We removed the herbie from our system months ago but the customer is still being billed for some reason. 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

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:04 PM -----

From: "Candice Deininger" <cdeining@lfucg.com>  
To: <Bryan.Siler@amwater.com>  
Cc: "William O'Mara" <billo@lfucg.com>, "Mary Fister" <mfister@lfucg.com>  
Date: 10/06/2009 12:19 PM  
Subject: RE: Rush Query Request

---

You are great - thank you!!!!

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: Tuesday, October 06, 2009 12:18 PM  
To: Candice Deininger  
Cc: William O'Mara; Mary Fister  
Subject: Re: Rush Query Request

Candice,

This isn't a problem. I will try to get this to you this afternoon. If not, you'll have it tomorrow.

\*\*\*\*\*



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

"Candice  
Deininger"  
<cdeining@lfucg.com>  
To  
om> <Bryan.Siler@amwater.com>  
cc  
10/06/2009 11:47 AM <billo@lfucg.com>, "William O'Mara"  
"Mary Fister" <mfister@lfucg.com>  
Subject  
Rush Query Request

Good morning, Bryan. May we please get a query run identifying the top ten sewer user customers for the past 12 months? We would need the report to reflect both the amount of usage and revenue billed. Donna Taylor ran this query several years ago, so she may still have it in her library of computer files. We need this report within the next 2 days if possible as we will be using the information contained therein as support documentation during a sewer bond rating call that takes place on Friday. I apologize for the very short notice; but if Donna still has that query, then I hope it wouldn't be too difficult to run it again.

Thanks very much for your help and that of Donna!!

Candice

Candice Deininger  
LFUCG Division of Revenue  
200 East Main Street  
Lexington, KY 40507  
859-258-3364

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:04 PM -----

From: Donna Taylor/KAWC/AWWSC  
To: Bryan Siler/KAWC/AWWSC@AWW  
Date: 10/07/2009 08:34 AM  
Subject: LFUCG - Top 10 - October 2008 - September 2009

---

Bryan,

Attached is a spreadsheet containing the LFUCG top 10 customers for the period October 1, 2008 - September 2009. Let me know if you need any additional information.



LFUCG - Top 10 Users - October 1, 2008 - September 30, 2009.xls

Donna B. Taylor  
American Water ITS  
Business Applications Development  
2300 Richmond Rd.  
Lexington, KY 40502  
Voice: 859.268.6306  
Fax: 859.335.3306  
email: donna.taylor@amwater.com

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:04 PM -----

From: Emily R Vetter/CALLCTR/CORP/AWWSC  
To: Bryan Siler/KAWC/AWWSC@AWW  
Date: 10/07/2009 09:18 AM  
Subject: Leak Adjustments for Sewer Customers who do not have an established Pocket

---

Bryan,

Can you check with LFUCG on how these customer's should be handled? The customer bills 90% of the usage if they do not have an established pocket. Our process documentation does not cover this scenario. Please advise if the customer should be referred to LFUCG, or if an adjustment should be given. Thanks.

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 Bryan Siler/KAWC/AWWSC on 02/15/2013 05:04 PM -----

From: Bryan Siler/KAWC/AWWSC  
To: cdeining@lfucg.com  
Date: 10/07/2009 10:01 AM  
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 02/15/2013 05:04 PM -----

From: "Candice Deininger" <cdeining@lfucg.com>  
To: <Bryan.Siler@amwater.com>  
Date: 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 02/15/2013 05:04 PM -----

From: "Candice Deininger" <cdeining@lfucg.com>  
To: <Bryan.Siler@amwater.com>  
Cc: "Sheila Powell" <sheilap@lfucg.com>  
Date: 10/12/2009 08:24 AM  
Subject: 30% Discount Coding

---

Good morning, Bryan. Here's a file from Sheila with clients whose accounts need the 30% discount coding. Kindly let Sheila know if you have any questions – thank you and have a good day!

Candice

Candice Deininger  
LFUCG Division of Revenue  
200 East Main Street  
Lexington, KY 40507  
859-258-3364



Friday October 9 2009.xls

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:04 PM -----

From: Dale S Graham/SHARVCS/AWWSC  
To: Bryan Siler/KAWC/AWWSC@AWW  
Cc: cdeining@lfucg.com, khicks@lfucg.com  
Date: 10/12/2009 03:45 PM  
Subject: LFUCG 9-09

---

Sewer & Landfill billing for 9/09



1872\_001.pdf

Thanks,

Dale Graham  
SSC Cash Management  
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 02/15/2013 05:04 PM -----

From: "Candice Deininger" <cdeining@lfucg.com>  
To: <Bryan.Siler@amwater.com>  
Cc: "Stephen Mulligan" <smulligan@lfucg.com>  
Date: 10/15/2009 09:25 AM  
Subject: Addition To Distribution List of Month-End Reports

---

Good morning, Bryan. Would you kindly add Stephen Mulligan to the distribution list of the month-end reports, please? His email is [smulligan@lfucg.com](mailto:smulligan@lfucg.com). Thank you!

Candice

Candice Deininger  
LFUCG Division of Revenue  
200 East Main Street  
Lexington, KY 40507  
859-258-3364

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:04 PM -----

From: "Candice Deininger" <cdeining@lfucg.com>  
To: <Bryan.Siler@amwater.com>  
Cc: <Emily.Vetter@amwater.com>  
Date: 10/20/2009 08:11 AM  
Subject: RE: Sewer Adjustments for Customers that Do Not Have a Fall/Winter Average

---

Good morning, Bryan. I made Charlie Martin and Julie Mantrom aware of this the day you sent it, and I was hopeful we would have been able to discuss it that day. Unfortunately, that didn't happen, but I'll bring it up again with Julie - she's good about putting issues on Charlie's radar since he is so busy these days. I'll see what I can find out and hopefully let you know by the end of the day. In the meantime, can this one just be held? Thanks!!

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"        |                                |
|           | <cdeining@lfucg.c |                                |
| To        | om>               | <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 02/15/2013 05:04 PM -----

From: "Candice Deininger" <cdeining@lfucg.com>  
To: <Bryan.Siler@amwater.com>  
Cc: "Sheila Powell" <sheilap@lfucg.com>  
Date: 10/21/2009 09:10 AM  
Subject: 30% Discount Coding

---

Good morning, Bryan. Attached is another file from Sheila containing the names/accounts of clients eligible for the 30% discount coding. If there are any questions, kindly let Sheila know. Thanks very much and have a good day!

Candice

Candice Deininger  
LFUCG Division of Revenue  
200 East Main Street  
Lexington, KY 40507  
859-258-3364



Friday October 16 2009.xls

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:04 PM -----

From: "Candice Deininger" <cdeining@lfucg.com>  
To: <Bryan.Siler@amwater.com>  
Cc: "Jennifer M Myatt" <jmyatt@lfucg.com>  
Date: 10/21/2009 10:16 AM  
Subject: RE [REDACTED]

Nope - one less account to keep track of . . . By your question, I'm gathering they want to do this? If so, would you mind letting me know when that happens so I won't freak out?! Thanks, Bryan!

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 21, 2009 9:48 AM  
To: Candice Deininger  
Subject: The [REDACTED]

If we combine the domestic accounts into one bill, would that cause you a problem doing the exclusion and extra strength charges?

\*\*\*\*\*

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

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:04 PM -----

From: "Candice Deininger" <cdeining@lfucg.com>



To: <Bryan.Siler@amwater.com>  
Cc: "Jennifer M Myatt" <jmyatt@lfucg.com>  
Date: 10/21/2009 10:26 AM  
Subject: RE: [REDACTED]

---

Do you what precipitated the change? Just curious . . .

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 21, 2009 10:25 AM  
To: Candice Deininger  
Cc: Jennifer M M [REDACTED]  
Subject: RE: The [REDACTED]

Yeah, I will. We'll have to close those accounts and move the meters to the main account. I made sure they were okay with doing that and they are.

\*\*\*\*\*

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

"Candice  
Deininger"  
<cdeining@lfucg.c  
om> <Bryan.Siler@amwater.com>  
cc 10/21/2009 10:15 "Jennifer M Myatt"  
AM <jmyatt@lfucg.com>  
Subject RE: The [REDACTED]

Nope - one less account to keep track of . . . By your question, I'm gathering they want to do this? If so, would you mind letting me know when that happens so I won't freak out?! Thanks, Bryan!

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 21, 2009 9:48 AM  
To: Candice Deininger  
Subject: The [REDACTED]

If we combine the domestic accounts into one bill, would that cause you a problem doing the exclusion and extra strength charges?

\*\*\*\*\*

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

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:04 PM -----

From: "Candice Deininger" <cdeining@lfucg.com>  
To: <Bryan.Siler@amwater.com>  
Cc: "Jennifer M Myatt" <jmyatt@lfucg.com>  
Date: 10/21/2009 10:30 AM  
Subject: RE: The [REDACTED]

---

Good thinking . . . .

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 21, 2009 10:30 AM

To: Candice Deininger

Cc: Jennifer M Myatt

Subject: RE: The [REDACTED]

Just wanting to simplify. Having 1 or 2 bills vs. 10 or 12. Also, they are starting to pay with a credit card and the 10 small accounts get charged 10 credit card fees. Combining them would reduce that cost.

\*\*\*\*\*

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

"Candice  
Deininger"

To: <cdeining@lfucg.com>  
<Bryan.Siler@amwater.com>

cc: 10/21/2009 10:26 AM  
"Jennifer M Myatt"  
<jmyatt@lfucg.com>

Subject: RE: The [REDACTED]

Do you what precipitated the change? Just curious . . .

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 21, 2009 10:25 AM  
To: Candice Deininger  
Cc: Jennifer M M [REDACTED]  
Subject: RE: The [REDACTED]

Yeah, I will. We'll have to close those accounts and move the meters to the main account. I made sure they were okay with doing that and they are.

\*\*\*\*\*

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

"Candice  
Deininger"  
<cdeining@lfucg.com>  
To: <Bryan.Siler@amwater.com>  
cc: 10/21/2009 10:15 AM "Jennifer M Myatt"  
<jmyatt@lfucg.com>  
Subject: RE: The [REDACTED]

Nope - one less account to keep track of . . . By your question, I'm gathering they want to do this? If so, would you mind letting me know when that happens so I won't freak out?! Thanks, Bryan!

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 21, 2009 9:48 AM  
To: Candice [REDACTED]  
Subject: The [REDACTED]

If we combine the domestic accounts into one bill, would that cause you a problem doing the exclusion and extra strength charges?

\*\*\*\*\*

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

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:04 PM -----

From: "Sheila Long" <slong@lfucg.com>  
To: <Bryan.Siler@amwater.com>  
Date: 10/26/2009 02:41 PM  
Subject: I don't think I ever sent last weeks file so here are both today and last weeks.

**SHEILA K. LONG**

Computer Operator  
Lexington Fayette Urban County

200 East Main Street Lexington, Kentucky

Government

[slong@lfucg.com](mailto:slong@lfucg.com)



PHONE: 859.258.3334



FAX: 859.258.3334

"To Thine Own Self Be True"  
are

... William Shakespeare



HERC1022.TXT HERC1026.TXT

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:04 PM -----

From: "Candice Deininger" <cdeining@lfucg.com>  
To: <Bryan.Siler@amwater.com>  
Cc: <Jarold.Jackson@amwater.com>  
Date: 11/02/2009 02:56 PM  
Subject: RE: FW: Premise Number [REDACTED]

Okay . . . thanks again, Bryan!!

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, November 02, 2009 2:53 PM  
To: Candice Deininger  
Cc: Jarold.Jackson@amwater.com  
Subject: Re: FW: Premise Number [REDACTED]

No. Not really. I have asked Anna several times for any records she could give me but she hasn't provided me anything. She has since started paying down the back bill. That tells me it's legit...

\*\*\*\*\*

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

"Candice  
Deininger"

To <cdeining@lfucg.com> <Bryan.Siler@amwater.com>  
cc 10/28/2009 10:07 AM <Jarold.Jackson@amwater.com>  
Subject AM  
FW: [REDACTED]

Hi, Bryan . . . just following up on this account. Looks like the billing has resumed on a regular basis. Any more word on what happened? Thanks!!

Candice Deininger  
LFUCG Division of Revenue  
200 East Main Street  
Lexington, KY 40507  
859-258-3364

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

From: Candice Deininger  
Sent: Monday, September 21, 2009 11:57 AM  
To: 'Bryan.Siler@amwater.com'  
Cc: Jarold.Jackson@amwater.com  
Subject: RE: Premise Numbe [REDACTED]

Okay - thanks for checking, Bryan!

Candice Deininger  
LFUCG Division of Revenue  
200 East Main Street  
Lexington, KY 40507  
859-258-3364

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

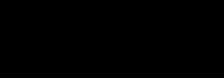
From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]  
Sent: Monday, September 21, 2009 11:49 AM  
To: Candice Deininger  
Cc: Jarold.Jackson@amwater.com  
Subject: Re: Premise Numbe [REDACTED]

Candice,

There was a second account that had the water turned off around that time. The account stayed open just the water was turned off. I am working with the owner to find out what, if any, plumbing changes were made around that time. It almost looks like the usage went to this account when that one was turned off. She was out Friday and is supposed to be available this afternoon.

\*\*\*\*\*

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

"Candice  
Deininger"  
<cdeining@lfucg.c  
om>  
<Bryan.Siler@amwater.com>  
cc  
09/03/2009 11:48  
<Jarold.Jackson@amwater.com>  
AM  
Subject  
Premise Number 

Good morning, Bryan. I know you may not be in the office today; but when



you have chance, would you kindly let me know what happened with this account? From what I'm seeing on OAM, it looks like the account pretty much fell off the reading/billing schedule from March 2007 to May 2008 when the minimum bill was instituted. And, from that time forward, it appears there was no (or very little) usage until July 2009 - almost a whole year. This account serves [REDACTED] and based on historical usage prior to March 2007, [REDACTED]'s usage seems high. I know the 1,215 ccf is the backbilled usage, but I was wondering if the two previous billed usages were correct. Thanks very much for whatever information you have on this!!

Candice

Candice Deininger  
 LFUCG Division of Revenue  
 200 East Main Street  
 Lexington, KY 40507  
 859-258-3364

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:04 PM -----

From: Bryan Siler/KAWC/AWWSC  
 To: Bryan Siler/KAWC/AWWSC@AWW  
 Date: 11/02/2009 03:51 PM  
 Subject: LFUCG payments - Mountjoy & Bressler LLP - Audit



0903\_001.pdf

\*\*\*\*\*

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

----- Forwarded by Bryan Siler/KAWC/AWWSC on 11/02/2009 03:43 PM -----



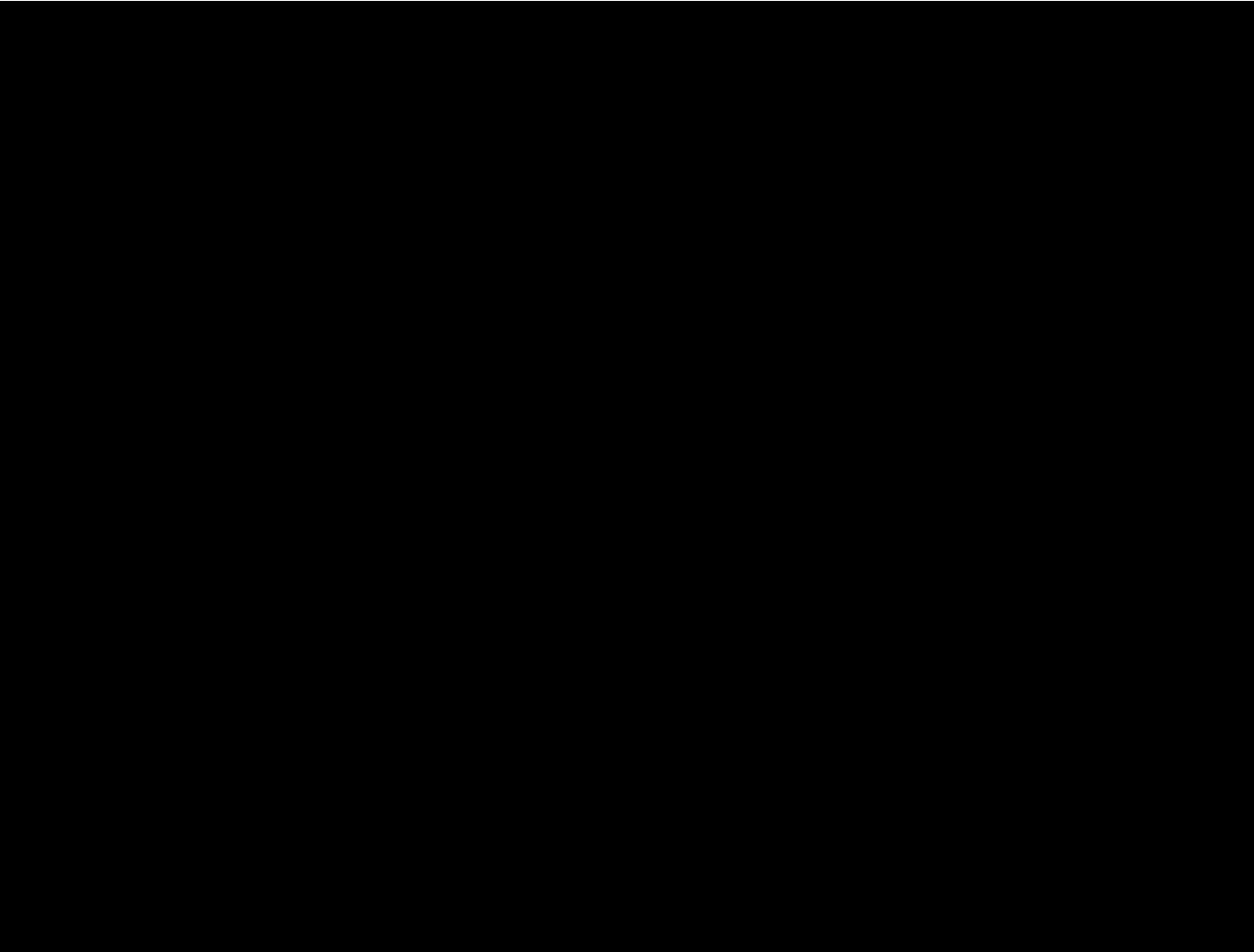
**Rachel Cole/KAWC/AWWSC**

11/02/2009 03:40 PM

To Bryan Siler

cc

Subject LFUCG payments



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

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:04 PM -----

From: CSC\_Special\_Accounts/AWWSC  
To: Bryan Siler/KAWC/AWWSC@AWW, cdeining@lfucg.com  
Cc: Special Accounts  
Date: 11/02/2009 04:32 PM  
Subject: Re: Fw: Incorrect Usage Data Information  
Sent by: Candiss L Martin

---

Hi Candice,

This is a brand new premise (8/24/09) and we have it coded for your office to get usage data for your billing. You're thinking this one doesn't belong to LFUCG? I can uncode it if it isn't yours. Just let me know for sure.

(Hmmm. Why is it I always misspell your name when I email you?!?)

Candiss Martin  
Special Accounts Tech  
Bryan Siler/KAWC/AWWSC



**Bryan Siler/KAWC/AWWSC**

11/02/2009 02:40 PM

To Special Accounts

cc

Subject Fw: Incorrect Usage Data Information

Who should I ask for help in resolving this?

\*\*\*\*\*

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

----- Forwarded by Bryan Siler/KAWC/AWWSC on 11/02/2009 03:39 PM -----



**"Candice Deininger"**  
<cdeining@lfucg.com>

10/28/2009 08:28 AM

To <Bryan.Siler@amwater.com>

cc "Lynne Cross" <ccross@lfucg.com>

Subject Incorrect Usage Data Information

Good morning, Bryan. I was retrieving usage data information for Blue Sky yesterday and found the following sent to us in error. I was just wondering if Winchester received something that was meant for us. Any way you can check on this for me? Thanks very much!!

LFUCG Division of Revenue  
200 East Main Street  
Lexington, KY 40507  
859-258-3364

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:04 PM -----

From: "Candice Deininger" <cdeining@lfucg.com>  
To: <specialaccts@amwater.com>, <Bryan.Siler@amwater.com>  
Cc: <Special\_Accounts%AWW@amwater.net>  
Date: 11/02/2009 04:39 PM  
Subject: RE: Fw: Incorrect Usage Data Information

---

Hi, Candiss! This is coded for municipality [REDACTED], and we're [REDACTED] - even

stuff for Blue Sky for which we receive usage date. So, this shouldn't come to us . . . thanks for checking and letting me know!! Have a wonderful evening!

Candice

Candice Deininger  
LFUCG Division of Revenue  
200 East Main Street  
Lexington, KY 40507  
859-258-3364

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

From: Candiss.Martin@amwater.com [mailto:Candiss.Martin@amwater.com] On Behalf Of specialaccts@amwater.com  
Sent: Monday, November 02, 2009 4:33 PM  
To: Bryan.Siler@amwater.com; Candice Deininger  
Cc: Special\_Accounts%AWW@amwater.net  
Subject: Re: Fw: Incorrect Usage Data Information

Hi Candice,

This is a brand new premise (8/24/09) and we have it coded for your office to get usage data for your billing. You're thinking this one doesn't belong to LFUCG? I can uncode it if it isn't yours. Just let me know for sure.

(Hmmm. Why is it I always misspell your name when I email you!?)

Candiss Martin  
Special Accounts Tech

Bryan

Siler/KAWC/AWWSC

To

11/02/2009 02:40

Special Accounts

cc

PM

Subject

Fw: Incorrect Usage Data  
Information

Who should I ask for help in resolving this?

\*\*\*\*\*

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

----- Forwarded by Bryan Siler/KAWC/AWWS on 11/02/2009 03:39 PM -----

"Candice  
Deining" <cdeining@lfucg.com>  
To: <Bryan.Siler@amwater.com>  
cc: "Lynne Cross" <ccross@lfucg.com>  
10/28/2009 08:28 AM  
Subject: Incorrect Usage Data Information

Good morning, Bryan. I was retrieving usage data information for Blue Sky yesterday and found the following sent to us in error. I was just wondering if Winchester received something that was meant for us. Any

way  
you can check on this for me? Thanks very much!!

(Embedded image moved to file: pic07604.jpg)

Candice Deininger  
LFUCG Division of Revenue  
200 East Main Street  
Lexington, KY 40507  
859-258-3364

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:04 PM -----

From: "Candice Deininger" <cdeining@lfucg.com>  
To: <Bryan.Siler@amwater.com>  
Date: 11/03/2009 10:01 AM  
Subject: My Work Schedule

---

Good morning. Starting this week, I'll be working at the treatment plant on Tuesday, Wednesday and Thursday afternoons. You can still get hold of me via email or by phone: 425-2506.

Candice Deininger  
LFUCG Division of Revenue  
200 East Main Street  
Lexington, KY 40507  
859-258-3364

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:04 PM -----

From: "Candice Deininger" <cdeining@lfucg.com>  
To: <Bryan.Siler@amwater.com>  
Date: 11/03/2009 12:10 PM  
Subject: FW: TAP005A report

---

Hi, Bryan . . . here's the tap-on report for October.

Candice Deininger  
LFUCG Division of Revenue  
200 East Main Street  
Lexington, KY 40507  
859-258-3364

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

From: operators@lfucg.com [mailto:operators@lfucg.com]  
Sent: Tuesday, November 03, 2009 12:07 PM  
To: Candice Deininger; Mike Lambert; Charles Martin  
Subject: TAP005A report

Attached is a .PDF copy of the TAP005A report that was created during the run of the monthly sewer tap-on reports.

The 2009\_10 at the end of the report name indicates the month the report was created for.

Thank You!

Computer Operations Staff  
Division Of Computer Services  
859-258-3730

operators@lfucg.com



TAP005A\_2009\_10.PDF

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:04 PM -----

From: "Candice Deininger" <cdeining@lfucg.com>  
To: <Bryan.Siler@amwater.com>  
Cc: "Kathleen Hicks" <khicks@lfucg.com>  
Date: 11/04/2009 10:30 AM  
Subject: RE: LFUCG

---

Hi, Bryan - yes, Kathleen verified that these invoices were paid twice. My thought is to let the credit roll, but I should check with Bill just to make sure. He's currently out of his office, and I'm not sure if I'll be able to see him before I leave for my 'other' office. I will get back to you as soon as I talk with him.

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, November 04, 2009 9:55 AM  
To: Candice Deininger  
Subject: Fw: LFUCG

Let me know what you think... Did these actually get paid twice?

\*\*\*\*\*

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

----- Forwarded by Bryan Siler/KAWC/AWWSC on 11/04/2009 09:54 AM -----

Dale S

Graham/SHARVCS/A

WWSC

To



Bryan Siler/KAWC/AWWSC@AWW

11/04/2009 09:50  
cc AM

Kathryn M  
Milburn/SHARVCS/AWWSC@AWW,  
cdeining@lfucg.com,  
khicks@lfucg.com

Subject

Fw: LFUCG

Brian,

I just left a very quick message so I thought it would be better to explain through email. LFUCG has paid for July and August invoices twice. Once with checks 626729 (July) and 625545 (August) and now with one check for both months, check number 627195 in the amount of [REDACTED]. The current open invoice for LFUCG is for September, which we should be receiving a payment for shortly. At this point I would like to apply the entire duplicate payment to the October invoice and apply the balance to the November invoice when we reach that point. If you have any objections to this plan please let me know.

Candice,

If you have any objections also, please let me know.

(See attached file: 242.jpg)

Thanks,

Dale Graham  
SSC Cash Management  
American Water Shared Services Center  
131 Woodcrest Rd  
Cherry Hill, NJ 08003  
Phone: (856)-310-5796

Fax: (856)-672-2873

Dale.Graham@amwater.com

(Embedded image moved to file: pic14164.jpg)

(Embedded image moved to file: pic32058.jpg)

(Embedded image moved to file: pic23511.jpg)

(Embedded image moved to file: pic08383.jpg)

Current Outstanding

(Embedded image moved to file: pic06846.jpg)

----- Forwarded by Dale S Graham/SHARVCS/AWWSC on 11/04/2009 09:38 AM

-----

Kathryn M

Milburn/SHARVCS/

AWWSC

To

Dale S Graham/SHARVCS/AWWSC@AWW

11/02/2009 11:28

cc

AM

Subject

Fw: LFUCG

Dale,

Below is Bryan Siler's answer can you help him with this response?

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/AWWS on 11/02/2009 11:27

AM

-----

Bryan

Siler/KAWC/AWWS

To

11/02/2009 11:25

Kathryn M

AM

Milburn/SHARVCS/AWWS@AWW

cc

Subject

Re: Fw: LFUCG (Document link:

Kathryn M Milburn)

These were for July services (August billing) [redacted] and September services (October billing) [redacted] right? [redacted] are an open amount below?

Can I give you a call?

\*\*\*\*\*

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

Kathryn M  
Milburn/SHARVCS/  
AWWSC  
To  
Bryan Siler/KAWC/AWWSC@AWW  
10/28/2009 04:59  
cc  
PM  
Subject  
Bryan  
Re: Fw: LFUCG (Document link:  
Siler)

Yes, no problem,

Thank you,

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

Bryan

Siler/KAWC/AWWSC

To  
10/28/2009 03:52  
PM  
Kathryn M  
Milburn/SHARVCS/AWWSC@AWW

cc

Subject

Re: Fw: LFUCG (Document link:  
Kathryn M Milburn)

I'm in a meeting right now. Can I respond tonight or in the morning?

\*\*\*\*\*

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

Kathryn M  
Milburn/SHARVCS/  
AWWSC

To

Bryan Siler/KAWC/AWWSC@AWW

10/28/2009 10:35

cc

AM

Subject

Fw: LFUCG

Bryan,

Did you want us to apply the attached payment to the October bill  
and  
move the credit balance to the November invoice?

Thanks,

Kathy

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

----- Forwarded by Kathryn M Milburn/SHARVCS/AWWSC on 10/28/2009 10:34  
AM  
-----

Kathryn M

Milburn/SHARVCS/

AWWSC

To

Bryan Siler/KAWC/AWWSC

10/19/2009 02:55

cc

PM

Subject

LFUCG

Bryan,

The below 2 invoices were paid already and this is an overpayment. We can apply it to the October bill and move the credit balance to November invoice when it's created.

(Embedded image moved to file: pic20943.jpg)

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  
[attachment "242.jpg" deleted by Bryan Siler/KAWC/AWWSC]

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:04 PM -----

From: "Candice Deininger" <cdeining@lfucg.com>  
To: <Bryan.Siler@amwater.com>  
Cc: "Kathleen Hicks" <khicks@lfucg.com>  
Date: 11/04/2009 10:46 AM  
Subject: RE: LFUCG

---

Hello again . . . well, Kathleen and I just spoke and he's okay with letting the credit 'roll' to cover the charges for October and November as suggested by Dale in his email.

Thank you!

Candice Deininger  
LFUCG Division of Revenue  
200 East Main Street  
Lexington, KY 40507  
859-258-3364

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

From: Candice Deininger  
Sent: Wednesday, November 04, 2009 10:31 AM  
To: 'Bryan.Siler@amwater.com'  
Cc: Kathleen Hicks  
Subject: RE: LFUCG

Hi, Bryan - yes, Kathleen verified that these invoices were paid twice. My thought is to let the credit roll, but I should check with Bill just to make sure. He's currently out of his office, and I'm not sure if I'll be able to see him before I leave for my 'other' office. I will get back to you as soon as I talk with him.

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, November 04, 2009 9:55 AM  
To: Candice Deininger  
Subject: Fw: LFUCG

Let me know what you think... Did these actually get paid twice?

\*\*\*\*\*

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

----- Forwarded by Bryan Siler/KAWC/AWWSC on 11/04/2009 09:54 AM -----

Dale S  
Graham/SHARVCS/A  
WWSC  
To Bryan Siler/KAWC/AWWSC@AWW  
11/04/2009 09:50  
cc AM Kathryn M  
Milburn/SHARVCS/AWWSC@AWW,  
cdeining@lfucg.com,  
khicks@lfucg.com  
Subject Fw: LFUCG



Brian,

I just left a very quick message so I thought it would be better to explain through email. LFUCG has paid for July and August invoices twice. Once with checks 626729 (July) and 625545 (August) and now with one check for both months, check number 627195 in the amount of [REDACTED]. The current open invoice for LFUCG is for September, which we should be receiving a payment for shortly. At this point I would like to apply the entire duplicate payment to the October invoice and apply the balance to the November invoice when we reach that point. If you have any objections to this plan please let me know.

Candice,

If you have any objections also, please let me know.

(See attached file: 242.jpg)

Thanks,

Dale Graham  
SSC Cash Management  
American Water Shared Services Center  
131 Woodcrest Rd  
Cherry Hill, NJ 08003  
Phone: (856)-310-5796  
Fax: (856)-672-2873  
Dale.Graham@amwater.com  
(Embedded image moved to file: pic14164.jpg)  
(Embedded image moved to file: pic32058.jpg)  
(Embedded image moved to file: pic23511.jpg)  
(Embedded image moved to file: pic08383.jpg)

Current Outstanding  
(Embedded image moved to file: pic06846.jpg)

----- Forwarded by Dale S Graham/SHARVCS/AWWSC on 11/04/2009 09:38 AM  
-----

Kathryn M  
Milburn/SHARVCS/  
AWWSC

To

Dale S Graham/SHARVCS/AWWSC@AWW

11/02/2009 11:28

cc

AM

Subject

Fw: LFUCG

Dale,

Below is Bryan Siler's answer can you help him with this response?

Kathy

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

----- Forwarded by Kathryn M Milburn/SHARVCS/AWWSC on 11/02/2009 11:27

AM

-----

Bryan

Siler/KAWC/AWWSC

To

11/02/2009 11:25

Kathryn M

AM

Milburn/SHARVCS/AWWSC@AWW

cc

Subject

Re: Fw: LFUCG (Document link:

Kathryn M Milburn)

These were for July services (August billing) [REDACTED] and September services (October billing) [REDACTED] right? [REDACTED] re an open amount below?

Can I give you a call?

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

Kathryn M  
Milburn/SHARVCS/  
AWWSC

To

Bryan Siler/KAWC/AWWSC@AWW

cc

10/28/2009 04:59

PM

Subject

Re: Fw: LFUCG (Document link:  
Siler)

Bryan

Yes, no problem,

Thank you,

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

Bryan

Siler/KAWC/AWWSC

To

10/28/2009 03:52

Kathryn M

PM

Milburn/SHARVCS/AWWSC@AWW

cc

Subject

Re: Fw: LFUCG (Document link:

Kathryn M Milburn)

I'm in a meeting right now. Can I respond tonight or in the morning?

\*\*\*\*\*

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

Kathryn M  
Milburn/SHARVCS/  
AWWSC  
To  
Bryan Siler/KAWC/AWWSC@AWW  
10/28/2009 10:35  
cc  
AM  
Subject  
Fw: LFUCG

Bryan,

Did you want us to apply the attached payment to the October bill  
and  
move the credit balance to the November invoice?

Thanks,

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 10/28/2009 10:34  
AM  
-----

Kathryn M  
Milburn/SHARSVCS/  
AWWSC  
To Bryan Siler/KAWC/AWWSC  
10/19/2009 02:55  
cc PM  
Subject LFUCG

Bryan,

The below 2 invoices were paid already and this is an overpayment. We can apply it to the October bill and move the credit balance to November invoice when it's created.

(Embedded image moved to file: pic20943.jpg)

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  
[attachment "242.jpg" deleted by Bryan Siler/KAWC/AWWSC]

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:04 PM -----

From: AW - JE/AWWSC  
To: Bryan Siler/KAWC/AWWSC@AWW  
Date: 11/05/2009 11:22 AM

Subject: Re: KY - GA - Sewer/Landfill Billing  
Sent by: Takiyah E Myatt

---

This entry has been entered and posted.

Thank You,

Takiyah Myatt

Bryan Siler/KAWC/AWWSC



**Bryan Siler/KAWC/AWWSC**

10/08/2009 09:41 AM

To AW - JE/AWWSC@AWW

cc Takiyah E Myatt/SHARVCS/AWWSC@AWW, Dale S  
Graham/SHARVCS/AWWSC@AWW, Rachel  
Cole/KAWC/AWWSC@AWW, cdeining@lfucg.com,  
khicks@lfucg.com

Subject KY - GA - Sewer/Landfill Billing

**Dale,**

Here are the MI requests for LFUCG and Sadieville. Please process and send the .pdf file to Candice Deining at LFUCG.

Thanks.



Miscellaneous Invoice Request-LFUCG 09\_2009.doc



Miscellaneous Invoice Request-Sadieville 09\_2009.doc

**Takiyah,**

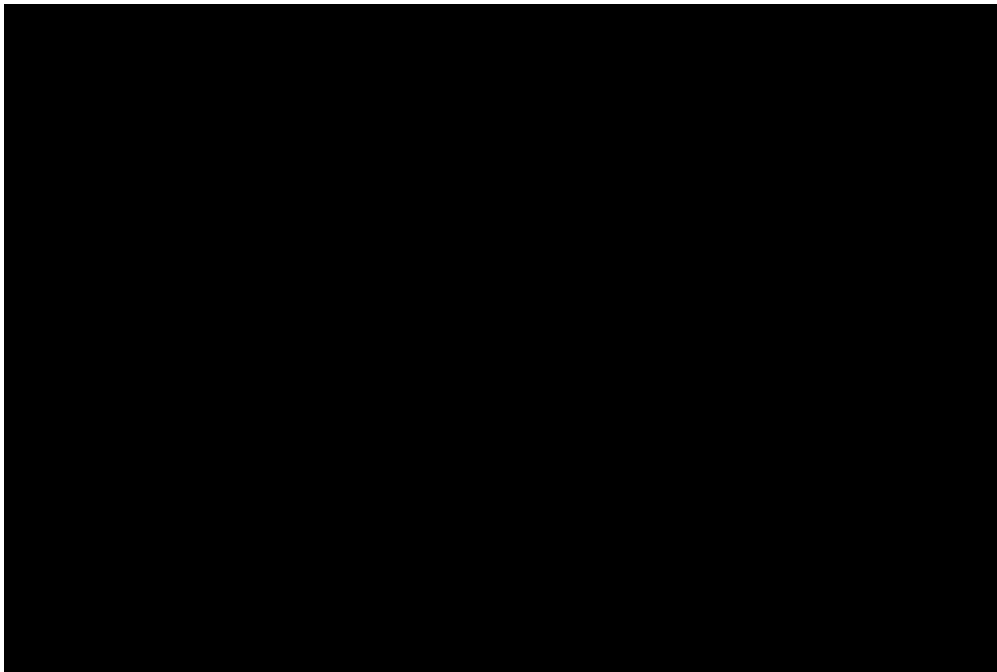
Please use this memo to record the revenue and accrual.



MI-Sewer Landfill 09\_2009.doc

**Landfil/Sewer billing**

9/30/2009



\*\*\*\*\*

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

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:04 PM -----

From: "Sheila Long" <slong@lfucg.com>  
To: <Bryan.Siler@amwater.com>  
Date: 11/06/2009 04:57 PM  
Subject:

**SHEILA K. LONG**

Computer Operator  
Lexington Fayette Urban County  
Government

200 East Main Street Lexington, Kentucky



[slong@lfucg.com](mailto:slong@lfucg.com)

PHONE: 859.258.3334



FAX: 859.258.3334

**"To Thine Own Self Be True"**  
are

... WILLIAM SHAKESPEARE



HERC1106.TXT

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:04 PM -----

From: Candiss L Martin/CALLCTR/CORP/AWWSC  
 To: CSC\_Special\_Accounts/AWWSC@AWW  
 Cc: Bryan.Siler@amwater.com, "Candice Deininger" <cdeining@lfucg.com>, "Jennifer M Myatt" <jmyatt@lfucg.com>, rrobinson@rawms.com, specialaccts@amwater.com  
 Date: 11/06/2009 06:55 PM  
 Subject: Re: Correction Please

Hi Candice,

This has been taken care of on both accounts. A letter was sent to account [REDACTED] advising them that the credit was applied in error and will be debited back.

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  
 CSC\_Special\_Accounts/AWWSC

**CSC\_Special\_Accounts/AWW  
SC**

Sent by: Candiss L Martin

11/03/2009 09:56 AM

To "Candice Deininger" &lt;cdeining@lfucg.com&gt;@AWX

cc Bryan.Siler@amwater.com, "Jennifer M Myatt" &lt;jmyatt@lfucg.com&gt;, rrobinson@rawms.com, specialaccts@amwater.com

Subject Re: Correction Please

Hi Candice

I can take care of this for you. Give me a day or two and I will let you know when it's done.

Candiss Martin  
 Special Accounts  
 Technical Coordinator  
 "Candice Deininger" <cdeining@lfucg.com>

**"Candice Deininger"**  
<cdeining@lfucg.com>

11/03/2009 09:37 AM

To <specialaccts@amwater.com>,  
<Candiss.Martin@amwater.com>

cc



<Bryan.Siler@amwater.com>, <rrobinson@rawms.com>,  
"Jennifer M Myatt" <jmyatt@lfucg.com>  
Subject: Correction Please

Good morning, Candiss. I was wondering if you could help me with this . . . the credit of \$242.70 showing on account [REDACTED] should have actually been applied to account [REDACTED] to bring that account to a zero balance. I'd greatly appreciate the help, as well as the customer. Please give me a call if there are any questions. Thanks so much and have a great day!!

Candice

LFUCG Division of Revenue  
200 East Main Street  
Lexington, KY 40507

859-258-3364

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:04 PM -----

From: Rachel Cole/KAWC/AWWSC  
To: Bryan Siler/KAWC/AWWSC@AWW  
Date: 11/09/2009 08:54 AM  
Subject: Re: October Reports

---

Bryan,

Isn't the August 2009 cpi-u at 215.834? It has actually come down from last year, so I'm not sure if last year's was intentionally different for some reason.

Historical Consumer Price Index - Windows Internet Explorer provided by American Water ITS - 5/23

File Edit View Favorites Tools Help

Back Forward Stop Refresh Home Search Favorites

Address [http://inflationdata.com/Inflation/Consumer\\_Price\\_Index/HistoricalCPI.aspx](http://inflationdata.com/Inflation/Consumer_Price_Index/HistoricalCPI.aspx)

Favorites

Add... Organize...

Links

MSN.com

AW Intranet Sites

AW Useful Links

Compaq Recommended Sites

IBM Sites

Internet

Media

Acctg

Attorney General Investigation\_2004...

CB

County Clerks

Finance

KY

Requests

salestx june 98.xls

SALUSETX

Sametime Login

movaris Movaris

Hyperion System 9 BI+ Workspace

Rearden Personal Assistant - Sign in

to eTrends

Financial Trend Forecaster

Your Family Finances.com

Page Summary

Historical Consumer Price Index data from 1913 to the present.

Ads by Google

**CPI Charts - Free**  
Dynamic Charts of Fed Economic Data. CPI, GDP, Rates & more. Free!  
[www.MarketBrowser.com](http://www.MarketBrowser.com)

**Ugly Inflation Is Coming**  
These 7 Deadly Ingredients Could Wipe Out The Economy - Report  
[www.freeinvestingreports.cc](http://www.freeinvestingreports.cc)

**Finance Calculators**  
Find Consumer Finance Calculators. Your Business Solution  
[Business.com](http://Business.com)

Consumer Price Index of 158 indicates 58% inflation the change in the Consumer Price Index from a year ago. To see that what cost an average of 9.9 cents in 1913 would cost 15.8 cents today.

To find Prior Consumer Price Index (CPI) data on this table.

For Inflation data rather than Consumer Price Index calculate the inflation rate between two dates using the [Inflation calculator](#) or you might prefer to use [Inflation Calculator](#). You can find links to Inflation and Consumer Price Index [Annual Inflation](#) and [Confederate Inflation](#) is also available on every page. We have [a complete listing of all our articles](#) [is better High or Low Inflation](#), and [How to Calculate Inflation](#).

You might also be interested in the wide variety of articles on [Finding the right Mortgage](#), or [Developing a Business Plan](#). [Trend Forecaster](#) is at the [FTF Article Archives](#). [places \(prior to that it was only one decimal place\). But Inflation Data is available in many places.](#)

Blank Cells = Data not available because it has not been released by the BLS.

| YEAR | JAN     | FEB     | MAR     | APR     | MAY     |
|------|---------|---------|---------|---------|---------|
| 2009 | 211.143 | 212.193 | 212.708 | 213.24  | 213.856 |
| 2008 | 211.08  | 211.693 | 213.528 | 214.823 | 216.632 |
| 2007 | 202.416 | 203.499 | 205.352 | 206.686 | 207.949 |
| 2006 | 198.3   | 198.7   | 199.8   | 201.5   | 202.5   |
| 2005 | 190.7   | 191.8   | 193.3   | 194.6   | 194.4   |
| 2004 | 185.2   | 186.2   | 187.4   | 188     | 189.1   |
| 2003 | 181.7   | 183.1   | 184.2   | 183.8   | 183.5   |
| 2002 | 177.1   | 177.8   | 178.8   | 179.8   | 179.8   |
| 2001 | 175.1   | 175.8   | 176.2   | 176.9   | 177.7   |
| 2000 | 168.8   | 169.8   | 171.2   | 171.3   | 171.5   |
| 1999 | 164.3   | 164.5   | 165     | 166.2   | 166.2   |
| 1998 | 161.6   | 161.9   | 162.2   | 162.5   | 162.8   |

Done, but with errors on page.

Bureau of Labor Statistics Data - Windows Internet Explorer provided by American Water ITS - 5/23

File Edit View Favorites Tools Help

Back Forward Stop Refresh Home Search Favorites

Address <http://data.bls.gov/cgi-bin/surveymost>

include graphs

Data extracted on: November 9, 2009 (8:51:47 AM)

### Consumer Price Index - All Urban Consumers

**Series Id:** CUUR0000SA0  
**Not Seasonally Adjusted**  
**Area:** U.S. city average  
**Item:** All items  
**Base Period:** 1982-84=100

| Year | Jan     | Feb     | Mar     | Apr     | May     | Jun     | Jul     | Aug     |
|------|---------|---------|---------|---------|---------|---------|---------|---------|
| 1999 | 164.3   | 164.5   | 165.0   | 166.2   | 166.2   | 166.2   | 166.7   | 166.7   |
| 2000 | 168.8   | 169.8   | 171.2   | 171.3   | 171.5   | 172.4   | 172.8   | 172.8   |
| 2001 | 175.1   | 175.8   | 176.2   | 176.9   | 177.7   | 178.0   | 177.5   | 177.5   |
| 2002 | 177.1   | 177.8   | 178.8   | 179.8   | 179.8   | 179.9   | 180.1   | 180.1   |
| 2003 | 181.7   | 183.1   | 184.2   | 183.8   | 183.5   | 183.7   | 183.9   | 183.9   |
| 2004 | 185.2   | 186.2   | 187.4   | 188.0   | 189.1   | 189.7   | 189.4   | 189.4   |
| 2005 | 190.7   | 191.8   | 193.3   | 194.6   | 194.4   | 194.5   | 195.4   | 195.4   |
| 2006 | 198.3   | 198.7   | 199.8   | 201.5   | 202.5   | 202.9   | 203.5   | 203.5   |
| 2007 | 202.416 | 203.499 | 205.352 | 206.686 | 207.949 | 208.352 | 208.299 | 207.949 |
| 2008 | 211.080 | 211.693 | 213.528 | 214.823 | 216.632 | 218.815 | 219.964 | 219.964 |
| 2009 | 211.143 | 212.193 | 212.709 | 213.240 | 213.856 | 215.693 | 215.351 | 215.351 |

Quick Links

Tools Calculators Help

New Memo - Lotus No... CPI-Price Change 10... Line\_4\_Other\_Reven... Line\_4\_Other\_Reven... Bur

\*\*\*\*\*

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

Bryan Siler/KAWC/AWWSC



**Bryan Siler/KAWC/AWWSC**

11/06/2009 06:06 PM

To: cdeining@lfucg.com, Stacy Owens/KAWC/AWWSC@AWW,  
rhicks@lfucg.com, dgerardi@lfucg.com, Rachel  
Cole/KAWC/AWWSC@AWW, mfister@lfucg.com,  
billo@lfucg.com, khicks@lfucg.com, lvahle@lfucg.com,  
smulligan@lfucg.com

cc

Subject: October Reports

Hello,

Attached are the monthly reports for your review. There were four accounts (RES & OPA) that were billed taxes in October. All four will be corrected and the taxes refunded. As you know, this bill reflects the new rates as of October 1, 2009. Attached is a file that shows the calculation of those new rates.

Please let me know if you have any questions.

Thank you.

|           | Oct 2008 Rate   | Oct 2009 Rate   |
|-----------|-----------------|-----------------|
| Sewer:    | \$.649 per bill | \$.650 per bill |
| Landfill: | \$.329 per bill | \$.330 per bill |

[attachment "CPI-Price Change 10-2009.xls" deleted by Rachel Cole/KAWC/AWWSC]

[attachment "Sewer & Landfill Aging Totals.pdf" deleted by Rachel Cole/KAWC/AWWSC] [attachment "LFUCG Sewer and Landfill\_October 2009 rev.xls" deleted by Rachel Cole/KAWC/AWWSC]

\*\*\*\*\*

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

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:04 PM -----

From: Bryan Siler/KAWC/AWWSC  
To: Rachel Cole/KAWC/AWWSC@AWW  
Date: 11/09/2009 09:10 AM  
Subject: Re: October Reports - Annual Rate Adjustment

Per Keith,

We added all 12 months and divided by 12 for an average. Here are the files from last year to this year. I used the same method he approved last year.

Call me and we can go over them.



CPI adjustment calculation 091908.xls



CPI-Price Change 10-2009.xls



CPI-Price Change Aug 2008 alt.xls



CPI adjustment calculation 10-2009.xls

\*\*\*\*\*

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

Rachel Cole/KAWC/AWWSC



**Rachel Cole/KAWC/AWWSC**

11/09/2009 08:54 AM

To Bryan Siler/KAWC/AWWSC@AWW

cc

Subject Re: October Reports 

Bryan,

Isn't the August 2009 cpi-u at 215.834? It has actually come down from last year, so I'm not sure if last year's was intentionally different for some reason.

Historical Consumer Price Index - Windows Internet Explorer provided by American Water ITS - 5/23

File Edit View Favorites Tools Help

Back Forward Stop Refresh Home Search Favorites

Address [http://inflationdata.com/Inflation/Consumer\\_Price\\_Index/HistoricalCPI.aspx](http://inflationdata.com/Inflation/Consumer_Price_Index/HistoricalCPI.aspx)

Favorites

Add... Organize...

Links

MSN.com

AW Intranet Sites

AW Useful Links

Compaq Recommended Sites

IBM Sites

Internet

Media

Acctg

Attorney General Investigation\_2004...

CB

County Clerks

Finance

KY

Requests

salestx june 98.xls

SALUSETX

Sametime Login

movaris Movaris

Hyperion System 9 BI+ Workspace

Rearden Personal Assistant - Sign in

to eTrends

Financial Trend Forecaster

Your Family Finances.com

Page Summary

Historical Consumer Price Index data from 1913 to the present.

Ads by Google

**CPI Charts - Free**  
Dynamic Charts of Fed Economic Data. CPI, GDP, Rates & more. Free!  
[www.MarketBrowser.com](http://www.MarketBrowser.com)

**Ugly Inflation Is Coming**  
These 7 Deadly Ingredients Could Wipe Out The Economy - Report  
[www.freeinvestingreports.cc](http://www.freeinvestingreports.cc)

**Finance Calculators**  
Find Consumer Finance Calculators. Your Business Solution  
[Business.com](http://Business.com)

Consumer Price Index of 158 indicates 58% inflation the change in the Consumer Price Index from a year ago. To see that what cost an average of 9.9 cents in 1913 would cost 15.8 cents today.

To find Prior Consumer Price Index (CPI) data on this table.

For Inflation data rather than Consumer Price Index calculate the inflation rate between two dates using the [Inflation calculator](#) or you might prefer to use [Your Family Finances.com](#). You can find links to Inflation and Consumer Price Index [Annual Inflation](#) and [Confederate Inflation](#) is also on every page. We have [a complete listing of all our articles](#) [is better High or Low Inflation](#), and [How to Calculate Inflation](#).

You might also be interested in the wide variety of articles on [Finding the right Mortgage](#), or [Developing a Business Plan](#). [The Financial Trend Forecaster](#) is at the [FTF Article Archives](#). [Inflation Data](#) places (prior to that it was only one decimal place). But Inflation Data places.

Blank Cells = Data not available because it has not been released by the BLS.

| YEAR | JAN     | FEB     | MAR     | APR     | MAY     |
|------|---------|---------|---------|---------|---------|
| 2009 | 211.143 | 212.193 | 212.708 | 213.24  | 213.856 |
| 2008 | 211.08  | 211.693 | 213.528 | 214.823 | 216.632 |
| 2007 | 202.416 | 203.499 | 205.352 | 206.686 | 207.949 |
| 2006 | 198.3   | 198.7   | 199.8   | 201.5   | 202.5   |
| 2005 | 190.7   | 191.8   | 193.3   | 194.6   | 194.4   |
| 2004 | 185.2   | 186.2   | 187.4   | 188     | 189.1   |
| 2003 | 181.7   | 183.1   | 184.2   | 183.8   | 183.5   |
| 2002 | 177.1   | 177.8   | 178.8   | 179.8   | 179.8   |
| 2001 | 175.1   | 175.8   | 176.2   | 176.9   | 177.7   |
| 2000 | 168.8   | 169.8   | 171.2   | 171.3   | 171.5   |
| 1999 | 164.3   | 164.5   | 165     | 166.2   | 166.2   |
| 1998 | 161.6   | 161.9   | 162.2   | 162.5   | 162.8   |

Done, but with errors on page.



include graphs

Data extracted on: November 9, 2009 (8:51:47 AM)

### Consumer Price Index - All Urban Consumers

**Series Id:** CUUR0000SA0  
**Not Seasonally Adjusted**  
**Area:** U.S. city average  
**Item:** All items  
**Base Period:** 1982-84=100

| Year | Jan     | Feb     | Mar     | Apr     | May     | Jun     | Jul     | Aug     |
|------|---------|---------|---------|---------|---------|---------|---------|---------|
| 1999 | 164.3   | 164.5   | 165.0   | 166.2   | 166.2   | 166.2   | 166.7   | 166.7   |
| 2000 | 168.8   | 169.8   | 171.2   | 171.3   | 171.5   | 172.4   | 172.8   | 172.8   |
| 2001 | 175.1   | 175.8   | 176.2   | 176.9   | 177.7   | 178.0   | 177.5   | 177.5   |
| 2002 | 177.1   | 177.8   | 178.8   | 179.8   | 179.8   | 179.9   | 180.1   | 180.1   |
| 2003 | 181.7   | 183.1   | 184.2   | 183.8   | 183.5   | 183.7   | 183.9   | 183.9   |
| 2004 | 185.2   | 186.2   | 187.4   | 188.0   | 189.1   | 189.7   | 189.4   | 189.4   |
| 2005 | 190.7   | 191.8   | 193.3   | 194.6   | 194.4   | 194.5   | 195.4   | 195.4   |
| 2006 | 198.3   | 198.7   | 199.8   | 201.5   | 202.5   | 202.9   | 203.5   | 203.5   |
| 2007 | 202.416 | 203.499 | 205.352 | 206.686 | 207.949 | 208.352 | 208.299 | 207.949 |
| 2008 | 211.080 | 211.693 | 213.528 | 214.823 | 216.632 | 218.815 | 219.964 | 219.964 |
| 2009 | 211.143 | 212.193 | 212.709 | 213.240 | 213.856 | 215.693 | 215.351 | 215.351 |

Quick Links

Tools | Calculators | Help

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

Bryan Siler/KAWC/AWWSC



**Bryan Siler/KAWC/AWWSC**

11/06/2009 06:06 PM

To: cdeining@lfucg.com, Stacy Owens/KAWC/AWWSC@AWW,  
rhicks@lfucg.com, dgerardi@lfucg.com, Rachel  
Cole/KAWC/AWWSC@AWW, mfister@lfucg.com,  
billo@lfucg.com, khicks@lfucg.com, lvahle@lfucg.com,  
smulligan@lfucg.com

cc

Subject: October Reports

Hello,

Attached are the monthly reports for your review. There were four accounts (RES & OPA) that were billed taxes in October. All four will be corrected and the taxes refunded. As you know, this bill reflects the new rates as of October 1, 2009. Attached is a file that shows the calculation of those new rates.

Please let me know if you have any questions.

Thank you.

|           | Oct 2008 Rate   | Oct 2009 Rate   |
|-----------|-----------------|-----------------|
| Sewer:    | \$.649 per bill | \$.650 per bill |
| Landfill: | \$.329 per bill | \$.330 per bill |

[attachment "CPI-Price Change 10-2009.xls" deleted by Rachel Cole/KAWC/AWWSC]

[attachment "Sewer & Landfill Aging Totals.pdf" deleted by Rachel Cole/KAWC/AWWSC] [attachment "LFUCG Sewer and Landfill\_October 2009 rev.xls" deleted by Rachel Cole/KAWC/AWWSC]

\*\*\*\*\*

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

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:04 PM -----

From: Rachel Cole/KAWC/AWWSC  
To: Bryan Siler/KAWC/AWWSC@AWW  
Date: 11/09/2009 09:15 AM  
Subject: Re: October Reports

Thanks. That makes sense.

\*\*\*\*\*

Rachel S. Cole  
Kentucky American Water

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

Bryan Siler/KAWC/AWWSC



**Bryan Siler/KAWC/AWWSC**

11/09/2009 09:10 AM

To Rachel Cole/KAWC/AWWSC@AWW

cc

Subject Re: October Reports 

Per Keith,

We added all 12 months and divided by 12 for an average. Here are the files from last year to this year. I used the same method he approved last year.

Call me and we can go over them.

[attachment "CPI adjustment calculation 091908.xls" deleted by Rachel Cole/KAWC/AWWSC]  
[attachment "CPI-Price Change 10-2009.xls" deleted by Rachel Cole/KAWC/AWWSC] [attachment  
"CPI-Price Change Aug 2008 alt.xls" deleted by Rachel Cole/KAWC/AWWSC] [attachment "CPI  
adjustment calculation 10-2009.xls" deleted by Rachel Cole/KAWC/AWWSC]

\*\*\*\*\*

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

Rachel Cole/KAWC/AWWSC



**Rachel Cole/KAWC/AWWSC**

11/09/2009 08:54 AM

To Bryan Siler/KAWC/AWWSC@AWW

cc

Subject Re: October Reports 

Bryan,

Isn't the August 2009 cpi-u at 215.834? It has actually come down from last year, so I'm not sure if last year's was intentionally different for some reason.

Historical Consumer Price Index - Windows Internet Explorer provided by American Water ITS - 5/23

File Edit View Favorites Tools Help

Back Forward Stop Refresh Home Search Favorites

Address [http://inflationdata.com/Inflation/Consumer\\_Price\\_Index/HistoricalCPI.aspx](http://inflationdata.com/Inflation/Consumer_Price_Index/HistoricalCPI.aspx)

Favorites

Add... Organize...

Links

MSN.com

AW Intranet Sites

AW Useful Links

Compaq Recommended Sites

IBM Sites

Internet

Media

Acctg

Attorney General Investigation\_2004...

CB

County Clerks

Finance

KY

Requests

salestx june 98.xls

SALUSETX

Sametime Login

movaris Movaris

Hyperion System 9 BI+ Workspace

Rearden Personal Assistant - Sign in

**to eTrends**

**Financial Trend Forecaster**

**Your Family Finances.com**

Page Summary

Historical Consumer Price Index data from 1913 to the present.

Ads by Google

**CPI Charts - Free**  
Dynamic Charts of Fed Economic Data. CPI, GDP, Rates & more. Free!  
[www.MarketBrowser.com](http://www.MarketBrowser.com)

**Ugly Inflation Is Coming**  
These 7 Deadly Ingredients Could Wipe Out The Economy - Report  
[www.freeinvestingreports.cc](http://www.freeinvestingreports.cc)

**Finance Calculators**  
Find Consumer Finance Calculators. Your Business Solution  
[Business.com](http://Business.com)

Consumer Price Index of 158 indicates 58% inflation the change in the Consumer Price Index from a year ago. To see that what cost an average of 9.9 cents in 1913 would cost 1.58 dollars today.

To find Prior Consumer Price Index (CPI) data on this table.

For Inflation data rather than Consumer Price Index calculate the inflation rate between two dates using the [Inflation calculator](#) or you might prefer to use [Inflation Calculator](#). You can find links to Inflation and Consumer Price Index [Annual Inflation](#) and [Confederate Inflation](#) is also available on every page. We have [a complete listing of all our articles](#) [is better High or Low Inflation](#), and [How to Calculate Inflation](#).

You might also be interested in the wide variety of articles on [Finding the right Mortgage](#), or [Developing a Business Plan](#). [Trend Forecaster](#) is at the [FTF Article Archives](#). [places \(prior to that it was only one decimal place\). But InflationData.com has more places.](#)

Blank Cells = Data not available because it has not been released by the BLS.

| YEAR | JAN     | FEB     | MAR     | APR     | MAY     |
|------|---------|---------|---------|---------|---------|
| 2009 | 211.143 | 212.193 | 212.708 | 213.24  | 213.856 |
| 2008 | 211.08  | 211.693 | 213.528 | 214.823 | 216.632 |
| 2007 | 202.416 | 203.499 | 205.352 | 206.686 | 207.949 |
| 2006 | 198.3   | 198.7   | 199.8   | 201.5   | 202.5   |
| 2005 | 190.7   | 191.8   | 193.3   | 194.6   | 194.4   |
| 2004 | 185.2   | 186.2   | 187.4   | 188     | 189.1   |
| 2003 | 181.7   | 183.1   | 184.2   | 183.8   | 183.5   |
| 2002 | 177.1   | 177.8   | 178.8   | 179.8   | 179.8   |
| 2001 | 175.1   | 175.8   | 176.2   | 176.9   | 177.7   |
| 2000 | 168.8   | 169.8   | 171.2   | 171.3   | 171.5   |
| 1999 | 164.3   | 164.5   | 165     | 166.2   | 166.2   |
| 1998 | 161.6   | 161.9   | 162.2   | 162.5   | 162.8   |

Done, but with errors on page.

Bureau of Labor Statistics Data - Windows Internet Explorer provided by American Water ITS - 5/23

File Edit View Favorites Tools Help

Back Forward Stop Refresh Home Search Favorites

Address <http://data.bls.gov/cgi-bin/surveymost>

include graphs

Data extracted on: November 9, 2009 (8:51:47 AM)

### Consumer Price Index - All Urban Consumers

**Series Id:** CUUR0000SA0  
**Not Seasonally Adjusted**  
**Area:** U.S. city average  
**Item:** All items  
**Base Period:** 1982-84=100

| Year | Jan     | Feb     | Mar     | Apr     | May     | Jun     | Jul     | Aug     |
|------|---------|---------|---------|---------|---------|---------|---------|---------|
| 1999 | 164.3   | 164.5   | 165.0   | 166.2   | 166.2   | 166.2   | 166.7   | 166.7   |
| 2000 | 168.8   | 169.8   | 171.2   | 171.3   | 171.5   | 172.4   | 172.8   | 172.8   |
| 2001 | 175.1   | 175.8   | 176.2   | 176.9   | 177.7   | 178.0   | 177.5   | 177.5   |
| 2002 | 177.1   | 177.8   | 178.8   | 179.8   | 179.8   | 179.9   | 180.1   | 180.1   |
| 2003 | 181.7   | 183.1   | 184.2   | 183.8   | 183.5   | 183.7   | 183.9   | 183.9   |
| 2004 | 185.2   | 186.2   | 187.4   | 188.0   | 189.1   | 189.7   | 189.4   | 189.4   |
| 2005 | 190.7   | 191.8   | 193.3   | 194.6   | 194.4   | 194.5   | 195.4   | 195.4   |
| 2006 | 198.3   | 198.7   | 199.8   | 201.5   | 202.5   | 202.9   | 203.5   | 203.5   |
| 2007 | 202.416 | 203.499 | 205.352 | 206.686 | 207.949 | 208.352 | 208.299 | 207.949 |
| 2008 | 211.080 | 211.693 | 213.528 | 214.823 | 216.632 | 218.815 | 219.964 | 219.964 |
| 2009 | 211.143 | 212.193 | 212.709 | 213.240 | 213.856 | 215.693 | 215.351 | 215.351 |

Quick Links

Tools Calculators Help

New Memo - Lotus No... CPI-Price Change 10... Line\_4\_Other\_Reven... Line\_4\_Other\_Reven... Bur

\*\*\*\*\*

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

Bryan Siler/KAWC/AWWSC



Bryan Siler/KAWC/AWWSC

11/06/2009 06:06 PM

To: cdeining@lfucg.com, Stacy Owens/KAWC/AWWSC@AWW,  
rhicks@lfucg.com, dgerardi@lfucg.com, Rachel  
Cole/KAWC/AWWSC@AWW, mfister@lfucg.com,  
billo@lfucg.com, khicks@lfucg.com, lvahle@lfucg.com,  
smulligan@lfucg.com

cc

Subject: October Reports

Hello,

Attached are the monthly reports for your review. There were four accounts (RES & OPA) that were billed taxes in October. All four will be corrected and the taxes refunded. As you know, this bill reflects the new rates as of October 1, 2009. Attached is a file that shows the calculation of those new rates.

Please let me know if you have any questions.

Thank you.

|           | Oct 2008 Rate   | Oct 2009 Rate   |
|-----------|-----------------|-----------------|
| Sewer:    | \$.649 per bill | \$.650 per bill |
| Landfill: | \$.329 per bill | \$.330 per bill |

[attachment "CPI-Price Change 10-2009.xls" deleted by Rachel Cole/KAWC/AWWSC]

[attachment "Sewer & Landfill Aging Totals.pdf" deleted by Rachel Cole/KAWC/AWWSC] [attachment "LFUCG Sewer and Landfill\_October 2009 rev.xls" deleted by Rachel Cole/KAWC/AWWSC]

\*\*\*\*\*

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

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:04 PM -----

From: "Candice Deininger" <cdeining@lfucg.com>  
To: <Bryan.Siler@amwater.com>  
Date: 11/09/2009 02:18 PM  
Subject: Premise [REDACTED]

Hi, Bryan. I'm at the treatment plant today going through forms, and I was wondering if the above premise number is active; it's located at [REDACTED] and also has five other accounts there as

well. When I plugged in the premise number it came up with no transactions which means it isn't being charged sewer. Would you have someone check this one, please? Thanks very much!!

And thank you for the monthly reports . . . muchly appreciated!!

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:04 PM -----

From: "Candice Deininger" <cdeining@lfucg.com>  
 To: <Bryan.Siler@amwater.com>  
 Date: 11/09/2009 03:22 PM  
 Subject: RE: Premise [REDACTED]

---

Nope - just checking . . . I'm trying to match missing premise numbers with service locations. I'll make a note on our form for Scott - thanks very much, Bryan!!

Oh - Scott and I were just talking, and at some point - real soon - we'd like to try and get you out here if you're available. When I saw Keith at that meeting last week, I mentioned it to him in passing, so I sort of put it on his radar . . .

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

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]  
 Sent: Monday, November 09, 2009 2:50 PM  
 To: Candice Deininger  
 Subject: Re: Premise [REDACTED]

That premise is inactive and the account is closed as of 4/03/2006.

Did you want me to check the others as well?

\*\*\*\*\*

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

"Candice  
 Deininger"  
 <cdeining@lfucg.c  
 To om> <Bryan.Siler@amwater.com>  
 cc 11/09/2009 02:18  
 Subject PM

Premi [REDACTED]

Hi, Bryan. I'm at the treatment plant today going through forms, and I was wondering if the above premise number is active; it's located at [REDACTED] and also has five other accounts there as well. When the premise number it came up with no transactions which means it isn't being charged sewer. Would you have someone check this one, please? Thanks very much!!

And thank you for the monthly reports . . . muchly appreciated!!

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:04 PM -----

From: "Candice Deininger" <cdeining@lfucg.com>  
To: <Bryan.Siler@amwater.com>  
Date: 11/10/2009 11:16 AM  
Subject: Couple Quick Questions

---

Hello . . . may I get the account numbers for Premise [REDACTED] Also, is there any way to find out to which premise number meter number 078140962J is attached? Thanks, Bryan!

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:04 PM -----

From: "Candice Deininger" <cdeining@lfucg.com>  
To: <Bryan.Siler@amwater.com>  
Date: 11/  
Subject: FW [REDACTED]

---

Good morning, again. I know you've been very busy, but have you had a chance to find out anything about their high usage? Thanks, Bryan!

Candice Deininger  
LFUCG Division of Revenue  
200 East Main Street  
Lexington, KY 40507  
859-258-3364

---

**From:** Candice Deininger  
**Sent:** Wednesday, November 04, 2009 11:27 AM

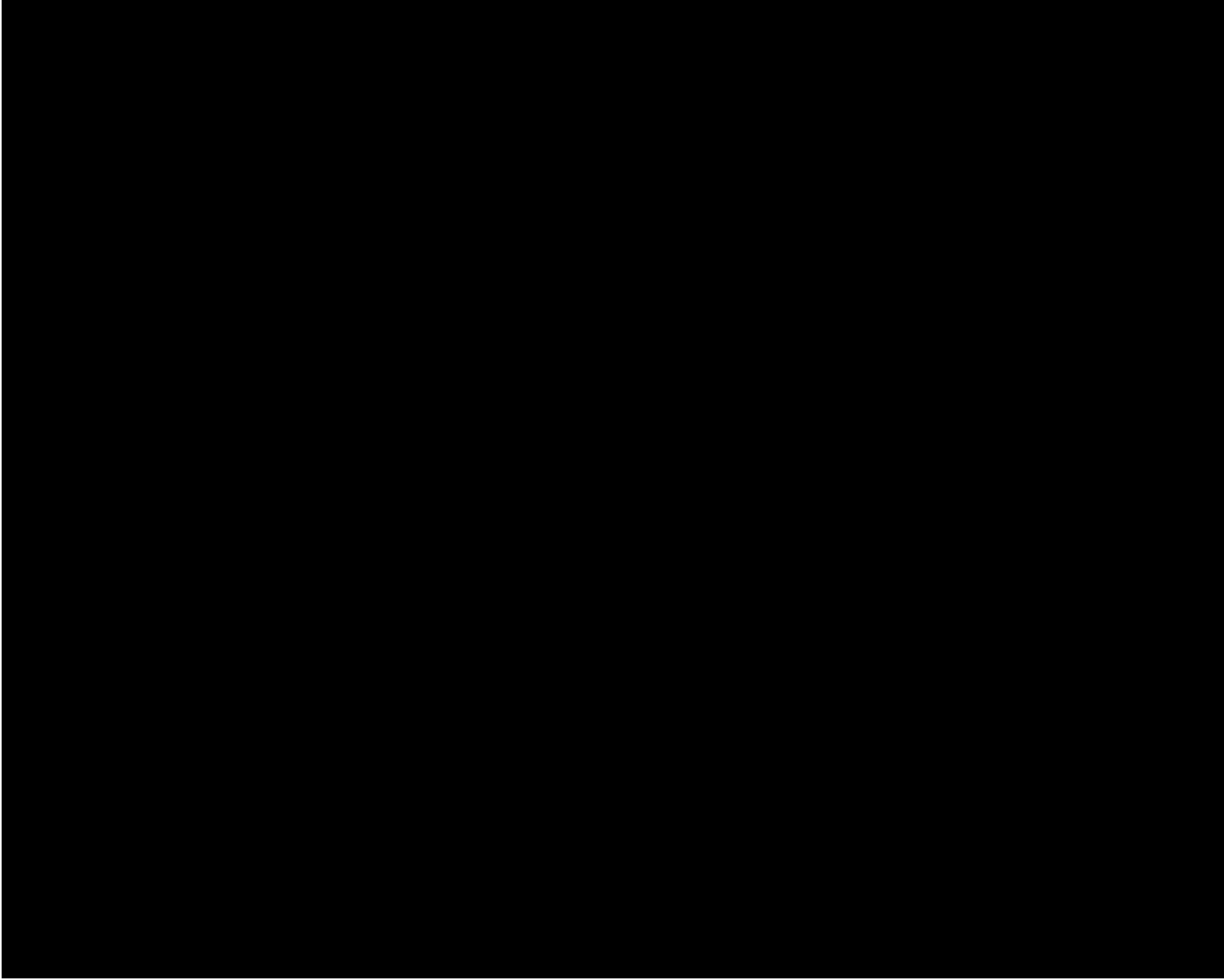


**To:** 'Bryan.Siler@amwater.com'

**Subject:** Square D, Premise Number 120029982

**Importance:** High

Hi, Bryan. I was just looking over the industrial customer usages and noticed that [REDACTED] had a huge usage for October. Anything going on with this account? October's usage is hovering right around three times as much as their usage for September.



Candice Deininger  
LFUCG Division of Revenue  
200 East Main Street  
Lexington, KY 40507  
859-258-3364

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:04 PM -----

From: Dale S Graham/SHARVCS/AWWSC

To: Bryan Siler/KAWC/AWWSC@AWW, cdeining@lfucg.com, khicks@lfucg.com  
Date: 11/13/2009 04:48 PM  
Subject: LFUCG 10-09

---

Sewer & Landfill billing for 10/09



2131\_001.pdf

Thanks,

Dale Graham  
SSC Cash Management  
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 02/15/2013 05:04 PM -----

From: "Candice Deininger" <cdeining@lfucg.com>  
To: <Bryan.Siler@amwater.com>  
Date: 11/20/2009 01:36 PM  
Subject: RE: OAM

---

Yes . . . it was just at that particular time, it was down for a long time. Thanks, Bryan!

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: Friday, November 20, 2009 8:04 AM  
To: Candice Deininger  
Subject: Re: OAM

I can access it now. Are you still having the problem?

\*\*\*\*\*

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

"Candice  
Deininger"  
To: <cdeining@lfucg.c  
om> <Bryan.Siler@amwater.com>  
cc: 11/18/2009 05:11  
Subject: PM  
OAM

Bryan,

All of us unable to access OAM without getting some sort of error message . . . are they updating files or something?

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:04 PM -----

From: "Sheila Long" <slong@lfucg.com>  
To: <Bryan.Siler@amwater.com>  
Date: 11/24/2009 12:03 PM  
Subject:

**SHEILA K. LONG**

Computer Operator  
Lexington Fayette Urban County  
Government

200 East Main Street Lexington, Kentucky

[slong@lfucg.com](mailto:slong@lfucg.com)



PHONE: 859.258.3334



FAX: 859.258.3334

"To Thine Own Self Be True"  
are

... William Shakespeare



HERC1120.TXT

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:04 PM -----

From: Deborah A Degillio/ADMIN/CORP/AWWSC  
 To: Rachel Cole/KAWC/AWWSC@AWW  
 Cc: Keith L Cartier/KAWC/AWWSC@AWW, Nick Rowe/KAWC/AWWSC@AWW, Bryan Siler/KAWC/AWWSC@AWW  
 Date: 12/01/2009 01:46 PM  
 Subject: Re: Fw: KY Rev Adjustment

Great heads up. I will send him the info - Bryan, watch for the email...

Until I hear from Keith or Nick, I'm not approving this one... Thanks

Deb Degillio  
 VP of Finance - Eastern Division  
 American Water  
 2300 Richmond Road  
 Lexington, KY 40502  
 Office: 859-268-6322  
 Cell: 859-388-0658  
 E-mail: [deborah.degillio@amwater.com](mailto:deborah.degillio@amwater.com)

Rachel Cole/KAWC/AWWSC



**Rachel Cole/KAWC/AWWSC**

12/01/2009 01:41 PM

To: Deborah A Degillio/ADMIN/CORP/AWWSC@AWW  
 cc: Nick Rowe/KAWC/AWWSC@AWW, Keith L Cartier/KAWC/AWWSC@AWW  
 Subject: Re: Fw: KY Rev Adjustment 📎

Deb,

In dealing with the adjustments from just last year [REDACTED] feels very strongly that we run credit adjustments want to let Bryan Siler know so that he can intermedate.  
 \*\*\*\*\*

I know that the city fore we apply. May

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

Deborah A Degillio/ADMIN/CORP/AWWSC

**Deborah A  
Degillio/ADMIN/CORP/AWWS  
C**

12/01/2009 12:53 PM

To Nick Rowe/KAWC/AWWSC@AWW

cc Rachel Cole/KAWC/AWWSC@AWW

Subject Fw: KY Rev Adjustment

Deb Degillio  
VP of Finance - Eastern Division  
American Water  
2300 Richmond Road  
Lexington, KY 40502  
Office: 859-268-6322  
Cell: 859-388-0658  
E-mail: deborah.degillio@amwater.com

----- Forwarded by Deborah A Degillio/ADMIN/CORP/AWWSC on 12/01/2009 12:53 PM -----

**Deborah A  
Degillio/ADMIN/CORP/AWWS  
C**

11/30/2009 03:26 PM

To Douglas Brock/KAWC/AWWSC, Keith L  
Cartier/KAWC/AWWSC

cc Mary Gina Money/KAWC/AWWSC@AWW

Subject KY Rev Adjustment

Doug - I know you're ok with this. Keith - more of an FYI - but also wanted to be sure you're ok with this?

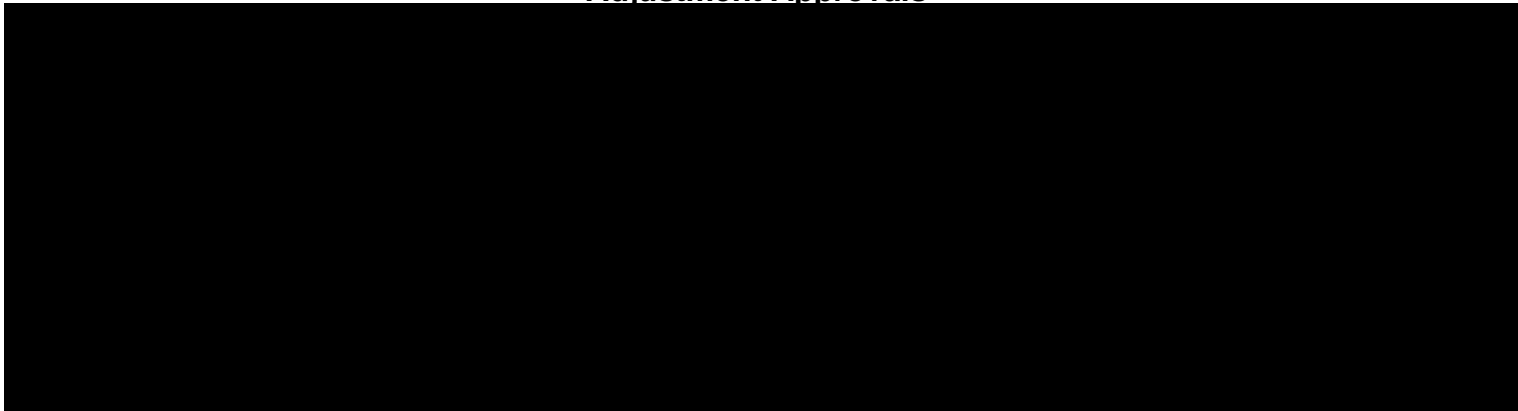
And is there any impact on KY regulated financials from the pieces for LFUCG and/or sewer? how does the adjustment work for those other line items?

Thanks

[attachment "KY 100319 Square D Regional Approval.xls" deleted by Rachel Cole/KAWC/AWWSC]



## Adjustment Approvals



11/18/2009 02:33:14 PM Barbara A Hightower (New)  
11/19/2009 08:48:46 AM Douglas Brock (Rejected)  
11/19/2009 08:48:47 AM Douglas Brock (Rejected)  
11/19/2009 08:50:45 AM Douglas Brock (Rejected)

Deb Degillio  
VP of Finance - Eastern Division  
American Water  
2300 Richmond Road  
Lexington, KY 40502  
Office: 859-268-6322  
Cell: 859-388-0658  
E-mail: [deborah.degillio@amwater.com](mailto:deborah.degillio@amwater.com)

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:04 PM -----

From: Nick Rowe/KAWC/AWWSC  
 To: Deborah A Degillio/ADMIN/CORP/AWWSC@AWW  
 Cc: Bryan Siler/KAWC/AWWSC@AWW, Keith L Cartier/KAWC/AWWSC@AWW, Rachel Cole/KAWC/AWWSC@AWW  
 Date: 12/01/2009 01:56 PM  
 Subject: Re: Fw: KY Rev Adjustment

Rachel is right on point. The city should sign-off on this one!

\*\*\*\*\*

Nick O. Rowe  
 Senior Vice President, Eastern Division, American Water  
 President, Kentucky American Water  
 2300 Richmond Road  
 Lexington, KY 40502  
 Ph: 859 268 6333  
 Fax: 859 268 6327  
 Cell: 859 533 7705  
 E-mail: nick.rowe@amwater.com

Deborah A Degillio/ADMIN/CORP/AWWSC

**Deborah A  
 Degillio/ADMIN/CORP/AWWS  
 C**

12/01/2009 01:46 PM

To: Rachel Cole/KAWC/AWWSC@AWW  
 cc: Keith L Cartier/KAWC/AWWSC@AWW, Nick Rowe/KAWC/AWWSC@AWW, Bryan Siler/KAWC/AWWSC@AWW  
 Subject: Re: Fw: KY Rev Adjustment 📎

Great heads up. I will send him the info - Bryan, watch for the email...

Until I hear from Keith or Nick, I'm not approving this one... Thanks

Deb Degillio  
 VP of Finance - Eastern Division  
 American Water  
 2300 Richmond Road  
 Lexington, KY 40502  
 Office: 859-268-6322  
 Cell: 859-388-0658  
 E-mail: deborah.degillio@amwater.com

Rachel Cole/KAWC/AWWSC



**Rachel Cole/KAWC/AWWSC**

12/01/2009 01:41 PM

To: Deborah A Degillio/ADMIN/CORP/AWWSC@AWW  
 cc: Nick Rowe/KAWC/AWWSC@AWW, Keith L Cartier/KAWC/AWWSC@AWW  
 Subject: Re: Fw: KY Rev Adjustment 📎



Deb,

In dealing with the adjustments from just last year, [REDACTED] I know that the city feels very strongly that we run credit adjustments of significant amounts by them, before we apply. May want to let Bryan Siler know so that he can intermediate.

\*\*\*\*\*

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

Deborah A Degillio/ADMIN/CORP/AWWSC

**Deborah A  
 Degillio/ADMIN/CORP/AWWS  
 C**

12/01/2009 12:53 PM

To Nick Rowe/KAWC/AWWSC@AWW

cc Rachel Cole/KAWC/AWWSC@AWW

Subject Fw: KY Rev Adjustment

Deb Degillio  
 VP of Finance - Eastern Division  
 American Water  
 2300 Richmond Road  
 Lexington, KY 40502  
 Office: 859-268-6322  
 Cell: 859-388-0658  
 E-mail: deborah.degillio@amwater.com

----- Forwarded by Deborah A Degillio/ADMIN/CORP/AWWSC on 12/01/2009 12:53 PM -----

**Deborah A  
 Degillio/ADMIN/CORP/AWWS  
 C**

11/30/2009 03:26 PM

To Douglas Brock/KAWC/AWWSC, Keith L  
 Cartier/KAWC/AWWSC

cc Mary Gina Money/KAWC/AWWSC@AWW

Subject KY Rev Adjustment

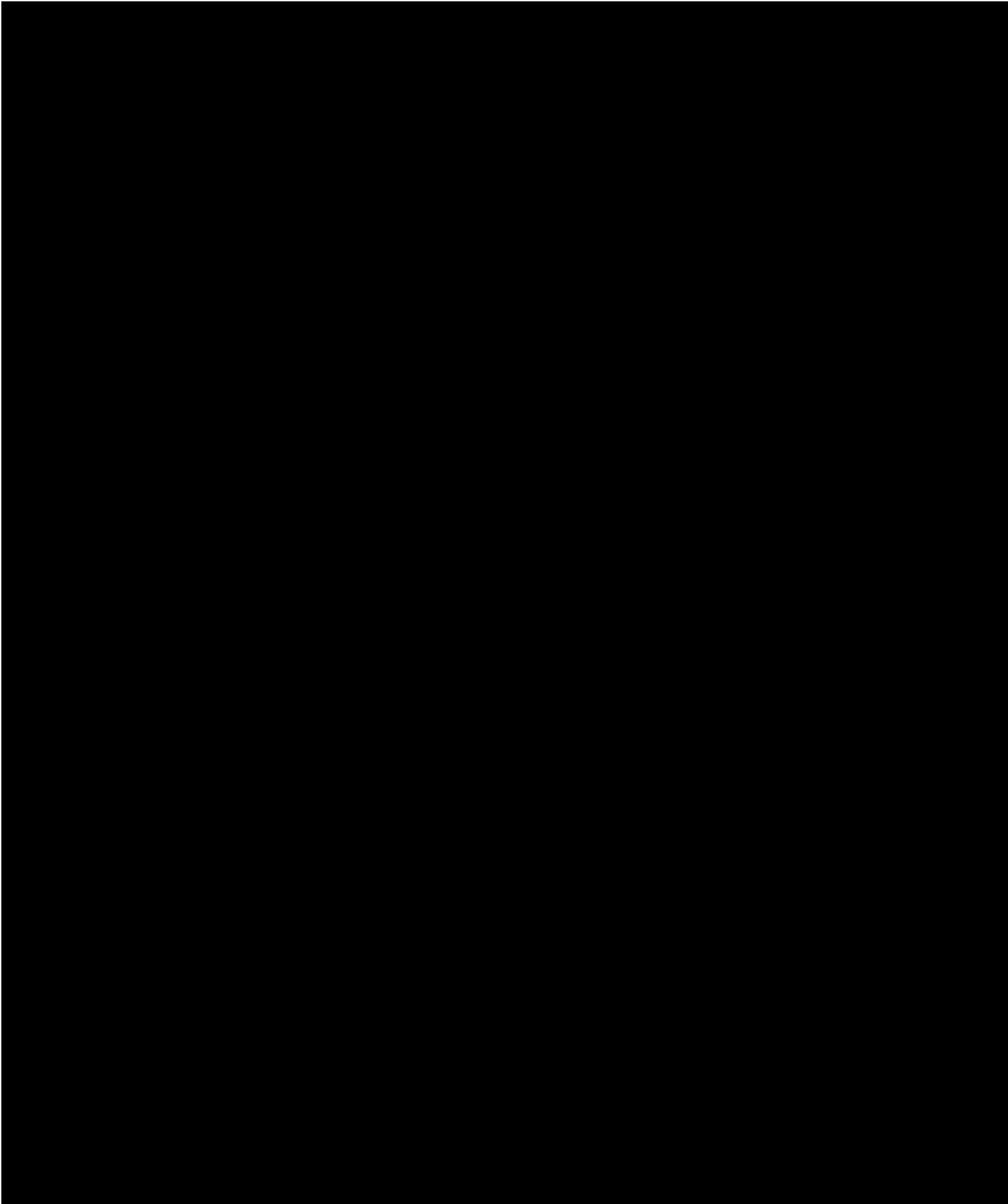
Doug - I know you're ok with this. Keith - more of an FYI - but also wanted to be sure you're ok with this?

And is there any impact on KY regulated financials from the pieces for LFUCG and/or sewer? how does the adjustment work for those other line items?

Thanks

[attachment "KY 100319 Square D Regional Approval.xls" deleted by Rachel Cole/KAWC/AWWSC]





**Modification History**

11/18/2009 02:33:14 PM Barbara A Hightower (New)  
 11/19/2009 08:48:46 AM Douglas Brock (Rejected)  
 11/19/2009 08:48:47 AM Douglas Brock (Rejected)  
 11/19/2009 08:50:45 AM Douglas Brock (Rejected)

Deb Degillio  
 VP of Finance - Eastern Division  
 American Water  
 2300 Richmond Road  
 Lexington, KY 40502  
 Office: 859-268-6322  
 Cell: 859-388-0658  
 E-mail: deborah.degillio@amwater.com

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:04 PM -----

From: Keith L Cartier/KAWC/AWWSC  
 To: Deborah A Degillio/ADMIN/CORP/AWWSC@AWW  
 Cc: Douglas Brock/KAWC/AWWSC@AWW, Mary Gina Money/KAWC/AWWSC@AWW, Bryan Siler/KAWC/AWWSC@AWW, Rachel Cole/KAWC/AWWSC@AWW  
 Date: 12/01/2009 02:38 PM  
 Subject: Re: KY Rev Adjustment

Spoke with Bryan. OK though have questions as to how this passed the hi - lo bill edit, and how come its taking from mid October to now to work a corrected bill. I'll reach out to CSC to follow up, but this points to a need for greater involvement of the local business in the billing collection process.

Since Bryan already gave a heads up to Candice at LFUCG I'm good to go. Don't know that we need approval - by asking just raises the specter from their end that we should we eat that credit and allow LFUCG to keep it.

Keith Cartier  
 Vice President, Operations  
 Kentucky American Water  
 1 859 268 6324 Office  
 1 859 321 9803 Cell  
 keith.cartier@amwater.com  
 Deborah A Degillio/ADMIN/CORP/AWWSC

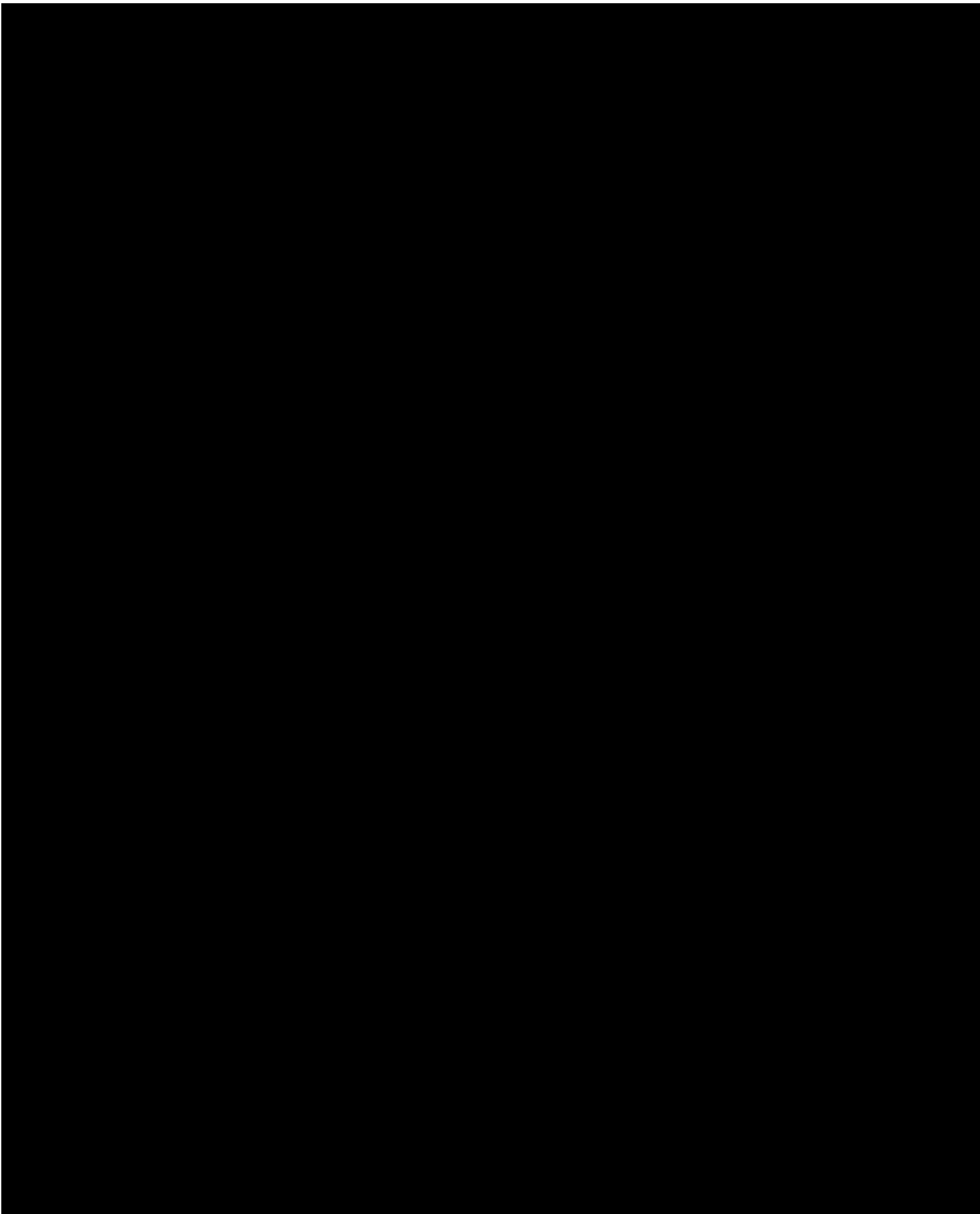
**Deborah A  
 Degillio/ADMIN/CORP/AWWS  
 C**  
 11/30/2009 03:26 PM

To Douglas Brock/KAWC/AWWSC@AWW, Keith L  
 Cartier/KAWC/AWWSC@AWW  
 cc Mary Gina Money/KAWC/AWWSC@AWW  
 Subject KY Rev Adjustment

Doug - I know you're ok with this. Keith - more of an FYI - but also wanted to be sure you're ok with this?

And is there any impact on KY regulated financials from the pieces for LFUCG and/or sewer? how does the adjustment work for those other line items?

Thanks



10

**Modification History**

11/18/2009 02:33:14 PM Barbara A Hightower (New)  
 11/19/2009 08:48:46 AM Douglas Brock (Rejected)  
 11/19/2009 08:48:47 AM Douglas Brock (Rejected)  
 11/19/2009 08:50:45 AM Douglas Brock (Rejected)

Deb Degillio  
 VP of Finance - Eastern Division  
 American Water  
 2300 Richmond Road  
 Lexington, KY 40502  
 Office: 859-268-6322  
 Cell: 859-388-0658  
 E-mail: deborah.degillio@amwater.com

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:04 PM -----

From: Deborah A Degillio/ADMIN/CORP/AWWSC  
 To: Bryan Siler/KAWC/AWWSC@AWW  
 Cc: Jarold Jackson/KAWC/AWWSC@AWW, Keith L Cartier/KAWC/AWWSC@AWW, Nick Rowe/KAWC/AWWSC@AWW, Rachel Cole/KAWC/AWWSC@AWW  
 Date: 12/01/2009 03:11 PM  
 Subject: Re: Fw: KY Rev Adjustment

Bryan -

Nice work! Do you need the backup - or do you already have it?

And Nick/Keith - if Bryan is ok, are you both ok for me to approve?

Deb Degillio  
 VP of Finance - Eastern Division  
 American Water  
 2300 Richmond Road  
 Lexington, KY 40502  
 Office: 859-268-6322  
 Cell: 859-388-0658  
 E-mail: deborah.degillio@amwater.com

Bryan Siler/KAWC/AWWSC



**Bryan Siler/KAWC/AWWSC**

12/01/2009 02:11 PM

To: Nick Rowe/KAWC/AWWSC@AWW  
 cc: Deborah A Degillio/ADMIN/CORP/AWWSC@AWW, Keith L Cartier/KAWC/AWWSC@AWW, Rachel Cole/KAWC/AWWSC@AWW, Jarold Jackson/KAWC/AWWSC@AWW  
 Subject: Re: Fw: KY Rev Adjustment

This was basically a misread. I have worked with Candice (LFUCG) and [REDACTED]

I will ask Candice to respond with an approval for the sewer portion of the credit.

\*\*\*\*\*

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

Nick Rowe/KAWC/AWWSC

**Nick Rowe/KAWC/AWWSC**

12/01/2009 01:56 PM

To Deborah A Degillio/ADMIN/CORP/AWWSC@AWW  
 cc Bryan Siler/KAWC/AWWSC@AWW, Keith L  
 Cartier/KAWC/AWWSC@AWW, Rachel  
 Cole/KAWC/AWWSC@AWW  
 Subject Re: Fw: KY Rev Adjustment 

Rachel is right on point. The city should sign-off on this one!

\*\*\*\*\*

Nick O. Rowe  
 Senior Vice President, Eastern Division, American Water  
 President, Kentucky American Water  
 2300 Richmond Road  
 Lexington, KY 40502  
 Ph: 859 268 6333  
 Fax: 859 268 6327  
 Cell: 859 533 7705  
 E-mail: nick.rowe@amwater.com

Deborah A Degillio/ADMIN/CORP/AWWSC

**Deborah A  
 Degillio/ADMIN/CORP/AWWS  
 C**

12/01/2009 01:46 PM

To Rachel Cole/KAWC/AWWSC@AWW  
 cc Keith L Cartier/KAWC/AWWSC@AWW, Nick  
 Rowe/KAWC/AWWSC@AWW, Bryan  
 Siler/KAWC/AWWSC@AWW  
 Subject Re: Fw: KY Rev Adjustment 

Great heads up. I will send him the info - Bryan, watch for the email...

Until I hear from Keith or Nick, I'm not approving this one... Thanks

Deb Degillio

VP of Finance - Eastern Division  
American Water  
2300 Richmond Road  
Lexington, KY 40502  
Office: 859-268-6322  
Cell: 859-388-0658  
E-mail: deborah.degillio@amwater.com

Rachel Cole/KAWC/AWWSC



**Rachel Cole/KAWC/AWWSC**

12/01/2009 01:41 PM

To Deborah A Degillio/ADMIN/CORP/AWWSC@AWW  
cc Nick Rowe/KAWC/AWWSC@AWW, Keith L  
Cartier/KAWC/AWWSC@AWW  
Subject Re: Fw: KY Rev Adjustment

Deb,

In dealing with the adjustments from just last year, [REDACTED] I know that the city feels very strongly that we run credit adjustments of significant amounts by them, before we apply. May want to let Bryan Siler know so that he can intermedate.

\*\*\*\*\*

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

Deborah A Degillio/ADMIN/CORP/AWWSC

**Deborah A  
Degillio/ADMIN/CORP/AWWS  
C**

12/01/2009 12:53 PM

To Nick Rowe/KAWC/AWWSC@AWW  
cc Rachel Cole/KAWC/AWWSC@AWW  
Subject Fw: KY Rev Adjustment

Deb Degillio  
VP of Finance - Eastern Division  
American Water  
2300 Richmond Road  
Lexington, KY 40502  
Office: 859-268-6322  
Cell: 859-388-0658  
E-mail: deborah.degillio@amwater.com

----- Forwarded by Deborah A Degillio/ADMIN/CORP/AWWSC on 12/01/2009 12:53 PM -----

**Deborah A  
Degillio/ADMIN/CORP/AWWS  
C**

To Douglas Brock/KAWC/AWWSC, Keith L  
Cartier/KAWC/AWWSC

11/30/2009 03:26 PM

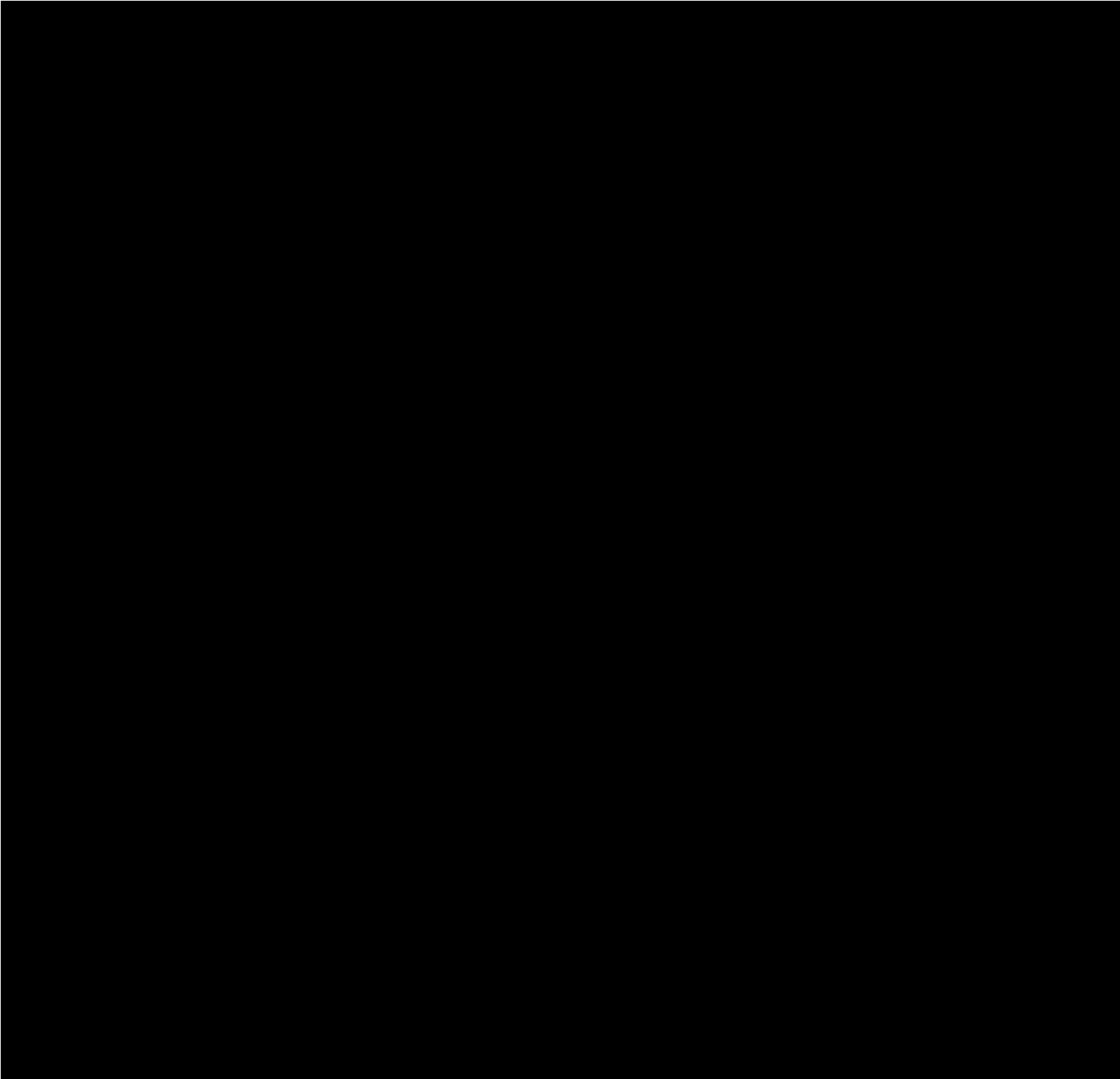
cc Mary Gina Money/KAWC/AWWSC@AWW

Subject KY Rev Adjustment

Doug - I know you're ok with this. Keith - more of an FYI - but also wanted to be sure you're ok with this?

And is there any impact on KY regulated financials from the pieces for LFUCG and/or sewer? how does the adjustment work for those other line items?

Thanks



|    |  |  |  |  |
|----|--|--|--|--|
| 6  |  |  |  |  |
| 7  |  |  |  |  |
| 8  |  |  |  |  |
| 9  |  |  |  |  |
| 10 |  |  |  |  |

**Modification History**

11/18/2009 02:33:14 PM Barbara A Hightower (New)  
 11/19/2009 08:48:46 AM Douglas Brock (Rejected)  
 11/19/2009 08:48:47 AM Douglas Brock (Rejected)  
 11/19/2009 08:50:45 AM Douglas Brock (Rejected)

Deb Degillio  
 VP of Finance - Eastern Division  
 American Water  
 2300 Richmond Road  
 Lexington, KY 40502  
 Office: 859-268-6322  
 Cell: 859-388-0658  
 E-mail: deborah.degillio@amwater.com

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:04 PM -----

From: AW - JE/AWWSC  
 To: Bryan Siler/KAWC/AWWSC@AWW  
 Date: 12/02/2009 04:23 PM  
 Subject: Re: Sewer/Landfill Billing\_GA and MI's\_KY NOV 09  
 Sent by: Takiyah E Myatt

This entry has been entered and posted.

Thank You,

Takiyah Myatt  
 Bryan Siler/KAWC/AWWSC



**Bryan Siler/KAWC/AWWSC**

11/06/2009 05:55 PM

To AW - JE/AWWSC@AWW

cc Takiyah E Myatt/SHARVCS/AWWSC@AWW, Dale S





Graham/SHARSVCS/AWWSC@AWW, Rachel  
Cole/KAWC/AWWSC@AWW, cdeining@lfucg.com,  
khicks@lfucg.com  
Subject Sewer/Landfill Billing\_GA and MI's\_KY NOV 09

**Dale,**

Here are the MI requests for LFUCG and Sadieville. Please process and send the .pdf file to Candice Deining at LFUCG.

Thanks.



Miscellaneous Invoice Request-Sadieville 10\_2009.doc



Miscellaneous Invoice Request-LFUCG 10\_2009.doc

**Takiyah,**

Please use this memo to record the revenue and accrual.

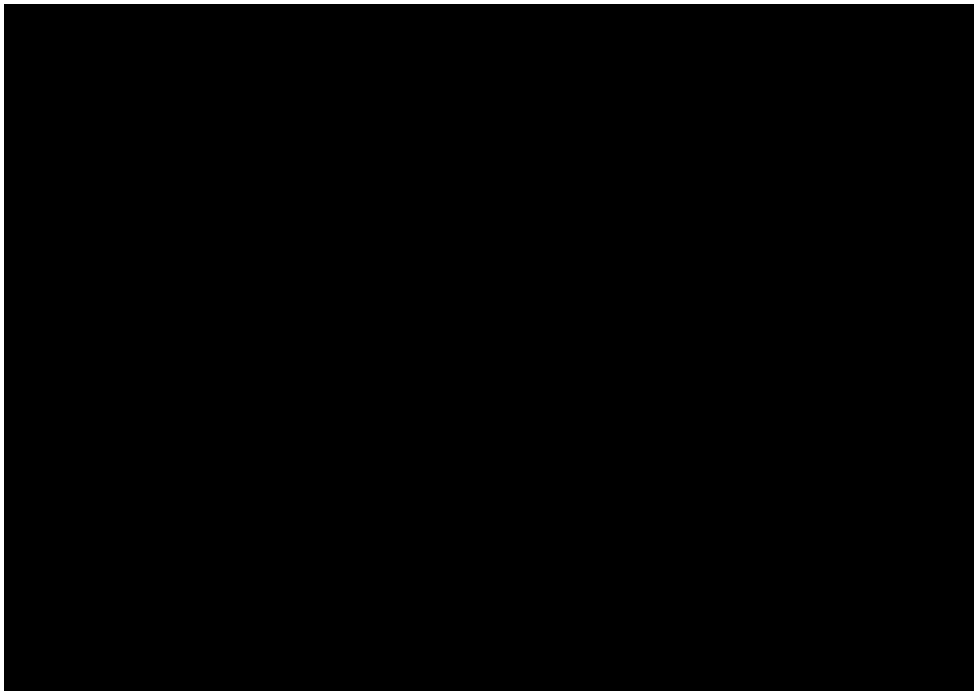


MI-Sewer Landfill 10\_2009.doc

Note: New rates are reflected in this billing.

**Landfill/Sewer billing**

10/31/2009



\*\*\*\*\*

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

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:04 PM -----

From: AW - JE/AWWSC  
To: Bryan Siler/KAWC/AWWSC@AWW  
Date: 12/03/2009 06:17 PM  
Subject: Re: Sewer/Landfill Billing\_GA and MI's\_KY NOV 09  
Sent by: Takiyah E Myatt

No, we are fine as long as we have the calculation.

Thanks!

Bryan Siler/KAWC/AWWSC




**Bryan Siler/KAWC/AWWSC**

12/03/2009 11:10 AM

To AW - JE/AWWSC@AWW

cc

Subject Re: Sewer/Landfill Billing\_GA and MI's\_KY NOV 09 

Do you still need the memo below since we're accruing on Day 1 now?

\*\*\*\*\*

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

AW - JE/AWWSC

**AW - JE/AWWSC**

Sent by: Takiyah E Myatt

12/02/2009 04:23 PM

To Bryan Siler/KAWC/AWWSC@AWW

cc

Subject Re: Sewer/Landfill Billing\_GA and MI's\_KY NOV 09 

This entry has been entered and posted.

Thank You,

Takiyah Myatt  
Bryan Siler/KAWC/AWWSC



**Bryan Siler/KAWC/AWWSC**

11/06/2009 05:55 PM

To AW - JE/AWWSC@AWW

cc Takiyah E Myatt/SHARVCS/AWWSC@AWW, Dale S  
Graham/SHARVCS/AWWSC@AWW, Rachel  
Cole/KAWC/AWWSC@AWW, cdeining@lfucg.com,  
khicks@lfucg.com

Subject Sewer/Landfill Billing\_GA and MI's\_KY NOV 09

**Dale,**

Here are the MI requests for LFUCG and Sadieville. Please process and send the .pdf file to Candice Deining at LFUCG.

Thanks.

[attachment "Miscellaneous Invoice Request-Sadieville 10\_2009.doc" deleted by Bryan Siler/KAWC/AWWSC] [attachment "Miscellaneous Invoice Request-LFUCG 10\_2009.doc" deleted by Bryan Siler/KAWC/AWWSC]

**Takiyah,**

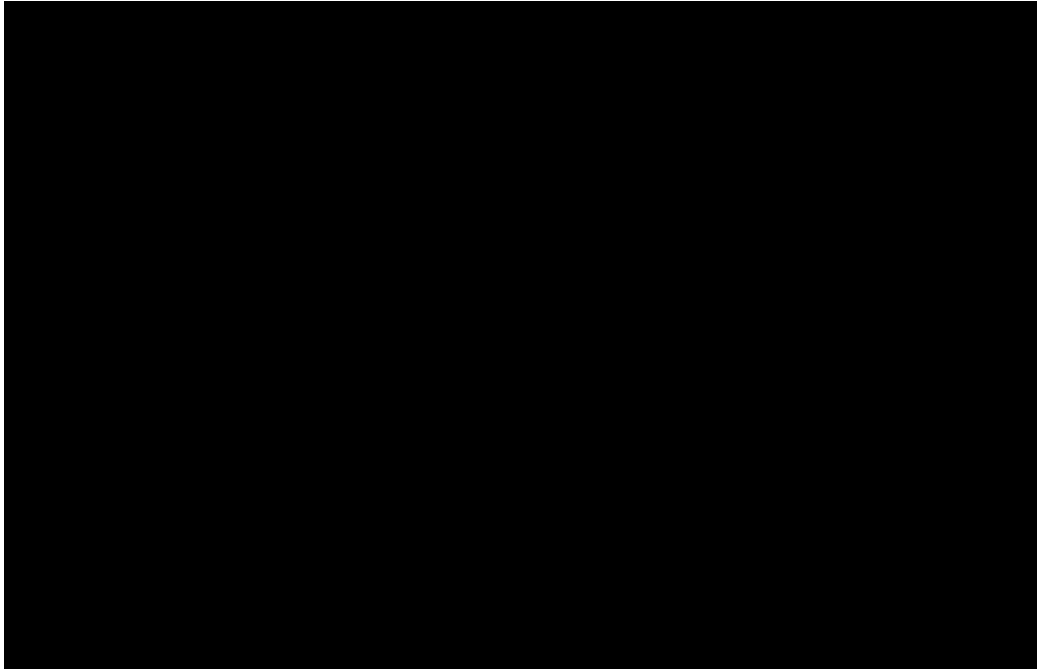
Please use this memo to record the revenue and accrual.

[attachment "MI-Sewer Landfill 10\_2009.doc" deleted by Bryan Siler/KAWC/AWWSC]

Note: New rates are reflected in this billing.

**Landfill/Sewer billing**

10/31/2009



\*\*\*\*\*

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

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:04 PM -----

From: "Sheila Powell" <sheilap@lfucg.com>  
To: <Bryan.Siler@amwater.com>  
Date: 12/03/2009 07:00 PM  
Subject: [REDACTED]

Good afternoon Bryan the follow list I sent to Candice do you have these people on the 30% automatic sewer deduction the last person [REDACTED] says he is not getting is deductions, thanks for all your help and Happy Holidays

Thanks

Sheila Powell, Administrative Specialist  
Division of Adult & Tenant Services  
1055 Industry Road  
Lexington, KY. 40505  
Phone: 859- 258-3811

Fax: 859-425-2055



Friday, January 30, 2009.xls

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:04 PM -----

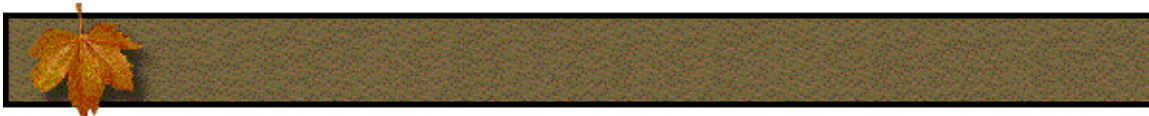
From: "Rebecca Burke" <rburke@lfucg.com>  
To: <specialaccts@amwater.com>  
Cc: "Candice Deininger" <cdeining@lfucg.com>, <Bryan.Siler@amwater.com>, <Linda.Toussaint@amwater.com>  
Date: 12/04/2009 09:09 AM  
Subject: Landfill user

---

*Please remove the charges on Landfill user fee for Premise# [REDACTED] of \$9.00 billing date 11/23/2009 @ [REDACTED]. They have had the herbies removed. And the weekend update will take care of future billing. If there are any questions please email me or call.*

*Thank you,*

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



----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:04 PM -----

From: "Candice Deininger" <cdeining@lfucg.com>  
To: <Bryan.Siler@amwater.com>  
Date: 12/04/2009 09:16 AM  
Subject: RE: Closing

---

I'll let Deborah and Mary know . . . thanks, Bryan!

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: Friday, December 04, 2009 9:15 AM  
 To: Candice Deininger  
 Subject: Closing

Hey, I wanted to have the closing stuff done today but really need to work with the IT folks on the non-mutuals before they leave for the weekend. Just wanted to give you a heads up.

\*\*\*\*\*

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

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:04 PM -----

From: "Sheila Long" <slong@lfucg.com>  
 To: <Bryan.Siler@amwater.com>  
 Date: 12/04/2009 06:45 PM  
 Subject:

|                                                                       |                                                                                                         |                                                                                                         |
|-----------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------|
| <b>SHEILA K. LONG</b>                                                 |                                                                                                         |                                                                                                         |
| Computer Operator<br><u>Lexington Fayette Urban County Government</u> | 200 East Main Street Lexington, Kentucky                                                                |                                                                                                         |
| <a href="mailto:slong@lfucg.com">slong@lfucg.com</a>                  |  PHONE: 859.258.3334 |  FAX: 859.258.3334 |
| <i>"To Thine Own Self Be True"</i><br>are                             |                                                                                                         | <i>... William Shakespeare</i>                                                                          |



HERC1203.TXT

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:04 PM -----

From: "Sheila Powell" <sheilap@lfucg.com>  
 To: <Bryan.Siler@amwater.com>  
 Date: 12/06/2009 04:12 PM  
 Subject: RE: [REDACTED]

Thanks could you please add him and the others to the list

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

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

Sent: Friday, December 04, 2009 8:58 AM

To: Sheila Powell

Subject: Re: [REDACTED]

I am not finding [REDACTED]

Name Address Date  
(Embedded image moved to file: pic01885.jpg)

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

"Sheila Powell"  
<sheilap@lfucg.co  
m>  
To <Bryan.Siler@amwater.com>  
12/03/2009 07:00  
cc PM  
Subject [REDACTED]

Good afternoon Bryan the follow list I sent to Candice do you have these people on the 30% automatic sewer deduction the last person [REDACTED] says he is not getting is deductions, thanks for a [REDACTED] help Holidays

Thanks

Sheila Powell, Administrative Specialist  
Division of Adult & Tenant Services  
1055 Industry Road  
Lexington, KY. 40505  
Phone: 859- 258-3811  
Fax: 859-425-2055

[attachment "Friday, January 30, 2009.xls" deleted by Bryan Siler/KAWC/AWWSA]

----- Forwarded by Bryan Siler/KAWC/AWWSA on 02/15/2013 05:04 PM -----

From: "Candice Deininger" <cdeining@lfucg.com>  
To: <Bryan.Siler@amwater.com>  
Date: 12/07/2009 09:00 AM  
Subject: RE: FW: [REDACTED]

---

Thanks!!!

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, December 07, 2009 9:00 AM  
To: Candice Deininger  
Cc: Jarold.Jackson@amwater.com; Terry.McFarland@amwater.com  
Subject: Re: FW: [REDACTED]

The two buildings are boarded up and the tunnel is closed.

\*\*\*\*\*

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

"Candice  
Deininger"  
<cdeining@lfucg.c



To om> <Bryan.Siler@amwater.com> ,  
<Jarold.Jackson@amwater.com>  
12/07/2009 08:30  
cc AM  
Subject [REDACTED]  
[REDACTED] FW [REDACTED]

Sorry! It's premise number [REDACTED]

Candice Deininger  
LFUCG Division of Revenue  
200 East Main Street  
Lexington, KY 40507  
859-258-3364

From: Candice Deininger  
Sent: Monday, December 07, 2009 8:28 AM  
To: 'Bryan.Siler@amwater.com'; Jarold.Jackson@amwater.com  
Subject: Eastern State Premise [REDACTED]

Good morning, and Merry Christmas!!! I just love the snow this morning,  
a  
love that I'm sure is not shared by many - lol!! When you get a moment,  
would you kindly check this account, please? Usage has dwindled to  
nothing  
for December - is there something going on out there that you know of  
which  
might cause this? Anyway, this can wait until everything is finalized  
with  
the water quality fee - phew!!! Thanks a lot!!!

(Embedded image moved to file: pic02663.jpg)

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

859-258-3364

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:04 PM -----

From: Candiss L Martin/CALLCTR/CORP/AWWSC  
To: Bryan Siler/KAWC/AWWSC@AWW  
Date: 12/10/2009 10:54 AM  
Subject: Re: Is OAM down?

---

I've just checked. I was able to access it here without any issues and I spoke to several people taking calls and they've received no other complaints. Is it your personal access or a sewer authority your dealing with?

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  
Bryan Siler/KAWC/AWWSC



**Bryan Siler/KAWC/AWWSC**

12/10/2009 09:27 AM

To: Candiss L Martin/CALLCTR/CORP/AWWSC@AWW  
cc  
Subject: Is OAM down?

Hi Candiss,

I can't login? Can someone check on my access?

Thanks...

\*\*\*\*\*

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

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:04 PM -----

From: Rachel Cole/KAWC/AWWSC  
To: Bryan Siler/KAWC/AWWSC@AWW  
Date: 12/11/2009 10:10 AM  
Subject: Re: November Reports

---

Bryan,

Would you take a look at last November's report to see if we had any billing issues where we might have

billed twice for the same account? Thanks.  
\*\*\*\*\*

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

Bryan Siler/KAWC/AWWSC



**Bryan Siler/KAWC/AWWSC**

12/11/2009 09:26 AM

To cdeining@lfucg.com, Stacy Owens/KAWC/AWWSC@AWW,  
rhicks@lfucg.com, dgerardi@lfucg.com, Rachel  
Cole/KAWC/AWWSC@AWW, mfister@lfucg.com,  
billo@lfucg.com, khicks@lfucg.com, lvahle@lfucg.com,  
smulligan@lfucg.com

cc

Subject November Reports

Hello,

Attached are the monthly reports for your review. There were three accounts (RES & OPA) that were billed taxes in November. All three will be corrected and the taxes refunded.

Please let me know if you have any questions.

Thank you.

[attachment "Sewer & Landfill Aging Totals.pdf" deleted by Rachel Cole/KAWC/AWWSC] [attachment "LFUCG Sewer and Landfill\_November 2009 rev.xls" deleted by Rachel Cole/KAWC/AWWSC]

\*\*\*\*\*

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

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:04 PM -----

From: Dale S Graham/SHARVCS/AWWSC  
To: Bryan Siler/KAWC/AWWSC@AWW, cdeining@lfucg.com, khicks@lfucg.com  
Date: 12/17/2009 03:07 PM  
Subject: LFUCG 11-09

---

Sewer & Landfill billing for 11/09



2356\_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 02/15/2013 05:04 PM -----

From: "Sheila Long" <slong@lfucg.com>  
 To: <Bryan.Siler@amwater.com>  
 Date: 12/23/2009 03:27 PM  
 Subject: Weekly file

|                                                                           |                                          |                                |
|---------------------------------------------------------------------------|------------------------------------------|--------------------------------|
| <b>SHEILA K. LONG</b>                                                     |                                          |                                |
| Computer Operator<br><u>Lexington Fayette Urban County<br/>Government</u> | 200 East Main Street Lexington, Kentucky |                                |
| <a href="mailto:slong@lfucg.com">slong@lfucg.com</a>                      | PHONE: 859.258.3334                      | FAX: 859.258.3334              |
| <i>"To Thine Own Self Be True"</i><br>are                                 |                                          | <i>... William Shakespeare</i> |



HERC1217.TXT

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:04 PM -----

From: "Sheila Long" <slong@lfucg.com>  
 To: <Bryan.Siler@amwater.com>  
 Date: 12/23/2009 04:13 PM  
 Subject: weekly file

|                                                                       |                                          |
|-----------------------------------------------------------------------|------------------------------------------|
| <b>SHEILA K. LONG</b>                                                 |                                          |
| Computer Operator<br><u>Lexington Fayette Urban County Government</u> | 200 East Main Street Lexington, Kentucky |
| <a href="mailto:slong@lfucg.com">slong@lfucg.com</a>                  | PHONE: 859.258.3334 FAX: 859.258.3334    |
| "To Thine Own Self Be True"<br>are                                    | ... WILLIAM SHAKESPEARE                  |



HERC1223.TXT

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:04 PM -----

From: "Mike Smith" <mikes@lfucg.com>  
 To: <Bryan.Siler@amwater.com>  
 Date: 12/28/2009 12:51 PM  
 Subject: file

The weekly file is attached.

Thank you and Happy New Year!

Michael S. Smith  
 Computer Operations/Help Desk Manager/  
 Project Synergy Team Member  
 Lexington-Fayette Urban County Government  
 Division of Information Technology  
 200 East Main Street - Lexington, KY 40507  
 859-258-3730 - mikes@lfucg.com

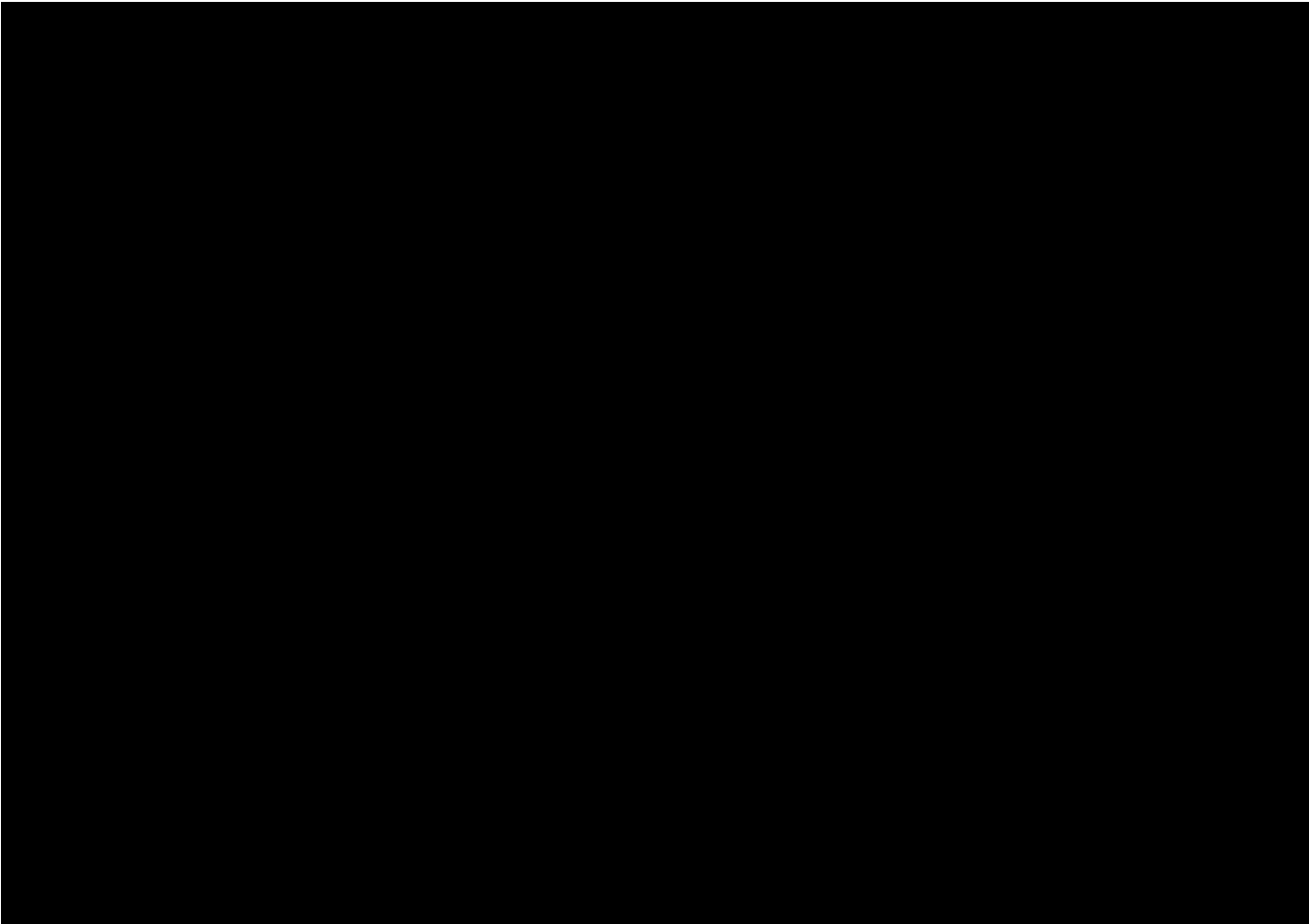


HERC1228.TXT

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:04 PM -----

From: "Candice Deininger" <cdeining@lfucg.com>  
 To: <Bryan.Siler@amwater.com>  
 Date: 12/29/2009 03:43 PM  
 Subject: RE: Sewered?

Hello . . . Mike, at the sewer tap-on desk, is out of the office today but I checked with another staff member and they couldn't locate anything for [REDACTED]. The correct PVA address is [REDACTED] (see below [REDACTED] and [REDACTED] is not sewered.



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: Tuesday, December 29, 2009 1:08 PM  
To: Candice Deininger  
Subject: RE: Sewered?

Thanks so much...

\*\*\*\*\*

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

"Candice  
Deininger"

<cdeining@lfucg.com>

<Bryan.Siler@amwater.com>

To

12/29/2009 01:06 PM

cc

Subject

RE: Sewered?

Thanks, Bryan . . . I'll probably need to check with our sewer tap-on desk about this one - PVA has no listing for 101, so I'm not sure if that is a valid number. I'll get back to you . . .

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: Tuesday, December 29, 2009 12:59 PM  
To: Candice Deininger  
Subject: RE: Sewered?

Sorry...

Premise: 120063902  
Name: Koebel, LaDonna

\*\*\*\*\*

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

"Candice  
Deininger"

To  
<cdeining@lfucg.com>

<Bryan.Siler@amwater.com>

cc

12/29/2009 12:54

Subject PM

RE: Sewered?

Do you have a name associated with it, by chance?

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: Tuesday, December 29, 2009 8:43 AM  
To: Candice Deininger  
Subject: Sewered?

Hello,

Is [REDACTED] on the sewer system? It looks to be inside the  
sewer [REDACTED] ed to make sure. It looks all by itself there.

Thanks...

\*\*\*\*\*

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

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:04 PM -----

From: Renee J Roy/CALLCTR/CORP/AWWSC



To: Bryan Siler/KAWC/AWWSC@AWW  
Date: 12/30/2009 11:29 AM  
Subject: Fw: KY [REDACTED]

Hello Bryan,

Will you close the sewer service for the account above since the below emails says no sewer should be billed. I will have the account corrected for the sewer charges that have been billed.

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 J Roy/CALLCTR/CORP/AWWSC on 12/30/2009 10:28 AM -----



Linda A  
Sigite/CALLCTR/CORP/AWW  
SC  
12/30/2009 10:07 AM

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

Linda Sigite  
Billing Specialist  
Alton Call Center

----- Forwarded by Linda A Sigite/CALLCTR/CORP/AWWSC on 12/30/2009 10:07 AM -----



Bryan Siler/KAWC/AWWSC  
12/30/2009 09:20 AM

To: Linda A Sigite/CALLCTR/CORP/AWWSC@AWW  
cc: Kenneth D Evans/CALLCTR/CORP/AWWSC@AWW, Jarold Jackson/KAWC/AWWSC@AWW  
Subject: Re: K [REDACTED]

I thought you were asking if it was supposed to be billed for sewer. Who assigned the rate schedule and let it bill while it was being investigated?

\*\*\*\*\*

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

Linda A Sigite/CALLCTR/CORP/AWWSC



**Linda A  
Sigite/CALLCTR/CORP/AWW  
SC**

12/30/2009 08:39 AM

To Bryan Siler/KAWC/AWWSC@AWW

cc

Subject Re: K [REDACTED]

Bryan,

Account already billed with sewer. We can adjust it at a later time if need be. Thanks for you help.

Linda Sigite  
Billing Specialist  
Alton Call Center

Bryan Siler/KAWC/AWWSC



**Bryan Siler/KAWC/AWWSC**

12/29/2009 03:04 PM

To Linda A Sigite/CALLCTR/CORP/AWWSC@AWW

cc Bethany G Hungate/KAWC/AWWSC@AWW, Beverly  
Horton/KAWC/AWWSC@AWW, Jarold  
Jackson/KAWC/AWWSC@AWW, Kimberly J  
Hartman/CALLCTR/CORP/AWWSC@AWW, Melissa E  
Harrop/CALLCTR/CORP/AWWSC@AWW, Shannon S  
Orban/CALLCTR/CORP/AWWSC@AWW

Subject Re: KY [REDACTED]

Linda - Does this help?

Do we need to change this address?

----- Forwarded by Bryan Siler/KAWC/AWWSC on 12/29/2009 04:03 PM -----



**"Candice Deininger"**  
<cdeining@lfucg.com>

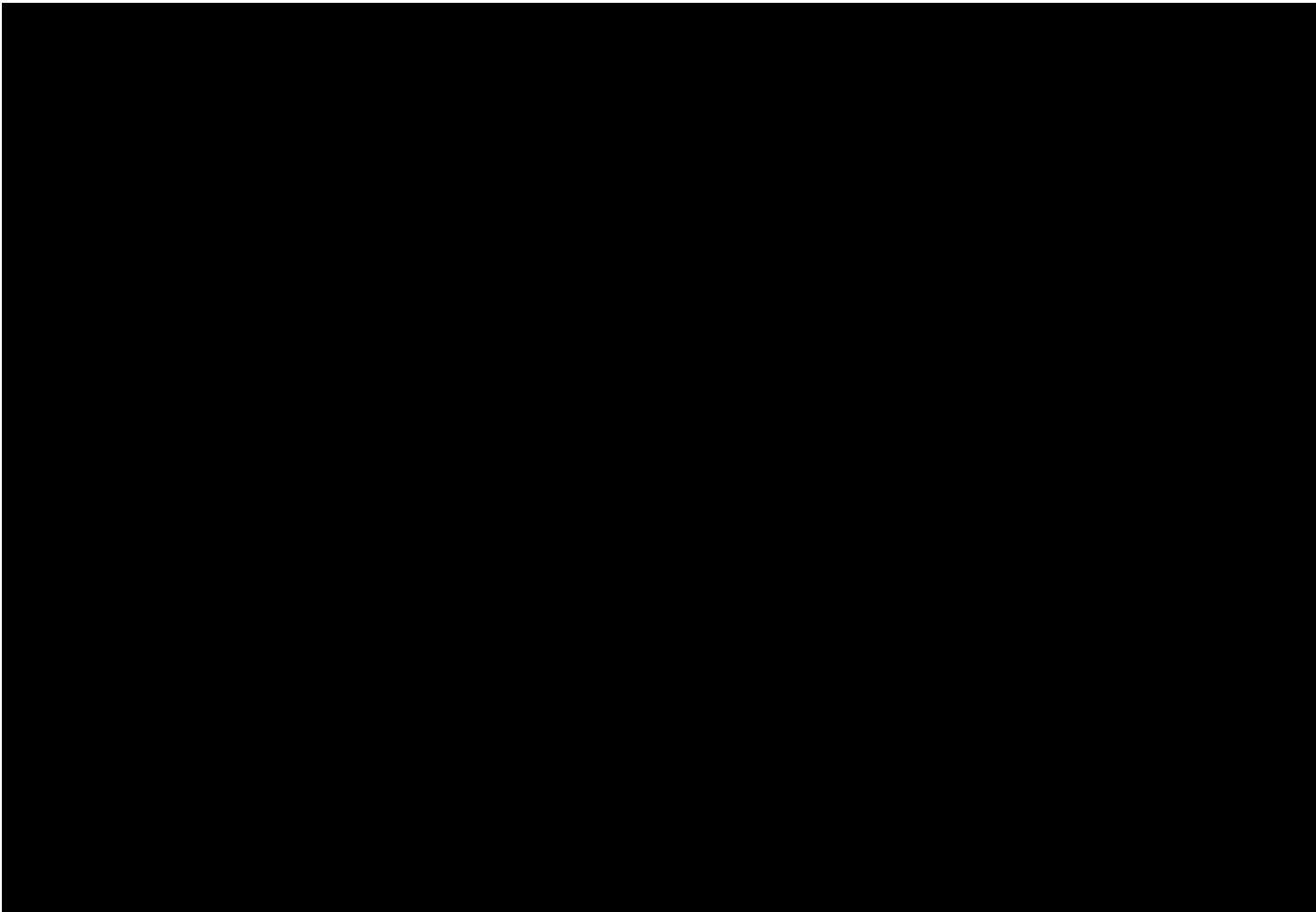
12/29/2009 03:43 PM

To <Bryan.Siler@amwater.com>

cc

Subject RE: Sewered?

Hello . . . Mike, at the sewer tap-on desk, is out of the office today but I checked with another staff member and they couldn't locate anything for [REDACTED]. The correct PVA address is [REDACTED] (see below) and that location is not sewerred.



LFUCG Division of Revenue  
200 East Main Street  
Lexington, KY 40507  
859-258-3364

\*\*\*\*\*

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

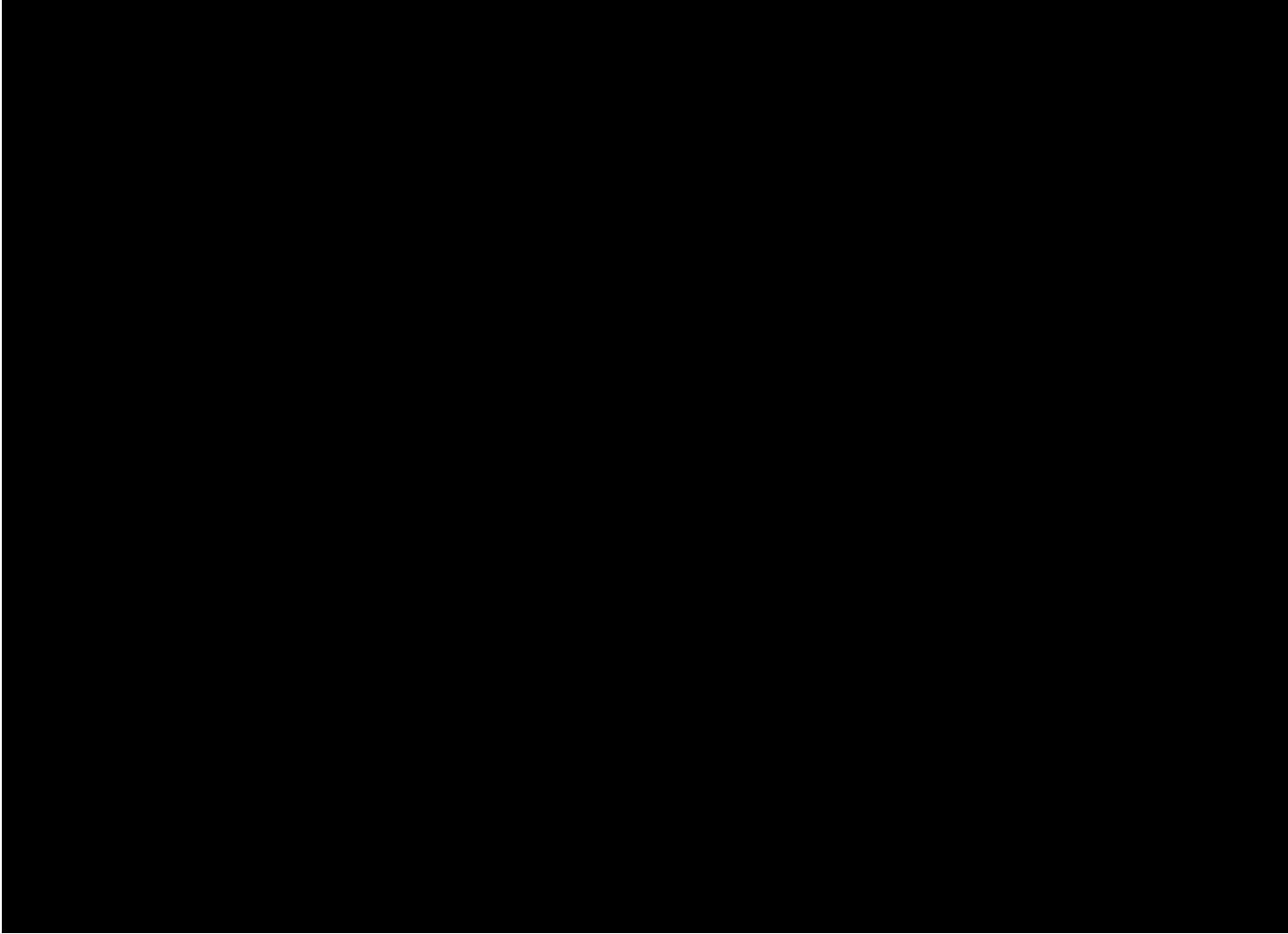
Linda A Sigite/CALLCTR/CORP/AWWSC

**Linda A  
Sigite/CALLCTR/CORP/AWW  
SC**

12/22/2009 10:07 AM

To Jarold Jackson/KAWC/AWWSC@AWW, Bryan  
Siler/KAWC/AWWSC@AWW, Beverly  
Horton/KAWC/AWWSC@AWW, Bethany G  
Hungate/KAWC/AWWSC@AWW  
cc Shannon S Orban/CALLCTR/CORP/AWWSC@AWW,  
Kimberly J Hartman/CALLCTR/CORP/AWWSC@AWW,  
Melissa E Harrop/CALLCTR/CORP/AWWSC@AWW  
Subject KY [REDACTED]

Should this account be billing for sewer? If so please add rate schedule. Thanks



Linda Sigite  
Kentucky Billing Specialist  
Alton Call Center

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:04 PM -----

From: Renee J Roy/CALLCTR/CORP/AWWSC  
To: Bryan Siler/KAWC/AWWSC@AWW  
Date: 12/30/2009 11:41 AM  
Subject: Re: Fw: K [REDACTED]

---

I think the person who billed it, did not look at comments on the account. They were working the batch that the account was in.

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**

12/30/2009 10:38 AM

To Renee J Roy/CALLCTR/CORP/AWWSC@AWW  
cc  
Subject Re: Fw: K [REDACTED]

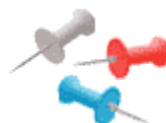
Yes, I will right now. Thanks.

How did we go from asking if they should be billed sewer to billing them?

\*\*\*\*\*

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

Renee J Roy/CALLCTR/CORP/AWWSC



**Renee J  
Roy/CALLCTR/CORP/AWWS  
C**

12/30/2009 11:29 AM

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

Hello Bryan,

Will you close the sewer service for the account above since the below emails says no sewer should be billed. I will have the account corrected for the sewer charges that have been billed.

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 J Roy/CALLCTR/CORP/AWWSC on 12/30/2009 10:28 AM -----



**Linda A  
Sigite/CALLCTR/CORP/AWW  
SC**  
12/30/2009 10:07 AM

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

Linda Sigite  
Billing Specialist  
Alton Call Center

----- Forwarded by Linda A Sigite/CALLCTR/CORP/AWWSC on 12/30/2009 10:07 AM -----



**Bryan Siler/KAWC/AWWSC**  
12/30/2009 09:20 AM

To: Linda A Sigite/CALLCTR/CORP/AWWSC@AWW  
cc: Kenneth D Evans/CALLCTR/CORP/AWWSC@AWW, Jarold  
Jackson/KAWC/AWWSC@AWW  
Subject: Re: K [REDACTED]

I thought you were asking if it was supposed to be billed for sewer. Who assigned the rate schedule and let it bill while it was being investigated?

\*\*\*\*\*

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

Linda A Sigite/CALLCTR/CORP/AWWSC



**Linda A  
Sigite/CALLCTR/CORP/AWW  
SC**  
12/30/2009 08:39 AM

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

Bryan,

Account already billed with sewer. We can adjust it at a later time if need be. Thanks for you help.

Linda Sigite  
Billing Specialist  
Alton Call Center

Bryan Siler/KAWC/AWWSC




**Bryan Siler/KAWC/AWWSC**

12/29/2009 03:04 PM

To Linda A Sigite/CALLCTR/CORP/AWWSC@AWW

cc Bethany G Hungate/KAWC/AWWSC@AWW, Beverly Horton/KAWC/AWWSC@AWW, Jarold Jackson/KAWC/AWWSC@AWW, Kimberly J Hartman/CALLCTR/CORP/AWWSC@AWW, Melissa E Harrop/CALLCTR/CORP/AWWSC@AWW, Shannon S Urban/CALLCTR/CORP/AWWSC@AWW

Subject Re: KY 585937 

Linda - Does this help?

Do we need to change this address?

----- Forwarded by Bryan Siler/KAWC/AWWSC on 12/29/2009 04:03 PM -----



**"Candice Deininger"**  
<cdeining@lfucg.com>

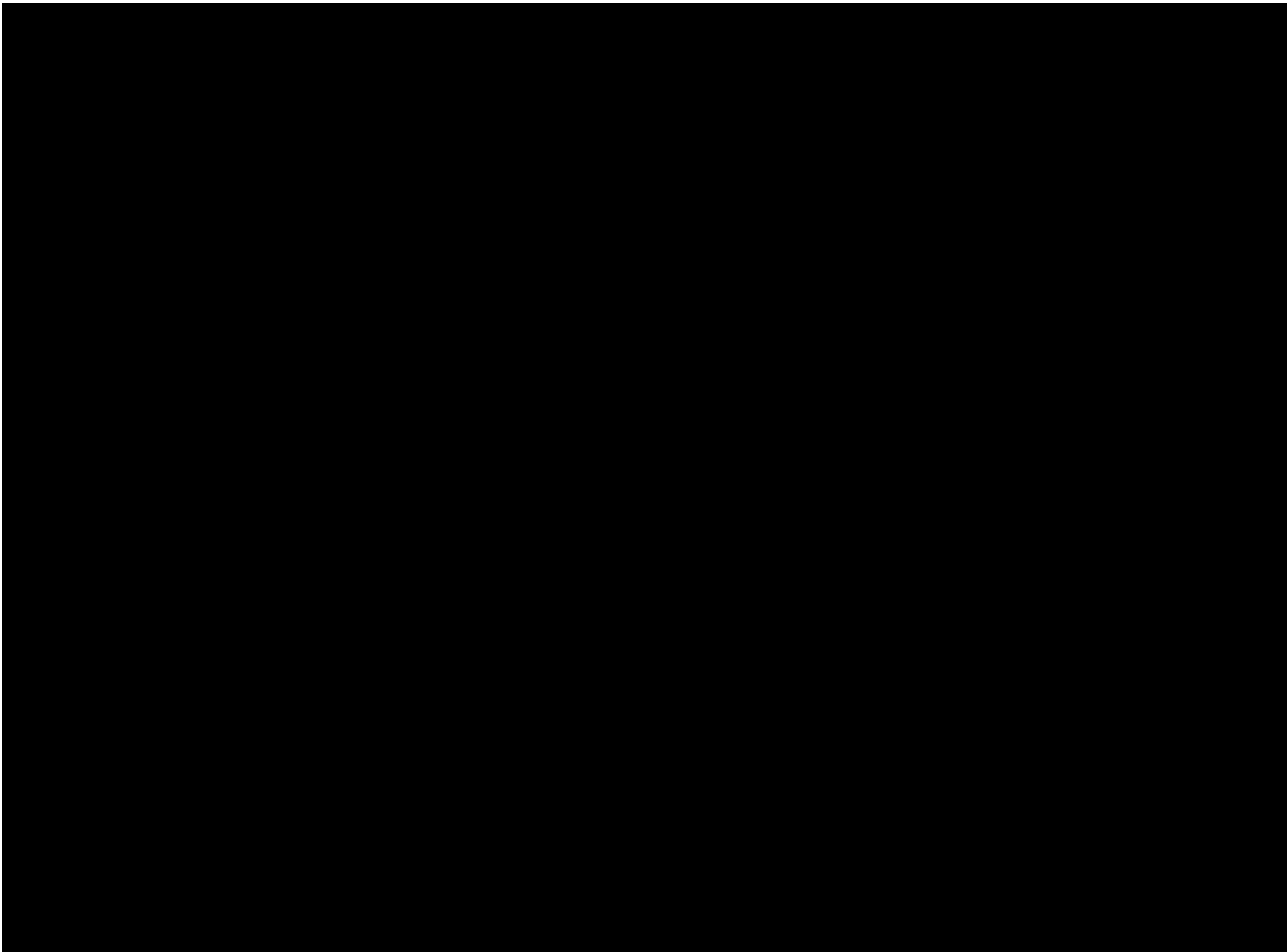
12/29/2009 03:43 PM

To <Bryan.Siler@amwater.com>

cc

Subject RE: Sewered?

Hello . . . Mike, at the sewer tap-on desk, is out of the office today but I checked with another staff member and they couldn't locate anything for [REDACTED]. The correct PVA address is [REDACTED] (see below) and not sewerred.



LFUCG Division of Revenue  
200 East Main Street  
Lexington, KY 40507  
859-258-3364

\*\*\*\*\*

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

Linda A Sigite/CALLCTR/CORP/AWWSC

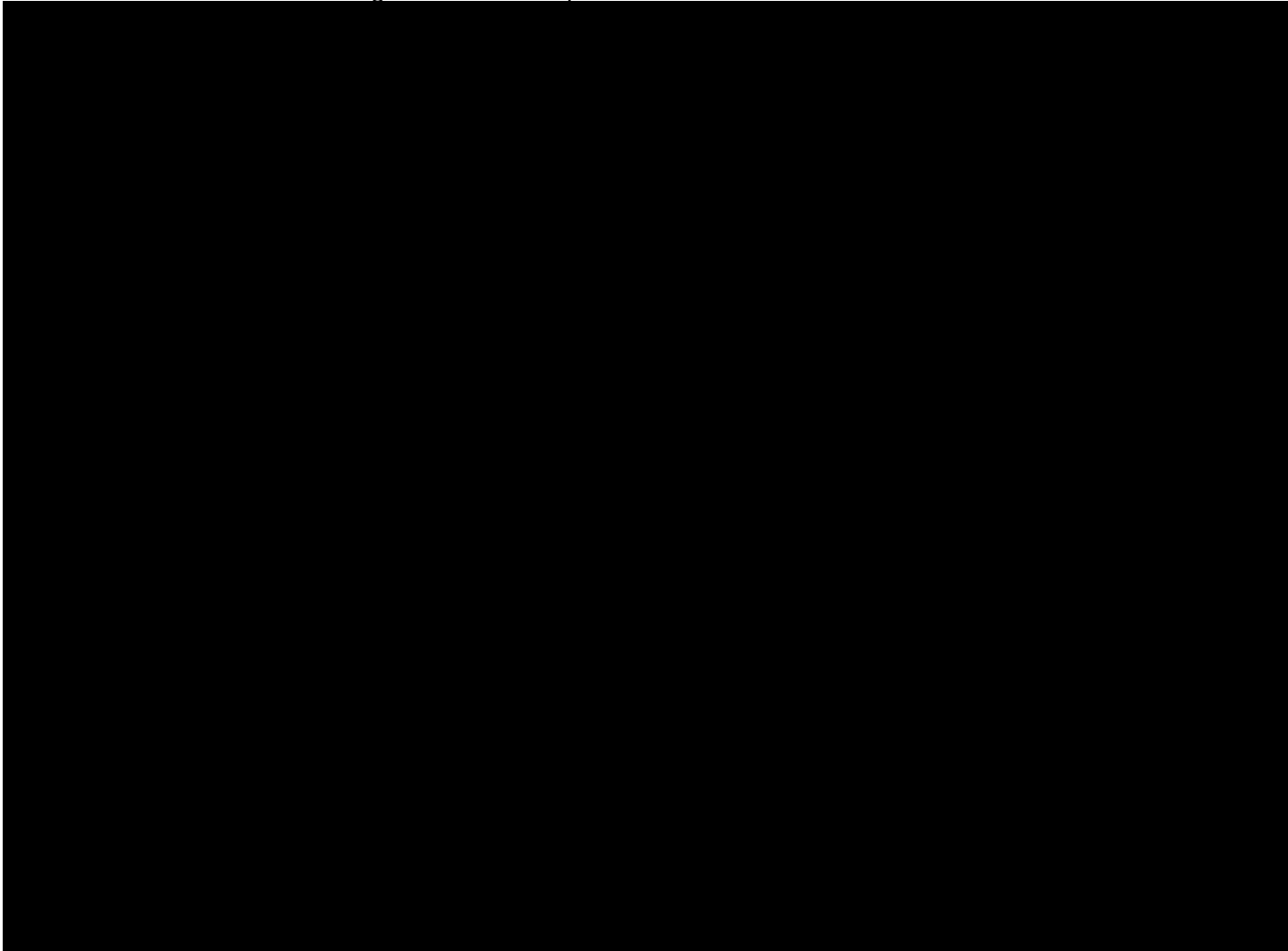
**Linda A  
Sigite/CALLCTR/CORP/AWW  
SC**

12/22/2009 10:07 AM

To Jarold Jackson/KAWC/AWWSC@AWW, Bryan  
Siler/KAWC/AWWSC@AWW, Beverly  
Horton/KAWC/AWWSC@AWW, Bethany G  
Hungate/KAWC/AWWSC@AWW  
cc Shannon S Orban/CALLCTR/CORP/AWWSC@AWW,  
Kimberly J Hartman/CALLCTR/CORP/AWWSC@AWW,  
Melissa E Harrop/CALLCTR/CORP/AWWSC@AWW  
Subject KY 



Should this account be billing for sewer? If so please add rate schedule. Thanks



Linda Sigite  
Kentucky Billing Specialist  
Alton Call Center



**Billing Services Correspondence 5**  
**Bryan Siler** to: Linda Bridwell

02/15/2013 05:13 PM

\*\*\*\*\*

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

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:12 PM -----

From: Rick Witherite/KAWC/AWWSC  
 To: Rachel Cole/KAWC/AWWSC@AWW, Bryan Siler/KAWC/AWWSC@AWW  
 Cc: Jarold Jackson/KAWC/AWWSC@AWW  
 Date: 07/07/2008 08:07 AM  
 Subject: Fw: 30% Discount Coding

I received the below email from Candice asking for these premises to be coded with the discount for sewer. There are a total of 22 accounts. I have set up the attached master file. Since there are only these few I will make the changes to the rate schedule. If they ever send a large file I will submit a Service Desk ticket to do a mass change. Also, in order to identify these on the CBT, I am going to add "DISC" in the direction field. Please look this over and offer any suggestions. I will wait to change these rates until I have discussed with you. Thank you.



Master file of Premises-30% disc. customers.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

----- Forwarded by Rick Witherite/KAWC/AWWSC on 07/07/2008 08:02 AM -----



**"Candice Deininger"**  
**<cdeining@lfucg.com>**  
 07/01/2008 04:41 PM

To <Rick.Witherite@amwater.com>  
 cc

Subject 30% Discount Coding

Good afternoon, Rick. I am attaching three files received from our Division of Adult Services with the names, account and premise numbers of individuals whose accounts need to be coded to receive the 30% discount. If you have any questions, kindly let me know. Thanks a lot and have a good evening!

Candice

Candice Deininger  
 LFUCG Division of Revenue  
 200 E. Main St., Lexington, KY 40507  
 Telephone: 859-258-3364  
 Fax: 859-258-3352  
 cdeining@lfucg.com



June 27 2008.xls



May 27 2008.xls



MAY 30 2008.xls

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:12 PM -----

From: Rick Witherite/KAWC/AWWSC  
 To: Bryan Siler/KAWC/AWWSC@AWW  
 Date: 07/10/2008 07:03 AM  
 Subject: Re: Fw: 30% Discount Coding

I changed the rate schedule and added the DISC on the 8th after I talked to you and Rachel. All the accounts on the spreadsheet are complete except for three in which the names LFUCG listed did not match the names we had. So I sent a list of these to Candice to verify before I change them.

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  
 Bryan Siler/KAWC/AWWSC



**Bryan Siler/KAWC/AWWSC**

07/09/2008 04:36 PM

To Rick Witherite/KAWC/AWWSC@AWW

cc

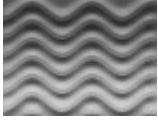
Subject Re: Fw: 30% Discount Coding

I thought you already changed these accounts. Did you only add DISC in the direction field?

\*\*\*\*\*

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

Rick Witherite/KAWC/AWWSC



**Rick  
Witherite/KAWC/AWWSC**  
07/07/2008 08:07 AM

To Rachel Cole/KAWC/AWWSC@AWW, Bryan  
Siler/KAWC/AWWSC@AWW  
cc Jarold Jackson/KAWC/AWWSC@AWW

Subject Fw: 30% Discount Coding

I received the below email from Candice asking for these premises to be coded with the discount for sewer. There are a total of 22 accounts. I have set up the attached master file. Since there are only these few I will make the changes to the rate schedule. If they ever send a large file I will submit a Service Desk ticket to do a mass change. Also, in order to identify these on the CBT, I am going to add "DISC" in the direction field. Please look this over and offer any suggestions. I will wait to change these rates until I have discussed with you. Thank you.

[attachment "Master file of Premises-30% disc. customers.xls" deleted by Bryan Siler/KAWC/AWWSC]

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

----- Forwarded by Rick Witherite/KAWC/AWWSC on 07/07/2008 08:02 AM -----



**"Candice Deininger"**  
<cdeining@lfucg.com>  
07/01/2008 04:41 PM

To <Rick.Witherite@amwater.com>  
cc

Subject 30% Discount Coding

Good afternoon, Rick. I am attaching three files received from our Division of Adult Services with the names, account and premise numbers of individuals whose accounts need to be coded to receive the 30% discount. If you have any questions, kindly let me know. Thanks a lot and have a good evening!

Candice

Candice Deininger  
LFUCG Division of Revenue  
200 E. Main St., Lexington, KY 40507  
Telephone: 859-258-3364  
Fax: 859-258-3352  
cdeining@lfucg.com

[attachment "June 27 2008.xls" deleted by Bryan Siler/KAWC/AWWSC] [attachment "May 27 2008.xls" deleted by Bryan Siler/KAWC/AWWSC] [attachment "MAY 30 2008.xls" deleted by

Bryan Siler/KAWC/AWWSC]

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:12 PM -----

From: Trisha Etedali/SHARVCS/AWWSC  
To: Kim A Hon/PAWC/AWWSC@AWW, Ann M Humes/PAWC/AWWSC@AWW  
Cc: Bryan Siler/KAWC/AWWSC@AWW  
Date: 07/11/2008 11:26 AM  
Subject: Re: Report question

---

Hi Kim and Ann,

It was nice to see you this past week. Bryan would like a report that lists all of the new premises in the system. Could one of you run the 18% sampling report for KY(change % to 100) and send it to Bryan?

Thanks for your help!

Trisha Etedali  
Business Liaison  
AWW - SSC  
Woodcrest Center  
131 Woodcrest Rd  
PO Box 5600  
Cherry Hill, NJ 08003  
PH#856-310-5732  
PH#866-777-8426 ext. 5732  
CP#856-912-0754  
tetedali@amwater.com  
Bryan Siler/KAWC/AWWSC



**Bryan Siler/KAWC/AWWSC**

07/11/2008 11:16 AM

To Trisha Etedali/SHARVCS/AWWSC@AWW

cc

Subject Report question

Is it possible to get a report or download of each new premise (for KY) and who set it up? It seems like it would be useful to see who is setting them up and if there was a person that set up only a few over a period of time. That person may just need to quit setting them up altogether and let the premise champions do their thing.

\*\*\*\*\*

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

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:12 PM -----

From: Kim A Hon/PAWC/AWWSC  
To: Trisha Etedali/SHARVCS/AWWSC@AWW  
Cc: Bryan Siler/KAWC/AWWSC@AWW  
Date: 07/11/2008 11:40 AM  
Subject: Re: Report question

---

I don't think so, will run it and forward. FYI -- none of our reports list who created the premise. That has to be checked manually in CLOG.

Kim Hon  
Premise Quality Assurance Analyst  
Southeast States  
MD, Pittsburgh, Western PA, VA, and WV  
100 N Pennsylvania Ave  
Wilkes Barre PA 18701  
Office: 570-830-6532  
Fax: 570-829-3820  
Trisha Etedali/SHARVCS/AWWSC

**Trisha  
Etedali/SHARVCS/AWWSC**  
07/11/2008 11:34 AM

To: Kim A Hon/PAWC/AWWSC@AWW  
cc: Bryan Siler/KAWC/AWWSC@AWW  
Subject: Re: Report question 📎

Thanks Kim, how about if you run it for all of 2008? Would that be too big?

Trisha Etedali  
Business Liaison  
AWW - SSC  
Woodcrest Center  
131 Woodcrest Rd  
PO Box 5600  
Cherry Hill, NJ 08003  
PH#856-310-5732  
PH#866-777-8426 ext. 5732  
CP#856-912-0754  
tetedali@amwater.com

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:12 PM -----

From: Kim A Hon/PAWC/AWWSC  
To: Bryan Siler/KAWC/AWWSC@AWW  
Cc: Trisha Etedali/SHARVCS/AWWSC@AWW, Ann M Luczak/PAWC/AWWSC@AWW  
Date: 07/11/2008 11:47 AM  
Subject: KY premises as of 01/01/2008

---

It's a spreadsheet. There are 716 premises.



List Premises by Initial Service Date: KYPR\_20080710H420.xls

If there is anything else you need, please let me know.

Thanks,  
Kim Hon  
Premise Quality Assurance Analyst  
Southeast States  
MD, Pittsburgh, Western PA, VA, and WV  
100 N Pennsylvania Ave  
Wilkes Barre PA 18701  
Office: 570-830-6532  
Fax: 570-829-3820

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:12 PM -----

From: Trisha Etedali/SHARVCS/AWWSC  
To: Bryan Siler/KAWC/AWWSC@AWW  
Date: 07/11/2008 12:03 PM  
Subject: Re: KY premises as of 01/01/2008

---

Since this doesn't have the user name it may not be useful. Since Kim has been sampling 18% of the new premises for over a year maybe we can ask if she can tell us the user names of her sampled doc's?

Trisha Etedali  
Business Liaison  
AWW - SSC  
Woodcrest Center  
131 Woodcrest Rd  
PO Box 5600  
Cherry Hill, NJ 08003  
PH#856-310-5732  
PH#866-777-8426 ext. 5732  
CP#856-912-0754  
tetedali@amwater.com  
Bryan Siler/KAWC/AWWSC



**Bryan Siler/KAWC/AWWSC**

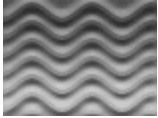
07/11/2008 11:49 AM

To: Kim A Hon/PAWC/AWWSC@AWW  
cc: Ann M Luczak/PAWC/AWWSC@AWW, Trisha Etedali/SHARVCS/AWWSC@AWW  
Subject: Re: KY premises as of 01/01/2008

Thank you all...

Kim A Hon/PAWC/AWWSC



**Kim A Hon/PAWC/AWWSC**

07/11/2008 11:46 AM

To: Bryan Siler/KAWC/AWWSC@AWW

cc: Trisha Etedali/SHARVCS/AWWSC@AWW, Ann M  
Luczak/PAWC/AWWSC@AWW

Subject: KY premises as of 01/01/2008

It's a spreadsheet. There are 716 premises.

[attachment "List Premises by Initial Service Date\_KYPR\_20080711114210.xls" deleted by Bryan Siler/KAWC/AWWSC]

If there is anything else you need, please let me know.

Thanks,  
Kim Hon  
Premise Quality Assurance Analyst  
Southeast States  
MD, Pittsburgh, Western PA, VA, and WV  
100 N Pennsylvania Ave  
Wilkes Barre PA 18701  
Office: 570-830-6532  
Fax: 570-829-3820

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:12 PM -----

From: Kim A Hon/PAWC/AWWSC  
To: Bryan Siler/KAWC/AWWSC@AWW  
Cc: Trisha Etedali/SHARVCS/AWWSC@AWW  
Date: 07/11/2008 12:22 PM  
Subject: Re: KY premises as of 01/01/2008

---

Hi Bryan,

How about I call you in about 15 mins. or so and we will try and walk thru this one.... It's a mess. I know Ann is off this week but this one should be on your mismatch report too.

Kim Hon  
Premise Quality Assurance Analyst  
Southeast States  
MD, Pittsburgh, Western PA, VA, and WV  
100 N Pennsylvania Ave  
Wilkes Barre PA 18701  
Office: 570-830-6532  
Fax: 570-829-3820  
Bryan Siler/KAWC/AWWSC

**Bryan Siler/KAWC/AWWSC**

07/11/2008 12:12 PM

To: Kim A Hon/PAWC/AWWSC@AWW

cc: Trisha Etedali/SHARVCS/AWWSC@AWW

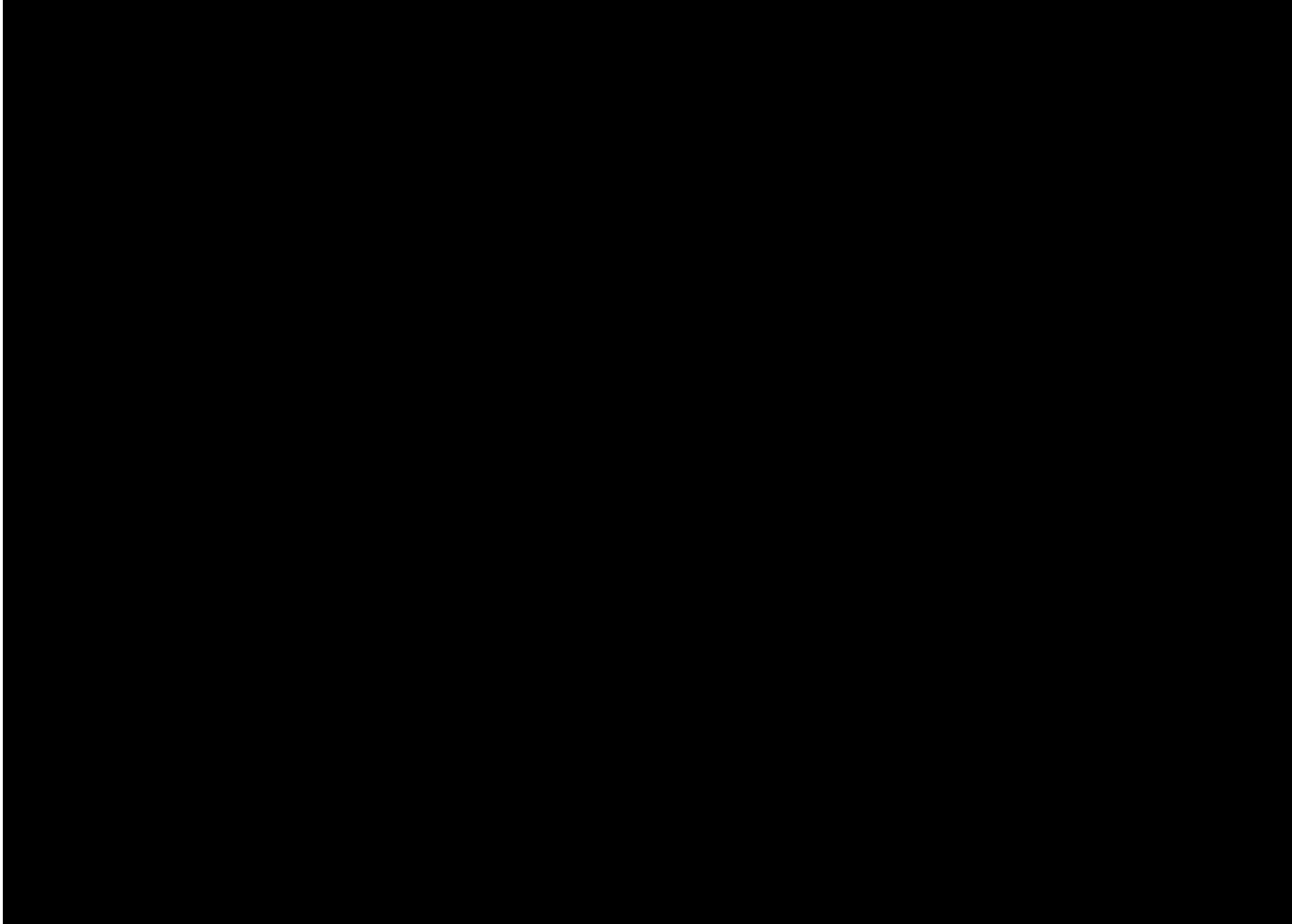
Subject: Re: KY premises as of 01/01/2008 📎



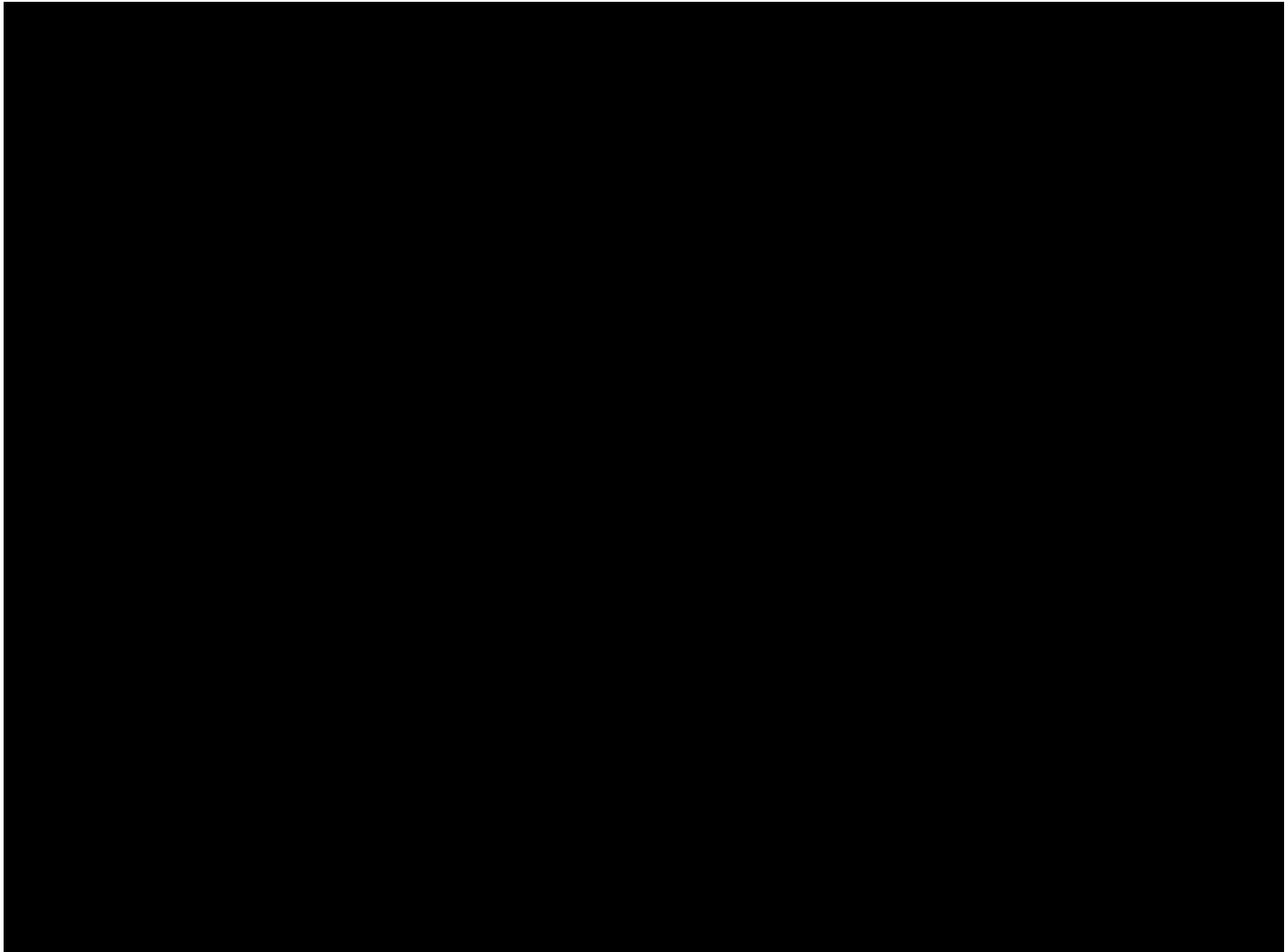


Actually, I do have a question. Please be patient, I am just learning some of this stuff. Thanks...

This premise did not have an in service date in ORCOM but it has a connect date. What is the difference between these two? Also, what is the close date. If this premise was added this year, why would these dates be so out of range?



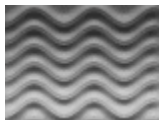
It also appears to have an account on it but is not in service. I guess it is a closed account, but it would seem like someone else would have water at that premise if someone moved.



\*\*\*\*\*

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

Kim A Hon/PAWC/AWWSC



**Kim A Hon/PAWC/AWWSC**

07/11/2008 11:46 AM

To Bryan Siler/KAWC/AWWSC@AWW  
cc Trisha Etedali/SHARVCS/AWWSC@AWW, Ann M  
Luczak/PAWC/AWWSC@AWW  
Subject KY premises as of 01/01/2008

It's a spreadsheet. There are 716 premises.

[attachment "List Premises by Initial Service Date\_KYPR\_20080711114210.xls" deleted by Bryan Siler/KAWC/AWWSC]

If there is anything else you need, please let me know.

Thanks,  
Kim Hon  
Premise Quality Assurance Analyst  
Southeast States  
MD, Pittsburgh, Western PA, VA, and WV  
100 N Pennsylvania Ave  
Wilkes Barre PA 18701  
Office: 570-830-6532  
Fax: 570-829-3820

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:12 PM -----

From: Trisha Etedali/SHARVCS/AWWSC  
To: Bryan Siler/KAWC/AWWSC@AWW, Greg V Tomko/KAWC/AWWSC@AWW, Joe White/KAWC/AWWSC@AWW, Karin J Ramey/KAWC/AWWSC@AWW, Keith L Cartier/KAWC/AWWSC@AWW, Mark A Walters/KAWC/AWWSC@AWW, Mary Ellen Pugh/KAWC/AWWSC@AWW, Mitzi Combs/KAWC/AWWSC@AWW, Nick Rowe/KAWC/AWWSC@AWW, Rachel Cole/KAWC/AWWSC@AWW, Robert Brumfield/KAWC/AWWSC@AWW, William S Buckner/KAWC/AWWSC@AWW  
Cc: Armand J Mazzella/SHARVCS/AWWSC@AWW, Bryan Smith/SHARVCS/AWWSC@AWW, Chuck A Gilbert/SHARVCS/AWWSC@AWW, Takiyah E Myatt/SHARVCS/AWWSC@AWW  
Date: 07/11/2008 06:26 PM  
Subject: Meeting Notes - SSC Site Visit

---

Thank you for your participation and hospitality during the SSC site visit. Attached below are the meeting notes, including action taken since the meeting.

Please let me know if there is anything I omitted in error. There are a few outstanding issues, we will continue to work those items until they are resolved.



Kentucky2.doc

Have a pleasant weekend!

***Trisha Etedali***  
***Business Liaison***

American Water Shared Services Center  
131 Woodcrest Road Cherry Hill, NJ 08003  
Ph 856.310.5732  
CP 856.912.0754  
Tetedali@amwater.com

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:12 PM -----

From: Sheila Miller/WVAWC/AWWSC  
To: Bryan Siler/KAWC/AWWSC@AWW, Rachel Cole/KAWC/AWWSC@AWW

Date: 07/15/2008 02:01 PM  
Subject: Fw: Service Call 312859, WO 272560

---

Any customers on the senior citizen discount? See below.

Sheila Miller  
American Water Works Service Company  
Southeast 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 07/15/2008 02:03 PM -----



**George  
Conroy/SHARVCS/AWWSC**  
07/15/2008 01:35 PM

To Sheila Miller/WVAWC/AWWSC@AWW  
cc

Subject Fw: Service Call 312859, WO 272560

Sheila,

Have any customers been setup on this rate yet? If so, can you tell if it is billing correctly?

-----

George Conroy  
Int. Financial Analyst - Rates and Regulation  
American Water Shared Services Center  
131 Woodcrest Road  
Cherry Hill, NJ 08003  
(856) 310-5773 (Phone)  
(856) 672-2878 (Fax)  
george.conroy@amwater.com

----- Forwarded by George Conroy/SHARVCS/AWWSC on 07/15/2008 01:37 PM -----

**Joseph D  
Lindsay/SERVCO/AWWSC**  
07/15/2008 09:30 AM

To George Conroy/SHARVCS/AWWSC@AWW  
cc Nikole L McKeever/CALLCTR/CORP/AWWSC@AWW,  
Tammy T MacLaughlin/CALLCTR/CORP/AWWSC@AWW  
Subject Re: Service Call 312859, WO 272560 📎

George,

The program was successfully promoted today.

Joe Lindsay  
ITS Business Solutions  
Business Analyst- ECIS

American Water  
1000 Voorhees Drive  
Voorhees, NJ 08043

(856) 782-2865  
Joseph.Lindsay@amwater.com

Joseph D Lindsay/SERVCO/AWWSC

**Joseph D  
Lindsay/SERVCO/AWWSC**  
07/11/2008 08:00 AM

To George Conroy/SHARVCS/AWWSC  
cc Tammy T MacLaughlin/CALLCTR/CORP/AWWSC@AWW,  
Nikole L McKeever/CALLCTR/CORP/AWWSC@AWW  
Subject Service Call 312859, WO 272560

George,

The program promotion for this change is scheduled for Tuesday, 7/15.

Joe Lindsay  
ITS Business Solutions  
Business Analyst- ECIS

American Water  
1000 Voorhees Drive  
Voorhees, NJ 08043

(856) 782-2865  
Joseph.Lindsay@amwater.com

----- Forwarded by Joseph D Lindsay/SERVCO/AWWSC on 07/11/2008 08:01 AM -----



**"American Water Service  
Desk"**  
<awservicedesk@amwater.co  
m>

To <Joseph.Lindsay@amwater.com>  
cc

06/27/2008 10:12 AM

Subject Work Order has been assigned to you.

The below work order has been assigned to you for completion.

ID#: 255827  
Caller: Conroy, George  
Telephone #: 856.310.5773  
Description:

I need a bill print fix for KY-AM ORCOM customers using a new wastewater rate G1C30 that I created in ORCOM. The minimum charge bill print detail is incorrect for the new rate as well as the total usage on the customer bill

print and bill display screen. A sample bill can be found in the KYQA environment in bill batch [REDACTED]. I also need to be able to [REDACTED] meters to the minimum charge screen as I have done for 5/8. At present only the 5/8" shows as a option on that screen. These rates are scheduled to move to production on 5/1/08. I would need these changes completed by then.

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 02/15/2013 05:12 PM -----

From: Rick Witherite/KAWC/AWWSC  
 To: Bryan Siler/KAWC/AWWSC@AWW  
 Cc: Rachel Cole/KAWC/AWWSC@AWW, Sheila Miller/WVAWC/AWWSC@AWW, George Conroy/SHARVCS/AWWSC@AWW  
 Date: 07/15/2008 02:31 PM  
 Subject: Re: Fw: Service Call 312859, WO 272560

We received some lists of customers from LFUCG last week. They provided name, address, premise and account numbers they wanted to have changed to this schedule. I created a master list to keep them all together notating the date received and the date changed in Orcom. I manually went into each account and changed the sewer rate schedule to G1C30. I also put DISC in the direction field so these could be identified. Finally, I put comments on the comment tab of the CAPS screen which says the date LFUCG requested and the date I made the change. There are approximately 40 accounts that have this rate schedule now. They have only sent a few at a time. If they ever send a large amount I may need to submit a service desk ticket to do a mass change. I am not positive but I don't think any were due to bill before today. I did not realize that this rate was not ready. I think it should be tested again to make sure.

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  
 Bryan Siler/KAWC/AWWSC



**Bryan Siler/KAWC/AWWSC**

07/15/2008 02:14 PM

To: Sheila Miller/WVAWC/AWWSC@AWW  
 cc: Rachel Cole/KAWC/AWWSC@AWW, Rick Witherite/KAWC/AWWSC@AWW  
 Subject: Re: Fw: Service Call 312859, WO 272560 📎

Yes, we have.

Rick, can you tell what you did?

\*\*\*\*\*

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

Sheila Miller/WVAWC/AWWSC



**Sheila  
Miller/WVAWC/AWWSC**  
07/15/2008 02:01 PM

To Bryan Siler/KAWC/AWWSC@AWW, Rachel  
Cole/KAWC/AWWSC@AWW  
cc  
Subject Fw: Service Call 312859, WO 272560

Any customers on the senior citizen discount? See below.

Sheila Miller  
American Water Works Service Company  
Southeast 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 07/15/2008 02:03 PM -----



**George  
Conroy/SHARVCS/AWWSC**  
07/15/2008 01:35 PM

To Sheila Miller/WVAWC/AWWSC@AWW  
cc  
Subject Fw: Service Call 312859, WO 272560

Sheila,

Have any customers been setup on this rate yet? If so, can you tell if it is billing correctly?

-----  
George Conroy  
Int. Financial Analyst - Rates and Regulation  
American Water Shared Services Center  
131 Woodcrest Road  
Cherry Hill, NJ 08003  
(856) 310-5773 (Phone)  
(856) 672-2878 (Fax)  
george.conroy@amwater.com

----- Forwarded by George Conroy/SHARVCS/AWWSC on 07/15/2008 01:37 PM -----

**Joseph D  
Lindsay/SERVCO/AWWSC**  
07/15/2008 09:30 AM

To George Conroy/SHARVCS/AWWSC@AWW  
cc Nikole L McKeever/CALLCTR/CORP/AWWSC@AWW,  
Tammy T MacLaughlin/CALLCTR/CORP/AWWSC@AWW

Subject Re: Service Call 312859, WO 272560 📎

George,

The program was successfully promoted today.

Joe Lindsay  
ITS Business Solutions  
Business Analyst- ECIS

American Water  
1000 Voorhees Drive  
Voorhees, NJ 08043

(856) 782-2865  
Joseph.Lindsay@amwater.com

Joseph D Lindsay/SERVCO/AWWSC

**Joseph D  
Lindsay/SERVCO/AWWSC**  
07/11/2008 08:00 AM

To George Conroy/SHARSVCS/AWWSC  
cc Tammy T MacLaughlin/CALLCTR/CORP/AWWSC@AWW,  
Nikole L McKeever/CALLCTR/CORP/AWWSC@AWW  
Subject Service Call 312859, WO 272560

George,

The program promotion for this change is scheduled for Tuesday, 7/15.

Joe Lindsay  
ITS Business Solutions  
Business Analyst- ECIS

American Water  
1000 Voorhees Drive  
Voorhees, NJ 08043

(856) 782-2865  
Joseph.Lindsay@amwater.com

----- Forwarded by Joseph D Lindsay/SERVCO/AWWSC on 07/11/2008 08:01 AM -----



**"American Water Service  
Desk"**





<awservicedesk@amwater.com>  
m>

06/27/2008 10:12 AM

To <Joseph.Lindsay@amwater.com>

cc

Subject Work Order has been assigned to you.

The below work order has been assigned to you for completion.

ID#: 255827

Caller: Conroy, George

Telephone #: 856.310.5773

Description:

I need a bill print fix for KY-AM ORCOM customers using a new wastewater rate G1C30 that I created in ORCOM. The minimum charge bill print detail is incorrect for the new rate as well as the total usage on the customer bill print and bill display screen. A sample bill can be found in the KYQA environment in bill batch [REDACTED]

I also need to be able to [REDACTED] meters to the minimum charge screen as I have done for 5/8. At present only the 5/8" shows as an option on that screen. These rates are scheduled to move to production on 5/1/08. I would need these changes completed by then.

Thanks

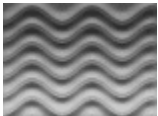
If you have any questions regarding this work order please contact the service desk at 1.866.777.8426 Option 1

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:12 PM -----

From: Sheila Miller/WVAWC/AWWSC  
To: Rick Witherite/KAWC/AWWSC@AWW, Bryan Siler/KAWC/AWWSC@AWW  
Cc: Sean P Ireland/ADMIN/CORP/AWWSC@AWW  
Date: 07/15/2008 02:48 PM  
Subject: Re: Fw: Service Call 312859, WO 272560

We need the list of accounts so we can see when they will be billed and check them! It appears to be loaded correctly in ORCOM and there should not be any problems - lets keep our fingers crossed.

Sheila Miller  
American Water Works Service Company  
Southeast Region  
PO Box 1906  
Charleston, WV 25327-1906  
phone: (304)353-6317  
fax: (304)353-6332  
Sheila.Miller@amwater.com  
Rick Witherite/KAWC/AWWSC

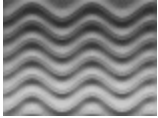


**Rick**  
**Witherite/KAWC/AWWSC**

07/15/2008 02:31 PM

To Bryan Siler/KAWC/AWWSC@AWW

cc Rachel Cole/KAWC/AWWSC@AWW, Sheila Miller/WVAWC/AWWSC@AWW, George



Conroy/SHARVCS/AWWSC@AWW  
Subject Re: Fw: Service Call 312859, WO 272560

We received some lists of customers from LFUCG last week. They provided name, address, premise and account numbers they wanted to have changed to this schedule. I created a master list to keep them all together notating the date received and the date changed in Orcom. I manually went into each account and changed the sewer rate schedule to G1C30. I also put DISC in the direction field so these could be identified. Finally, I put comments on the comment tab of the CAPS screen which says the date LFUCG requested and the date I made the change. There are approximately 40 accounts that have this rate schedule now. They have only sent a few at a time. If they ever send a large amount I may need to submit a service desk ticket to do a mass change. I am not positive but I don't think any were due to bill before today. I did not realize that this rate was not ready. I think it should be tested again to make sure.

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  
Bryan Siler/KAWC/AWWSC



**Bryan Siler/KAWC/AWWSC**

07/15/2008 02:14 PM

To Sheila Miller/WVAWC/AWWSC@AWW  
cc Rachel Cole/KAWC/AWWSC@AWW, Rick Witherite/KAWC/AWWSC@AWW  
Subject Re: Fw: Service Call 312859, WO 272560

Yes, we have.

Rick, can you tell what you did?

\*\*\*\*\*

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

Sheila Miller/WVAWC/AWWSC



**Sheila Miller/WVAWC/AWWSC**

07/15/2008 02:01 PM

To Bryan Siler/KAWC/AWWSC@AWW, Rachel Cole/KAWC/AWWSC@AWW  
cc  
Subject Fw: Service Call 312859, WO 272560



Any customers on the senior citizen discount? See below.

Sheila Miller  
 American Water Works Service Company  
 Southeast 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 07/15/2008 02:03 PM -----



**George  
 Conroy/SHARVCS/AWWSC**  
 07/15/2008 01:35 PM

To Sheila Miller/WVAWC/AWWSC@AWW  
 cc

Subject Fw: Service Call 312859, WO 272560

Sheila,

Have any customers been setup on this rate yet? If so, can you tell if it is billing correctly?

-----  
 George Conroy  
 Int. Financial Analyst - Rates and Regulation  
 American Water Shared Services Center  
 131 Woodcrest Road  
 Cherry Hill, NJ 08003  
 (856) 310-5773 (Phone)  
 (856) 672-2878 (Fax)  
 george.conroy@amwater.com

----- Forwarded by George Conroy/SHARVCS/AWWSC on 07/15/2008 01:37 PM -----

**Joseph D  
 Lindsay/SERVCO/AWWSC**  
 07/15/2008 09:30 AM

To George Conroy/SHARVCS/AWWSC@AWW  
 cc Nikole L McKeever/CALLCTR/CORP/AWWSC@AWW,  
 Tammy T MacLaughlin/CALLCTR/CORP/AWWSC@AWW  
 Subject Re: Service Call 312859, WO 272560 📎

George,

The program was successfully promoted today.

Joe Lindsay  
 ITS Business Solutions  
 Business Analyst- ECIS

American Water  
 1000 Voorhees Drive  
 Voorhees, NJ 08043

(856) 782-2865  
Joseph.Lindsay@amwater.com

Joseph D Lindsay/SERVCO/AWWSC

**Joseph D  
Lindsay/SERVCO/AWWSC**  
07/11/2008 08:00 AM

To George Conroy/SHARVCS/AWWSC  
cc Tammy T MacLaughlin/CALLCTR/CORP/AWWSC@AWW,  
Nikole L McKeever/CALLCTR/CORP/AWWSC@AWW  
Subject Service Call 312859, WO 272560

George,

The program promotion for this change is scheduled for Tuesday, 7/15.

Joe Lindsay  
ITS Business Solutions  
Business Analyst- ECIS

American Water  
1000 Voorhees Drive  
Voorhees, NJ 08043

(856) 782-2865  
Joseph.Lindsay@amwater.com

----- Forwarded by Joseph D Lindsay/SERVCO/AWWSC on 07/11/2008 08:01 AM -----



**"American Water Service  
Desk"**  
<awservicedesk@amwater.com>  
m>

06/27/2008 10:12 AM

To <Joseph.Lindsay@amwater.com>  
cc  
Subject Work Order has been assigned to you.

The below work order has been assigned to you for completion.

ID#: 255827

Caller: Conroy, George

Telephone #: 856.310.5773

Description:

I need a bill print fix for KY-AM ORCOM customers using a new wastewater rate G1C30 that I created in ORCOM. The minimum charge bill print detail is

incorrect for the new rate as well as the total usage on the customer bill print and bill display screen. A sample bill can be found in the KYQA environment in bill batch 12031 account 52-1 Nickell Allan K. I also need to be able to add meter sizes of 1", 1-1/2" and 2" meters to the minimum charge screen as I have done for 5/8". At present only the 5/8" shows as an option on that screen. These rates are scheduled to move to production on 5/1/08. I would need these changes completed by then.

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 02/15/2013 05:12 PM -----

From: Rick Witherite/KAWC/AWWSC  
To: Sheila Miller/WVAWC/AWWSC@AWW  
Cc: Bryan Siler/KAWC/AWWSC@AWW, Sean P Ireland/ADMIN/CORP/AWWSC@AWW  
Date: 07/15/2008 02:55 PM  
Subject: Re: Fw: Service Call 312859, WO 272560

Here is the master list. Thanks for checking on this.




Master file of Premises-30% disc. customers.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  
Sheila Miller/WVAWC/AWWSC



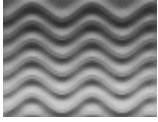
**Sheila  
Miller/WVAWC/AWWSC**  
07/15/2008 02:48 PM

To Rick Witherite/KAWC/AWWSC@AWW, Bryan  
Siler/KAWC/AWWSC@AWW  
cc Sean P Ireland/ADMIN/CORP/AWWSC@AWW  
Subject Re: Fw: Service Call 312859, WO 272560 

We need the list of accounts so we can see when they will be billed and check them! It appears to be loaded correctly in ORCOM and there should not be any problems - lets keep our fingers crossed.

Sheila Miller  
American Water Works Service Company  
Southeast Region

PO Box 1906  
 Charleston, WV 25327-1906  
 phone: (304)353-6317  
 fax: (304)353-6332  
 Sheila.Miller@amwater.com  
 Rick Witherite/KAWC/AWWSC



**Rick  
 Witherite/KAWC/AWWSC**

07/15/2008 02:31 PM

To Bryan Siler/KAWC/AWWSC@AWW

cc Rachel Cole/KAWC/AWWSC@AWW, Sheila  
 Miller/WVAWC/AWWSC@AWW, George  
 Conroy/SHARVCS/AWWSC@AWW

Subject Re: Fw: Service Call 312859, WO 272560 

We received some lists of customers from LFUCG last week. They provided name, address, premise and account numbers they wanted to have changed to this schedule. I created a master list to keep them all together notating the date received and the date changed in Ocom. I manually went into each account and changed the sewer rate schedule to G1C30. I also put DISC in the direction field so these could be identified. Finally, I put comments on the comment tab of the CAPS screen which says the date LFUCG requested and the date I made the change. There are approximately 40 accounts that have this rate schedule now. They have only sent a few at a time. If they ever send a large amount I may need to submit a service desk ticket to do a mass change. I am not positive but I don't think any were due to bill before today. I did not realize that this rate was not ready. I think it should be tested again to make sure.

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  
 Bryan Siler/KAWC/AWWSC




**Bryan Siler/KAWC/AWWSC**

07/15/2008 02:14 PM

To Sheila Miller/WVAWC/AWWSC@AWW

cc Rachel Cole/KAWC/AWWSC@AWW, Rick  
 Witherite/KAWC/AWWSC@AWW

Subject Re: Fw: Service Call 312859, WO 272560 

Yes, we have.

Rick, can you tell what you did?

\*\*\*\*\*

Bryan Siler  
 Southeast Region  
 bryan.siler@amwater.com

Phone: (859) 268-6350

Fax: (859) 335-3350

Sheila Miller/WVAWC/AWWSC



**Sheila  
Miller/WVAWC/AWWSC**

07/15/2008 02:01 PM

To Bryan Siler/KAWC/AWWSC@AWW, Rachel  
Cole/KAWC/AWWSC@AWW

cc

Subject Fw: Service Call 312859, WO 272560

Any customers on the senior citizen discount? See below.

Sheila Miller  
American Water Works Service Company  
Southeast 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 07/15/2008 02:03 PM -----



**George  
Conroy/SHARVCS/AWWSC**

07/15/2008 01:35 PM

To Sheila Miller/WVAWC/AWWSC@AWW

cc

Subject Fw: Service Call 312859, WO 272560

Sheila,

Have any customers been setup on this rate yet? If so, can you tell if it is billing correctly?

-----  
George Conroy  
Int. Financial Analyst - Rates and Regulation  
American Water Shared Services Center  
131 Woodcrest Road  
Cherry Hill, NJ 08003  
(856) 310-5773 (Phone)  
(856) 672-2878 (Fax)  
george.conroy@amwater.com

----- Forwarded by George Conroy/SHARVCS/AWWSC on 07/15/2008 01:37 PM -----

**Joseph D  
Lindsay/SERVCO/AWWSC**

07/15/2008 09:30 AM

To George Conroy/SHARVCS/AWWSC@AWW

cc Nikole L McKeever/CALLCTR/CORP/AWWSC@AWW,  
Tammy T MacLaughlin/CALLCTR/CORP/AWWSC@AWW

Subject Re: Service Call 312859, WO 272560 📎

George,

The program was successfully promoted today.

Joe Lindsay  
ITS Business Solutions  
Business Analyst- ECIS

American Water  
1000 Voorhees Drive  
Voorhees, NJ 08043

(856) 782-2865  
Joseph.Lindsay@amwater.com

Joseph D Lindsay/SERVCO/AWWSC

**Joseph D  
Lindsay/SERVCO/AWWSC**  
07/11/2008 08:00 AM

To George Conroy/SHARVCS/AWWSC  
cc Tammy T MacLaughlin/CALLCTR/CORP/AWWSC@AWW,  
Nikole L McKeever/CALLCTR/CORP/AWWSC@AWW  
Subject Service Call 312859, WO 272560

George,

The program promotion for this change is scheduled for Tuesday, 7/15.

Joe Lindsay  
ITS Business Solutions  
Business Analyst- ECIS

American Water  
1000 Voorhees Drive  
Voorhees, NJ 08043

(856) 782-2865  
Joseph.Lindsay@amwater.com

----- Forwarded by Joseph D Lindsay/SERVCO/AWWSC on 07/11/2008 08:01 AM -----



**"American Water Service  
Desk"**  
<awservicedesk@amwater.com>  
m>

06/27/2008 10:12 AM

To <Joseph.Lindsay@amwater.com>  
cc  
Subject Work Order has been assigned to you.





The below work order has been assigned to you for completion.

ID#: 255827

Caller: Conroy, George

Telephone #: 856.310.5773

Description:

I need a bill print fix for KY-AM ORCOM customers using a new wastewater rate G1C30 that I created in ORCOM. The minimum charge bill print detail is incorrect for the new rate as well as the total usage on the customer bill print and bill display screen. A sample bill can be found in the KYQA

environment in bill batch [REDACTED]

I also need to be able to [REDACTED]" meters to the minimum charge screen as I have done for 5/8. At present only the 5/8" shows as a option on that screen. These rates are scheduled to move to production on 5/1/08. I would need these changes completed by then.

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 02/15/2013 05:12 PM -----

From: Rick Witherite/KAWC/AWWSC  
To: Bryan Siler/KAWC/AWWSC@AWW  
Date: 07/16/2008 07:03 AM  
Subject: Fw: Service Call 312859, WO 272560

FYI

----- Forwarded by Rick Witherite/KAWC/AWWSC on 07/16/2008 07:06 AM -----

**Sean P**  
**Ireland/ADMIN/CORP/AWWS**  
**C**  
07/15/2008 04:31 PM

To: Rick Witherite/KAWC/AWWSC@AWW  
cc  
Subject: Re: Fw: Service Call 312859, WO 272560 

Rick, as of today, July 15, 2008, no bills have been mailed at the discounted rate since they have been loaded into Orcom (On either July 8, 2008 or July 14, 2008). All bills were mailed prior to the implementaion of the discounted rate in Orcom. It appears that the majority of the bills on the discounted list will be mailed in the next week (since they were last mailed approximately June 17 to June 22, 2008). I will check these accounts daily and update you on whether or not the discounted rate has been correctly applied. Thanks

Sean P. Ireland

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:12 PM -----

From: Rick Witherite/KAWC/AWWSC  
 To: Sheila Miller/WVAWC/AWWSC@AWW  
 Cc: Bryan Siler/KAWC/AWWSC@AWW, Rachel Cole/KAWC/AWWSC@AWW  
 Date: 07/17/2008 02:11 PM  
 Subject: Limiting choices of sewer rate schedules

---

Sheila,

We had talked before about changing what is viewed when someone goes to add a sewer rate schedule. The many rate schedules that start with G can now be limited to 6 choices. How can we make it so that only these 6 choices show instead of the 30 others?

Also, we had talked about changing the rate schedules that are currently on the accounts to only the 6 that are being used. Let me know your thoughts on that and when we might be ready to do that. Thank you.

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

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:12 PM -----

From: Rick Witherite/KAWC/AWWSC  
 To: Bryan Siler/KAWC/AWWSC@AWW, Rachel Cole/KAWC/AWWSC@AWW  
 Date: 07/17/2008 02:53 PM  
 Subject: Fw: Limiting choices of sewer rate schedules

---

----- Forwarded by Rick Witherite/KAWC/AWWSC on 07/17/2008 02:56 PM -----



**Sheila  
 Miller/WVAWC/AWWSC**  
 07/17/2008 02:18 PM

To Rick Witherite/KAWC/AWWSC@AWW  
 cc

Subject Re: Limiting choices of sewer rate schedules 

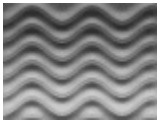
I am not sure that we can delete any of the rate schedules but we can add to the description "DO NOT USE". A ticket would have to be submitted to do that. As to changing the rate schedules on the accounts, if that is done, you will not be able to view history on those accounts if the rate schedule is changed to a different one. That has happened in other states. I am not sure you would want to do that. Also if there are adjustments that have to be done, I am not sure how ORCOM handles that is it has to go back in time.

I will be on vacation next week. Tomorrow we will be getting intervenors testimony in Tennessee that I have to reconcile to our case. Upon returning from vacation I will have a new set of data requests, and rebuttal testimony to prepare and a hearing in mid August.

If you would like to prepare a list of those rate schedules that are not currently being used, we can get

those listed as above (DO NOT USE). You probably need a query to determine which ones are actually being used. I don't recommend changing rate schedules on accounts but you can talk about that with your office and see what they would prefer. Possibly Stacey Owens can provide more information on that one.

Sheila Miller  
 American Water Works Service Company  
 Southeast Region  
 PO Box 1906  
 Charleston, WV 25327-1906  
 phone: (304)353-6317  
 fax: (304)353-6332  
 Sheila.Miller@amwater.com  
 Rick Witherite/KAWC/AWWSC



**Rick**  
**Witherite/KAWC/AWWSC**  
 07/17/2008 02:11 PM

To Sheila Miller/WVAWC/AWWSC@AWW  
 cc Bryan Siler/KAWC/AWWSC@AWW, Rachel Cole/KAWC/AWWSC@AWW  
 Subject Limiting choices of sewer rate schedules

Sheila,

We had talked before about changing what is viewed when someone goes to add a sewer rate schedule. The many rate schedules that start with G can now be limited to 6 choices. How can we make it so that only these 6 choices show instead of the 30 others?

Also, we had talked about changing the rate schedules that are currently on the accounts to only the 6 that are being used. Let me know your thoughts on that and when we might be ready to do that. Thank you.

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

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:12 PM -----

From: Rick Witherite/KAWC/AWWSC  
 To: Bryan Siler/KAWC/AWWSC@AWW, Rachel Cole/KAWC/AWWSC@AWW  
 Date: 07/18/2008 10:46 AM  
 Subject: Fw: LFUGC bills with 30% discount

----- Forwarded by Rick Witherite/KAWC/AWWSC on 07/18/2008 10:49 AM -----

**Sean P**  
**Ireland/ADMIN/CORP/AWWS**

To Rick Witherite/KAWC/AWWSC@AWW

C

07/18/2008 10:21 AM

cc Sheila Miller/WVAWC/AWWSC@AWW  
Subject LFUGC bills with 30% discount

Rick, only three bills so far have been calculated and they are correctly utilizing the discounted rate. These accounts are numbers [REDACTED]. They are in today's bill batch 12021. I will check the remainder of the list as the bills get mailed at the new rate. It appears that the majority of the remainder of these bills will be mailed out next week. I will e-mail you when I have checked any additional bills. Thanks

Sean P. Ireland

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:12 PM -----

From: Keith L Cartier/KAWC/AWWSC  
To: Bryan Siler/KAWC/AWWSC@AWW  
Cc: Jarold Jackson/KAWC/AWWSC@AWW, Rick Witherite/KAWC/AWWSC@AWW, Rachel Cole/KAWC/AWWSC@AWW  
Date: 07/18/2008 12:10 PM  
Subject: Re: Fw: [REDACTED] backbill and payment

All,  
Still looking for closure on this open item. Bryan - on June 13 you'd indicated we should be reporting as vulnerability, then last week indicated wait until we know how we're going to treat it with LFUGC. The person at LFUGC was on vacation last week. Let's see if we can wrap this up before the end of next week with regard to treatment - how we want to proceed with LFUGC and [REDACTED], and whether we need to include any amount as vulnerability.

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**

07/11/2008 03:09 PM

To Keith L Cartier/KAWC/AWWSC@AWW  
cc Jarold Jackson/KAWC/AWWSC@AWW, Rick Witherite/KAWC/AWWSC@AWW  
Subject Re: Fw: [REDACTED] backbill and payment

I think we are fine until we know what we are going to be doing with it.

\*\*\*\*\*

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**

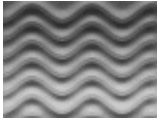
07/11/2008 08:53 AM

To Rick Witherite/KAWC/AWWSC@AWW  
cc Bryan Siler/KAWC/AWWSC@AWW, Jarold  
Jackson/KAWC/AWWSC@AWW  
Subject Re: Fw: [REDACTED] backbill and payment 📎

Thank you Rick.

Bryan - please confirm treatment of any financial implications for June close.

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

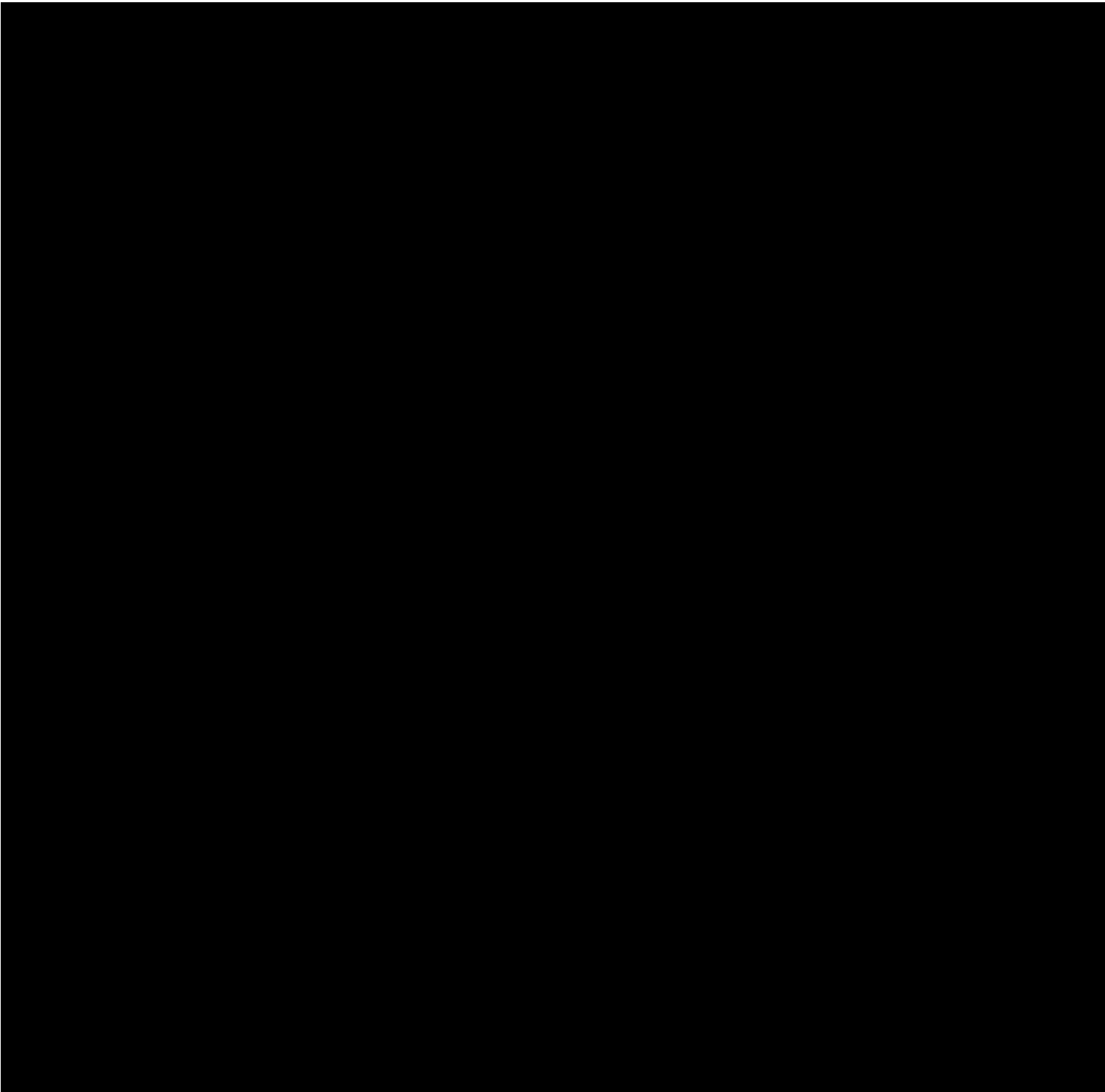


**Rick  
Witherite/KAWC/AWWSC**

07/11/2008 08:39 AM

To Keith L Cartier/KAWC/AWWSC@AWW  
cc Bryan Siler/KAWC/AWWSC@AWW, Jarold  
Jackson/KAWC/AWWSC@AWW  
Subject Re: Fw: [REDACTED] backbill and payment 📎

I sent the below email to Candice Deininger with LFUCG on 6/24/08. I have not had a reply to it. She is on vacation this week. We would not back bill this without the permission of LFUCG. So there have not been any additional charges to the account.



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](mailto:Rick.Witherite@amwater.com)

Keith L Cartier/KAWC/AWWSC

**Keith L  
Cartier/KAWC/AWWSC**  
07/11/2008 08:30 AM

To Rick Witherite/KAWC/AWWSC@AWW, Jarold  
Jackson/KAWC/AWWSC@AWW, Bryan  
Siler/KAWC/AWWSC@AWW

cc

Subject Fw: [REDACTED] backbill and payment

Will someone please provide a current status i.e., did we bill, and did we get paid or did cust request payment plan? Has there been any conversation with or payments to LFUCG?  
Bryan - did we identify as vulnerability?

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 07/11/2008 08:29 AM -----

**Keith L  
Cartier/KAWC/AWWSC**  
06/23/2008 01:00 PM

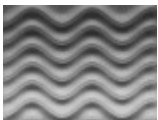
To Rick Witherite/KAWC/AWWSC

cc Bryan Siler/KAWC/AWWSC@AWW, Jarold  
Jackson/KAWC/AWWSC@AWW, Rachel  
Cole/KAWC/AWWSC@AWW, Stacy  
Owens/KAWC/AWWSC@AWW

Subject Re: Fw: [REDACTED] backbill and payment 📎

Rick,  
So I don't hold up the process, I will go with whatever Jarold, Bryan and Stacy are comfortable with.

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



**Rick  
Witherite/KAWC/AWWSC**  
06/23/2008 10:23 AM

To Keith L Cartier/KAWC/AWWSC@AWW

cc Bryan Siler/KAWC/AWWSC@AWW, Rachel  
Cole/KAWC/AWWSC@AWW, Stacy  
Owens/KAWC/AWWSC@AWW, Jarold  
Jackson/KAWC/AWWSC@AWW

Subject Fw: [REDACTED] backbill and payment

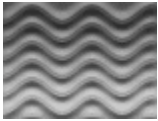
I have not heard from anyone on this other than Rachel. If there are no changes I will send this on Wednesday.

Keith,

Please let me know if I am clear to send this. I do not want to send without your approval. Thank you.

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

----- Forwarded by Rick Witherite/KAWC/AWWSC on 06/23/2008 10:22 AM -----



**Rick  
Witherite/KAWC/AWWSC**  
06/16/2008 02:11 PM

To Keith L Cartier/KAWC/AWWSC  
cc Bryan Siler/KAWC/AWWSC@AWW, Rachel  
Cole/KAWC/AWWSC@AWW, Stacy  
Owens/KAWC/AWWSC@AWW  
Subject Re: [REDACTED] backbill and payment 📎

Below is the email that I intend to send to LFUCG concerning the Komatsu account. Please let me know any suggested revisions. Thank you.

Candice,

I have come across this premise that has two meters but was only billing sewer on one meter. The premise number is [REDACTED]. This account has been open since 11/95 then for some reason in 11/03 it stopped billing sewer on both meters. It then began to bill again on one meter in 04/05. I have corrected the account and verified that it is billing sewer on both meters starting with the 05/08 bill. I have attached a spreadsheet that shows the usage difference between water and sewer. We have checked our system for all accounts other than residential that have sewer usage less than water usage and did not find any more. Please let me know if LFUCG would like us to back bill this account or how to proceed. Thank you.



Premise 120029818.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



Keith L Cartier/KAWC/AWWSC

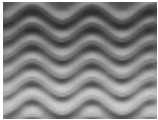
**Keith L  
Cartier/KAWC/AWWSC**

06/13/2008 02:37 PM

To Rick Witherite/KAWC/AWWSC@AWW  
cc Bryan Siler/KAWC/AWWSC@AWW, Rachel  
Cole/KAWC/AWWSC@AWW, Stacy  
Owens/KAWC/AWWSC@AWW  
Subject Re: [REDACTED] backbill and payment 📎

Thank you Rick. One thing that would be helpful to me is a list of billing variables, and the control reports we review to ensure the billings are correct.

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



**Rick  
Witherite/KAWC/AWWSC**

06/13/2008 02:10 PM

To Keith L Cartier/KAWC/AWWSC@AWW  
cc Bryan Siler/KAWC/AWWSC@AWW, Rachel  
Cole/KAWC/AWWSC@AWW, Stacy  
Owens/KAWC/AWWSC@AWW  
Subject Re: [REDACTED] backbill and payment 📎

I have not talked with the LFUCG about this yet. I have made sure that the account is now billing sewer correctly. I have been trying to find the cause of the error but there are no indicators. We need to review the settlement agreement and see what we may be liable for. How this is handled from here will be determined by the LFUCG's response to the situation. It may or may not be the same as [REDACTED]. We have several reports that are reviewed monthly which encompass every variable that we can think of. I will get with Bryan on Monday and we will review the agreement and dates of our obligation. I will wait to submit any information to the LFUCG until you have reviewed the facts to be presented.

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  
Keith L Cartier/KAWC/AWWSC

**Keith L  
Cartier/KAWC/AWWSC**

06/13/2008 01:00 PM

To Bryan Siler/KAWC/AWWSC@AWW  
cc Rachel Cole/KAWC/AWWSC@AWW, Rick

Witherite/KAWC/AWWSC@AWW, Stacy  
Owens/KAWC/AWWSC@AWW  
Subject Re: [REDACTED] backbill and payment

What is the time frame for re-billing, and is this one to be handled the same way as [REDACTED] Obviously we can not continue to have these errors where we have the capability to identify and do not for whatever reason. Are we now getting reports for ANY exception - on a meter by meter basis - where sewer does not match water? Is there any other report or validation we'd need to ensure all coding is correct for all meters for all accounts for Ifucg?

Will we be setting up a similar pay back account? Has anyone talked with Ifucg?

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**

06/13/2008 11:56 AM

To Keith L Cartier/KAWC/AWWSC@AWW, Rachel  
Cole/KAWC/AWWSC@AWW, Rick  
Witherite/KAWC/AWWSC@AWW

cc

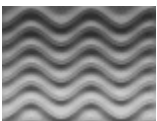
Subject [REDACTED] backbill and payment

Attached is the calculation Rick did for this account. I talked to Rick and we need to review the settlement agreement and see how far back past the 24 month period we would be responsible for. Then we can calculate how much we would need to pay.

\*\*\*\*\*

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

----- Forwarded by Bryan Siler/KAWC/AWWSC on 06/13/2008 11:05 AM -----



**Rick**  
**Witherite/KAWC/AWWSC**

06/13/2008 10:53 AM

To Bryan Siler/KAWC/AWWSC@AWW

cc

Subject Re: Send me that [REDACTED] calculation so I can include in the Q2RF. Thanks.

[attachment "Premise [REDACTED] - Usage and Revenue052008.xls" deleted by Rick Witherite/KAWC/AWWSC]

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

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:12 PM -----

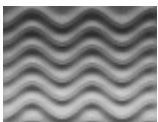
From: Rick Witherite/KAWC/AWWSC  
To: cdeining@lfucg.com  
Cc: Rachel Cole/KAWC/AWWSC@AWW, Bryan Siler/KAWC/AWWSC@AWW, Jarold Jackson/KAWC/AWWSC@AWW  
Date: 07/18/2008 01:29 PM  
Subject: Fw: [REDACTED]

Good Afternoon,

I just wanted to make sure you received this email. I did not get a reply from you at that time. Just let me know if you received it and if you need any other info. Thanks. Have a good weekend.


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

----- Forwarded by Rick Witherite/KAWC/AWWSC on 07/18/2008 01:29 PM -----



**Rick  
Witherite/KAWC/AWWSC**  
06/24/2008 07:55 AM

To Candice Deininger  
cc Rachel Cole/KAWC/AWWSC@AWW, Bryan Siler/KAWC/AWWSC@AWW, Jarold Jackson/KAWC/AWWSC@AWW  
Subject [REDACTED]



Good Morning,

I have come across this premise that has two meters but was only billing sewer on one meter. The premise number is [REDACTED] This account has been open since 11/95 then for some reason in 11/03 it stopped billing sewer on both meters. It then began to bill again on one meter in 04/05. I have corrected the account and verified that it is billing sewer on both meters starting with the 05/08 bill. I have attached a spreadsheet that shows the usage difference between water and sewer. We have checked our system for all accounts other than residential that have sewer usage less than water usage and did not find any more. If there are any questions just let me know. Thank you.



Premise [REDACTED]

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

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:12 PM -----

From: "Candice Deininger" <cdeining@lfucg.com>  
To: <Rick.Witherite@amwater.com>  
Cc: <Rachel.Cole@amwater.com>, <Bryan.Siler@amwater.com>, <Jarold.Jackson@amwater.com>  
Date: 07/18/2008 02:43 PM  
Subject: RE: [REDACTED]

---

Hi, Rick! No – I didn't receive this email . . . I believe this was during the time when the city's computers went down and not everything was backed up and restored.

So, how much are we talking about, in dollars, in the way of unbilled sewer charges?

---

**From:** Rick.Witherite@amwater.com [mailto:Rick.Witherite@amwater.com]  
**Sent:** Friday, July 18, 2008 1:29 PM  
**To:** Candice Deininger  
**Cc:** Rachel.Cole@amwater.com; Bryan.Siler@amwater.com; Jarold.Jackson@amwater.com  
**Subject:** Fw: [REDACTED]

Good Afternoon,

I just wanted to make sure you received this email. I did not get a reply from you at that time. Just let me know if you received it and if you need any other info. Thanks. Have a good weekend.

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

----- Forwarded by Rick Witherite/KAWC/AWWSC on 07/18/2008 01:29 PM -----

**Rick Witherite/KAWC/AWWSC**

To Candice Deininger  
cc Rachel Cole/KAWC/AWWSC@AWW, Bryan Siler/KAWC/AWWSC@AWW, Jarold  
Jackson/KAWC/AWWSC@AWW

06/24/2008 07:55 AM

Subject  
[REDACTED]

Good Morning,

I have come across this premise that has two meters but was only billing sewer on one meter. The premise number is [REDACTED]. This account has been open since 11/95 then for some reason in 11/03 it stopped billing sewer on both meters. It then began to bill again on one meter in 04/05. I have corrected the account and verified that it is billing sewer on both meters starting with the 05/08 bill. I have attached a spreadsheet that shows the usage difference between water and sewer. We have checked our system for all accounts other than residential that have sewer usage less than water usage and did not find any more. If there are any questions just let me know. Thank you.

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

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:12 PM -----

From: Rick Witherite/KAWC/AWWSC  
To: cdeining@lfucg.com  
Cc: Bryan.Siler@amwater.com, Jarold.Jackson@amwater.com, Rachel.Cole@amwater.com  
Date: 07/18/2008 03:05 PM  
Subject: RE: [REDACTED]

---

Hello,

The usage on the spreadsheet was in 1000 gallons. I have attached the same spreadsheet with the total usage converted to 100 cubic feet. It also shows the dollar amount with taxes.

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

"Candice Deininger" <cdeining@lfucg.com>

07/18/2008 02:44 PM

To <Rick.Witherite@amwater.com>  
cc <Rachel.Cole@amwater.com>, <Bryan.Siler@amwater.com>,  
<Jarold.Jackson@amwater.com>  
Subje RE: [REDACTED]  
ct

Hi, Rick! No – I didn't receive this email . . . I believe this was during the time when the city's computers went down and not everything was backed up and restored.

So, how much are we talking about, in dollars, in the way of unbilled sewer charges?

---

**From:** Rick.Witherite@amwater.com [mailto:Rick.Witherite@amwater.com]  
**Sent:** Friday, July 18, 2008 1:29 PM  
**To:** Candice Deininger  
**Cc:** Rachel.Cole@amwater.com; Bryan.Siler@amwater.com; Jarold.Jackson@amwater.com  
**Subject:** Fw [REDACTED]

Good Afternoon,

I just wanted to make sure you received this email. I did not get a reply from you at that time. Just let me know if you received it and if you need any other info. Thanks. Have a good weekend.

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

----- Forwarded by Rick Witherite/KAWC/AWWSC on 07/18/2008 01:29 PM -----

**Rick  
Witherite/KAWC/AWWSC**

To Candice Deininger  
cc Rachel Cole/KAWC/AWWSC@AWW, Bryan Siler/KAWC/AWWSC@AWW, Jarold  
Jackson/KAWC/AWWSC@AWW

06/24/2008 07:55 AM

Subje  
ct

Good Morning,

I have come across this premise that has two meters but was only billing sewer on one meter. The premise number is [REDACTED] This account has been open since 11/95 then for some reason in 11/03 it stopped billing sewer on both meters. It then began to bill again on one meter in 04/05. I have corrected the account and verified that it is billing sewer on both meters starting with the 05/08 bill. I have attached a spreadsheet that shows the usage difference between water and sewer. We have checked our system for all accounts other than residential that have sewer usage less than water usage and did not find any more. If there are any questions just let me know. Thank you.

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 Premise [REDACTED] - Revenue071808.xls

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:12 PM -----

From: Sheila Miller/WVAWC/AWWSC  
To: Bryan Siler/KAWC/AWWSC@AWW  
Date: 07/18/2008 04:07 PM  
Subject: Re: Fw: Limiting choices of sewer rate schedules

You can change them but you just will not be able to obtain history on those customers.

Sheila Miller  
American Water Works Service Company  
Southeast Region  
PO Box 1906  
Charleston, WV 25327-1906  
phone: (304)353-6317

fax: (304)353-6332  
Sheila.Miller@amwater.com  
Bryan Siler/KAWC/AWWSC



**Bryan Siler/KAWC/AWWSC**

07/18/2008 04:05 PM

To Sheila Miller/WVAWC/AWWSC@AWW  
cc Rachel Cole/KAWC/AWWSC@AWW, Rick  
Witherite/KAWC/AWWSC@AWW  
Subject Re: Fw: Limiting choices of sewer rate schedules

Sheila,

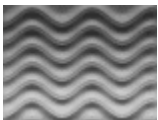
I thought the idea was that we would change them after the accounts billed a couple times.

Adding DO NOT USE to the rate schedules means they can still be used. Can we deactivate them or something? if they are used we bill customers incorrectly.

\*\*\*\*\*

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

Rick Witherite/KAWC/AWWSC



**Rick  
Witherite/KAWC/AWWSC**

07/17/2008 02:53 PM

To Bryan Siler/KAWC/AWWSC@AWW, Rachel  
Cole/KAWC/AWWSC@AWW  
cc  
Subject Fw: Limiting choices of sewer rate schedules

----- Forwarded by Rick Witherite/KAWC/AWWSC on 07/17/2008 02:56 PM -----



**Sheila  
Miller/WVAWC/AWWSC**

07/17/2008 02:18 PM

To Rick Witherite/KAWC/AWWSC@AWW  
cc  
Subject Re: Limiting choices of sewer rate schedules

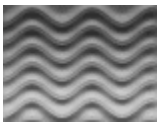
I am not sure that we can delete any of the rate schedules but we can add to the description "DO NOT USE". A ticket would have to be submitted to do that. As to changing the rate schedules on the accounts, if that is done, you will not be able to view history on those accounts if the rate schedule is changed to a different one. That has happened in other states. I am not sure you would want to do that. Also if there are adjustments that have to be done, I am not sure how ORCOM handles that is it has to go back in time.



I will be on vacation next week. Tomorrow we will be getting intervenors testimony in Tennessee that I have to reconcile to our case. Upon returning from vacation I will have a new set of data requests, and rebuttal testimony to prepare and a hearing in mid August.

If you would like to prepare a list of those rate schedules that are not currently being used, we can get those listed as above (DO NOT USE). You probably need a query to determine which ones are actually being used. I don't recommend changing rate schedules on accounts but you can talk about that with your office and see what they would prefer. Possibly Stacey Owens can provide more information on that one.

Sheila Miller  
American Water Works Service Company  
Southeast Region  
PO Box 1906  
Charleston, WV 25327-1906  
phone: (304)353-6317  
fax: (304)353-6332  
Sheila.Miller@amwater.com  
Rick Witherite/KAWC/AWWSC



**Rick  
Witherite/KAWC/AWWSC**  
07/17/2008 02:11 PM

To: Sheila Miller/WVAWC/AWWSC@AWW  
cc: Bryan Siler/KAWC/AWWSC@AWW, Rachel  
Cole/KAWC/AWWSC@AWW  
Subject: Limiting choices of sewer rate schedules

Sheila,

We had talked before about changing what is viewed when someone goes to add a sewer rate schedule. The many rate schedules that start with G can now be limited to 6 choices. How can we make it so that only these 6 choices show instead of the 30 others?

Also, we had talked about changing the rate schedules that are currently on the accounts to only the 6 that are being used. Let me know your thoughts on that and when we might be ready to do that. Thank you.

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

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:12 PM -----

From: Sheila Miller/WVAWC/AWWSC  
 To: Bryan Siler/KAWC/AWWSC@AWW  
 Date: 07/18/2008 04:10 PM  
 Subject: Re: Fw: Limiting choices of sewer rate schedules

I was told by ITS that you cannot get historical information on those customers if you change the rate schedule - i.e. if you have to adjust an account, the information will not be there to go back and make the adjustment due to it billing with a different rate schedule.. We did it in Tennessee (before we knew about the history) but you have to be careful with the SQL - it was ran incorrectly and messed things up and had to be redone. It was a consultant that did the SQL too. You may talk with someone in ITS to verify and see exactly what they mean.

Sheila Miller  
 American Water Works Service Company  
 Southeast Region  
 PO Box 1906  
 Charleston, WV 25327-1906  
 phone: (304)353-6317  
 fax: (304)353-6332  
 Sheila.Miller@amwater.com  
 Bryan Siler/KAWC/AWWSC



**Bryan Siler/KAWC/AWWSC**

07/18/2008 04:05 PM

To: Sheila Miller/WVAWC/AWWSC@AWW

cc: Rachel Cole/KAWC/AWWSC@AWW, Rick  
 Witherite/KAWC/AWWSC@AWW

Subject: Re: Fw: Limiting choices of sewer rate schedules 📎

Sheila,

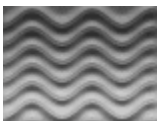
I thought the idea was that we would change them after the accounts billed a couple times.

Adding DO NOT USE to the rate schedules means they can still be used. Can we deactivate them or something? if they are used we bill customers incorrectly.

\*\*\*\*\*

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

Rick Witherite/KAWC/AWWSC



**Rick  
 Witherite/KAWC/AWWSC**

07/17/2008 02:53 PM

To: Bryan Siler/KAWC/AWWSC@AWW, Rachel  
 Cole/KAWC/AWWSC@AWW

cc

Subject: Fw: Limiting choices of sewer rate schedules



----- Forwarded by Rick Witherite/KAWC/AWWSC on 07/17/2008 02:56 PM -----



**Sheila  
Miller/WVAWC/AWWSC**  
07/17/2008 02:18 PM

To Rick Witherite/KAWC/AWWSC@AWW  
cc

Subject Re: Limiting choices of sewer rate schedules 

I am not sure that we can delete any of the rate schedules but we can add to the description "DO NOT USE". A ticket would have to be submitted to do that. As to changing the rate schedules on the accounts, if that is done, you will not be able to view history on those accounts if the rate schedule is changed to a different one. That has happened in other states. I am not sure you would want to do that. Also if there are adjustments that have to be done, I am not sure how ORCOM handles that is it has to go back in time.

I will be on vacation next week. Tomorrow we will be getting intervenors testimony in Tennessee that I have to reconcile to our case. Upon returning from vacation I will have a new set of data requests, and rebuttal testimony to prepare and a hearing in mid August.

If you would like to prepare a list of those rate schedules that are not currently being used, we can get those listed as above (DO NOT USE). You probably need a query to determine which ones are actually being used. I don't recommend changing rate schedules on accounts but you can talk about that with your office and see what they would prefer. Possibly Stacey Owens can provide more information on that one.

Sheila Miller  
American Water Works Service Company  
Southeast Region  
PO Box 1906  
Charleston, WV 25327-1906  
phone: (304)353-6317  
fax: (304)353-6332  
Sheila.Miller@amwater.com  
Rick Witherite/KAWC/AWWSC



**Rick  
Witherite/KAWC/AWWSC**  
07/17/2008 02:11 PM

To Sheila Miller/WVAWC/AWWSC@AWW  
cc Bryan Siler/KAWC/AWWSC@AWW, Rachel  
Cole/KAWC/AWWSC@AWW  
Subject Limiting choices of sewer rate schedules

Sheila,

We had talked before about changing what is viewed when someone goes to add a sewer rate schedule. The many rate schedules that start with G can now be limited to 6 choices. How can we make it so that only these 6 choices show instead of the 30 others?

Also, we had talked about changing the rate schedules that are currently on the accounts to only the 6 that are being used. Let me know your thoughts on that and when we might be ready to do that.  
Thank you.

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

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:12 PM -----

From: Rick Witherite/KAWC/AWWSC  
 To: Bryan Siler/KAWC/AWWSC@AWW  
 Date: 07/21/2008 11:49 AM  
 Subject: Fw: LFUGC Discount Sewer Rate

---

FYI

----- Forwarded by Rick Witherite/KAWC/AWWSC on 07/21/2008 11:52 AM -----

**Sean P  
 Ireland/ADMIN/CORP/AWWS  
 C** To Rick Witherite/KAWC/AWWSC@AWW  
 cc  
 07/21/2008 09:56 AM  
 Subject LFUGC Discount Sewer Rate

Accounts [REDACTED] were in today's batch and are being billed correctly. I will let you know as other bills are checked. Thanks

Sean P. Ireland

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:12 PM -----

From: Rachel Cole/KAWC/AWWSC  
 To: Rick Witherite/KAWC/AWWSC@AWW, Bryan Siler  
 Date: 07/21/2008 02:23 PM  
 Subject: Fw: Will this account receive a bill each month?

---

Did you get this? Didn't see your name on the email string.

\*\*\*\*\*

Rachel S. Cole  
 Southeast Region  
 Email: rcole@kawc.com  
 Ph: 859-268-6307  
 Fax: 859-335-3307

----- Forwarded by Rachel Cole/KAWC/AWWSC on 07/21/2008 02:26 PM -----

**Tracy R  
Bauswell/CALLCTR/CORP/A  
WWSC**

07/21/2008 02:05 PM

To: Bob J Perkins/CALLCTR/CORP/AWWSC@AWW  
cc: Rachel Cole/KAWC/AWWSC@AWW, Rita A  
Mercer/CALLCTR/CORP/AWWSC@AWW  
Subject: Re: Fw: Will this account receive a bill each month? 📎

Hi Rick,

Here are some suggestions.....

The account should have the water coded with no rate or zero rate and we should be able to close out the sewer portion of the statement. SSC will need to verify that this will not interfere with the AR for Utility Type 2.

Coding will need to be completed when it pulls on the mismatch reports each month so that it will not have to be reviewed.

The account should be placed in an active route that will be pulled for billing each month.

The customer will then receive a statement with no current charges however, will reflect the balance each month.

The account will need to be thoroughly documented with the reasoning for the zero rate.

This should require no manual review from billing.

Thanks,

Tracy Bauswell  
Billing Team Supervisor - Alton CSC  
KY, TN, WV, VA, MD  
Phone: 618-433-4115  
Fax: 618-433-4502  
Email: Tracy.Bauswell@amwater.com  
Bob J Perkins/CALLCTR/CORP/AWWSC



**Bob J  
Perkins/CALLCTR/CORP/AW  
WSC**

07/21/2008 07:56 AM

To: Rick Witherite/KAWC/AWWSC@AWW  
cc: Rachel Cole/KAWC/AWWSC@AWW, Rita A  
Mercer/CALLCTR/CORP/AWWSC@AWW, Tracy R  
Bauswell/CALLCTR/CORP/AWWSC@AWW  
Subject: Re: Fw: Will this account receive a bill each month? 📎

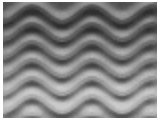
Rick

To be honest I am not sure this would work... I have forwarded this up to the supervisor level for their thoughts.

Bob Perkins

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

Rick Witherite/KAWC/AWWSC



**Rick  
Witherite/KAWC/AWWSC**  
07/21/2008 07:34 AM

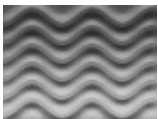
To: Bob J Perkins/CALLCTR/CORP/AWWSC@AWW  
cc: Rita A Mercer/CALLCTR/CORP/AWWSC@AWW, Tracy R  
Bauswell/CALLCTR/CORP/AWWSC@AWW, Rachel  
Cole/KAWC/AWWSC@AWW  
Subject: Fw: Will this account receive a bill each month?

Bob,

I never heard back from you on this email. Does anyone know the answer? If we don't know for sure we will have to go another route. Thanks.

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

----- Forwarded by Rick Witherite/KAWC/AWWSC on 07/21/2008 08:36 AM -----



**Rick  
Witherite/KAWC/AWWSC**  
07/17/2008 03:27 PM

To: Bob J Perkins/CALLCTR/CORP/AWWSC  
cc: Rachel Cole/KAWC/AWWSC@AWW, Rita A  
Mercer/CALLCTR/CORP/AWWSC@AWW, Tracy R  
Bauswell/CALLCTR/CORP/AWWSC@AWW  
Subject: Re: Will this account receive a bill each month? 📎

OK Thanks Bob. If we put this back in a different route will it still send a bill? Will it add any additional charges like the meter charge and taxes? I could put it in a different route and add an exception so it won't show on the mismatch reports. But, we don't want it to bill anymore charges. We just want it to show the carry over balance and payments.

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  
Bob J Perkins/CALLCTR/CORP/AWWSC



**Bob J  
Perkins/CALLCTR/CORP/AW  
WSC**

07/17/2008 03:13 PM

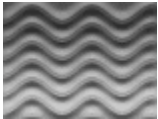
To Rick Witherite/KAWC/AWWSC@AWW  
cc Rachel Cole/KAWC/AWWSC@AWW, Rita A  
Mercer/CALLCTR/CORP/AWWSC@AWW, Tracy R  
Bauswell/CALLCTR/CORP/AWWSC@AWW  
Subject Re: Will this account receive a bill each month? 📎

Rick

Local office would either need to add this route to the read schedule with the Southeast region or change the route to a route that would be suitable as far as the read date/location that would match the needs of this account.

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

Rick Witherite/KAWC/AWWSC



**Rick  
Witherite/KAWC/AWWSC**

07/17/2008 02:10 PM

To Bob J Perkins/CALLCTR/CORP/AWWSC@AWW  
cc Rachel Cole/KAWC/AWWSC@AWW, Rita A  
Mercer/CALLCTR/CORP/AWWSC@AWW, Tracy R  
Bauswell/CALLCTR/CORP/AWWSC@AWW  
Subject Re: Will this account receive a bill each month? 📎

Your right Bob I did not think of that. We changed the route so this account would stop showing up on the mismatch reports. What would be your suggestion to get a bill sent each month?

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

Bob J Perkins/CALLCTR/CORP/AWWSC



**Bob J  
Perkins/CALLCTR/CORP/AW  
WSC**

07/17/2008 03:07 PM

To Rick Witherite/KAWC/AWWSC@AWW

cc Rachel Cole/KAWC/AWWSC@AWW, Rita A  
Mercer/CALLCTR/CORP/AWWSC@AWW, Tracy R  
Bauswell/CALLCTR/CORP/AWWSC@AWW

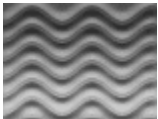
Subject Re: Will this account receive a bill each month? 📄

Rick

This account is currently in a billing route that is not on the schedule to bill so it will not bill again unless instructed to bill.

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

Rick Witherite/KAWC/AWWSC



**Rick  
Witherite/KAWC/AWWSC**

07/17/2008 02:04 PM

To Tracy R Bauswell/CALLCTR/CORP/AWWSC@AWW, Bob J  
Perkins/CALLCTR/CORP/AWWSC@AWW, Rita A  
Mercer/CALLCTR/CORP/AWWSC@AWW

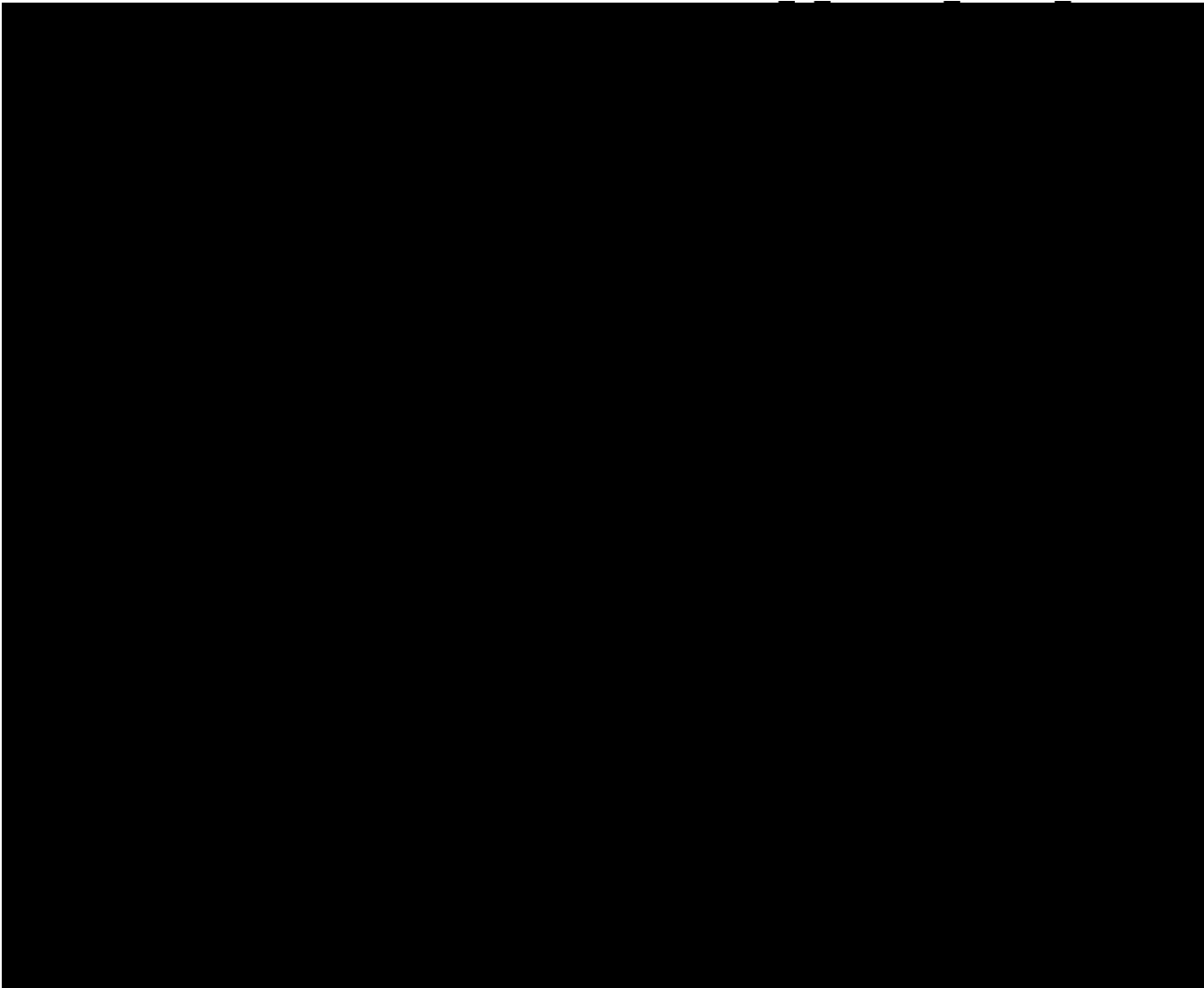
cc Rachel Cole/KAWC/AWWSC@AWW

Subject Will this account receive a bill each month?

Hello,

Can one of you tell me that this account definitely gets mailed a bill each month? This premise was set up to only bill the one charge. The customer has a payment plan but no additional charges should ever be billed to this account. We just were not sure that they get a bill each month because we can not see it on Snapshot Screen 2. Thanks for the info.





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

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:12 PM -----

From: Rick Witherite/KAWC/AWWSC  
To: Rachel Cole/KAWC/AWWSC@AWW  
Cc: Bryan Siler/KAWC/AWWSC@AWW  
Date: 07/21/2008 02:30 PM  
Subject: Re: Fw: Will this account receive a bill each month?

---

Your right. She did not copy me even though she addressed me. Would you like me to go ahead and move this to an active route? I know there is no water rate and I can remove the sewer rate.

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  
 Rachel Cole/KAWC/AWWSC



**Rachel Cole/KAWC/AWWSC**

07/21/2008 02:23 PM

To Rick Witherite/KAWC/AWWSC@AWW, Bryan Siler  
 cc

Subject Fw: Will this account receive a bill each month?

Did you get this? Didn't see your name on the email string.

\*\*\*\*\*

Rachel S. Cole  
 Southeast Region  
 Email: rcole@kawc.com  
 Ph: 859-268-6307  
 Fax: 859-335-3307

----- Forwarded by Rachel Cole/KAWC/AWWSC on 07/21/2008 02:26 PM -----

**Tracy R  
 Bauswell/CALLCTR/CORP/A  
 WWSC**

07/21/2008 02:05 PM

To Bob J Perkins/CALLCTR/CORP/AWWSC@AWW

cc Rachel Cole/KAWC/AWWSC@AWW, Rita A  
 Mercer/CALLCTR/CORP/AWWSC@AWW

Subject Re: Fw: Will this account receive a bill each month? 📎

Hi Rick,

Here are some suggestions.....

The account should have the water coded with no rate or zero rate and we should be able to close out the sewer portion of the statement. SSC will need to verify that this will not interfere with the AR for Utility Type 2.

Coding will need to be completed when it pulls on the mismatch reports each month so that it will not have to be reviewed.

The account should be placed in an active route that will be pulled for billing each month.

The customer will then receive a statement with no current charges however, will reflect the balance each

month.

The account will need to be thoroughly documented with the reasoning for the zero rate.

This should require no manual review from billing.

Thanks,

Tracy Bauswell  
Billing Team Supervisor - Alton CSC  
KY, TN, WV, VA, MD  
Phone: 618-433-4115  
Fax: 618-433-4502  
Email: Tracy.Bauswell@amwater.com  
Bob J Perkins/CALLCTR/CORP/AWWSC



**Bob J  
Perkins/CALLCTR/CORP/AW  
WSC**

07/21/2008 07:56 AM

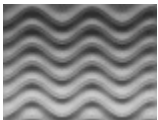
To: Rick Witherite/KAWC/AWWSC@AWW  
cc: Rachel Cole/KAWC/AWWSC@AWW, Rita A  
Mercer/CALLCTR/CORP/AWWSC@AWW, Tracy R  
Bauswell/CALLCTR/CORP/AWWSC@AWW  
Subject: Re: Fw: Will this account receive a bill each month? 📎

Rick

To be honest I am not sure this would work... I have forwarded this up to the supervisor level for their thoughts.

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

Rick Witherite/KAWC/AWWSC



**Rick  
Witherite/KAWC/AWWSC**

07/21/2008 07:34 AM

To: Bob J Perkins/CALLCTR/CORP/AWWSC@AWW  
cc: Rita A Mercer/CALLCTR/CORP/AWWSC@AWW, Tracy R  
Bauswell/CALLCTR/CORP/AWWSC@AWW, Rachel  
Cole/KAWC/AWWSC@AWW  
Subject: Fw: Will this account receive a bill each month?

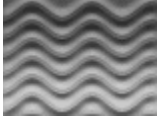
Bob,

I never heard back from you on this email. Does anyone know the answer? If we don't know for sure we

will have to go another route. Thanks.

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

----- Forwarded by Rick Witherite/KAWC/AWWSC on 07/21/2008 08:36 AM -----



**Rick  
 Witherite/KAWC/AWWSC**  
 07/17/2008 03:27 PM

To Bob J Perkins/CALLCTR/CORP/AWWSC  
 cc Rachel Cole/KAWC/AWWSC@AWW, Rita A  
 Mercer/CALLCTR/CORP/AWWSC@AWW, Tracy R  
 Bauswell/CALLCTR/CORP/AWWSC@AWW  
 Subject Re: Will this account receive a bill each month? 📎

OK Thanks Bob. If we put this back in a different route will it still send a bill? Will it add any additional charges like the meter charge and taxes? I could put it in a different route and add an exception so it won't show on the mismatch reports. But, we don't want it to bill anymore charges. We just want it to show the carry over balance and payments.

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  
 Bob J Perkins/CALLCTR/CORP/AWWSC



**Bob J  
 Perkins/CALLCTR/CORP/AW  
 WSC**  
 07/17/2008 03:13 PM

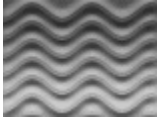
To Rick Witherite/KAWC/AWWSC@AWW  
 cc Rachel Cole/KAWC/AWWSC@AWW, Rita A  
 Mercer/CALLCTR/CORP/AWWSC@AWW, Tracy R  
 Bauswell/CALLCTR/CORP/AWWSC@AWW  
 Subject Re: Will this account receive a bill each month? 📎

Rick

Local office would either need to add this route to the read schedule with the Southeast region or change the route to a route that would be suitable as far as the read date/location that would match the needs of this account.

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

Rick Witherite/KAWC/AWWSC



**Rick  
Witherite/KAWC/AWWSC**

07/17/2008 02:10 PM

To Bob J Perkins/CALLCTR/CORP/AWWSC@AWW  
cc Rachel Cole/KAWC/AWWSC@AWW, Rita A  
Mercer/CALLCTR/CORP/AWWSC@AWW, Tracy R  
Bauswell/CALLCTR/CORP/AWWSC@AWW  
Subject Re: Will this account receive a bill each month? 📎

Your right Bob I did not think of that. We changed the route so this account would stop showing up on the mismatch reports. What would be your suggestion to get a bill sent each month?

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  
Bob J Perkins/CALLCTR/CORP/AWWSC



**Bob J  
Perkins/CALLCTR/CORP/AW  
WSC**

07/17/2008 03:07 PM

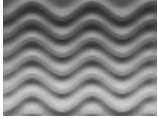
To Rick Witherite/KAWC/AWWSC@AWW  
cc Rachel Cole/KAWC/AWWSC@AWW, Rita A  
Mercer/CALLCTR/CORP/AWWSC@AWW, Tracy R  
Bauswell/CALLCTR/CORP/AWWSC@AWW  
Subject Re: Will this account receive a bill each month? 📎

Rick

This account is currently in a billing route that is not on the schedule to bill so it will not bill again unless instructed to bill.

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

Rick Witherite/KAWC/AWWSC

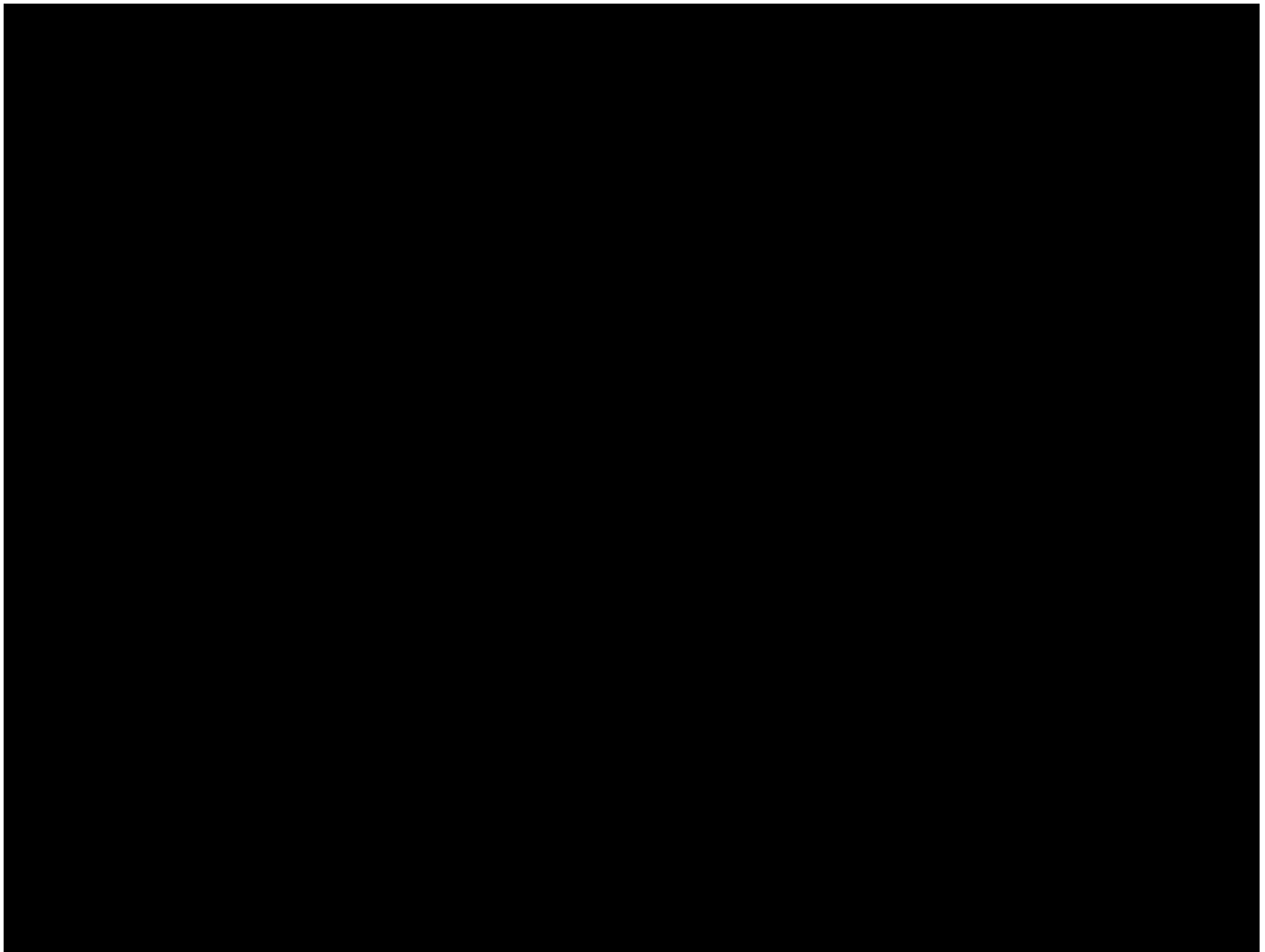


**Rick**  
**Witherite/KAWC/AWWSC**  
07/17/2008 02:04 PM

To Tracy R Bauswell/CALLCTR/CORP/AWWSC@AWW, Bob J Perkins/CALLCTR/CORP/AWWSC@AWW, Rita A Mercer/CALLCTR/CORP/AWWSC@AWW  
cc Rachel Cole/KAWC/AWWSC@AWW  
Subject Will this account receive a bill each month?

Hello,

Can one of you tell me that this account definitely gets mailed a bill each month? This premise was set up to only bill the one charge. The customer has a payment plan but no additional charges should ever be billed to this account. We just were not sure that they get a bill each month because we can not see it on Snapshot Screen 2. Thanks for the info.



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

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:12 PM -----

From: Rick Witherite/KAWC/AWWSC  
 To: Rachel Cole/KAWC/AWWSC@AWW, Tracy R Bauswell/CALLCTR/CORP/AWWSC@AWW  
 Cc: Bryan Siler/KAWC/AWWSC@AWW, Bob J Perkins/CALLCTR/CORP/AWWSC@AWW, Rita A Mercer/CALLCTR/CORP/AWWSC@AWW  
 Date: 07/21/2008 02:42 PM  
 Subject: Re: Fw: Will this account receive a bill each month?

---

Tracy,

The water rate schedule is already blank. The water service is actually closed on the billed service list but open on the account service list. I can move this to an active route and remove the sewer rate schedule. I will also add an exception so this will not appear on mismatch reports. The account has been documented that it was only set up for this billing only. The last thing I want to be sure of is that this will not bill the meter charge and taxes each month. If we do all this will the customer receive a bill that only reflects the declining balance?

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  
 Rachel Cole/KAWC/AWWSC



**Rachel Cole/KAWC/AWWSC**

07/21/2008 02:23 PM

To Rick Witherite/KAWC/AWWSC@AWW, Bryan Siler  
 cc

Subject Fw: Will this account receive a bill each month?

Did you get this? Didn't see your name on the email string.

\*\*\*\*\*

Rachel S. Cole  
Southeast Region  
Email: rcole@kawc.com  
Ph: 859-268-6307  
Fax: 859-335-3307

----- Forwarded by Rachel Cole/KAWC/AWWSC on 07/21/2008 02:26 PM -----

**Tracy R  
Bauswell/CALLCTR/CORP/A  
WWSC**

07/21/2008 02:05 PM

To: Bob J Perkins/CALLCTR/CORP/AWWSC@AWW  
cc: Rachel Cole/KAWC/AWWSC@AWW, Rita A  
Mercer/CALLCTR/CORP/AWWSC@AWW  
Subject: Re: Fw: Will this account receive a bill each month? 📎

Hi Rick,

Here are some suggestions.....

The account should have the water coded with no rate or zero rate and we should be able to close out the sewer portion of the statement. SSC will need to verify that this will not interfere with the AR for Utility Type 2.

Coding will need to be completed when it pulls on the mismatch reports each month so that it will not have to be reviewed.

The account should be placed in an active route that will be pulled for billing each month.

The customer will then receive a statement with no current charges however, will reflect the balance each month.

The account will need to be thoroughly documented with the reasoning for the zero rate.

This should require no manual review from billing.

Thanks,

Tracy Bauswell  
Billing Team Supervisor - Alton CSC  
KY, TN, WV, VA, MD  
Phone: 618-433-4115  
Fax: 618-433-4502  
Email: Tracy.Bauswell@amwater.com  
Bob J Perkins/CALLCTR/CORP/AWWSC



**Bob J  
Perkins/CALLCTR/CORP/AW  
WSC**

07/21/2008 07:56 AM

To: Rick Witherite/KAWC/AWWSC@AWW  
cc: Rachel Cole/KAWC/AWWSC@AWW, Rita A  
Mercer/CALLCTR/CORP/AWWSC@AWW, Tracy R  
Bauswell/CALLCTR/CORP/AWWSC@AWW  
Subject: Re: Fw: Will this account receive a bill each month? 📎

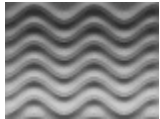


Rick

To be honest I am not sure this would work... I have forwarded this up to the supervisor level for their thoughts.

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

Rick Witherite/KAWC/AWWSC



**Rick  
Witherite/KAWC/AWWSC**

07/21/2008 07:34 AM

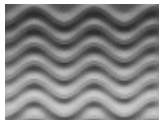
To: Bob J Perkins/CALLCTR/CORP/AWWSC@AWW  
cc: Rita A Mercer/CALLCTR/CORP/AWWSC@AWW, Tracy R Bauswell/CALLCTR/CORP/AWWSC@AWW, Rachel Cole/KAWC/AWWSC@AWW  
Subject: Fw: Will this account receive a bill each month?

Bob,

I never heard back from you on this email. Does anyone know the answer? If we don't know for sure we will have to go another route. Thanks.

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

----- Forwarded by Rick Witherite/KAWC/AWWSC on 07/21/2008 08:36 AM -----



**Rick  
Witherite/KAWC/AWWSC**

07/17/2008 03:27 PM

To: Bob J Perkins/CALLCTR/CORP/AWWSC  
cc: Rachel Cole/KAWC/AWWSC@AWW, Rita A Mercer/CALLCTR/CORP/AWWSC@AWW, Tracy R Bauswell/CALLCTR/CORP/AWWSC@AWW  
Subject: Re: Will this account receive a bill each month? 📎

OK Thanks Bob. If we put this back in a different route will it still send a bill? Will it add any additional charges like the meter charge and taxes? I could put it in a different route and add an exception so it won't show on the mismatch reports. But, we don't want it to bill anymore charges. We just want it to

show the carry over balance and payments.

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  
Bob J Perkins/CALLCTR/CORP/AWWSC



**Bob J  
Perkins/CALLCTR/CORP/AW  
WSC**

07/17/2008 03:13 PM

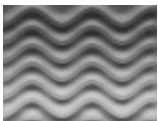
To Rick Witherite/KAWC/AWWSC@AWW  
cc Rachel Cole/KAWC/AWWSC@AWW, Rita A  
Mercer/CALLCTR/CORP/AWWSC@AWW, Tracy R  
Bauswell/CALLCTR/CORP/AWWSC@AWW  
Subject Re: Will this account receive a bill each month? 📎

Rick

Local office would either need to add this route to the read schedule with the Southeast region or change the route to a route that would be suitable as far as the read date/location that would match the needs of this account.

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

Rick Witherite/KAWC/AWWSC



**Rick  
Witherite/KAWC/AWWSC**

07/17/2008 02:10 PM

To Bob J Perkins/CALLCTR/CORP/AWWSC@AWW  
cc Rachel Cole/KAWC/AWWSC@AWW, Rita A  
Mercer/CALLCTR/CORP/AWWSC@AWW, Tracy R  
Bauswell/CALLCTR/CORP/AWWSC@AWW  
Subject Re: Will this account receive a bill each month? 📎

Your right Bob I did not think of that. We changed the route so this account would stop showing up on the mismatch reports. What would be your suggestion to get a bill sent each month?

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  
Bob J Perkins/CALLCTR/CORP/AWWSC



**Bob J  
Perkins/CALLCTR/CORP/AW  
WSC**

07/17/2008 03:07 PM

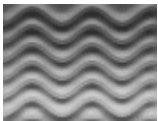
To Rick Witherite/KAWC/AWWSC@AWW  
cc Rachel Cole/KAWC/AWWSC@AWW, Rita A  
Mercer/CALLCTR/CORP/AWWSC@AWW, Tracy R  
Bauswell/CALLCTR/CORP/AWWSC@AWW  
Subject Re: Will this account receive a bill each month? 📎

Rick

This account is currently in a billing route that is not on the schedule to bill so it will not bill again unless instructed to bill.

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

Rick Witherite/KAWC/AWWSC



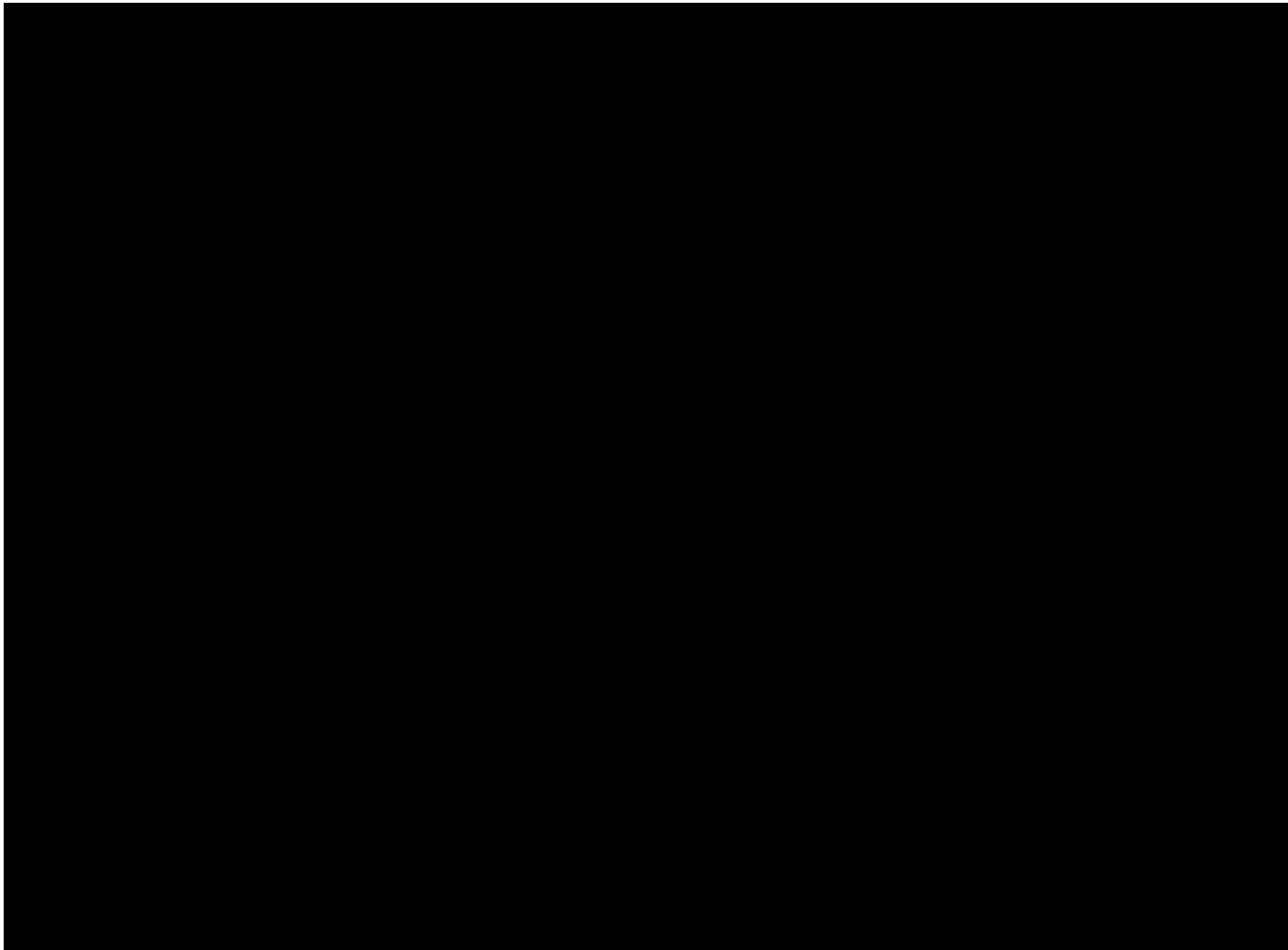
**Rick  
Witherite/KAWC/AWWSC**

07/17/2008 02:04 PM

To Tracy R Bauswell/CALLCTR/CORP/AWWSC@AWW, Bob J  
Perkins/CALLCTR/CORP/AWWSC@AWW, Rita A  
Mercer/CALLCTR/CORP/AWWSC@AWW  
cc Rachel Cole/KAWC/AWWSC@AWW  
Subject Will this account receive a bill each month?

Hello,

Can one of you tell me that this account definitely gets mailed a bill each month? This premise was set up to only bill the one charge. The customer has a payment plan but no additional charges should ever be billed to this account. We just were not sure that they get a bill each month because we can not see it on Snapshot Screen 2. Thanks for the info.



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

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:12 PM -----

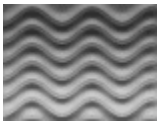
From: Tracy R Bauswell/CALLCTR/CORP/AWWSC  
To: Rick Witherite/KAWC/AWWSC@AWW  
Cc: Rachel Cole/KAWC/AWWSC@AWW, Bryan Siler/KAWC/AWWSC@AWW, Bob J Perkins/CALLCTR/CORP/AWWSC@AWW, Rita A Mercer/CALLCTR/CORP/AWWSC@AWW  
Date: 07/21/2008 03:07 PM

Subject: Re: Fw: Will this account receive a bill each month?

As long as no changes are made moving forward the customer should receive only a bill reflecting the declining balance and payment information.

Thanks,

Tracy Bauswell  
 Billing Team Supervisor - Alton CSC  
 KY, TN, WV, VA, MD  
 Phone: 618-433-4115  
 Fax: 618-433-4502  
 Email: Tracy.Bauswell@amwater.com  
 Rick Witherite/KAWC/AWWSC



**Rick**  
**Witherite/KAWC/AWWSC**  
 07/21/2008 01:42 PM

To Rachel Cole/KAWC/AWWSC@AWW, Tracy R  
 Bauswell/CALLCTR/CORP/AWWSC@AWW  
 cc Bryan Siler/KAWC/AWWSC@AWW, Bob J  
 Perkins/CALLCTR/CORP/AWWSC@AWW, Rita A  
 Mercer/CALLCTR/CORP/AWWSC@AWW  
 Subject Re: Fw: Will this account receive a bill each month? 📎

Tracy,

The water rate schedule is already blank. The water service is actually closed on the billed service list but open on the account service list. I can move this to an active route and remove the sewer rate schedule. I will also add an exception so this will not appear on mismatch reports. The account has been documented that is was only set up for this billing only. The last thing I want to be sure of is that this will not bill the meter charge and taxes each month. If we do all this will the customer receive a bill that only reflects the declining balance?

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  
 Rachel Cole/KAWC/AWWSC



**Rachel Cole/KAWC/AWWSC**  
 07/21/2008 02:23 PM

To Rick Witherite/KAWC/AWWSC@AWW, Bryan Siler  
 cc  
 Subject Fw: Will this account receive a bill each month?

Did you get this? Didn't see your name on the email string.

\*\*\*\*\*

Rachel S. Cole  
 Southeast Region  
 Email: rcole@kawc.com  
 Ph: 859-268-6307  
 Fax: 859-335-3307

----- Forwarded by Rachel Cole/KAWC/AWWSC on 07/21/2008 02:26 PM -----

**Tracy R  
 Bauswell/CALLCTR/CORP/A  
 WWSC**

07/21/2008 02:05 PM

To: Bob J Perkins/CALLCTR/CORP/AWWSC@AWW  
 cc: Rachel Cole/KAWC/AWWSC@AWW, Rita A  
 Mercer/CALLCTR/CORP/AWWSC@AWW  
 Subject: Re: Fw: Will this account receive a bill each month? 📎

Hi Rick,

Here are some suggestions.....

The account should have the water coded with no rate or zero rate and we should be able to close out the sewer portion of the statement. SSC will need to verify that this will not interfere with the AR for Utility Type 2.

Coding will need to be completed when it pulls on the mismatch reports each month so that it will not have to be reviewed.

The account should be placed in an active route that will be pulled for billing each month.

The customer will then receive a statement with no current charges however, will reflect the balance each month.

The account will need to be thoroughly documented with the reasoning for the zero rate.

This should require no manual review from billing.

Thanks,

Tracy Bauswell  
 Billing Team Supervisor - Alton CSC  
 KY, TN, WV, VA, MD  
 Phone: 618-433-4115  
 Fax: 618-433-4502  
 Email: Tracy.Bauswell@amwater.com  
 Bob J Perkins/CALLCTR/CORP/AWWSC



**Bob J  
 Perkins/CALLCTR/CORP/AW  
 WSC**

07/21/2008 07:56 AM

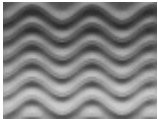
To: Rick Witherite/KAWC/AWWSC@AWW  
 cc: Rachel Cole/KAWC/AWWSC@AWW, Rita A  
 Mercer/CALLCTR/CORP/AWWSC@AWW, Tracy R  
 Bauswell/CALLCTR/CORP/AWWSC@AWW  
 Subject: Re: Fw: Will this account receive a bill each month? 📎

Rick

To be honest I am not sure this would work... I have forwarded this up to the supervisor level for their thoughts.

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

Rick Witherite/KAWC/AWWSC



**Rick  
Witherite/KAWC/AWWSC**

07/21/2008 07:34 AM

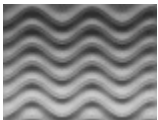
To: Bob J Perkins/CALLCTR/CORP/AWWSC@AWW  
cc: Rita A Mercer/CALLCTR/CORP/AWWSC@AWW, Tracy R Bauswell/CALLCTR/CORP/AWWSC@AWW, Rachel Cole/KAWC/AWWSC@AWW  
Subject: Fw: Will this account receive a bill each month?

Bob,

I never heard back from you on this email. Does anyone know the answer? If we don't know for sure we will have to go another route. Thanks.

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

----- Forwarded by Rick Witherite/KAWC/AWWSC on 07/21/2008 08:36 AM -----



**Rick  
Witherite/KAWC/AWWSC**

07/17/2008 03:27 PM

To: Bob J Perkins/CALLCTR/CORP/AWWSC  
cc: Rachel Cole/KAWC/AWWSC@AWW, Rita A Mercer/CALLCTR/CORP/AWWSC@AWW, Tracy R Bauswell/CALLCTR/CORP/AWWSC@AWW  
Subject: Re: Will this account receive a bill each month? 📎

OK Thanks Bob. If we put this back in a different route will it still send a bill? Will it add any additional charges like the meter charge and taxes? I could put it in a different route and add an exception so it won't show on the mismatch reports. But, we don't want it to bill anymore charges. We just want it to

show the carry over balance and payments.

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  
Bob J Perkins/CALLCTR/CORP/AWWSC



**Bob J  
Perkins/CALLCTR/CORP/AW  
WSC**

07/17/2008 03:13 PM

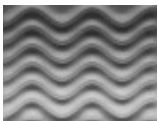
To Rick Witherite/KAWC/AWWSC@AWW  
cc Rachel Cole/KAWC/AWWSC@AWW, Rita A  
Mercer/CALLCTR/CORP/AWWSC@AWW, Tracy R  
Bauswell/CALLCTR/CORP/AWWSC@AWW  
Subject Re: Will this account receive a bill each month? 📎

Rick

Local office would either need to add this route to the read schedule with the Southeast region or change the route to a route that would be suitable as far as the read date/location that would match the needs of this account.

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

Rick Witherite/KAWC/AWWSC



**Rick  
Witherite/KAWC/AWWSC**

07/17/2008 02:10 PM

To Bob J Perkins/CALLCTR/CORP/AWWSC@AWW  
cc Rachel Cole/KAWC/AWWSC@AWW, Rita A  
Mercer/CALLCTR/CORP/AWWSC@AWW, Tracy R  
Bauswell/CALLCTR/CORP/AWWSC@AWW  
Subject Re: Will this account receive a bill each month? 📎

Your right Bob I did not think of that. We changed the route so this account would stop showing up on the mismatch reports. What would be your suggestion to get a bill sent each month?

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  
Bob J Perkins/CALLCTR/CORP/AWWSC



**Bob J  
Perkins/CALLCTR/CORP/AW  
WSC**

07/17/2008 03:07 PM

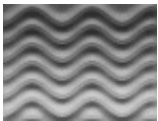
To Rick Witherite/KAWC/AWWSC@AWW  
cc Rachel Cole/KAWC/AWWSC@AWW, Rita A  
Mercer/CALLCTR/CORP/AWWSC@AWW, Tracy R  
Bauswell/CALLCTR/CORP/AWWSC@AWW  
Subject Re: Will this account receive a bill each month? 📎

Rick

This account is currently in a billing route that is not on the schedule to bill so it will not bill again unless instructed to bill.

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

Rick Witherite/KAWC/AWWSC



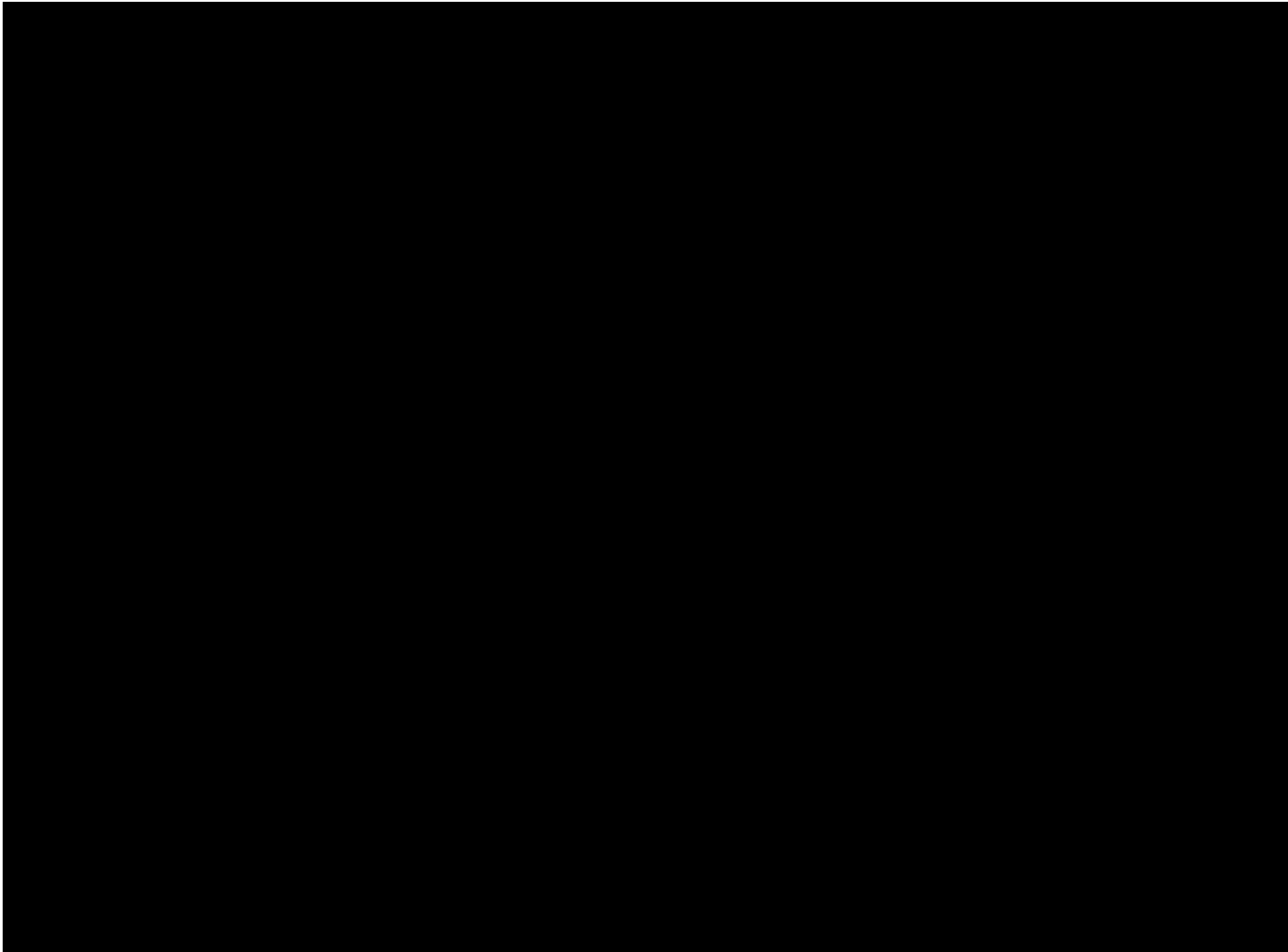
**Rick  
Witherite/KAWC/AWWSC**

07/17/2008 02:04 PM

To Tracy R Bauswell/CALLCTR/CORP/AWWSC@AWW, Bob J  
Perkins/CALLCTR/CORP/AWWSC@AWW, Rita A  
Mercer/CALLCTR/CORP/AWWSC@AWW  
cc Rachel Cole/KAWC/AWWSC@AWW  
Subject Will this account receive a bill each month?

Hello,

Can one of you tell me that this account definitely gets mailed a bill each month? This premise was set up to only bill the one charge. The customer has a payment plan but no additional charges should ever be billed to this account. We just were not sure that they get a bill each month because we can not see it on Snapshot Screen 2. Thanks for the info.



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

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:12 PM -----

From: Rick Witherite/KAWC/AWWSC  
To: Tracy R Bauswell/CALLCTR/CORP/AWWSC@AWW  
Cc: Bob J Perkins/CALLCTR/CORP/AWWSC@AWW, Bryan Siler/KAWC/AWWSC@AWW, Rachel Cole/KAWC/AWWSC@AWW, Rita A Mercer/CALLCTR/CORP/AWWSC@AWW

Date: 07/21/2008 03:38 PM  
Subject: Re: Fw: Will this account receive a bill each month?

---

Tracy,

I moved this premise to the route that the rest of this customers accounts are in. This route is in a billing batch. Will it be possible to get this account billed this time?

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  
Tracy R Bauswell/CALLCTR/CORP/AWWSC

**Tracy R  
Bauswell/CALLCTR/CORP/A  
WWSC**

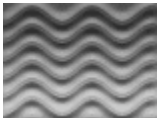
07/21/2008 03:07 PM

To Rick Witherite/KAWC/AWWSC@AWW  
cc Rachel Cole/KAWC/AWWSC@AWW, Bryan  
Siler/KAWC/AWWSC@AWW, Bob J  
Perkins/CALLCTR/CORP/AWWSC@AWW, Rita A  
Mercer/CALLCTR/CORP/AWWSC@AWW  
Subject Re: Fw: Will this account receive a bill each month? 📎

As long as no changes are made moving forward the customer should receive only a bill reflecting the declining balance and payment information.

Thanks,

Tracy Bauswell  
Billing Team Supervisor - Alton CSC  
KY, TN, WV, VA, MD  
Phone: 618-433-4115  
Fax: 618-433-4502  
Email: Tracy.Bauswell@amwater.com  
Rick Witherite/KAWC/AWWSC



**Rick  
Witherite/KAWC/AWWSC**

07/21/2008 01:42 PM

To Rachel Cole/KAWC/AWWSC@AWW, Tracy R  
Bauswell/CALLCTR/CORP/AWWSC@AWW  
cc Bryan Siler/KAWC/AWWSC@AWW, Bob J  
Perkins/CALLCTR/CORP/AWWSC@AWW, Rita A  
Mercer/CALLCTR/CORP/AWWSC@AWW  
Subject Re: Fw: Will this account receive a bill each month? 📎

Tracy,

The water rate schedule is already blank. The water service is actually closed on the billed service list but open on the account service list. I can move this to an active route and remove the sewer rate schedule. I will also add an exception so this will not appear on mismatch reports. The account has been documented that it was only set up for this billing only. The last thing I want to be sure of is that this will not bill the meter charge and taxes each month. If we do all this will the customer receive a bill that only reflects the declining balance?

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  
 Rachel Cole/KAWC/AWWSC



**Rachel Cole/KAWC/AWWSC**

07/21/2008 02:23 PM

To Rick Witherite/KAWC/AWWSC@AWW, Bryan Siler  
 cc

Subject Fw: Will this account receive a bill each month?

Did you get this? Didn't see your name on the email string.

\*\*\*\*\*

Rachel S. Cole  
 Southeast Region  
 Email: rcole@kawc.com  
 Ph: 859-268-6307  
 Fax: 859-335-3307

----- Forwarded by Rachel Cole/KAWC/AWWSC on 07/21/2008 02:26 PM -----

**Tracy R  
 Bauswell/CALLCTR/CORP/A  
 WWSC**

07/21/2008 02:05 PM

To Bob J Perkins/CALLCTR/CORP/AWWSC@AWW

cc Rachel Cole/KAWC/AWWSC@AWW, Rita A  
 Mercer/CALLCTR/CORP/AWWSC@AWW

Subject Re: Fw: Will this account receive a bill each month? 📎

Hi Rick,

Here are some suggestions.....

The account should have the water coded with no rate or zero rate and we should be able to close out the sewer portion of the statement. SSC will need to verify that this will not interfere with the AR for Utility Type 2.

Coding will need to be completed when it pulls on the mismatch reports each month so that it will not have to be reviewed.

The account should be placed in an active route that will be pulled for billing each month.

The customer will then receive a statement with no current charges however, will reflect the balance each month.

The account will need to be thoroughly documented with the reasoning for the zero rate.

This should require no manual review from billing.

Thanks,

Tracy Bauswell  
Billing Team Supervisor - Alton CSC  
KY, TN, WV, VA, MD  
Phone: 618-433-4115  
Fax: 618-433-4502  
Email: Tracy.Bauswell@amwater.com  
Bob J Perkins/CALLCTR/CORP/AWWSC



**Bob J  
Perkins/CALLCTR/CORP/AW  
WSC**

07/21/2008 07:56 AM

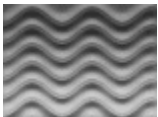
To Rick Witherite/KAWC/AWWSC@AWW  
cc Rachel Cole/KAWC/AWWSC@AWW, Rita A  
Mercer/CALLCTR/CORP/AWWSC@AWW, Tracy R  
Bauswell/CALLCTR/CORP/AWWSC@AWW  
Subject Re: Fw: Will this account receive a bill each month? 📄

Rick

To be honest I am not sure this would work... I have forwarded this up to the supervisor level for their thoughts.

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

Rick Witherite/KAWC/AWWSC



**Rick  
Witherite/KAWC/AWWSC**

07/21/2008 07:34 AM

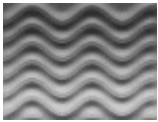
To Bob J Perkins/CALLCTR/CORP/AWWSC@AWW  
cc Rita A Mercer/CALLCTR/CORP/AWWSC@AWW, Tracy R  
Bauswell/CALLCTR/CORP/AWWSC@AWW, Rachel  
Cole/KAWC/AWWSC@AWW  
Subject Fw: Will this account receive a bill each month?

Bob,

I never heard back from you on this email. Does anyone know the answer? If we don't know for sure we will have to go another route. Thanks.

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

----- Forwarded by Rick Witherite/KAWC/AWWSC on 07/21/2008 08:36 AM -----



**Rick**  
**Witherite/KAWC/AWWSC**  
07/17/2008 03:27 PM

To Bob J Perkins/CALLCTR/CORP/AWWSC  
cc Rachel Cole/KAWC/AWWSC@AWW, Rita A Mercer/CALLCTR/CORP/AWWSC@AWW, Tracy R Bauswell/CALLCTR/CORP/AWWSC@AWW  
Subject Re: Will this account receive a bill each month? 📎

OK Thanks Bob. If we put this back in a different route will it still send a bill? Will it add any additional charges like the meter charge and taxes? I could put it in a different route and add an exception so it won't show on the mismatch reports. But, we don't want it to bill anymore charges. We just want it to show the carry over balance and payments.

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  
Bob J Perkins/CALLCTR/CORP/AWWSC



**Bob J**  
**Perkins/CALLCTR/CORP/AW**  
**WSC**  
07/17/2008 03:13 PM

To Rick Witherite/KAWC/AWWSC@AWW  
cc Rachel Cole/KAWC/AWWSC@AWW, Rita A Mercer/CALLCTR/CORP/AWWSC@AWW, Tracy R Bauswell/CALLCTR/CORP/AWWSC@AWW  
Subject Re: Will this account receive a bill each month? 📎

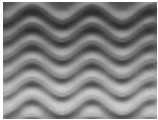
Rick

Local office would either need to add this route to the read schedule with the Southeast region or change the route to a route that would be suitable as far as the read date/location that would match the needs of

this account.

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

Rick Witherite/KAWC/AWWSC



**Rick  
Witherite/KAWC/AWWSC**  
07/17/2008 02:10 PM

To Bob J Perkins/CALLCTR/CORP/AWWSC@AWW  
cc Rachel Cole/KAWC/AWWSC@AWW, Rita A  
Mercer/CALLCTR/CORP/AWWSC@AWW, Tracy R  
Bauswell/CALLCTR/CORP/AWWSC@AWW  
Subject Re: Will this account receive a bill each month? 📎

Your right Bob I did not think of that. We changed the route so this account would stop showing up on the mismatch reports. What would be your suggestion to get a bill sent each month?

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  
Bob J Perkins/CALLCTR/CORP/AWWSC



**Bob J  
Perkins/CALLCTR/CORP/AW  
WSC**  
07/17/2008 03:07 PM

To Rick Witherite/KAWC/AWWSC@AWW  
cc Rachel Cole/KAWC/AWWSC@AWW, Rita A  
Mercer/CALLCTR/CORP/AWWSC@AWW, Tracy R  
Bauswell/CALLCTR/CORP/AWWSC@AWW  
Subject Re: Will this account receive a bill each month? 📎

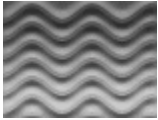
Rick

This account is currently in a billing route that is not on the schedule to bill so it will not bill again unless instructed to bill.

Bob Perkins  
Billing Tech Coordinator

Southeast Region  
Phone: 618-433-4238  
Fax: 618-433-4365

Rick Witherite/KAWC/AWWSC



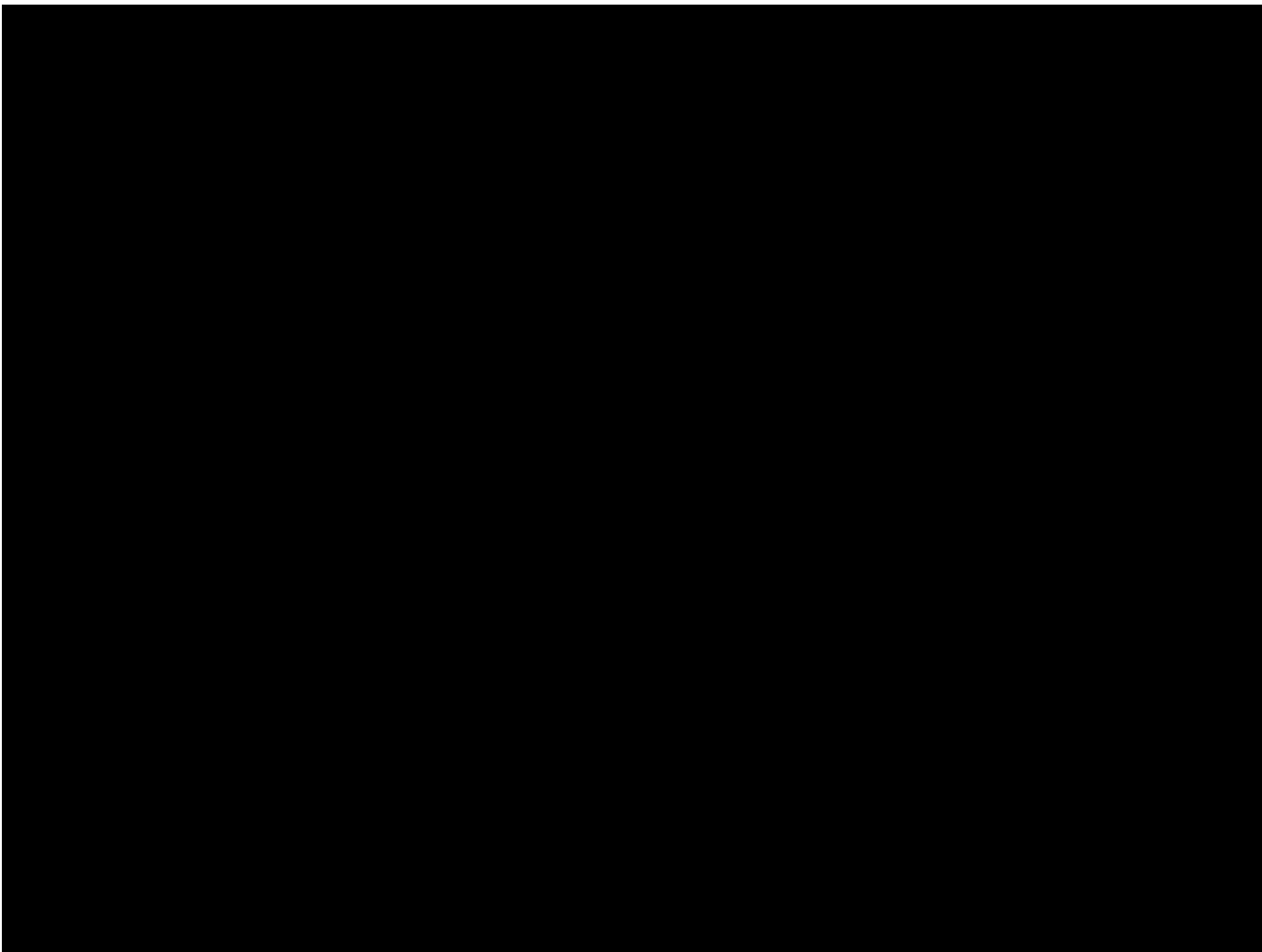
**Rick  
Witherite/KAWC/AWWSC**  
07/17/2008 02:04 PM

To Tracy R Bauswell/CALLCTR/CORP/AWWSC@AWW, Bob J  
Perkins/CALLCTR/CORP/AWWSC@AWW, Rita A  
Mercer/CALLCTR/CORP/AWWSC@AWW  
cc Rachel Cole/KAWC/AWWSC@AWW  
Subject Will this account receive a bill each month?

Hello,

Can one of you tell me that this account definitely gets mailed a bill each month? This premise was set up to only bill the one charge. The customer has a payment plan but no additional charges should ever be billed to this account. We just were not sure that they get a bill each month because we can not see it on Snapshot Screen 2. Thanks for the info.





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

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:12 PM -----

From: Tracy R Bauswell/CALLCTR/CORP/AWWSC  
To: Rick Witherite/KAWC/AWWSC@AWW  
Cc: Bob J Perkins/CALLCTR/CORP/AWWSC@AWW, Bryan Siler/KAWC/AWWSC@AWW, Rachel

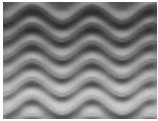
Cole/KAWC/AWWSC@AWW, Rita A Mercer/CALLCTR/CORP/AWWSC@AWW, Elizabeth A  
 Pfleger/CALLCTR/CORP/AWWSC@AWW  
 Date: 07/21/2008 04:29 PM  
 Subject: Re: Fw: Will this account receive a bill each month?

---

The account has been added and a zero bill will go out today.

Thanks,

Tracy Bauswell  
 Billing Team Supervisor - Alton CSC  
 KY, TN, WV, VA, MD  
 Phone: 618-433-4115  
 Fax: 618-433-4502  
 Email: Tracy.Bauswell@amwater.com  
 Rick Witherite/KAWC/AWWSC



**Rick  
 Witherite/KAWC/AWWSC**  
 07/21/2008 02:38 PM

To Tracy R Bauswell/CALLCTR/CORP/AWWSC@AWW  
 cc Bob J Perkins/CALLCTR/CORP/AWWSC@AWW, Bryan  
 Siler/KAWC/AWWSC@AWW, Rachel  
 Cole/KAWC/AWWSC@AWW, Rita A  
 Mercer/CALLCTR/CORP/AWWSC@AWW  
 Subject Re: Fw: Will this account receive a bill each month? 📎

Tracy,

I moved this premise to the route that the rest of this customers accounts are in. This route is in a billing batch. Will it be possible to get this account billed this time?

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  
 Tracy R Bauswell/CALLCTR/CORP/AWWSC

**Tracy R  
 Bauswell/CALLCTR/CORP/A  
 WWSC**  
 07/21/2008 03:07 PM

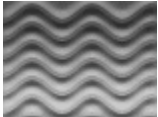
To Rick Witherite/KAWC/AWWSC@AWW  
 cc Rachel Cole/KAWC/AWWSC@AWW, Bryan  
 Siler/KAWC/AWWSC@AWW, Bob J  
 Perkins/CALLCTR/CORP/AWWSC@AWW, Rita A  
 Mercer/CALLCTR/CORP/AWWSC@AWW  
 Subject Re: Fw: Will this account receive a bill each month? 📎

As long as no changes are made moving forward the customer should receive only a bill reflecting the

declining balance and payment information.

Thanks,

Tracy Bauswell  
Billing Team Supervisor - Alton CSC  
KY, TN, WV, VA, MD  
Phone: 618-433-4115  
Fax: 618-433-4502  
Email: Tracy.Bauswell@amwater.com  
Rick Witherite/KAWC/AWWSC



**Rick Witherite/KAWC/AWWSC**  
07/21/2008 01:42 PM

To Rachel Cole/KAWC/AWWSC@AWW, Tracy R Bauswell/CALLCTR/CORP/AWWSC@AWW  
cc Bryan Siler/KAWC/AWWSC@AWW, Bob J Perkins/CALLCTR/CORP/AWWSC@AWW, Rita A Mercer/CALLCTR/CORP/AWWSC@AWW  
Subject Re: Fw: Will this account receive a bill each month? 📎

Tracy,

The water rate schedule is already blank. The water service is actually closed on the billed service list but open on the account service list. I can move this to an active route and remove the sewer rate schedule. I will also add an exception so this will not appear on mismatch reports. The account has been documented that is was only set up for this billing only. The last thing I want to be sure of is that this will not bill the meter charge and taxes each month. If we do all this will the customer receive a bill that only reflects the declining balance?

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  
Rachel Cole/KAWC/AWWSC



**Rachel Cole/KAWC/AWWSC**  
07/21/2008 02:23 PM

To Rick Witherite/KAWC/AWWSC@AWW, Bryan Siler  
cc  
Subject Fw: Will this account receive a bill each month?

Did you get this? Didn't see your name on the email string.

\*\*\*\*\*

Rachel S. Cole  
Southeast Region  
Email: rcole@kawc.com

Ph: 859-268-6307

Fax: 859-335-3307


----- Forwarded by Rachel Cole/KAWC/AWWSC on 07/21/2008 02:26 PM -----

**Tracy R  
Bauswell/CALLCTR/CORP/A  
WWSC**

07/21/2008 02:05 PM

To Bob J Perkins/CALLCTR/CORP/AWWSC@AWW

cc Rachel Cole/KAWC/AWWSC@AWW, Rita A  
Mercer/CALLCTR/CORP/AWWSC@AWW

Subject Re: Fw: Will this account receive a bill each month? 

Hi Rick,

Here are some suggestions.....

The account should have the water coded with no rate or zero rate and we should be able to close out the sewer portion of the statement. SSC will need to verify that this will not interfere with the AR for Utility Type 2.

Coding will need to be completed when it pulls on the mismatch reports each month so that it will not have to be reviewed.

The account should be placed in an active route that will be pulled for billing each month.

The customer will then receive a statement with no current charges however, will reflect the balance each month.

The account will need to be thoroughly documented with the reasoning for the zero rate.

This should require no manual review from billing.

Thanks,

Tracy Bauswell  
Billing Team Supervisor - Alton CSC  
KY, TN, WV, VA, MD  
Phone: 618-433-4115  
Fax: 618-433-4502  
Email: Tracy.Bauswell@amwater.com  
Bob J Perkins/CALLCTR/CORP/AWWSC




**Bob J  
Perkins/CALLCTR/CORP/AW  
WSC**

07/21/2008 07:56 AM

To Rick Witherite/KAWC/AWWSC@AWW

cc Rachel Cole/KAWC/AWWSC@AWW, Rita A  
Mercer/CALLCTR/CORP/AWWSC@AWW, Tracy R  
Bauswell/CALLCTR/CORP/AWWSC@AWW

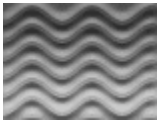
Subject Re: Fw: Will this account receive a bill each month? 

Rick

To be honest I am not sure this would work... I have forwarded this up to the supervisor level for their thoughts.

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

Rick Witherite/KAWC/AWWSC



**Rick  
Witherite/KAWC/AWWSC**  
07/21/2008 07:34 AM

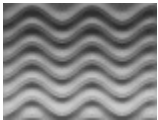
To Bob J Perkins/CALLCTR/CORP/AWWSC@AWW  
cc Rita A Mercer/CALLCTR/CORP/AWWSC@AWW, Tracy R  
Bauswell/CALLCTR/CORP/AWWSC@AWW, Rachel  
Cole/KAWC/AWWSC@AWW  
Subject Fw: Will this account receive a bill each month?

Bob,

I never heard back from you on this email. Does anyone know the answer? If we don't know for sure we will have to go another route. Thanks.

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

----- Forwarded by Rick Witherite/KAWC/AWWSC on 07/21/2008 08:36 AM -----



**Rick  
Witherite/KAWC/AWWSC**  
07/17/2008 03:27 PM

To Bob J Perkins/CALLCTR/CORP/AWWSC  
cc Rachel Cole/KAWC/AWWSC@AWW, Rita A  
Mercer/CALLCTR/CORP/AWWSC@AWW, Tracy R  
Bauswell/CALLCTR/CORP/AWWSC@AWW  
Subject Re: Will this account receive a bill each month? 📎

OK Thanks Bob. If we put this back in a different route will it still send a bill? Will it add any additional charges like the meter charge and taxes? I could put it in a different route and add an exception so it won't show on the mismatch reports. But, we don't want it to bill anymore charges. We just want it to show the carry over balance and payments.

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  
Bob J Perkins/CALLCTR/CORP/AWWSC



**Bob J  
Perkins/CALLCTR/CORP/AW  
WSC**

07/17/2008 03:13 PM

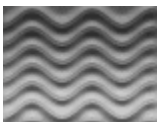
To Rick Witherite/KAWC/AWWSC@AWW  
cc Rachel Cole/KAWC/AWWSC@AWW, Rita A  
Mercer/CALLCTR/CORP/AWWSC@AWW, Tracy R  
Bauswell/CALLCTR/CORP/AWWSC@AWW  
Subject Re: Will this account receive a bill each month? 📎

Rick

Local office would either need to add this route to the read schedule with the Southeast region or change the route to a route that would be suitable as far as the read date/location that would match the needs of this account.

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

Rick Witherite/KAWC/AWWSC



**Rick  
Witherite/KAWC/AWWSC**

07/17/2008 02:10 PM

To Bob J Perkins/CALLCTR/CORP/AWWSC@AWW  
cc Rachel Cole/KAWC/AWWSC@AWW, Rita A  
Mercer/CALLCTR/CORP/AWWSC@AWW, Tracy R  
Bauswell/CALLCTR/CORP/AWWSC@AWW  
Subject Re: Will this account receive a bill each month? 📎

Your right Bob I did not think of that. We changed the route so this account would stop showing up on the mismatch reports. What would be your suggestion to get a bill sent each month?

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  
Bob J Perkins/CALLCTR/CORP/AWWSC



**Bob J  
Perkins/CALLCTR/CORP/AW  
WSC**

07/17/2008 03:07 PM

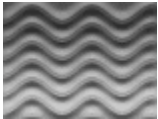
To Rick Witherite/KAWC/AWWSC@AWW  
cc Rachel Cole/KAWC/AWWSC@AWW, Rita A  
Mercer/CALLCTR/CORP/AWWSC@AWW, Tracy R  
Bauswell/CALLCTR/CORP/AWWSC@AWW  
Subject Re: Will this account receive a bill each month? 📎

Rick

This account is currently in a billing route that is not on the schedule to bill so it will not bill again unless instructed to bill.

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

Rick Witherite/KAWC/AWWSC



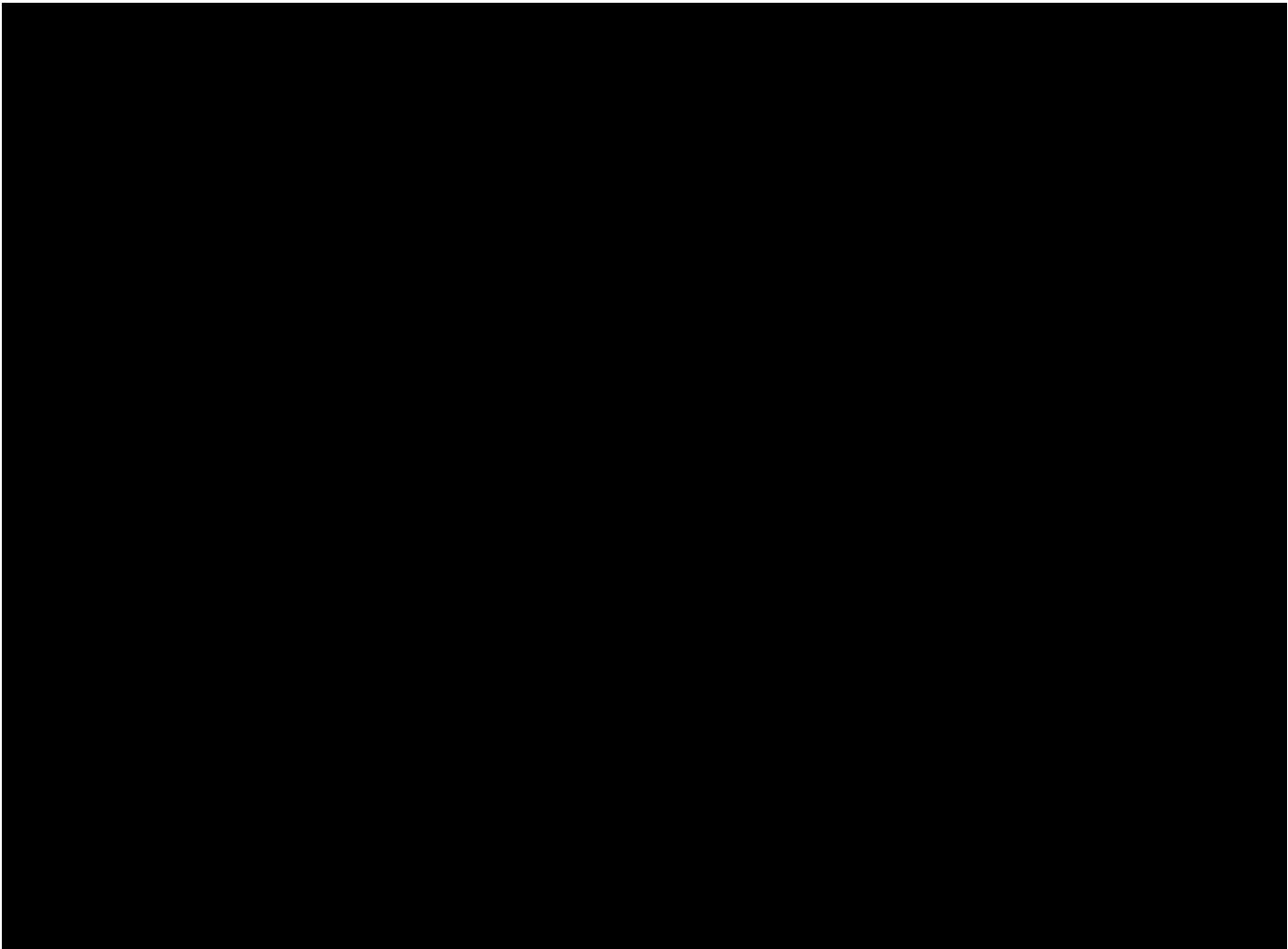
**Rick  
Witherite/KAWC/AWWSC**

07/17/2008 02:04 PM

To Tracy R Bauswell/CALLCTR/CORP/AWWSC@AWW, Bob J  
Perkins/CALLCTR/CORP/AWWSC@AWW, Rita A  
Mercer/CALLCTR/CORP/AWWSC@AWW  
cc Rachel Cole/KAWC/AWWSC@AWW  
Subject Will this account receive a bill each month?

Hello,

Can one of you tell me that this account definitely gets mailed a bill each month? This premise was set up to only bill the one charge. The customer has a payment plan but no additional charges should ever be billed to this account. We just were not sure that they get a bill each month because we can not see it on Snapshot Screen 2. Thanks for the info.



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](mailto:Rick.Witherite@amwater.com)

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:12 PM -----

From: Rick Witherite/KAWC/AWWSC



To: Bryan Siler/KAWC/AWWSC@AWW  
Cc: Rachel Cole/KAWC/AWWSC@AWW  
Date: 07/22/2008 07:47 AM  
Subject: Fw: LFUGC Discount Sewer Rate

---

The accounts below billed today. I checked each and they all billed correctly. None of them had usage of 1 or less. It would be good to see that these billed at 100%.

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

----- Forwarded by Rick Witherite/KAWC/AWWSC on 07/22/2008 07:49 AM -----

**Sean P  
Ireland/ADMIN/CORP/AWWS  
C** To Rick Witherite/KAWC/AWWSC@AWW  
cc  
07/21/2008 09:56 AM  
Subject LFUGC Discount Sewer Rate

Accounts [REDACTED] were in today's batch and are being billed correctly. I will let you know as other bills are checked. Thanks

Sean P. Ireland

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:12 PM -----

From: Rick Witherite/KAWC/AWWSC  
To: Keith L Cartier/KAWC/AWWSC@AWW  
Cc: Bryan Siler/KAWC/AWWSC@AWW, Jarold Jackson/KAWC/AWWSC@AWW, Rachel Cole/KAWC/AWWSC@AWW  
Date: 07/22/2008 08:01 AM  
Subject: Re: Fw: [REDACTED] backbill and payment

---

On Friday I emailed Candice with LFUGC asking her if she received my email from 6/24 since I had not heard from her. She says that she did not receive the email probably because it was about the time when the computers went down at the city. She asked how much revenue was involved so I sent her the spreadsheet showing the calculation. I am sure she will have to discuss this with Bill O'Mara the director of finance and then she or he will get back to me.

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

Keith L Cartier/KAWC/AWWSC

**Keith L  
Cartier/KAWC/AWWSC**  
07/18/2008 12:10 PM

To Bryan Siler/KAWC/AWWSC@AWW  
cc Jarold Jackson/KAWC/AWWSC@AWW, Rick  
Witherite/KAWC/AWWSC@AWW, Rachel  
Cole/KAWC/AWWSC@AWW  
Subject Re: Fw: ██████████ backbill and payment 📎

All,  
Still looking for closure on this open item. Bryan - on June 13 you'd indicated we should be reporting as vulnerability, then last week indicated wait until we know how we're going to treat it with LFUCG. The person at LFUCG was on vacation last week. Let's see if we can wrap this up before the end of next week with regard to treatment - how we want to proceed with LFUCG and ██████████, and whether we need to include any amount as vulnerability.

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**  
07/11/2008 03:09 PM

To Keith L Cartier/KAWC/AWWSC@AWW  
cc Jarold Jackson/KAWC/AWWSC@AWW, Rick  
Witherite/KAWC/AWWSC@AWW  
Subject Re: Fw: ██████████ backbill and payment 📎

I think we are fine until we know what we are going to be doing with it.

\*\*\*\*\*

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

Keith L Cartier/KAWC/AWWSC

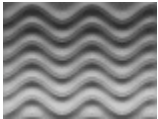
**Keith L  
Cartier/KAWC/AWWSC**  
07/11/2008 08:53 AM

To Rick Witherite/KAWC/AWWSC@AWW  
cc Bryan Siler/KAWC/AWWSC@AWW, Jarold  
Jackson/KAWC/AWWSC@AWW  
Subject Re: Fw: ██████████ backbill and payment 📎

Thank you Rick.

Bryan - please confirm treatment of any financial implications for June close.

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



**Rick**  
**Witherite/KAWC/AWWSC**  
07/11/2008 08:39 AM

To: Keith L Cartier/KAWC/AWWSC@AWW  
cc: Bryan Siler/KAWC/AWWSC@AWW, Jarold  
Jackson/KAWC/AWWSC@AWW  
Subject: Re: Fw: [REDACTED] backbill and payment 📎

I sent the below email to Candice Deininger with LFUCG on 6/24/08. I have not had a reply to it. She is on vacation this week. We would not back bill this without the permission of LFUCG. So there have not been any additional charges to the account.

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](mailto:Rick.Witherite@amwater.com)

Keith L Cartier/KAWC/AWWSC

**Keith L  
Cartier/KAWC/AWWSC**  
07/11/2008 08:30 AM

To Rick Witherite/KAWC/AWWSC@AWW, Jarold  
Jackson/KAWC/AWWSC@AWW, Bryan  
Siler/KAWC/AWWSC@AWW  
cc  
Subject Fw [REDACTED] backbill and payment

Will someone please provide a current status i.e., did we bill, and did we get paid or did cust request payment plan? Has there been any conversation with or payments to LFUCG?  
Bryan - did we identify as vulnerability?

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

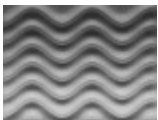
----- Forwarded by Keith L Cartier/KAWC/AWWSC on 07/11/2008 08:29 AM -----

**Keith L  
Cartier/KAWC/AWWSC**  
06/23/2008 01:00 PM

To Rick Witherite/KAWC/AWWSC  
cc Bryan Siler/KAWC/AWWSC@AWW, Jarold  
Jackson/KAWC/AWWSC@AWW, Rachel  
Cole/KAWC/AWWSC@AWW, Stacy  
Owens/KAWC/AWWSC@AWW  
Subject Re: F [REDACTED] backbill and payment 📎

Rick,  
So I don't hold up the process, I will go with whatever Jarold, Bryan and Stacy are comfortable with.

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



**Rick  
Witherite/KAWC/AWWSC**  
06/23/2008 10:23 AM

To Keith L Cartier/KAWC/AWWSC@AWW  
cc Bryan Siler/KAWC/AWWSC@AWW, Rachel  
Cole/KAWC/AWWSC@AWW, Stacy  
Owens/KAWC/AWWSC@AWW, Jarold  
Jackson/KAWC/AWWSC@AWW  
Subject Fw [REDACTED] backbill and payment

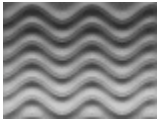
I have not heard from anyone on this other than Rachel. If there are no changes I will send this on Wednesday.

Keith,

Please let me know if I am clear to send this. I do not want to send without your approval. Thank you.

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

----- Forwarded by Rick Witherite/KAWC/AWWSC on 06/23/2008 10:22 AM -----



**Rick  
Witherite/KAWC/AWWSC**  
06/16/2008 02:11 PM

To Keith L Cartier/KAWC/AWWSC  
cc Bryan Siler/KAWC/AWWSC@AWW, Rachel  
Cole/KAWC/AWWSC@AWW, Stacy  
Owens/KAWC/AWWSC@AWW  
Subject Re: [REDACTED] backbill and payment 📎

Below is the email that I intend to send to LFUCG concerning the [REDACTED] account. Please let me know any suggested revisions. Thank you.

Candice,

I have come across this premise that has two meters but was only billing sewer on one meter. The premise number is [REDACTED]. This account has been open since 11/95 then for some reason in 11/03 it stopped billing sewer on both meters. It then began to bill again on one meter in 04/05. I have corrected the account and verified that it is billing sewer on both meters starting with the 05/08 bill. I have attached a spreadsheet that shows the usage difference between water and sewer. We have checked our system for all accounts other than residential that have sewer usage less than water usage and did not find any more. Please let me know if LFUCG would like us to back bill this account or how to proceed. Thank you.

[attachment "Premis [REDACTED] Is" deleted by Rick Witherite/KAWC/AWWSC]

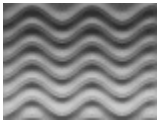
Rick Witherite  
Operations Specialist  
Kentucky American Water  
2300 Richmond Rd.  
Lexington, Ky 40502  
Office 859-268-6303  
Fax 859-268-6315  
Cell 859-537-8814  
Email Rick.Witherite@amwater.com  
Keith L Cartier/KAWC/AWWSC

**Keith L  
Cartier/KAWC/AWWSC**  
06/13/2008 02:37 PM

To Rick Witherite/KAWC/AWWSC@AWW  
cc Bryan Siler/KAWC/AWWSC@AWW, Rachel  
Cole/KAWC/AWWSC@AWW, Stacy  
Owens/KAWC/AWWSC@AWW  
Subject Re [REDACTED] ackbill and payment 📎

Thank you Rick. One thing that would be helpful to me is a list of billing variables, and the control reports we review to ensure the billings are correct.

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



**Rick  
Witherite/KAWC/AWWSC**  
06/13/2008 02:10 PM

To Keith L Cartier/KAWC/AWWSC@AWW  
cc Bryan Siler/KAWC/AWWSC@AWW, Rachel  
Cole/KAWC/AWWSC@AWW, Stacy  
Owens/KAWC/AWWSC@AWW  
Subject Re [REDACTED] ackbill and payment 📎

I have not talked with the LFUCG about this yet. I have made sure that the account is now billing sewer correctly. I have been trying to find the cause of the error but there are no indicators. We need to review the settlement agreement and see what we may be liable for. How this is handled from here will be determined by the LFUCG's response to the situation. It may or may not be the same as [REDACTED]. We have several reports that are reviewed monthly which encompass every variable that we can think of. I will get with Bryan on Monday and we will review the agreement and dates of our obligation. I will wait to submit any information to the LFUCG until you have reviewed the facts to be presented.

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  
Keith L Cartier/KAWC/AWWSC

**Keith L  
Cartier/KAWC/AWWSC**  
06/13/2008 01:00 PM

To Bryan Siler/KAWC/AWWSC@AWW  
cc Rachel Cole/KAWC/AWWSC@AWW, Rick  
Witherite/KAWC/AWWSC@AWW, Stacy  
Owens/KAWC/AWWSC@AWW  
Subject Re [REDACTED] ackbill and payment 📎

What is the time frame for re-billing, and is this one to be handled the same way as [REDACTED] Obviously we can not continue to have these errors where we have the capability to identify and do not for whatever reason. Are we now getting reports for ANY exception - on a meter by meter basis - where sewer does not match water? Is there any other report or validation we'd need to ensure all coding is correct for all meters for all accounts for Ifucg?

Will we be setting up a similar pay back account? Has anyone talked with Ifucg?

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**

06/13/2008 11:56 AM

To Keith L Cartier/KAWC/AWWSC@AWW, Rachel Cole/KAWC/AWWSC@AWW, Rick Witherite/KAWC/AWWSC@AWW

cc

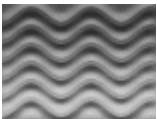
Subject [REDACTED] backbill and payment

Attached is the calculation Rick did for this account. I talked to Rick and we need to review the settlement agreement and see how far back past the 24 month period we would be responsible for. Then we can calculate how much we would need to pay.

\*\*\*\*\*

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

----- Forwarded by Bryan Siler/KAWC/AWWSC on 06/13/2008 11:05 AM -----



**Rick Witherite/KAWC/AWWSC**

06/13/2008 10:53 AM

To Bryan Siler/KAWC/AWWSC@AWW

cc

Subject Re: Send me that [REDACTED] calculation so I can include in the Q2RF. Thanks. [REDACTED]

[attachment "Premise [REDACTED] Usage and Revenue052008.xls" deleted by Rick



Witherite/KAWC/AWWSC]

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

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:12 PM -----

From: Rick Witherite/KAWC/AWWSC  
To: Sean P Ireland/ADMIN/CORP/AWWSC@AWW  
Cc: Bryan Siler/KAWC/AWWSC@AWW  
Date: 07/22/2008 09:19 AM  
Subject: Re: LFUGC Discount Sewer Rate

---

Sean,

Thanks for keeping an eye on these. I looked at these bills today and they looked good. I have not seen any bills with a usage of 1 or less yet. These should bill at the full rate. Also you had submitted an ITS ticket to correct the calculation that appeared next to the Cycle Minimum on the bill. Do you know if that got corrected? It was causing the sewer usage to total incorrectly.

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  
Sean P Ireland/ADMIN/CORP/AWWSC

**Sean P  
Ireland/ADMIN/CORP/AWWS  
C**  
07/21/2008 09:56 AM

To Rick Witherite/KAWC/AWWSC@AWW  
cc  
Subject LFUGC Discount Sewer Rate

Accounts [REDACTED] were in today's batch and are being billed correctly. I will let you know as other bills are checked. Thanks

Sean P. Ireland

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:12 PM -----

From: Rick Witherite/KAWC/AWWSC  
 To: Bryan Siler/KAWC/AWWSC@AWW  
 Date: 07/22/2008 09:29 AM  
 Subject: Fw: LFUGC Discount Sewer Rate

----- Forwarded by Rick Witherite/KAWC/AWWSC on 07/22/2008 09:32 AM -----

**Sean P  
 Ireland/ADMIN/CORP/AWWS  
 C** To: Rick Witherite/KAWC/AWWSC@AWW  
 cc  
 07/22/2008 09:23 AM  
 Subject: Re: LFUGC Discount Sewer Rate 📎

Yes, that ticket and problem has been taken care of. You are right in stating that no bills with 1ccf or zero ccf consumption have occurred since we have been checking this the last couple of days. I will continue to check the accounts on the master list you sent me and hopefully we will find one with little or no consumption to make sure that it is being receiving the correct \$3.50 minimum charge. I will keep you posted. Thanks

Sean P. Ireland

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:12 PM -----

From: Rachel Cole/KAWC/AWWSC  
 To: Rick Witherite/KAWC/AWWSC@AWW  
 Cc: Jarold Jackson/KAWC/AWWSC@AWW, Bryan Siler  
 Date: 07/22/2008 02:48 PM  
 Subject: Fw: IT Enhancement ST322425

Rick,

Peggy has provided a lot of guidance. With her help and suggestions, please enhance the request and we can review once finished.

\*\*\*\*\*

Rachel S. Cole  
 Southeast Region  
 Email: rcole@kawc.com  
 Ph: 859-268-6307  
 Fax: 859-335-3307

----- Forwarded by Rachel Cole/KAWC/AWWSC on 07/22/2008 02:50 PM -----




**Peggy S**



Davidson/ILAWC/AWWSC

07/22/2008 02:22 PM

To Rick Witherite/KAWC/AWWSC@AWW

cc Jarold Jackson/KAWC/AWWSC@AWW, Rachel  
Cole/KAWC/AWWSC@AWWSubject Re: IT Enhancement ST322425 

Rick - thanks for the information. I'm reading your document and have some suggestions for getting this approved - I'm not making any promises that it will get approved by the CMB, but I know some of the hot buttons that will put this on hold if it's not better developed.

First, what is it that you are trying to do? Is it isolating the senior discounts or something more than that? If that's what it is in a nutshell, that statement is what needs to go into the High Level description field. What you currently have in that field is a way to achieve your goal - you first need to state what you are trying to do.

Next, you are stating that the contract requires this isolation. I cannot find any mention of the senior discount in the contract file that you sent. This is a hot button issue that will cause you grief if you don't better develop your argument for this enhancement. Where does it say in the contract that this is a need? You should either cite the passage or consider another argument to get the same end result.

In the Enhancement Description-Detail field, we need to list your business requirements - this is where we state what needs to be accomplished without telling IT exactly how to do it. What you currently have listed here would fit much better in the High Level description field. You want "to give the managed contract more detailed information so they can accurately record and reconcile their revenues" - that's good! If you use that statement as the basis for building your business requirements, then I could easily pick out the following from our email exchanges:

- There should be a column on the CBT report that identifies the rate schedule of the premise
- The rate description should be included on the CBT, along with the rate code (this is my addition - will the LFUCG know what the rate schedule is by rate code only?)
- All rate schedules associated with the premise should display on the report
- Only rates schedules associated with Utility Type 2 should display on the report (you probably aren't going to get this - I'd think they would give you an all or nothing fix)

Now comes the hard part - I understand that this is a new process that you are attempting to create; however, you will need to include your thoughts on a work-around if this enhancement does not get approved. How will you isolate the information given your current state of affairs? You touch on this in the Risks section, but you need to beef it up. What will it take to produce this separate report, both in man-hours and dollars? With what frequency would this report be produced? This multiplied by man-hours and dollars will be the rough estimate for avoided costs. Answer this next question with as much honesty as you can - if a query were developed to supply you the information you need in such a way that you could run the report as often as you need, would that be a viable work-around? You should reconsider your argument about the availability of the report on-line, unless there is something within the contract that specifically states it needs to be delivered on-line.

A valid argument is how we are perceived by our managed contracts - I've been involved in two separate change orders where this point was stressed over the avoided costs. However, you will need to better define those avoided costs as I've noted above.

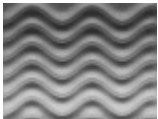
Please call me if you would like to discuss my suggestions - I want to help you get this to the next step and am offering my assistance to see that it happens. I've marked up your form and added my thoughts in red.



164 KY LFUCG CBT Additon Witherite 07112008.doc

Peggy Davidson  
Sr. Specialist  
American Water  
1000 Internationale Parkway  
Woodridge IL 60517-4924  
Phone: 630/739-8823  
Cell: 630/442-9941  
Fax: 630/739-0477  
email: peggy.davidson@amwater.com

Rick Witherite/KAWC/AWWSC



**Rick  
Witherite/KAWC/AWWSC**  
07/17/2008 07:23 AM

To Peggy S Davidson/ILAWC/AWWSC@AWW  
cc Jarold Jackson/KAWC/AWWSC@AWW, Rachel  
Cole/KAWC/AWWSC@AWW  
Subject Re: IT Enhancement ST322425 📎

Good Morning Peggy,

I have added some information to the Risks and Benefits fields. This is a new process that we have not started yet. We are just now adding the new rate schedule for these customers and they will show up on the next CBT for the first time. We were trying to get something done before this time so LFUCG could identify them. We realize that is not going to happen but hopefully something will eventually be there. Please let me know if there is anything else I need to do. Thanks again.

[attachment "164 KY LFUCG CBT Additon Witherite 07172008.doc" deleted by Peggy S Davidson/ILAWC/AWWSC]

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  
Peggy S Davidson/ILAWC/AWWSC



**Peggy S  
Davidson/ILAWC/AWWSC**  
07/15/2008 12:22 PM

To Rick Witherite/KAWC/AWWSC@AWW  
cc Jarold Jackson/KAWC/AWWSC@AWW, Rachel  
Cole/KAWC/AWWSC@AWW  
Subject Re: IT Enhancement ST322425 📎

Rick - thanks for the documents. You will need to expound upon the statement you made in the Risks field. What additional work is needed to do perform this task today? The ITEC has asked that we include the current process being performed on any enhancement up for review. How many people are utilized for

how many hours - that's the detail that you need to add. Then, you will need to expound upon the benefits gained by the enhancement - the CMB is tasked with weighing the perceived benefits against the current process, along with considering the risks associated with not meeting a contractual obligation.

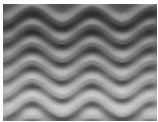
Once complete, send the form back to me. I will then route it to the secondary process owners listed on the form for their review. This group contains the Managed Contract subject matter experts who are most intimately involved with your issue.

This isn't an easy process, and I thank you for your patience. If you have any questions, please give me a call.

[attachment "164 KY LFUCG CBT Additon Witherite 07112008.doc" deleted by Rick Witherite/KAWC/AWWSC]

Peggy Davidson  
Sr. Specialist  
American Water  
1000 Internationale Parkway  
Woodridge IL 60517-4924  
Phone: 630/739-8823  
Cell: 630/442-9941  
Fax: 630/739-0477  
email: peggy.davidson@amwater.com

Rick Witherite/KAWC/AWWSC



**Rick**  
**Witherite/KAWC/AWWSC**  
07/11/2008 02:19 PM

To Peggy S Davidson/ILAWC/AWWSC@AWW  
cc Jarold Jackson/KAWC/AWWSC@AWW, Rachel  
Cole/KAWC/AWWSC@AWW  
Subject Re: IT Enhancement ST322425 📎

Peggy,

I am attaching a copy of the completed CMB Business Enhancement Change Request form along with a pdf copy signed by Jarold Jackson. Also I have attached a copy of the sewer billing contract. Please let me know if any additional information is needed. Thank you.

[attachment "CMB Business Enhancement change request Ky 070708.doc" deleted by Peggy S Davidson/ILAWC/AWWSC] [attachment "LFUCG Sewer Contract - 08-13-07 FINAL.DOC" deleted by Peggy S Davidson/ILAWC/AWWSC] [attachment "CMB Business Enhancement change request Ky 071108.doc" deleted by Peggy S Davidson/ILAWC/AWWSC]

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  
Peggy S Davidson/ILAWC/AWWSC



**Peggy S  
Davidson/ILAWC/AWWSC**

07/07/2008 02:55 PM

To: Rick Witherite/KAWC/AWWSC@AWW

cc

Subject: IT Enhancement ST322425

Rick - the IT Enhancement Committee has asked that I contact you regarding the following enhancement service ticket:

- 322425, 6/09/2008, CBT report to add to OAM to obtain senior discount customer information

IT cannot move forward on this service ticket because they first require the approval of the Change Management Board (CMB). The CMB is responsible for OAM, and that's why I'm coming to you now.

I'm attaching a copy of the CMB Business Enhancement request that you will need to complete and forward back to me if you want to keep the service ticket active. The request will need to go through our CMB process of defining business requirements and completing due diligence before it can be added to the agenda and reviewed by the Board. If the Board approves the enhancement, I will forward a copy of the approval to the ITEC; likewise, if the Board denies the enhancement, I will let ITEC know that the service ticket should be closed.

FYI - I can help you with defining your business requirements. Can you list the rate schedules that are impacted by this request? That information will help with IT development. Also, is this developing a new report or revising a current one?

I would appreciate a response by the end of the week advising me of how you want to proceed. If you want the service ticket to remain open, you will need to work through the CMB, but there is no guarantee that the CMB will approve your request. Your other option is to withdraw your service ticket, in which case, it will be closed.

[attachment "CMB Business Enhancement Change Request 052008.doc" deleted by Rick Witherite/KAWC/AWWSC]

Please give me a call if you have any questions.

Peggy Davidson  
Sr. Specialist  
American Water  
1000 Internationale Parkway  
Woodridge IL 60517-4924  
Phone: 630/739-8823  
Cell: 630/442-9941  
Fax: 630/739-0477  
email: peggy.davidson@amwater.com

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:12 PM -----

From: Rick Witherite/KAWC/AWWSC  
To: Sean P Ireland/ADMIN/CORP/AWWSC@AWW

Cc: Bryan Siler/KAWC/AWWSC@AWW  
Date: 07/24/2008 08:46 AM  
Subject: Re: LFUGC Account 4452

---

Sean,

I agree. Everything we have checked so far looks good. I see no problems. I appreciate you tracking these.

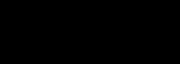
Rick Witherite  
Operations Specialist  
Kentucky American Water  
2300 Richmond Rd.  
Lexington, Ky 40502  
Office 859-268-6303  
Fax 859-268-6315  
Cell 859-537-8814  
Email Rick.Witherite@amwater.com  
Sean P Ireland/ADMIN/CORP/AWWSC


**Sean P  
Ireland/ADMIN/CORP/AWWS  
C**

07/24/2008 08:31 AM

To Rick Witherite/KAWC/AWWSC@AWW

cc

Subject LFUGC 

 was the only account in today's batch eligible for the 30% discount. They had used 1 ccf and were being correctly charged \$3.50. I think that these accounts associated with the 30% discount are set up correctly, but I will check them tomorrow and speak to Sheila Miller on Monday on 7-28-08 to see if she agrees with me and we can agree that the problem has been taken care of. Thanks

Sean P. Ireland

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:12 PM -----

From: Rick Witherite/KAWC/AWWSC  
To: Sean P Ireland/ADMIN/CORP/AWWSC@AWW  
Cc: Bryan Siler/KAWC/AWWSC@AWW  
Date: 07/28/2008 08:31 AM  
Subject: Re: LFUGC bills with 30% Discount

---

Thanks again Sean.

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  
Sean P Ireland/ADMIN/CORP/AWWSC

**Sean P  
Ireland/ADMIN/CORP/AWWS  
C**

07/28/2008 08:29 AM

To Rick Witherite/KAWC/AWWSC@AWW

cc

Subject LFUGC bills with 30% Discount

Rick, I have checked numerous bills on the master list, and it appears that they are being billed correctly utilizing the 30% discount for senior citizens. I discussed this with Sheila Miller this morning and she agrees that they are correct and this issue has been resolved. Thanks

Sean P. Ireland

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:12 PM -----

From: Rick Witherite/KAWC/AWWSC  
To: Sean P Ireland/ADMIN/CORP/AWWSC@AWW  
Cc: Bryan Siler/KAWC/AWWSC@AWW  
Date: 07/29/2008 01:31 PM  
Subject: Re: LFUGC premises with 1", 1.5" and 2" meters and 30% discount

---

There are currently no premises with this discount that have a meter larger than 5/8". If a sample one for each size could be tested that would be good.

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  
Sean P Ireland/ADMIN/CORP/AWWSC

**Sean P  
Ireland/ADMIN/CORP/AWWS  
C**

07/29/2008 11:59 AM

To Rick Witherite/KAWC/AWWSC@AWW

cc

Subject LFUGC premises with 1", 1.5" and 2" meters and 30% discount

Do I need to check any premises with meters larger than 5/8". They were loaded by George Conroy into production today? If I need to check them, do you have a list of premises with the 30% dicount with meters larger tahn 5/8". thanks



Sean P. Ireland

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:12 PM -----

From: Rick Witherite/KAWC/AWWSC  
To: Takisha D Walker/CALLCTR/CORP/AWWSC@AWW, Shalonda C Norman/CALLCTR/CORP/AWWSC@AWW, Kari A Bettorf/CALLCTR/CORP/AWWSC@AWW  
Cc: Rachel Cole/KAWC/AWWSC@AWW, Stacy Owens/KAWC/AWWSC@AWW, Bryan Siler/KAWC/AWWSC@AWW  
Date: 07/29/2008 02:09 PM  
Subject: Misapplied payments - critical

---

Takisha,

We have two payments that were misapplied that are affecting three accounts. This is important that we correct these soon because we have back billed this customer and they are making payments and we do not want to irritate the situation. Could you please have someone to correct these accounts? Below I will list how the amounts need to be moved. I appreciate your assistance with this.

Payment on account [REDACTED] in the amount of \$9,459.33 should have only been \$76.02 The remaining balance of \$9,383.31 should go to account [REDACTED]

Payment on account [REDACTED] in the amount of \$3,622.53 should have been applied to account [REDACTED]

Thank you.

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

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:12 PM -----

From: Takisha D Walker/CALLCTR/CORP/AWWSC  
To: Rick Witherite/KAWC/AWWSC@AWW  
Cc: Bryan Siler/KAWC/AWWSC@AWW, Kari A Bettorf/CALLCTR/CORP/AWWSC@AWW, Rachel Cole/KAWC/AWWSC@AWW, Shalonda C Norman/CALLCTR/CORP/AWWSC@AWW, Stacy Owens/KAWC/AWWSC@AWW  
Date: 07/29/2008 02:14 PM  
Subject: Re: Misapplied payments - critical

---

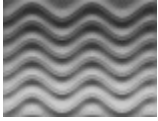
Hello Rick,

I have provided this issue to the appropriate team members for follow-up. We will provide you information regarding resolution of this issue.

Thanks

Takisha Walker

Collections Liaison  
 American Water - CSC  
 618-433-4112 - Office  
 618-792-6070- Mobile  
 618-433-4262- Fax  
 Takisha.Walker@amwater.com  
 Rick Witherite/KAWC/AWWSC



**Rick**  
**Witherite/KAWC/AWWSC**  
 07/29/2008 01:09 PM

To Takisha D Walker/CALLCTR/CORP/AWWSC@AWW,  
 Shalonda C Norman/CALLCTR/CORP/AWWSC@AWW, Kari  
 A Bettorf/CALLCTR/CORP/AWWSC@AWW  
 cc Rachel Cole/KAWC/AWWSC@AWW, Stacy  
 Owens/KAWC/AWWSC@AWW, Bryan  
 Siler/KAWC/AWWSC@AWW  
 Subject Misapplied payments - critical

Takisha,

We have two payments that were misapplied that are affecting three accounts. This is important that we correct these soon because we have back billed this customer and they are making payments and we do not want to irritate the situation. Could you please have someone to correct these accounts? Below I will list how the amounts need to be moved. I appreciate your assistance with this.

Payment on account [REDACTED] in the amount of \$9,459.33 should have only been \$76.02 The remaining balance of \$9,383.31 should go to account [REDACTED]

Payment on account [REDACTED] in the amount of \$3,622.53 should have been applied to account [REDACTED]

Thank you.

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

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:12 PM -----

From: Rick Witherite/KAWC/AWWSC  
 To: Teri R Ranson/CALLCTR/CORP/AWWSC@AWW  
 Cc: Kari.Bettorf@amwater.com, Takisha D Walker/CALLCTR/CORP/AWWSC@AWW, Rachel Cole/KAWC/AWWSC@AWW, Bryan Siler/KAWC/AWWSC@AWW, Stacy Owens/KAWC/AWWSC@AWW  
 Date: 07/29/2008 03:45 PM  
 Subject: Re: ACTION REQ'D --- Fw: Misapplied payments - critical

Thank you very much Teri.

And Thank you as well Takisha.

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  
 Teri R Ranson/CALLCTR/CORP/AWWSC



**Teri R  
 Ranson/CALLCTR/CORP/AW  
 WSC**

07/29/2008 02:24 PM

To Takisha D Walker/CALLCTR/CORP/AWWSC@AWW, Rick  
 Witherite/KAWC/AWWSC@AWW  
 cc CSC - Technical Coordinators - Collections,  
 Kari.Bettorf@amwater.com  
 Subject Re: ACTION REQ'D --- Fw: Misapplied payments - critical 📎

The payments have been transferred to correct.

Thank You,  
 Becky Ranson-Mahoney  
 American Water  
 Technical Coordinator - Collections  
 Phone: 1-866-957-2886 ext 6381  
 Fax: 618-433-4677  
 Email: transon@amwater.com  
 Takisha D Walker/CALLCTR/CORP/AWWSC



**Takisha D  
 Walker/CALLCTR/CORP/AW  
 WSC**

07/29/2008 01:13 PM

To CSC - Technical Coordinators - Collections  
 cc Kari.Bettorf@amwater.com  
 Subject ACTION REQ'D --- Fw: Misapplied payments - critical

Hello TC Team,

Please review the attached email regarding payment issue and provide follow-up to Rick regarding resolution.

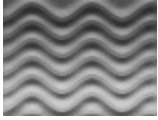
Thanks

Takisha Walker  
 Collections Liaison  
 American Water - CSC  
 618-433-4112 - Office  
 618-792-6070- Mobile

618-433-4262- Fax

Takisha.Walker@amwater.com

----- Forwarded by Takisha D Walker/CALLCTR/CORP/AWWSC on 07/29/2008 01:13 PM -----



**Rick  
Witherite/KAWC/AWWSC**

07/29/2008 01:09 PM

To: Takisha D Walker/CALLCTR/CORP/AWWSC@AWW,  
Shalonda C Norman/CALLCTR/CORP/AWWSC@AWW, Kari  
A Bettorf/CALLCTR/CORP/AWWSC@AWW  
cc: Rachel Cole/KAWC/AWWSC@AWW, Stacy  
Owens/KAWC/AWWSC@AWW, Bryan  
Siler/KAWC/AWWSC@AWW  
Subject: Misapplied payments - critical

Takisha,

We have two payments that were misapplied that are affecting three accounts. This is important that we correct these soon because we have back billed this customer and they are making payments and we do not want to irritate the situation. Could you please have someone to correct these accounts? Below I will list how the amounts need to be moved. I appreciate your assistance with this.

Payment on account [REDACTED] in the amount of \$9,459.33 should have only been \$76.02 The remaining balance of \$9,383.31 should go to account [REDACTED]

Payment on account [REDACTED] in the amount of \$3,622.53 should have been applied to account [REDACTED]

Thank you.

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

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:12 PM -----

From: Rachel Cole/KAWC/AWWSC  
To: Rick Witherite/KAWC/AWWSC@AWW  
Cc: Bryan Siler  
Date: 08/11/2008 09:36 AM  
Subject: Re: Fw: CMB CO164 KY LFUCG CBT Report Changes

Rick,

If it's not going to be on the CBT, then I don't know how different or how much value, a custom report would be, over our in house query. What's the difference? If no difference, then the answer is "do not proceed".

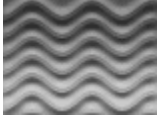
The LFUCG is not giving us any more money to add this information. How much do they anticipate a

custom report to cost? Certainly don't see the benefit at this point.

\*\*\*\*\*

Rachel S. Cole  
Southeast Region  
Email: rcole@kawc.com  
Ph: 859-268-6307  
Fax: 859-335-3307

Rick Witherite/KAWC/AWWSC



**Rick  
Witherite/KAWC/AWWSC**

08/08/2008 09:35 AM

To Rachel Cole/KAWC/AWWSC@AWW

cc

Subject Fw: CMB CO164 KY LFUCG CBT Report Changes

Please see below. Let me know how we should proceed.

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

----- Forwarded by Rick Witherite/KAWC/AWWSC on 08/08/2008 09:36 AM -----



**Peggy S  
Davidson/ILAWC/AWWSC**

08/08/2008 09:32 AM

To Cheryl DiSanti/PAWC/AWWSC@AWW, Jody E  
McCracken/SERVCO/AWWSC@AWW, Jonathan M  
Fonseca/NJAWC/AWWSC@AWW, Karen K  
Roney/CALLCTR/CORP/AWWSC@AWW, Karl B  
Wilkins/AZAWC/AWWSC@AWW, Linda  
Stromoski/NJAWC/AWWSC@AWW, Penny Y  
Pohlman/CALLCTR/CORP/AWWSC@AWW, Sarah  
Workman/WVAWC/AWWSC@AWW, Sonya S  
Metcalf/ADMIN/CORP/AWWSC@AWW, Maryann  
Concilio/SHARVCS/AWWSC@AWW, Peter R  
Huver/SHARVCS/AWWSC@AWW, Rick  
Witherite/KAWC/AWWSC@AWW

cc

Subject Fw: CMB CO164 KY LFUCG CBT Report Changes

Group - I just spoke to Carol Goulstone; this will need to be a custom report for KY because rate schedules cannot be added to the CBT.

Rick - we'll have to put this one on hold until you re-word the change order to remove the reference to CBT. Also, you will need to find out if the LFUCG will be picking up the tab for development/programming of this custom report. This is a question that will be asked by the IT Enhancement Committee, so let's determine the answer before we go any further. Whether the costs get rolled down to the LFUCG or not,

KY will be direct charged for this one. You should also include in your change order the fields that you definitely want to see on the report - creating a simple mock-up is a great way to go.

Sorry for the delay - call me if you have any questions.

Peggy Davidson  
Sr. Specialist  
American Water  
1000 Internationale Parkway  
Woodridge IL 60517-4924  
Phone: 630/739-8823  
Cell: 630/442-9941  
Fax: 630/739-0477  
email: peggy.davidson@amwater.com

----- Forwarded by Peggy S Davidson/ILAWC/AWWSC on 08/08/2008 08:25 AM -----



**Peggy S  
Davidson/ILAWC/AWWSC**

08/07/2008 11:14 AM

To Cheryl DiSanti/PAWC/AWWSC@AWW, Jody E  
McCracken/SERVCO/AWWSC@AWW, Jonathan M  
Fonseca/NJAWC/AWWSC@AWW, Karen K  
Roney/CALLCTR/CORP/AWWSC@AWW, Karl B  
Wilkins/AZAWC/AWWSC@AWW, Linda  
Stromoski/NJAWC/AWWSC@AWW, Penny Y  
Pohlman/CALLCTR/CORP/AWWSC@AWW, Sarah  
Workman/WVAWC/AWWSC@AWW, Sonya S  
Metcalf/ADMIN/CORP/AWWSC@AWW, Maryann  
Concilio/SHARVCS/AWWSC@AWW, Peter R  
Huver/SHARVCS/AWWSC

cc Rick Witherite/KAWC/AWWSC@AWW

Subject CMB CO164 KY LFUCG CBT Report Changes

Please review the attached and let me know if you have any questions or if you approve/reject this issue.

If I could have a response by Monday, 8/11, I would appreciate it. If I can get a consensus from this group to move ahead, I can get it on next Tuesday's CMB agenda



164 KY LFUCG CBT Addition Witherite 07302008.doc

Peggy Davidson  
Sr. Specialist  
American Water  
1000 Internationale Parkway  
Woodridge IL 60517-4924  
Phone: 630/739-8823  
Cell: 630/442-9941  
Fax: 630/739-0477  
email: peggy.davidson@amwater.com

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:12 PM -----

From: Rick Witherite/KAWC/AWWSC  
To: Rachel Cole/KAWC/AWWSC@AWW, Peggy S Davidson/ILAWC/AWWSC@AWW

Cc: Bryan Siler/KAWC/AWWSC@AWW, Jarold Jackson/KAWC/AWWSC@AWW  
 Date: 08/11/2008 09:55 AM  
 Subject: Re: Fw: CMB CO164 KY LFUCG CBT Report Changes

Peggy,

At this point we do not wish to proceed any further with the CMB. It seemed simple enough to us to add a field to the CBT but if that is not possible then we will just use our own report. We do not want to create a custom report that LFUCG or KAW would have to pay for when we can run our own queries. Thanks for your assistance.

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  
 Rachel Cole/KAWC/AWWSC



**Rachel Cole/KAWC/AWWSC**

08/11/2008 09:36 AM

To Rick Witherite/KAWC/AWWSC@AWW

cc Bryan Siler

Subject Re: Fw: CMB CO164 KY LFUCG CBT Report Changes 

Rick,

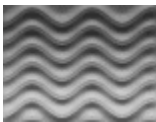
If it's not going to be on the CBT, then I don't know how different or how much value, a custom report would be, over our in house query. What's the difference? If no difference, then the answer is " do not proceed".

The LFUCG is not giving us any more money to add this information. How much do they anticipate a custom report to cost? Certainly don't see the benefit at this point.

\*\*\*\*\*

Rachel S. Cole  
 Southeast Region  
 Email: rcole@kawc.com  
 Ph: 859-268-6307  
 Fax: 859-335-3307

Rick Witherite/KAWC/AWWSC



**Rick  
 Witherite/KAWC/AWWSC**

08/08/2008 09:35 AM

To Rachel Cole/KAWC/AWWSC@AWW

cc

Subject Fw: CMB CO164 KY LFUCG CBT Report Changes

Please see below. Let me know how we should proceed.

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

----- Forwarded by Rick Witherite/KAWC/AWWSC on 08/08/2008 09:36 AM -----



**Peggy S**  
 Davidson/ILAWC/AWWSC  
 08/08/2008 09:32 AM

To Cheryl DiSanti/PAWC/AWWSC@AWW, Jody E  
 McCracken/SERVCO/AWWSC@AWW, Jonathan M  
 Fonseca/NJAWC/AWWSC@AWW, Karen K  
 Roney/CALLCTR/CORP/AWWSC@AWW, Karl B  
 Wilkins/AZAWC/AWWSC@AWW, Linda  
 Stromoski/NJAWC/AWWSC@AWW, Penny Y  
 Pohlman/CALLCTR/CORP/AWWSC@AWW, Sarah  
 Workman/WVAWC/AWWSC@AWW, Sonya S  
 Metcalfe/ADMIN/CORP/AWWSC@AWW, Maryann  
 Concilio/SHARVCS/AWWSC@AWW, Peter R  
 Huver/SHARVCS/AWWSC@AWW, Rick  
 Witherite/KAWC/AWWSC@AWW

cc

Subject Fw: CMB CO164 KY LFUCG CBT Report Changes

Group - I just spoke to Carol Goulstone; this will need to be a custom report for KY because rate schedules cannot be added to the CBT.

Rick - we'll have to put this one on hold until you re-word the change order to remove the reference to CBT. Also, you will need to find out if the LFUCG will be picking up the tab for development/programming of this custom report. This is a question that will be asked by the IT Enhancement Committee, so let's determine the answer before we go any further. Whether the costs get rolled down to the LFUCG or not, KY will be direct charged for this one. You should also include in your change order the fields that you definitely want to see on the report - creating a simple mock-up is a great way to go.

Sorry for the delay - call me if you have any questions.

Peggy Davidson  
 Sr. Specialist  
 American Water  
 1000 Internationale Parkway  
 Woodridge IL 60517-4924  
 Phone: 630/739-8823  
 Cell: 630/442-9941  
 Fax: 630/739-0477  
 email: peggy.davidson@amwater.com

----- Forwarded by Peggy S Davidson/ILAWC/AWWSC on 08/08/2008 08:25 AM -----



**Peggy S**  
 Davidson/ILAWC/AWWSC

To Cheryl DiSanti/PAWC/AWWSC@AWW, Jody E





08/07/2008 11:14 AM

McCracken/SERVCO/AWWSC@AWW, Jonathan M  
 Fonseca/NJAWC/AWWSC@AWW, Karen K  
 Roney/CALLCTR/CORP/AWWSC@AWW, Karl B  
 Wilkins/AZAWC/AWWSC@AWW, Linda  
 Stromoski/NJAWC/AWWSC@AWW, Penny Y  
 Pohlman/CALLCTR/CORP/AWWSC@AWW, Sarah  
 Workman/WVAWC/AWWSC@AWW, Sonya S  
 Metcalfe/ADMIN/CORP/AWWSC@AWW, Maryann  
 Concilio/SHARVCS/AWWSC@AWW, Peter R  
 Huver/SHARVCS/AWWSC

cc Rick Witherite/KAWC/AWWSC@AWW

Subject CMB CO164 KY LFUCG CBT Report Changes

Please review the attached and let me know if you have any questions or if you approve/reject this issue.

If I could have a response by Monday, 8/11, I would appreciate it. If I can get a consensus from this group to move ahead, I can get it on next Tuesday's CMB agenda

[attachment "164 KY LFUCG CBT Addition Witherite 07302008.doc" deleted by Rick Witherite/KAWC/AWWSC]

Peggy Davidson  
 Sr. Specialist  
 American Water  
 1000 Internationale Parkway  
 Woodridge IL 60517-4924  
 Phone: 630/739-8823  
 Cell: 630/442-9941  
 Fax: 630/739-0477  
 email: peggy.davidson@amwater.com

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:12 PM -----

From: Rick Witherite/KAWC/AWWSC  
 To: cdeining@lfucg.com  
 Cc: Rachel Cole/KAWC/AWWSC@AWW, Stacy Owens/KAWC/AWWSC@AWW, Jarold  
 Jackson/KAWC/AWWSC@AWW, Bryan Siler/KAWC/AWWSC@AWW  
 Date: 08/18/2008 03:09 PM  
 Subject: Account back billed for stuck meter

Candice,

I found out today that premise # [REDACTED] was back billed for a meter that was stuck for 21 months. We back billed this account for water and sewer charges based on the last year of actual usage. The sewer amount was \$65,288.05 Since it is a large amount I thought I would let you know in case there are any inquires. If you need any additional information just let me know. The back billing should be visible on OAM now. The address is [REDACTED]

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

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:12 PM -----

From: "Candice Deininger" <cdeining@lfucg.com>  
To: <Rick.Witherite@amwater.com>  
Cc: <Rachel.Cole@amwater.com>, <Stacy.Owens@amwater.com>, <Jarold.Jackson@amwater.com>, <Bryan.Siler@amwater.com>  
Date: 08/18/2008 03:38 PM  
Subject: RE: Account back billed for stuck meter

---

Hi, Rick, and thanks for the information. Have the call centers been notified as well and has a letter been sent to the customer? Having reviewed billing edits there prior to the conversion, I am absolutely astonished that this account went so long undetected . . . what did lead to the discovery, if I may ask?

---

**From:** Rick.Witherite@amwater.com [mailto:Rick.Witherite@amwater.com]

**Sent:** Monday, August 18, 2008 3:09 PM

**To:** Candice Deininger

**Cc:** Rachel.Cole@amwater.com; Stacy.Owens@amwater.com; Jarold.Jackson@amwater.com; Bryan.Siler@amwater.com

**Subject:** Account back billed for stuck meter

Candice,

I found out today that premise [REDACTED] was back billed for a meter that was stuck for 21 months. We back billed this account for water and sewer charges based on the last year of actual usage. The sewer amount was \$65,288.05 Since it is a large amount I thought I would let you know in case there are any inquires. If you need any additional information just let me know. The back billing should be visible on OAM now. The address is [REDACTED]

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

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:12 PM -----

From: Rick Witherite/KAWC/AWWSC  
To: cdeining@lfucg.com  
Cc: Bryan.Siler@amwater.com, Jarold.Jackson@amwater.com, Rachel.Cole@amwater.com, Stacy.Owens@amwater.com  
Date: 08/19/2008 07:20 AM  
Subject: RE: Account back billed for stuck meter

---

Good Morning,

What lead to the discovery was a periodic meter change completed in June. After it was changed the meter began showing usage. Prior to that it was thought that this meter was only a bypass for another meter at this address. That may be why it passed by with zero usage for so long. It was not expected to be in use. The customer was notified that they would be receiving a back bill.

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

"Candice Deininger"  
<cdeining@ifucg.com>

08/18/2008 03:40 PM

To <Rick.Witherite@amwater.com>  
cc <Rachel.Cole@amwater.com>, <Stacy.Owens@amwater.com>,  
<Jarold.Jackson@amwater.com>, <Bryan.Siler@amwater.com>  
Subj RE: Account back billed for stuck meter  
ect

Hi, Rick, and thanks for the information. Have the call centers been notified as well and has a letter been sent to the customer? Having reviewed billing edits there prior to the conversion, I am absolutely astonished that this account went so long undetected . . . what did lead to the discovery, if I may ask?

---

**From:** Rick.Witherite@amwater.com [mailto:Rick.Witherite@amwater.com]  
**Sent:** Monday, August 18, 2008 3:09 PM  
**To:** Candice Deininger  
**Cc:** Rachel.Cole@amwater.com; Stacy.Owens@amwater.com; Jarold.Jackson@amwater.com;  
Bryan.Siler@amwater.com  
**Subject:** Account back billed for stuck meter

Candice,

I found out today that premise # [REDACTED] was back billed for a meter that was stuck for 21 months. We back billed this account for water and sewer charges based on the last year of actual usage. The sewer amount was \$65,288.05 Since it is a large amount I thought I would let you know in case there are any inquires. If you need any additional information just let me know. The back billing should be visible on OAM now. The address is [REDACTED]

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

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:12 PM -----

From: Terry L McFarland/KAWC/AWWSC  
To: Bryan Siler/KAWC/AWWSC@AWW  
Cc: Rick Witherite/KAWC/AWWSC@AWW, Stacy Owens/KAWC/AWWSC@AWW, Beverly Horton/KAWC/AWWSC@AWW  
Date: 08/19/2008 02:46 PM  
Subject: Re: [REDACTED]

Bryan, Rick W. and I have checked these meters and the 2" is reading 04884. The 4" is reading 00002. The university was watering the lawn during the time that Rick and I were there and neither meter was running. Even though the dormitory is not fully occupied there should be enough there to be using enough water to register on the meters. I have written up orders for these to be changed and I will give them to Paul Rookard.

Terry L. McFarland  
Meter Reader  
Kentucky American  
2300 Richmond Road  
Lexington, Ky. 40502  
(859) 268-6390 Office  
(859) 608-0307 Cell  
(859) 268-6374 Fax  
terry.mcfarland@amwater.com

Bryan Siler/KAWC/AWWSC



**Bryan Siler/KAWC/AWWSC**

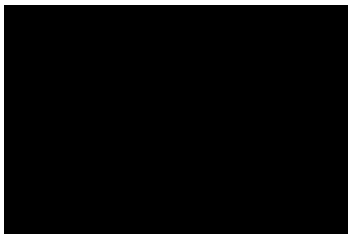
08/19/2008 11:34 AM

To Terry L McFarland/KAWC/AWWSC@AWW

cc

Subject UK Account

Account has low usage.



\*\*\*\*\*

Bryan Siler  
Southeast Region

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

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:12 PM -----

From: Rachel Cole/KAWC/AWWSC  
To: Bryan Siler  
Date: 08/25/2008 08:42 AM  
Subject: Fw [REDACTED]

---

\*\*\*\*\*

Rachel S. Cole  
Southeast Region  
Email: rcole@kawc.com  
Ph: 859-268-6307  
Fax: 859-335-3307

----- Forwarded by Rachel Cole/KAWC/AWWSC on 08/25/2008 08:44 AM -----



**Rachel Cole/KAWC/AWWSC**

08/19/2008 01:29 PM

To Stacy Owens/KAWC/AWWSC

cc

Subject [REDACTED]

Stacy,

Please feel free to add more comments if I didn't get them all.



[REDACTED].xls

\*\*\*\*\*  
Rachel S. Cole  
Southeast Region  
Email: rcole@kawc.com  
Ph: 859-268-6307  
Fax: 859-335-3307

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:12 PM -----

From: Rachel Cole/KAWC/AWWSC  
To: Rick Witherite/KAWC/AWWSC@AWW, Bryan Siler  
Cc: Stacy Owens/KAWC/AWWSC@AWW  
Date: 08/25/2008 11:21 AM  
Subject: review adjustment guidelines practice

---

**This practice is still in draft form. Is there anything you feel that needs to be changed before we**

return to AW?

|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Adjustment Type: Wastewater (Sewer)</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| Adjustments to Wastewater (Sewer) charges are processed based on corrections to the customer's metered water usage.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| <b>Key Concepts &amp; Processes:</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| <p>In cases where AWW either owns or bills for wastewater services, the sewer charges are likewise adjusted based on the amount of water usage adjusted if the change is a result of a meter reading discrepancy or equipment failure. In other situations, AWW may provide water usage data to other entities, who in turn generate sewer bills based on the usage data provided. These Sewer Authorities or Public Sewer Districts may not offer a credit adjustment solely because the water usage was adjusted.</p> <p>It is also important to note that most Sewer Authorities bill in arrears, meaning that the usage data we furnished to them for the current week, may not be used for billing until the following month. Thus, the adjustment to wastewater charges may not occur immediately.</p> <p>Depending on the terms of the agreement with the Sewer Authority, usage data may be reported on a daily, weekly or monthly basis.</p> <p>Changes in usage for previously billed charges will be automatically reported to Sewer Authorities through the online account manager files for Miscellaneous Billing Adjustments or via other media as contractually agreed.</p> <p>In situations where we bill for wastewater based on water use and on behalf of a managed contract customer, typically the wastewater is adjusted for the same consumption as the water volume adjustment. Exceptions to this rule may differ by managed contract customer and are listed below: <b><i>(list any exceptions here in bulleted format:)</i></b></p> |

\*\*\*\*\*

Rachel S. Cole  
Southeast Region  
Email: rcole@kawc.com  
Ph: 859-268-6307  
Fax: 859-335-3307

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:12 PM -----

From: Rachel Cole/KAWC/AWWSC  
To: Bryan Siler  
Date: 08/26/2008 01:18 PM  
Subject: Fw: Water Bill Calculations - Corrected Spreadsheet

\*\*\*\*\*

Rachel S. Cole  
Southeast Region  
Email: rcole@kawc.com  
Ph: 859-268-6307  
Fax: 859-335-3307

----- Forwarded by Rachel Cole/KAWC/AWWSC on 08/26/2008 01:20 PM -----

Stacy Owens/KAWC/AWWSC

08/21/2008 05:43 PM

To Rachel Cole/KAWC/AWWSC@AWW  
cc  
Subject Fw: Water Bill Calculations - Corrected Spreadsheet

Emily is still working with [REDACTED] From the conversation she agreed we needed to reconsider how we originally calculated. I suggested that we give her a call to be sure we all in agreement before we make any additional adjustments.

\*\*\*\*\*

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.

----- Forwarded by Stacy Owens/KAWC/AWWSC on 08/21/2008 05:43 PM -----



Emily R  
Vetter/CALLCTR/CORP/AWW  
SC

08/21/2008 12:19 PM

To Stacy Owens/KAWC/AWWSC@AWW  
cc  
Subject Re: Fw: Water Bill Calculations - Corrected Spreadsheet



98033#2\_K [REDACTED] EAV\_080108.xls

Emily Vetter  
Account Resolution Team  
KY,MD,TN,VA,WV  
Alton CSC  
Phone: 1-866-957-2886 ext 6221  
Fax 1-888-300-3567 or 618-433-4638  
E-mail Emily.Vetter@amwater.com  
Stacy Owens/KAWC/AWWSC

Stacy Owens/KAWC/AWWSC  
08/19/2008 11:59 AM

To Emily R Vetter/CALLCTR/CORP/AWWSC@AWW  
cc  
Subject Re: Fw: Water Bill Calculations - Corrected Spreadsheet

Thanks so much. Rachel looked [REDACTED] spreadsheet, it doesn't appear he considered the sewer charges. His usage is not too far off for ours but the \$s are.

\*\*\*\*\*

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.

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:12 PM -----

From: Rachel Cole/KAWC/AWWSC  
To: Bryan Siler  
Date: 08/26/2008 01:27 PM  
Subject: Fw: [REDACTED]

---

\*\*\*\*\*

Rachel S. Cole  
Southeast Region  
Email: rcole@kawc.com  
Ph: 859-268-6307  
Fax: 859-335-3307

----- Forwarded by Rachel Cole/KAWC/AWWSC on 08/26/2008 01:29 PM -----

**Stacy Owens/KAWC/AWWSC**

08/19/2008 11:27 AM

To: Rachel Cole/KAWC/AWWSC@AWW, Jarold  
Jackson/KAWC/AWWSC@AWW  
cc  
Subject Fw: [REDACTED]

As we anticipated customer is disputing back bill and has attached a spreadsheet of their own calculations. Emily has spoken with him and I let her know that we would review locally and get back with her.

You should already have copy of the calculations we used to back bill.

\*\*\*\*\*

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.

----- Forwarded by Stacy Owens/KAWC/AWWSC on 08/19/2008 11:27 AM -----





**Emily R  
Vetter/CALLCTR/CORP/AWW  
SC**

08/19/2008 11:07 AM

To Stacy Owens/KAWC/AWWSC@AWW

cc

Subject Fw:



Emily Vetter  
Account Resolution Team  
KY,MD,TN,VA,WV  
Alton CSC  
Phone: 1-866-957-2886 ext 6221  
Fax 1-888-300-3567 or 618-433-4638  
E-mail Emily.Vetter@amwater.com

----- Forwarded by Emily R Vetter/CALLCTR/CORP/AWWSC on 08/19/2008 10:09 AM -----



**d Service Kenten Sales an  
<kentensales@insightbb.com  
>**

08/14/2008 10:34 AM

To Emily.Vetter@amwater.com

cc

Subject Re:



Attached is the spreadsheet I prepared using our car count to estimate the amount owed to you.

If you have any questions please contact me.



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

From: Emily.Vetter@amwater.com  
Date: Tuesday, August 12, 2008 16:19  
Subject: [Redacted]  
To: kent

- >
- > (See attached file: 98033\_KY\_Adams\_EAV\_080108.xls)
- >
- > Emily Vetter
- > Account Resolution Team
- > KY,MD,TN,VA,WV
- > Alton CSC
- > Phone: 1-866-957-2886 ext 6221

> Fax 1-888-300-3567 or 618-433-4638



> E-mail Emily.Vetter@amwater.com KAWC meter readings.xls  
----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:12 PM -----

From: Rachel Cole/KAWC/AWWSC  
To: Bryan Siler  
Date: 08/26/2008 01:52 PM  
Subject: [REDACTED]

---



[REDACTED] \*\*\*\*\*

Rachel S. Cole  
Southeast Region  
Email: rcole@kawc.com  
Ph: 859-268-6307  
Fax: 859-335-3307

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:12 PM -----

From: Rachel Cole/KAWC/AWWSC  
To: Emily R Vetter/CALLCTR/CORP/AWWSC@AWW  
Cc: Bryan Siler, Stacy Owens/KAWC/AWWSC@AWW, Jarold Jackson/KAWC/AWWSC@AWW  
Date: 08/28/2008 10:57 AM  
Subject: Fw: [REDACTED]

---

Emily,

Have you heard from the customer? Also, is there any way to get Tammy or someone, to write up a quick summary of:

1. Why did we make the first adjustment for the calculated amount?
2. Why do we need to adjust the adjustment?

We will need to accrue an adjustment by the end of the month, and since this adjustment will probably need to be approved by Walter Lynch, we need to be able to send a synopsis of how he can sign off on it.

Thanks for your help.

\*\*\*\*\*

Rachel S. Cole  
Southeast Region  
Email: rcole@kawc.com  
Ph: 859-268-6307  
Fax: 859-335-3307

----- Forwarded by Rachel Cole/KAWC/AWWSC on 08/28/2008 10:53 AM -----



**Rachel Cole/KAWC/AWWSC**  
08/26/2008 03:40 PM

To: Emily R Vetter/CALLCTR/CORP/AWWSC  
cc



Subje [REDACTED]

[attachment [REDACTED] usage history.xls" deleted by Rachel Cole/KAWC/AWWSC]  
\*\*\*\*\* [REDACTED] \*\*\*\*\*

Rachel S. Cole  
Southeast Region  
Email: rcole@kawc.com  
Ph: 859-268-6307  
Fax: 859-335-3307

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:12 PM -----

From: Rachel Cole/KAWC/AWWSC  
To: Bryan Siler  
Date: 08/28/2008 11:58 AM  
Subject: F [REDACTED]

We were notified before the adjustment was posted.  
\*\*\*\*\*

Rachel S. Cole  
Southeast Region  
Email: rcole@kawc.com  
Ph: 859-268-6307  
Fax: 859-335-3307

----- Forwarded by Rachel Cole/KAWC/AWWSC on 08/28/2008 11:59 AM -----

**Stacy Owens/KAWC/AWWSC**

08/05/2008 09:09 AM

To Jarold Jackson/KAWC/AWWSC@AWW, Rachel Cole/KAWC/AWWSC@AWW, Keith L Cartier/KAWC/AWWSC@AWW

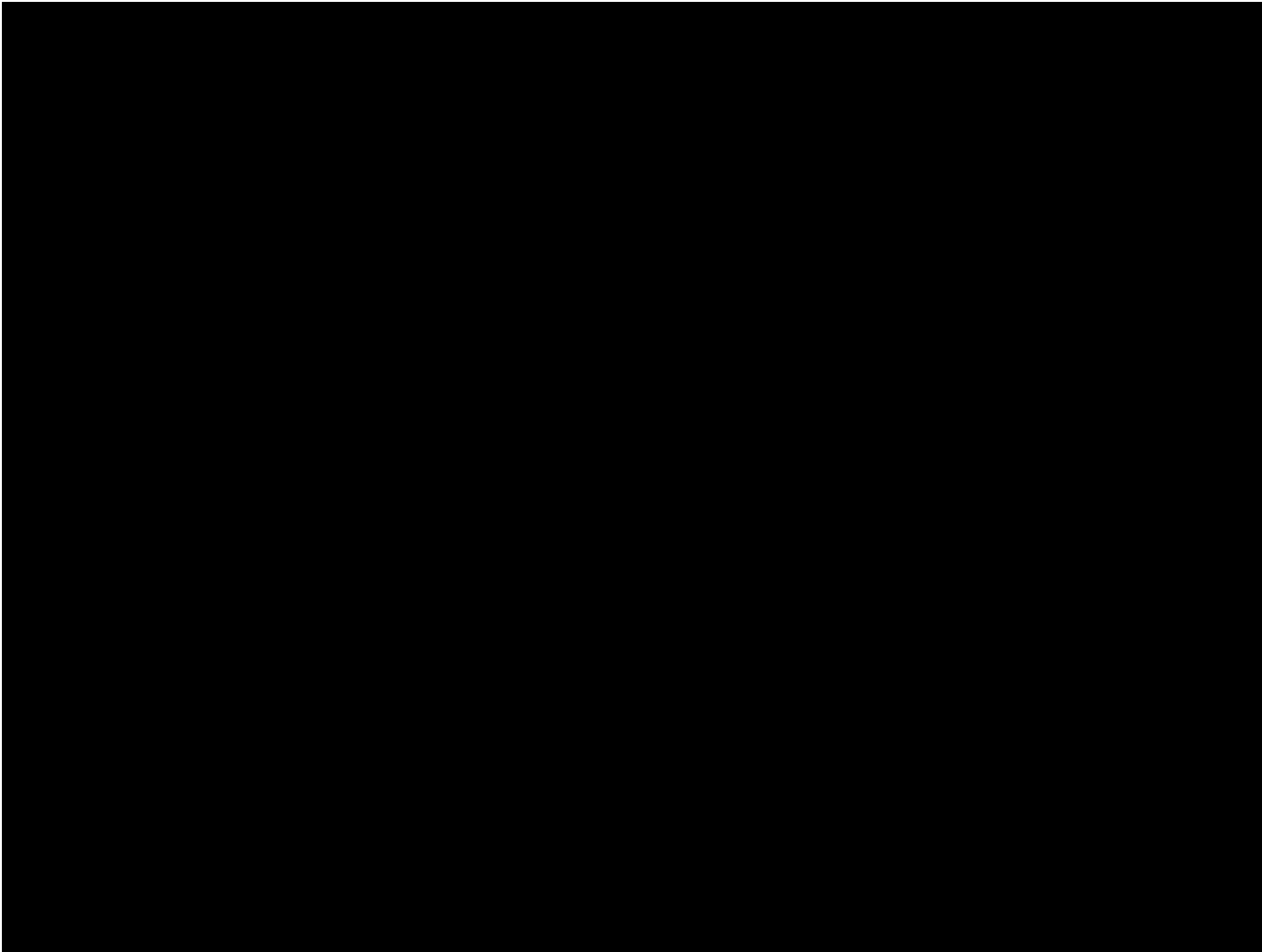
cc

Subject [REDACTED]

Good Morning,

I discussed this pending back bill with Jarold on Friday. This is a [REDACTED] that billed zero usage for 21 months. Emily calculated and sent the attached spreadsheet. I have also included a screenshot that includes several service orders including one Zero order. Previous service order comments stated meter was a bypass and was shut off. Not the case according to the most current meter change order indicating meter was not a bypass but in fact broken on the inside. It wasn't until Bethany processed the meter change in June and requested follow up from billing that the problem was identified and the customer received a correct bill of \$9, 278. (2 month period) in July which he is currently disputing. They are now aware that a back bill is pending but we have not shared with them the amount.

I will be glad to review with you what transpired in greater deal if you wish. I have asked Emily not to issue until local leadership was aware. We are prepared to begin the approval process, I guess I just need the go ahead.



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.

----- Forwarded by Stacy Owens/KAWC/AWWSC on 08/05/2008 08:22 AM -----



**Emily R**  
**Vetter/CALLCTR/CORP/AWW**  
**SC**

08/01/2008 11:46 AM

To Stacy Owens/KAWC/AWWSC@AWW

cc

Subject



[attachment "98033\_KY [redacted] EAV\_080108.xls" deleted by Rachel Cole/KAWC/AWWSC]

Emily Vetter  
 Account Resolution Team  
 KY,MD,TN,VA,WV  
 Alton CSC  
 Phone: 1-866-957-2886 ext 6221  
 Fax 1-888-300-3567 or 618-433-4638  
 E-mail Emily.Vetter@amwater.com

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:12 PM -----

From: Rachel Cole/KAWC/AWWSC  
 To: Keith L Cartier/KAWC/AWWSC@AWW  
 Cc: Jarold Jackson/KAWC/AWWSC@AWW, Stacy Owens/KAWC/AWWSC@AWW, Emily R Vetter/CALLCTR/CORP/AWWSC@AWW, Bryan Siler  
 Date: 08/29/2008 12:13 PM  
 Subject: [REDACTED]

Issue: [REDACTED]

Backbill for 21 months on 8/11/08 for \$119,601 was cancelled on 08/29/08.

The customer disputed the initial backbill. Local KAW personnel will contact the customer and discuss the re-calculation of the adjusted billing.

The initial bill was calculated based on the history of a single meter on account [REDACTED]. The customer actually has two meters on two separate accounts at this business. (accounts [REDACTED])

Considering both accounts in the backbill calculation, will require an accrual of \$30,632 for the water portion. The total backbill for water, sewer, and taxes will be approximately \$66,600.

The customer may still question this calculation since he claims to use less water now than in the past. This calculation is based on historical usage in 2005. The probability of collection is excellent. The customer believes he legitimately owes \$55,000 and would like to repay over 20 months.



[REDACTED] Final Adjust.xls

Rachel S. Cole  
 Southeast Region  
 Email: rcole@kawc.com  
 Ph: 859-268-6307  
 Fax: 859-335-3307

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:12 PM -----

From: Keith L Cartier/KAWC/AWWSC  
 To: Rachel Cole/KAWC/AWWSC@AWW  
 Cc: Bryan Siler/KAWC/AWWSC@AWW, Emily R Vetter/CALLCTR/CORP/AWWSC@AWW, Jarold Jackson/KAWC/AWWSC@AWW, Stacy Owens/KAWC/AWWSC@AWW  
 Date: 08/29/2008 12:29 PM  
 Subject: Re: [REDACTED]

Rachel and/or Bryan,  
 Please confirm when this bill is to be issued, and that whatever accrual and/or reserve that needs to be established for August is completed.

Jarold - you (or someone in your shop) still have the to do on the timeline and where and why process/personnel breakdowns occurred. Rachel went through part of it this morning, and I know you were still reviewing.

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



**Rachel Cole/KAWC/AWWSC**

08/29/2008 12:13 PM

To Keith L Cartier/KAWC/AWWSC@AWW

cc Jarold Jackson/KAWC/AWWSC@AWW, Stacy Owens/KAWC/AWWSC@AWW, Emily R Vetter/CALLCTR/CORP/AWWSC@AWW, Bryan Siler

Subject [REDACTED]

Issue: [REDACTED]

Backbill for 21 months on 8/11/08 for \$119,601 was cancelled on 08/29/08.

The customer disputed the initial backbill. Local KAW personnel will contact the customer and discuss the re-calculation of the adjusted billing.

The initial bill was calculated based on the history of a single meter on account [REDACTED]. The customer actually has two meters on two separate accounts at this business. (accounts [REDACTED])

Considering both accounts in the backbill calculation, will require an accrual of \$30,632 for the water portion. The total backbill for water, sewer, and taxes will be approximately \$66,600.

The customer may still question this calculation since he claims to use less water now than in the past. This calculation is based on historical usage in 2005. The probability of collection is excellent. The customer believes he legitimately owes \$55,000 and would like to repay over 20 months.

[attachment "J [REDACTED].xls" deleted by Keith L Cartier/KAWC/AWWSC]

\*\*\*\*\*

Rachel S. Cole  
 Southeast Region  
 Email: rcole@kawc.com  
 Ph: 859-268-6307  
 Fax: 859-335-3307

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:12 PM -----

From: Rachel Cole/KAWC/AWWSC  
 To: Bryan Siler  
 Date: 08/29/2008 03:00 PM  
 Subject: Fw [REDACTED]

water  
sewer

\*\*\*\*\*  
Rachel S. Cole  
Southeast Region  
Email: rcole@kawc.com  
Ph: 859-268-6307  
Fax: 859-335-3307

----- Forwarded by Rachel Cole/KAWC/AWWSC on 08/29/2008 03:00 PM -----



**Rachel Cole/KAWC/AWWSC**

08/29/2008 12:13 PM

To Keith L Cartier/KAWC/AWWSC

cc Jarold Jackson/KAWC/AWWSC@AWW, Stacy Owens/KAWC/AWWSC@AWW, Emily R Vetter/CALLCTR/CORP/AWWSC@AWW, Bryan Siler

Subject [REDACTED]

Issue: [REDACTED]

Backbill for 21 months on 8/11/08 for \$119,601 was cancelled on 08/29/08.

The customer disputed the initial backbill. Local KAW personnel will contact the customer and discuss the re-calculation of the adjusted billing.

The initial bill was calculated based on the history of a single meter on account [REDACTED]. The customer actually has two meters on two separate accounts at this business. (accou [REDACTED])

Considering both accounts in the backbill calculation, will require an accrual of \$30,632 for the water portion. The total backbill for water, sewer, and taxes will be approximately \$66,600.

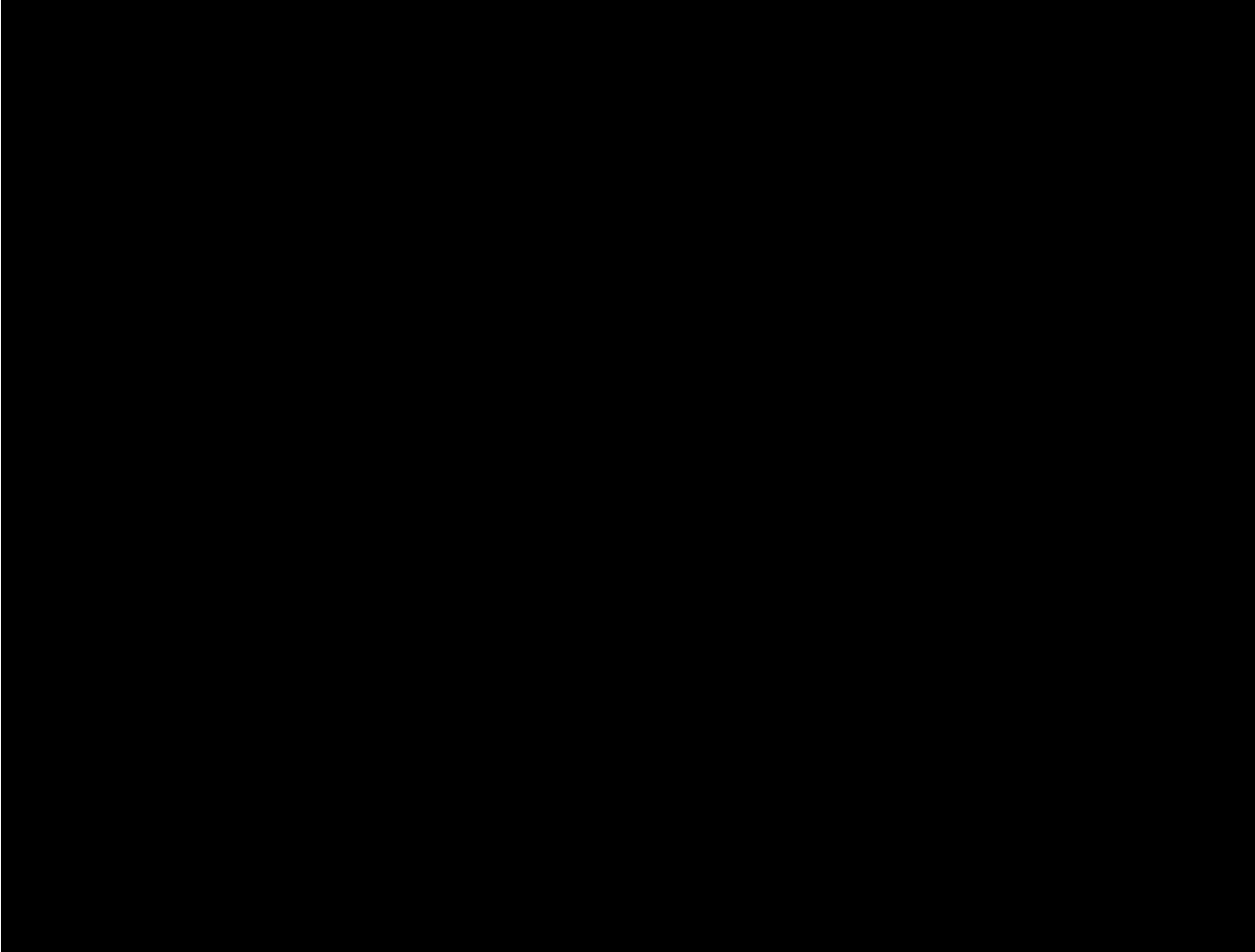
The customer may still question this calculation since he claims to use less water now than in the past. This calculation is based on historical usage in 2005. The probability of collection is excellent. The customer believes he legitimately owes \$55,000 and would like to repay over 20 months.

[attachment [REDACTED] deleted by Rachel Cole/KAWC/AWWSC]

\*\*\*\*\*  
Rachel S. Cole  
Southeast Region  
Email: rcole@kawc.com  
Ph: 859-268-6307  
Fax: 859-335-3307

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:12 PM -----

From: Rachel Cole/KAWC/AWWSC  
To: Emily R Vetter/CALLCTR/CORP/AWWSC@AWW  
Cc: Bryan Siler  
Date: 09/02/2008 08:50 AM  
Subject: [REDACTED] wrong way?



Rachel S. Cole  
Southeast Region  
Email: rcole@kawc.com  
Ph: 859-268-6307  
Fax: 859-335-3307

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:12 PM -----

From: Emily R Vetter/CALLCTR/CORP/AWWSC  
To: Rachel Cole/KAWC/AWWSC@AWW  
Cc: Bryan Siler/KAWC/AWWSC@AWW  
Date: 09/02/2008 08:59 AM  
Subject: [REDACTED] wrong way?

---

That's what it shows when it's in the process of being cancelled. I have deleted the adjustment in MISC.  
The account is in the cancel batch today.

Emily Vetter  
Account Resolution Team  
KY,MD,TN,VA,WV  
Alton CSC  
Phone: 1-866-957-2886 ext 6221  
Fax 1-888-300-3567 or 618-433-4638  
E-mail Emily.Vetter@amwater.com



Rachel Cole/KAWC/AWWSC



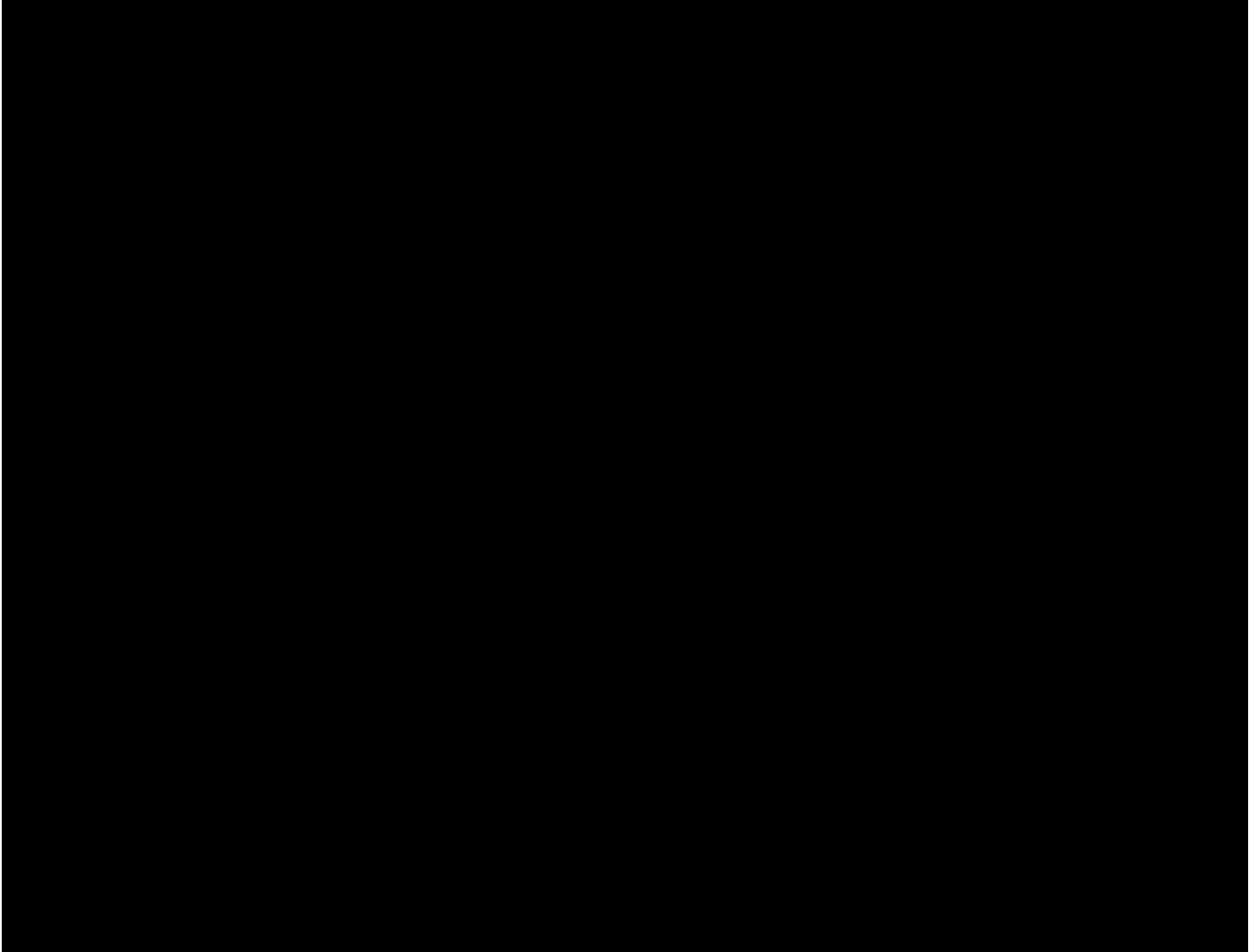
Rachel Cole/KAWC/AWWSC

09/02/2008 07:50 AM

To Emily R Vetter/CALLCTR/CORP/AWWSC@AWW

cc Bryan Siler

Subject [REDACTED]-wrong way?



Southeast Region  
Email: rcole@kawc.com  
Ph: 859-268-6307  
Fax: 859-335-3307

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:12 PM -----

From: Rachel Cole/KAWC/AWWSC  
To: Emily R Vetter/CALLCTR/CORP/AWWSC@AWW  
Cc: Bryan Siler/KAWC/AWWSC@AWW  
Date: 09/02/2008 09:11 AM

Subject: Re: [REDACTED] wrong way?

Ok, but it's strange that the cancel is not a negative and the balance in the bottom right corner is \$245,408.34

\*\*\*\*\*

Rachel S. Cole  
Southeast Region  
Email: rcole@kawc.com  
Ph: 859-268-6307  
Fax: 859-335-3307

Emily R Vetter/CALLCTR/CORP/AWWSC



**Emily R  
Vetter/CALLCTR/CORP/AWW  
SC**  
09/02/2008 08:59 AM

To Rachel Cole/KAWC/AWWSC@AWW  
cc Bryan Siler/KAWC/AWWSC@AWW  
Subject Re: [REDACTED]-wrong way? 📎

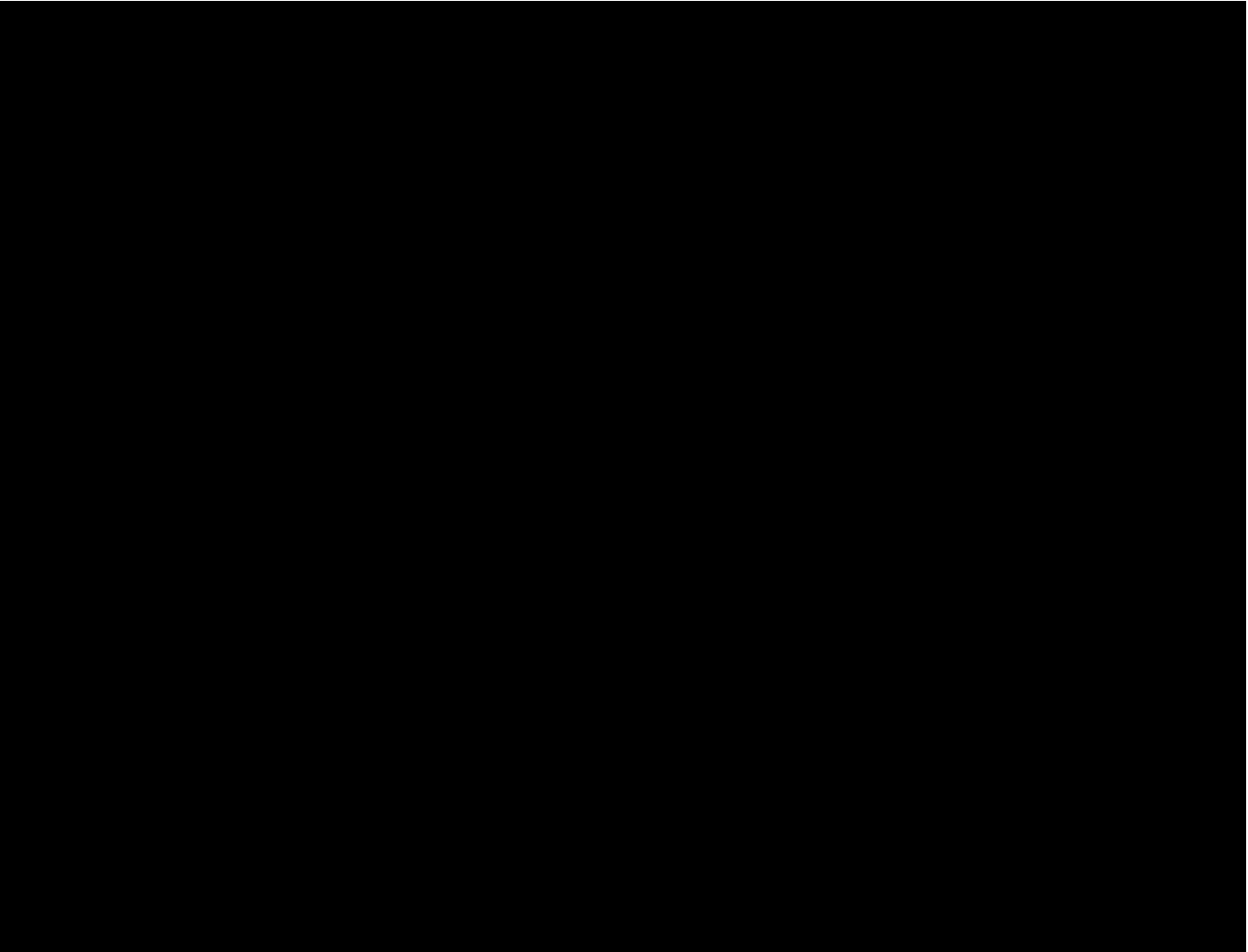
That's what it shows when it's in the process of being cancelled. I have deleted the adjustment in MISC. The account is in the cancel batch today.

Emily Vetter  
Account Resolution Team  
KY,MD,TN,VA,WV  
Alton CSC  
Phone: 1-866-957-2886 ext 6221  
Fax 1-888-300-3567 or 618-433-4638  
E-mail Emily.Vetter@amwater.com  
Rachel Cole/KAWC/AWWSC



**Rachel Cole/KAWC/AWWSC**  
09/02/2008 07:50 AM

To Emily R Vetter/CALLCTR/CORP/AWWSC@AWW  
cc Bryan Siler  
Subject [REDACTED] wrong way?



Rachel S. Cole  
Southeast Region  
Email: rcole@kawc.com  
Ph: 859-268-6307  
Fax: 859-335-3307

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:12 PM -----

From: Keith L Cartier/KAWC/AWWSC  
To: Rachel Cole/KAWC/AWWSC@AWW, Bryan Siler/KAWC/AWWSC@AWW  
Date: 09/02/2008 09:19 AM  
Subject: [REDACTED] collectibility note

---

Rachel, Bryan  
Check this out to make sure I have the correct amounts and story, and let me know of any suggestions/corrections.

*Rochelle,  
The \$120K back bill initially posted to this account is in the process of being reversed. A new corrected back bill in the neighborhood of \$66K will be issued, and should be considered collectable as the customer has provided his own calculations which closely mirror this new, revised corrected bill amount.*

*Rachel Cole and/or Bryan Siler will be making the necessary accruals, and ensuring appropriate treatment of the initial corrected bill reversal.*

*The initial \$120K back bill did not consider this customer's service connection, i.e., that th [REDACTED] is served by two service lines (two separate accounts) that are joined into a common line inside the customer's building. Either line may provide the necessary water, and one line was not used for a period of time to enable a repair on that line (so all usage was going through the meter on this account when this meter was working properly). When calculating a correction based on the sum of the two accounts, which would account for all water use at the car wash, the \$66K number is a more appropriate correction amount.*

*This seems to be another example where local ownership of more billing related tasks would have prevented the situation from occurring in the first place. Rather than have different order types generated by different people (FRCC, CS) dispatched to various field people (FSR, Meter techs, etc.), a local supervisor would have reviewed the issues around the account and seen the number of different types of orders generated, and known something wasn't right. Here, no one owned the issue or the account. Once discovered, the local knowledge likely would have prevented the incorrect \$120K rebill.*

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

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:12 PM -----

From: Rachel Cole/KAWC/AWWSC  
To: Keith L Cartier/KAWC/AWWSC@AWW  
Cc: Bryan Siler/KAWC/AWWSC@AWW  
Date: 09/02/2008 09:32 AM  
Subject: Re: [REDACTED] collectibility note

I agree to all, although if we had local oversight of meter edits, we would not miss 21 months of zero usage. I will continue to ask Joy Hughes why there weren't more zero usage orders on this account. The local investigation of all historical comments doesn't always happen unless there's a customer dispute such as this one.

\*\*\*\*\*

Rachel S. Cole  
Southeast Region  
Email: rcole@kawc.com  
Ph: 859-268-6307  
Fax: 859-335-3307

Keith L Cartier/KAWC/AWWSC

Keith L  
Cartier/KAWC/AWWSC  
09/02/2008 09:19 AM

To: Rachel Cole/KAWC/AWWSC@AWW, Bryan  
Siler/KAWC/AWWSC@AWW  
cc  
Subject: [REDACTED] collectibility note

Rachel, Bryan  
Check this out to make sure I have the correct amounts and story, and let me know of any

suggestions/corrections.

*Rochelle,*

*The \$120K back bill initially posted to this account is in the process of being reversed. A new corrected back bill in the neighborhood of \$66K will be issued, and should be considered collectable as the customer has provided his own calculations which closely mirror this new, revised corrected bill amount. Rachel Cole and/or Bryan Siler will be making the necessary accruals, and ensuring appropriate treatment of the initial corrected bill reversal.*

*The initial \$120K back bill did not consider this customer's service connection, i.e., that the [REDACTED] s served by two service lines (two separate accounts) that are joined into a common line inside the customer's building. Either line may provide the necessary water, and one line was not used for a period of time to enable a repair on that line (so all usage was going through the meter on this account when this meter was working properly). When calculating a correction based on the sum of the two accounts, which would account for all water use at the car wash, the \$66K number is a more appropriate correction amount.*

*This seems to be another example where local ownership of more billing related tasks would have prevented the situation from occurring in the first place. Rather than have different order types generated by different people (FRCC, CS) dispatched to various field people (FSR, Meter techs, etc.), a local supervisor would have reviewed the issues around the account and seen the number of different types of orders generated, and known something wasn't right. Here, no one owned the issue or the account. Once discovered, the local knowledge likely would have prevented the incorrect \$120K rebill.*

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

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:12 PM -----

From: Rachel Cole/KAWC/AWWSC  
To: Bryan Siler  
Date: 09/02/2008 09:57 AM  
Subject: [REDACTED]

| Bill Date                    | Water Billed        | Sewer Billed       | KRA Billed       | School Tax       | LFUCG Franchise Fee | Sales Tax Water    | Sales Tax Sewer   | Total Backbill      |
|------------------------------|---------------------|--------------------|------------------|------------------|---------------------|--------------------|-------------------|---------------------|
| 10/4/2006                    | \$ 569.10           | \$ 727.92          | \$ 13.98         |                  |                     |                    |                   |                     |
| 3/5/2007                     | \$ 442.45           | \$ 565.92          | \$ 0.22          |                  |                     |                    |                   |                     |
| 4/11/2007                    | \$ 385.03           | \$ 492.48          | \$ 0.19          |                  |                     |                    |                   |                     |
| 6/4/2008                     | \$ 230.91           | \$ 346.65          | \$ 6.74          |                  |                     |                    |                   |                     |
| <b>Total</b>                 | <b>\$ 1,627.49</b>  | <b>\$ 2,132.97</b> | <b>\$ 21.13</b>  |                  |                     |                    |                   |                     |
| <b>Total Amt to Backbill</b> | <b>\$ 27,042.69</b> | <b>\$33,933.14</b> | <b>\$ 231.92</b> | <b>\$ 818.24</b> | <b>\$ 818.24</b>    | <b>\$ 1,720.75</b> | <b>\$2,035.99</b> | <b>\$ 66,600.00</b> |

\*\*\*\*\*  
Rachel S. Cole  
Southeast Region  
Email: rcole@kawc.com

Ph: 859-268-6307  
Fax: 859-335-3307

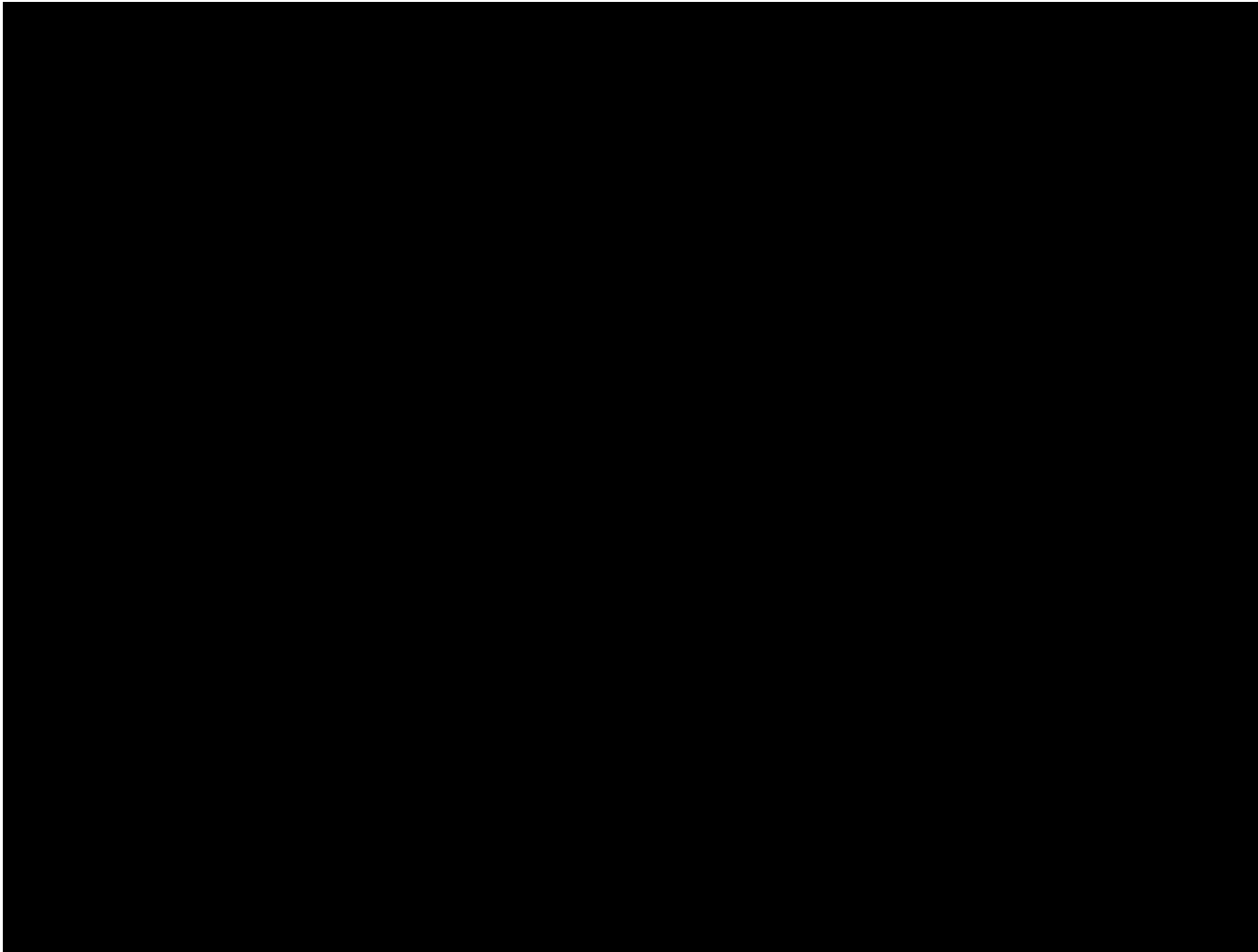
----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:12 PM -----

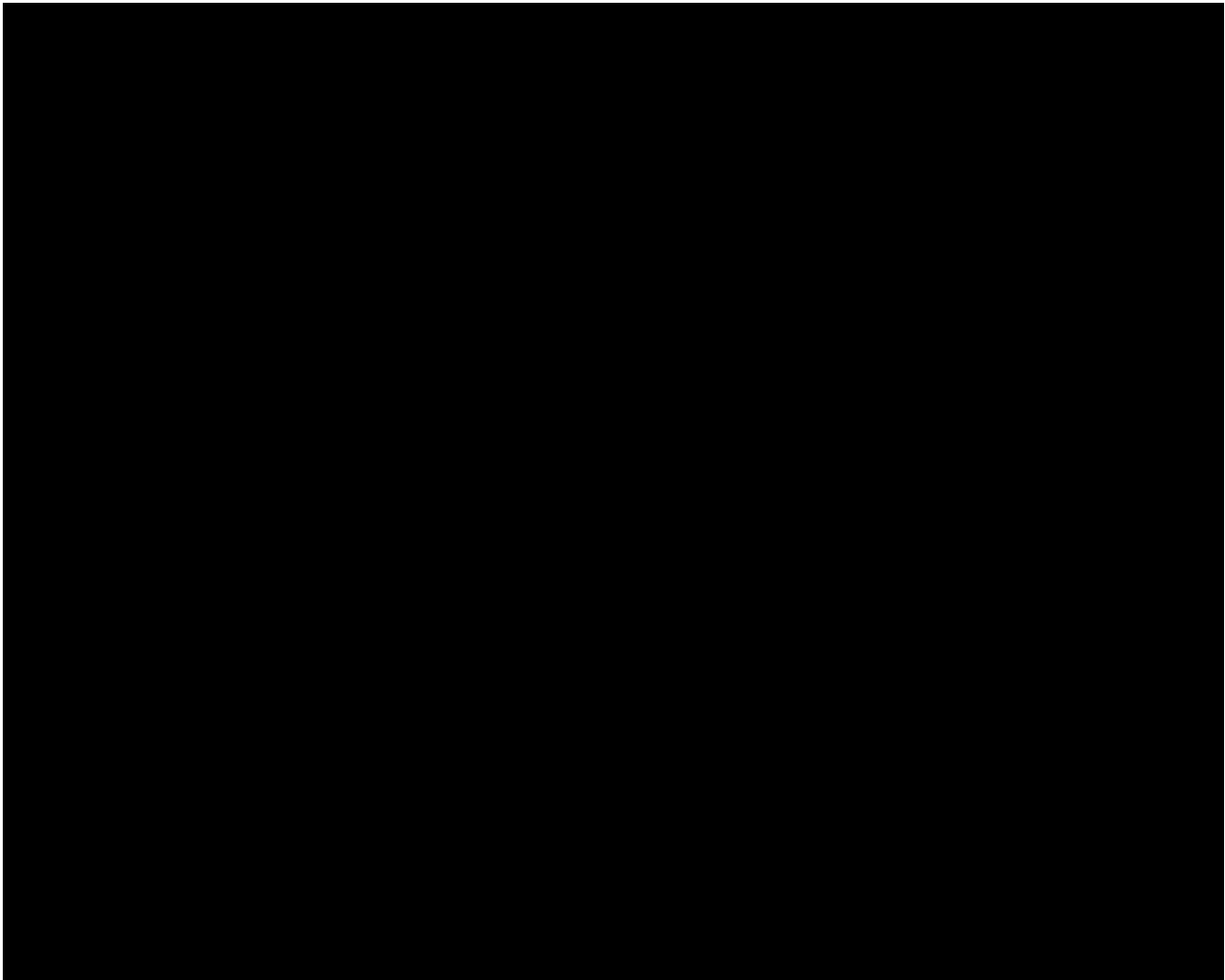
From: Rachel Cole/KAWC/AWWSC  
To: Emily R Vetter/CALLCTR/CORP/AWWSC@AWW  
Cc: Bryan Siler  
Date: 09/02/2008 10:03 AM  
Subject: Re: billing adj [REDACTED]

---

Emily,

I think June usage is included in this backbill. That's why I didn't include it in the large backbill calculation.






Rachel S. Cole  
Southeast Region  
Email: rcole@kawc.com  
Ph: 859-268-6307  
Fax: 859-335-3307

Emily R Vetter/CALLCTR/CORP/AWWSC



**Emily R  
Vetter/CALLCTR/CORP/AWW  
SC**

08/29/2008 02:00 PM

To Rachel Cole/KAWC/AWWSC@AWW  
cc  
Subject Re: billing ad 

The June in the original spreadsheet goes by bill date not billing period. The June bill on this account is from April 30 to May 30. That would need to be included in my opinion. Thanks.

Emily Vetter  
Account Resolution Team  
KY,MD,TN,VA,WV

Alton CSC  
Phone: 1-866-957-2886 ext 6221  
Fax 1-888-300-3567 or 618-433-4638  
E-mail Emily.Vetter@amwater.com  
Rachel Cole/KAWC/AWWSC



**Rachel Cole/KAWC/AWWSC**

08/29/2008 11:34 AM

To Emily R Vetter/CALLCTR/CORP/AWWSC@AWW

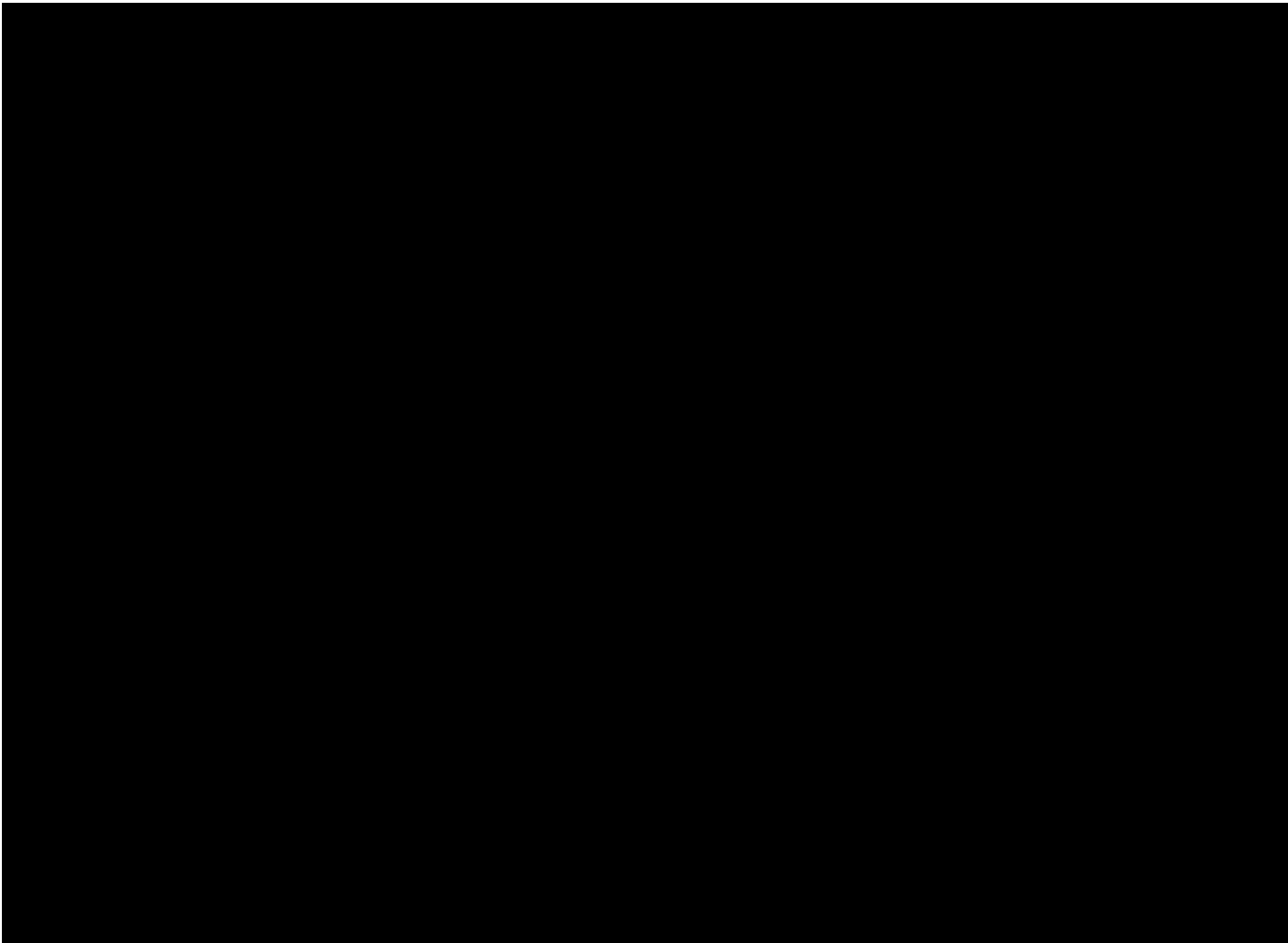
cc

Subject Re: billing adj



Emily,

I considered usage already billed, but I didn't include June because it's already included in this bill. Is that correct?



Rachel S. Cole  
Southeast Region  
Email: rcole@kawc.com  
Ph: 859-268-6307



Fax: 859-335-3307

Emily R Vetter/CALLCTR/CORP/AWWSC



**Emily R Vetter/CALLCTR/CORP/AWWSC**

08/29/2008 12:18 PM

To Rachel Cole/KAWC/AWWSC@AWW

cc Stacy Owens/KAWC/AWWSC@AWW

Subject Re: billing a [REDACTED]

I am trying to call, but your voicemail picks up. The numbers at the bottom reflect the total backbill excluding the water usage we already charged them. These numbers may need to be removed if you already took that usage into consideration.

Emily Vetter  
Account Resolution Team  
KY,MD,TN,VA,WV  
Alton CSC  
Phone: 1-866-957-2886 ext 6221  
Fax 1-888-300-3567 or 618-433-4638  
E-mail Emily.Vetter@amwater.com  
Rachel Cole/KAWC/AWWSC



**Rachel Cole/KAWC/AWWSC**

08/29/2008 10:51 AM

To Emily R Vetter/CALLCTR/CORP/AWWSC@AWW

cc Stacy Owens/KAWC/AWWSC@AWW

Subject billing ad [REDACTED]

Emily,

I don't understand the calculations you have at the bottom, but I've revised with my analysis numbers. Please give me a call and we can discuss. Thanks.

[attachment "[REDACTED] Final Adjust.xls" deleted by Emily R Vetter/CALLCTR/CORP/AWWSC]  
\*\*\*\*\*

Rachel S. Co  
Southeast Region  
Email: rcole@kawc.com  
Ph: 859-268-6307  
Fax: 859-335-3307

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:12 PM -----

From: Bryan Siler/KAWC/AWWSC  
To: "Kimberly Bryan" <kbryan@lfucg.com>@AWX  
Cc: rachel.cole@amwater.com  
Date: 09/04/2008 03:39 PM  
Subject: Re: Auditor Request

---

Kimberly,

This is what was sent in June 2008. If this doesn't cover the requirement or you need additional information please let me know. Also, feel free to call me at (859) 268-6350 or on my cell phone at (859) 537-0730.

Thanks.



Sewer Aging Totals.pdf



Landfill Aging Totals.pdf

\*\*\*\*\*

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

"Kimberly Bryan" <kbryan@lfucg.com>



"Kimberly Bryan"  
<kbryan@lfucg.com>  
09/04/2008 12:22 PM

To <rachel.cole@amwater.com>  
cc <bryan.siler@amwater.com>  
Subject Auditor Request

Rachel,

A letter from LFUCG was sent recently requesting verification of the outstanding balances for sewer user fees and landfill user fees as of June 30, 2008. We need to have this information to our auditors ASAP. They have had no response.

I need a fax number to send this over today. The response may be faxed to our external auditors as well as mail them the original.

Thank you,

*Kim Bryan, Accountant Sr.  
Division of Accounting  
Lexington Fayette Urban County Government  
Ph: 859-258-3314  
Fax: 859-425-2277  
kbryan@lfucg.com*

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:12 PM -----

From: Rachel Cole/KAWC/AWWSC  
To: Bryan Siler/KAWC/AWWSC@AWW  
Cc: Rick Witherite/KAWC/AWWSC@AWW  
Date: 09/04/2008 04:13 PM  
Subject: Re: Fw: Auditor Request

All they need for this request, is the detail aging at 6/30/08. I haven't seen the request, but we've sent this before. At the very least, provide sewer and landfill aging balances at 6/30/08.

\*\*\*\*\*

Rachel S. Cole  
Southeast Region  
Email: rcole@kawc.com  
Ph: 859-268-6307  
Fax: 859-335-3307

Bryan Siler/KAWC/AWWSC



**Bryan Siler/KAWC/AWWSC**

09/04/2008 12:42 PM

To Rachel Cole/KAWC/AWWSC@AWW

cc

Subject Fw: Auditor Request

I spoke to Rick - he hadn't heard of this request. Give me a call and we can figure it out.

\*\*\*\*\*

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

----- Forwarded by Bryan Siler/KAWC/AWWSC on 09/04/2008 12:42 PM -----



**"Kimberly Bryan"**  
<kbryan@lfucg.com>

09/04/2008 12:22 PM

To <rachel.cole@amwater.com>

cc <bryan.siler@amwater.com>

Subject Auditor Request

Rachel,

A letter from LFUCG was sent recently requesting verification of the outstanding balances for sewer user

fees and landfill user fees as of June 30, 2008. We need to have this information to our auditors ASAP. They have had no response.

I need a fax number to send this over today. The response may be faxed to our external auditors as well as mail them the original.

Thank you,

*Kim Bryan, Accountant Sr.  
Division of Accounting  
Lexington Fayette Urban County Government  
Ph: 859-258-3314  
Fax: 859-425-2277  
kbryan@lfucg.com*

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:12 PM -----

From: "Kimberly Bryan" <kbryan@lfucg.com>  
To: <Bryan.Siler@amwater.com>  
Date: 09/05/2008 08:53 AM  
Subject: RE: Auditor Request

---

Thank you for the quick response. I'll forward it on and see if this what they need.

Kim Bryan, Accountant Sr.  
Division of Accounting  
Lexington Fayette Urban County Government  
Ph: 859-258-3314  
Fax: 859-425-2277  
kbryan@lfucg.com

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

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]  
Sent: Thursday, September 04, 2008 3:39 PM  
To: Kimberly Bryan  
Cc: rachel.cole@amwater.com  
Subject: Re: Auditor Request

Kimberly,

This is what was sent in June 2008. If this doesn't cover the requirement or you need additional information please let me know. Also, feel free to call me at (859) 268-6350 or on my cell phone at (859) 537-0730.

Thanks.

(See attached file: Sewer Aging Totals.pdf)(See attached file: Landfill Aging Totals.pdf)

\*\*\*\*\*

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

"Kimberly Bryan"  
<kbryan@lfucg.com  
>  
To <rachel.cole@amwater.com>  
09/04/2008 12:22  
cc PM <bryan.siler@amwater.com>  
Subject Auditor Request

Rachel,

A letter from LFUCG was sent recently requesting verification of the outstanding balances for sewer user fees and landfill user fees as of June 30, 2008. We need to have this information to our auditors ASAP. They have had no response.

I need a fax number to send this over today. The response may be faxed to our external auditors as well as mail them the original.

Thank you,

Kim Bryan, Accountant Sr.  
Division of Accounting

Lexington Fayette Urban County Government  
Ph: 859-258-3314  
Fax: 859-425-2277  
kbryan@lfucg.com

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:12 PM -----

From: "Mary Fister" <mfister@lfucg.com>  
To: <Bryan.Siler@amwater.com>  
Date: 09/09/2008 06:53 PM  
Subject: FW: Auditor Request

---

Mr. Siler,

Can we get copies of these signed?

Thanks,  
Mary Fister-Tucker  
Director of Accounting  
LFUCG  
859-258-3310

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

From: Kimberly Bryan  
Sent: Thursday, September 04, 2008 3:46 PM  
To: Mary Fister  
Subject: FW: Auditor Request

I got this email from Ky American Water. Don't they still need to sign and fax the letter?

Kim Bryan, Accountant Sr.  
Division of Accounting  
Lexington Fayette Urban County Government  
Ph: 859-258-3314  
Fax: 859-425-2277  
kbryan@lfucg.com

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

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]  
Sent: Thursday, September 04, 2008 3:39 PM  
To: Kimberly Bryan  
Cc: rachel.cole@amwater.com  
Subject: Re: Auditor Request

Kimberly,

This is what was sent in June 2008. If this doesn't cover the requirement or you need additional information please let me know. Also, feel free to call me at (859) 268-6350 or on my cell phone at (859) 537-0730.

Thanks.

(See attached file: Sewer Aging Totals.pdf)(See attached file: Landfill Aging Totals.pdf)

\*\*\*\*\*

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

"Kimberly Bryan"  
<kbryan@lfucg.com>  
>  
To <rachel.cole@amwater.com>  
09/04/2008 12:22  
cc PM <bryan.siler@amwater.com>  
Subject Auditor Request

Rachel,

A letter from LFUCG was sent recently requesting verification of the outstanding balances for sewer user fees and landfill user fees as of June 30, 2008. We need to have this information to our auditors ASAP. They have had no response.

I need a fax number to send this over today. The response may be faxed to our external auditors as well as mail them the original.

Thank you,

Kim Bryan, Accountant Sr.  
Division of Accounting  
Lexington Fayette Urban County Government  
Ph: 859-258-3314  
Fax: 859-425-2277  
kbryan@lfucg.com

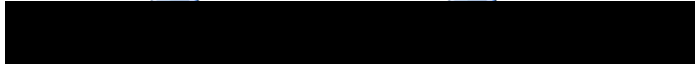


Sewer Aging Totals.pdf Landfill Aging Totals.pdf

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:12 PM -----

From: Rachel Cole/KAWC/AWWSC  
To: Rick Witherite/KAWC/AWWSC@AWW  
Cc: Bryan Siler, Jarold Jackson/KAWC/AWWSC@AWW  
Date: 09/10/2008 04:51 PM  
Subject: [REDACTED]

Rick, You'll want to summarize the notes from usage history.



Rachel S. Cole  
Southeast Region  
Email: rcole@kawc.com  
Ph: 859-268-6307  
Fax: 859-335-3307

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:12 PM -----

From: Jarold Jackson/KAWC/AWWSC  
To: Bryan Siler/KAWC/AWWSC@AWW  
Cc: Rick Witherite/KAWC/AWWSC@AWW, Stacy Owens/KAWC/AWWSC@AWW  
Date: 09/10/2008 05:11 PM  
Subject: Re: LFUCG Mtg

What you're saying is we made them aware of the error and they did not give us any direction on how to proceed in regard to back billing, correct?

\*\*\*\*\*

Jarold Jackson  
Manager, Field Operations  
Kentucky American Water  
2300 Richmond Road  
Lexington, Kentucky 40502  
859-268-6376 Office  
859-268-6374 Fax  
jarold.jackson@amwater.com  
Bryan Siler/KAWC/AWWSC



Bryan Siler/KAWC/AWWSC





09/10/2008 05:05 PM

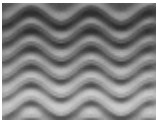
To Rick Witherite/KAWC/AWWSC@AWW  
cc Jarold Jackson/KAWC/AWWSC@AWW, Stacy Owens/KAWC/AWWSC@AWW  
Subject Re: LFUCG Mtg

Guess we need to discuss some more. I just wanted to put the reminder out there.

\*\*\*\*\*

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

Rick Witherite/KAWC/AWWSC



**Rick Witherite/KAWC/AWWSC**  
09/10/2008 05:02 PM

To Bryan Siler/KAWC/AWWSC@AWW  
cc Jarold Jackson/KAWC/AWWSC@AWW, Stacy Owens/KAWC/AWWSC@AWW  
Subject Re: LFUCG Mtg

You are referring to [REDACTED] The two year back bill not including tax is \$31,663.46 If we apply this back bill without notifying the city and the customer asks the city about the bill it will not be good. Also 2 years is as far back as we are allowed to bill. The missed billings go back 5 years. We already notified the city of what was not billed and they did not ask us to back bill it. If we just go ahead and back bill 2 years is the city going to ask us to pay the other 3?

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  
Bryan Siler/KAWC/AWWSC



**Bryan Siler/KAWC/AWWSC**  
09/10/2008 04:55 PM

To Jarold Jackson/KAWC/AWWSC@AWW, Stacy Owens/KAWC/AWWSC@AWW, Rick Witherite/KAWC/AWWSC@AWW  
cc  
Subject LFUCG Mtg

I think it was decided that we should go ahead and backbill this customer. Just wanted to mention it as a reminder.

\*\*\*\*\*

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

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:12 PM -----

From: Rick Witherite/KAWC/AWWSC  
 To: Jarold Jackson/KAWC/AWWSC@AWW  
 Cc: Bryan Siler/KAWC/AWWSC@AWW, Stacy Owens/KAWC/AWWSC@AWW, Rachel Cole/KAWC/AWWSC@AWW  
 Date: 09/10/2008 05:20 PM  
 Subject: Re: LFUCG Mtg

That is correct. They were alerted of the account and that it was corrected. They asked what the dollar amount associated with the error was. There has since been no other inquiries or direction given. They have asked in the past to be alerted of large amounts like this before any action is taken.

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  
 Jarold Jackson/KAWC/AWWSC



**Jarold  
 Jackson/KAWC/AWWSC**  
 09/10/2008 05:11 PM

To Bryan Siler/KAWC/AWWSC@AWW  
 cc Rick Witherite/KAWC/AWWSC@AWW, Stacy  
 Owens/KAWC/AWWSC@AWW  
 Subject Re: LFUCG Mtg

What you're saying is we made them aware of the error and they did not give us any direction on how to proceed in regard to back billing, correct?

\*\*\*\*\*

Jarold Jackson  
 Manager, Field Operations  
 Kentucky American Water  
 2300 Richmond Road

Lexington, Kentucky 40502  
859-268-6376 Office  
859-268-6374 Fax  
jarold.jackson@amwater.com  
Bryan Siler/KAWC/AWWSC



**Bryan Siler/KAWC/AWWSC**

09/10/2008 05:05 PM

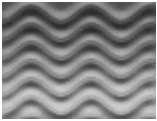
To Rick Witherite/KAWC/AWWSC@AWW  
cc Jarold Jackson/KAWC/AWWSC@AWW, Stacy Owens/KAWC/AWWSC@AWW  
Subject Re: LFUCG Mtg 

Guess we need to discuss some more. I just wanted to put the reminder out there.

\*\*\*\*\*

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

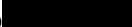
Rick Witherite/KAWC/AWWSC



**Rick Witherite/KAWC/AWWSC**

09/10/2008 05:02 PM

To Bryan Siler/KAWC/AWWSC@AWW  
cc Jarold Jackson/KAWC/AWWSC@AWW, Stacy Owens/KAWC/AWWSC@AWW  
Subject Re: LFUCG Mtg 

You are referring to  The two year back bill not including tax is \$31,663.46 If we apply this back bill without notifying the city and the customer asks the city about the bill it will not be good. Also 2 years is as far back as we are allowed to bill. The missed billings go back 5 years. We already notified the city of what was not billed and they did not ask us to back bill it. If we just go ahead and back bill 2 years is the city going to ask us to pay the other 3?

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  
Bryan Siler/KAWC/AWWSC



**Bryan Siler/KAWC/AWWSC**



09/10/2008 04:55 PM

To Jarold Jackson/KAWC/AWWSC@AWW, Stacy  
Owens/KAWC/AWWSC@AWW, Rick  
Witherite/KAWC/AWWSC@AWW

cc

Subject LFUCG Mtg

I think it was decided that we should go ahead and backbill this customer. Just wanted to mention it as a reminder.

\*\*\*\*\*

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

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:12 PM -----

From: Rick Witherite/KAWC/AWWSC  
To: Cheryl DiSanti/PAWC/AWWSC@AWW  
Cc: Jarold Jackson/KAWC/AWWSC@AWW, Bryan Siler/KAWC/AWWSC@AWW, Rachel Cole/KAWC/AWWSC@AWW, Keith L Cartier/KAWC/AWWSC@AWW  
Date: 09/11/2008 07:47 AM  
Subject: Summary of 3 billing issues

---

Cheryl,

To start I want to mention that none of these issues were discovered through use of the mismatch reports or the sewer billing reports that you showed me. I will explain how each was found and what was done following.

The first one is [REDACTED] I discovered this when reviewing a query that Donna Taylor ran as a request from the LFUCG. They were looking for information on customers by class within specific usage ranges. After they reviewed this report they asked for additional information which prompted Donna to run a report of "Water Bills not included in Sewer Count". This report resulted in a couple hundred accounts most of which were zero usage. The ones that had usage I reviewed to make sure they were not supposed to be billing sewer. Of the ones I reviewed there were 3 issues. One was major, which was [REDACTED] and the other two were minor and were corrected. The issue that caused these accounts to not bill correctly was the Based on Sequence field and the Ref/Premise Sequence field were both populated with the number 1. A report was created to find this instance on other accounts. Only these 3 premises appeared on the report. This report is reviewed monthly and has not yielded any other errors.

Next is [REDACTED] This was discovered during a review of what we call multi meter accounts. We were reviewing multi meter accounts because a special rate schedule was developed by the rates department in order to correctly calculate the LFUCG's new sewer rate. These accounts had to be identified and the rate schedules had to be manually applied to each sewer service after the first one. We did a match of water services to sewer services since here in Ky there has to be one sewer for each water. I then reviewed each account that did not match to make sure it was billing correctly. It was found that this

account had only one sewer service for the two meters that were associated with it. I then added the additional sewer service and it is billing correctly. What I determined from this was the best report to run to catch a wider variety of this type of error was a sewer usage less than water usage report. This report is for all bill classes other than residential due to the Fall/Winter averaging. This report is reviewed monthly and has not turned up any other significant errors. What it has brought to light was another error in the way orders are closed. I found that shut off orders were being closed and the final bill would result in no sewer charges. Also when a turn on is issued after, as in non pays, the next partial billing would not have sewer charges. Since I am reviewing this monthly I have been able to have these back billed. The amounts have been small because these are mostly partial bills. I have gotten with Stacy Owens and Mary Moniodes to train those who close orders and the instance has decreased.

The last is [REDACTED] I did not find this in any reporting so I am not real familiar with it. This account had consecutive zero consumption since July of 2006. It was checked then and noted that one of the meters was a bypass and not being used in August 2006. In November 2006 the customer called concerned that they were not being billed for usage on the meters. The register was then changed on the meter in Jan 2007 and then again in Mar 2007. A high low order was issued in April 2007 and was cancelled. Then another register change was done in Nov 2007. In Dec 2007 a consecutive zero order went to maintenance. This was checked and again someone said one of the meters was a bypass. Then in May 2008 a periodic meter change was done and they said it was not a bypass but that the meter was stuck.

There are many reports that are ran and reviewed each month to insure that we are billing correctly. I think the newest additions really have narrowed our margin for error. The mismatch reports currently include 5 separate reports. I know they are working on getting down to even more detailed reports. The current ones are Route and Area Mismatch, Missing Service, Missing Fixed Charge, Invalid Service and Invalid Fixed Charge. On average for Lexington we only have 2 of these reports with that populate accounts per month. Then there are only 2 to 5 accounts on these reports. Our numbers are very low which Ann Luczak can attest to. Other than these I review 5 other reports monthly and maintain the Sewer Tap On database. Of the five reports I review three are in the CMD path in Orcom. These are PRTWWNSQ which lists wastewater service with no based on sequence, PRTW2NMAT which lists premise with water and wastewater mismatches and PRTNOWWTR which list premises with no wastewater service. One is a query ran in Orcom called LFUCGSEQ which lists premises with based on sequence and reference premise sequence fields populated. They last report I request each month from Donna Taylor is called LFUCG Unmatched. This report gives us accounts that have an active sewer service that have water usage billed but not sewer dollars billed. The Sewer Tap On database is a file newly added or replaced sewer services. The city sends us a file of these monthly with an average of 100 addresses. I then look each of these up in our system to insure that we are billing sewer. Some of these are for addresses that were on septic so for these I add the sewer service to the account at that time.

I know this is a lot of information so if you have questions about any of this just let me know. I think right now we are reviewing every situation that we can think of.

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

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:12 PM -----

From: "Candice Deininger" <cdeining@lfucg.com>  
To: <Stacy.Owens@amwater.com>  
Cc: "William O'Mara" <billo@lfucg.com>, <keith.cartier@amwater.com>, <Bryan.Siler@amwater.com>  
Date: 09/11/2008 01:16 PM

Subject: FW: Customer Calls

---

Stacy,

I'm trying to locate emails addressing customer service issues and will forward what I'm able to find.  
Thanks for your assistance!

Candice

---

**From:** Mary.Moniodes@amwater.com [mailto:Mary.Moniodes@amwater.com]  
**Sent:** Thursday, May 29, 2008 12:58 PM  
**To:** Candice Deininger  
**Cc:** William O'Mara; Rick.Witherite@amwater.com  
**Subject:** Re: Customer Calls

Thank you Candice. These have been forwarded for coaching. I know this is extra work for you but, please continue to send these if you can. Thanks again!

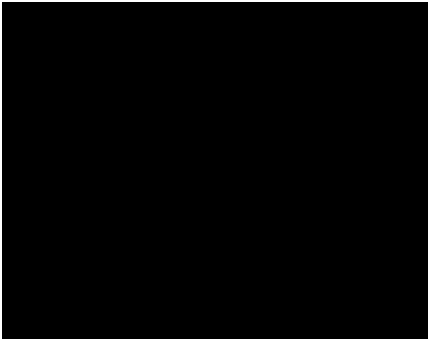
Mary Moniodes  
Business Services Regional Liaison  
Office: 724-654-4188  
Cell: 618-791-3134  
Fax: 724-654-3094  
mary.moniodes@amwater.com

"Candice Deininger" <cdeining@lfucg.com>

05/29/2008 11:50 AM

To <Mary.Moniodes@amwater.com>  
cc <Rick.Witherite@amwater.com>, "William O'Mara" <billo@lfucg.com>  
Subject Customer Calls

Good afternoon, Mary. Thanks again for your phone call yesterday – we really appreciate your assistance with this training issue. Following are premise numbers of customers referred to us for sewer adjustments in advance of receiving their bill and/or are already on fall-winter average:

- 
- Filling pool, bill not received yet; account already on fall-winter average
  - Filled pool, bill not received yet; account already on fall-winter average
  - Filling pool, bill not received yet; account already on fall-winter average
  - Filling pool, bill not received yet; account already on fall-winter average

[REDACTED] - Filled pool, bill not received yet; account already on fall-winter average

Candice Deininger  
 LFUCG Division of Revenue  
 200 E. Main St., Lexington, KY 40507  
 Telephone: 859-258-3364  
 Fax: 859-258-3352  
 cdeining@lfucg.com

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:12 PM -----

From: Stacy Owens/KAWC/AWWSC  
 To: "Candice Deininger" <cdeining@lfucg.com>@AWX  
 Cc: "William O'Mara" <billo@lfucg.com>, Bryan.Siler@amwater.com, keith.cartier@amwater.com  
 Date: 09/12/2008 07:17 AM  
 Subject: Re: FW: Customer Calls

Thanks Candice. I will be speaking with Mary today. Please continue to apprise me of any issues, we are committed to improving and your feedback is extremely valuable.

\*\*\*\*\*

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.

"Candice Deininger" <cdeining@lfucg.com>



"Candice Deininger"  
 <cdeining@lfucg.com>  
 09/11/2008 01:17 PM

To <Stacy.Owens@amwater.com>  
 cc "William O'Mara" <billo@lfucg.com>, <keith.cartier@amwater.com>, <Bryan.Siler@amwater.com>  
 Subject FW: Customer Calls

Stacy,

I'm trying to locate emails addressing customer service issues and will forward what I'm able to find.  
 Thanks for your assistance!

Candice

---

**From:** Mary.Moniodes@amwater.com [mailto:Mary.Moniodes@amwater.com]

**Sent:** Thursday, May 29, 2008 12:58 PM  
**To:** Candice Deininger  
**Cc:** William O'Mara; Rick.Witherite@amwater.com  
**Subject:** Re: Customer Calls

Thank you Candice. These have been forwarded for coaching. I know this is extra work for you but, please continue to send these if you can. Thanks again!

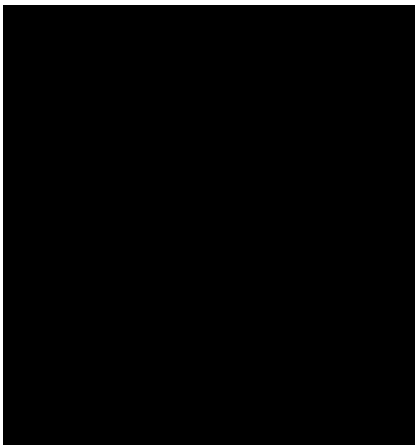
Mary Moniodes  
Business Services Regional Liaison  
Office: 724-654-4188  
Cell: 618-791-3134  
Fax: 724-654-3094  
mary.moniodes@amwater.com

"Candice Deininger" <cdeining@lfucg.com>

05/29/2008 11:50 AM

To <Mary.Moniodes@amwater.com>  
CC <Rick.Witherite@amwater.com>, "William O'Mara" <billo@lfucg.com>  
Subject Customer Calls

Good afternoon, Mary. Thanks again for your phone call yesterday – we really appreciate your assistance with this training issue. Following are premise numbers of customers referred to us for sewer adjustments in advance of receiving their bill and/or are already on fall-winter average:



- Filling pool, bill not received yet; account already on fall-winter average
- Filled pool, bill not received yet; account already on fall-winter average
- Filling pool, bill not received yet; account already on fall-winter average
- Filling pool, bill not received yet; account already on fall-winter average
- Filled pool, bill not received yet; account already on fall-winter average

Candice Deininger



LFUCG Division of Revenue  
 200 E. Main St., Lexington, KY 40507  
 Telephone: 859-258-3364  
 Fax: 859-258-3352  
 cdeining@lfucg.com

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:12 PM -----

From: Cheryl DiSanti/PAWC/AWWSC  
 To: Trisha Etedali/SHARVCS/AWWSC@AWW, Tammy T MacLaughlin/CALLCTR/CORP/AWWSC@AWW, Kim A Hon/PAWC/AWWSC@AWW, Traci A Follmer/PAWC/AWWSC@AWW, Ann M Luczak/PAWC/AWWSC@AWW, Joy E Hughes/PAWC/AWWSC@AWW, Andrew Clarkson/ADMIN/CORP/AWWSC@AWW  
 Cc: Jarold Jackson/KAWC/AWWSC@AWW, Bryan Siler/KAWC/AWWSC@AWW, Keith L Cartier/KAWC/AWWSC@AWW, Rick Witherite/KAWC/AWWSC@AWW  
 Date: 09/12/2008 07:42 AM  
 Subject: Fw: Summary of 3 billing issues (PLEASE REVIEW AND REPLY)

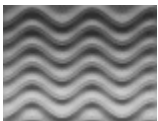
Rick - excellent descriptions of what occurred on each account. Can you provide us with the account numbers for each?

All -

I thought it would be beneficial to pass along . Should any of these errors have been identified by the mismatch reports? Will any of these errors be identified by new mismatch reports in the future ? Should reports be developed to identify these potential errors for other states now ?

Cheryl DiSanti  
 Major Customer Account Manager  
 American Water - Eastern Division  
 300 Galley Rd.  
 McMurray, PA 15317  
 Office - 724-873-3665  
 Mobile - 412-559-2497  
 Fax - 724-743-3129  
 cheryl.disanti@amwater.com

----- Forwarded by Cheryl DiSanti/PAWC/AWWSC on 09/12/2008 07:36 AM -----



**Rick**  
**Witherite/KAWC/AWWSC**  
 09/11/2008 07:47 AM

To Cheryl DiSanti/PAWC/AWWSC@AWW  
 cc Jarold Jackson/KAWC/AWWSC@AWW, Bryan Siler/KAWC/AWWSC@AWW, Rachel Cole/KAWC/AWWSC@AWW, Keith L Cartier/KAWC/AWWSC@AWW  
 Subject Summary of 3 billing issues

Cheryl,

To start I want to mention that none of these issues were discovered through use of the mismatch reports or the sewer billing reports that you showed me. I will explain how each was found and what was done following.

The first one is [REDACTED] I discovered this when reviewing a query that Donna Taylor ran as a request from the LFUCG [REDACTED] re looking for information on customers by class within specific usage ranges. After they reviewed this report they asked for additional information which prompted Donna to run a report of "Water Bills not included in Sewer Count". This report resulted in a couple hundred accounts most of which were zero usage. The ones that had usage I reviewed to make sure they were not supposed to be billing sewer. Of the ones I reviewed there were 3 issues. One was major, which was [REDACTED], and the other two were minor and were corrected. The issue that caused these accounts to not bill correctly was the Based on Sequence field and the Ref/Premise Sequence field were both populated with the number 1. A report was created to find this instance on other accounts. Only these 3 premises appeared on the report. This report is reviewed monthly and has not yielded any other errors.

Next is [REDACTED] This was discovered during a review of what we call multi meter accounts. We were reviewing multi meter accounts because a special rate schedule was developed by the rates department in order to correctly calculate the LFUCG's new sewer rate. These accounts had to be identified and the rate schedules had to be manually applied to each sewer service after the first one. We did a match of water services to sewer services since here in Ky there has to be one sewer for each water. I then reviewed each account that did not match to make sure it was billing correctly. It was found that this account had only one sewer service for the two meters that were associated with it. I then added the additional sewer service and it is billing correctly. What I determined from this was the best report to run to catch a wider variety of this type of error was a sewer usage less than water usage report. This report is for all bill classes other than residential due to the Fall/Winter averaging. This report is reviewed monthly and has not turned up any other significant errors. What it has brought to light was another error in the way orders are closed. I found that shut off orders were being closed and the final bill would result in no sewer charges. Also when a turn on is issued after, as in non pays, the next partial billing would not have sewer charges. Since I am reviewing this monthly I have been able to have these back billed. The amounts have been small because these are mostly partial bills. I have gotten with Stacy Owens and Mary Moniodes to train those who close orders and the instance has decreased.

The last is [REDACTED] I did not find this in any reporting so I am not real familiar with it. This account had consecutive zero consumption since July of 2006. It was checked then and noted that one of the meters was a bypass and not being used in August 2006. In November 2006 the customer called concerned that they were not being billed for usage on the meters. The register was then changed on the meter in Jan 2007 and then again in Mar 2007. A high low order was issued in April 2007 and was cancelled. Then another register change was done in Nov 2007. In Dec 2007 a consecutive zero order went to maintenance. This was checked and again someone said one of the meters was a bypass. Then in May 2008 a periodic meter change was done and they said it was not a bypass but that the meter was stuck.

There are many reports that are ran and reviewed each month to insure that we are billing correctly. I think the newest additions really have narrowed our margin for error. The mismatch reports currently include 5 separate reports. I know they are working on getting down to even more detailed reports. The current ones are Route and Area Mismatch, Missing Service, Missing Fixed Charge, Invalid Service and Invalid Fixed Charge. On average for Lexington we only have 2 of these reports with that populate accounts per month. Then there are only 2 to 5 accounts on these reports. Our numbers are very low which Ann Luczak can attest to. Other than these I review 5 other reports monthly and maintain the Sewer Tap On database. Of the five reports I review three are in the CMD path in Orcom. These are PRTWWNSQ which lists wastewater service with no based on sequence, PRTW2NMAT which lists premise with water and wastewater mismatches and PRTNOWWTR which list premises with no wastewater service. One is a query ran in Orcom called LFUCGSEQ which lists premises with based on sequence and reference premise sequence fields populated. They last report I request each month from Donna Taylor is called LFUCG Unmatched. This report gives us accounts that have an active sewer service that have water usage billed but not sewer dollars billed. The Sewer Tap On database is a file newly added or replaced sewer services. The city sends us a file of these monthly with an average of 100 addresses. I then look each of these up in our system to insure that we are billing sewer. Some of these are for addresses that were on septic so for these I add the sewer service to the account at that time.

I know this is a lot of information so if you have questions about any of this just let me know. I think right

now we are reviewing every situation that we can think of.

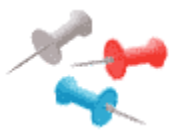
Rick Witherite  
 Operations Specialist  
 Kentucky American Water  
 2300 Richmond Rd.  
 Lexington, Ky 40502  
 Office 859-268-6303  
 Fax 859-268-6315  
 Cell 859-537-8814  
 Email Rick.Witherite@amwater.com

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:12 PM -----

From: Rick Witherite/KAWC/AWWSC  
 To: Cheryl DiSanti/PAWC/AWWSC@AWW  
 Cc: Andrew Clarkson/ADMIN/CORP/AWWSC@AWW, Ann M Luczak/PAWC/AWWSC@AWW, Bryan Siler/KAWC/AWWSC@AWW, Jarold Jackson/KAWC/AWWSC@AWW, Joy E Hughes/PAWC/AWWSC@AWW, Keith L Cartier/KAWC/AWWSC@AWW, Kim A Hon/PAWC/AWWSC@AWW, Tammy T MacLaughlin/CALLCTR/CORP/AWWSC@AWW, Traci A Follmer/PAWC/AWWSC@AWW, Trisha Etedali/SHARVCS/AWWSC@AWW  
 Date: 09/12/2008 07:52 AM  
 Subject: Re: Fw: Summary of 3 billing issues (PLEASE REVIEW AND REPLY)

Here are the account numbers. [REDACTED]

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  
 Cheryl DiSanti/PAWC/AWWSC



**Cheryl  
 DiSanti/PAWC/AWWSC**  
 09/12/2008 07:42 AM

To Trisha Etedali/SHARVCS/AWWSC@AWW, Tammy T MacLaughlin/CALLCTR/CORP/AWWSC@AWW, Kim A Hon/PAWC/AWWSC@AWW, Traci A Follmer/PAWC/AWWSC@AWW, Ann M Luczak/PAWC/AWWSC@AWW, Joy E Hughes/PAWC/AWWSC@AWW, Andrew Clarkson/ADMIN/CORP/AWWSC@AWW  
 cc Jarold Jackson/KAWC/AWWSC@AWW, Bryan Siler/KAWC/AWWSC@AWW, Keith L Cartier/KAWC/AWWSC@AWW, Rick Witherite/KAWC/AWWSC@AWW  
 Subject Fw: Summary of 3 billing issues (PLEASE REVIEW AND REPLY)

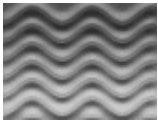
Rick - excellent descriptions of what occurred on each account. Can you provide us with the account numbers for each?

All -

I thought it would be beneficial to pass along . Should any of these errors have been identified by the mismatch reports? Will any of these errors be identified by new mismatch reports in the future ? Should reports be developed to identify these potential errors for other states now ?

Cheryl DiSanti  
Major Customer Account Manager  
American Water - Eastern Division  
300 Galley Rd.  
McMurray, PA 15317  
Office - 724-873-3665  
Mobile - 412-559-2497  
Fax - 724-743-3129  
cheryl.disanti@amwater.com

----- Forwarded by Cheryl DiSanti/PAWC/AWWSC on 09/12/2008 07:36 AM -----



**Rick**  
Witherite/KAWC/AWWSC  
09/11/2008 07:47 AM

To Cheryl DiSanti/PAWC/AWWSC@AWW  
cc Jarold Jackson/KAWC/AWWSC@AWW, Bryan Siler/KAWC/AWWSC@AWW, Rachel Cole/KAWC/AWWSC@AWW, Keith L Cartier/KAWC/AWWSC@AWW  
Subject Summary of 3 billing issues

Cheryl,

To start I want to mention that none of these issues were discovered through use of the mismatch reports or the sewer billing reports that you showed me. I will explain how each was found and what was done following.

The first one is [REDACTED] I discovered this when reviewing a query that Donna Taylor ran as a request from the LFUCG. They were looking for information on customers by class within specific usage ranges. After they reviewed this report they asked for additional information which prompted Donna to run a report of "Water Bills not included in Sewer Count". This report resulted in a couple hundred accounts most of which were zero usage. The ones that had usage I reviewed to make sure they were not supposed to be billing sewer. Of the ones I reviewed there were 3 issues. One was major, which was Ceradyne, and the other two were minor and were corrected. The issue that caused these accounts to not bill correctly was the Based on Sequence field and the Ref/Premise Sequence field were both populated with the number 1. A report was created to find this instance on other accounts. Only these 3 premises appeared on the report. This report is reviewed monthly and has not yielded any other errors.

Next is [REDACTED] This was discovered during a review of what we call multi meter accounts. We were reviewing multi meter accounts because a special rate schedule was developed by the rates department in order to correctly calculate the LFUCG's new sewer rate. These accounts had to be identified and the rate schedules had to be manually applied to each sewer service after the first one. We did a match of water services to sewer services since here in Ky there has to be one sewer for each water. I then reviewed each account that did not match to make sure it was billing correctly. It was found that this account had only one sewer service for the two meters that were associated with it. I then added the additional sewer service and it is billing correctly. What I determined from this was the best report to run to catch a wider variety of this type of error was a sewer usage less than water usage report. This report is for all bill classes other than residential due to the Fall/Winter averaging. This report is reviewed monthly and has not turned up any other significant errors. What it has brought to light was another error in the way orders are closed. I found that shut off orders were being closed and the final bill would result in no sewer charges. Also when a turn on is issued after, as in non pays, the next partial billing would not have sewer charges. Since I am reviewing this monthly I have been able to have these back billed. The

amounts have been small because these are mostly partial bills. I have gotten with Stacy Owens and Mary Moniodes to train those who close orders and the instance has decreased.

The last is [REDACTED] I did not find this in any reporting so I am not real familiar with it. This account had consecutive zero consumption since July of 2006. It was checked then and noted that one of the meters was a bypass and not being used in August 2006. In November 2006 the customer called concerned that they were not being billed for usage on the meters. The register was then changed on the meter in Jan 2007 and then again in Mar 2007. A high low order was issued in April 2007 and was cancelled. Then another register change was done in Nov 2007. In Dec 2007 a consecutive zero order went to maintenance. This was checked and again someone said one of the meters was a bypass. Then in May 2008 a periodic meter change was done and they said it was not a bypass but that the meter was stuck.

There are many reports that are ran and reviewed each month to insure that we are billing correctly. I think the newest additions really have narrowed our margin for error. The mismatch reports currently include 5 separate reports. I know they are working on getting down to even more detailed reports. The current ones are Route and Area Mismatch, Missing Service, Missing Fixed Charge, Invalid Service and Invalid Fixed Charge. On average for Lexington we only have 2 of these reports with that populate accounts per month. Then there are only 2 to 5 accounts on these reports. Our numbers are very low which Ann Luczak can attest to. Other than these I review 5 other reports monthly and maintain the Sewer Tap On database. Of the five reports I review three are in the CMD path in Orcom. These are PRTWWNSQ which lists wastewater service with no based on sequence, PRTW2NMAT which lists premise with water and wastewater mismatches and PRTNOWWTR which list premises with no wastewater service. One is a query ran in Orcom called LFUCGSEQ which lists premises with based on sequence and reference premise sequence fields populated. They last report I request each month from Donna Taylor is called LFUCG Unmatched. This report gives us accounts that have an active sewer service that have water usage billed but not sewer dollars billed. The Sewer Tap On database is a file newly added or replaced sewer services. The city sends us a file of these monthly with an average of 100 addresses. I then look each of these up in our system to insure that we are billing sewer. Some of these are for addresses that were on septic so for these I add the sewer service to the account at that time.

I know this is a lot of information so if you have questions about any of this just let me know. I think right now we are reviewing every situation that we can think of.

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

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:12 PM -----

From: Rick Witherite/KAWC/AWWSC  
To: Jarold Jackson/KAWC/AWWSC@AWW  
Cc: Bryan Siler/KAWC/AWWSC@AWW, Rachel Cole/KAWC/AWWSC@AWW  
Date: 09/12/2008 09:56 AM  
Subject: CPI Rate Increase due October 2008

---

Jarold,

I have calculated the annual rate increase that is in our contract with LFUCG. I took an average of the CPI for August 2007 to July 2008 and compared it to the last average that we used for 2007. This

resulted in an increase of 5.6% This is more than double what our increases have been in the past but the calculation is accurate. I also compared August 2007 to July 2008 to the same period the previous year and this resulted in a 4% increase. Using the first method the sewer would increase from \$.622 to \$.657 and the landfill from \$.316 to \$.334 I need company approval to send a request for this rate adjustment to the Commissioner of Finance. Please let me know at your earliest convenience as the LFUCG needs as much notice as possible before the rate goes into affect. This rate is scheduled to be included with the November billing. Thank you.

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

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:12 PM -----

From: "Candice Deininger" <cdeining@lfucg.com>  
To: <Rick.Witherite@amwater.com>  
Cc: <Stacy.Owens@amwater.com>, <Bryan.Siler@amwater.com>, "Lynne Cross" <ccross@lfucg.com>, "Rebecca Burke" <rburke@lfucg.com>  
Date: 09/23/2008 08:15 AM  
Subject: RE: Out of Office Thurs and Fri

---

Good morning, Rick, and thank you!

---

**From:** Rick.Witherite@amwater.com [mailto:Rick.Witherite@amwater.com]  
**Sent:** Tuesday, September 23, 2008 7:38 AM  
**To:** Candice Deininger  
**Cc:** Stacy.Owens@amwater.com; Bryan.Siler@amwater.com  
**Subject:** Out of Office Thurs and Fri

Good Morning,

I wanted to let you know that I will be out of the office on Thursday and Friday. Stacy and I are going to the call center in Alton. If you have anything that needs immediate attention on either day please send to Bryan Siler. Thanks.

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

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:12 PM -----

From: Rick Witherite/KAWC/AWWSC  
To: cdeining@lfucg.com

Cc: Stacy Owens/KAWC/AWWSC@AWW, Jarold Jackson/KAWC/AWWSC@AWW, Bryan Siler/KAWC/AWWSC@AWW  
 Date: 09/24/2008 04:30 PM  
 Subject: Annual CPI Increase for Sewer and Landfill Billing

---

Candice,

I just put these documents in the mail today addressed to Kyna Koch and Bill O'Mara. I usually email you an advance copy so here it is.



CPI Rate Increase for 2008 Cover Ltr to LFUCG alt.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

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:12 PM -----

From: Stacy Owens/KAWC/AWWSC  
 To: Bryan Siler/KAWC/AWWSC@AWW  
 Date: 09/25/2008 01:30 PM  
 Subject: Re: Out of Office Thurs and Fri

---

Yes. I was hoping to bring a group that would include you and Rachel. Rachel indicated it was bad time for here and Jarold expressed the same when I mentioned you going. We will shoot for Spring 2009 there are several who I would like to see go. Can you help get that in the budget?)

Bryan Siler

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

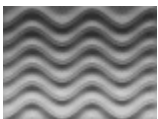
**From:** Bryan Siler  
**Sent:** 09/23/2008 08:25 AM EDT  
**To:** Stacy Owens  
**Subject:** Fw: Out of Office Thurs and Fri

Was anything mentioned about me going? I'd like to go on a future trip if possible.

\*\*\*\*\*

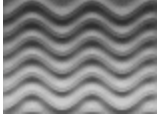
Bryan Siler  
 Southeast Region  
 bryan.siler@amwater.com  
 Phone: (859) 268-6350  
 Fax: (859) 335-3350

----- Forwarded by Bryan Siler/KAWC/AWWSC on 09/23/2008 08:25 AM -----



**Rick**  
**Witherite/KAWC/AWWSC**  
 09/23/2008 07:37 AM

To cdeining@lfucg.com  
 cc Stacy Owens/KAWC/AWWSC@AWW, Bryan



Siler/KAWC/AWWSC@AWW  
Subject Out of Office Thurs and Fri

Good Morning,

I wanted to let you know that I will be out of the office on Thursday and Friday. Stacy and I are going to the call center in Alton. If you have anything that needs immediate attention on either day please send to Bryan Siler. Thanks.

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

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:12 PM -----

From: "Candice Deininger" <cdeining@lfucg.com>  
To: <Stacy.Owens@amwater.com>, <Rick.Witherite@amwater.com>  
Cc: <Keith.Cartier@amwater.com>, <Jarold.Jackson@amwater.com>, <Bryan.Siler@amwater.com>, "William O'Mara" <billo@lfucg.com>  
Date: 09/29/2008 08:57 AM  
Subject: Customer Calls

---

Good morning, Stacy and Rick. I hope your trip to Alton was a safe one!

As a result of our meeting last week where it was requested that I let you know about customer service issues, I wanted to pass along the premise number, [REDACTED] belonging to a customer from whom I just received a call requesting an adjustment to her sewer charges. Her account is already subject to FWA but was referred here after calling the water company. I know you all are trying very hard to resolve these issues and that it takes time, but I wanted to make you aware of this call in the hope that it could be traced back to a particular CSR for coaching.

My thanks to you both and have a good day!

Candice

Candice Deininger  
LFUCG Division of Revenue  
200 E. Main St., Lexington, KY 40507  
Telephone: 859-258-3364  
Fax: 859-258-3352  
cdeining@lfucg.com

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:12 PM -----

From: Keith L Cartier/KAWC/AWWSC  
To: "Candice Deininger" <cdeining@lfucg.com>@AWX  
Cc: "William O'Mara" <billo@lfucg.com>, Bryan.Siler@amwater.com, Jarold.Jackson@amwater.com,



Date: Rick.Witherite@amwater.com, Stacy.Owens@amwater.com  
09/29/2008 09:26 AM  
Subject: Re: Customer Calls

---

Candice,  
Thanks for letting us know. We'll get on this.

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

"Candice Deininger"  
<cdeining@lfucg.com>

09/29/2008 08:59 AM

To <Stacy.Owens@amwater.com>, <Rick.Witherite@amwater.com>  
cc <Keith.Cartier@amwater.com>, <Jarold.Jackson@amwater.com>,  
<Bryan.Siler@amwater.com>, "William O'Mara" <billo@lfucg.com>  
Subj Customer Calls  
ect

Good morning, Stacy and Rick. I hope your trip to Alton was a safe one!

As a result of our meeting last week where it was requested that I let you know about customer service issues, I wanted to pass along the premise number, [REDACTED] belonging to a customer from whom I just received a call requesting an adjustment to her sewer charges. Her account is already subject to FWA but was referred here after calling the water company. I know you all are trying very hard to resolve these issues and that it takes time, but I wanted to make you aware of this call in the hope that it could be traced back to a particular CSR for coaching.

My thanks to you both and have a good day!

Candice

Candice Deininger  
LFUCG Division of Revenue  
200 E. Main St., Lexington, KY 40507  
Telephone: 859-258-3364  
Fax: 859-258-3352  
cdeining@lfucg.com

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:12 PM -----

From: Stacy Owens/KAWC/AWWSC  
To: "Candice Deininger" <cdeining@lfucg.com>@AWX  
Cc: "William O'Mara" <billo@lfucg.com>, Bryan.Siler@amwater.com, Jarold.Jackson@amwater.com,

Date: Keith.Cartier@amwater.com, Rick.Witherite@amwater.com  
 09/29/2008 10:06 AM  
 Subject: Re: Customer Calls

It was a great trip Candice. I have identified the CSR who spoke with this customer. I have requested that the call be screened and the appropriate follow up done with the representative. I have reviewed the account comments and will listen to the call once it is sent over.

Please continue to send us any issues that come your way.

Thanks!

\*\*\*\*\*

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.

"Candice Deininger" <cdeining@lfucg.com>



**"Candice Deininger"**  
 <cdeining@lfucg.com>  
 09/29/2008 08:59 AM

To <Stacy.Owens@amwater.com>,  
 <Rick.Witherite@amwater.com>  
 cc <Keith.Cartier@amwater.com>,  
 <Jarold.Jackson@amwater.com>,  
 <Bryan.Siler@amwater.com>, "William O'Mara"  
 <billo@lfucg.com>  
 Subject Customer Calls

Good morning, Stacy and Rick. I hope your trip to Alton was a safe one!

As a result of our meeting last week where it was requested that I let you know about customer service issues, I wanted to pass along the premise number, [REDACTED] belonging to a customer from whom I just received a call requesting an adjustment to her sewer charges. Her account is already subject to FWA but was referred here after calling the water company. I know you all are trying very hard to resolve these issues and that it takes time, but I wanted to make you aware of this call in the hope that it could be traced back to a particular CSR for coaching.

My thanks to you both and have a good day!

Candice

Candice Deininger  
 LFUCG Division of Revenue  
 200 E. Main St., Lexington, KY 40507  
 Telephone: 859-258-3364  
 Fax: 859-258-3352  
 cdeining@lfucg.com

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:12 PM -----

From: "Candice Deininger" <cdeining@lfucg.com>  
To: <Stacy.Owens@amwater.com>  
Cc: "William O'Mara" <billo@lfucg.com>, <Bryan.Siler@amwater.com>, <Jarold.Jackson@amwater.com>, <Keith.Cartier@amwater.com>, <Rick.Witherite@amwater.com>  
Date: 09/29/2008 12:25 PM  
Subject: RE: Customer Calls

---

Good afternoon, Stacy. Just got off the phone with another customer, Kim King, premise number [REDACTED] whose account has an established FWA and was referred to me for [REDACTED] adjustment by the call center . . .

Candice

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

From: Stacy.Owens@amwater.com [mailto:Stacy.Owens@amwater.com]  
Sent: Monday, September 29, 2008 10:07 AM  
To: Candice Deininger  
Cc: William O'Mara; Bryan.Siler@amwater.com; Jarold.Jackson@amwater.com; Keith.Cartier@amwater.com; Rick.Witherite@amwater.com  
Subject: Re: Customer Calls

It was a great trip Candice. I have identified the CSR who spoke with this customer. I have requested that the call be screened and the appropriate follow up done with the representative. I have reviewed the account comments and will listen to the call once it is sent over.

Please continue to send us any issues that come your way.

Thanks!

\*\*\*\*\*

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.

"Candice

Deininger"

<cdeining@lfucg.c

To om> <Stacy.Owens@amwater.com> ,  
<Rick.Witherite@amwater.com>  
09/29/2008 08:59  
cc AM <Keith.Cartier@amwater.com> ,  
<Jarold.Jackson@amwater.com> ,  
<Bryan.Siler@amwater.com> ,  
"William O'Mara" <billo@lfucg.com>  
Subject Customer Calls

Good morning, Stacy and Rick. I hope your trip to Alton was a safe one!

As a result of our meeting last week where it was requested that I let you know about customer service issues, I wanted to pass along the premise number, [REDACTED] belonging to a customer from whom I just received a call requesting an adjustment to her sewer charges. Her account is already subject to FWA but was referred here after calling the water company. I know you all are trying very hard to resolve these issues and that it takes time, but I wanted to make you aware of this call in the hope that it could be traced back to a particular CSR for coaching.

My thanks to you both and have a good day!

Candice

Candice Deininger  
LFUCG Division of Revenue  
200 E. Main St., Lexington, KY 40507  
Telephone: 859-258-3364  
Fax: 859-258-3352  
cdeining@lfucg.com

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:12 PM -----

From: "Candice Deininger" <cdeining@lfucg.com>  
To: <Stacy.Owens@amwater.com>  
Cc: <Keith.Cartier@amwater.com>, <Jarold.Jackson@amwater.com>, <Bryan.Siler@amwater.com>, <Rick.Witherite@amwater.com>, "William O'Mara" <billo@lfucg.com>  
Date: 09/29/2008 02:34 PM  
Subject: 3rd Customer Call

---

Hi, Stacy. When I returned from lunch, I had a message from a customer, I believe her name was [REDACTED] in Georgetown. She was referred to LFUCG for a sod adjustment by the call center and thought it odd that she should be calling here and wasn't sure if that was correct, which it isn't. Anyway, I tried to call her back [REDACTED] to let her know, but she did not answer. Perhaps you or Rick could follow up on her request. Thank you!

Candice

Candice Deininger  
LFUCG Division of Revenue  
200 E. Main St., Lexington, KY 40507  
Telephone: 859-258-3364  
Fax: 859-258-3352  
cdeining@lfucg.com

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:12 PM -----

From: "Candice Deininger" <cdeining@lfucg.com>  
To: <Stacy.Owens@amwater.com>  
Cc: <Keith.Cartier@amwater.com>, <Jarold.Jackson@amwater.com>, <Bryan.Siler@amwater.com>, <Rick.Witherite@amwater.com>, "William O'Mara" <billo@lfucg.com>  
Date: 09/29/2008 02:53 PM  
Subject: Non-Residential Customer Referral

---

Stacy,

I just checked with Lynne and Rebecca, and Lynne had a referral from the call center for a non-residential customer, [REDACTED] (Linda). We have no further information on the account; she was transferred to the Division of Water Quality since we don't handle non-residential adjustments. Thank you again!

Candice

Candice Deininger  
LFUCG Division of Revenue  
200 E. Main St., Lexington, KY 40507  
Telephone: 859-258-3364  
Fax: 859-258-3352  
cdeining@lfucg.com

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:12 PM -----

From: Stacy Owens/KAWC/AWWSC  
 To: "Candice Deininger" <cdeining@lfucg.com>@AWX  
 Cc: "William O'Mara" <billo@lfucg.com>, Bryan.Siler@amwater.com, Jarold.Jackson@amwater.com, Keith.Cartier@amwater.com, Rick.Witherite@amwater.com  
 Date: 09/29/2008 05:05 PM  
 Subject: Re: 3rd Customer Call

---

Candice,

This is a Georgetown customer and I have spoken with [REDACTED]. She has contacted Georgetown Municipal. I have identified the CSR who handled the call and will follow up.

We appreciate the feedback and will use it to improve.

Thanks!

\*\*\*\*\*

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.

"Candice Deininger" <cdeining@lfucg.com>



"Candice Deininger"  
 <cdeining@lfucg.com>  
 09/29/2008 02:35 PM

To <Stacy.Owens@amwater.com>  
 cc <Keith.Cartier@amwater.com>, <Jarold.Jackson@amwater.com>, <Bryan.Siler@amwater.com>, <Rick.Witherite@amwater.com>, "William O'Mara" <billo@lfucg.com>  
 Subject 3rd Customer Call

Hi, Stacy. When I returned from lunch, I had a message from a customer, I believe her name was [REDACTED] in Georgetown. She was referred to LFUCG for a sod adjustment by the call center and thought it odd that she should be calling here and wasn't sure if that was correct, which it isn't. Anyway, I tried to call her back (502-570-8882) to let her know, but she did not answer. Perhaps you or Rick could follow up on her request. Thank you!

Candice

Candice Deininger  
 LFUCG Division of Revenue  
 200 E. Main St., Lexington, KY 40507  
 Telephone: 859-258-3364  
 Fax: 859-258-3352

cdeining@lfucg.com

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:12 PM -----

From: Stacy Owens/KAWC/AWWSC  
 To: "Candice Deininger" <cdeining@lfucg.com>@AWX  
 Cc: "William O'Mara" <billo@lfucg.com>, Bryan.Siler@amwater.com, Jarold.Jackson@amwater.com, Keith.Cartier@amwater.com, Rick.Witherite@amwater.com  
 Date: 09/29/2008 06:23 PM  
 Subject: RE: Customer Calls

I am following up on each incident. I will confirm that the appropriate action is taken. Thanks!

\*\*\*\*\*

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.

"Candice Deininger" <cdeining@lfucg.com>



"Candice Deininger"  
 <cdeining@lfucg.com>  
 09/29/2008 12:26 PM

To <Stacy.Owens@amwater.com>  
 cc "William O'Mara" <billo@lfucg.com>, <Bryan.Siler@amwater.com>, <Jarold.Jackson@amwater.com>, <Keith.Cartier@amwater.com>, <Rick.Witherite@amwater.com>  
 Subject RE: Customer Calls

Good afternoon, Stacy. Just got off the phone with another customer, Kim King, premise number [REDACTED] whose account has an established FWA and was referred to me for [REDACTED] adjustment by the call center . . .

Candice

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

From: Stacy.Owens@amwater.com [mailto:Stacy.Owens@amwater.com]  
 Sent: Monday, September 29, 2008 10:07 AM  
 To: Candice Deininger  
 Cc: William O'Mara; Bryan.Siler@amwater.com; Jarold.Jackson@amwater.com; Keith.Cartier@amwater.com; Rick.Witherite@amwater.com  
 Subject: Re: Customer Calls

It was a great trip Candice. I have identified the CSR who spoke with this

customer. I have requested that the call be screened and the appropriate follow up done with the representative. I have reviewed the account comments and will listen to the call once it is sent over.

Please continue to send us any issues that come your way.

Thanks!

\*\*\*\*\*

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.

"Candice  
Deininger"  
<cdeining@lfucg.com>

To  
om> <Stacy.Owens@amwater.com>,  
<Rick.Witherite@amwater.com>

09/29/2008 08:59  
cc AM <Keith.Cartier@amwater.com>,  
<Jarold.Jackson@amwater.com>,  
<Bryan.Siler@amwater.com>,  
"William O'Mara" <billo@lfucg.com>

Subject  
Customer Calls



Good morning, Stacy and Rick. I hope your trip to Alton was a safe one!

As a result of our meeting last week where it was requested that I let you know about customer service issues, I wanted to pass along the premise number, [REDACTED] belonging to a customer from whom I just received a call requesting an adjustment to her sewer charges. Her account is already subject to FWA but was referred here after calling the water company. I know you all are trying very hard to resolve these issues and that it takes time, but I wanted to make you aware of this call in the hope that it could be traced back to a particular CSR for coaching.

My thanks to you both and have a good day!

Candice

Candice Deininger  
LFUCG Division of Revenue  
200 E. Main St., Lexington, KY 40507  
Telephone: 859-258-3364  
Fax: 859-258-3352  
cdeining@lfucg.com

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:12 PM -----

From: Stacy Owens/KAWC/AWWSC  
To: "Candice Deininger" <cdeining@lfucg.com>@AWX  
Cc: "William O'Mara" <billo@lfucg.com>, Bryan.Siler@amwater.com, Jarold.Jackson@amwater.com, Keith.Cartier@amwater.com, Rick.Witherite@amwater.com  
Date: 09/29/2008 06:41 PM  
Subject: Re: Non-Residential Customer Referral

---

Candice,

I was able to locate this customer's information and CSR who handled the call. CSR provided the LexCall number instead of Division of Water.

Rick...please confirm when Rebecca will complete updates to IDA.

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.

"Candice Deininger" <cdeining@lfucg.com>



**"Candice Deininger"**  
<cdeining@lfucg.com>

09/29/2008 02:53 PM

To <Stacy.Owens@amwater.com>

cc <Keith.Cartier@amwater.com>,  
<Jarold.Jackson@amwater.com>,  
<Bryan.Siler@amwater.com>,  
<Rick.Witherite@amwater.com>, "William O'Mara"  
<billo@lfucg.com>

Subject Non-Residential Customer Referral

Stacy,

I just checked with Lynne and Rebecca, and Lynne had a referral from the call center for a non-residential customer [REDACTED] (Linda). We have no further information on the account; she was transferred to the Division of Water Quality since we don't handle non-residential adjustments. Thank you again!

Candice

Candice Deininger  
LFUCG Division of Revenue  
200 E. Main St., Lexington, KY 40507  
Telephone: 859-258-3364  
Fax: 859-258-3352  
cdeining@lfucg.com

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:12 PM -----

From: Stacy Owens/KAWC/AWWSC  
To: Keith L Cartier/KAWC/AWWSC@AWW  
Cc: Bryan Siler/KAWC/AWWSC@AWW, Jarold Jackson/KAWC/AWWSC@AWW  
Date: 09/30/2008 08:20 AM  
Subject: Re: Non-Residential Customer Referral

Keith,

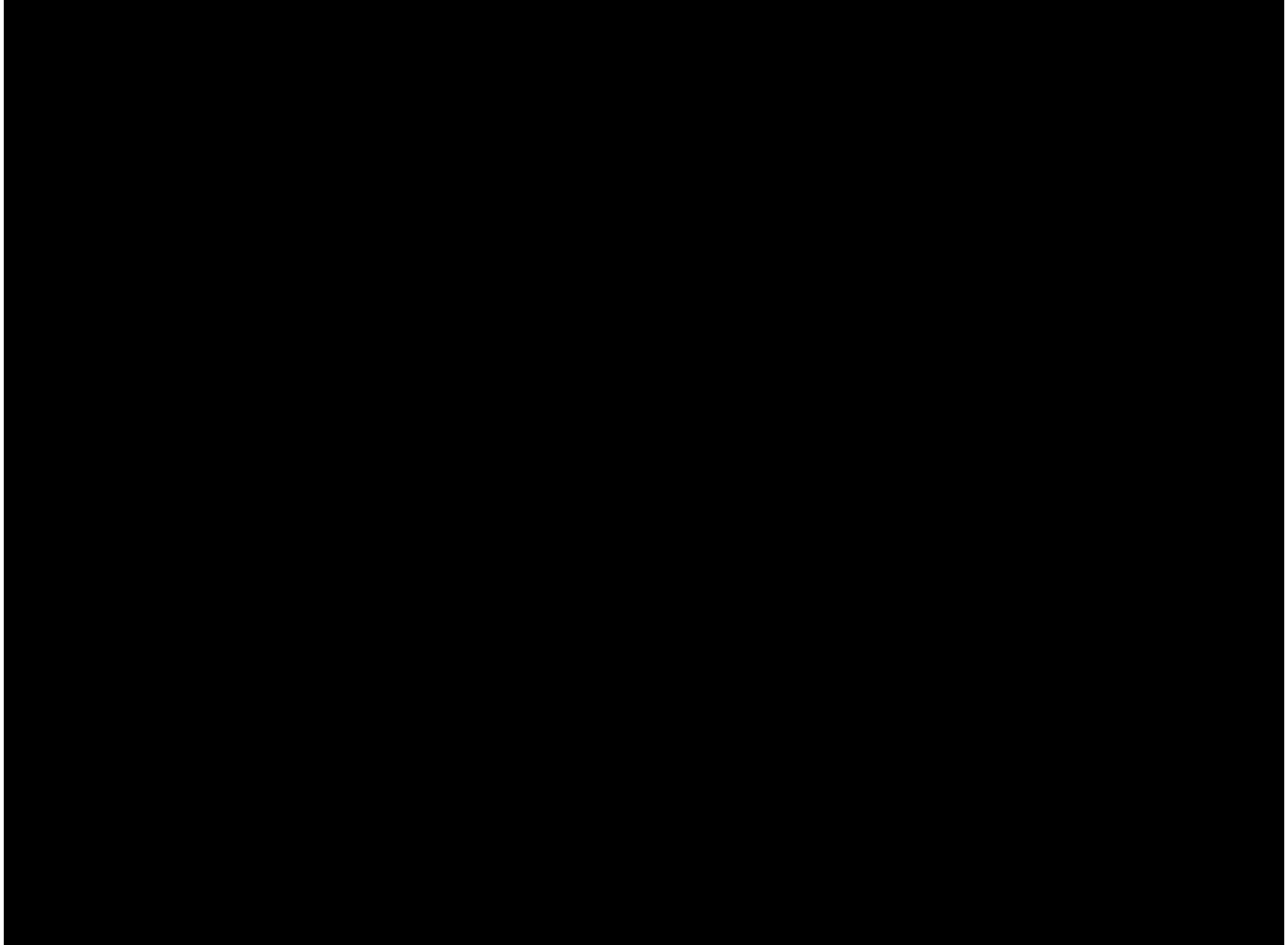
The CSR provided the number that is currently in IDA. I requested Rick to follow up to be sure Rebecca gets the updates made ASAP. One of those updates Candice provided in the updated document is the Division of Water direct number. That is not what LFUCG had previously provided to us.

This is what is currently in IDA for nonresidential, which is the LexCall Number:

[Customers should call the Division of Sanitary Sewers at 859-425-2411.](#)

Also here is the CSR comments indicating she made great effort in assisting this customer. I will give

Rebecca a call to reiterate the importance of getting those changes made.



\*\*\*\*\*

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.

Keith L Cartier/KAWC/AWWSC

**Keith L  
Cartier/KAWC/AWWSC**  
09/29/2008 07:36 PM

To Stacy Owens/KAWC/AWWSC@AWW, Bryan  
Siler/KAWC/AWWSC@AWW, Jarold  
Jackson/KAWC/AWWSC@AWW

cc

Subject Re: Non-Residential Customer Referral 

Stacy,

Is this simply an error that the rep didn't know any better? Would seem that those should be clearly in the scripts for KY customers. I want to review the three we received from Candice, and if appropriate set up a session with the CSC. Unacceptable CSC performance immediately following the visit.

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

**Stacy Owens/KAWC/AWWSC**

09/29/2008 06:41 PM

To "Candice Deininger" <cdeining@lfucg.com>@AWX  
cc "William O'Mara" <billo@lfucg.com>,  
Bryan.Siler@amwater.com, Jarold.Jackson@amwater.com,  
Keith.Cartier@amwater.com, Rick.Witherite@amwater.com  
Subject Re: Non-Residential Customer Referral 📎

Candice,

I was able to locate this customer's information and CSR who handled the call. CSR provided the LexCall number instead of Division of Water.

Rick...please confirm when Rebecca will complete updates to IDA.

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.

"Candice Deininger" <cdeining@lfucg.com>



**"Candice Deininger"**  
**<cdeining@lfucg.com>**

09/29/2008 02:53 PM

To <Stacy.Owens@amwater.com>  
cc <Keith.Cartier@amwater.com>,  
<Jarold.Jackson@amwater.com>,  
<Bryan.Siler@amwater.com>,  
<Rick.Witherite@amwater.com>, "William O'Mara"  
<billo@lfucg.com>



Subject Non-Residential Customer Referral

Stacy,

I just checked with Lynne and Rebecca, and Lynne had a referral from the call center for a non-residential customer [REDACTED] (Linda). We have no further information on the account; she was transferred to the Division of Water Quality since we don't handle non-residential adjustments. Thank you again!

Candice

Candice Deininger  
LFUCG Division of Revenue  
200 E. Main St., Lexington, KY 40507  
Telephone: 859-258-3364  
Fax: 859-258-3352  
cdeining@lfucg.com

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:12 PM -----

From: "Candice Deininger" <cdeining@lfucg.com>  
To: <Stacy.Owens@amwater.com>  
Cc: <Keith.Cartier@amwater.com>, <Jarold.Jackson@amwater.com>, <Bryan.Siler@amwater.com>, <Rick.Witherite@amwater.com>, "William O'Mara" <billo@lfucg.com>  
Date: 09/30/2008 08:29 AM  
Subject: Customer Call

---

Good morning, Stacy. Just got off the phone with the customer at premise number [REDACTED] who was referred to us by the call center for a sewer adjustment; she hadn't received her bill yet and her account already has a FWA.

Candice Deininger  
LFUCG Division of Revenue  
200 E. Main St., Lexington, KY 40507  
Telephone: 859-258-3364  
Fax: 859-258-3352  
cdeining@lfucg.com

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:12 PM -----

From: "Candice Deininger" <cdeining@lfucg.com>  
To: <Stacy.Owens@amwater.com>  
Cc: "Kim Nesbitt" <knesbitt@lfucg.com>, <Jarold.Jackson@amwater.com>, <Bryan.Siler@amwater.com>, <Rick.Witherite@amwater.com>, "William O'Mara" <billo@lfucg.com>  
Date: 09/30/2008 09:34 AM  
Subject: Another Customer Call

---

Hi, Stacy. Here's another one: Premise number [REDACTED] – hasn't received bill yet and is already on FWA.

Candice Deininger  
 LFUCG Division of Revenue  
 200 E. Main St., Lexington, KY 40507  
 Telephone: 859-258-3364  
 Fax: 859-258-3352  
 cdeining@lfucg.com

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:12 PM -----

From: Stacy Owens/KAWC/AWWSC  
 To: "Candice Deininger" <cdeining@lfucg.com>@AWX  
 Cc: "William O'Mara" <billo@lfucg.com>, Bryan.Siler@amwater.com, Jarold.Jackson@amwater.com, Keith.Cartier@amwater.com, Rick.Witherite@amwater.com  
 Date: 09/30/2008 10:49 AM  
 Subject: Re: Customer Call

Good Morning,

One-on-One follow up and coaching is taking place as result of your feedback. Rick confirmed that IDA updates are complete. I have requested a training update for all CSRs and a call with Call Handling Supervisors as well.

There is certainly room for improvement. Thanks for your patience!

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.

"Candice Deininger" <cdeining@lfucg.com>



"Candice Deininger"  
 <cdeining@lfucg.com>

09/30/2008 08:30 AM

To <Stacy.Owens@amwater.com>

cc <Keith.Cartier@amwater.com>,  
 <Jarold.Jackson@amwater.com>,  
 <Bryan.Siler@amwater.com>,  
 <Rick.Witherite@amwater.com>, "William O'Mara"  
 <billo@lfucg.com>

Subject Customer Call

Good morning, Stacy. Just got off the phone with the customer at premise number [REDACTED] who was referred to us by the call center for a sewer adjustment; she hadn't received her bill yet and her account already has a FWA.

Candice Deininger  
 LFUCG Division of Revenue  
 200 E. Main St., Lexington, KY 40507  
 Telephone: 859-258-3364  
 Fax: 859-258-3352  
 cdeining@lfucg.com

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:12 PM -----

From: Stacy Owens/KAWC/AWWSC  
 To: "Candice Deininger" <cdeining@lfucg.com>@AWX  
 Cc: "William O'Mara" <billo@lfucg.com>, Bryan.Siler@amwater.com, Jarold.Jackson@amwater.com, "Kim Nesbitt" <knesbitt@lfucg.com>, Rick.Witherite@amwater.com  
 Date: 09/30/2008 11:22 AM  
 Subject: Re: Another Customer Call

Candice,

I took a look at this account and customer's inquiry was in regards to their 9/24/08 bill. However, the customer is on FWA and that is reflected in the total usage for sewer billed at their average.

Follow up will occur.

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.

"Candice Deininger" <cdeining@lfucg.com>



"Candice Deininger"  
 <cdeining@lfucg.com>  
 09/30/2008 09:36 AM

To <Stacy.Owens@amwater.com>  
 cc "Kim Nesbitt" <knesbitt@lfucg.com>,  
 <Jarold.Jackson@amwater.com>,  
 <Bryan.Siler@amwater.com>,  
 <Rick.Witherite@amwater.com>, "William O'Mara"  
 <billo@lfucg.com>  
 Subject Another Customer Call



Hi, Stacy. Here's another one: Premise number [REDACTED] – hasn't received bill yet and is already on FWA.

Candice Deininger  
 LFUCG Division of Revenue  
 200 E. Main St., Lexington, KY 40507  
 Telephone: 859-258-3364  
 Fax: 859-258-3352  
 cdeining@lfucg.com

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:12 PM -----

From: Stacy Owens/KAWC/AWWSC  
 To: "Candice Deininger" <cdeining@lfucg.com>@AWX  
 Cc: "William O'Mara" <billo@lfucg.com>, Bryan.Siler@amwater.com, Jarold.Jackson@amwater.com, Keith.Cartier@amwater.com, Rick.Witherite@amwater.com  
 Date: 09/30/2008 11:41 AM  
 Subject: RE: Customer Call

Sure.

Rick, please pull up this information and forward to Candice.

Thanks.

\*\*\*\*\*

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.

"Candice Deininger" <cdeining@lfucg.com>



"Candice Deininger"  
 <cdeining@lfucg.com>  
 09/30/2008 11:09 AM

To <Stacy.Owens@amwater.com>  
 cc "William O'Mara" <billo@lfucg.com>, <Bryan.Siler@amwater.com>, <Jarold.Jackson@amwater.com>, <Keith.Cartier@amwater.com>, <Rick.Witherite@amwater.com>  
 Subject RE: Customer Call



Hi, Stacy, and thank you. Would it be possible to get a copy/printscreen of the information the CSRs actually see?

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

From: Stacy.Owens@amwater.com [mailto:Stacy.Owens@amwater.com]  
 Sent: Tuesday, September 30, 2008 10:49 AM  
 To: Candice Deininger  
 Cc: William O'Mara; Bryan.Siler@amwater.com; Jarold.Jackson@amwater.com;  
 Keith.Cartier@amwater.com; Rick.Witherite@amwater.com  
 Subject: Re: Customer Call

Good Morning,

One-on-One follow up and coaching is taking place as result of your feedback. Rick confirmed that IDA updates are complete. I have requested a training update for all CSRs and a call with Call Handling Supervisors as well.

There is certainly room for improvement. Thanks for your patience!

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.

"Candice  
 Deininger"  
 <cdeining@lfucg.c  
 To om> <Stacy.Owens@amwater.com>  
 cc 09/30/2008 08:30 AM <Keith.Cartier@amwater.com>,  
 <Jarold.Jackson@amwater.com>,  
 <Bryan.Siler@amwater.com>,  
 <Rick.Witherite@amwater.com>,  
 "William O'Mara"  
 <billo@lfucg.com>

Subject

Customer Call

Good morning, Stacy. Just got off the phone with the customer at premise number [REDACTED] who was referred to us by the call center for a sewer adjustment. [REDACTED] adn't received her bill yet and her account already has a FWA.

Candice Deininger  
LFUCG Division of Revenue  
200 E. Main St., Lexington, KY 40507  
Telephone: 859-258-3364  
Fax: 859-258-3352  
cdeining@lfucg.com

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:12 PM -----

From: "Candice Deininger" <cdeining@lfucg.com>  
To: <Stacy.Owens@amwater.com>  
Cc: "William O'Mara" <billo@lfucg.com>, <Bryan.Siler@amwater.com>, <Jarold.Jackson@amwater.com>, <Keith.Cartier@amwater.com>, <Rick.Witherite@amwater.com>  
Date: 09/30/2008 12:11 PM  
Subject: RE: Customer Call

---

Thank you both!

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

From: Stacy.Owens@amwater.com [mailto:Stacy.Owens@amwater.com]  
Sent: Tuesday, September 30, 2008 11:42 AM  
To: Candice Deininger  
Cc: William O'Mara; Bryan.Siler@amwater.com; Jarold.Jackson@amwater.com; Keith.Cartier@amwater.com; Rick.Witherite@amwater.com  
Subject: RE: Customer Call

Sure.

Rick, please pull up this information and forward to Candice.

Thanks.

\*\*\*\*\*

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.

"Candice  
Deininger"  
<cdeining@lfucg.c  
om> <Stacy.Owens@amwater.com>  
cc 09/30/2008 11:09 "William O'Mara"  
<billo@lfucg.com>, <Bryan.Siler@amwater.com>,  
AM <Jarold.Jackson@amwater.com>,  
<Keith.Cartier@amwater.com>,  
<Rick.Witherite@amwater.com>  
Subject RE: Customer Call

Hi, Stacy, and thank you. Would it be possible to get a copy/printscreen of the information the CSRs actually see?

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

From: Stacy.Owens@amwater.com [mailto:Stacy.Owens@amwater.com]  
 Sent: Tuesday, September 30, 2008 10:49 AM  
 To: Candice Deininger  
 Cc: William O'Mara; Bryan.Siler@amwater.com; Jarold.Jackson@amwater.com;  
 Keith.Cartier@amwater.com; Rick.Witherite@amwater.com  
 Subject: Re: Customer Call

Good Morning,

One-on-One follow up and coaching is taking place as result of your feedback. Rick confirmed that IDA updates are complete. I have requested a training update for all CSRs and a call with Call Handling Supervisors as well.

There is certainly room for improvement. Thanks for your patience!

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.

"Candice  
 Deininger"  
 <cdeining@lfucg.c  
 To om> <Stacy.Owens@amwater.com>  
 cc 09/30/2008 08:30 AM <Keith.Cartier@amwater.com>,  
 <Jarold.Jackson@amwater.com>,  
 <Bryan.Siler@amwater.com>,  
 <Rick.Witherite@amwater.com>,  
 "William O'Mara"  
 <billo@lfucg.com>  
 Subject Customer Call

Good morning, Stacy. Just got off the phone with the customer at premise number [REDACTED] who was referred to us by the call center for a sewer adjustment. [REDACTED] adn't received her bill yet and her account already has a FWA.

Candice Deininger  
LFUCG Division of Revenue  
200 E. Main St., Lexington, KY 40507  
Telephone: 859-258-3364  
Fax: 859-258-3352  
cdeining@lfucg.com

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:12 PM -----

From: Keith L Cartier/KAWC/AWWSC  
To: Stacy Owens/KAWC/AWWSC@AWW  
Cc: Bryan Siler/KAWC/AWWSC@AWW, Cheryl DiSanti/PAWC/AWWSC@AWW, Jarold Jackson/KAWC/AWWSC@AWW, Steven Snowden/SERVCO/AWWSC@AWW  
Date: 09/30/2008 05:14 PM  
Subject: Re: Preliminary Pricing Discussion of Potential Storm Water Fee

---


All,  
We need to get our preliminary assessment completed so that we can begin working this through CDC and LFUCG. Ran in to Joe Kelley last week at a function so he knows we (Steve Snowden, John-Mark, and others) are planning to follow up. Let me know what you all ultimately are able to pull together - and suggest that we include Steve in that initial conversation just to bring him a little more up to speed on some of the pricing complexities.

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

Stacy Owens/KAWC/AWWSC

09/30/2008 04:00 PM

To Cheryl DiSanti/PAWC/AWWSC@AWW

cc Bryan Siler/KAWC/AWWSC@AWW, Jarold Jackson/KAWC/AWWSC@AWW, Keith L Cartier/KAWC/AWWSC@AWW  
Subject Re: Preliminary Pricing Discussion of Potential Storm Water Fee 

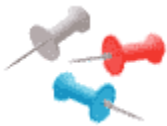
Cheryl, we did not get consensus on a good time to discuss. I will try to check schedules and get back with you. Thanks!

\*\*\*\*\*


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.

Cheryl DiSanti/PAWC/AWWSC



**Cheryl DiSanti/PAWC/AWWSC**  
09/26/2008 04:22 PM

To Stacy Owens/KAWC/AWWSC@AWW  
cc Bryan Siler/KAWC/AWWSC@AWW, Jarold Jackson/KAWC/AWWSC@AWW, Keith L Cartier/KAWC/AWWSC@AWW  
Subject Re: Preliminary Pricing Discussion of Potential Storm Water Fee 

Late afternoon (3:30 or later) would work best for me on Tuesday.

Cheryl DiSanti  
Major Customer Account Manager  
American Water - Eastern Division  
300 Galley Rd.  
McMurray, PA 15317  
Office - 724-873-3665  
Mobile - 412-559-2497  
Fax - 724-743-3129  
cheryl.disanti@amwater.com  
Stacy Owens/KAWC/AWWSC

**Stacy Owens/KAWC/AWWSC**  
09/26/2008 04:19 PM

To Cheryl DiSanti/PAWC/AWWSC@AWW, Keith L Cartier/KAWC/AWWSC@AWW  
cc Bryan Siler/KAWC/AWWSC@AWW, Jarold Jackson/KAWC/AWWSC@AWW  
Subject Re: Preliminary Pricing Discussion of Potential Storm Water Fee 

Check your schedule for Tuesday. That will be the best and soonest that I can get together on this.  
Cheryl DiSanti

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

**From:** Cheryl DiSanti

**Sent:** 09/26/2008 09:05 AM EDT

**To:** Keith Cartier

**Cc:** Bryan Siler; Jarold Jackson; Stacy Owens

**Subject:** Re: Preliminary Pricing Discussion of Potential Storm Water Fee

I'm available to discuss today Bryan and Stacy. I can be reached on my cell phone.

Cheryl DiSanti  
Major Customer Account Manager  
American Water - Eastern Division  
300 Galley Rd.  
McMurray, PA 15317  
Office - 724-873-3665  
Mobile - 412-559-2497  
Fax - 724-743-3129  
cheryl.disanti@amwater.com  
Keith L Cartier/KAWC/AWWSC

**Keith L  
Cartier/KAWC/AWWSC**  
09/25/2008 12:27 PM

To: Cheryl DiSanti/PAWC/AWWSC@AWW, Bryan  
Siler/KAWC/AWWSC@AWW, Stacy  
Owens/KAWC/AWWSC@AWW  
cc: Jarold Jackson/KAWC/AWWSC@AWW  
Subject: Preliminary Pricing Discussion of Potential Storm Water Fee

All,  
Although we have nothing concrete, given the recent wastewater billing issues, I would like to better understand potential pricing and billing control strategies - based on variables associated with our internal processes - so that we can appropriately price a storm water fee contract offering should we have an opportunity to do so. Will you all work together and propose a date by which you'll be ready to talk about the possible pricing structures. Thank you.

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

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:12 PM -----

From: "Candice Deininger" <cdeining@lfucg.com>  
To: <Stacy.Owens@amwater.com>

Cc: <Keith.Cartier@amwater.com>, <Jarold.Jackson@amwater.com>, <Bryan.Siler@amwater.com>, <Rick.Witherite@amwater.com>, "William O'Mara" <billo@lfucg.com>  
 Date: 10/01/2008 12:04 PM  
 Subject: Customer Call

---

Hi, Stacy. Just got off the phone with [REDACTED] at premise number [REDACTED]. He had called customer service inquiring about all the charges on his bill. He was told by the CSR that the meter charge was a city charge and our meter. I spent about ten minutes on the phone with this gentleman going over the charges and explaining them, basically 'walking' him through his bill.

Candice Deininger  
 LFUCG Division of Revenue  
 200 E. Main St., Lexington, KY 40507  
 Telephone: 859-258-3364  
 Fax: 859-258-3352  
 cdeining@lfucg.com

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:12 PM -----

From: Stacy Owens/KAWC/AWWSC  
 To: "Candice Deininger" <cdeining@lfucg.com>@AWX  
 Cc: "William O'Mara" <billo@lfucg.com>, Bryan.Siler@amwater.com, Jarold.Jackson@amwater.com, Keith.Cartier@amwater.com, Rick.Witherite@amwater.com  
 Date: 10/01/2008 04:24 PM  
 Subject: Re: Customer Call

---

Candice,

The account comments do not coincide to what the customer conveyed to you. I am requesting the recording of this call to discern exactly the customer was told.

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.

"Candice Deininger" <cdeining@lfucg.com>



"Candice Deininger"  
 <cdeining@lfucg.com>  
 10/01/2008 12:05 PM

To <Stacy.Owens@amwater.com>  
 cc <Keith.Cartier@amwater.com>, <Jarold.Jackson@amwater.com>, <Bryan.Siler@amwater.com>, <Rick.Witherite@amwater.com>, "William O'Mara" <billo@lfucg.com>  
 Subject Customer Call





Hi, Stacy. Just got off the phone with [REDACTED] at premise number [REDACTED]. He had called customer service inquiring about all the charges on his bill. He was told by the CSR that the meter charge was a city charge and our meter. I spent about ten minutes on the phone with this gentleman going over the charges and explaining them, basically 'walking' him through his bill.

Candice Deininger  
 LFUCG Division of Revenue  
 200 E. Main St., Lexington, KY 40507  
 Telephone: 859-258-3364  
 Fax: 859-258-3352  
 cdeining@lfucg.com

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:12 PM -----

From: "Candice Deininger" <cdeining@lfucg.com>  
 To: <Stacy.Owens@amwater.com>  
 Cc: "William O'Mara" <billo@lfucg.com>, <Bryan.Siler@amwater.com>, <Jarold.Jackson@amwater.com>, <Keith.Cartier@amwater.com>, <Rick.Witherite@amwater.com>  
 Date: 10/01/2008 04:26 PM  
 Subject: RE: Customer Call

Thanks, Stacy . . .

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

From: Stacy.Owens@amwater.com [mailto:Stacy.Owens@amwater.com]  
 Sent: Wednesday, October 01, 2008 4:25 PM  
 To: Candice Deininger  
 Cc: William O'Mara; Bryan.Siler@amwater.com; Jarold.Jackson@amwater.com; Keith.Cartier@amwater.com; Rick.Witherite@amwater.com  
 Subject: Re: Customer Call

Candice,

The account comments do not coincide to what the customer conveyed to you.

I am requesting the recording of this call to discern exactly the customer was told.

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.

"Candice  
Deininger"  
<cdeining@lfucg.c  
om>  
<Stacy.Owens@amwater.com>  
cc  
10/01/2008 12:05  
PM  
<Keith.Cartier@amwater.com>,  
<Jarold.Jackson@amwater.com>,  
<Bryan.Siler@amwater.com>,  
<Rick.Witherite@amwater.com>,  
"William O'Mara"  
<billo@lfucg.com>  
Subject  
Customer Call

Hi, Stacy. Just got off the phone with [REDACTED] at premise number [REDACTED]. He had called customer servi [REDACTED] about all the

on his bill. He was told by the CSR that the meter charge was a city charge and our meter. I spent about ten minutes on the phone with this gentleman going over the charges and explaining them, basically 'walking' him through his bill.

Candice Deininger  
LFUCG Division of Revenue  
200 E. Main St., Lexington, KY 40507  
Telephone: 859-258-3364

Fax: 859-258-3352  
cdeining@lfucg.com

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:12 PM -----

From: "Candice Deininger" <cdeining@lfucg.com>  
To: <Rick.Witherite@amwater.com>, <Bryan.Siler@amwater.com>  
Cc: "Dustin Baker" <dbaker@lfucg.com>  
Date: 10/03/2008 11:18 AM  
Subject: Geocoded August 2008 New Taps

---

Good morning, Rick. Attached is the file of the geocoded locations for August 2008. Dustin has highlighted those outside of the sewerable area; in addition, there is one highlighted in red on [REDACTED] Road – this location seems to be missing only the number in the address which I presume is [REDACTED]. Since all the others before and after it in the list are within the sewerable area, I'm sure this one is as well. If you have any questions, kindly let me know. Thank you!

Candice

Candice Deininger  
LFUCG Division of Revenue  
200 E. Main St., Lexington, KY 40507  
Telephone: 859-258-3364  
Fax: 859-258-3352  
cdeining@lfucg.com



ONSET-NEW TAPS FOR AUGUST 2008 - GIS.xls

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:12 PM -----

From: "Candice Deininger" <cdeining@lfucg.com>  
To: <Rick.Witherite@amwater.com>  
Cc: <Jarold.Jackson@amwater.com>, <Stacy.Owens@amwater.com>, <Bryan.Siler@amwater.com>  
Date: 10/03/2008 04:38 PM  
Subject: [REDACTED]

---

Hi, Rick. I was looking over the industrial usage report and noticed that [REDACTED] September usage had fallen off quite a bit. Are there any notes on the account that might shed some light on their reduction in usage? Historically, this is not one of the months in which their usage typically drops off. I also noticed that just about the same time last year, the meter was changed. Any correlation? Thanks for whatever insight you can provide. Have a good weekend!

Candice

Candice Deininger  
LFUCG Division of Revenue  
200 E. Main St., Lexington, KY 40507  
Telephone: 859-258-3364  
Fax: 859-258-3352  
cdeining@lfucg.com

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:12 PM -----

From: Rick Witherite/KAWC/AWWSC  
To: cdeining@lfucg.com  
Cc: Bryan.Siler@amwater.com, Jarold.Jackson@amwater.com, Stacy.Owens@amwater.com  
Date: 10/06/2008 07:22 AM  
Subject: Re [REDACTED]

---

Good Morning,

There were no service orders issued recently. I did see a contact from the customer in July asking for the average daily consumption. Maybe they are looking to reduce water usage. There would not be a correlation between the meter being changed last year. That was all I saw.

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

"Candice Deininger" <cdeining@lfucg.com>

10/03/2008 04:39 PM

To <Rick.Witherite@amwater.com>  
cc <Jarold.Jackson@amwater.com>, <Stacy.Owens@amwater.com>,  
<Bryan.Siler@amwater.com>  
Subject [REDACTED]  
ct

Hi, Rick. I was looking over the industrial usage report and noticed that [REDACTED] September usage had fallen off quite a bit. Are there any notes on the account that might shed some light on their reduction in usage? Historically, this is not one of the months in which their usage typically drops off. I also noticed that just about the same time last year, the meter was changed. Any correlation? Thanks for whatever insight you can provide. Have a good weekend!

Candice

Candice Deininger  
LFUCG Division of Revenue  
200 E. Main St., Lexington, KY 40507  
Telephone: 859-258-3364  
Fax: 859-258-3352  
cdeining@lfucg.com

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:12 PM -----

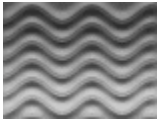
From: Jarold Jackson/KAWC/AWWSC  
 To: Rick Witherite/KAWC/AWWSC@AWW  
 Cc: Bryan.Siler@amwater.com, cdeining@lfucg.com, Stacy.Owens@amwater.com  
 Date: 10/06/2008 10:32 AM  
 Subject: Re: [REDACTED]

We've found recently that due to the down turn in the economy, some industries have cut shifts, working hours, etc.

Rick, would you give [REDACTED] a call to see if they have made any recent adjustments to their work schedule or initiated [REDACTED] on measures that would attribute to a reduction in usage? Thanks!

\*\*\*\*\*

Jarold Jackson  
 Manager, Field Operations  
 Kentucky American Water  
 2300 Richmond Road  
 Lexington, Kentucky 40502  
 859-268-6376 Office  
 859-268-6374 Fax  
 jarold.jackson@amwater.com  
 Rick Witherite/KAWC/AWWSC



**Rick**  
**Witherite/KAWC/AWWSC**  
 10/06/2008 07:22 AM

To: cdeining@lfucg.com  
 cc: Bryan.Siler@amwater.com, Jarold.Jackson@amwater.com,  
 Stacy.Owens@amwater.com  
 Subject: Re: [REDACTED]

Good Morning,

There were no service orders issued recently. I did see a contact from the customer in July asking for the average daily consumption. Maybe they are looking to reduce water usage. There would not be a correlation between the meter being changed last year. That was all I saw.

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

"Candice Deininger"  
 <cdeining@lfucg.com>

To

10/03/2008 04:39 PM

<Rick.Witherite@amwater.com>  
cc <Jarold.Jackson@amwater.com>, <Stacy.Owens@amwater.com>,  
<Bryan.Siler@amwater.com>

Subject: [REDACTED]

Hi, Rick. I was looking over the industrial usage report and noticed that [REDACTED] September usage had fallen off quite a bit. Are there any notes on the account that might shed some light on their reduction in usage? Historically, this is not one of the months in which their usage typically drops off. I also noticed that just about the same time last year, the meter was changed. Any correlation? Thanks for whatever insight you can provide. Have a good weekend!

Candice

Candice Deininger  
LFUCG Division of Revenue  
200 E. Main St., Lexington, KY 40507  
Telephone: 859-258-3364  
Fax: 859-258-3352  
cdeining@lfucg.com

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:12 PM -----

From: "Candice Deininger" <cdeining@lfucg.com>  
To: <Jarold.Jackson@amwater.com>, <Rick.Witherite@amwater.com>  
Cc: <Bryan.Siler@amwater.com>, <Stacy.Owens@amwater.com>  
Date: 10/06/2008 10:41 AM  
Subject: RE [REDACTED]

Good morning, Jarold, and thank you! I have a friend who recently interviewed there and was told that they weren't currently hiring due to the economy, so that could very well be the reason. However, it doesn't hurt to be sure.

Candice

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

From: Jarold.Jackson@amwater.com [mailto:Jarold.Jackson@amwater.com]  
Sent: Monday, October 06, 2008 10:32 AM  
To: Rick.Witherite@amwater.com  
Cc: Bryan.Siler@amwater.com; Candice Deininger; Stacy.Owens@amwater.com  
Subject: Re [REDACTED]

We've found recently that due to the down turn in the economy, some industries have cut shifts, working hours, etc.

Rick, would you give [REDACTED] a call to see if they have made any recent adjustments to [REDACTED] schedule or initiated any conservation measures that would attribute to a reduction in usage? Thanks!

\*\*\*\*\*

Jarold Jackson  
Manager, Field Operations  
Kentucky American Water  
2300 Richmond Road  
Lexington, Kentucky 40502  
859-268-6376 Office  
859-268-6374 Fax  
jarold.jackson@amwater.com

Rick

Wetherite/KAWC/AW

WSC

To

cdeining@lfucg.com

cc

10/06/2008 07:22

AM

Bryan.Siler@amwater.com,

Jarold.Jackson@amwater.com,

Stacy.Owens@amwater.com

Subject

Re: [REDACTED] Document link:

JAROLD JACKSON)

Good Morning,

There were no service orders issued recently. I did see a contact from the customer in July asking for the average daily consumption. Maybe they are looking to reduce water usage. There would not be a correlation between the meter being changed last year. That was all I saw.

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

"Candice Deininger"

<cdeining@lfucg.com>

To

10/03/2008 04:39 PM

<Rick.Witherite@amwater.com>

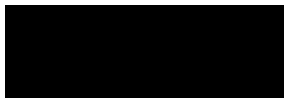
cc

<Jarold.Jackson@amwater.com> ,

<Stacy.Owens@amwater.com> ,

<Bryan.Siler@amwater.com>

Subject





Hi, Rick. I was looking over the industrial usage report and noticed that [REDACTED] September usage had fallen off quite a bit. Are there any notes on the account that might shed some light on their reduction in usage? Historically, this is not one of the months in which their usage typically drops off. I also noticed that just about the same time last year, the meter was changed. Any correlation? Thanks for whatever insight you can provide. Have a good weekend!

Candice

Candice Deininger  
LFUCG Division of Revenue  
200 E. Main St., Lexington, KY 40507  
Telephone: 859-258-3364  
Fax: 859-258-3352  
cdeining@lfucg.com

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:12 PM -----

From: Rick Witherite/KAWC/AWWSC  
To: cdeining@lfucg.com, Donna Taylor/KAWC/AWWSC@AWW, dgerardi@lfucg.com, sandyn@lfucg.com, Stacy Owens/KAWC/AWWSC@AWW, rhicks@lfucg.com, scottb@lfucg.com, Rachel Cole/KAWC/AWWSC@AWW  
Cc: Bryan Siler/KAWC/AWWSC@AWW  
Date: 10/06/2008 02:36 PM  
Subject: Sept. Reports

---

Hello,

Attached are the reports for Sept. There were two premises that are OPA that were billed taxes in Sept. These have been identified and are being corrected. If there are any questions just let me know.



LFUCG Sewer and Landfill\_September rev 2008.xls



Landfill Aging Totals.pdf



Sewer Aging Totals.pdf

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

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:12 PM -----

From: Rick Witherite/KAWC/AWWSC  
To: Dale S Graham/SHARVCS/AWWSC@AWW, Takiyah E Myatt/SHARVCS/AWWSC@AWW  
Cc: cdeining@lfucg.com, Rachel Cole/KAWC/AWWSC@AWW, Bryan Siler/KAWC/AWWSC@AWW  
Date: 10/06/2008 02:41 PM  
Subject: Sewer/Landfill Sept Billing

---

Dale,

Here are the MI requests for LFUCG and Sadieville sewer and landfill. Please process and send the pdf file to K Hicks and Candice Deininger at LFUCG.

Thank you.



Miscellaneous Invoice Request-LFUCG 09\_2008.doc



Miscellaneous Invoice Request-Sadieville 09\_2008.doc

Takiyah,

Please use this memo to record the revenue and accrual.

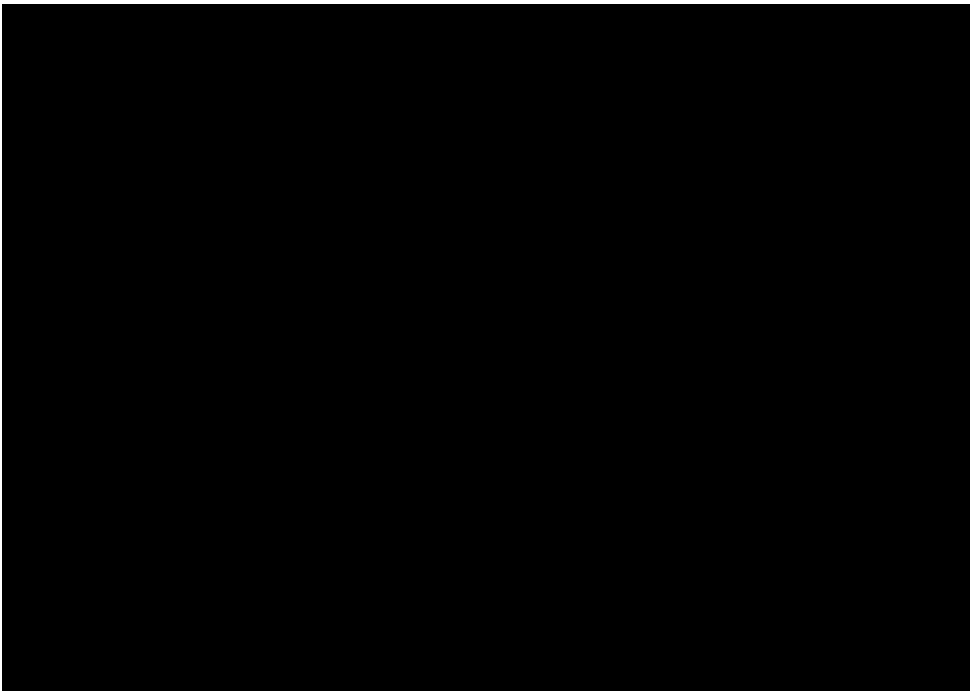
Thank you.



MI-Sewer Landfill 09\_2008.doc

**Landfill/Sewer billing**

9/30/2008



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

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:12 PM -----

From: Keith L Cartier/KAWC/AWWSC  
 To: Meg Neafsey/ADMIN/CORP/AWWSC@AWW  
 Cc: Stacy Owens/KAWC/AWWSC@AWW, Bryan Siler/KAWC/AWWSC@AWW  
 Date: 10/06/2008 06:19 PM  
 Subject: Fw: Customer Call

Meg,

Thanks much for the call. Here is the list we began tracking last week. Look forward to working together to ensure appropriate treatment of KAW customers with wastewater billing questions. As I mentioned, Bryan Siler is assuming overall responsibility for the LFUCG contract (reporting to Stacy), and owning all internal and external relationships. Bryan will be taking the lead in working with the appropriate CSC folks to improve training and service. Thanks once again for your attention.

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 10/06/2008 06:16 PM -----

**Stacy Owens/KAWC/AWWSC**

10/06/2008 05:20 PM

To Keith L Cartier/KAWC/AWWSC@AWW

cc

Subject Re: Fw: Customer Call 

Keith,

Let me know if you need anything further.



LFUCG Customer Calls.xls

\*\*\*\*\*

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.

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:12 PM -----

From: Rick Witherite/KAWC/AWWSC  
To: cdeining@lfucg.com  
Cc: ccross@lfucg.com, rburke@lfucg.com, Bryan Siler/KAWC/AWWSC@AWW  
Date: 10/07/2008 07:34 AM  
Subject: Adjustment request and other questions

---

Good Morning,

Starting today please copy Bryan Siler on all of your adjustment requests and questions regarding accounts. Sorry for the short notice but he needs to be included so he can see what is coming in. I will let you know later when you can stop copying me altogether. Thank you.

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

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:12 PM -----

From: Rick Witherite/KAWC/AWWSC  
To: cdeining@lfucg.com  
Cc: Bryan.Siler@amwater.com, Jarold.Jackson@amwater.com, Stacy.Owens@amwater.com  
Date: 10/07/2008 01:10 PM  
Subject: RE: [REDACTED]

---

Hello,

Just wanted to let you know I have a call in to the number listed on the account. I have left a message and am waiting for a return call. As soon as I hear something I will let you know.

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

"Candice Deininger" <cdeining@lfucg.com>

10/06/2008 10:42 AM

To <Jarold.Jackson@amwater.com>, <Rick.Witherite@amwater.com>  
cc <Bryan.Siler@amwater.com>, <Stacy.Owens@amwater.com>  
Subject R [REDACTED]

Good morning, Jarold, and thank you! I have a friend who recently interviewed there and was told that they weren't currently hiring due to the economy, so that could very well be the reason. However, it doesn't hurt to be sure.

Candice

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

From: Jarold.Jackson@amwater.com [mailto:Jarold.Jackson@amwater.com]  
Sent: Monday, October 06, 2008 10:32 AM  
To: Rick.Witherite@amwater.com  
Cc: Bryan.Siler@amwater.com; Candice Deininger; Stacy.Owens@amwater.com  
Subject: Re: [REDACTED]

We've found recently that due to the down turn in the economy, some industries have cut shifts, working hours, etc.

Rick, would you give [REDACTED] a call to see if they have made any recent adjustments to [REDACTED] schedule or initiated any conservation measures that would attribute to a reduction in usage? Thanks!

\*\*\*\*\*

Jarold Jackson  
Manager, Field Operations  
Kentucky American Water  
2300 Richmond Road  
Lexington, Kentucky 40502  
859-268-6376 Office  
859-268-6374 Fax  
jarold.jackson@amwater.com

Rick

Witherite/KAWC/AW

WSC

To

cdeining@lfucg.com

10/06/2008 07:22

cc

AM

Bryan.Siler@amwater.com,  
Jarold.Jackson@amwater.com,  
Stacy.Owens@amwater.com

Subject

Re: [REDACTED] (Document link:  
JAROLD JACKSON)

Good Morning,

There were no service orders issued recently. I did see a contact from the customer in July asking for the average daily consumption. Maybe they are looking to reduce water usage. There would not be a correlation between the meter being changed last year. That was all I saw.

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

"Candice Deininger"

<cdeining@lfucg.com>

To  
10/03/2008 04:39 PM

<Rick.Witherite@amwater.com>

cc

<Jarold.Jackson@amwater.com> ,

<Stacy.Owens@amwater.com> ,

<Bryan.Siler@amwater.com>

Subject



Hi, Rick. I was looking over the industrial usage report and noticed that

[REDACTED] September usage had fallen off quite a bit. Are there any on the account that might shed some light on their reduction in usage? Historically, this is not one of the months in which their usage typically drops off. I also noticed that just about the same time last year, the meter was changed. Any correlation? Thanks for whatever insight you can provide. Have a good weekend!

Candice

Candice Deininger  
LFUCG Division of Revenue  
200 E. Main St., Lexington, KY 40507  
Telephone: 859-258-3364  
Fax: 859-258-3352  
cdeining@lfucg.com

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:12 PM -----

From: "Candice Deininger" <cdeining@lfucg.com>  
To: <Rick.Witherite@amwater.com>  
Cc: <Bryan.Siler@amwater.com>, <Jarold.Jackson@amwater.com>, <Stacy.Owens@amwater.com>  
Date: 10/07/2008 01:18 PM  
Subject: RE: [REDACTED]

---

Thanks, Rick!

---

**From:** Rick.Witherite@amwater.com [mailto:Rick.Witherite@amwater.com]  
**Sent:** Tuesday, October 07, 2008 1:11 PM  
**To:** Candice Deininger  
**Cc:** Bryan.Siler@amwater.com; Jarold.Jackson@amwater.com; Stacy.Owens@amwater.com  
**Subject:** RE: [REDACTED]

Hello,

Just wanted to let you know I have a call in to the number listed on the account. I have left a message and am waiting for a return call. As soon as I hear something I will let you know.

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

"Candice Deininger" <cdeining@lfucg.com>

10/06/2008 10:42 AM

To <Jarold.Jackson@amwater.com>, <Rick.Witherite@amwater.com>  
cc <Bryan.Siler@amwater.com>, <Stacy.Owens@amwater.com>  
Subject RE: [REDACTED]

Good morning, Jarold, and thank you! I have a friend who recently interviewed there and was told that they weren't currently hiring due to the economy, so that could very well be the reason. However, it doesn't hurt to be sure.

Candice

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

From: Jarold.Jackson@amwater.com [mailto:Jarold.Jackson@amwater.com]  
Sent: Monday, October 06, 2008 10:32 AM  
To: Rick.Witherite@amwater.com  
Cc: Bryan.Siler@amwater.com; Candice Deininger; Stacy.Owens@amwater.com  
Subject: Re: [REDACTED]

We've found recently that due to the down turn in the economy, some industries have cut shifts, working hours, etc.

Rick, would you give [REDACTED] a call to see if they have made any recent adjustments to [REDACTED] schedule or initiated any conservation measures that would attribute to a reduction in usage? Thanks!

\*\*\*\*\*

Jarold Jackson  
Manager, Field Operations  
Kentucky American Water  
2300 Richmond Road  
Lexington, Kentucky 40502  
859-268-6376 Office  
859-268-6374 Fax  
jarold.jackson@amwater.com



Rick  
Wetherite/KAWC/AW  
WSC  
To cdeining@lfucg.com  
10/06/2008 07:22  
cc AM Bryan.Siler@amwater.com,  
Jarold.Jackson@amwater.com,  
Stacy.Owens@amwater.com  
Subject Re: [REDACTED] Document link:  
JAROLD JACKSON)

Good Morning,

There were no service orders issued recently. I did see a contact from the customer in July asking for the average daily consumption. Maybe they are looking to reduce water usage. There would not be a correlation between the meter being changed last year. That was all I saw.

Rick Wetherite  
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

"Candice Deininger"

<cdeining@lfucg.com>

To  
10/03/2008 04:39 PM

<Rick.Witherite@amwater.com>

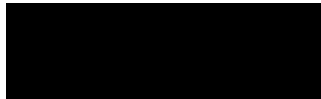
cc

<Jarold.Jackson@amwater.com> ,

<Stacy.Owens@amwater.com> ,

<Bryan.Siler@amwater.com>

Subject



Hi, Rick. I was looking over the industrial usage report and noticed that [REDACTED] September usage had fallen off quite a bit. Are there any notes on the account that might shed some light on their reduction in usage? Historically, this is not one of the months in which their usage typically drops off. I also noticed that just about the same time last year, the meter was changed. Any correlation? Thanks for whatever insight you can provide. Have a good weekend!

Candice

Candice Deininger  
LFUCG Division of Revenue  
200 E. Main St., Lexington, KY 40507  
Telephone: 859-258-3364  
Fax: 859-258-3352  
cdeining@lfucg.com

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:12 PM -----

From: Rick Witherite/KAWC/AWWSC  
To: cdeining@lfucg.com, Donna Taylor/KAWC/AWWSC@AWW, dgerardi@lfucg.com, sandyn@lfucg.com, Stacy Owens/KAWC/AWWSC@AWW, rhicks@lfucg.com, scottb@lfucg.com, Rachel Cole/KAWC/AWWSC@AWW  
Cc: Bryan Siler/KAWC/AWWSC@AWW  
Date: 10/07/2008 04:33 PM  
Subject: September Report - Landfill Updated

---

All,

The report I sent out on Monday did not have the Landfill tab updated for Sept. Please use this one instead. Sorry for the mix up.



LFUCG Sewer and Landfill\_September rev 2008.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

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:12 PM -----

From: Rick Witherite/KAWC/AWWSC  
To: Rachel Cole/KAWC/AWWSC@AWW  
Cc: Bryan Siler/KAWC/AWWSC@AWW  
Date: 10/08/2008 11:42 AM  
Subject: Sept ACH Cash Trans comparison

---

Rachel,

Here is the comparison for Sept.



Sept CSHTRN & ACHREC.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

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:12 PM -----

From: Rachel Cole/KAWC/AWWSC  
 To: Rick Witherite/KAWC/AWWSC@AWW  
 Cc: Bryan Siler/KAWC/AWWSC@AWW  
 Date: 10/08/2008 12:23 PM  
 Subject: Re: Sept ACH Cash Trans comparison

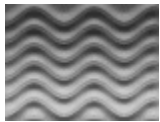
---

Do we need to put in a ticket to find out the variance on 9/5 and 9/19 or can we determine the difference from the CBT detail?

\*\*\*\*\*

Rachel S. Cole  
 Southeast Region  
 Email: rcole@kawc.com  
 Ph: 859-268-6307  
 Fax: 859-335-3307

Rick Witherite/KAWC/AWWSC



**Rick**  
**Witherite/KAWC/AWWSC**  
 10/08/2008 11:42 AM

To: Rachel Cole/KAWC/AWWSC@AWW  
 cc: Bryan Siler/KAWC/AWWSC@AWW  
 Subject: Sept ACH Cash Trans comparison

Rachel,

Here is the comparison for Sept.

[attachment "Sept CSHTRN & ACHREC.xls" deleted by Rachel Cole/KAWC/AWWSC]

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

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:12 PM -----

From: Rick Witherite/KAWC/AWWSC  
 To: cdeining@lfucg.com  
 Cc: Bryan.Siler@amwater.com, Jarold.Jackson@amwater.com, Stacy.Owens@amwater.com  
 Date: 10/08/2008 01:05 PM  
 Subject: RE: J. M. Smucker

---

Hello,

I just spoke with [REDACTED]. He says he just reworked their water system to the building and added a 6" meter. He says that the usage to this account, which is a 2" meter, should be reduced or even eventually go away. The majority of their use will be through the new meter. I looked this up and the new meter he is talking about is premise # [REDACTED] and it is due to be read for the first time on 10/10/08

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

"Candice Deininger" <cdeining@lfucg.com>

10/07/2008 01:19 PM

To <Rick.Witherite@amwater.com>  
cc <Bryan.Siler@amwater.com>, <Jarold.Jackson@amwater.com>,  
<Stacy.Owens@amwater.com>  
Subje RE: [REDACTED]  
ct [REDACTED]

Thanks, Rick!

---

**From:** Rick.Witherite@amwater.com [mailto:Rick.Witherite@amwater.com]  
**Sent:** Tuesday, October 07, 2008 1:11 PM  
**To:** Candice Deininger  
**Cc:** Bryan.Siler@amwater.com; Jarold.Jackson@amwater.com; Stacy.Owens@amwater.com  
**Subject:** RE: [REDACTED]

Hello,

Just wanted to let you know I have a call in to the number listed on the account. I have left a message and am waiting for a return call. As soon as I hear something I will let you know.

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

"Candice Deininger" <cdeining@lfucg.com>

10/06/2008 10:42 AM

To <Jarold.Jackson@amwater.com>, <Rick.Witherite@amwater.com>  
cc <Bryan.Siler@amwater.com>, <Stacy.Owens@amwater.com>  
Subject RE [REDACTED]

Good morning, Jarold, and thank you! I have a friend who recently interviewed there and was told that they weren't currently hiring due to the economy, so that could very well be the reason. However, it doesn't hurt to be sure.

Candice

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

From: Jarold.Jackson@amwater.com [mailto:Jarold.Jackson@amwater.com]  
Sent: Monday, October 06, 2008 10:32 AM  
To: Rick.Witherite@amwater.com  
Cc: Bryan.Siler@amwater.com; Candice Deininger; Stacy.Owens@amwater.com  
Subject: Re: [REDACTED]

We've found recently that due to the down turn in the economy, some industries have cut shifts, working hours, etc.

Rick, would you give [REDACTED] a call to see if they have made any recent adjustments to [REDACTED] schedule or initiated any conservation measures that would attribute to a reduction in usage? Thanks!

\*\*\*\*\*

Jarold Jackson  
Manager, Field Operations  
Kentucky American Water  
2300 Richmond Road  
Lexington, Kentucky 40502  
859-268-6376 Office  
859-268-6374 Fax  
jarold.jackson@amwater.com

Rick

Witherite/KAWC/AW

To WSC  
cdeining@lfucg.com

10/06/2008 07:22  
cc AM  
Bryan.Siler@amwater.com,  
Jarold.Jackson@amwater.com,  
Stacy.Owens@amwater.com

Subject Re: [REDACTED] Document link:  
JAROLD JACKSON)

Good Morning,

There were no service orders issued recently. I did see a contact from the customer in July asking for the average daily consumption. Maybe they are looking to reduce water usage. There would not be a correlation between the meter being changed last year. That was all I saw.

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

"Candice Deininger"

<cdeining@lfucg.com>

To  
10/03/2008 04:39 PM <Rick.Witherite@amwater.com>

cc  
<Jarold.Jackson@amwater.com>,  
<Stacy.Owens@amwater.com>,  
<Bryan.Siler@amwater.com>

Subject [REDACTED]

Hi, Rick. I was looking over the industrial usage report and noticed [REDACTED] September usage had fallen off quite a bit. Are there any notes on the account that might shed some light on their reduction in usage? Historically, this is not one of the months in which their usage typically drops off. I also noticed that just about the same time last year, the meter was changed. Any correlation? Thanks for whatever insight you can provide. Have a good weekend!

Candice

Candice Deininger  
LFUCG Division of Revenue  
200 E. Main St., Lexington, KY 40507  
Telephone: 859-258-3364  
Fax: 859-258-3352  
cdeining@lfucg.com

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:12 PM -----



From: "Candice Deininger" <cdeining@lfucg.com>  
 To: <Rick.Witherite@amwater.com>  
 Cc: <Bryan.Siler@amwater.com>, <Jarold.Jackson@amwater.com>, <Stacy.Owens@amwater.com>  
 Date: 10/08/2008 01:16 PM  
 Subject: RE: [REDACTED]

Good afternoon, Rick, and thank you for the information. I'm sure everyone has already thought of it, but the new premise number for the second meter should be included in the 'must-read' route along with the original so it won't be missed. We don't want another [REDACTED] . . Thanks again, Rick, and have a good afternoon.

Candice

---

**From:** Rick.Witherite@amwater.com [mailto:Rick.Witherite@amwater.com]  
**Sent:** Wednesday, October 08, 2008 1:06 PM  
**To:** Candice Deininger  
**Cc:** Bryan.Siler@amwater.com; Jarold.Jackson@amwater.com; Stacy.Owens@amwater.com  
**Subject:** RE: [REDACTED]

Hello,

I just spoke with [REDACTED]. He says the just reworked their water system to the building and added a 6" meter. He says that the usage to this account, which is a 2" meter, should be reduced or even eventually go away. The majority of their use will be through the new meter. I looked this up and the new meter he is talking about is premise # [REDACTED] and it is due to be read for the first time on 10/10/08

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

"Candice Deininger" <cdeining@lfucg.com>

10/07/2008 01:19 PM

To <Rick.Witherite@amwater.com>  
 cc <Bryan.Siler@amwater.com>, <Jarold.Jackson@amwater.com>,  
 <S[REDACTED].com>  
 Subject: RE: [REDACTED]  
 ct [REDACTED]

Thanks, Rick!

---

**From:** Rick.Witherite@amwater.com [mailto:Rick.Witherite@amwater.com]  
**Sent:** Tuesday, October 07, 2008 1:11 PM  
**To:** Candice Deininger  
**Cc:** Bryan.Siler@amwater.com; Jarold.Jackson@amwater.com; Stacy.Owens@amwater.com  
**Subject:** RE: [REDACTED]

Hello,

Just wanted to let you know I have a call in to the number listed on the account. I have left a message and am waiting for a return call. As soon as I hear something I will let you know.

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

"Candice Deininger" <cdeining@lfucg.com>

10/06/2008 10:42 AM

To: <Jarold.Jackson@amwater.com>, <Rick.Witherite@amwater.com>  
Cc: <Bryan.Siler@amwater.com>, <Stacy.Owens@amwater.com>  
Subject: RE: [REDACTED]

Good morning, Jarold, and thank you! I have a friend who recently interviewed there and was told that they weren't currently hiring due to the economy, so that could very well be the reason. However, it doesn't hurt to be sure.

Candice

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

**From:** Jarold.Jackson@amwater.com [mailto:Jarold.Jackson@amwater.com]  
**Sent:** Monday, October 06, 2008 10:32 AM  
**To:** Rick.Witherite@amwater.com

Cc: Bryan.Siler@amwater.com; Candice Deininger; Stacy.Owens@amwater.com  
Subject: Re: [REDACTED]

We've found recently that due to the down turn in the economy, some industries have cut shifts, working hours, etc.

Rick, would you give [REDACTED] a call to see if they have made any recent adjustments to [REDACTED] schedule or initiated any conservation measures that would attribute to a reduction in usage? Thanks!

\*\*\*\*\*

Jarold Jackson  
Manager, Field Operations  
Kentucky American Water  
2300 Richmond Road  
Lexington, Kentucky 40502  
859-268-6376 Office  
859-268-6374 Fax  
jarold.jackson@amwater.com

Rick

Wetherite/KAWC/AW

WSC

To

cdeining@lfucg.com

10/06/2008 07:22

cc

AM

Bryan.Siler@amwater.com,

Jarold.Jackson@amwater.com,

Stacy.Owens@amwater.com

Subject

Re: [REDACTED] document link:

JAROLD JACKSON)

Good Morning,

There were no service orders issued recently. I did see a contact from the customer in July asking for the average daily consumption. Maybe they are looking to reduce water usage. There would not be a correlation between the meter being changed last year. That was all I saw.

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

"Candice Deininger"

<cdeining@lfucg.com>

To  
10/03/2008 04:39 PM

<Rick.Witherite@amwater.com>

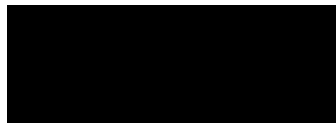
cc

<Jarold.Jackson@amwater.com> ,

<Stacy.Owens@amwater.com> ,

<Bryan.Siler@amwater.com>

Subject



Hi, Rick. I was looking over the industrial usage report and noticed that

September usage had fallen off quite a bit. Are there any on the account that might shed some light on their reduction in usage? Historically, this is not one of the months in which their usage typically drops off. I also noticed that just about the same time last year, the meter was changed. Any correlation? Thanks for whatever insight you can provide. Have a good weekend!

Candice

Candice Deininger  
LFUCG Division of Revenue  
200 E. Main St., Lexington, KY 40507  
Telephone: 859-258-3364  
Fax: 859-258-3352  
cdeining@lfucg.com

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:12 PM -----

From: Rick Witherite/KAWC/AWWSC  
To: Bryan Siler/KAWC/AWWSC@AWW  
Date: 10/09/2008 09:28 AM  
Subject: Links

---

[http://10.38.3.16/webapp/AWWPR/PAPR/info\\_Request/info\\_Request\\_Login.jsp?company\\_Selected=100](http://10.38.3.16/webapp/AWWPR/PAPR/info_Request/info_Request_Login.jsp?company_Selected=100)  
1

<http://www.fayettepva.com/Main/Home.aspx>

<http://www.gmwss.com/>

<http://h2o.amwater.net/Home.aspx>

<http://www.lfucg.com/GIS/ZoningPortal.asp>

<http://10.38.57.33/Login.ASP>

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

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:12 PM -----

From: Stacy Owens/KAWC/AWWSC  
To: Rick Witherite/KAWC/AWWSC@AWW  
Cc: Bryan Siler/KAWC/AWWSC@AWW  
Date: 10/09/2008 01:17 PM  
Subject: Fw: Service Ticket #344,495 - Important

---

Rick,

Let me know if you identify any closed orders with this issue. If so please provide me the account numbers. If there are none, that would be great news!

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.

----- Forwarded by Stacy Owens/KAWC/AWWSC on 10/09/2008 12:29 PM -----

**Stacy Owens/KAWC/AWWSC**

10/01/2008 05:07 PM

To Joy E Hughes/PAWC/AWWSC

cc

Subject Fw: Service Ticket #344,495 - Important

Joy,

Can we discuss this?

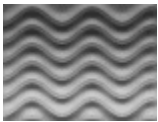
Stacy

\*\*\*\*\*

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.

----- Forwarded by Stacy Owens/KAWC/AWWSC on 10/01/2008 09:55 AM -----



**Rick**  
**Witherite/KAWC/AWWSC**  
10/01/2008 09:13 AM

To Stacy Owens/KAWC/AWWSC@AWW  
cc  
Subject Fw: Service Ticket #344,495

Stacy,

Below is the resolution to our problem with sewer not billing after off and on orders. Who else can I send this to so that the issue will go away?

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

----- Forwarded by Rick Witherite/KAWC/AWWSC on 10/01/2008 09:14 AM -----



**Tiffany A**  
**Haskins/CONSULT/AWWSC**  
10/01/2008 09:08 AM

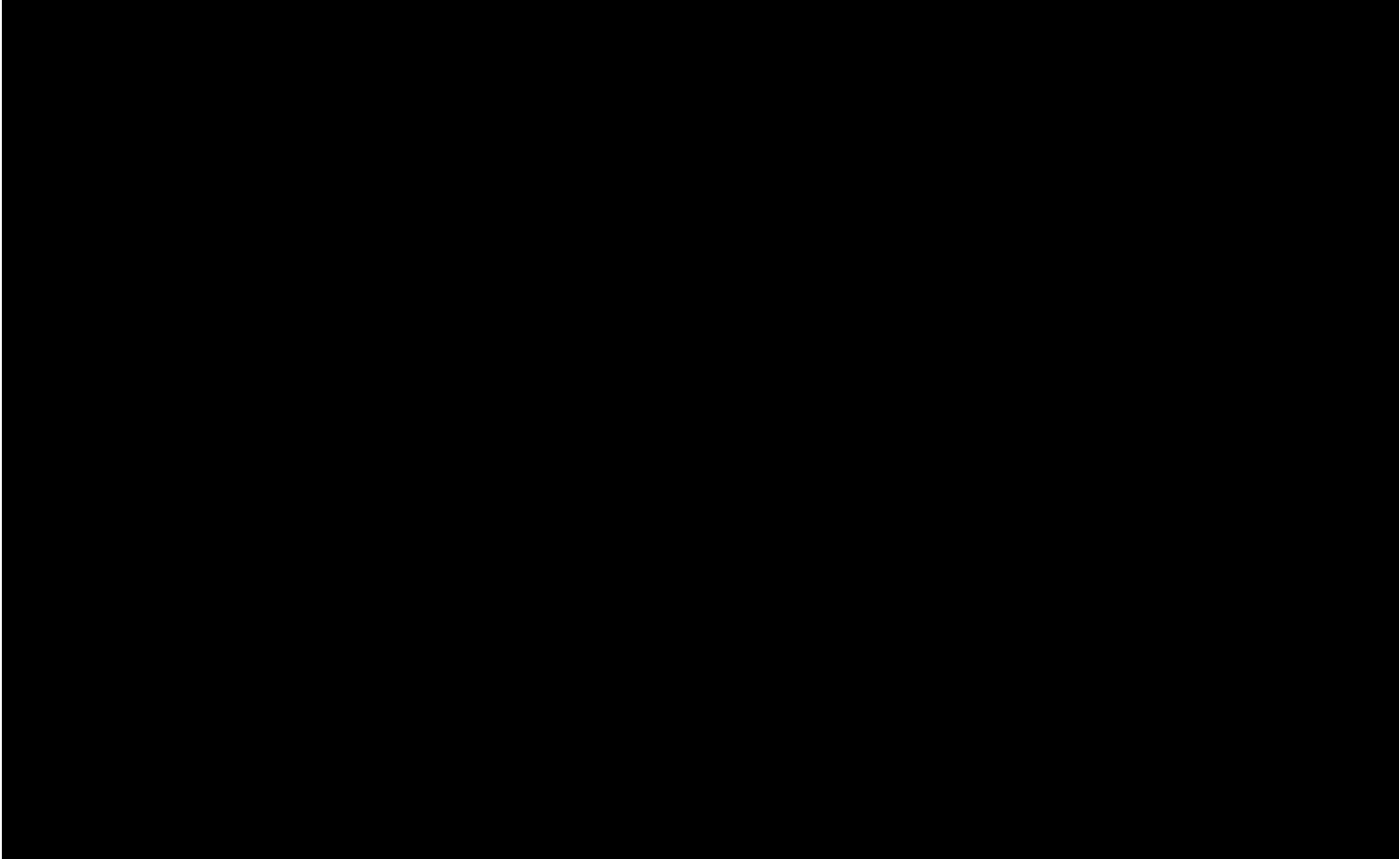
To Rick Witherite/KAWC/AWWSC@AWW  
cc  
Subject Service Ticket #344,495

Hi Rick,

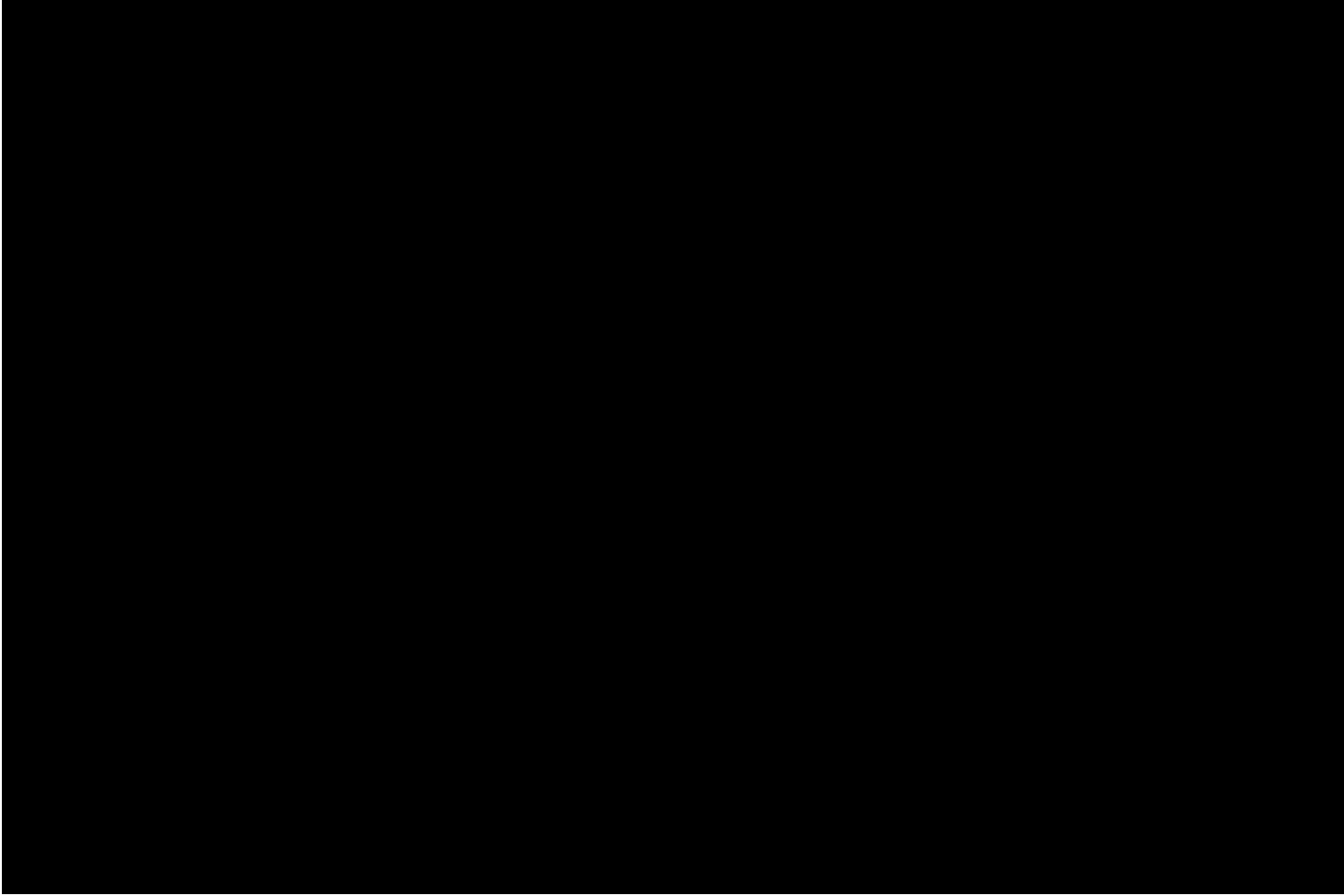
I have researched the issue you were seeing with the sewer not appearing on final bills, and I have determined what is causing this issue. This issue is not a break/fix, but rather a training issue. There are two issues that cause the sewer to not bill on the final bill.

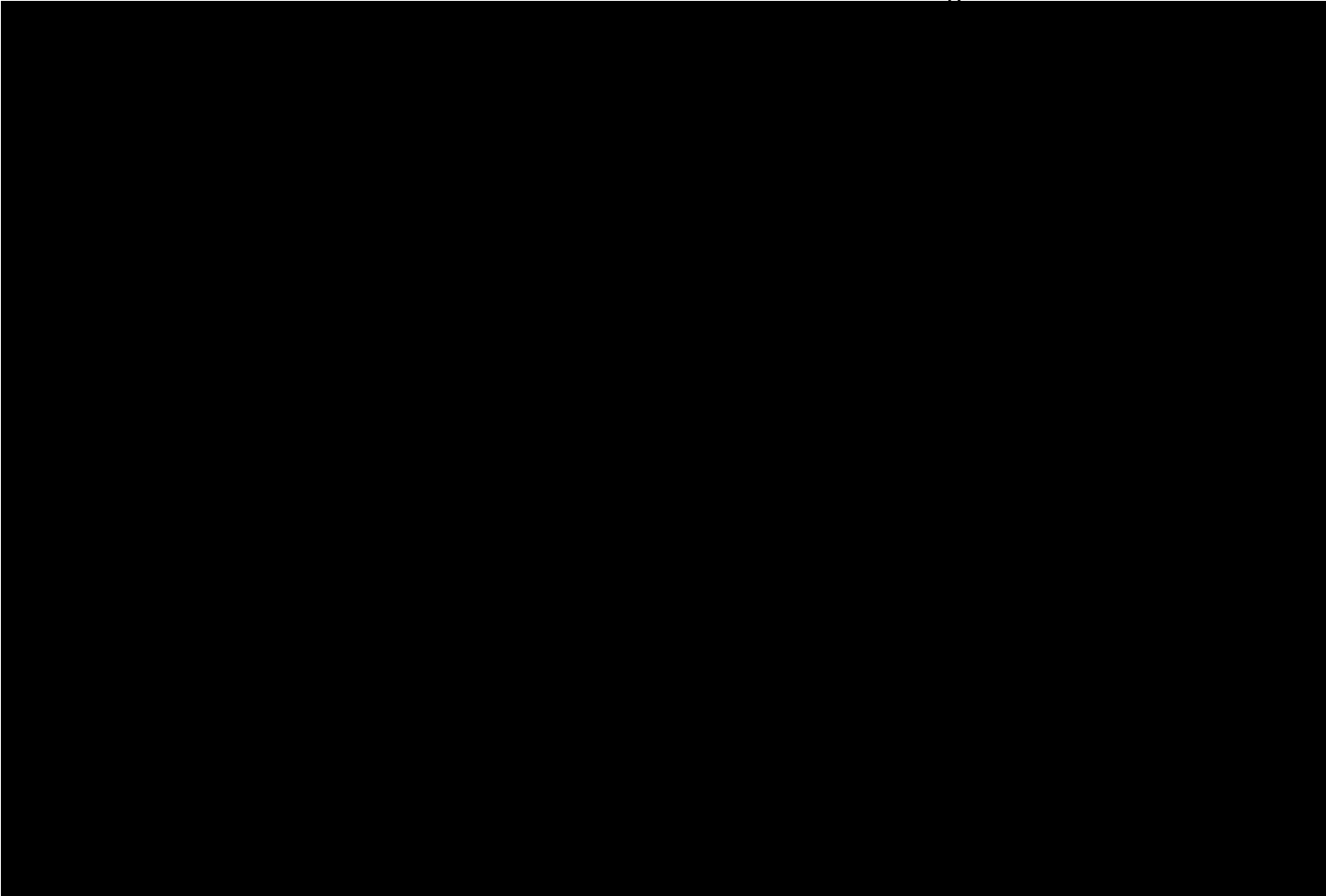
1. **Off orders are created and accounts are pulled into a bill batch** . When this occurs, the OFFPN terminal exception is generated. It appears that the exception is being overridden and the accounts are then billed.

Then, the associated Off order is closed. The OFFPN exception should NOT be overridden. The account should be removed from the bill batch and the order should be closed FIRST. This has been tested and

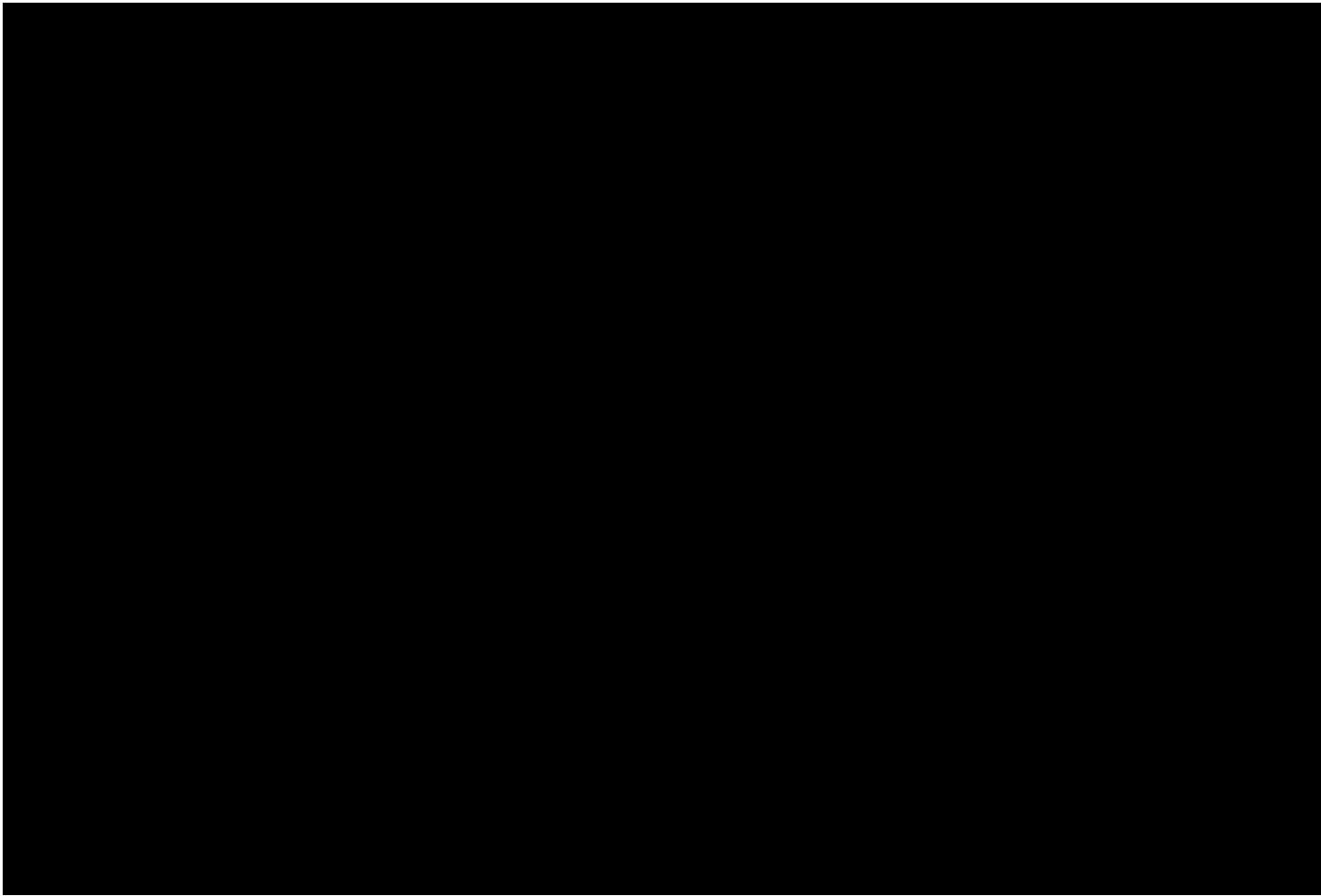


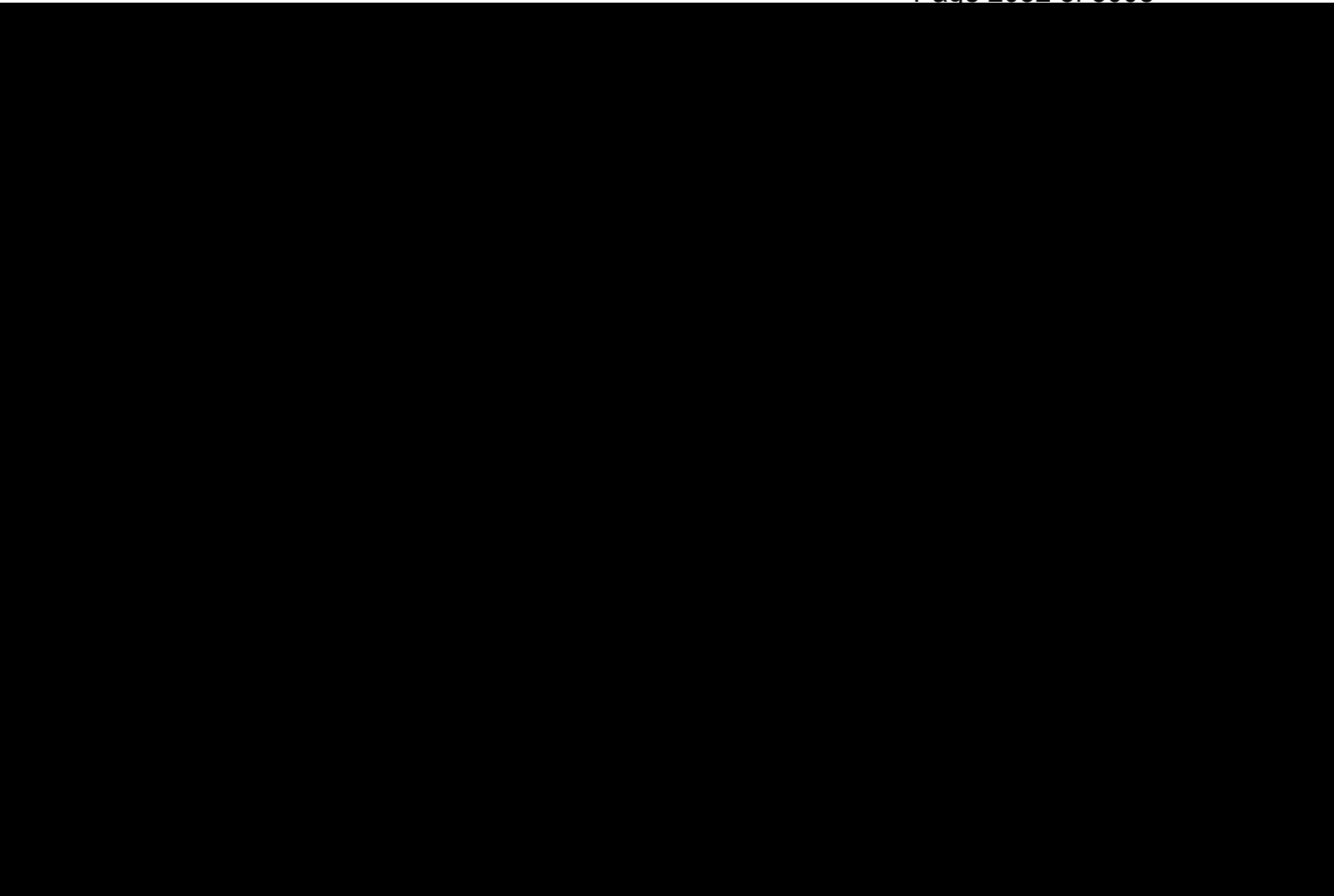






2. When Off orders are manually closed , the current read **MUST** be populated for both the water service **AND the sewer service**. When an Off order is closed in Advantex, both the water and sewer current read dates are updated. This should be the same protocol when manually closing orders. This has also been tested and verified by Alliance Data. See example account below.





Please communicate this to all appropriate process users. If you have any questions, please feel free to contact me. Otherwise, I will go ahead and close this ticket.

Thank you,  
Tiffany A. Haskins  
856-782-2828  
tiffany.haskins@amwater.com

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:12 PM -----

From: Rick Witherite/KAWC/AWWSC  
To: Stacy Owens/KAWC/AWWSC@AWW  
Cc: Bryan Siler/KAWC/AWWSC@AWW  
Date: 10/09/2008 01:38 PM  
Subject: Re: Fw: Service Ticket #344,495 - Important

---

Do you want any closed accounts to date or from the next report forward?

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  
Stacy Owens/KAWC/AWWSC

**Stacy Owens/KAWC/AWWSC**

10/09/2008 01:17 PM

To Rick Witherite/KAWC/AWWSC@AWW  
cc Bryan Siler/KAWC/AWWSC@AWW  
Subject Fw: Service Ticket #344,495 - Important

Rick,

Let me know if you identify any closed orders with this issue. If so please provide me the account numbers. If there are none, that would be great news!

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.

----- Forwarded by Stacy Owens/KAWC/AWWSC on 10/09/2008 12:29 PM -----

**Stacy Owens/KAWC/AWWSC**

10/01/2008 05:07 PM

To Joy E Hughes/PAWC/AWWSC  
cc  
Subject Fw: Service Ticket #344,495 - Important

Joy,

Can we discuss this?

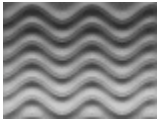
Stacy

\*\*\*\*\*

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.

----- Forwarded by Stacy Owens/KAWC/AWWSC on 10/01/2008 09:55 AM -----



**Rick  
Witherite/KAWC/AWWSC**  
10/01/2008 09:13 AM

To Stacy Owens/KAWC/AWWSC@AWW  
cc

Subject Fw: Service Ticket #344,495

Stacy,

Below is the resolution to our problem with sewer not billing after off and on orders. Who else can I send this to so that the issue will go away?

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

----- Forwarded by Rick Witherite/KAWC/AWWSC on 10/01/2008 09:14 AM -----



**Tiffany A  
Haskins/CONSULT/AWWSC**  
10/01/2008 09:08 AM

To Rick Witherite/KAWC/AWWSC@AWW  
cc

Subject Service Ticket #344,495

Hi Rick,

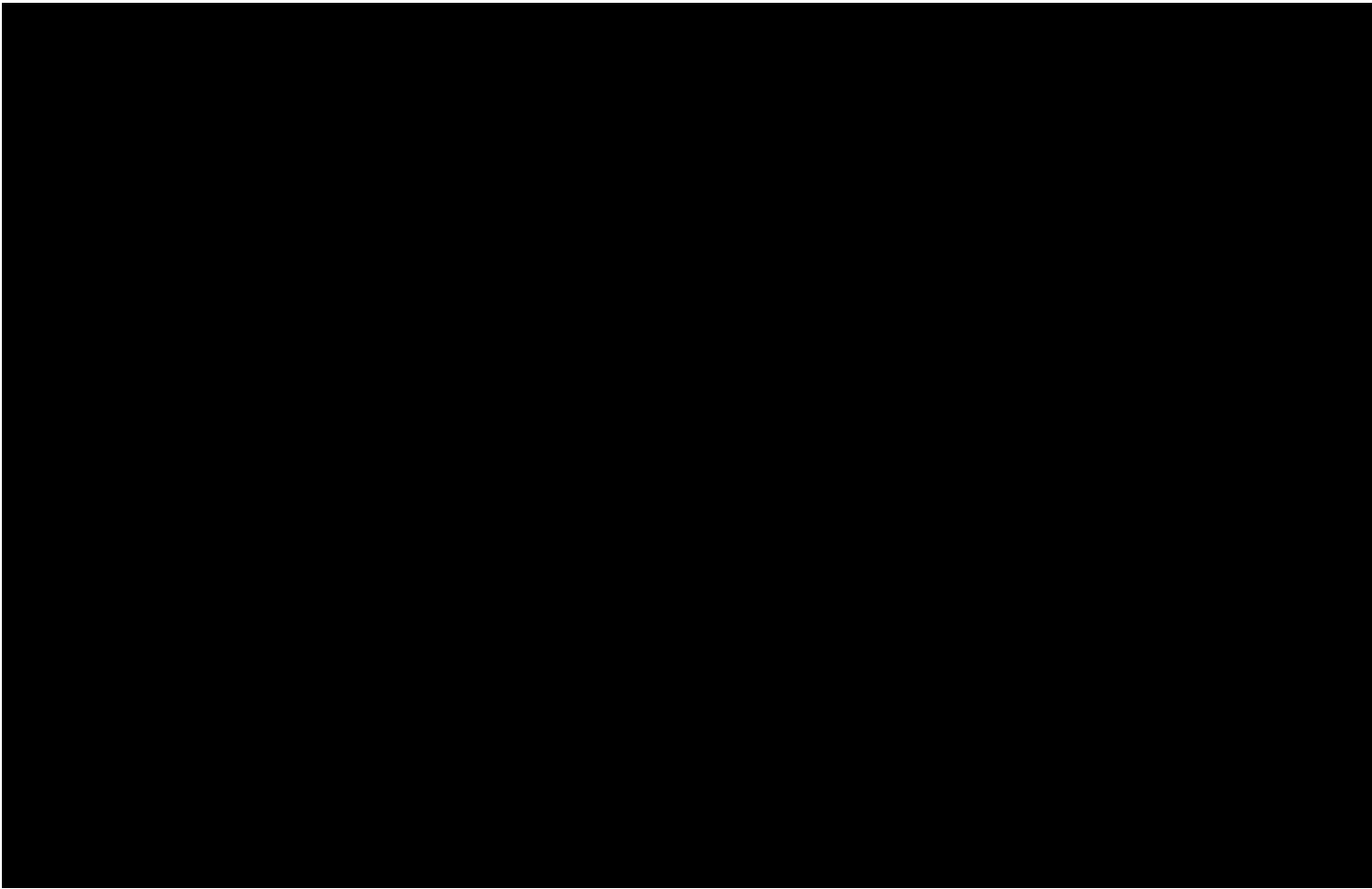
I have researched the issue you were seeing with the sewer not appearing on final bills, and I have determined what is causing this issue. This issue is not a break/fix, but rather a training issue. There are two issues that cause the sewer to not bill on the final bill.

1. **Off orders are created and accounts are pulled into a bill batch** . When this occurs, the OFFPN terminal exception is generated. It appears that the exception is being overridden and the accounts are then billed. Then, the associated Off order is closed. The OFFPN exception should NOT be overridden. The account should be removed from the bill batch and the order should be closed FIRST. This has been tested and verified by Alliance Data. See example account below.

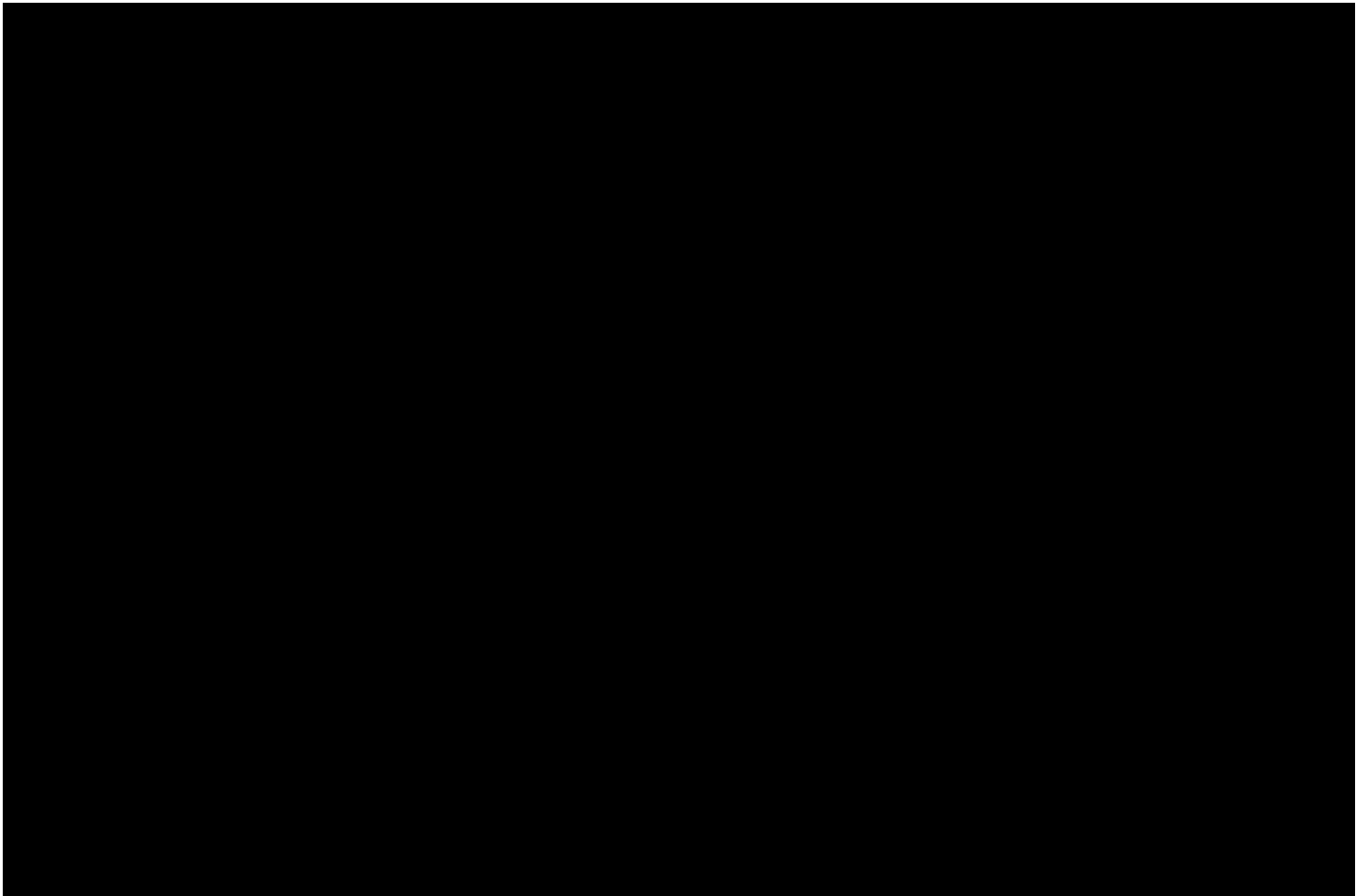


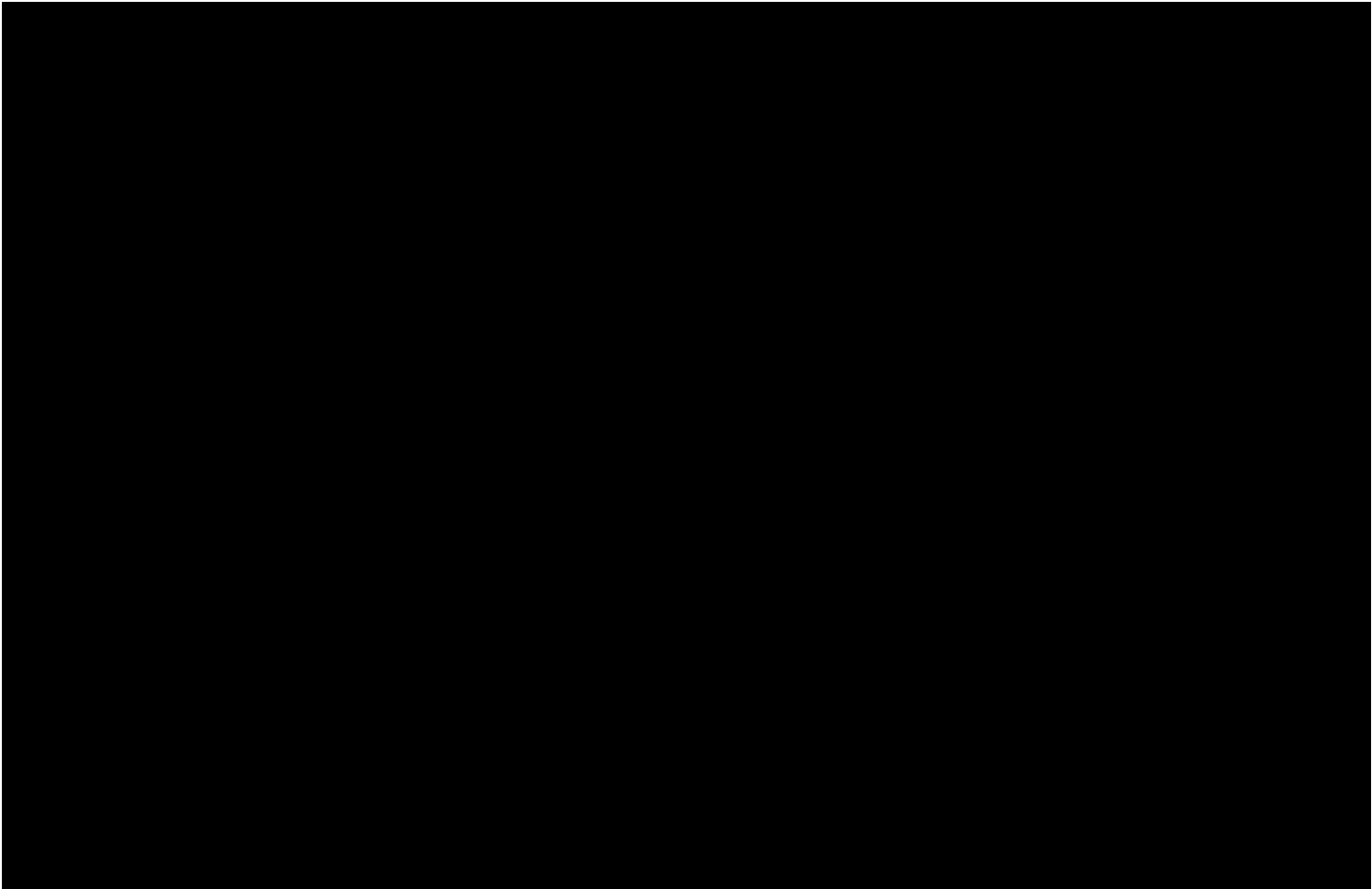






2. When Off orders are manually closed , the current read **MUST** be populated for both the water service **AND the sewer service**. When an Off order is closed in Advantex, both the water and sewer current read dates are updated. This should be the same protocol when manually closing orders. This has also been tested and verified by Alliance Data. See example account below.





Please communicate this to all appropriate process users. If you have any questions, please feel free to contact me. Otherwise, I will go ahead and close this ticket.

Thank you,  
Tiffany A. Haskins  
856-782-2828  
tiffany.haskins@amwater.com

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:12 PM -----

From: Rick Witherite/KAWC/AWWSC  
To: Bryan Siler/KAWC/AWWSC@AWW  
Date: 10/10/2008 09:19 AM  
Subject: Re: Fw: [REDACTED]

I don't remember for certain. I am sure it was over a year ago. I think they were estimated high then they got any adjustment from lfucg then the bill was corrected. So they ended up getting too much adjusted. I am not even sure that is right. You might ask someone else.

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  
 Bryan Siler/KAWC/AWWSC



**Bryan Siler/KAWC/AWWSC**

10/10/2008 09:14 AM

To Rick Witherite/KAWC/AWWSC@AWW

cc

Subject Fw [REDACTED]

What was [REDACTED]

\*\*\*\*\*

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

----- Forwarded by Bryan Siler/KAWC/AWWSC on 10/10/2008 09:16 AM -----



**"Candice Deininger"**  
 <cdeining@lfucg.com>

10/08/2008 01:17 PM

To <Rick.Witherite@amwater.com>

cc <Bryan.Siler@amwater.com>,  
 <Jarold.Jackson@amwater.com>,  
 <Stacy.Owens@amwater.com>

Subject RE: [REDACTED]

Good afternoon, Rick, and thank you for the information. I'm sure everyone has already thought of it, but the new premise number for the second meter should be included in the 'must-read' route along with the original so it won't be missed. We don't want another [REDACTED] . . . Thanks again, Rick, and have a good afternoon.

Candice

---

**From:** Rick.Witherite@amwater.com [mailto:Rick.Witherite@amwater.com]  
**Sent:** Wednesday, October 08, 2008 1:06 PM  
**To:** Candice Deininger  
**Cc:** Bryan.Siler@amwater.com; Jarold.Jackson@amwater.com; Stacy.Owens@amwater.com  
**Subject:** RE [REDACTED]

Hello,

I just spoke with [REDACTED]. He says the just reworked their water system to the building and added a 6" meter. He says that the usage to this account, which is a 2" meter, should be reduced or

even eventually go away. The majority of their use will be through the new meter. I looked this up and the new meter he is talking about is premise # [REDACTED] and it is due to be read for the first time on 10/10/08

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

"Candice Deininger" <cdeining@lfucg.com>

10/07/2008 01:19 PM

To <Rick.Witherite@amwater.com>  
cc <Bryan.Siler@amwater.com>, <Jarold.Jackson@amwater.com>,  
<Stacy.Owens@amwater.com>  
Subject: [REDACTED]

Thanks, Rick!

---

**From:** Rick.Witherite@amwater.com [mailto:Rick.Witherite@amwater.com]  
**Sent:** Tuesday, October 07, 2008 1:11 PM  
**To:** Candice Deininger  
**Cc:** Bryan.Siler@amwater.com; Jarold.Jackson@amwater.com; Stacy.Owens@amwater.com  
**Subject:** RE: [REDACTED]

Hello,

Just wanted to let you know I have a call in to the number listed on the account. I have left a message and am waiting for a return call. As soon as I hear something I will let you know.

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

"Candice Deininger" <cdeining@lfucg.com>

10/06/2008 10:42 AM

To <Jarold.Jackson@amwater.com>, <Rick.Witherite@amwater.com>  
cc <Bryan.Siler@amwater.com>, <Stacy.Owens@amwater.com>  
Subject RE: [REDACTED]

Good morning, Jarold, and thank you! I have a friend who recently interviewed there and was told that they weren't currently hiring due to the economy, so that could very well be the reason. However, it doesn't hurt to be sure.

Candice

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

From: Jarold.Jackson@amwater.com [mailto:Jarold.Jackson@amwater.com]  
Sent: Monday, October 06, 2008 10:32 AM  
To: Rick.Witherite@amwater.com  
Cc: Bryan.Siler@amwater.com; Candice Deininger; Stacy.Owens@amwater.com  
Subject: Re: [REDACTED]


We've found recently that due to the down turn in the economy, some industries have cut shifts, working hours, etc.

Rick, would you give [REDACTED] a call to see if they have made any recent adjustments to [REDACTED] schedule or initiated any conservation measures that would attribute to a reduction in usage? Thanks!

\*\*\*\*\*

Jarold Jackson  
Manager, Field Operations  
Kentucky American Water  
2300 Richmond Road

Lexington, Kentucky 40502  
859-268-6376 Office  
859-268-6374 Fax  
jarold.jackson@amwater.com

Rick  
Witherite/KAWC/AW  
WSC  
To cdeining@lfucg.com  
10/06/2008 07:22  
cc AM Bryan.Siler@amwater.com,  
Jarold.Jackson@amwater.com,  
Stacy.Owens@amwater.com  
Subject Re:  Document link:  
JAROLD JACKSON)

Good Morning,

There were no service orders issued recently. I did see a contact from the customer in July asking for the average daily consumption. Maybe they are looking to reduce water usage. There would not be a correlation between the meter being changed last year. That was all I saw.

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

"Candice Deininger"

<cdeining@lfucg.com>

To  
10/03/2008 04:39 PM

<Rick.Witherite@amwater.com>

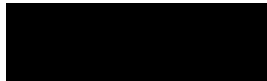
cc

<Jarold.Jackson@amwater.com> ,


<Stacy.Owens@amwater.com> ,

<Bryan.Siler@amwater.com>

Subject



Hi, Rick. I was looking over the industrial usage report and noticed that

 September usage had fallen off quite a bit. Are there any

on the account that might shed some light on their reduction in usage? Historically, this is not one of the months in which their usage typically drops off. I also noticed that just about the same time last year, the meter was changed. Any correlation? Thanks for whatever insight you can provide. Have a good weekend!



Candice

Candice Deininger  
LFUCG Division of Revenue  
200 E. Main St., Lexington, KY 40507  
Telephone: 859-258-3364  
Fax: 859-258-3352  
cdeining@lfucg.com

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:12 PM -----

From: Rick Witherite/KAWC/AWWSC  
To: Bryan Siler/KAWC/AWWSC@AWW  
Date: 10/13/2008 10:37 AM  
Subject: Fw: LFUCG 9-08

---

Next month we will send the request from your email address and have him reply to you.

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

----- Forwarded by Rick Witherite/KAWC/AWWSC on 10/13/2008 10:37 AM -----



**Dale S**  
**Graham/SHARVCS/AWWSC**

10/10/2008 03:03 PM

To Rick Witherite/KAWC/AWWSC@AWW  
cc cdeining@lfucg.com, khicks@lfucg.com  
Subject LFUCG 9-08

Sewer & Landfill billing for 9/08.



Scan001.pdf

Thanks,

Dale Graham  
SSC Cash Management  
American Water Shared Services Center  
131 Woodcrest Rd  
Cherry Hill, NJ 08003  
Phone: (856)-310-5796  
Fax: (856)-672-2877  
Dale.Graham@amwater.com

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:12 PM -----

From: Rick Witherite/KAWC/AWWSC  
To: edg@lfucg.com  
Cc: Bryan Siler/KAWC/AWWSC@AWW  
Date: 10/13/2008 10:39 AM  
Subject: Re: herbie changes for 10-13-08

---

Good Morning,

After today please start sending these files to Bryan Siler. He will be your new contact. Thank you.

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

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:12 PM -----

From: "Candice Deininger" <cdeining@lfucg.com>  
To: <Stacy.Owens@amwater.com>  
Cc: <Rick.Witherite@amwater.com>, <Bryan.Siler@amwater.com>, <Keith.Cartier@amwater.com>, <Jarold.Jackson@amwater.com>  
Date: 10/13/2008 12:47 PM  
Subject: Customer Call

---

Good afternoon, Stacy. Had an incorrect referral for customer at Premise Number [REDACTED] - pool fill in July but already on FWA. Thank you!

Candice Deininger  
LFUCG Division of Revenue  
200 E. Main St., Lexington, KY 40507  
Telephone: 859-258-3364  
Fax: 859-258-3352  
cdeining@lfucg.com

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:12 PM -----

From: Stacy Owens/KAWC/AWWSC  
To: "Candice Deininger" <cdeining@lfucg.com>@AWX  
Cc: Bryan.Siler@amwater.com, Jarold.Jackson@amwater.com, Keith.Cartier@amwater.com, Rick.Witherite@amwater.com  
Date: 10/13/2008 04:18 PM  
Subject: Re: Customer Call

---

Thanks Candice, I will continue to follow up a committed. I have a call schedule with Call Handling Supervisors this Thursday to discuss LFUCG facts. Please continue to forward examples.

\*\*\*\*\*

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.

"Candice Deininger" <cdeining@lfucg.com>



"Candice Deininger"  
 <cdeining@lfucg.com>

10/13/2008 12:48 PM

To <Stacy.Owens@amwater.com>

cc <Rick.Witherite@amwater.com>,  
 <Bryan.Siler@amwater.com>,  
 <Keith.Cartier@amwater.com>,  
 <Jarold.Jackson@amwater.com>

Subject Customer Call

Good afternoon, Stacy. Had an incorrect referral for customer at Premise Number [REDACTED] pool fill in July but already on FWA. Thank you!

Candice Deininger  
 LFUCG Division of Revenue  
 200 E. Main St., Lexington, KY 40507  
 Telephone: 859-258-3364  
 Fax: 859-258-3352  
 cdeining@lfucg.com

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:12 PM -----

From: Bryan Siler/KAWC/AWWSC  
 To: "Candice Deininger" <cdeining@lfucg.com>@AWX  
 Cc: Stacy Owens/KAWC/AWWSC@AWW, Rick Witherite/KAWC/AWWSC@AWW  
 Date: 10/15/2008 05:50 PM  
 Subject: Out of Office

Candice,

I will be out of the office on Thursday and Friday and will be returning on Monday. Rick will be here if you need anything but please feel free to call me on my cell phone. My number is (859) 537-0730 and I will be checking it for calls from you.

I'll also call you when I get back.

\*\*\*\*\*

Bryan Siler  
 Southeast Region  
 bryan.siler@amwater.com  
 Phone: (859) 268-6350

Fax: (859) 335-3350

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:12 PM -----

From: Rick Witherite/KAWC/AWWSC  
 To: Bryan Siler/KAWC/AWWSC@AWW  
 Cc: cdeining@lfucg.com, Stacy Owens/KAWC/AWWSC@AWW  
 Date: 10/16/2008 07:44 AM  
 Subject: Re: Out of Office

Good Morning Candice,

I just wanted to let you know ahead of time that I will be off half the day on Friday. I will be leaving at 11:30am

Rick Witherite  
 Operations Clerk  
 Kentucky American Water  
 2300 Richmond Rd.  
 Lexington, Ky 40502  
 Office 859-268-6303  
 Fax 859-268-6315  
 Email Rick.Witherite@amwater.com  
 Bryan Siler/KAWC/AWWSC



**Bryan Siler/KAWC/AWWSC**

10/15/2008 05:50 PM

To "Candice Deininger" <cdeining@lfucg.com>@AWX  
 cc Stacy Owens/KAWC/AWWSC@AWW, Rick  
 Witherite/KAWC/AWWSC@AWW  
 Subject Out of Office 📄

Candice,

I will be out of the office on Thursday and Friday and will be returning on Monday. Rick will be here if you need anything but please feel free to call me on my cell phone. My number is (859) 537-0730 and I will be checking it for calls from you.

I'll also call you when I get back.

\*\*\*\*\*

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

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:12 PM -----

From: "Candice Deininger" <cdeining@lfucg.com>  
 To: <Rick.Witherite@amwater.com>, <Bryan.Siler@amwater.com>

Cc: <Stacy.Owens@amwater.com>, "Lynne Cross" <ccross@lfucg.com>, "Rebecca Burke" <rburke@lfucg.com>  
Date: 10/16/2008 09:04 AM  
Subject: RE: Out of Office

---

Good morning, Rick, and thank you. By copy of this email I'm notifying my staff as well. I will be out of the office myself this afternoon and Friday afternoon as well . . .

---

**From:** Rick.Witherite@amwater.com [mailto:Rick.Witherite@amwater.com]  
**Sent:** Thursday, October 16, 2008 7:45 AM  
**To:** Bryan.Siler@amwater.com  
**Cc:** Candice Deininger; Stacy.Owens@amwater.com  
**Subject:** Re: Out of Office

Good Morning Candice,

I just wanted to let you know ahead of time that I will be off half the day on Friday. I will be leaving at 11:30am

Rick Witherite  
Operations Clerk  
Kentucky American Water  
2300 Richmond Rd.  
Lexington, Ky 40502  
Office 859-268-6303  
Fax 859-268-6315  
Email Rick.Witherite@amwater.com

**Bryan Siler/KAWC/AWWSC**

10/15/2008 05:50 PM

To: "Candice Deininger" <cdeining@lfucg.com>@AWX  
Cc: Stacy Owens/KAWC/AWWSC@AWW, Rick Witherite/KAWC/AWWSC@AWW  
Subject: Out of Office [Link](#)

Candice,

I will be out of the office on Thursday and Friday and will be returning on Monday. Rick will be here if you need anything but please feel free to call me on my cell phone. My number is (859) 537-0730 and I will be checking it for calls from you.

I'll also call you when I get back.

\*\*\*\*\*

Bryan Siler  
Southeast Region  
bryan.siler@amwater.com

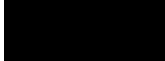
Phone: (859) 268-6350

Fax: (859) 335-3350

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:12 PM -----

From: "Candice Deininger" <cdeining@lfucg.com>  
To: <Stacy.Owens@amwater.com>  
Cc: <Bryan.Siler@amwater.com>, <Rick.Witherite@amwater.com>, <Jarold.Jackson@amwater.com>, <Keith.Cartier@amwater.com>  
Date: 10/17/2008 02:30 PM  
Subject: Customer Call

---

Good afternoon, Stacy. Incorrectly referred call from customer at Premise Number  already on FWA. Thank you and have a good weekend!

Candice Deininger  
LFUCG Division of Revenue  
200 E. Main St., Lexington, KY 40507  
Telephone: 859-258-3364  
Fax: 859-258-3352  
cdeining@lfucg.com

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:12 PM -----

From: Stacy Owens/KAWC/AWWSC  
To: Bryan Siler/KAWC/AWWSC@AWW, Rick Witherite/KAWC/AWWSC@AWW, Beverly Horton/KAWC/AWWSC@AWW, Peggy Sipes/KAWC/AWWSC@AWW, Bethany G Hungate/KAWC/AWWSC@AWW, Cecily N Vinegar/KAWC/AWWSC@AWW  
Cc: Jarold Jackson/KAWC/AWWSC@AWW, Donna Braxton/KAWC/AWWSC@AWW  
Date: 10/17/2008 05:13 PM  
Subject: Moving Forward with Training

---

Hello All,

I want to keep the lines of communication open and share some plans to continue to develop the team. There are several things on the horizon that will require either your input, participation or both. Please plan accordingly and let me know if you have any questions or need clarification.

As we discussed in our team meeting, Bryan will continue to provide support for the rate case and other budget related request as necessary. Rick will continue to train Bryan on reports and other areas of his job, but will begin learning the new service process so that he can provide assistance in this area. I do not foresee a complete transition taking place until after the first of the year. However we must move forward with cross training and getting it done!

Please try to adhere to this schedule, but we can exercise some flexibility:

Bryan - train with Distribution all day on Monday 10/21, (please see Wayne on Monday morning)  
Rick - train this week with Cecily/Peggy @ 10:am on Monday, after lunch Wednesday and Friday (new services and cashier), we can adjust times if necessary  
Beverly & Bethany - meet with me on Tuesday 10/21 @ 9:00am to begin developing proposal for improved lobby customer service (due for submission 10/31)

All, please mark your calendar for full team training with Donna Braxton on November 18th. All will need to be attendance, details will follow.

There may be a need to work over-time to complete tasks disrupted due to training. Just let me know in

advance if you are able or need to stay over. Also please do not pass up your opportunity to be heard by completing the employee satisfaction survey.

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.

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:12 PM -----

From: Ann M Luczak/PAWC/AWWSC  
To: Rick Witherite/KAWC/AWWSC@AWW  
Cc: Bryan Siler/KAWC/AWWSC@AWW, SER - RSS  
Date: 10/21/2008 12:11 PM  
Subject: Fw: Invalid Rate Schedule

---

Hi Rick,

According the PREM Comments, this premise is not to be billed for sewer. Would you please add a SWREXMPT Attribute to this premise and close the O&M Other record in the Billed Service List.

If you have any questions, please give me a call.

Thanks,

Ann Luczak  
Quality Assurance Analyst  
KY, Eastern & Central-PA, TN  
100 N Pennsylvania Av  
Wilkes-Barre PA 18701  
Phone (570) 830-6547  
Fax (570) 822-3783

----- Forwarded by Ann M Luczak/PAWC/AWWSC on 10/21/2008 12:01 PM -----



**LaDonna L**  
**Macon-Robinson/CALLCTR/C**  
**ORP/AWWSC**

10/21/2008 11:55 AM

To SER - RSS

cc Bob J Perkins/CALLCTR/CORP/AWWSC@AWW, Linda A Sigite/CALLCTR/CORP/AWWSC@AWW, Kathy D Kingsbury/CALLCTR/CORP/AWWSC@AWW, Melody S Huie/CALLCTR/CORP/AWWSC@AWW, Sharon A Davis/CALLCTR/CORP/AWWSC@AWW

Subject Invalid Rate Schedule

Thanks,  
LaDonna L. Macon-Robinson



Special Accounts Department  
618-433-4311 ext. 6382  
8:30am to 5:00pm (Monday thru Friday)  
Email: LaDonna.L.Macon-Robinson@amwater.com  
----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:12 PM -----

From: "Candice Deininger" <cdeining@lfucg.com>  
To: <Bryan.Siler@amwater.com>, <Rick.Witherite@amwater.com>, <Jarold.Jackson@amwater.com>  
Cc: "Catherine York" <cyork@ballhomes.com>  
Date: 10/22/2008 12:14 PM  
Subject: Estimated Bills

---

Good morning, Gentlemen. I'm working with [REDACTED] on three accounts, all of which have been estimated and two of which are now closed.

Beginning with Premise Number [REDACTED], the one account that is currently active – with the exception of the service order issued 06/30/08 and the manual read on 07/23/08, this account has been consistently estimated since its establishment in January. Both the customer and I would like to have an actual read.

Premise Numbers [REDACTED] were issued only one estimated bill each and then closed, making the final bill amount based on an estimated reading. Because I do not process sewer adjustments for estimated bills, these accounts are left with outstanding amounts pending an actual read.

My question: at the time the account is closed, shouldn't an actual read be obtained? In the case of Premise Number [REDACTED] the estimated reading was carried forward as the start reading for the new account.

Any assistance with this will be greatly appreciated – thank you very much!!

Candice

Candice Deininger  
LFUCG Division of Revenue  
200 E. Main St., Lexington, KY 40507  
Telephone: 859-258-3364  
Fax: 859-258-3352  
cdeining@lfucg.com

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:12 PM -----

From: William S Buckner/KAWC/AWWSC  
To: Jarold Jackson/KAWC/AWWSC@AWW  
Cc: bryan.siler@amwater.com, rwitheri@kawc.com  
Date: 10/22/2008 03:41 PM  
Subject: Re: Fw: Estimated Bills

---

Premise Number [REDACTED] is missing the MIU number on the account set up. I've asked one of the FSR'S to pick up the number tonight so it can be added to the account and be read next month. Premise Number [REDACTED] looks to be OK, I visited the site, the meter, MIU are in good condition and the handheld will read it in test mode and should read when it's scheduled. I checked the consecutive estimate report PMTESTIMAT for this past month, this account is not flagged. The actual reading is R-03655.

William S. Buckner  
 Network Supervisor  
 Kentucky American Water  
 2300 Richmond Road  
 Lexington, KY 40502  
 Email: wbuckner@kawc.com  
 Ph: 859-269-6371  
 Cell 859-537-0759  
 Jarold Jackson/KAWC/AWWSC



**Jarold  
 Jackson/KAWC/AWWSC**

10/22/2008 01:27 PM

To william.buckner@amwater.com

cc bryan.siler@amwater.com, rwitheri@kawc.com

Subject Fw: Estimated Bills

Bill,

Could you follow up on this to determine what the issues with these accounts are and communicate this to Stacy, Bryan and Rick as soon as possible? The LFUCG is involved which could possibly make this a very sensitive issue for us. Thanks!

\*\*\*\*\*

Jarold Jackson  
 Manager, Field Operations  
 Kentucky American Water  
 2300 Richmond Road  
 Lexington, Kentucky 40502  
 859-268-6376 Office  
 859-268-6374 Fax  
 jarold.jackson@amwater.com

----- Forwarded by Jarold Jackson/KAWC/AWWSC on 10/22/2008 01:27 PM -----



**"Candice Deininger"**  
**<cdeining@lfucg.com>**

10/22/2008 12:15 PM

To <Bryan.Siler@amwater.com>,  
 <Rick.Witherite@amwater.com>,  
 <Jarold.Jackson@amwater.com>

cc "Catherine York" <cyork@ballhomes.com>

Subject Estimated Bills

Good morning, Gentlemen. I'm working with [REDACTED] on three accounts, all of which have been estimated and two of which are now closed.

Beginning with Premise Number [REDACTED] the one account that is currently active – with the exception of the service order issued 06/30/08 and the manual read on 07/23/08, this account has been consistently estimated since its establishment in January. Both the customer and I would like to have an actual read.

Premise Numbers [REDACTED] were issued only one estimated bill each and then closed, making the final bill amount based on an estimated reading. Because I do not process sewer adjustments for estimated bills, these accounts are left with outstanding amounts pending an actual read.



On premise number [REDACTED] the MIU number wasn't attached to the meter on the account. This caused the account to be estimated. While the account was repeatedly estimated, we did get an actual read every 3rd month. Someone visited the premise last night and got the MIU number. It was attached to the account today and should now read every month instead of being estimated. The current actual reading is zero.

Premise number [REDACTED] was in fact closed with an estimated reading. The on-close (ONCL) order was mistakenly used when closing this account. The current reading of 36 is accurate. Since there is no way to go back and determine how much water was used by the builder and by the new customer, we propose to let the estimated reading of 6 remain on the builder account. We do not plan to adjust it. Coaching will be given to the representative that used this close order that did not allow for an actual read on the final bill. Let me know if you are ok with crediting the builder.

What occurred on premise number [REDACTED] is the same as what occurred on premise [REDACTED]. The same representative incorrectly closed this account in the same manner. We propose to treat it the same way.

If you have any other questions please let me know.

\*\*\*\*\*

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

"Candice Deininger" <cdeining@lfucg.com>



"Candice Deininger"  
<cdeining@lfucg.com>  
10/22/2008 12:15 PM

To <Bryan.Siler@amwater.com>,  
<Rick.Witherite@amwater.com>,  
<Jarold.Jackson@amwater.com>  
cc "Catherine York" <cyork@ballhomes.com>

Subject Estimated Bills

Good morning, Gentlemen. I'm working with [REDACTED] on three accounts, all of which have been estimated and two of which are now closed.

Beginning with Premise Number [REDACTED] the one account that is currently active – with the exception of the service order issued 06/30/08 and the manual read on 07/23/08, this account has been consistently estimated since its establishment in January. Both the customer and I would like to have an actual read.

Premise Numbers [REDACTED] were issued only one estimated bill each and then closed, making the final bill amount based on an estimated reading. Because I do not process sewer adjustments for estimated bills, these accounts are left with outstanding amounts pending an actual read.

My question: at the time the account is closed, shouldn't an actual read be obtained? In the case of Premise Number [REDACTED] the estimated reading was carried forward as the start reading for the new account.

Any assistance with this will be greatly appreciated – thank you very much!!

Candice

Candice Deininger  
LFUCG Division of Revenue  
200 E. Main St., Lexington, KY 40507  
Telephone: 859-258-3364  
Fax: 859-258-3352  
cdeining@lfucg.com

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:12 PM -----

From: "Candice Deininger" <cdeining@lfucg.com>  
To: <Bryan.Siler@amwater.com>  
Cc: <Rick.Witherite@amwater.com>, <Stacy.Owens@amwater.com>, <Jarold.Jackson@amwater.com>, <William.Buckner@amwater.com>, "Catherine York" <cyork@ballhomes.com>  
Date: 10/23/2008 02:31 PM  
Subject: RE: Estimated Bills

---

Good afternoon, Bryan, and thank you.

So, for Premise Number [REDACTED] since the actual reading is zero, will the outstanding balance [REDACTED] currently showing be adjusted to zero by KAWC?

With regard to Premise Numbers [REDACTED] I will take care of adjusting off the new constr

Candice

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

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]  
Sent: Thursday, October 23, 2008 1:33 PM  
To: Candice Deininger  
Cc: Rick.Witherite@amwater.com; Stacy.Owens@amwater.com; Jarold.Jackson@amwater.com; William.Buckner@amwater.com  
Subject: Re: Estimated Bills

Candice,

On premise number [REDACTED] the MIU number wasn't attached to the meter on the account. This caused the account to be estimated. While the account was repeatedly estimated, we did get an actual read every 3rd month. Someone visited the premise last night and got the MIU number. It was attached to the account today and should now read every month instead of being estimated. The current actual reading is zero.

Premise number [REDACTED] was in fact closed with an estimated reading. The

on-close (ONCL) order was mistakenly used when closing this account. The current reading of 36 is accurate. Since there is no way to go back and determine how much water was used by the builder and by the new customer, we propose to let the estimated reading of 6 remain on the builder account. We do not plan to adjust it. Coaching will be given to the representative that used this close order that did not allow for an actual read on the final bill. Let me know if you are ok with crediting the builder.

What occurred on premise number [REDACTED] is the same as what occurred on premise [REDACTED]. The same representative incorrectly closed this account in the same manner. We propose to treat it the same way.

If you have any other questions please let me know.

\*\*\*\*\*

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

"Candice  
 Deininger"  
 <cdeining@lfucg.c  
 To om> <Bryan.Siler@amwater.com>,  
 <Rick.Witherite@amwater.com>,  
 10/22/2008 12:15 <Jarold.Jackson@amwater.com>  
 PM  
 cc "Catherine York"  
 <cyork@ballhomes.com>  
 Subject Estimated Bills

Good morning, Gentlemen. I'm working with [REDACTED] on three accounts, all of which have been estimated and two of [REDACTED] now closed.

Beginning with Premise Number [REDACTED] the one account that is currently active - with the exception of the service order issued 06/30/08 and the manual read on 07/23/08, this account has been consistently estimated since its establishment in January. Both the customer and I would like to have an actual read.

Premise Numbers [REDACTED] were issued only one estimated bill each and then closed, making the final bill amount based on an estimated reading. Because I do not process sewer adjustments for estimated bills, these accounts are left with outstanding amounts pending an actual read.

My question: at the time the account is closed, shouldn't an actual read be obtained? In the case of Premise Number [REDACTED] the estimated reading was carried forward as the start read [REDACTED] the new account.

Any assistance with this will be greatly appreciated - thank you very much!!

Candice

Candice Deininger  
LFUCG Division of Revenue  
200 E. Main St., Lexington, KY 40507  
Telephone: 859-258-3364  
Fax: 859-258-3352  
cdeining@lfucg.com

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:12 PM -----

From: Bryan Siler/KAWC/AWWSC  
To: "Candice Deininger" <cdeining@lfucg.com>@AWX  
Cc: Bryan.Siler@amwater.com, "Catherine York" <cyork@ballhomes.com>, Jarold.Jackson@amwater.com, Rick.Witherite@amwater.com, Stacy.Owens@amwater.com, William.Buckner@amwater.com  
Date: 10/23/2008 02:37 PM  
Subject: RE: Estimated Bills

---

Yes, that is correct.

Thank you Candice.

\*\*\*\*\*

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

"Candice Deininger" <cdeining@lfucg.com>



"Candice Deininger"  
 <cdeining@lfucg.com>  
 10/23/2008 02:32 PM

To <Bryan.Siler@amwater.com>  
 cc <Rick.Witherite@amwater.com>,  
 <Stacy.Owens@amwater.com>,  
 <Jarold.Jackson@amwater.com>,  
 <William.Buckner@amwater.com>, "Catherine York"  
 <cyork@ballhomes.com>  
 Subject RE: Estimated Bills

Good afternoon, Bryan, and thank you.

So, for Premise Number [REDACTED] since the actual reading is zero, will the outstanding balance [REDACTED] currently showing be adjusted to zero by KAWC?

With regard to Premise Numbers [REDACTED] I will take care of adjusting off the new constr

Candice

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

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]  
 Sent: Thursday, October 23, 2008 1:33 PM  
 To: Candice Deininger  
 Cc: Rick.Witherite@amwater.com; Stacy.Owens@amwater.com;  
 Jarold.Jackson@amwater.com; William.Buckner@amwater.com  
 Subject: Re: Estimated Bills

Candice,

On premise number [REDACTED] the MIU number wasn't attached to the meter on the account. This caused the account to be estimated. While the account was repeatedly estimated, we did get an actual read every 3rd month. Someone visited the premise last night and got the MIU number. It was attached to the account today and should now read every month instead of being estimated. The current actual reading is zero.



Premise number [REDACTED] was in fact closed with an estimated reading. The on-close (ONCL) order was mistakenly used when closing this account. The current reading of 36 is accurate. Since there is no way to go back and determine how much water was used by the builder and by the new customer, we propose to let the estimated reading of 6 remain on the builder account. We do not plan to adjust it. Coaching will be given to the representative that used this close order that did not allow for an actual read on the final bill. Let me know if you are ok with crediting the builder.

What occurred on premise number [REDACTED] is the same as what occurred on premise [REDACTED]. The same representative incorrectly closed this account in the same manner. We propose to treat it the same way.

If you have any other questions please let me know.

\*\*\*\*\*

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

"Candice  
 Deininger"  
 <cdeining@lfucg.com>  
 To: <Bryan.Siler@amwater.com>,  
 <Rick.Witherite@amwater.com>,  
 10/22/2008 12:15 PM <Jarold.Jackson@amwater.com>  
 cc: "Catherine York"  
 <cyork@ballhomes.com>  
 Subject: Estimated Bills

Good morning, Gentlemen. I'm working with [REDACTED] on three accounts, all of which have been estimated and two of [REDACTED] now closed.

Beginning with Premise Number [REDACTED] the one account that is currently active - with the exception of the service order issued 06/30/08 and the manual read on 07/23/08, this account has been consistently estimated since its establishment in January. Both the customer and I would like to have an actual read.

Premise Numbers [REDACTED] were issued only one estimated bill each and then closed, making the final bill amount based on an estimated reading. Because I do not process sewer adjustments for estimated bills, these accounts are left with outstanding amounts pending an actual read.

My question: at the time the account is closed, shouldn't an actual read be obtained? In the case of Premise Number [REDACTED] the estimated reading was carried forward as the start read [REDACTED] the new account.

Any assistance with this will be greatly appreciated - thank you very much!!

Candice

Candice Deininger  
LFUCG Division of Revenue  
200 E. Main St., Lexington, KY 40507  
Telephone: 859-258-3364  
Fax: 859-258-3352  
cdeining@lfucg.com

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:12 PM -----

From: "Candice Deininger" <cdeining@lfucg.com>  
To: <Bryan.Siler@amwater.com>  
Cc: "Catherine York" <cyork@ballhomes.com>, <Jarold.Jackson@amwater.com>, <Rick.Witherite@amwater.com>, <Stacy.Owens@amwater.com>, <William.Buckner@amwater.com>  
Date: 10/23/2008 02:39 PM  
Subject: RE: Estimated Bills

---

Great!! Thanks, Bryan!!

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

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]  
Sent: Thursday, October 23, 2008 2:38 PM  
To: Candice Deininger  
Cc: Bryan.Siler@amwater.com; Catherine York; Jarold.Jackson@amwater.com;  
Rick.Witherite@amwater.com; Stacy.Owens@amwater.com;  
William.Buckner@amwater.com  
Subject: RE: Estimated Bills

Yes, that is correct.

Thank you Candice.

\*\*\*\*\*

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

|         |                          |                                                                                                                                                                             |
|---------|--------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|         | "Candice<br>Deininger"   |                                                                                                                                                                             |
| To      | <cdeining@lfucg.c<br>om> | <Bryan.Siler@amwater.com>                                                                                                                                                   |
| cc      | 10/23/2008 02:32<br>PM   | <Rick.Witherite@amwater.com>,<br><Stacy.Owens@amwater.com>,<br><Jarold.Jackson@amwater.com>,<br><William.Buckner@amwater.com>,<br>"Catherine York"<br><cyork@ballhomes.com> |
| Subject |                          | RE: Estimated Bills                                                                                                                                                         |

Good afternoon, Bryan, and thank you.

So, for Premise Number [REDACTED] since the actual reading is zero, will the outstanding balance [REDACTED] currently showing be adjusted to zero by KAWC?

With regard to Premise Numbers [REDACTED] I will take care of adjusting off the new constr

Candice

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

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]  
Sent: Thursday, October 23, 2008 1:33 PM  
To: Candice Deininger  
Cc: Rick.Witherite@amwater.com; Stacy.Owens@amwater.com;  
Jarold.Jackson@amwater.com; William.Buckner@amwater.com  
Subject: Re: Estimated Bills

Candice,

On premise number [REDACTED] the MIU number wasn't attached to the meter on the account. This caused the account to be estimated. While the account was repeatedly estimated, we did get an actual read every 3rd month. Someone visited the premise last night and got the MIU number. It was attached to the account today and should now read every month instead of being estimated. The current actual reading is zero.

Premise number [REDACTED] was in fact closed with an estimated reading. The on-close (ONCL) order was mistakenly used when closing this account. The current reading of 36 is accurate. Since there is no way to go back and determine how much water was used by the builder and by the new customer, we propose to let the estimated reading of 6 remain on the builder account. We do not plan to adjust it. Coaching will be given to the representative that used this close order that did not allow for an actual read on the final bill. Let me know if you are ok with crediting the builder.

What occurred on premise number [REDACTED] is the same as what occurred on

premise [REDACTED] The same representative incorrectly closed this  
 account [REDACTED]  
 in the same manner. We propose to treat it the same way.

If you have any other questions please let me know.

\*\*\*\*\*

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

"Candice  
 Deininger"  
 <cdeining@lfucg.c  
 To om> <Bryan.Siler@amwater.com> ,  
 <Rick.Witherite@amwater.com> ,  
 10/22/2008 12:15 <Jarold.Jackson@amwater.com>  
 PM  
 cc "Catherine York"  
 <cyork@ballhomes.com>  
 Subject Estimated Bills

Good morning, Gentlemen. I'm working with [REDACTED] on three accounts,  
 all of which have been estimated and two of [REDACTED] now closed.

Beginning with Premise Number [REDACTED] the one account that is currently active - with the exception of the service order issued 06/30/08 and the manual read on 07/23/08, this account has been consistently estimated since its establishment in January. Both the customer and I would like to have an actual read.

Premise Numbers [REDACTED] were issued only one estimated bill each and then closed, making the final bill amount based on an estimated reading. Because I do not process sewer adjustments for estimated bills, these accounts are left with outstanding amounts pending an actual read.

My question: at the time the account is closed, shouldn't an actual read be obtained? In the case of Premise Number [REDACTED] the estimated reading was carried forward as the start read [REDACTED] the new account.

Any assistance with this will be greatly appreciated - thank you very much!!

Candice

Candice Deininger  
LFUCG Division of Revenue  
200 E. Main St., Lexington, KY 40507  
Telephone: 859-258-3364  
Fax: 859-258-3352  
cdeining@lfucg.com

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:12 PM -----

From: Rick Witherite/KAWC/AWWSC  
To: Stacy Owens/KAWC/AWWSC@AWW  
Cc: Bryan Siler/KAWC/AWWSC@AWW  
Date: 10/23/2008 02:42 PM  
Subject: Accounts not billed sewer on close bills

Stacy,

This spreadsheet shows the premises that came up on my report this month. I requested each of these to be back billed.



LFUCG Unmatched - September 23 - October 22, 2008.xls

Rick Witherite  
Operations Clerk  
Kentucky American Water  
2300 Richmond Rd.

Lexington, Ky 40502  
 Office 859-268-6303  
 Fax 859-268-6315  
 Email Rick.Witherite@amwater.com

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:12 PM -----

From: Ann M Luczak/PAWC/AWWSC  
 To: Bryan Siler/KAWC/AWWSC@AWW  
 Cc: Traci A Follmer/PAWC/AWWSC@AWW, Joy E Hughes/PAWC/AWWSC@AWW, Trisha Etedali/SHARSVCS/AWWSC@AWW, Nick Rowe/KAWC/AWWSC@AWW, Stacy Owens/KAWC/AWWSC@AWW  
 Date: 10/27/2008 03:08 PM  
 Subject: Mismatch Reports

Hi Bryan,

Here are your Mismatch Reports for this week, you will need to let me know by **Thursday, October 30, 2008** what you have completed.

Please work the reports in this order of priority: (Missing Services report 4 & 5 last)

1. Area & Route Mismatch
2. Invalid Services
3. Invalid Fix Charges
4. Missing Fix Charges
5. Missing Services

\*\*\* Please remember you can review validation table information by accessing path BLVG in Orcom \*\*\*

**These are your DETAIL reports. These are the reports you want to work from. These should also be the reports you update & send back to me with weekly updates.**



Invalid Fixed Charges Detail KY 10-24.xls



Missing Services Detail KY 10-24.xls

Please save these reports in your personal document files. Do a "Save As" of this information when making any changes to this report.

Thank you and if you have any questions, please let me know.

Ann Luczak  
 Quality Assurance Analyst  
 KY, Eastern & Central-PA, TN  
 100 N Pennsylvania Av  
 Wilkes-Barre PA 18701  
 Phone (570) 830-6547  
 Fax (570) 822-3783

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:12 PM -----

From: Stacy Owens/KAWC/AWWSC  
 To: Bryan Siler/KAWC/AWWSC@AWW  
 Date: 10/29/2008 06:08 PM  
 Subject: Fw: Estimated Bills

FYI

\*\*\*\*\*

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.

----- Forwarded by Stacy Owens/KAWC/AWWSC on 10/29/2008 06:10 PM -----

**CSC - Business Services  
Coordinators/AWWSC**  
Sent by: Nikki S Wells

To Stacy Owens/KAWC/AWWSC@AWW  
cc Mary E Moniodes/CALLCTR/CORP/AWWSC@AWW

10/23/2008 03:57 PM

Subject Re: Fw: Estimated Bills 📄

Stacy,

Hope that your week is going well. Coaching has been requested.

Thank You,

Nikki Wells  
Business Services Coordinators  
American Water- CSC  
1410 Discovery Parkway  
Alton, IL. 62002  
BSC - Coordinators@amwater.com  
Office (866)-641-2177  
Fax (618)-433-4010  
Stacy Owens/KAWC/AWWSC

**Stacy Owens/KAWC/AWWSC**

10/23/2008 02:00 PM

To CSC - Business Services Coordinators/AWWSC@AWW  
cc Mary E Moniodes/CALLCTR/CORP/AWWSC@AWW  
Subject Fw: Estimated Bills

Hello,

We have researched and communicated back to Candice. We found ONCL orders issued using an estimated start read. Please review and assure that this is reviewed with the rep. I believe she was on the right track and this would not of been an issue if the reading was actual.

Thanks

\*\*\*\*\*

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.

----- Forwarded by Stacy Owens/KAWC/AWWSC on 10/23/2008 02:59 PM -----



**Jarold  
 Jackson/KAWC/AWWSC**  
 10/22/2008 01:25 PM

To sowens@kawc.com  
 cc

Subject Fw: Estimated Bills

Stacy,

I did not see where you were copied on this. I will forward this to Bill Buckner for follow up and have him communicate his findings to you.

\*\*\*\*\*

Jarold Jackson  
 Manager, Field Operations  
 Kentucky American Water  
 2300 Richmond Road  
 Lexington, Kentucky 40502  
 859-268-6376 Office  
 859-268-6374 Fax  
 jarold.jackson@amwater.com

----- Forwarded by Jarold Jackson/KAWC/AWWSC on 10/22/2008 01:25 PM -----



**"Candice Deininger"**  
**<cdeining@lfucg.com>**  
 10/22/2008 12:15 PM

To <Bryan.Siler@amwater.com>,  
 <Rick.Witherite@amwater.com>,  
 <Jarold.Jackson@amwater.com>  
 cc "Catherine York" <cyork@ballhomes.com>

Subject Estimated Bills

Good morning, Gentlemen. I'm working with [REDACTED] on three accounts, all of which have been estimated and two of which are now closed.

Beginning with Premise Number [REDACTED] the one account that is currently active – with the exception of the service order issued 06/30/08 and the manual read on 07/23/08, this account has been consistently estimated since its establishment in January. Both the customer and I would like to have an actual read.

Premise Numbers [REDACTED] were issued only one estimated bill each and then closed, making the final bill amount based on an estimated reading. Because I do not process sewer adjustments for estimated bills, these accounts are left with outstanding amounts pending an actual read.

My question: at the time the account is closed, shouldn't an actual read be obtained? In the case of Premise Number [REDACTED] the estimated reading was carried forward as the start reading for the new

account.

Any assistance with this will be greatly appreciated – thank you very much!!

Candice

Candice Deininger  
LFUCG Division of Revenue  
200 E. Main St., Lexington, KY 40507  
Telephone: 859-258-3364  
Fax: 859-258-3352  
cdeining@lfucg.com

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:12 PM -----

From: "Candice Deininger" <cdeining@lfucg.com>  
To: <Bryan.Siler@amwater.com>  
Cc: "Jennifer M Myatt" <jmyatt@lfucg.com>  
Date: 10/30/2008 03:51 PM  
Subject: FW: construction site sewer charges

---

Good afternoon, Bryan. First off, I did get your message about the connectivity to OAM – it was fixed the day I contacted you and had to do with an internal server error on the water company side.

Regarding this email – looks like this account was set up in August 2007 and is on its third customer, all which were/are construction companies. Are there any notes on the account that might indicate whether or not this was a new tap or was pre-existing? The reason I ask is whether or not the meter will remain once the construction is completed. Also, according to our PVA records, [REDACTED] is not a valid address. I am reluctant to have the sewer coding removed or recommend exclusions until we have a valid address. Any notes/information/history on the account would be very helpful and greatly appreciated. Thanks so much!

Candice

---

**From:** Jennifer M Myatt  
**Sent:** Thursday, October 30, 2008 10:08 AM  
**To:** Candice Deininger  
**Subject:** construction site sewer charges

Hi Candice,

I received a call from [REDACTED] about one of their construction sites (premise [REDACTED]). Basically, they are being charged sewer even though they do not have sewer service. Sharon said they have not paid the tap-on fee, but she was not sure if the meter was a “construction meter” that will not be used when the facility is finished. She said that their water source is currently just a spigot and that the location of it makes it unlikely but not impossible that use of that meter will continue post-construction.

You can reach [REDACTED]

Please advise on the best way to handle this situation.

Thanks.

Jennifer Myatt  
Program Specialist  
Division of Water Quality  
Lexington-Fayette Urban County Government  
Phone: (859) 425-2409  
Fax: (859) 254-7787  
jmyatt@lfucg.com

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:12 PM -----

From: "Candice Deininger" <cdeining@lfucg.com>  
To: <Stacy.Owens@amwater.com>  
Cc: <Bryan.Siler@amwater.com>, <Rick.Witherite@amwater.com>  
Date: 10/31/2008 11:06 AM  
Subject: Customer Calls

---

Good morning, Stacy. Here are a couple more accounts where the customers were referred to us in error:

Premise Number [REDACTED]  
Premise Number [REDACTED] – Regarding this call, the customer was advised to call their local 'O & M Wastewater' service and wasn't even given a telephone number to call.

Candice Deininger  
LFUCG Division of Revenue  
200 E. Main St., Lexington, KY 40507  
Telephone: 859-258-3364  
Fax: 859-258-3352  
cdeining@lfucg.com

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:12 PM -----

From: Rick Witherite/KAWC/AWWSC  
To: cdeining@lfucg.com, ccross@lfucg.com, rburke@lfucg.com  
Cc: Bryan Siler/KAWC/AWWSC@AWW  
Date: 10/31/2008 11:38 AM  
Subject: Adjustment requests

---

Good Morning,

I just wanted to let you that you are no longer required to copy me on adjustment requests after today. Bryan has this part under control so that's just one less person you have to worry about copying. Have a great day and weekend.

Rick Witherite  
Operations Clerk  
Kentucky American Water  
2300 Richmond Rd.  
Lexington, Ky 40502  
Office 859-268-6303  
Fax 859-268-6315

Email Rick.Witherite@amwater.com

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:12 PM -----

From: "Candice Deininger" <cdeining@lfucg.com>  
To: <Rick.Witherite@amwater.com>, "Lynne Cross" <ccross@lfucg.com>, "Rebecca Burke" <rburke@lfucg.com>  
Cc: <Bryan.Siler@amwater.com>  
Date: 10/31/2008 11:42 AM  
Subject: RE: Adjustment requests

---

Thanks for the heads up, Rick – you have a great weekend, too!!

---

**From:** Rick.Witherite@amwater.com [mailto:Rick.Witherite@amwater.com]  
**Sent:** Friday, October 31, 2008 11:38 AM  
**To:** Candice Deininger; Lynne Cross; Rebecca Burke  
**Cc:** Bryan.Siler@amwater.com  
**Subject:** Adjustment requests

Good Morning,

I just wanted to let you that you are no longer required to copy me on adjustment requests after today. Bryan has this part under control so that's just one less person you have to worry about copying. Have a great day and weekend.

Rick Witherite  
Operations Clerk  
Kentucky American Water  
2300 Richmond Rd.  
Lexington, Ky 40502  
Office 859-268-6303  
Fax 859-268-6315  
Email Rick.Witherite@amwater.com

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:12 PM -----

From: Stacy Owens/KAWC/AWWSC  
To: "Candice Deininger" <cdeining@lfucg.com>@AWX  
Cc: Bryan.Siler@amwater.com, Rick.Witherite@amwater.com  
Date: 10/31/2008 01:55 PM  
Subject: Re: Customer Calls

---

Hello Candice,

I reviewed the CSR comments and both were certainly referred in error. I will follow up as I have been to assure we address appropriately.

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.

"Candice Deininger" <cdeining@lfucg.com>



**"Candice Deininger"**  
**<cdeining@lfucg.com>**  
10/31/2008 11:07 AM

To <Stacy.Owens@amwater.com>  
cc <Bryan.Siler@amwater.com>,  
<Rick.Witherite@amwater.com>  
Subject Customer Calls

Good morning, Stacy. Here are a couple more accounts where the customers were referred to us in error:

Premise Number [REDACTED]  
Premise Number [REDACTED] – Regarding this call, the customer was advised to call their local 'O & M Wastewater' service and wasn't even given a telephone number to call.

Candice Deininger  
LFUCG Division of Revenue  
200 E. Main St., Lexington, KY 40507  
Telephone: 859-258-3364  
Fax: 859-258-3352  
cdeining@lfucg.com

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:12 PM -----

From: Rachel Cole/KAWC/AWWSC  
To: Bryan Siler  
Cc: Maryann Concilio/SHARSVCS/AWWSC@AWW  
Date: 11/03/2008 08:32 AM  
Subject: Fw: Kentucky October ACH Disbursements

Mary Ann,

Please add Bryan Siler to your list. Thank you.

\*\*\*\*\*

Rachel S. Cole  
Southeast Region  
Email: rcole@kawc.com  
Ph: 859-268-6307  
Fax: 859-335-3307

----- Forwarded by Rachel Cole/KAWC/AWWSC on 11/03/2008 08:33 AM -----



**Maryann**  
**Concilio/SHARSVCS/AWWSC**

To Donna Taylor/KAWC/AWWSC@AWW, dgerardi@lfucg.com,



11/03/2008 08:29 AM

rhicks@lfucg.com  
cc Rachel Cole/KAWC/AWWSC@AWW, Rick  
Witherite/KAWC/AWWSC@AWW  
Subject Kentucky October ACH Disbursements

Attached you will find your ACH spreadsheet for the month of October.

If you have any questions, please feel free to call me at the below number.

Thank you and have a great day.



ACHRec08.xls

Mary Ann Concilio-Sbraga  
Cash Management Analyst  
American Water Shared Services Center  
131 Woodcrest Rd.  
Cherry Hill, NJ 08003  
(856)310-5886  
Change Partner Team - Let's Talk!!!

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:12 PM -----

From: Rick Witherite/KAWC/AWWSC  
To: Bryan Siler/KAWC/AWWSC@AWW  
Date: 11/03/2008 08:35 AM  
Subject: Fw: Kentucky October ACH Disbursements

----- Forwarded by Rick Witherite/KAWC/AWWSC on 11/03/2008 08:37 AM -----



**Maryann  
Concilio/SHARSVCS/AWWSC**

11/03/2008 08:29 AM

To Donna Taylor/KAWC/AWWSC@AWW, dgerardi@lfucg.com,  
rhicks@lfucg.com  
cc Rachel Cole/KAWC/AWWSC@AWW, Rick  
Witherite/KAWC/AWWSC@AWW  
Subject Kentucky October ACH Disbursements

Attached you will find your ACH spreadsheet for the month of October.

If you have any questions, please feel free to call me at the below number.

Thank you and have a great day.



ACHRec08.xls

Mary Ann Concilio-Sbraga  
Cash Management Analyst  
American Water Shared Services Center  
131 Woodcrest Rd.  
Cherry Hill, NJ 08003  
(856)310-5886  
Change Partner Team - Let's Talk!!!

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:12 PM -----

From: Nick Rowe/KAWC/AWWSC  
To: Bryan Siler  
Cc: Keith Cartier  
Date: 11/03/2008 10:43 AM  
Subject: Where are we on proposing the billing for the storm water for the city? We were going to get a meeting with the city and get Cheryl involved?

---

\*\*\*\*\*

Nick O. Rowe  
President  
Kentucky American Water  
2300 Richmond Road  
Lexington, KY 40502  
Ph: 859 268 6333  
Fax: 859 268 6327  
Cell: 859 533 7705  
E-mail: nick.rowe@amwater.com

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:12 PM -----

From: Keith L Cartier/KAWC/AWWSC  
To: Nick Rowe/KAWC/AWWSC@AWW  
Cc: Bryan Siler/KAWC/AWWSC@AWW, Keith L Cartier/KAWC/AWWSC@AWW, Steven Snowden/SERVCO/AWWSC@AWW, John-Mark B Hack/KAWC/AWWSC@AWW  
Date: 11/03/2008 12:18 PM  
Subject: Re: Where are we on proposing the billing for the storm water for the city? We were going to get a meeting with the city and get Cheryl involved?

---

Nick,

Brief update. I believe we've cleared the hurdles on the waste water side enough to now have the conversations about storm water billing with LFUCG.

We had the session with Cheryl in October to first understand what our capabilities are. I believe we will have to influence the rate calculation structure to be comprised of only a few base rates (e.g., <2500 sq ft of runoff, 2500 - 5000 sq ft of run off, etc); otherwise, our systems are not capable of handling a different fee for each premise. If the fee is calculated for each property, and its different for each property, then I would think the most efficient collection method for LFUCG would be to attach the fee to the property tax, and collect with those taxes.

Spoke with Steve Snowden and John-Mark today. They will coordinate, and make inquiries to LFUCG to find out who we need to have that discussion with to influence the structure.

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

**Nick Rowe/KAWC/AWWSC**

11/03/2008 10:43 AM

To Bryan Siler

cc Keith Cartier

Subject Where are we on proposing the billing for the storm water for the city? We were going to get a meeting with the city and get Cheryl involved?

\*\*\*\*\*

Nick O. Rowe  
 President  
 Kentucky American Water  
 2300 Richmond Road  
 Lexington, KY 40502  
 Ph: 859 268 6333  
 Fax: 859 268 6327  
 Cell: 859 533 7705  
 E-mail: nick.rowe@amwater.com

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:12 PM -----

From: Nick Rowe/KAWC/AWWSC  
 To: Keith L Cartier/KAWC/AWWSC@AWW  
 Cc: Bryan Siler/KAWC/AWWSC@AWW, John-Mark B Hack/KAWC/AWWSC@AWW, Keith L Cartier/KAWC/AWWSC@AWW, Steven Snowden/SERVCO/AWWSC@AWW  
 Date: 11/03/2008 12:25 PM  
 Subject: Re: Where are we on proposing the billing for the storm water for the city? We were going to get a meeting with the city and get Cheryl involved?

I would think that we would want Cheryl to have a face-to-face with the right people. John-Mark or Steve wouldn't have the background to start down that road. Why not a meeting with Bryan, Cheryl and the city folks that we are currently working with.

We need to simplify the BD process on these issues to move quicker. Seems we make things too hard with meetings, etc. Let's get going guys and not have so many internal conversations. We can't grow this business at a slow speed. We have to pick-up the pace. I will be glad to call Joe Kelly and set-up a meeting with Cheryl leading our efforts and discussions.

\*\*\*\*\*

Nick O. Rowe  
 President  
 Kentucky American Water



2300 Richmond Road  
Lexington, KY 40502  
Ph: 859 268 6333  
Fax: 859 268 6327  
Cell: 859 533 7705  
E-mail: nick.rowe@amwater.com


Keith L Cartier/KAWC/AWWSC

**Keith L  
Cartier/KAWC/AWWSC**

11/03/2008 12:18 PM

To Nick Rowe/KAWC/AWWSC@AWW

cc Bryan Siler/KAWC/AWWSC@AWW, Keith L  
Cartier/KAWC/AWWSC@AWW, Steven  
Snowden/SERVCO/AWWSC@AWW, John-Mark B  
Hack/KAWC/AWWSC@AWW

Subject Re: Where are we on proposing the billing for the storm water  
for the city? We were going to get a meeting with the city and  
get Cheryl involved? 

Nick,

Brief update. I believe we've cleared the hurdles on the waste water side enough to now have the conversations about storm water billing with LFUCG.

We had the session with Cheryl in October to first understand what our capabilities are. I believe we will have to influence the rate calculation structure to be comprised of only a few base rates (e.g., <2500 sq ft of runoff, 2500 - 5000 sq ft of run off, etc); otherwise, our systems are not capable of handling a different fee for each premise. If the fee is calculated for each property, and its different for each property, then I would think the most efficient collection method for LFUCG would be to attach the fee to the property tax, and collect with those taxes.

Spoke with Steve Snowden and John-Mark today. They will coordinate, and make inquiries to LFUCG to find out who we need to have that discussion with to influence the structure.

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

**Nick Rowe/KAWC/AWWSC**

11/03/2008 10:43 AM

To Bryan Siler

cc Keith Cartier

Subject Where are we on proposing the billing for the storm water for  
the city? We were going to get a meeting with the city and get  
Cheryl involved?

\*\*\*\*\*

Nick O. Rowe  
President  
Kentucky American Water  
2300 Richmond Road  
Lexington, KY 40502  
Ph: 859 268 6333  
Fax: 859 268 6327  
Cell: 859 533 7705  
E-mail: nick.rowe@amwater.com

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:12 PM -----

From: Rick Witherite/KAWC/AWWSC  
To: Stacy Owens/KAWC/AWWSC@AWW  
Cc: "Mr. Bryan Siler" <Bryan.Siler@amwater.com>, Bob J Perkins/CALLCTR/CORP/AWWSC@AWW  
Date: 11/03/2008 12:32 PM  
Subject: Re: Fw: Wastewater Based On Sequence

---

Bob,

I have corrected this account.

Rick Witherite  
Operations Clerk  
Kentucky American Water  
2300 Richmond Rd.  
Lexington, Ky 40502  
Office 859-268-6303  
Fax 859-268-6315  
Email Rick.Witherite@amwater.com

**Stacy Owens/KAWC/AWWSC**

11/03/2008 12:28 PM

To "Rick Witherite" <Rick.Witherite@amwater.com>, "Mr. Bryan Siler"  
<Bryan.Siler@amwater.com>  
cc  
Subject Fw: Wastewater Based On Sequence  
t

Would you review this account and correct? Please reply to Bob.

Thanks!

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

**From:** Bob J Perkins

**Sent:** 10/31/2008 08:55 AM CDT  
**To:** Stacy Owens  
**Cc:** Tonya Nix; Tracy Bauswell  
**Subject:** Wastewater Based On Sequence

Good Morning

I have KY account [REDACTED] showing on the Wastewater without based on sequence report. Can you have this account checked and corrected if need be.

Thank You

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

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:12 PM -----

From: "Candice Deininger" <cdeining@lfucg.com>  
To: <Bryan.Siler@amwater.com>  
Cc: "Rebecca Burke" <rburke@lfucg.com>, "Lynne Cross" <ccross@lfucg.com>  
Date: 11/03/2008 12:45 PM  
Subject: Premise Number [REDACTED]

---

Good afternoon, Bryan. Received a call from the customer at this account regarding her August 8 bill on which she was billed for 329 ccf of sewer. I noticed there was a service order issued, but I'm still questioning the inordinately high usage before making any kind of sewer adjustment. This is a residential account, and the owner/customer indicated they were remodeling and re-soding. However, that billed amount equates to almost 247,000 gallons of water within a 39-day period; and even though it was dry, using that much water would have left them with a swamp. Are there any notes on the account which might help to solve the high usage question? Thanks for your help.

Candice

Candice Deininger  
LFUCG Division of Revenue  
200 E. Main St., Lexington, KY 40507  
Telephone: 859-258-3364  
Fax: 859-258-3352  
cdeining@lfucg.com

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:12 PM -----

From: Nick Rowe/KAWC/AWWSC  
To: Bryan Siler/KAWC/AWWSC@AWW  
Cc: John-Mark B Hack/KAWC/AWWSC@AWW, Keith L Cartier/KAWC/AWWSC@AWW, Steven Snowden/SERVCO/AWWSC@AWW  
Date: 11/03/2008 08:27 PM

Subject: Re: Where are we on proposing the billing for the storm water for the city? We were going to get a meeting with the city and get Cheryl involved?

---

I would find out where they stand and make an offer to come in and discuss. Then we can bring in Cheryl Bryan Siler

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

**From:** Bryan Siler

**Sent:** 11/03/2008 05:15 PM EST

**To:** Nick Rowe

**Cc:** John-Mark Hack; Keith Cartier; Steven Snowden

**Subject:** Re: Where are we on proposing the billing for the storm water for the city? We were going to get a meeting with the city and get Cheryl involved?

I'm happy to reach out to Bill or Candice. At this point, I am not sure they are the ones that will be involved. I know the LFUCG was reaching out to other vendors - not sure for what reason. If it is ok to do so, I will give them a call and see what I can find out.

\*\*\*\*\*

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


Nick Rowe/KAWC/AWWSC

**Nick Rowe/KAWC/AWWSC**

11/03/2008 12:25 PM

To: Keith L Cartier/KAWC/AWWSC@AWW

cc: Bryan Siler/KAWC/AWWSC@AWW, John-Mark B Hack/KAWC/AWWSC@AWW, Keith L Cartier/KAWC/AWWSC@AWW, Steven Snowden/SERVCO/AWWSC@AWW

Subject: Re: Where are we on proposing the billing for the storm water for the city? We were going to get a meeting with the city and get Cheryl involved? 

I would think that we would want Cheryl to have a face-to-face with the right people. John-Mark or Steve wouldn't have the background to start down that road. Why not a meeting with Bryan, Cheryl and the city folks that we are currently working with.

We need to simplify the BD process on these issues to move quicker. Seems we make things too hard with meetings, etc. Let's get going guys and not have so many internal conversations. We can't grow this business at a slow speed. We have to pick-up the pace. I will be glad to call Joe Kelly and set-up a meeting with Cheryl leading our efforts and discussions.

\*\*\*\*\*

Nick O. Rowe  
President  
Kentucky American Water  
2300 Richmond Road  
Lexington, KY 40502

Ph: 859 268 6333  
 Fax: 859 268 6327  
 Cell: 859 533 7705  
 E-mail: nick.rowe@amwater.com


Keith L Cartier/KAWC/AWWSC

**Keith L  
 Cartier/KAWC/AWWSC**

11/03/2008 12:18 PM

To Nick Rowe/KAWC/AWWSC@AWW

cc Bryan Siler/KAWC/AWWSC@AWW, Keith L  
 Cartier/KAWC/AWWSC@AWW, Steven  
 Snowden/SERVCO/AWWSC@AWW, John-Mark B  
 Hack/KAWC/AWWSC@AWW

Subject Re: Where are we on proposing the billing for the storm water  
 for the city? We were going to get a meeting with the city and  
 get Cheryl involved? 

Nick,

Brief update. I believe we've cleared the hurdles on the waste water side enough to now have the  
 conversations about storm water billing with LFUCG.

We had the session with Cheryl in October to first understand what our capabilities are. I believe we will  
 have to influence the rate calculation structure to be comprised of only a few base rates (e.g., <2500 sq ft  
 of runoff, 2500 - 5000 sq ft of run off, etc); otherwise, our systems are not capable of handling a different  
 fee for each premise. If the fee is calculated for each property, and its different for each property, then I  
 would think the most efficient collection method for LFUCG would be to attach the fee to the property tax,  
 and collect with those taxes.

Spoke with Steve Snowden and John-Mark today. They will coordinate, and make inquiries to LFUCG to  
 find out who we need to have that discussion with to influence the structure.

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

**Nick Rowe/KAWC/AWWSC**

11/03/2008 10:43 AM

To Bryan Siler

cc Keith Cartier

Subject Where are we on proposing the billing for the storm water for  
 the city? We were going to get a meeting with the city and get  
 Cheryl involved?

\*\*\*\*\*

Nick O. Rowe  
President  
Kentucky American Water  
2300 Richmond Road  
Lexington, KY 40502  
Ph: 859 268 6333  
Fax: 859 268 6327  
Cell: 859 533 7705  
E-mail: nick.rowe@amwater.com

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:12 PM -----

From: Rick Witherite/KAWC/AWWSC  
To: Takiyah E Myatt/SHARVCS/AWWSC@AWW  
Cc: Bryan Siler/KAWC/AWWSC@AWW  
Date: 11/04/2008 07:55 AM  
Subject: Re: Sewer/Landfill Sept Billing

---

Takiyah,

I will no longer be doing this. I will forward this to Bryan who is now processing it. Thanks.

Rick Witherite  
Operations Clerk  
Kentucky American Water  
2300 Richmond Rd.  
Lexington, Ky 40502  
Office 859-268-6303  
Fax 859-268-6315  
Email Rick.Witherite@amwater.com  
Takiyah E Myatt/SHARVCS/AWWSC



**Takiyah E  
Myatt/SHARVCS/AWWSC**  
11/03/2008 05:26 PM

To Rick Witherite/KAWC/AWWSC@AWW  
cc  
Subject Re: Sewer/Landfill Sept Billing 📎

Hi Rick,

Could you please send this to the Journal Entry mailbox so that this can be processed. Going forward, could you can send me the e-mail along with sending it to AW - JE/AWWSC@AWW.

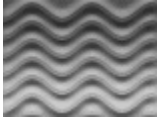
Please feel free to contact me if you have any questions or concerns.

Thank You,

Takiyah Myatt  
Intermediate Accountant  
Shared Services Center

131 Woodcrest Road  
Cherry Hill, NJ 08003  
Phone: 1-856-310-5781  
Fax: 1-856-672-2877

Rick Witherite/KAWC/AWWSC



**Rick**  
**Witherite/KAWC/AWWSC**  
10/06/2008 02:41 PM

To Dale S Graham/SHARVCS/AWWSC@AWW, Takiyah E Myatt/SHARVCS/AWWSC@AWW  
cc cdeining@lfucg.com, Rachel Cole/KAWC/AWWSC@AWW, Bryan Siler/KAWC/AWWSC@AWW  
Subject Sewer/Landfill Sept Billing

Dale,

Here are the MI requests for LFUCG and Sadieville sewer and landfill. Please process and send the pdf file to K Hicks and Candice Deininger at LFUCG.  
Thank you.

[attachment "Miscellaneous Invoice Request-LFUCG 09\_2008.doc" deleted by Takiyah E Myatt/SHARVCS/AWWSC] [attachment "Miscellaneous Invoice Request-Sadieville 09\_2008.doc" deleted by Takiyah E Myatt/SHARVCS/AWWSC]

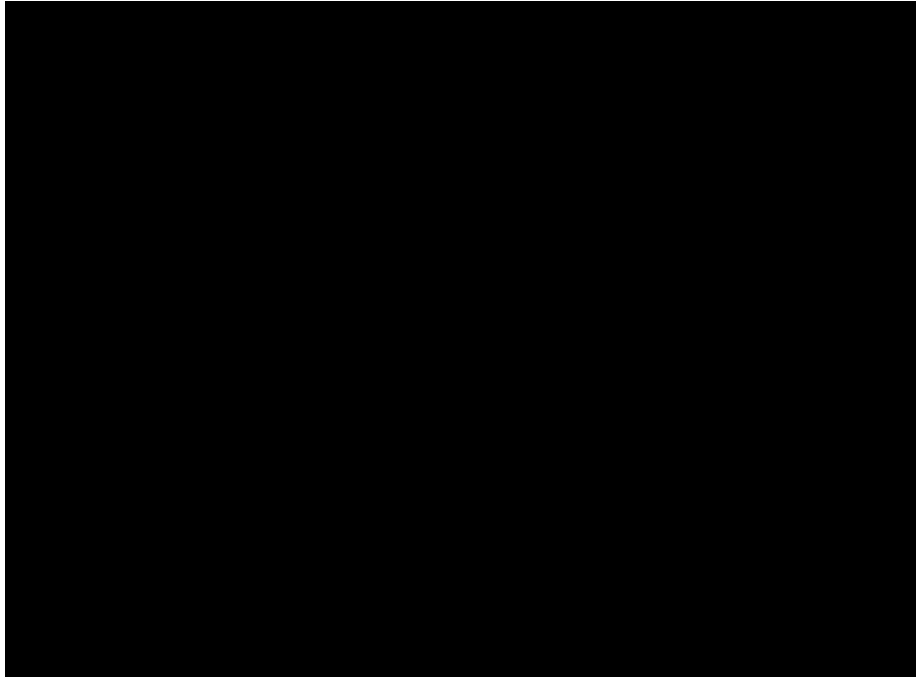
Takiyah,

Please use this memo to record the revenue and accrual.  
Thank you.

[attachment "MI-Sewer Landfill 09\_2008.doc" deleted by Takiyah E Myatt/SHARVCS/AWWSC]

**Landfill/Sewer billing**

9/30/2008



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

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:12 PM -----

From: Ann M Luczak/PAWC/AWWSC  
To: Bryan Siler/KAWC/AWWSC@AWW  
Cc: Stacy Owens/KAWC/AWWSC@AWW  
Date: 11/04/2008 08:20 AM  
Subject: Re: Mismatch Reports

---

Hi Bryan,

I was out of the office so I will be getting the reports out today. I will have them out to you this morning.

Thank you for checking,

Ann Luczak  
Quality Assurance Analyst  
KY, Eastern & Central-PA, TN  
100 N Pennsylvania Av  
Wilkes-Barre PA 18701



Phone (570) 830-6547  
Fax (570) 822-3783  
Bryan Siler/KAWC/AWWSC



**Bryan Siler/KAWC/AWWSC**

11/04/2008 08:16 AM

To Ann M Luczak/PAWC/AWWSC@AWW

cc Stacy Owens/KAWC/AWWSC@AWW

Subject Mismatch Reports

Ann,

I did not receive any mismatch reports yesterday. Just wanted to check and see if there were any results to investigate.

Thanks.

\*\*\*\*\*

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

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:12 PM -----

From: Ann M Luczak/PAWC/AWWSC  
To: Bryan Siler/KAWC/AWWSC@AWW  
Cc: Traci A Follmer/PAWC/AWWSC@AWW, Joy E Hughes/PAWC/AWWSC@AWW, Trisha Etedali/SHARVCS/AWWSC@AWW, Nick Rowe/KAWC/AWWSC@AWW, Stacy Owens/KAWC/AWWSC@AWW, Rick Witherite/KAWC/AWWSC@AWW  
Date: 11/04/2008 08:34 AM  
Subject: Mismatch Reports

---

Hi Bryan,

Here are your Mismatch Reports for this week, you will need to let me know by **Thursday, November 6, 2008** what you have completed.

Please work the reports in this order of priority: (Missing Services report 4 & 5 last)

1. Area & Route Mismatch
2. Invalid Services
3. Invalid Fix Charges
4. Missing Fix Charges
5. Missing Services

\*\*\* Please remember you can review validation table information by accessing path BLVG in Orcom \*\*\*

**These are your DETAIL reports. These are the reports you want to work from. These should also be the reports you update & send back to me with weekly updates.**



Missing Services Detail KY 10-31.xls

Please save these reports in your personal document files. Do a "Save As" of this information when making any changes to this report.

Thank you and if you have any questions, please let me know.

Ann Luczak  
Quality Assurance Analyst  
KY, Eastern & Central-PA, TN  
100 N Pennsylvania Av  
Wilkes-Barre PA 18701  
Phone (570) 830-6547  
Fax (570) 822-3783

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:12 PM -----

From: "Lynne Cross" <ccross@lfucg.com>  
To: <bryan.siler@amwater.com>  
Date: 11/04/2008 11:15 AM  
Subject: Customer Account

---

Bryan,

I have a small problem with a customer and I need your assistance if you don't mind. Can you please look at premise number [REDACTED] and tell me if she pays water charges? She called this morning stating that she pays a water bill and is being charged for sewer and herbie. When I pull her up on my screen, I show no sewer or herbie charges. She has stated that she has paid sewer charges for years but is on a septic system. Any information you can give me will be truly appreciated! Thanks Bryan!

*Lynne Cross*

Lexington Fayette Urban County Government  
Division of Revenue  
Sewer & Landfill Dept.  
200 E. Main Street  
Lexington, KY 40507  
859.258.3363

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:12 PM -----

From: Bryan Siler/KAWC/AWWSC  
To: "Lynne Cross" <ccross@lfucg.com>@AWX  
Date: 11/04/2008 01:12 PM  
Subject: Re: Customer Account

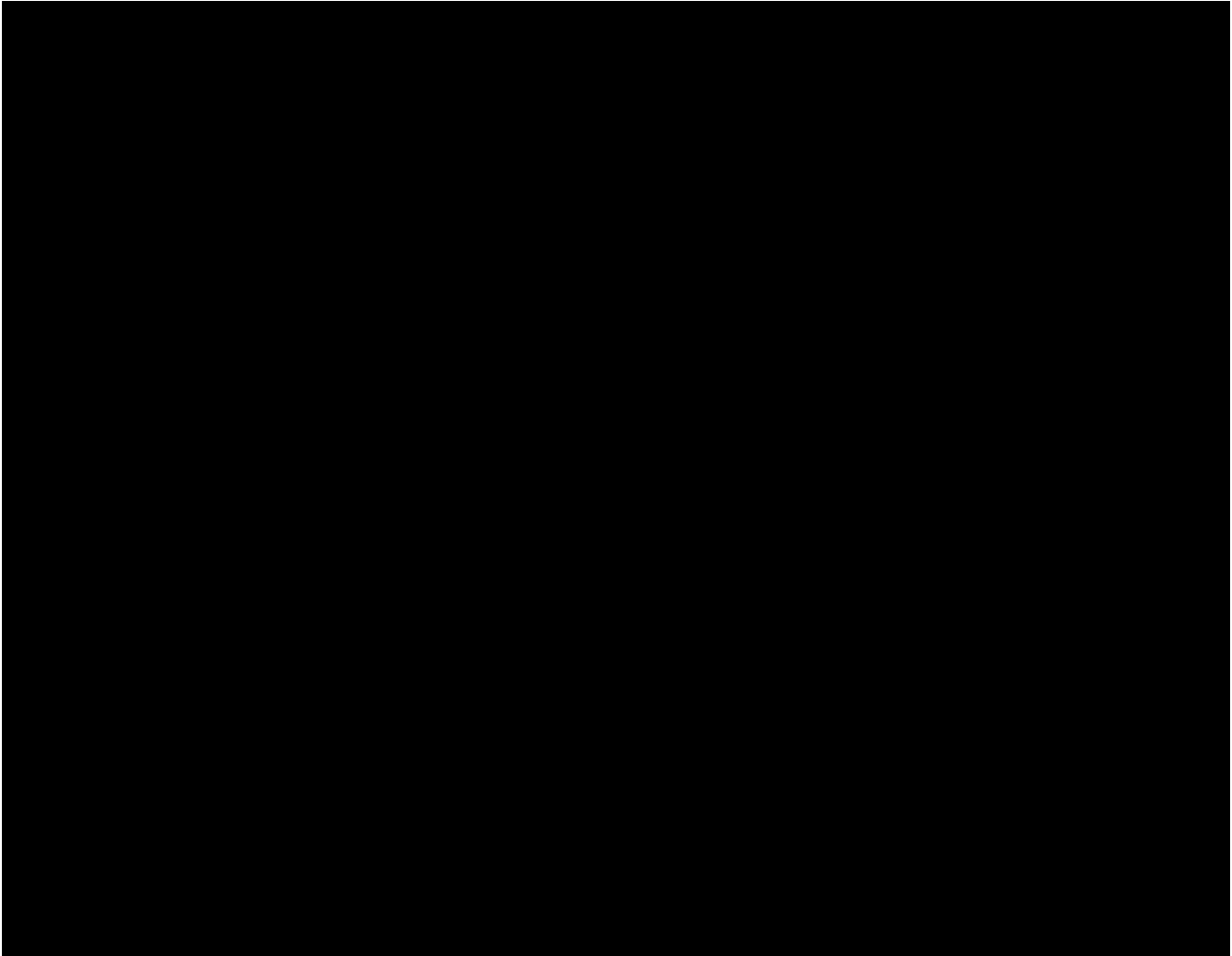
---

Hi Lynne,

In regards to [REDACTED] I checked every bill this year, a bill from March 17, 2006 and the first bill in our system. There were no sewer or landfill charges on those bills. It doesn't appear that the sewer or landfill

service has ever been available on this address. If you have any more questions, please let me know.

I also checked for a [REDACTED] but did not find a customer by that name.



\*\*\*\*\*  
Bryan Siler  
Southeast Region  
bryan.siler@amwater.com  
Phone: (859) 268-6350  
Fax: (859) 335-3350

"Lynne Cross" <ccross@lfucg.com>



**"Lynne Cross"**  
<ccross@lfucg.com>  
11/04/2008 11:17 AM

To <bryan.siler@amwater.com>  
cc  
Subject Customer Account

Bryan,

I have a small problem with a customer and I need your assistance if you don't mind. Can you please look at premise number [REDACTED] and tell me if she pays water charges? She called this morning stating that she pays a water bill and is being charged for sewer and herbie. When I pull her up on my screen, I show no sewer or herbie charges. She has stated that she has paid sewer charges for years but is on a septic system. Any information you can give me will be truly appreciated! Thanks Bryan!

*Lynne Cross*

Lexington Fayette Urban County Government  
Division of Revenue  
Sewer & Landfill Dept.  
200 E. Main Street  
Lexington, KY 40507  
859.258.3363

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:12 PM -----

From: "William O'Mara" <billo@lfucg.com>  
To: "Candice Deininger" <cdeining@lfucg.com>, <Rick.Witherite@amwater.com>, <bryan.siler@amwater.com>  
Cc: <Stacy.Owens@amwater.com>, <Jarold.Jackson@amwater.com>  
Date: 11/04/2008 03:27 PM  
Subject: RE: [REDACTED]

---

Rick-  
LFUCG's position on [REDACTED] is unchanged. The back billed amounts are between KAWC and the user. LFUCG looks to KAWC to make us whole on this lost revenue.

Bill O

---

**From:** Candice Deininger  
**Sent:** Tuesday, September 30, 2008 9:22 AM  
**To:** 'Rick.Witherite@amwater.com'  
**Cc:** Stacy.Owens@amwater.com; Jarold.Jackson@amwater.com; William O'Mara  
**Subject:** RE: [REDACTED]

Good morning, Rick. By copy of this email, I'm forwarding to Bill for follow up when he returns from vacation October 6.

Candice

---

**From:** Rick.Witherite@amwater.com [mailto:Rick.Witherite@amwater.com]  
**Sent:** Tuesday, September 30, 2008 9:16 AM  
**To:** Candice Deininger

**Cc:** Stacy.Owens@amwater.com; Jarold.Jackson@amwater.com  
**Subject:** Fw: [REDACTED]

Good Morning,

We are looking to bring closure to this issue. When I sent this information I had not heard anything back from LFUCG so we have not taken any action on the account. We would like to proceed to back bill this customer. Please let us know if this is satisfactory. Thank you.

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

----- Forwarded by Rick Witherite/KAWC/AWWSC on 09/30/2008 09:08 AM -----

**Rick Witherite/KAWC/AWWSC** To cdeining@lfucg.com  
Cc Bryan.Siler@amwater.com, Jarold.Jackson@amwater.com, Rachel.Cole@amwater.com  
07/18/2008 03:05 PM Subject RE: [REDACTED] [ink](#)

Hello,

The usage on the spreadsheet was in 1000 gallons. I have attached the same spreadsheet with the total usage converted to 100 cubic feet. It also shows the dollar amount with taxes.

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

"Candice Deining"  
<cdeining@lfucg.com>

07/18/2008 02:44 PM

To <Rick.Witherite@amwater.com>  
cc <Rachel.Cole@amwater.com>, <Bryan.Siler@amwater.com>,  
<Jarold.Jackson@amwater.com>  
Subject RE: [REDACTED]  
ct

Hi, Rick! No – I didn't receive this email . . . I believe this was during the time when the city's computers went down and not everything was backed up and restored.

So, how much are we talking about, in dollars, in the way of unbilled sewer charges?

---

**From:** Rick.Witherite@amwater.com [mailto:Rick.Witherite@amwater.com]  
**Sent:** Friday, July 18, 2008 1:29 PM  
**To:** Candice Deininger  
**Cc:** Rachel.Cole@amwater.com; Bryan.Siler@amwater.com; Jarold.Jackson@amwater.com  
**Subject:** Fw: [REDACTED]

Good Afternoon,

I just wanted to make sure you received this email. I did not get a reply from you at that time. Just let me know if you received it and if you need any other info. Thanks. Have a good weekend.

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

----- Forwarded by Rick Witherite/KAWC/AWWSC on 07/18/2008 01:29 PM -----

**Rick  
Witherite/KAWC/AWWSC**

06/24/2008 07:55 AM

To Candice Deininger  
cc Rachel Cole/KAWC/AWWSC@AWW, Bryan Siler/KAWC/AWWSC@AWW, Jarold  
Jackson/KAWC/AWWSC@AWW  
Subj [REDACTED]  
c [REDACTED]

Good Morning,

I have come across this premise that has two meters but was only billing sewer on one meter. The premise number is [REDACTED] This account has been open since 11/95 then for some reason in 11/03 it stopped billing sewer on both meters. It then began to bill again on one meter in 04/05. I have corrected the account and verified that it is billing sewer on both meters starting with the 05/08 bill. I have attached a spreadsheet that shows the usage difference between water and sewer. We have checked our system for all accounts other than residential that have sewer usage less than water usage and did not find any more. If there are any questions just let me know. Thank you.

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

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:12 PM -----

From: "Candice Deininger" <cdeining@lfucg.com>  
To: <Bryan.Siler@amwater.com>  
Cc: "William O'Mara" <billo@lfucg.com>  
Date: 11/04/2008 03:30 PM  
Subject: Backbillings

---

Good afternoon, Bryan. I noticed that three commercial accounts had some significant backbillings, the most noticeable of which was [REDACTED] in the amount of \$31,301.07. I see on this account that it appeared to have been backbilled on 08/11/08 for \$65,288.05, then the entry was reversed on 09/02/08. Can you tell me how the second backbilling was calculated and the reason for the reduction from the first one. Also, I just want to make sure that the owner of [REDACTED] was made aware of the backbilling prior to it actually being applied to the account.

The two other accounts are for [REDACTED]  
[REDACTED] From what little information I see for both accounts, I'm not sure of the reason for backbilling – are there any notes on the accounts which would shed some light on this?

Thanks very much for your help and have a good evening.

Candice

Candice Deininger  
LFUCG Division of Revenue  
200 E. Main St., Lexington, KY 40507  
Telephone: 859-258-3364  
Fax: 859-258-3352  
cdeining@lfucg.com

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:12 PM -----

From: Rick Witherite/KAWC/AWWSC  
To: dgerardi@lfucg.com  
Cc: Bryan Siler/KAWC/AWWSC@AWW  
Date: 11/05/2008 01:01 PM  
Subject: RE: September Report - Landfill Updated

---

Hello Deborah,

I no longer take care of this process. I will forward this to Bryan Siler who can let you know.

Rick Witherite  
Operations Clerk  
Kentucky American Water  
2300 Richmond Rd.  
Lexington, Ky 40502  
Office 859-268-6303  
Fax 859-268-6315  
Email Rick.Witherite@amwater.com  
"Deborah Gerardi" <dgerardi@lfucg.com>



"Deborah Gerardi"  
<dgerardi@lfucg.com>  
11/05/2008 12:00 PM

To <Rick.Witherite@amwater.com>  
cc  
Subject RE: September Report - Landfill Updated

Hi Rick!

I was just wondering if we had the reports yet for October? We are closing the month this week and need to get the information as soon as possible.

Thanks!!!

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

---

**From:** Rick.Witherite@amwater.com [mailto:Rick.Witherite@amwater.com]  
**Sent:** Tuesday, October 07, 2008 4:34 PM



**To:** Candice Deininger; Donna.Taylor@amwater.com; Deborah Gerardi; Sandy Nichols;  
Stacy.Owens@amwater.com; Rhonda Hicks; Scott Brown; Rachel.Cole@amwater.com  
**Cc:** Bryan.Siler@amwater.com  
**Subject:** September Report - Landfill Updated

All,

The report I sent out on Monday did not have the Landfill tab updated for Sept. Please use this one instead. Sorry for the mix up.

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

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:12 PM -----

From: Bryan Siler/KAWC/AWWSC  
To: cdeining@lfucg.com, Stacy Owens/KAWC/AWWSC@AWW, lvogel@lfucg.com,  
sandyn@lfucg.com, rhicks@lfucg.com  
Date: 11/05/2008 02:42 PM  
Subject: October Reports

---

Hello,

Attached are the monthly reports for your review. Please let me know if you have any questions.

There were 2 accounts (1 Residential & 1 OPA) that were billed taxes in October. These have been corrected.

Thank you.



LFUCG Sewer and Landfill\_October rev 2008.xls Sewer Aging Totals.pdf Landfill Aging Totals.pdf

\*\*\*\*\*

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

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:12 PM -----

From: "Candice Deininger" <cdeining@lfucg.com>  
To: <Bryan.Siler@amwater.com>  
Date: 11/05/2008 03:12 PM  
Subject: RE: October Reports

---

Hello . . . I was just about to send a reply to your first one regarding the distribution list. This distribution list is good with one exception: you can remove Sandy Nichols as she retired last week. In her place, kindly send to Mary Fister at mfister@lfucg.com. Thanks, Bryan.

Candice

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

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]  
Sent: Wednesday, November 05, 2008 2:48 PM  
To: Candice Deininger; Stacy.Owens@amwater.com; Sandy Nichols; Rhonda Hicks; Deborah Gerardi; Scott Brown; Rachel.Cole@amwater.com  
Subject: Fw: October Reports

Hello,

I added a few more people to the distribution list.

\*\*\*\*\*

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

----- Forwarded by Bryan Siler/KAWC/AWWSC on 11/05/2008 02:49 PM -----

Bryan

Siler/KAWC/AWWSC

To 11/05/2008 02:42 PM LFUCG Monthly Reports  
cc

Subject October Reports

Hello,

Attached are the monthly reports for your review. Please let me know if you have any questions.

There were 2 accounts (1 Residential & 1 OPA) that were billed taxes in October. These have been corrected.

Thank you.

(See attached file: LFUCG Sewer and Landfill\_October rev 2008.xls)(See attached file: Sewer Aging Totals.pdf)(See attached file: Landfill Aging Totals.pdf)

\*\*\*\*\*

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

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:12 PM -----

From: "Candice Deininger" <cdeining@lfucg.com>  
To: <Bryan.Siler@amwater.com>  
Date: 11/05/2008 03:15 PM  
Subject: RE: Sewer/Landfill Billing

---

Bryan,

The MI request appears to have the incorrect amount - it's showing \$89,528.65 instead of \$93,358.55.

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

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]  
Sent: Wednesday, November 05, 2008 3:07 PM  
To: AW\_-\_JE/AWWSC%AWW@amwater.net  
Cc: Takiyah.Myatt@amwater.com; Dale.Graham@amwater.com; Candice Deininger; Rachel.Cole@amwater.com  
Subject: Sewer/Landfill Billing

Dale,

Here are the MI requests for LFUCG and Sadieville. Please process and send the .pdf file to Candice Deininger at LFUCG.

Thanks.

(See attached file: Miscellaneous Invoice Request-Sadieville 10\_2008.doc)  
(See attached file: Miscellaneous Invoice Request-LFUCG 10\_2008.doc)

Takiyah,

Please use this memo to record the revenue and accrual.

(See attached file: MI-Sewer Landfill 10\_2008.doc)

(Embedded image moved to file: pic26173.jpg)

\*\*\*\*\*

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

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:12 PM -----

From: Bryan Siler/KAWC/AWWSC  
To: Rachel Cole/KAWC/AWWSC@AWW  
Date: 11/05/2008 03:24 PM  
Subject: Re: Fw: Kentucky October ACH Disbursements

---

Rachel,

Here is the ACH Cash Transactions comparison for October.



ACH Cash Trans Rec08.xls

\*\*\*\*\*

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

Rachel Cole/KAWC/AWWSC



**Rachel Cole/KAWC/AWWSC**

11/03/2008 08:32 AM

To Bryan Siler



cc Maryann Concilio/SHARVCS/AWWSC@AWW  
Subject Fw: Kentucky October ACH Disbursements

Mary Ann,

Please add Bryan Siler to your list. Thank you.

\*\*\*\*\*

Rachel S. Cole  
Southeast Region  
Email: rcole@kawc.com  
Ph: 859-268-6307  
Fax: 859-335-3307

----- Forwarded by Rachel Cole/KAWC/AWWSC on 11/03/2008 08:33 AM -----



**Maryann  
Concilio/SHARVCS/AWWSC**

11/03/2008 08:29 AM

To Donna Taylor/KAWC/AWWSC@AWW, dgerardi@lfucg.com,  
rhicks@lfucg.com  
cc Rachel Cole/KAWC/AWWSC@AWW, Rick  
Witherite/KAWC/AWWSC@AWW  
Subject Kentucky October ACH Disbursements

Attached you will find your ACH spreadsheet for the month of October.

If you have any questions, please feel free to call me at the below number.

Thank you and have a great day.

[attachment "ACHRec08.xls" deleted by Bryan Siler/KAWC/AWWSC]

Mary Ann Concilio-Sbraga  
Cash Management Analyst  
American Water Shared Services Center  
131 Woodcrest Rd.  
Cherry Hill, NJ 08003  
(856)310-5886  
Change Partner Team - Let's Talk!!!

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:12 PM -----

From: Bryan Siler/KAWC/AWWSC  
To: AW - JE/AWWSC@AWW  
Cc: Takiyah E Myatt/SHARVCS/AWWSC@AWW, Dale S Graham/SHARVCS/AWWSC@AWW,  
cdeining@lfucg.com, Rachel Cole/KAWC/AWWSC@AWW  
Date: 11/05/2008 03:32 PM  
Subject: Sewer/Landfill Billing - REVISED

---

Everyone,

Please use these files instead of the ones I sent earlier . Thanks.

Dale,

Here are the MI requests for LFUCG and Sadieville. Please process and send the .pdf file to Candice Deininger at LFUCG.

Thanks.



Miscellaneous Invoice Request-Sadieville 10\_2008.doc



Miscellaneous Invoice Request-LFUCG 10\_2008.doc

Takiyah,

Please use this memo to record the revenue and accrual.



MI-Sewer Landfill 10\_2008.doc

\*\*\*\*\*

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

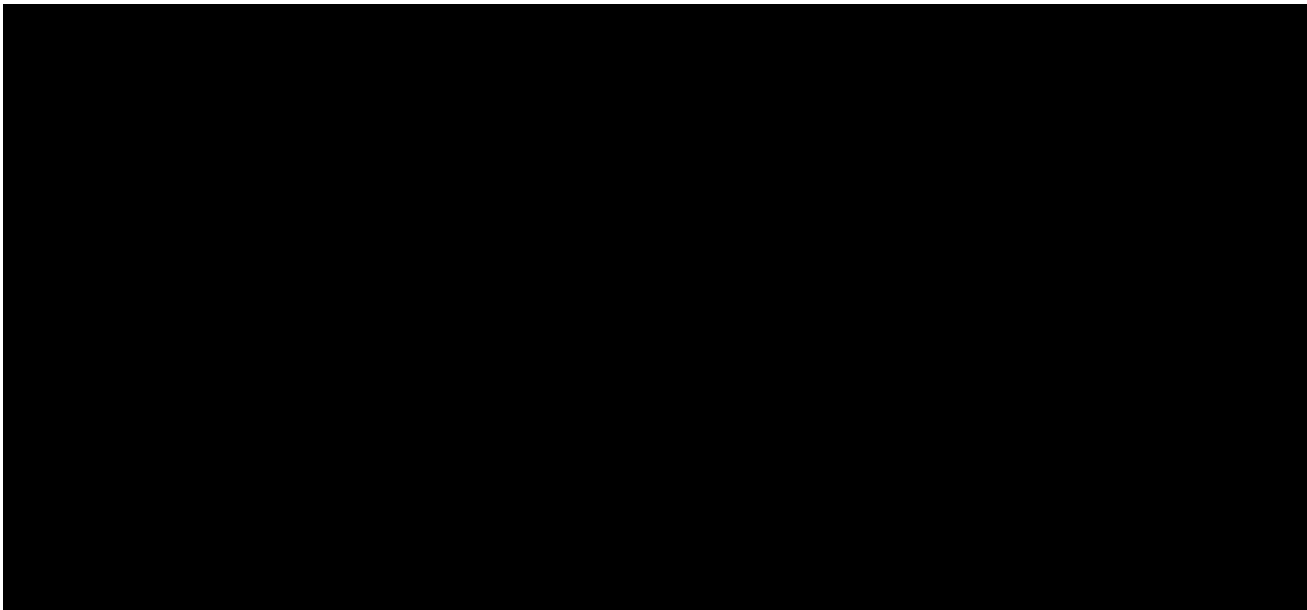
----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:12 PM -----

From: Rachel Cole/KAWC/AWWSC  
To: Bryan Siler/KAWC/AWWSC@AWW  
Date: 11/05/2008 04:05 PM  
Subject: Re: Fw: Kentucky October ACH Disbursements

---

Thanks, Bryan,

Can we identify what's causing these variances? I guess we wire transfer more than the CBT collections. Just wondered why. Thankfully, they're not large, but maybe they are for bad debt recoveries?



Rachel S. Cole  
Southeast Region  
Email: rcole@kawc.com  
Ph: 859-268-6307  
Fax: 859-335-3307

Bryan Siler/KAWC/AWWSC



**Bryan Siler/KAWC/AWWSC**

11/05/2008 03:24 PM

To Rachel Cole/KAWC/AWWSC@AWW

cc

Subject Re: Fw: Kentucky October ACH Disbursements 

Rachel,

Here is the ACH Cash Transactions comparison for October.

[attachment "ACH Cash Trans Rec08.xls" deleted by Rachel Cole/KAWC/AWWSC]

\*\*\*\*\*

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

Rachel Cole/KAWC/AWWSC



**Rachel Cole/KAWC/AWWSC**

11/03/2008 08:32 AM

To Bryan Siler

cc Maryann Concilio/SHARVCS/AWWSC@AWW



Subject Fw: Kentucky October ACH Disbursements

Mary Ann,

Please add Bryan Siler to your list. Thank you.

\*\*\*\*\*

Rachel S. Cole  
Southeast Region  
Email: rcole@kawc.com  
Ph: 859-268-6307  
Fax: 859-335-3307

----- Forwarded by Rachel Cole/KAWC/AWWSC on 11/03/2008 08:33 AM -----



**Maryann**  
Concilio/SHARVCS/AWWSC

11/03/2008 08:29 AM

To Donna Taylor/KAWC/AWWSC@AWW, dgerardi@lfucg.com,  
rhicks@lfucg.com  
cc Rachel Cole/KAWC/AWWSC@AWW, Rick  
Witherite/KAWC/AWWSC@AWW  
Subject Kentucky October ACH Disbursements

Attached you will find your ACH spreadsheet for the month of October.

If you have any questions, please feel free to call me at the below number.

Thank you and have a great day.

[attachment "ACHRec08.xls" deleted by Bryan Siler/KAWC/AWWSC]

Mary Ann Concilio-Sbraga  
Cash Management Analyst  
American Water Shared Services Center  
131 Woodcrest Rd.  
Cherry Hill, NJ 08003  
(856)310-5886  
Change Partner Team - Let's Talk!!!

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:12 PM -----

From: "Candice Deininger" <cdeining@lfucg.com>  
To: <Bryan.Siler@amwater.com>  
Date: 11/05/2008 04:32 PM  
Subject: RE: October Reports

---

Bryan,



Is the write-off amount correct? It's exactly the same amount as September.

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

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]  
Sent: Wednesday, November 05, 2008 2:48 PM  
To: Candice Deininger; Stacy.Owens@amwater.com; Sandy Nichols; Rhonda Hicks; Deborah Gerardi; Scott Brown; Rachel.Cole@amwater.com  
Subject: Fw: October Reports

Hello,

I added a few more people to the distribution list.

\*\*\*\*\*

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

----- Forwarded by Bryan Siler/KAWC/AWWSC on 11/05/2008 02:49 PM -----

Bryan

Siler/KAWC/AWWSC

To

11/05/2008 02:42

LFUCG Monthly Reports

PM

cc

Subject

October Reports

Hello,

Attached are the monthly reports for your review. Please let me know if you have any questions.

There were 2 accounts (1 Residential & 1 OPA) that were billed taxes in October. These have been corrected.

Thank you.

(See attached file: LFUCG Sewer and Landfill\_October rev 2008.xls)(See attached file: Sewer Aging Totals.pdf)(See attached file: Landfill Aging Totals.pdf)

\*\*\*\*\*

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

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:12 PM -----

From: AW - JE/AWWSC  
To: Bryan Siler/KAWC/AWWSC@AWW  
Date: 11/05/2008 05:19 PM  
Subject: Re: JE 50 Fw: Sewer/Landfill Sept Billing  
Sent by: Takiyah E Myatt

Bryan,

I mistakenly responded to the wrong e-mail earlier. This is the entry that has been entered and posted. October's Billing will be posted in Period 11.

Thank You,

Takiyah Myatt

Bryan Siler/KAWC/AWWSC



**Bryan Siler/KAWC/AWWSC**

11/05/2008 03:34 PM

To AW - JE/AWWSC@AWW

cc

Subject Fw: Sewer/Landfill Sept Billing

Please process...

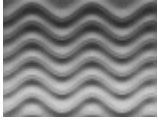
\*\*\*\*\*

Bryan Siler  
Southeast Region  
bryan.siler@amwater.com

Phone: (859) 268-6350

Fax: (859) 335-3350

----- Forwarded by Bryan Siler/KAWC/AWWSC on 11/05/2008 03:35 PM -----



**Rick**  
**Witherite/KAWC/AWWSC**

10/06/2008 02:41 PM

To Dale S Graham/SHARVCS/AWWSC@AWW, Takiyah E Myatt/SHARVCS/AWWSC@AWW  
cc cdeining@lfucg.com, Rachel Cole/KAWC/AWWSC@AWW, Bryan Siler/KAWC/AWWSC@AWW  
Subject Sewer/Landfill Sept Billing

Dale,

Here are the MI requests for LFUCG and Sadieville sewer and landfill. Please process and send the pdf file to K Hicks and Candice Deininger at LFUCG.

Thank you.



Miscellaneous Invoice Request-LFUCG 09\_2008.doc



Miscellaneous Invoice Request-Sadieville 09\_2008.doc

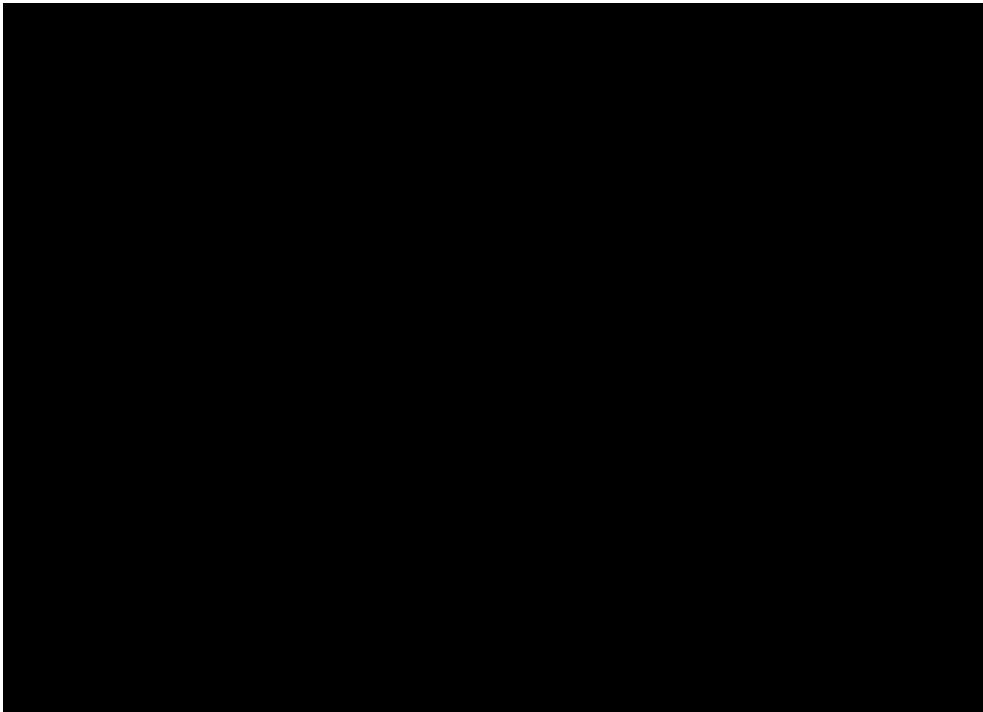
Takiyah,

Please use this memo to record the revenue and accrual.

Thank you.



MI-Sewer Landfill 09\_2008.doc

**Landfill/Sewer billing**

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

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:12 PM -----

From: "Candice Deininger" <cdeining@lfucg.com>  
To: <Bryan.Siler@amwater.com>  
Date: 11/06/2008 08:12 AM  
Subject: RE: October Reports

---

Good morning, Bryan, and thank you! If I may, I would suggest you resend the report to everyone on your distribution list.

Candice

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

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]  
Sent: Wednesday, November 05, 2008 4:53 PM  
To: Candice Deininger  
Subject: RE: October Reports

Candice,

No, it was incorrect. That section is similar to the Landfill tab where the info is linked. It is manually entered on the sewer tab. Sorry, that was my mistake.

Attached is a correct file.

(See attached file: LFUCG Sewer and Landfill\_October rev 2008.xls)

\*\*\*\*\*

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

"Candice  
Deininginger"  
<cdeining@lfucg.com>  
To <Bryan.Siler@amwater.com>  
cc 11/05/2008 04:33  
Subject PM  
RE: October Reports

Bryan,

Is the write-off amount correct? It's exactly the same amount as September.

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

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]  
Sent: Wednesday, November 05, 2008 2:48 PM  
To: Candice Deininger; Stacy.Owens@amwater.com; Sandy Nichols; Rhonda Hicks; Deborah Gerardi; Scott Brown; Rachel.Cole@amwater.com  
Subject: Fw: October Reports

Hello,

I added a few more people to the distribution list.

\*\*\*\*\*

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

----- Forwarded by Bryan Siler/KAWC/AWWSC on 11/05/2008 02:49 PM -----

Bryan

Siler/KAWC/AWWSC

To 11/05/2008 02:42 LFUCG Monthly Reports

cc PM

Subject October Reports

Hello,

Attached are the monthly reports for your review. Please let me know if

you have any questions.

There were 2 accounts (1 Residential & 1 OPA) that were billed taxes in October. These have been corrected.

Thank you.

(See attached file: LFUCG Sewer and Landfill\_October rev 2008.xls)(See attached file: Sewer Aging Totals.pdf)(See attached file: Landfill Aging Totals.pdf)

\*\*\*\*\*

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

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:12 PM -----

From: "Candice Deininger" <cdeining@lfucg.com>  
To: <Bryan.Siler@amwater.com>  
Cc: "William O'Mara" <billo@lfucg.com>  
Date: 11/06/2008 08:16 AM  
Subject: Industrial Accounts

---

Hello again . . . I noticed that there were 17 industrial bills generated, one of which I'm guessing is for the new [REDACTED] account. Do we have another new industrial account? Also, I still need the commercial and industrial customer usage report that Donna generates monthly. Thank you!

Candice

Candice Deininger  
LFUCG Division of Revenue  
200 E. Main St., Lexington, KY 40507  
Telephone: 859-258-3364  
Fax: 859-258-3352  
cdeining@lfucg.com

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:12 PM -----

From: Rachel Cole/KAWC/AWWSC  
To: Donna L Shinn/SHARVCS/AWWSC@AWW  
Cc: Pamela A Mikaelian/KAWC/AWWSC@AWW, Takiyah E Myatt/SHARVCS/AWWSC@AWW, Trisha Etedali/SHARVCS/AWWSC@AWW  
Date: 11/06/2008 03:09 PM  
Subject: Re: Fw: LFUCG Payment - [REDACTED] Sewer Back Billing

---

Thanks, Donna.

I think that only thing remaining is that it's tracked in another account other than customer AR. It wouldn't matter to me, if it's in misc ar as long as it's visible and easily understood. Thanks for your help on this.

We will go ahead and set up 2 more "dummy" ECIS accounts to do the backbill.


Final question: To what account should we charge the next 2 disbursement checks?

\*\*\*\*\*

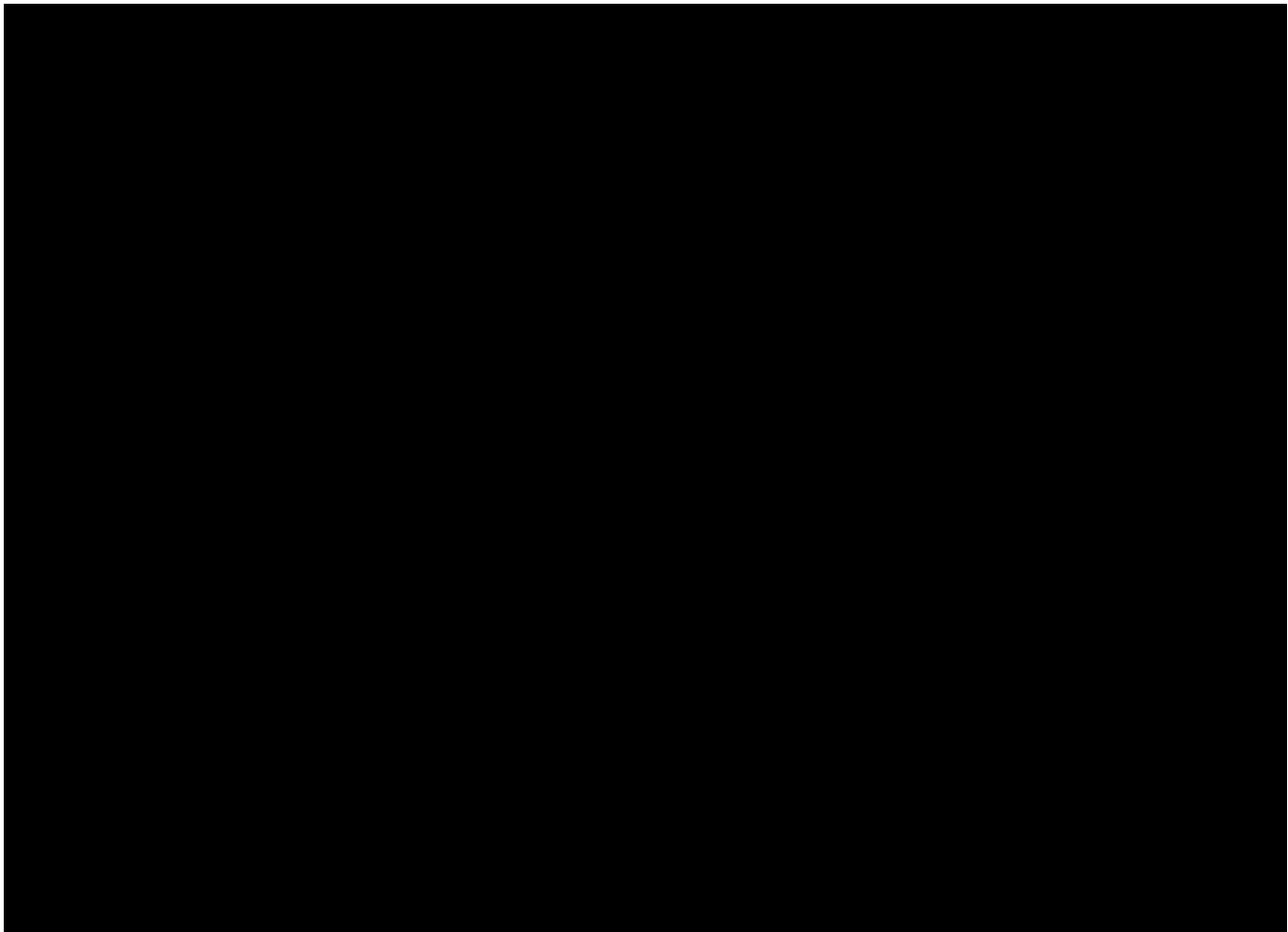
Rachel S. Cole  
Southeast Region  
Email: rcole@kawc.com  
Ph: 859-268-6307  
Fax: 859-335-3307

Donna L Shinn/SHARSVCS/AWWSC

**Donna L  
Shinn/SHARSVCS/AWWSC**  
11/06/2008 02:57 PM

To Rachel Cole/KAWC/AWWSC@AWW  
cc Pamela A Mikaelian/KAWC/AWWSC@AWW, Takiyah E  
Myatt/SHARSVCS/AWWSC@AWW, Trisha  
Etedali/SHARSVCS/AWWSC@AWW  
Subject Re: Fw: LFUCG Payment - [REDACTED] Sewer Back Billing 

Rachel, Please see attached. The following show the allocation of the payments. It is going exactly





Donna Shinn  
Accounting Supervisor  
American Water  
PH#856-310-5807  
Rachel Cole/KAWC/AWWSC



**Rachel Cole/KAWC/AWWSC**

11/06/2008 01:46 PM

To: Takiyah E Myatt/SHARVCS/AWWSC@AWW  
cc: Donna L Shinn/SHARVCS/AWWSC@AWW, Trisha  
Etedali/SHARVCS/AWWSC@AWW, Pamela A  
Mikaelian/KAWC/AWWSC@AWW  
Subject: Fw: LFUCG Payment - [REDACTED] Sewer Back Billing


Can we get a conference call set up for tomorrow afternoon, to discuss what is happening to the money being credited to AR for this account? I just want to make double sure this is all being handled as planned. We will have 2 more accounts that we will need to send LFUCG a check for, next week. The check amount will be around \$70,000 so I want all of us to understand what's going on. Thanks.

Rachel S. Cole

Southeast Region  
Email: rcole@kawc.com  
Ph: 859-268-6307  
Fax: 859-335-3307

----- Forwarded by Rachel Cole/KAWC/AWWSC on 11/06/2008 01:22 PM -----

**Trisha  
Etedali/SHARVCS/AWWSC**  
04/24/2008 12:32 PM

To: Rachel Cole/KAWC/AWWSC@AWW  
cc  
Subject: Re: Fw: LFUCG Payment - ██████████ Sewer Back Billing 

Since Maryann and Adrian are handling this issue for you, I'm confident it will be addressed quickly. Please let me know if things are not cleared up by early next week.

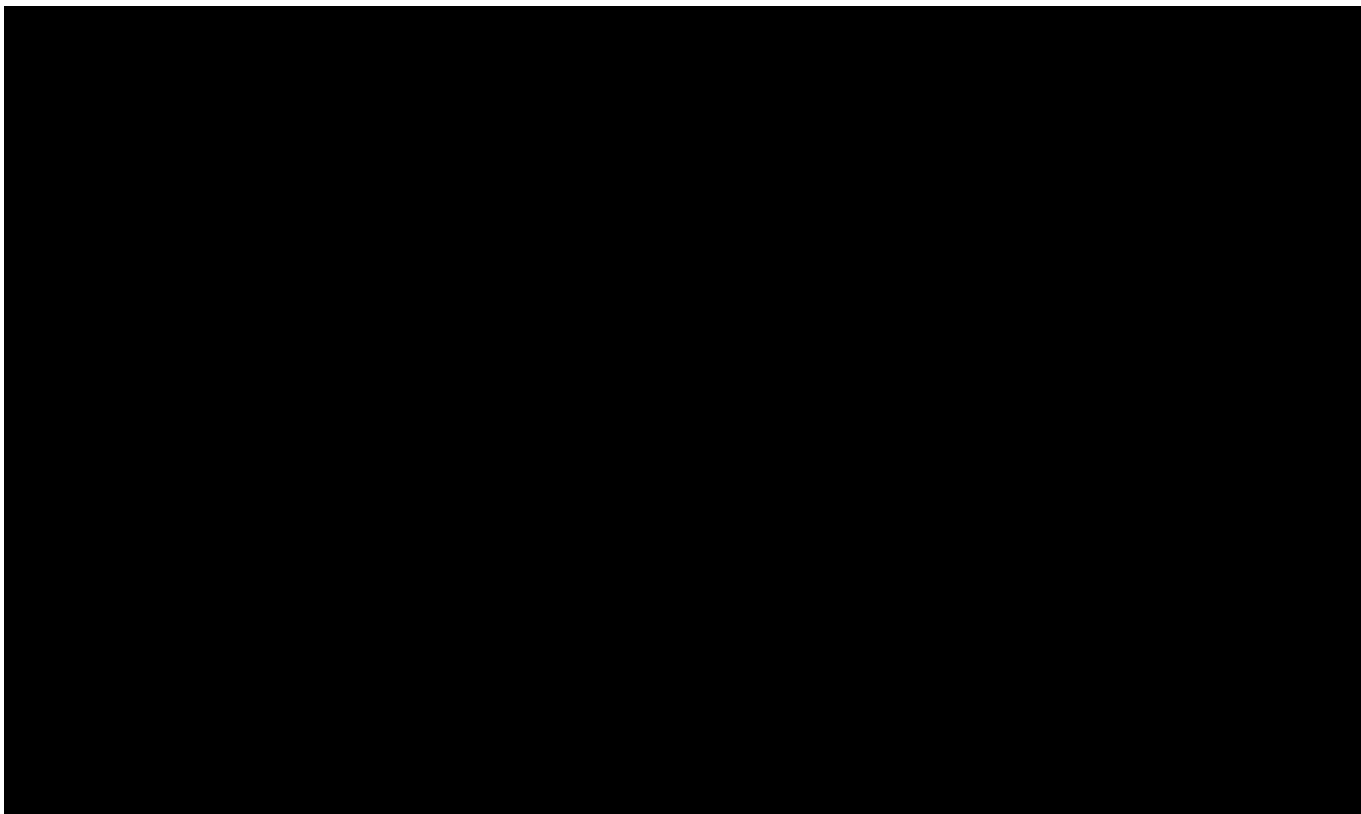
Trisha Etedali  
Business Liaison  
AWW - SSC  
Woodcrest Center  
131 Woodcrest Rd  
PO Box 5600  
Cherry Hill, NJ 08003  
PH#856-310-5732  
PH#866-777-8426 ext. 5732  
CP#856-912-0754  
tetedali@amwater.com  
Rachel Cole/KAWC/AWWSC



**Rachel Cole/KAWC/AWWSC**  
04/24/2008 11:22 AM

To: Trisha Etedali/SHARVCS/AWWSC@AWW  
cc  
Subject: Fw: LFUCG Payment - Ceradyne Sewer Back Billing

Sure enough, there it is..



Rachel S. Cole  
Southeast Region  
Email: rcole@kawc.com  
Ph: 859-268-6307  
Fax: 859-335-3307

----- Forwarded by Rachel Cole/KAWC/AWWSC on 04/24/2008 11:06 AM -----



**Rachel Cole/KAWC/AWWSC**  
04/24/2008 11:02 AM

To Trisha Etedali/SHARVCS/AWWSC  
cc  
Subject Fw: LFUCG Payment - [REDACTED] Sewer Back Billing


\*\*\*\*\*

Rachel S. Cole  
Southeast Region  
Email: rcole@kawc.com  
Ph: 859-268-6307  
Fax: 859-335-3307

----- Forwarded by Rachel Cole/KAWC/AWWSC on 04/24/2008 11:04 AM -----

**Kimberly M  
Nye/CONSULT/AWWSC**  
04/24/2008 10:52 AM

To Rachel Cole/KAWC/AWWSC@AWW  
cc Takiyah E Myatt/SHARVCS/AWWSC@AW  
Subject

Re: Fw: LFUCG Payment - [REDACTED] Sewer Back Billing 

The G/L that I gave you was the ECIS G/L. This maps to 125005.402210 in the JDE system.

Attached is a breakdown of the taxes charged with a bill date of 4/21/08 (like this account). Please note that accounts with a bill date of 4/21 were actually posted on 4/18 so this is the date of the transfer to JDE.

Thanks,  
Kim Nye  
856-782-2853

[attachment "KY Taxes.xls" deleted by Donna L Shinn/SHARSVCS/AWWSC]

Rachel Cole/KAWC/AWWSC




**Rachel Cole/KAWC/AWWSC**

04/24/2008 10:23 AM

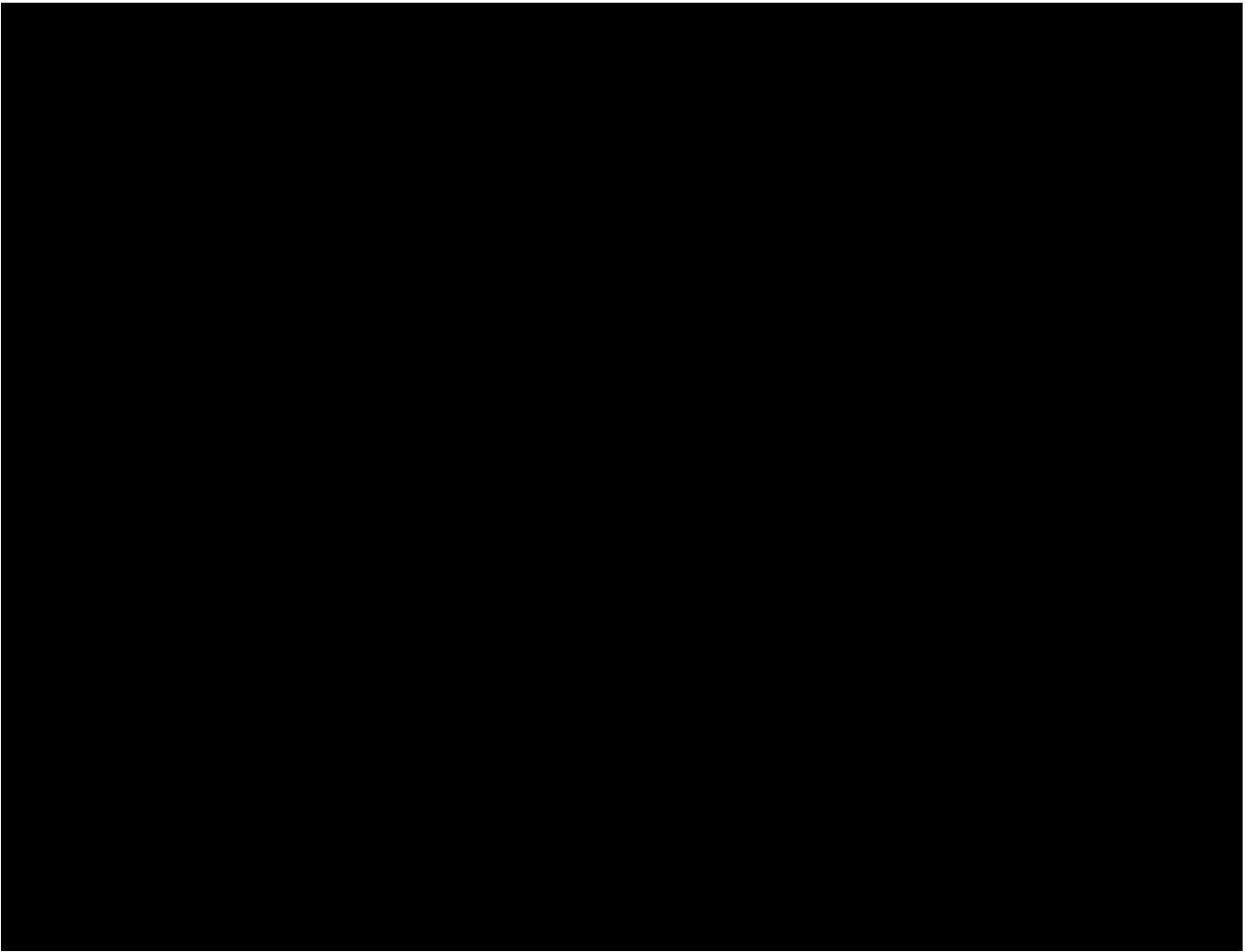
To: Kimberly M Nye/CONSULT/AWWSC@AWW

cc: Takiyah E Myatt/SHARSVCS/AWWSC@AW

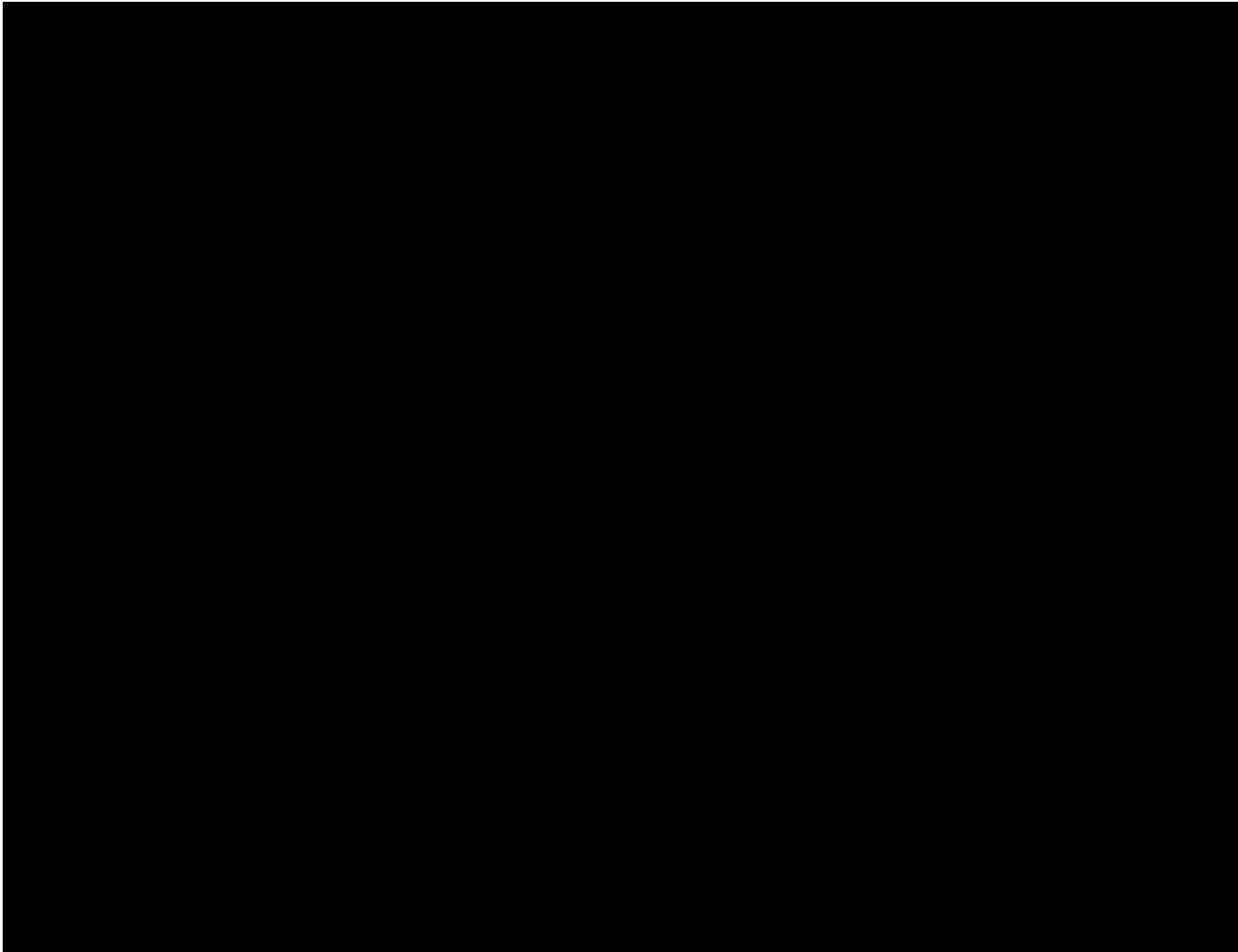
Subject: Re: Fw: LFUCG Payment - [REDACTED] Sewer Back Billing 

Kim,

I don't see anything in this GL




I guess the tax is in here, but can we get the detail for the total on the 22nd to make sure?



Rachel S. Cole  
Southeast Region  
Email: rcole@kawc.com  
Ph: 859-268-6307  
Fax: 859-335-3307

Kimberly M Nye/CONSULT/AWWSC

**Kimberly M  
Nye/CONSULT/AWWSC**  
04/24/2008 09:05 AM

To Rachel Cole/KAWC/AWWSC@AWW  
cc Takiyah E Myatt/SHARVCS/AWWSC@AW  
Subject Re: Fw: LFUCG Payment - [REDACTED] Sewer Back Billing 

Taxes hit the f [REDACTED]  
-\$4,921.17  
\$4921.17

ST SALES TAX  
O&M SEWER A/R - LFUCG

The amount hit that G/L because that is the G/L that is currently configured for A/R transactions on Utility Type 2 for Area 1210. If you know the G/Ls that you would like the transaction to hit, I can try to tell you a

way to set up the account so that it will do that. The adjustment itself was fine.

Kim

Rachel Cole/KAWC/AWWSC



**Rachel Cole/KAWC/AWWSC**

04/24/2008 08:56 AM

To Kimberly M Nye/CONSULT/AWWSC@AWW  
cc Takiyah E Myatt/SHARVCS/AWWSC@AW  
Subject Re: Fw: LFUCG Payment - [REDACTED] Sewer Back Billing

Kim,

Where's the rest of the amount which should be sales tax, of \$4,921.17?

Also, why did this amount hit the GL for WWS -lexington? The account was coded as a "2" instead of "S". I was trying to avoid this being recorded as KAW revenue. Was it the adjustment coding that caused or the account setup, that's the issue?

\*\*\*\*\*

Rachel S. Cole  
Southeast Region  
Email: rcole@kawc.com  
Ph: 859-268-6307  
Fax: 859-335-3307

Kimberly M Nye/CONSULT/AWWSC

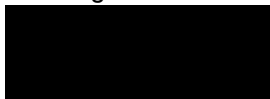
**Kimberly M  
Nye/CONSULT/AWWSC**

04/24/2008 08:38 AM

To Takiyah E Myatt/SHARVCS/AWWSC@AWW  
cc Rachel Cole/KAWC/AWWSC@AWW  
Subject Re: Fw: LFUCG Payment - Ceradyne Sewer Back Billing

Hi Takiyah,  
The bill hit the following G/Ls:

-\$82,019.50  
\$82,019.50



COM WW SLS BLLD - LEXINGTON  
O&M SEWER A/R - LFUCG

Please let me know if you need any additional information.

Thanks!  
Kim Nye  
856-782-2853

Takiyah E Myatt/SHARVCS/AWWSC



**Takiyah E  
Myatt/SHARVCS/AWWSC**

To Kimberly M Nye/CONSULT/AWWSC@AWW



04/23/2008 05:44 PM

cc Rachel Cole/KAWC/AWWSC@AWW  
Subject Fw: LFUCG Payment - Ceradyne Sewer Back Billing

Hi Kim,

Rachel and I are trying to locate the bill below for \$86,940.67. We need to know what ECIS GL Account# it went to. Is there any way you can search this in the system?

Please let me know if you can help.

Thank You,

Takiyah Myatt  
Intermediate Accountant  
Shared Services Center  
131 Woodcrest Road  
Cherry Hill, NJ 08003  
Phone: 1-856-310-5781  
Fax: 1-856-672-2877

----- Forwarded by Takiyah E Myatt/SHARVCS/AWWSC on 04/23/2008 05:42 PM -----



**Rachel Cole/KAWC/AWWSC**

04/22/2008 09:23 AM

To Takiyah E Myatt/SHARVCS/AWWSC@AWW  
cc  
Subject Fw: LFUCG Payment - Ceradyne Sewer Back Billing

FYI

\*\*\*\*\*

Rachel S. Cole  
Southeast Region  
Email: rcole@kawc.com  
Ph: 859-268-6307  
Fax: 859-335-3307

----- Forwarded by Rachel Cole/KAWC/AWWSC on 04/22/2008 09:24 AM -----



**Rachel Cole/KAWC/AWWSC**

04/21/2008 08:30 AM

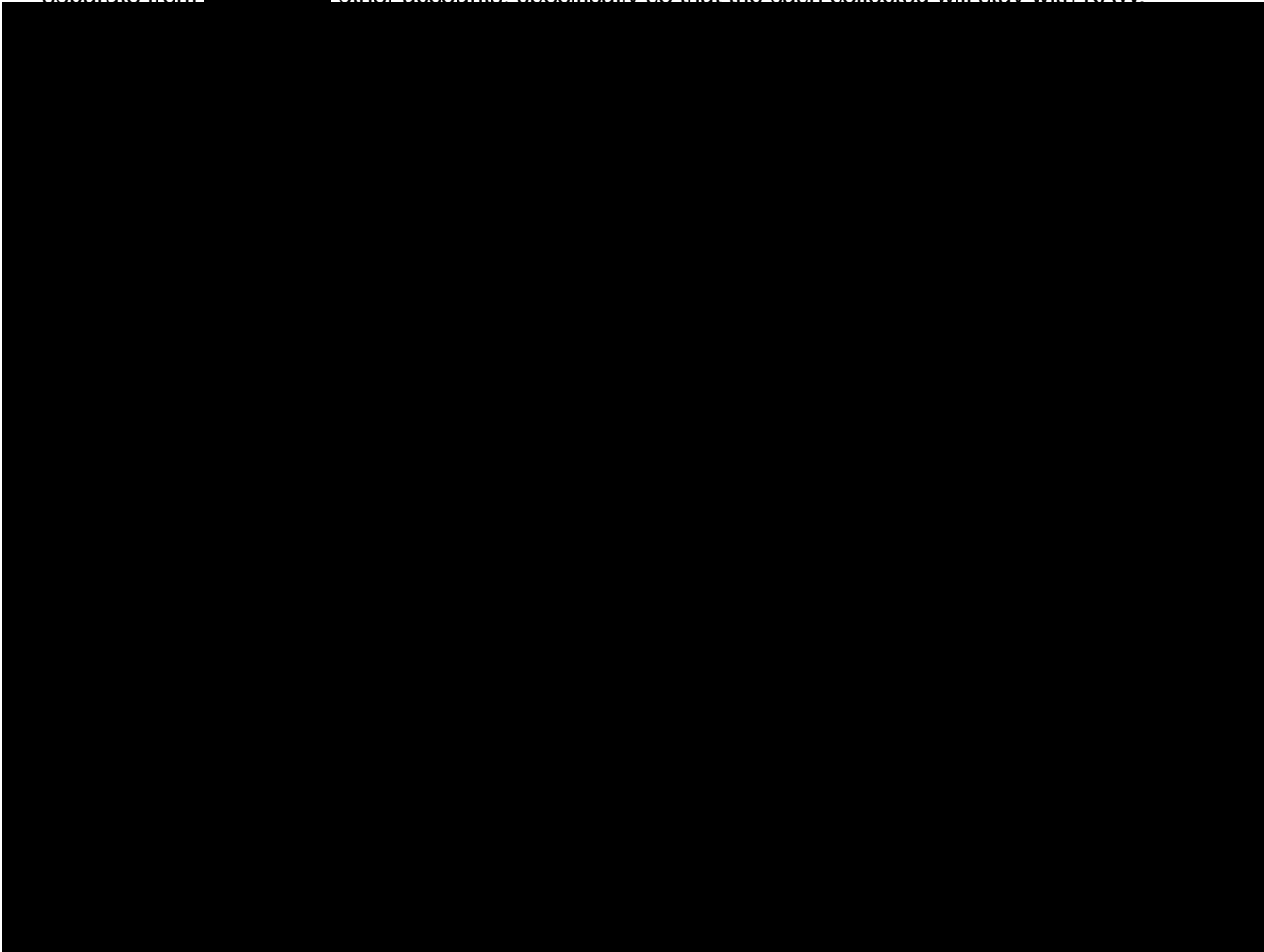
To Keith L Cartier/KAWC/AWWSC  
cc Nick Rowe/KAWC/AWWSC@AWW  
Subject Re: LFUCG Payment [REDACTED] ewer Back Billing

Keith and Nick,

I confirm that a separate bill was issued to [REDACTED] or the amount of the backbill. They should receive it this week. (A letter with the same amount, was sent ahead of this bill.) Rick and I spoke with a [REDACTED]




representative last Friday. Understandably [REDACTED] is quite unhappy with such a large backbill amount and requested that we forgive some of the balance. We replied that we have already forgiven \$30,000 and could not lower the bill any further. I'll keep you updated if we hear anything else. This account is separate from [REDACTED] other accounts, specifically so that the cash collected will stay with KAW



Rachel S. Cole  
Southeast Region  
Email: rcole@kawc.com  
Ph: 859-268-6307  
Fax: 859-335-3307

Keith L Cartier/KAWC/AWWSC

**Keith L  
Cartier/KAWC/AWWSC**  
04/20/2008 10:41 AM

To: Nick Rowe/KAWC/AWWSC@AWW  
cc: rachel cole  
Subject: Re: LFUCG Payment - [REDACTED] ewer Back Billing 

Nick Rachel can confirm. The 86 is set up on a distinct new account that does not flow back to lfucg, but

will flow to us.

Nick Rowe

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

**From:** Nick Rowe  
**Sent:** 04/18/2008 08:36 PM EDT  
**To:** Keith Cartier; Bryan Siler  
**Cc:** Rick Witherite  
**Subject:** Fw: LFUCG Payment - [REDACTED] Sewer Back Billing

Can someone tell me how I can be assured that we get our 86000 dollars from the city after we paid them the 100,000 dollars up front. If I have no guarantee, then I agree with Rochelle

Nick Rowe

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

**From:** Nick Rowe  
**Sent:** 04/18/2008 08:31 PM EDT  
**To:** Rochelle Kowalski  
**Cc:** Bryan Siler; Peggy Slone  
**Subject:** Re: LFUCG Payment - [REDACTED] Sewer Back Billing

No. We have to pay the city the whole amount and we have bacl-billed the 86,000. The city wants their cash up front.

Rochelle Kowalski

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

**From:** Rochelle Kowalski  
**Sent:** 04/18/2008 07:15 PM EDT  
**To:** Nick Rowe  
**Cc:** Bryan Siler; Peggy Slone  
**Subject:** Re: LFUCG Payment - [REDACTED] Sewer Back Billing

I may be confused about the situation - but I would not think the \$86,940.67 would be on a disbursement request. Doesn't it need to be billed with only the \$30K on the disbursement request?

Rochelle

Rochelle Kowalski  
American Water  
800 West Hersheypark Drive  
Hershey, PA 17033  
717-531-3225(office)  
717-531-3235 (fax)  
717-756-8525 (mobile)  
Nick Rowe/KAWC/AWWSC

**Nick Rowe/KAWC/AWWSC**

Sent by: Peggy Slone

04/18/2008 12:49 PM

To: Rochelle Kowalski/ADMIN/CORP/AWWSC@AWW

cc: Bryan Siler/KAWC/AWWSC@AWW

Subject: Re: LFUCG Payment - [REDACTED] Sewer Back Billing 

Rochelle,

Attached is a scan of the disbursement request (#168744) for your approval. Let me know if you need additional information.

[attachment "LFUCG disbursement request.pdf" deleted by Rochelle Kowalski/ADMIN/CORP/AWWSC]

\*\*\*\*\*

Nick O. Rowe  
President  
Kentucky American Water  
2300 Richmond Road  
Lexington, KY 40502  
Ph: 859 268 6333  
Fax: 859 268 6327  
Cell: 859 533 7705  
E-mail: nick.rowe@amwater.com

Bryan Siler/KAWC/AWWSC



**Bryan Siler/KAWC/AWWSC**

04/17/2008 10:14 AM

To Rochelle Kowalski/ADMIN/CORP/AWWSC@AWW  
cc Nick Rowe/KAWC/AWWSC@AWW  
Subject LFUCG Payment [REDACTED] ewer Back Billing

Rochelle,

Nick will be sending you a disbursement request to approve for this item. I just wanted to make sure you were aware of the details and had answers to any questions you might have.

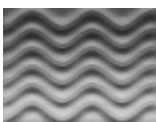
Please give me a call if you would like to discuss.

Thanks.

\*\*\*\*\*

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

----- Forwarded by Rachel Cole/KAWC/AWWSC on 04/16/2008 09:24 AM -----



**Rick  
Witherite/KAWC/AWWSC**

04/03/2008 04:01 PM

To Rachel Cole/KAWC/AWWSC@AWW  
cc [REDACTED]  
Subject R [REDACTED] back bill letter 📎



Check these out and let me know what you think. Thanks.

[attachment "██████████back bill letter revised 040308.doc" deleted by Rochelle Kowalski/ADMIN/CORP/AWWSC] [attachment "██████████Calculations 031908.xls" deleted by Rochelle Kowalski/ADMIN/CORP/AWWSC]

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  
Rachel Cole/KAWC/AWWSC

Rick Witherite/KAWC/AWWSC

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:12 PM -----

From: "Candice Deininger" <cdeining@lfucg.com>  
To: <Bryan.Siler@amwater.com>  
Cc: <Donna.Taylor@amwater.com>, <Stacy.Owens@amwater.com>  
Date: 11/06/2008 03:39 PM  
Subject: RE: Industrial Accounts

---

Oh, no, not at all. Thank you!

Candice

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

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]  
Sent: Thursday, November 06, 2008 3:16 PM  
To: Candice Deininger  
Cc: Donna.Taylor@amwater.com; Stacy.Owens@amwater.com  
Subject: Re: Industrial Accounts

Candice,

Donna Taylor has access to the libraries where those reports are run.  
She  
is out of town until Monday. Is that too late for you to receive them?

\*\*\*\*\*

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

"Candice  
Deininger"  
<cdeining@lfucg.c  
om>  
<Bryan.Siler@amwater.com>  
cc  
11/06/2008 08:18 "William O'Mara"  
<billo@lfucg.com>  
AM  
Subject  
Industrial Accounts

Hello again . . . I noticed that there were 17 industrial bills  
generated,  
one of which I'm guessing is for the new [REDACTED] account. Do we have

another new industrial account? Also, I still need the commercial and industrial customer usage report that Donna generates monthly. Thank you!

Candice

Candice Deininger  
 LFUCG Division of Revenue  
 200 E. Main St., Lexington, KY 40507  
 Telephone: 859-258-3364  
 Fax: 859-258-3352  
 cdeining@lfucg.com

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:12 PM -----

From: Bryan Siler/KAWC/AWWSC  
 To: "Candice Deininger" <cdeining@lfucg.com>  
 Cc: "William O'Mara" <billo@lfucg.com>, Stacy Owens/KAWC/AWWSC@AWW  
 Date: 11/06/2008 03:44 PM  
 Subject: Re: Back billings

Candice,

Yes, these three accounts were back billed.

[REDACTED] had two meters and one of them was stuck. The call center back billed the full usage on the stuck meter not realizing that the water they used went through their other parallel meter. This back bill was reversed. During the process of calculating a new back bill amount, we reviewed the customer's usage, the customer's internal records (# of cars washed, etc.) and we met with the manager and agreed on the backbill amount. Then we applied the new billing to the account.

[REDACTED] had a stuck meter. We back billed the water and sewer on that account. They agreed to the backbill amount and are current.

[REDACTED] tied into the bypass on a neighbors temporary meter setting that was not being used and did not have a meter installed. We have since set them their own meter and established billing on it. We back billed for the water and sewer used through the temporary setting. They agreed to the backbill amount and are current.

\*\*\*\*\*

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

"Candice Deininger" <cdeining@lfucg.com>



"Candice Deininger"  
 <cdeining@lfucg.com>  
 11/04/2008 03:32 PM

To <Bryan.Siler@amwater.com>  
 cc "William O'Mara" <billo@lfucg.com>  
 Subject Backbillings

Good afternoon, Bryan. I noticed that three commercial accounts had some significant backbillings, the most noticeable of which was [REDACTED] in the amount of \$31,301.07. I see on this account that it appeared to have been backbilled on 08/11/08 for \$65,288.05, then the entry was reversed on 09/02/08. Can you tell me how the second backbilling was calculated and the reason for the reduction from the first one. Also, I just want to make sure that the owner of [REDACTED] was made aware of the backbilling prior to it actually being applied to the account.

The two other accounts are for [REDACTED]  
[REDACTED] From what little information I see for both accounts, I'm not sure of the reason for backbilling – are there any notes on the accounts which would shed some light on this?

Thanks very much for your help and have a good evening.

Candice

Candice Deininger  
LFUCG Division of Revenue  
200 E. Main St., Lexington, KY 40507  
Telephone: 859-258-3364  
Fax: 859-258-3352  
cdeining@lfucg.com

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:12 PM -----

From: "Candice Deininger" <cdeining@lfucg.com>  
To: <Bryan.Siler@amwater.com>  
Cc: "William O'Mara" <billo@lfucg.com>, <Stacy.Owens@amwater.com>  
Date: 11/06/2008 03:47 PM  
Subject: RE: Back billings

---

Thanks for the additional information/explanation on the backbillings, Bryan. This is very helpful - thank you. Have a good evening.

Candice

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

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]  
Sent: Thursday, November 06, 2008 3:44 PM  
To: Candice Deininger  
Cc: William O'Mara; Stacy.Owens@amwater.com  
Subject: Re: Back billings

Candice,

Yes, these three accounts were back billed.

[REDACTED] had two meters and one of them was stuck. The call  
back billed the full usage on the stuck meter not realizing that the  
water they used went through their other parallel meter. This back bill was  
reversed. During the process of calculating a new back bill amount, we

reviewed the customer's usage, the customer's internal records (# of cars washed, etc.) and we met with the manager and agreed on the backbill amount. Then we applied the new billing to the account.

[REDACTED] had a stuck meter. We back billed the water and sewer on that account. They agreed to the backbill amount and are current.

[REDACTED] tied into the bypass on a neighbors temporary meter setting being used and did not have a meter installed. We have since set them their own meter and established billing on it. We back billed for the water and sewer used through the temporary setting. They agreed to the backbill amount and are current.

\*\*\*\*\*

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

"Candice  
Deininger"  
<cdeining@lfucg.  
To com> <Bryan.Siler@amwater.com>

cc 11/04/2008 03:32 PM "William O'Mara" <billo@lfucg.com>

Subject Backbillings



Good afternoon, Bryan. I noticed that three commercial accounts had some significant backbillings, the most noticeable of which was [REDACTED] in the amount of \$31,301.07. I see on this account that it appeared to have been backbilled on 08/11/08 for \$65,288.05, then the entry was reversed on 09/02/08. Can you tell me how the second backbilling was calculated and the reason for the reduction from the first one. Also, I just want to make sure that the owner of [REDACTED] was made aware of the backbilling prior to it actually being applied to the account.

The two other accounts are for [REDACTED] little information I see for both accounts, I'm not sure of the reason for backbilling - are there any notes on the accounts which would shed some light on this?

Thanks very much for your help and have a good evening.

Candice

Candice Deininger  
LFUCG Division of Revenue  
200 E. Main St., Lexington, KY 40507  
Telephone: 859-258-3364  
Fax: 859-258-3352  
cdeining@lfucg.com

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:12 PM -----

From: Bryan Siler/KAWC/AWWSC  
To: Bob J Perkins/CALLCTR/CORP/AWWSC@AWW  
Cc: Tracy R Bauswell/CALLCTR/CORP/AWWSC@AWW, Stacy Owens/KAWC/AWWSC@AWW  
Date: 11/06/2008 04:07 PM  
Subject: [REDACTED] ack Bill - Special Attention

Bob,

We need to back bill sewer charges to this customer for 10,925 (1,000g) of usage. Please review the attached spreadsheet and give me a call to discuss.

We probably want to make a special contact from our local office with some supporting documentation. We can discuss that when you call.

Thanks...

Premise [REDACTED]  - Usage and Revenue052008.xls

\*\*\*\*\*

Bryan Siler  
Southeast Region  
bryan.siler@amwater.com

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

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:12 PM -----

From: "Candice Deininger" <cdeining@lfucg.com>  
To: <Bryan.Siler@amwater.com>  
Date: 11/06/2008 04:08 PM  
Subject: RE: October Reports - Revised

---

Good job, Bryan . . . thank you.

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

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]  
Sent: Thursday, November 06, 2008 3:56 PM  
To: Candice Deininger; Stacy.Owens@amwater.com; Sandy Nichols; Rhonda Hicks; Deborah Gerardi; Scott Brown; Rachel.Cole@amwater.com; Mary Fister  
Subject: Fw: October Reports - Revised

Everyone,

Below is a revised file. I corrected the Sewer CBTSMY data that did not update. My apologies.

\*\*\*\*\*  
Bryan Siler  
Southeast Region  
bryan.siler@amwater.com  
Phone: (859) 268-6350  
Fax: (859) 335-3350

----- Forwarded by Bryan Siler/KAWC/AWWSC on 11/06/2008 03:52 PM -----

Bryan

Siler/KAWC/AWWSC

To 11/05/2008 04:52 PM "Candice Deininger"  
<cdeining@lfucg.com>@AWX

cc

Subject RE: October Reports(Document

link:

Bryan Siler)

Candice,

No, it was incorrect. That section is similar to the Landfill tab where the info is linked. It is manually entered on the sewer tab. Sorry, that was my mistake.

Attached is a correct file.

(See attached file: LFUCG Sewer and Landfill\_October rev 2008.xls)

\*\*\*\*\*

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

"Candice  
Deininginger"  
<cdeining@lfucg.com>  
To <Bryan.Siler@amwater.com>  
cc  
11/05/2008 04:33  
PM  
Subject  
RE: October Reports

Bryan,

Is the write-off amount correct? It's exactly the same amount as September.

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

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]  
Sent: Wednesday, November 05, 2008 2:48 PM  
To: Candice Deininger; Stacy.Owens@amwater.com; Sandy Nichols; Rhonda Hicks; Deborah Gerardi; Scott Brown; Rachel.Cole@amwater.com  
Subject: Fw: October Reports

Hello,

I added a few more people to the distribution list.

\*\*\*\*\*

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

----- Forwarded by Bryan Siler/KAWC/AWWS on 11/05/2008 02:49 PM -----

Bryan  
Siler/KAWC/AWWS

To 11/05/2008 02:42 LFUCG Monthly Reports  
PM  
cc

Subject  
October Reports

Hello,

Attached are the monthly reports for your review. Please let me know if you have any questions.

There were 2 accounts (1 Residential & 1 OPA) that were billed taxes in October. These have been corrected.

Thank you.

(See attached file: LFUCG Sewer and Landfill\_October rev 2008.xls)(See attached file: Sewer Aging Totals.pdf)(See attached file: Landfill Aging Totals.pdf)

\*\*\*\*\*

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

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:12 PM -----

From: "Candice Deininger" <cdeining@lfucg.com>  
To: <Bryan.Siler@amwater.com>  
Date: 11/06/2008 04:27 PM  
Subject: RE: October Reports - Revised

---

I can't think of any revisions right off - I've worked out most of the 'kinks' with Rick and Rachel over the past few years. I thank you for your offer, though, and will get with you if I think of anything.

I'll be sending over September's geocoded file of new taps tomorrow. I'm also hoping to send along October's as well . . . our GIS department has been pretty busy lately, so they fell behind a bit.

Have a good evening, Bryan . . .

Candice

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

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]  
Sent: Thursday, November 06, 2008 4:14 PM  
To: Candice Deininger  
Subject: RE: October Reports - Revised

Thanks. I'm going to work on these files to make sure things like this don't happen in the future. Are there any parts of what we send you that you don't use or could be more meaningful? Just let me know.

"Candice  
Deininger"  
<cdeining@lfucg.com>  
To: <Bryan.Siler@amwater.com>  
cc: 11/06/2008 04:01 PM  
Subject: RE: October Reports - Revised

Good job, Bryan . . . thank you.

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

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]  
Sent: Thursday, November 06, 2008 3:56 PM  
To: Candice Deininger; Stacy.Owens@amwater.com; Sandy Nichols; Rhonda Hicks; Deborah Gerardi; Scott Brown; Rachel.Cole@amwater.com; Mary

Fister  
Subject: Fw: October Reports - Revised

Everyone,

Below is a revised file. I corrected the Sewer CBTSMY data that did not update. My apologies.

\*\*\*\*\*

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

----- Forwarded by Bryan Siler/KAWC/AWWSC on 11/06/2008 03:52 PM -----

Bryan  
Siler/KAWC/AWWSC

To 11/05/2008 04:52 PM "Candice Deininger"  
<cdeining@lfucg.com>@AWX

cc

Subject RE: October Reports(Document  
link: Bryan Siler)

Candice,

No, it was incorrect. That section is similar to the Landfill tab where the info is linked. It is manually entered on the sewer tab. Sorry,

that  
was my mistake.

Attached is a correct file.

(See attached file: LFUCG Sewer and Landfill\_October rev 2008.xls)

\*\*\*\*\*

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

"Candice  
Deiningering"  
<cdeining@lfucg.com>  
To: <Bryan.Siler@amwater.com>  
om>  
cc: 11/05/2008 04:33  
PM  
Subject: RE: October Reports

Bryan,

Is the write-off amount correct? It's exactly the same amount as  
September.

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



From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]  
Sent: Wednesday, November 05, 2008 2:48 PM  
To: Candice Deininger; Stacy.Owens@amwater.com; Sandy Nichols; Rhonda Hicks; Deborah Gerardi; Scott Brown; Rachel.Cole@amwater.com  
Subject: Fw: October Reports

Hello,

I added a few more people to the distribution list.

\*\*\*\*\*

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

----- Forwarded by Bryan Siler/KAWC/AWWSC on 11/05/2008 02:49 PM -----

Bryan

Siler/KAWC/AWWSC

To 11/05/2008 02:42 LFUCG Monthly Reports

cc PM

Subject October Reports

Hello,

Attached are the monthly reports for your review. Please let me know if you have any questions.

There were 2 accounts (1 Residential & 1 OPA) that were billed taxes in

October. These have been corrected.

Thank you.

(See attached file: LFUCG Sewer and Landfill\_October rev 2008.xls)(See attached file: Sewer Aging Totals.pdf)(See attached file: Landfill Aging Totals.pdf)

\*\*\*\*\*

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

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:12 PM -----

From: Stacy Owens/KAWC/AWWSC  
To: Keith L Cartier/KAWC/AWWSC@AWW  
Cc: Rachel Cole/KAWC/AWWSC@AWW, Bryan Siler/KAWC/AWWSC@AWW  
Date: 11/06/2008 05:16 PM  
Subject: Re: [REDACTED]

Here is what we are looking at.

[REDACTED] = \$31,301.07, already billed to customer

For [REDACTED]

|                             |        |          |             |
|-----------------------------|--------|----------|-------------|
| <b>Total 1000 gallons</b>   | 18,696 |          |             |
| <b>Total 100 cubic feet</b> | 24,995 | x 2.16 = | \$53,988.28 |
| <b>2 years 1000 gal</b>     | 10,965 |          |             |
| <b>2 years 100 cu ft</b>    | 14,659 | x 2.16 = | \$31,663.46 |
| <b>Difference</b>           |        |          | \$22,324.81 |

Summary

|                    |                               |
|--------------------|-------------------------------|
| \$53,988.28        | [REDACTED] - pay to LFUCG     |
| \$31,301.07        | [REDACTED] - pay to LFUCG     |
| <u>\$85,289.35</u> | total unbilled sewer          |
| (\$31,663.46)      | [REDACTED] - bill to customer |
| <b>\$22,324.82</b> | Uncollectable due to statute  |

We will set up 2 dummy accounts to bill unbilled sewer for these accounts. They will be handled much like [REDACTED] Bryan and I will be working to get the process completed and he has spoken with a

representative from [REDACTED] They are expecting the bill but did not indicate if they would need a payment agreement.

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.

Keith L Cartier/KAWC/AWWSC

**Keith L  
Cartier/KAWC/AWWSC**

11/06/2008 12:35 PM

To Rachel Cole/KAWC/AWWSC@AWW, stacy owens

cc

Subject Re: [REDACTED]

Lfucg was to be paid up front. We had agreed for these extarordinary cases to do so. Stacy, correct me if I'm mistaken.

Rachel Cole

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

**From:** Rachel Cole  
**Sent:** 11/06/2008 12:16 PM EST  
**To:** Keith Cartier  
**Cc:** Stacy Owens  
**Subject:** [REDACTED]

Keith,

What is the status of payment plan and funds owed to LFUCG? Does this need further discussion or do we need to record a liability? We should look at [REDACTED] as well. Thanks.

\*\*\*\*\*

Rachel S. Cole  
Southeast Region  
Email: rcole@kawc.com  
Ph: 859-268-6307  
Fax: 859-335-3307

REDACTED - PRIVILEGED

REDACTED - PRIVILEGED

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

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:12 PM -----

From: "Candice Deininger" <cdeining@lfucg.com>  
To: <Bryan.Siler@amwater.com>  
Date: 11/07/2008 08:44 AM  
Subject: Geocoded New Taps-September 2008

---

Good morning, Bryan. I'm forwarding the file containing the geocoded new tap locations for September 2008 that I received yesterday. Thank you!

Candice

---

**From:** Dustin Baker  
**Sent:** Thursday, November 06, 2008 3:57 PM  
**To:** Candice Deininger  
**Cc:** Phillip Stiefel  
**Subject:** RE: KAWC File

Here is the final file for September.

Thanks,

Dustin Baker  
GIS Specialist  
859/258-3386

---

**From:** Candice Deininger  
**Sent:** Thursday, November 06, 2008 2:59 PM  
**To:** Dustin Baker  
**Cc:** Phillip Stiefel  
**Subject:** RE: KAWC File

Great!! Thanks so much, Dustin . . . have a great evening!

Candice

---

**From:** Dustin Baker  
**Sent:** Thursday, November 06, 2008 2:58 PM  
**To:** Candice Deininger  
**Cc:** Phillip Stiefel  
**Subject:** RE: KAWC File

Candice,

I am working on this right now. I will forward the processed file shortly.

Thank you,

Dustin Baker  
GIS Specialist  
859/258-3386

---

**From:** Candice Deininger  
**Sent:** Thursday, November 06, 2008 12:01 PM  
**To:** Dustin Baker  
**Cc:** Phillip Stiefel  
**Subject:** FW: KAWC File

Good afternoon, Dustin. I'm just following up on the status of this file . . . I don't find anything in my files indicating that it has been coded and returned. Would you kindly check, please? I'll be sending over the October file either later today or in the morning. Thanks so much!

Candice

---

**From:** Candice Deininger  
**Sent:** Friday, October 03, 2008 11:55 AM  
**To:** Dustin Baker  
**Cc:** Phillip Stiefel  
**Subject:** KAWC File

Hi, Dustin. Attached is the September 2008 file of new taps from KAWC for geocoding. Thanks again!

Candice

Candice Deininger  
LFUCG Division of Revenue  
200 E. Main St., Lexington, KY 40507  
Telephone: 859-258-3364  
Fax: 859-258-3352  
cdeining@lfucg.com

[attachment "geoprocessed\_ONSET-NEW TAPS FOR SEPTEMBER 2008.xls" deleted by  
Bryan Siler/KAWC/AWWSC]

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:12 PM -----

**From:** "Candice Deininger" <cdeining@lfucg.com>  
**To:** <Bryan.Siler@amwater.com>  
**Cc:** "Jennifer M Myatt" <jmyatt@lfucg.com>, <Stacy.Owens@amwater.com>  
**Date:** 11/07/2008 02:29 PM  
**Subject:** RE: Premise Number [REDACTED]

I now remember this case because of the stolen copper. I went back to OAM and entered a previous billing of 2006 that did enable me to see the charges to which you referred in your email. Looks like we're good to go. Thanks for confirming the information - appreciate it!

Candice

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

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]  
Sent: Friday, November 07, 2008 2:21 PM  
To: Candice Deininger  
Cc: Jennifer M Myatt; Stacy.Owens@amwater.com  
Subject: Re: Premise Number [REDACTED]

Candice,

Not sure what the customer said but our notes indicate there was an emergency shut off due to theft of copper water lines. Our notes also indicate the house was vacant and work was being done. Apparently due to the theft, a lot of water leaked causing the high bill. The customer submitted the documentation required and we issued a water credit for half of the 220 units.

I checked a few months and show sewer charges on their first bill and also in July 2007. There were also several months with zero usage (water meter charge and herbie charge only). We should probably talk and see why you only show sewer usage in 2008. Give me a call if you have any questions.

Bryan

\*\*\*\*\*

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

"Candice

Deininger"

<cdeining@lfucg.c

To

om>

<Bryan.Siler@amwater.com>

cc

11/07/2008 01:23

"Jennifer M Myatt"

PM

<jmyatt@lfucg.com>

Subject

[REDACTED]

Good afternoon, Bryan. Does this account have any notes or comments on it with regard to the July billing of 220 ccf? The owner wants an exclusion for the sewer portion of the bill (it's a commercial account) and any additional information on what has gone with it would be greatly appreciated. I noticed that the account was originally set up 04/17/07 but not billed for sewer until January 2008, so we need to be sure this isn't a backbilling and that what is being said to us is correct. Thanks very much for your help!

Candice

(Embedded image moved to file: pic02187.jpg)

Candice Deininger  
LFUCG Division of Revenue  
200 E. Main St., Lexington, KY 40507  
Telephone: 859-258-3364  
Fax: 859-258-3352  
cdeining@lfucg.com

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:12 PM -----

From: Stacy Owens/KAWC/AWWSC  
To: Bryan Siler/KAWC/AWWSC@AWW  
Date: 11/07/2008 04:01 PM  
Subject: Fw: Customer Requesting Sewer Adjustment

---

FYI....

See below email correspondence. This information was provided to Candice previously.

\*\*\*\*\*

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.

----- Forwarded by Stacy Owens/KAWC/AWWSC on 11/07/2008 03:59 PM -----

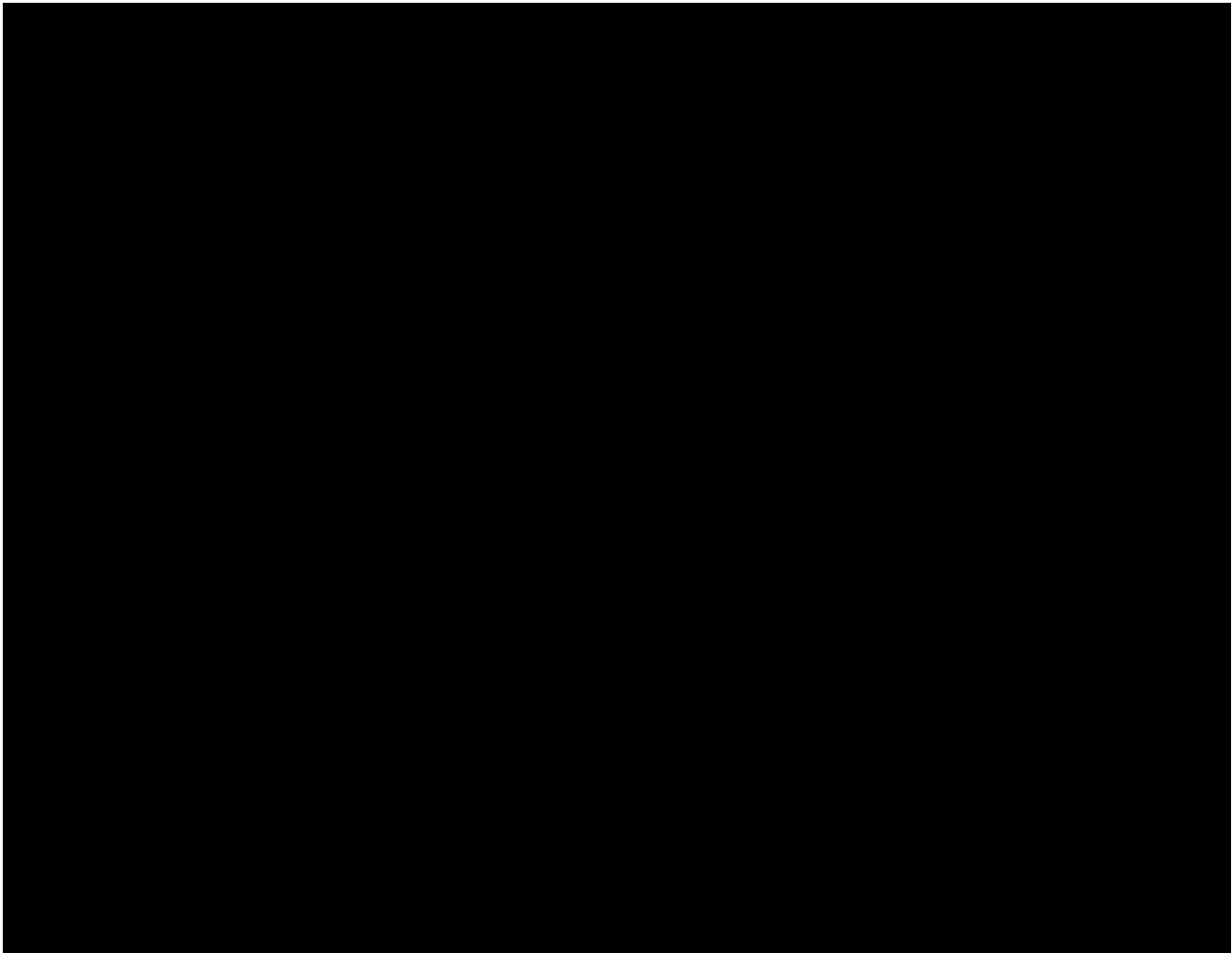
**Stacy Owens/KAWC/AWWSC**

10/15/2008 05:31 PM

To "Candice Deininger" <cdeining@lfucg.com>@AWX

cc

Subject RE: Customer Requesting Sewer Adjustment 📎



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.

"Candice Deininger" <cdeining@lfucg.com>



**"Candice Deininger"**  
<cdeining@lfucg.com>  
10/15/2008 12:34 PM

To <Stacy.Owens@amwater.com>  
cc

Subject RE: Customer Requesting Sewer Adjustment

Good afternoon, Stacy. This account is coded as commercial - is that correct? Also, there are extended periods of non-consumption since the account connect date of 04/17/07 - are there any notes/information on the account which would address this?

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

From: Stacy.Owens@amwater.com [mailto:Stacy.Owens@amwater.com]  
Sent: Wednesday, October 15, 2008 12:18 PM  
To: Candice Deininger  
Subject: Customer Requesting Sewer Adjustment

Good Afternoon,

This customer had cooper pipes stolen from inside his home. He provided a police report and have confirmed that the water ran in the basement. Please let me know what percentage of \$ credit we can give toward the sewer charges if any.

(Embedded image moved to file: pic07949.jpg)

\*\*\*\*\*

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.

----- Forwarded by Stacy Owens/KAWC/AWWS on 10/15/2008 12:05 PM -----

Jelanda L

Miller/CALLCTR/CO

RP/AWWS

To Stacy Owens/KAWC/AWWSC@AWW

10/13/2008 11:28 AM

cc

Subject Re: Have you had time to look at this yet(Document link: Stacy Owens)

yea the customer did sent in police report the copper pipes was stolen.

Jay Miller  
WV, TN, KY, VA, MD Disputes  
866-957-2886 ext 6462  
fax 1-618-433-4638  
jelanda.miller@amwater.com

Stacy  
Owens/KAWC/AWWSC

To Jelanda L  
10/13/2008 09:09 AM  
Miller/CALLCTR/CORP/AWWSC@AWW

cc

Subject Re: Have you had time to look at

this yet(Document link: Jelanda L  
Miller)

What is stated on the statement he submitted?Did we received the  
police  
report? Did the water run through the sewer? More of the charges are for  
sewer. Let me know what all is documented, I think we can work with him  
and I think if submitted directly to LFUCG they may credit also.

\*\*\*\*\*

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.

Jelanda L  
Miller/CALLCTR/CO  
RP/AWWSC

To

Stacy Owens/KAWC/AWWSC@AWW

10/13/2008 09:08

cc

AM

Subject

Have you had time to look at this  
yet

Jay Miller  
WV, TN, KY, VA, MD Disputes  
866-957-2886 ext 6462  
fax 1-618-433-4638  
jelanda.miller@amwater.com(Embedded image moved to file: pic12843.jpg)

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:12 PM -----

From: Stacy Owens/KAWC/AWWSC  
To: Bryan Siler/KAWC/AWWSC@AWW  
Cc: "Candice Deininger" <cdeining@lfucg.com>, "Jennifer M Myatt" <jmyatt@lfucg.com>  
Date: 11/07/2008 04:07 PM  
Subject: Re: Premise Number [REDACTED]

Thanks Bryan for following up.

Candice,

If you would kindly copy me on email correspondence related to customer accounts/requests sent to Bryan that would be great. I forwarded to you the account documentation related to this account on 10/16/08 and I believe you in turn sent it to Jennifer. I am trying to avoid duplication of effort on our end since we have such limited resources.

We are always happy to assist.

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.

Bryan Siler/KAWC/AWWSC



**Bryan Siler/KAWC/AWWSC**

11/07/2008 02:20 PM

To "Candice Deininger" <cdeining@lfucg.com>@AWX



cc "Jennifer M Myatt" <jmyatt@lfucg.com>, Stacy  
Owens/KAWC/AWW  
Subject Re: Premise Numbe [REDACTED]

Candice,

Not sure what the customer said but our notes indicate there was an emergency shut off due to theft of copper water lines. Our notes also indicate the house was vacant and work was being done. Apparently due to the theft, a lot of water leaked causing the high bill. The customer submitted the documentation required and we issued a water credit for half of the 220 units.

I checked a few months and show sewer charges on their first bill and also in July 2007. There were also several months with zero usage (water meter charge and herbie charge only). We should probably talk and see why you only show sewer usage in 2008. Give me a call if you have any questions.

Bryan

\*\*\*\*\*

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

"Candice Deininger" <cdeining@lfucg.com>

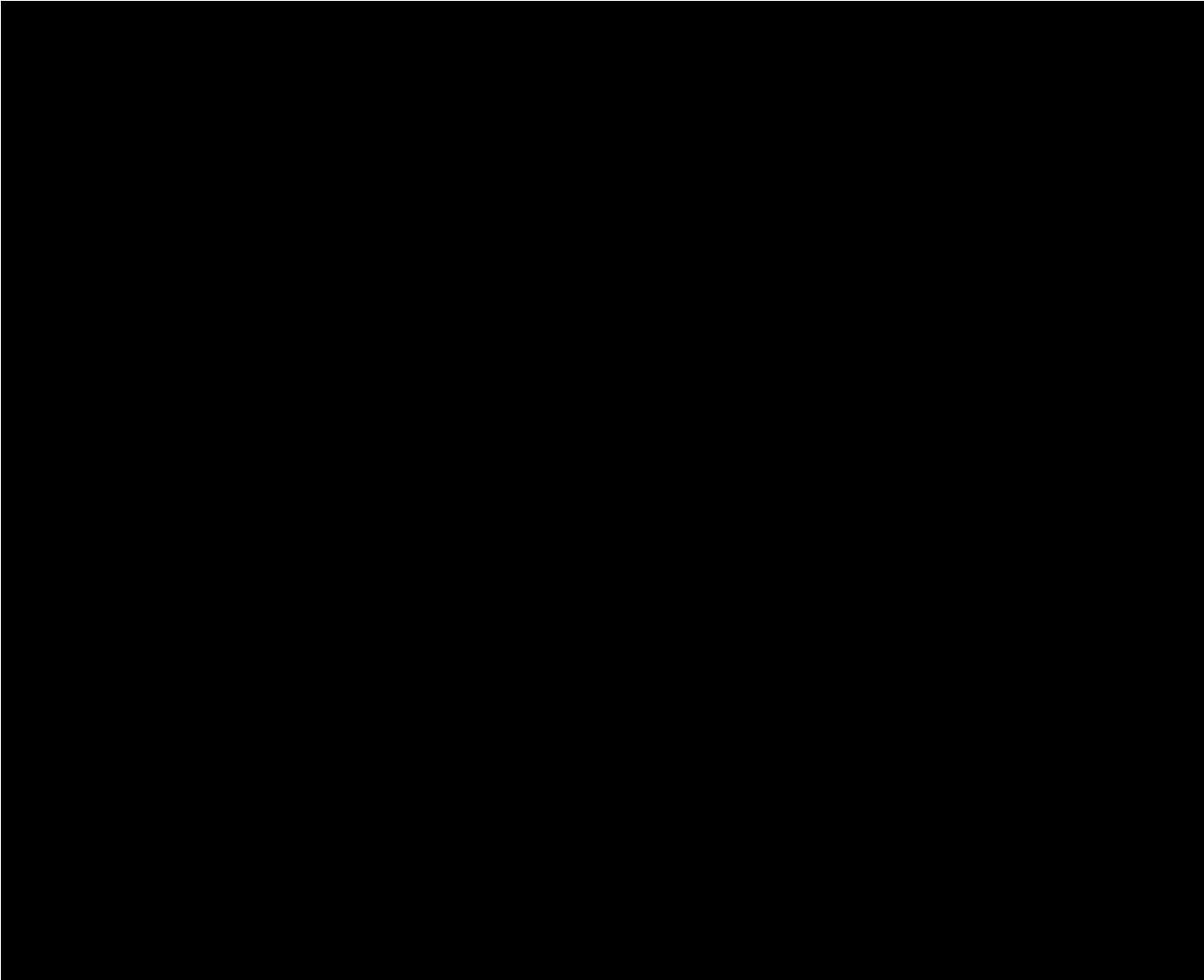


"Candice Deininger"  
<cdeining@lfucg.com>  
11/07/2008 01:23 PM

To <Bryan.Siler@amwater.com>  
cc "Jennifer M Myatt" <jmyatt@lfucg.com>  
Subject Premise Numbe [REDACTED]


Good afternoon, Bryan. Does this account have any notes or comments on it with regard to the July billing of 220 ccf? The owner wants an exclusion for the sewer portion of the bill (it's a commercial account) and any additional information on what has gone with it would be greatly appreciated. I noticed that the account was originally set up 04/17/07 but not billed for sewer until January 2008, so we need to be sure this isn't a backbilling and that what is being said to us is correct. Thanks very much for your help!

Candice



Candice Deininger  
LFUCG Division of Revenue  
200 E. Main St., Lexington, KY 40507  
Telephone: 859-258-3364  
Fax: 859-258-3352  
cdeining@lfucg.com

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:12 PM -----

From: "Candice Deininger" <cdeining@lfucg.com>  
To: <Stacy.Owens@amwater.com>, <Bryan.Siler@amwater.com>  
Cc: "Jennifer M Myatt" <jmyatt@lfucg.com>  
Date: 11/10/2008 09:00 A  
Subject: RE: Premise Numb 

---

Will do! Thanks, Stacy.

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

From: Stacy.Owens@amwater.com [mailto:Stacy.Owens@amwater.com]  
Sent: Friday, November 07, 2008 4:07 PM  
To: Bryan.Siler@amwater.com  
Cc: Candice Deininger; Jennifer M Myatt  
Subject: Re: Premise Number [REDACTED]

Thanks Bryan for following up.

Candice,

If you would kindly copy me on email correspondence related to customer accounts/requests sent to Bryan that would be great. I forwarded to you the account documentation related to this account on 10/16/08 and I believe you in turn sent it to Jennifer. I am trying to avoid duplication of effort on our end since we have such limited resources.

We are always happy to assist.

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.

Bryan

Siler/KAWC/AWWSC

To

11/07/2008 02:20

"Candice Deininger"

PM

<cdeining@lfucg.com>@AWX

cc

"Jennifer M Myatt"

<jmyatt@lfucg.com>, Stacy



Owens/KAWC/AWWSC@AWW

Subject

[REDACTED]

Re: Premise Number [REDACTED]

[REDACTED]

[REDACTED]

Document link: Stacy

Owens)

Candice,



Not sure what the customer said but our notes indicate there was an emergency shut off due to theft of copper water lines. Our notes also indicate the house was vacant and work was being done. Apparently due to the theft, a lot of water leaked causing the high bill. The customer submitted the documentation required and we issued a water credit for half of the 220 units.

I checked a few months and show sewer charges on their first bill and also in July 2007. There were also several months with zero usage (water meter charge and herbie charge only). We should probably talk and see why you only show sewer usage in 2008. Give me a call if you have any questions.

Bryan

\*\*\*\*\*

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

"Candice  
Deininger"  
<cdeining@lfucg.c  
om> <Bryan.Siler@amwater.com>  
cc 11/07/2008 01:23 "Jennifer M Myatt"  
PM <jmyatt@lfucg.com>  
Subject Premise Number   


Good afternoon, Bryan. Does this account have any notes or comments on it with regard to the July billing of 220 ccf? The owner wants an exclusion for the sewer portion of the bill (it's a commercial account) and any additional information on what has gone with it would be greatly appreciated. I noticed that the account was originally set up 04/17/07 but not billed for sewer until January 2008, so we need to be sure this isn't a backbilling and that what is being said to us is correct. Thanks very much for your help!

Candice

(Embedded image moved to file: pic17537.jpg)

Candice Deininger  
LFUCG Division of Revenue  
200 E. Main St., Lexington, KY 40507  
Telephone: 859-258-3364  
Fax: 859-258-3352

cdeining@lfucg.com

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:12 PM -----

From: Ann M Luczak/PAWC/AWWSC  
To: Bryan Siler/KAWC/AWWSC@AWW  
Cc: Traci A Follmer/PAWC/AWWSC@AWW, Joy E Hughes/PAWC/AWWSC@AWW, Trisha Etedali/SHARVCS/AWWSC@AWW, Nick Rowe/KAWC/AWWSC@AWW, Stacy Owens/KAWC/AWWSC@AWW, Rick Witherite/KAWC/AWWSC@AWW  
Date: 11/10/2008 10:05 AM  
Subject: Mismatch Reports

---

Hi Bryan,

Here are your Mismatch Reports for this week, you will need to let me know by **Thursday, November 13, 2008** what you have completed.

Please work the reports in this order of priority: (Missing Services report 4 & 5 last)

1. Area & Route Mismatch
2. Invalid Services
3. Invalid Fix Charges
4. Missing Fix Charges
5. Missing Services

\*\*\* Please remember you can review validation table information by accessing path BLVG in Orcom \*\*\*

**These are your DETAIL reports. These are the reports you want to work from. These should also be the reports you update & send back to me with weekly updates.**



Invalid Fixed Charges Detail KY 11-7.xls



Missing Services Detail KY 11-7.xls

Please save these reports in your personal document files. Do a "Save As" of this information when making any changes to this report.

Thank you and if you have any questions, please let me know.

Ann Luczak  
Quality Assurance Analyst  
KY, Eastern & Central-PA, TN  
Eastern Division-SE States  
100 N Pennsylvania Av  
Wilkes-Barre PA 18701

Phone: (570) 830-6547  
Fax: (570) 822-3783  
Email: [ann.luczak@amwater.com](mailto:ann.luczak@amwater.com)

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:12 PM -----

From: Ann M Luczak/PAWC/AWWSC  
To: Bryan Siler/KAWC/AWWSC@AWW  
Cc: Stacy Owens/KAWC/AWWSC@AWW  
Date: 11/11/2008 08:47 AM  
Subject: Re: Mismatch Reports

---

Hi Bryan,

I just need a confirmation that you do want F9M2 added to the Validation Table. The reason I questioned it or that I was concerned was on your Invalid Fixed Charge Report you noted to remove and change F9M2 and that is the only reason I'm questioning it before I submit the request. Please advise.

Thank you,

Ann Luczak  
Quality Assurance Analyst  
KY, Eastern & Central-PA, TN  
Eastern Division-SE States  
100 N Pennsylvania Av  
Wilkes-Barre PA 18701

Phone: (570) 830-6547  
Fax: (570) 822-3783  
Email: ann.luczak@amwater.com  
Bryan Siler/KAWC/AWWSC



**Bryan Siler/KAWC/AWWSC**

11/10/2008 02:22 PM

To Ann M Luczak/PAWC/AWWSC@AWW

cc Stacy Owens/KAWC/AWWSC@AWW

Subject Re: Mismatch Reports 

Ann,

Here are the reports back with comments and a Validation Table change request.



Missing Services Detail KY 11-7.xls Invalid Fixed Charges Detail KY 11-7.xls



validation table change forms- 1 add 111008.xls

\*\*\*\*\*

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

Ann M Luczak/PAWC/AWWSC



**Ann M  
Luczak/PAWC/AWWSC**



11/10/2008 10:05 AM

To Bryan Siler/KAWC/AWWSC@AWW

cc Traci A Follmer/PAWC/AWWSC@AWW, Joy E Hughes/PAWC/AWWSC@AWW, Trisha Etedali/SHARVCS/AWWSC@AWW, Nick Rowe/KAWC/AWWSC@AWW, Stacy Owens/KAWC/AWWSC@AWW, Rick Witherite/KAWC/AWWSC@AWW

Subject Mismatch Reports

Hi Bryan,

Here are your Mismatch Reports for this week, you will need to let me know by **Thursday, November 13, 2008** what you have completed.

Please work the reports in this order of priority: (Missing Services report 4 & 5 last)

1. Area & Route Mismatch
2. Invalid Services
3. Invalid Fix Charges
4. Missing Fix Charges
5. Missing Services

\*\*\* Please remember you can review validation table information by accessing path BLVG in Orcom \*\*\*

**These are your DETAIL reports. These are the reports you want to work from. These should also be the reports you update & send back to me with weekly updates.**

**[attachment "Invalid Fixed Charges Detail KY 11-7.xls" deleted by Bryan Siler/KAWC/AWWSC]**  
**[attachment "Missing Services Detail KY 11-7.xls" deleted by Bryan Siler/KAWC/AWWSC]**

Please save these reports in your personal document files. Do a "Save As" of this information when making any changes to this report.

Thank you and if you have any questions, please let me know.

Ann Luczak  
Quality Assurance Analyst  
KY, Eastern & Central-PA, TN  
Eastern Division-SE States  
100 N Pennsylvania Av  
Wilkes-Barre PA 18701

Phone: (570) 830-6547  
Fax: (570) 822-3783  
Email: ann.luczak@amwater.com

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:12 PM -----

From: Rick Witherite/KAWC/AWWSC  
To: Bryan Siler/KAWC/AWWSC@AWW  
Date: 11/11/2008 09:36 AM  
Subject: Fw: Battery Services missing Reference sequence #

You need to be aware of this. Bob says they will do any necessary adjustments.

Rick Witherite  
Operations Clerk  
Kentucky American Water  
2300 Richmond Rd.  
Lexington, Ky 40502  
Office 859-268-6303  
Fax 859-268-6315  
Email Rick.Witherite@amwater.com

----- Forwarded by Rick Witherite/KAWC/AWWSC on 11/11/2008 09:37 AM -----



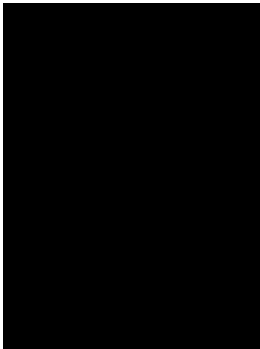
**Bob J  
Perkins/CALLCTR/CORP/AW  
WSC**

11/11/2008 09:20 AM

To Stacy Owens/KAWC/AWWSC@AWW  
cc Rick Witherite/KAWC/AWWSC@AWW, Tonya L  
Nix/CALLCTR/CORP/AWWSC@AWW, Tracy R  
Bauswell/CALLCTR/CORP/AWWSC@AWW  
Subject Battery Services missing Reference sequence #

Good Morning

I have the following premises showing up on the Battery Services missing reference sequence # report.  
Please check and correct if needed.



I looked at the first premise and it is billing usage x2 on the sewer portion. So several of these accounts might need to be adjusted afterward. Let us know when complete and I will get someone on the adjustments.

Thanks

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

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:12 PM -----

From: "Candice Deininger" <cdeining@lfucg.com>  
To: <Bryan.Siler@amwater.com>

Cc: <Donna.Taylor@amwater.com>  
Date: 11/11/2008 04:41 PM  
Subject: RE: LFUCG Commercial and Industrial Usage - October 2008

---

Thank you, Bryan, and thank you, Donna!

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

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]  
Sent: Tuesday, November 11, 2008 4:40 PM  
To: Candice Deininger  
Subject: Fw: LFUCG Commercial and Industrial Usage - October 2008

Candice,

Here is the file for Commercial and Industrial customers.

\*\*\*\*\*

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

----- Forwarded by Bryan Siler/KAWC/AWWSC on 11/11/2008 04:40 PM -----

Donna

Taylor/KAWC/AWWSC

To 11/10/2008 12:25 Bryan Siler

cc PM

Subject LFUCG Commercial and Industrial  
Usage - October 2008

(See attached file: LFUCG - Commercial and Industrial Usage - October 2008.xls)

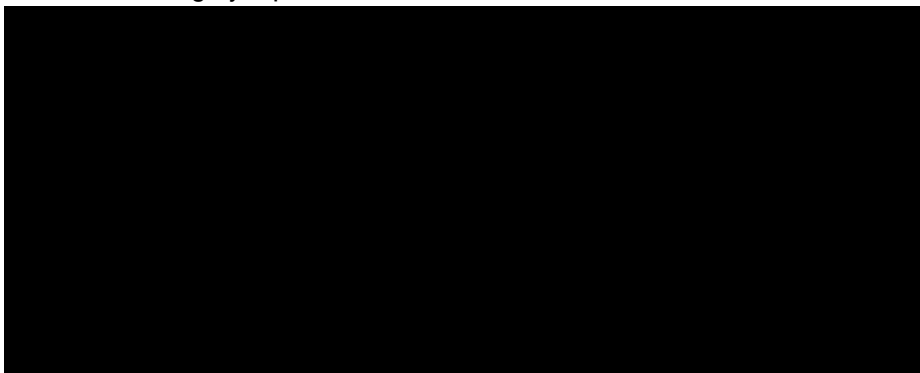
Donna B. Taylor  
Sr. Business Reporting Analyst  
American Water  
ITS - Business Applications Development  
2300 Richmond Rd.  
Lexington, KY 40502  
Voice: 859.268.6306  
Fax: 859.335.3306  
email:donna.taylor@amwater.com

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:12 PM -----

From: Bryan Siler/KAWC/AWWSC  
To: bsiler@kawc.com  
Date: 11/11/2008 04:44 PM  
Subject: Fw: Battery Services missing Reference sequence #

---

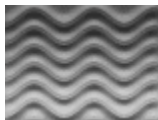
Does our integrity report look for these?



\*\*\*\*\*

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

----- Forwarded by Bryan Siler/KAWC/AWWSC on 11/11/2008 10:37 AM -----



**Rick**  
**Witherite/KAWC/AWWSC**  
11/11/2008 09:36 AM

To: Bryan Siler/KAWC/AWWSC@AWW  
cc  
Subject: Fw: Battery Services missing Reference sequence #





You need to be aware of this. Bob says they will do any necessary adjustments.

Rick Witherite  
Operations Clerk  
Kentucky American Water  
2300 Richmond Rd.  
Lexington, Ky 40502  
Office 859-268-6303  
Fax 859-268-6315  
Email Rick.Witherite@amwater.com

----- Forwarded by Rick Witherite/KAWC/AWWSC on 11/11/2008 09:37 AM -----



**Bob J  
Perkins/CALLCTR/CORP/AW  
WSC**

11/11/2008 09:20 AM

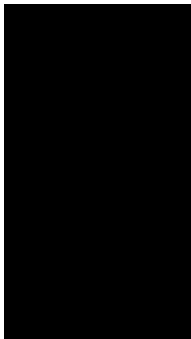
To Stacy Owens/KAWC/AWWSC@AWW

cc Rick Witherite/KAWC/AWWSC@AWW, Tonya L  
Nix/CALLCTR/CORP/AWWSC@AWW, Tracy R  
Bauswell/CALLCTR/CORP/AWWSC@AWW

Subject Battery Services missing Reference sequence #

Good Morning

I have the following premises showing up on the Battery Services missing reference sequence # report.  
Please check and correct if needed.



I looked at the first premise and it is billing usage x2 on the sewer portion. So several of these accounts might need to be adjusted afterward. Let us know when complete and I will get someone on the adjustments.

Thanks

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

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:12 PM -----

From: Stacy Owens/KAWC/AWWSC

To: Bryan Siler/KAWC/AWWSC@AWW  
Date: 11/12/2008 08:31 AM  
Subject: Fw: Battery Services missing Reference sequence #

Please work with Rick on this. Let me know the source of the problem if identifiable. Thanks!

\*\*\*\*\*

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.

----- Forwarded by Stacy Owens/KAWC/AWWSC on 11/12/2008 08:30 AM -----



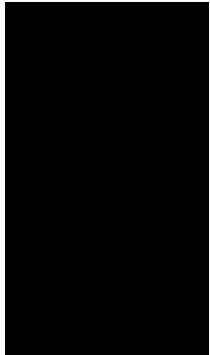
**Bob J  
Perkins/CALLCTR/CORP/AW  
WSC**

11/11/2008 09:20 AM

To Stacy Owens/KAWC/AWWSC@AWW  
cc Rick Witherite/KAWC/AWWSC@AWW, Tonya L  
Nix/CALLCTR/CORP/AWWSC@AWW, Tracy R  
Bauswell/CALLCTR/CORP/AWWSC@AWW  
Subject Battery Services missing Reference sequence #

Good Morning

I have the following premises showing up on the Battery Services missing reference sequence # report.  
Please check and correct if needed.



I looked at the first premise and it is billing usage x2 on the sewer portion. So several of these accounts might need to be adjusted afterward. Let us know when complete and I will get someone on the adjustments.

Thanks

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

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:12 PM -----

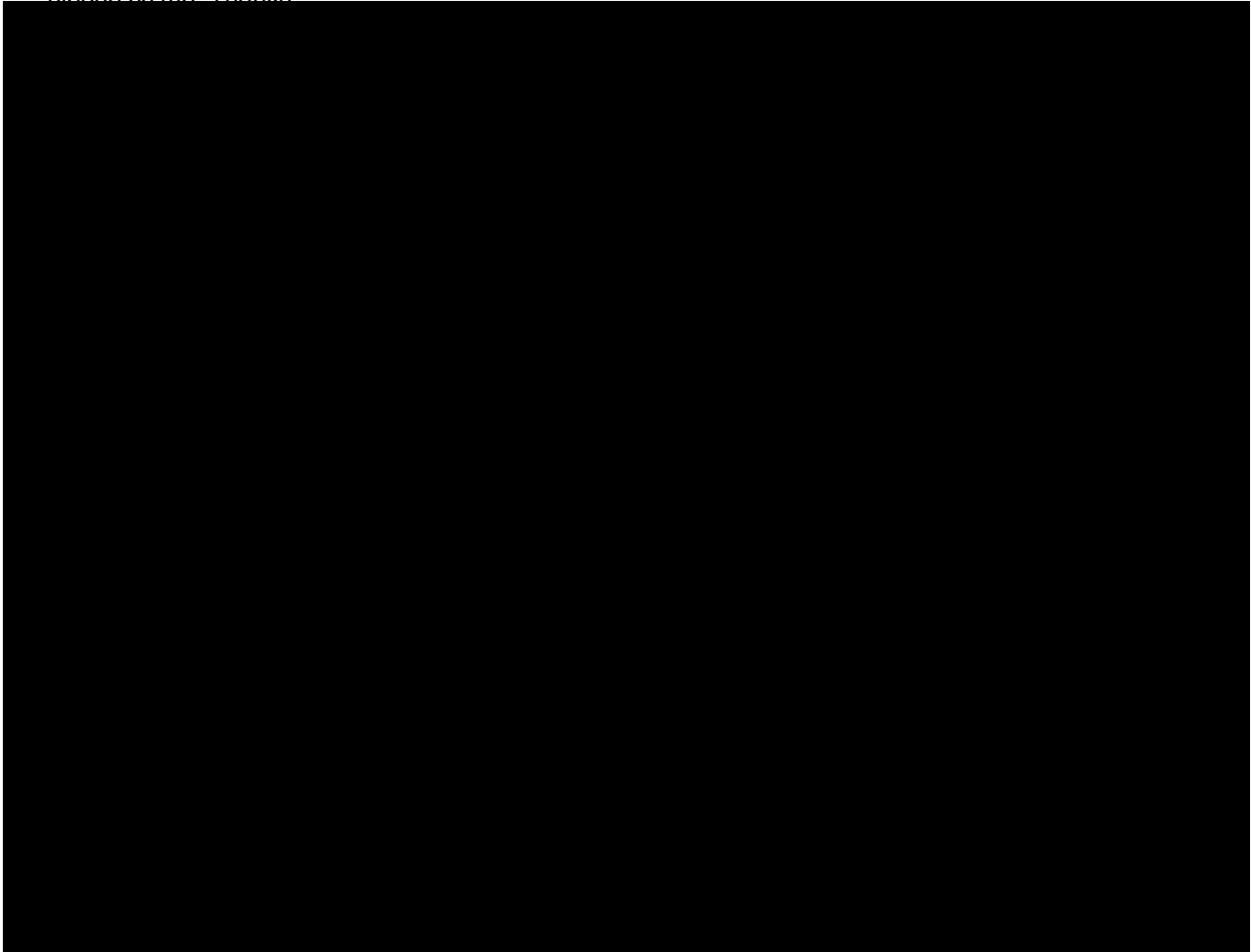
From: Stacy Owens/KAWC/AWWSC  
To: Tammy T MacLaughlin/CALLCTR/CORP/AWWSC@AWW  
Cc: Bryan Siler/KAWC/AWWSC@AWW  
Date: 11/12/2008 08:40 AM  
Subject: Approval Needed

---

Good Morning Tammy,

Please approve adjustment to this account. Let us know if you have any questions.

Bryan, we need to get a letter of explanation sent to the customer today. Rick should have an example, please cc me. Thanks



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.

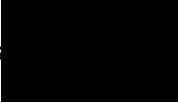
----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:12 PM -----

From: Jean Pelouze/ADMIN/CORP/AWWSC  
To: Bryan Siler/KAWC/AWWSC@AWW  
Date: 11/12/2008 09:05 AM  
Subject: Service Ticket 352,798

---

Bryan:

The request to set you up for access to On Line Account Manager Reports for Kentucky American Usage Data and Contract Billing reports has been completed.

Your user id is Bryan.Siler@amwater.com and your password is   
Both your user id and password are case sensitive

Thanks  
Jean

Please contact me if you need further assistance.

Jean Pelouze  
Phone +1 856-782-2856  
Fax +1 856-782-2900  
Business Analyst, ITS Business Development  
American Water  
1000 Voorhees Dr.  
Voorhees, NJ 08043

Mailing address:  
1025 Laurel Oak Rd.  
Voorhees, NJ 08043  
mailto:jpelouze@amwater.com

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:12 PM -----

From: Tammy T MacLaughlin/CALLCTR/CORP/AWWSC  
To: Stacy Owens/KAWC/AWWSC@AWW  
Cc: Bryan Siler/KAWC/AWWSC@AWW, Bob J Perkins/CALLCTR/CORP/AWWSC@AWW  
Date: 11/12/2008 09:12 AM  
Subject: Re: Approval Needed - KY #100103

---

Stacy,

I have approved adjustment based on Bob's contact, we do need some addl detail on the contact about why the adjustment is being applied.

Thanks,  
Tammy MacLaughlin  
Manager, Billing  
Customer Service Center  
Alton, Illinois  
618-433-4128 (office)  
618-910-9817 (cell)  
618-433-4638 (fax)

tammy.maclaughlin@amwater.com  
Stacy Owens/KAWC/AWWSC

**Stacy Owens/KAWC/AWWSC**

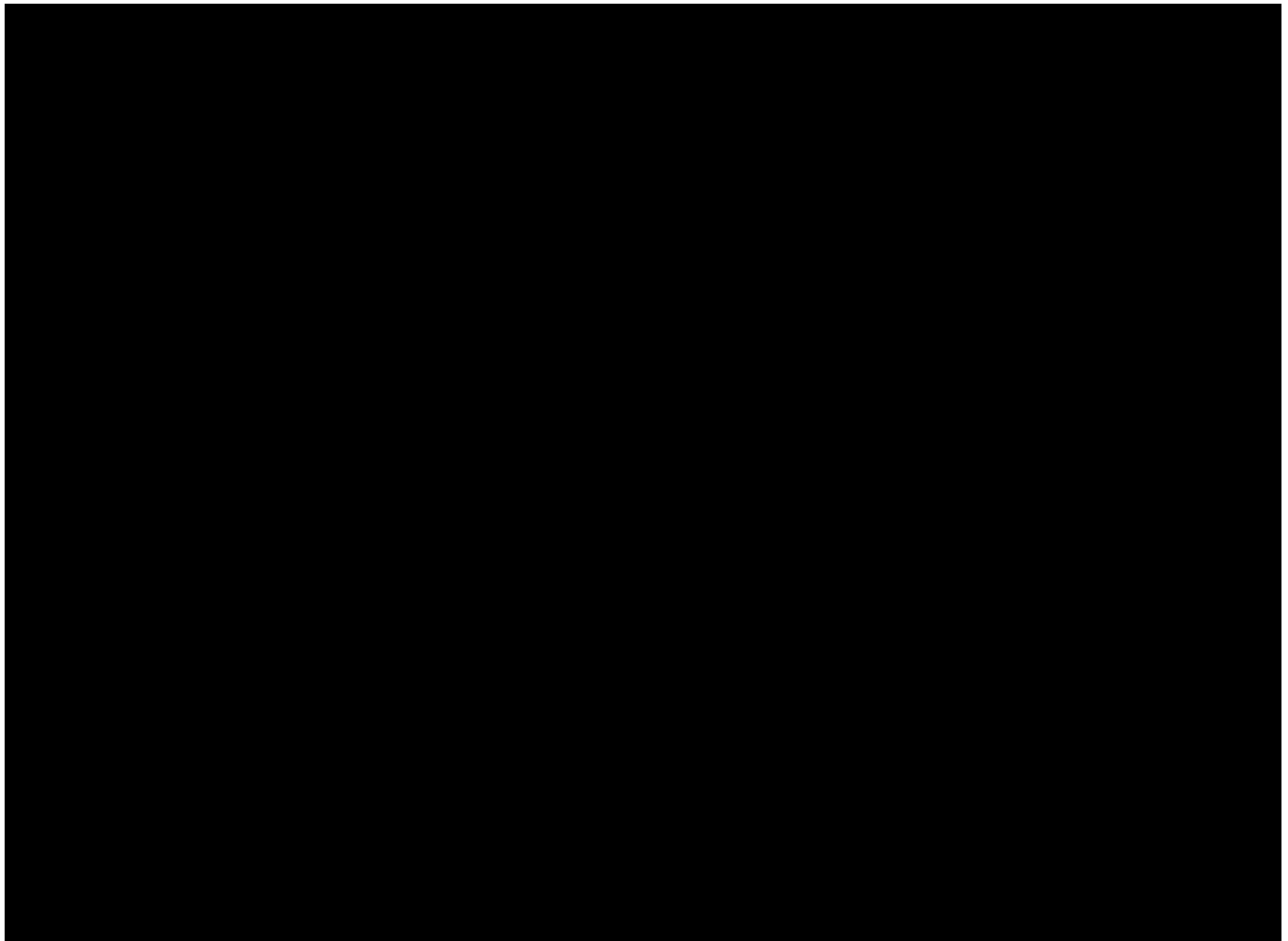
11/12/2008 07:40 AM

To Tammy T MacLaughlin/CALLCTR/CORP/AWWSC@AWW  
cc Bryan Siler/KAWC/AWWSC@AWW  
Subject Approval Needed

Good Morning Tammy,

Please approve adjustment to this account. Let us know if you have any questions.

Bryan, we need to get a letter of explanation sent to the customer today. Rick should have an example,



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.

**REDACTED - PRIVILEGED**



# REDACTED - PRIVILEGED

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:12 PM -----

From: Bob J Perkins/CALLCTR/CORP/AWWSC  
To: Bryan Siler/KAWC/AWWSC@AWW  
Cc: Stacy Owens/KAWC/AWWSC@AWW  
Date: 11/12/2008 03:04 PM  
Subject: Re: Fw: Battery Services missing Reference sequence #

---

Bryan

I will be in meetings this afternoon but will jump on this Thursday. This report is being ran weekly and sent. I have sent several of these accounts several times. I will try and look into what might have changed to cause this as I am reviewing for adjustments....

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

Bryan Siler/KAWC/AWWSC



**Bryan Siler/KAWC/AWWSC**

11/12/2008 01:55 PM

To Bob J Perkins/CALLCTR/CORP/AWWSC@AWW

cc Stacy Owens/KAWC/AWWSC@AWW

Subject Fw: Battery Services missing Reference sequence #

Bob,

I reviewed these accounts and left comments and UCACs for the accounts/bills that need to be fixed.

1. Some of these accounts have billed wrong for some time. What made them show up on your report this month? Is this report run monthly?
2. Can we identify the change(s) that caused these sequence numbers to be omitted?

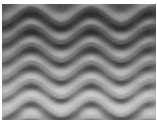
Thanks for your help.

[attachment "2008-1112 Master-Battery - Missing Reference Premises Sequence Code.xls" deleted by Bob J Perkins/CALLCTR/CORP/AWWSC]

\*\*\*\*\*

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

----- Forwarded by Bryan Siler/KAWC/AWWSC on 11/12/2008 01:38 PM -----



**Rick  
Witherite/KAWC/AWWSC**

11/11/2008 09:36 AM

To Bryan Siler/KAWC/AWWSC@AWW

cc

Subject Fw: Battery Services missing Reference sequence #

You need to be aware of this. Bob says they will do any necessary adjustments.

Rick Witherite



Operations Clerk  
Kentucky American Water  
2300 Richmond Rd.  
Lexington, Ky 40502  
Office 859-268-6303  
Fax 859-268-6315  
Email Rick.Witherite@amwater.com

----- Forwarded by Rick Witherite/KAWC/AWWSC on 11/11/2008 09:37 AM -----



**Bob J  
Perkins/CALLCTR/CORP/AW  
WSC**

11/11/2008 09:20 AM

To Stacy Owens/KAWC/AWWSC@AWW

cc Rick Witherite/KAWC/AWWSC@AWW, Tonya L  
Nix/CALLCTR/CORP/AWWSC@AWW, Tracy R  
Bauswell/CALLCTR/CORP/AWWSC@AWW

Subject Battery Services missing Reference sequence #

Good Morning

I have the following premises showing up on the Battery Services missing reference sequence # report.  
Please check and correct if needed.



st premise and it is billing usage x2 on the sewer portion. So several of these accounts might need to be adjusted afterward. Let us know when complete and I will get someone on the adjustments.

Thanks

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

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:12 PM -----

From: Dale S Graham/SHARSVCS/AWWSC  
To: cdeining@lfucg.com  
Cc: Bryan Siler/KAWC/AWWSC@AWW  
Date: 11/12/2008 03:55 PM  
Subject: LFUCG 10-08

---

Sewer & Landfill billing for 10/08.



4048\_001.pdf

Thanks,

Dale Graham  
SSC Cash Management  
American Water Shared Services Center  
131 Woodcrest Rd  
Cherry Hill, NJ 08003  
Phone: (856)-310-5796  
Fax: (856)-672-2877  
Dale.Graham@amwater.com

**REDACTED - PRIVILEGED**

**REDACTED - PRIVILEGED**



**REDACTED - PRIVILEGED**



----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:12 PM -----

From: Ann M Luczak/PAWC/AWWSC  
To: Bryan Siler/KAWC/AWWSC@AWW  
Cc: Traci A Follmer/PAWC/AWWSC@AWW, Joy E Hughes/PAWC/AWWSC@AWW, Trisha Etedali/SHARVCS/AWWSC@AWW, Nick Rowe/KAWC/AWWSC@AWW, Stacy Owens/KAWC/AWWSC@AWW  
Date: 11/17/2008 12:52 PM  
Subject: Mismatch Reports

---

Hi Bryan,

I'm happy to report that there are no mismatches for your area this week.

Keep up the good work!

Thank you,

Ann Luczak  
Quality Assurance Analyst  
KY, Eastern & Central-PA, TN  
Eastern Division-SE States  
100 N Pennsylvania Av  
Wilkes-Barre PA 18701

Phone: (570) 830-6547  
Fax: (570) 822-3783  
Email: ann.luczak@amwater.com

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:12 PM -----

From: Bob J Perkins/CALLCTR/CORP/AWWSC  
To: Stacy Owens/KAWC/AWWSC@AWW  
Cc: Rick Witherite/KAWC/AWWSC@AWW, Bryan Siler/KAWC/AWWSC@AWW, Tracy R Bauswell/CALLCTR/CORP/AWWSC@AWW, Tonya L Nix/CALLCTR/CORP/AWWSC@AWW  
Date: 11/18/2008 09:26 AM  
Subject: Battery Services missing Reference sequence #

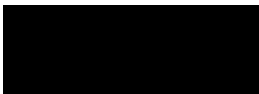
---

Good Morning

I have the following premise #'s showing up on the Battery services missing reference sequence # report



Reference sequence error report



Thanks

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

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:12 PM -----

From: Donna Taylor/KAWC/AWWSC  
To: Bryan Siler/KAWC/AWWSC@AWW  
Date: 11/18/2008 10:27 AM  
Subject: Re: LFUCG Unmatched Query

---

Here you go!



LFUCG Unmatched - October 23 - November 18, 2008.xls

Donna B. Taylor  
Sr. Business Reporting Analyst  
American Water  
ITS - Business Applications Development  
2300 Richmond Rd.  
Lexington, KY 40502  
Voice: 859.268.6306  
Fax: 859.335.3306  
email: donna.taylor@amwater.com

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:12 PM -----

From: "Candice Deininger" <cdeining@lfucg.com>  
To: <Bryan.Siler@amwater.com>  
Date: 11/18/2008 03:07 PM  
Subject: Geocoded New Taps-October 2008

---

Good afternoon, Bryan. I'm forwarding the file received from our GIS office of the location geocoded for new services in October 2008. Kindly see Dustin's comments and let me know about the two locations without matching addresses. Have a good evening and thank you for today's meeting.

Candice

---

**From:** Dustin Baker  
**Sent:** Monday, November 17, 2008 2:32 PM  
**To:** Candice Deininger  
**Subject:** RE: KAWC File

Candice,

Here are the October results. There are two records which do not have a matching address—those are highlighted in red; the yellow rows are sites that are not in a sewered area.

Thanks,

Dustin Baker  
GIS Specialist  
859/258-3386

---

**From:** Candice Deininger

**Sent:** Thursday, November 06, 2008 4:18 PM  
**To:** Dustin Baker  
**Cc:** Phillip Stiefel  
**Subject:** KAWC File

Hi, Dustin. Here's the file containing the October 2008 list of new taps from KAWC for coding. Thank you!

Candice

Candice Deininger  
LFUCG Division of Revenue  
200 E. Main St., Lexington, KY 40507  
Telephone: 859-258-3364  
Fax: 859-258-3352  
cdeining@lfucg.com

[attachment "geoprocesses\_OCTOBER 2008.xls" deleted by Bryan Siler/KAWC/AWWSC]  
----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:12 PM -----

From: Rachel Cole/KAWC/AWWSC  
To: Bryan Siler  
Cc: Stacy Owens/KAWC/AWWSC@AWW  
Date: 11/19/2008 06:34 PM  
Subject: [REDACTED]

---

Hi Bryan,

Have you followed up with [REDACTED] to see if they will make a payment on their past due payment plan? I believe the billing center wanted to send them to collections. Do you think we need to shut them off?

I talked with Trisha Etedali and she has set up the dummy account to receive all the notifications, but a manual service order would still need to be generated in order to shut them off. Please advise. Thanks.

\*\*\*\*\*

Rachel S. Cole  
Southeast Region  
Email: rcole@kawc.com  
Ph: 859-268-6307  
Fax: 859-335-3307

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:12 PM -----

From: Rachel Cole/KAWC/AWWSC  
To: Stacy Owens/KAWC/AWWSC@AWW  
Cc: Bryan Siler/KAWC/AWWSC@AWW, Nikole McKeever  
Date: 11/20/2008 01:45 PM  
Subject: Re: F [REDACTED]

---

Stacy,

We should set up [REDACTED] similar to the [REDACTED] dummy account. The backbill amount for water and sewer should [REDACTED] from the active account, to the dummy account, if they decide to do a payment plan. This setup is necessary to ensure that KAW does not send the sewer portion of the payments, to LFUCG. KAW will pre-pay to LFUCG, the amount that the customer owes for the wastewater backbill.

Let me know if I missed anything. Thanks.

\*\*\*\*\*

Rachel S. Cole  
Southeast Region  
Email: rcole@kawc.com  
Ph: 859-268-6307  
Fax: 859-335-3307

Stacy Owens/KAWC/AWWSC

**Stacy Owens/KAWC/AWWSC**

11/20/2008 12:44 PM

To Rachel Cole/KAWC/AWWSC@AWW, Bryan  
Siler/KAWC/AWWSC@AWW

cc

Subject F [REDACTED]

Rachel,

We need similar documentation/approval for the [REDACTED] bill. Cecily is setting up the dummy account today. Please send email for back up.

Bryan,

Please review the below regarding [REDACTED] at you can see [REDACTED] through until completion. [REDACTED] is a bit different, it is both water and sewer. Several steps to getting this done and then there is monthly oversight to be sure payments are posted.

We can get together briefly after the 3:30 meeting today.

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.

----- Forwarded by Stacy Owens/KAWC/AWWSC on 11/20/2008 12:38 PM -----



**Rachel Cole/KAWC/AWWSC**

04/18/2008 11:35 AM

To Nikole L McKeever/CALLCTR/CORP/AWWSC@AWW

cc Misti N Greer/CALLCTR/CORP/AWWSC@AWW, Rick  
Witherite/KAWC/AWWSC@AWW, Stacy  
Owens/KAWC/AWWSC@AWW

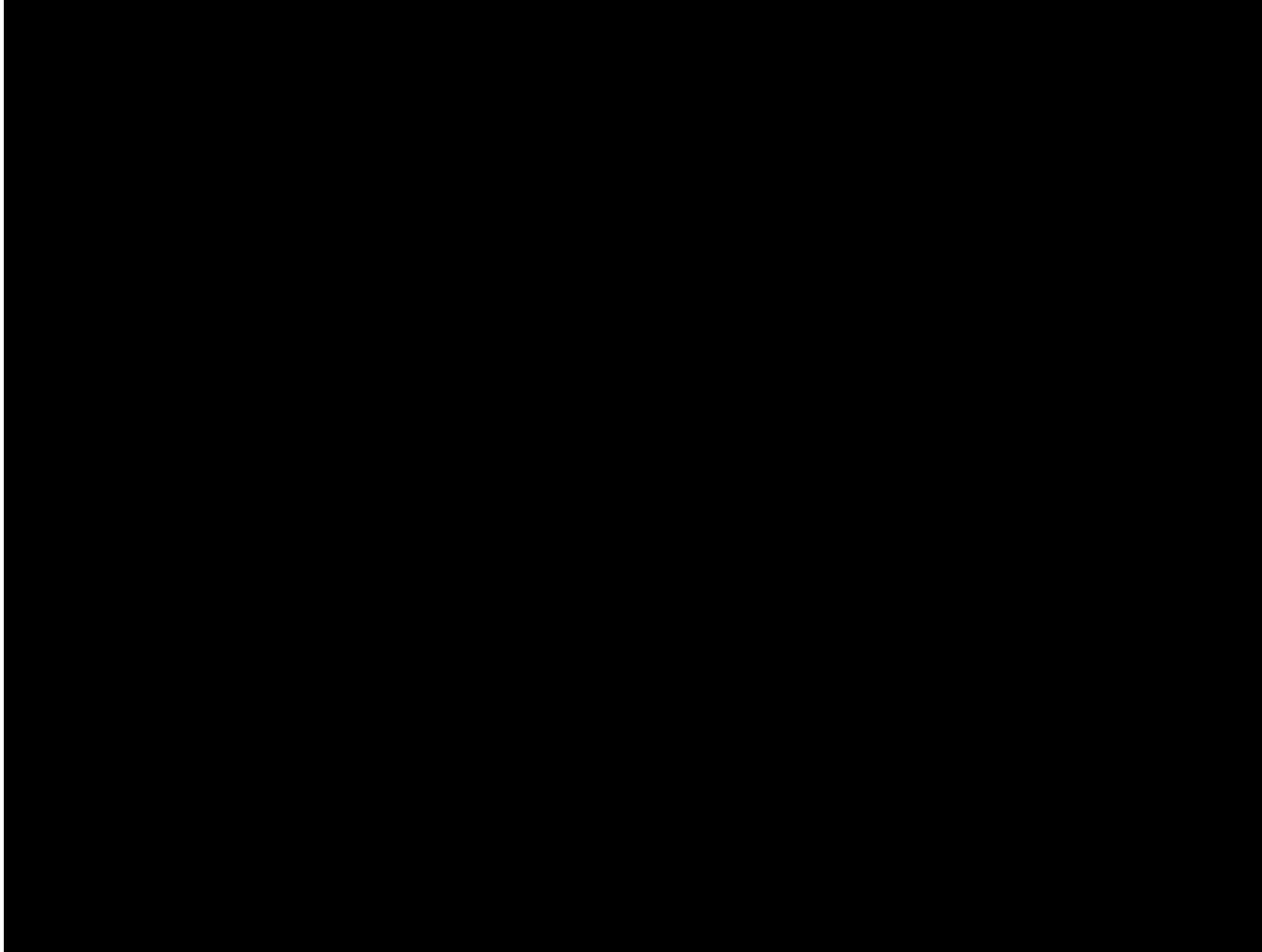
Subject Re: Fw [REDACTED]





Hi Nikole,

I don't see anything on this account yet. Are we still going to post?



Rachel S. Cole  
Southeast Region  
Email: rcole@kawc.com  
Ph: 859-268-6307  
Fax: 859-335-3307

Nikole L McKeever/CALLCTR/CORP/AWWSC



**Nikole L  
McKeever/CALLCTR/CORP/A  
WWSC**

04/17/2008 10:02 AM

To: Rachel Cole/KAWC/AWWSC@AWW  
cc: Misti N Greer/CALLCTR/CORP/AWWSC@AWW, Rick  
Witherite/KAWC/AWWSC@AWW, Stacy  
Owens/KAWC/AWWSC@AWW  
Subject: Re: Fw: [REDACTED]



We should be able to apply, have the adjustment approved, and post today.

Does a letter need to be sent to the customer or were we able to contact them regarding the billing?

Thanks,

Nikole McKeever  
Billing Group Supervisor CSC  
618-433-4504 Office  
618-792-5351 Cell  
Fax: 618- 433-4180

Rachel Cole/KAWC/AWWSC



**Rachel Cole/KAWC/AWWSC**

04/17/2008 08:36 AM

To: Nikole L McKeever/CALLCTR/CORP/AWWSC@AWW  
cc: Misti N Greer/CALLCTR/CORP/AWWSC@AWW, Rick  
Witherite/KAWC/AWWSC@AWW, Stacy  
Owens/KAWC/AWWSC@AWW  
Subject: Re: Fw [REDACTED]

Nikole,

Would you be able to guesstimate when we should see this appear on the bill?

\*\*\*\*\*

Rachel S. Cole  
Southeast Region  
Email: rcole@kawc.com  
Ph: 859-268-6307  
Fax: 859-335-3307

Nikole L McKeever/CALLCTR/CORP/AWWSC



**Nikole L  
McKeever/CALLCTR/CORP/A  
WWSC**

04/17/2008 08:42 AM

To: Misti N Greer/CALLCTR/CORP/AWWSC@AWW  
cc: Rachel Cole/KAWC/AWWSC@AWW, Stacy  
Owens/KAWC/AWWSC@AWW, Rick  
Witherite/KAWC/AWWSC@AWW  
Subject: Fw [REDACTED]

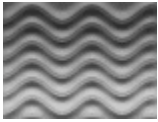
Misti,

Can you have the charges applied to the account below, please let me know when complete.

Thanks,

Nikole Mckeever  
Billing Group Supervisor CSC  
618-433-4504 Office  
618-792-5351 Cell  
Fax: 618- 433-4180

----- Forwarded by Nikole L McKeever/CALLCTR/CORP/AWWSC on 04/17/2008 07:43 AM -----

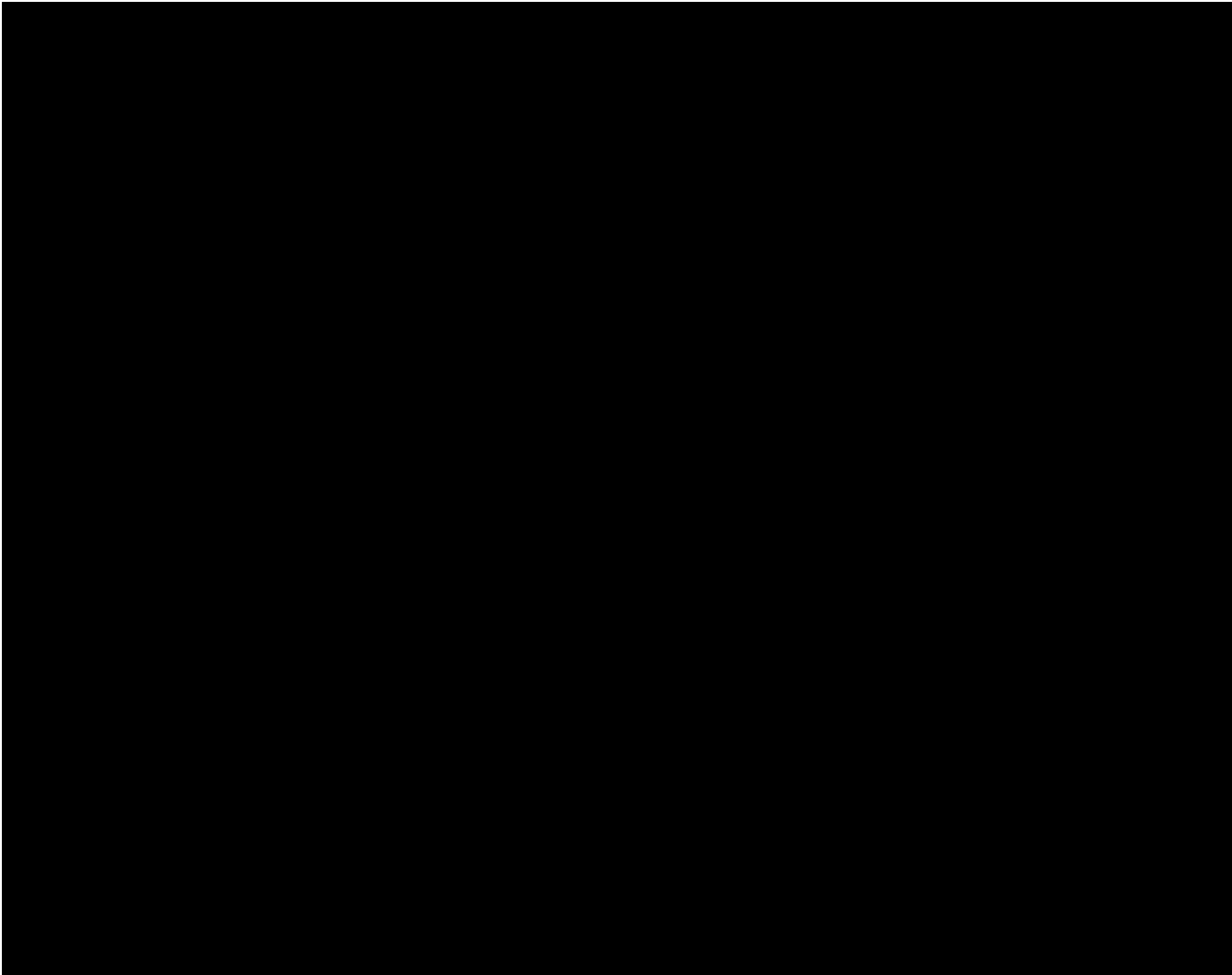


**Rick**  
**Witherite/KAWC/AWWSC**  
04/17/2008 06:40 AM

To Rachel Cole/KAWC/AWWSC@AWW  
cc Nikole L McKeever/CALLCTR/CORP/AWWSC@AWW, Stacy  
Owens/KAWC/AWWSC@AWW  
Subject Re: F [REDACTED]

Rachel,

The premise is now set up. I posted the below ucac contact to have the charges applied to the account. After the amount has posted we will need someone to send it out for billing.



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  
Rachel Cole/KAWC/AWWSC



**Rachel Cole/KAWC/AWWSC**

04/15/2008 11:46 AM

To Stacy Owens/KAWC/AWWSC@AWW  
cc Rick Witherite/KAWC/AWWSC@AWW, Nikole L  
McKeever/CALLCTR/CORP/AWWSC@AWW  
Subject Fw: [REDACTED]

Stacy,

We will need to set up a separate customer account for [REDACTED] specifically to record the backbilling \$86,940 of sewer user fees. Since we are paying LFUCG prior to collection of payments from the

customer, we will code this new account with the default area code of 1210 instead of 1215.

Setting up this account accomplishes the following functions:

- backbilling and current billing are not comingled
- payments on backbilling are separate from the current bill
- sewer usage and revenues are calculated and captured in ECIS (although not reported on OAM)
- O&M sewer (coding of "2") avoids anything being recorded as KAW revenues
- the customer can pay in lump sum or in installments over 2 years, and we can control the collection of payments from being inadvertently sent to LFUCG.

I understand that this is a "one off" process and we are not in the habit of processing backbills in this manner. As soon as the account is setup, let's notify the special accounts department to let them proceed with the backbill process. Thank you.

\*\*\*\*\*

Rachel S. Cole  
Southeast Region  
Email: rcole@kawc.com  
Ph: 859-268-6307  
Fax: 859-335-3307

----- Forwarded by Rachel Cole/KAWC/AWWSC on 04/15/2008 11:16 AM -----



**Rachel Cole/KAWC/AWWSC**

04/03/2008 03:06 PM

To: Keith L Cartier/KAWC/AWWSC

cc: Rick Witherite/KAWC/AWWSC@AWW, Nikole L  
McKeever/CALLCTR/CORP/AWWSC@AWW

Subject: [REDACTED]

Keith,

We've tried to contact the local [REDACTED] office and left messages on 2 occasions. No one has returned our calls so we plan to send an explanatory letter that the back bill for over \$86,000 is on its way, and if they have any questions, they can contact Rick Witherite. We left a message for [REDACTED] and another gentleman. I found out that [REDACTED] is someone in charge of operations. However, we have received no response to our voice mail messages.

We discussed all the options with Trisha Etedali (SSC liason), Kim Nye (programmer), Cheryl Disanti (major O&M sewer accounts) and Nicole McKeever (CSC billing) and the best recommendation to keep the cash properly allocated, is to set up a new account that would only have the backbill on it. It would be nice if we knew that they would pay it all up front, however, since we have no opportunity to discuss with anyone, I believe it's a prudent recommendation to backbill on a separate account. I'm sure once they receive the bill, they will definitely contact us.

Your thoughts?

\*\*\*\*\*

Rachel S. Cole  
Southeast Region  
Email: rcole@kawc.com  
Ph: 859-268-6307  
Fax: 859-335-3307

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:12 PM -----

From: Nikole L McKeever/CALLCTR/CORP/AWWSC  
To: Rachel Cole/KAWC/AWWSC@AWW  
Cc: Bryan Siler/KAWC/AWWSC@AWW, Nikole L McKeever/CALLCTR/CORP/AWWSC@AWW, Stacy Owens/KAWC/AWWSC@AWW, Trisha Etedali/SHARVCS/AWWSC@AWW  
Date: 11/20/2008 01:53 PM  
Subject: Re: Fw: [REDACTED]

---

All,

Prior to moving forward with the same logic for the [REDACTED] account I would like to discuss other possible solutions. In hind sight the solution we established for th [REDACTED] account has not been the most optimal.

I will set something up for next week as I am traveling this week.

Thanks,

Nikole McKeever  
Billing Group Supervisor CSC  
618-433-4504 Office  
618-792-5351 Cell  
Fax: 618- 433-4180

Rachel Cole/KAWC/AWWSC



**Rachel Cole/KAWC/AWWSC**

11/20/2008 12:45 PM

To: Stacy Owens/KAWC/AWWSC@AWW  
cc: Bryan Siler/KAWC/AWWSC@AWW, Nikole McKeever  
Subject: Re: Fw: [REDACTED]

Stacy,

We should set up [REDACTED] similar to the [REDACTED] dummy account. The backbill amount for water and sewer should be transferred from the active account, to the dummy account, if they decide to do a payment plan. This setup is necessary to ensure that KAW does not send the sewer portion of the payments, to LFUCG. KAW will pre-pay to LFUCG, the amount that the customer owes for the wastewater backbill.

Let me know if I missed anything. Thanks.

\*\*\*\*\*

Rachel S. Cole  
Southeast Region

Email: rcole@kawc.com  
Ph: 859-268-6307  
Fax: 859-335-3307

Stacy Owens/KAWC/AWWSC

**Stacy Owens/KAWC/AWWSC**

11/20/2008 12:44 PM

To Rachel Cole/KAWC/AWWSC@AWW, Bryan  
Siler/KAWC/AWWSC@AWW  
cc  
Subject Fw: [REDACTED]

Rachel,

We need similar documentation/approval for the [REDACTED] bill. Cecily is setting up the dummy account today. Please send email for back up.

Bryan,

Please review the below regarding [REDACTED] so that you can see [REDACTED] through until completion. Jeffs is a bit different, it is both water and sewer. Several steps to getting this done and then there is monthly oversight to be sure payments are posted.

We can get together briefly after the 3:30 meeting today.

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.

----- Forwarded by Stacy Owens/KAWC/AWWSC on 11/20/2008 12:38 PM -----



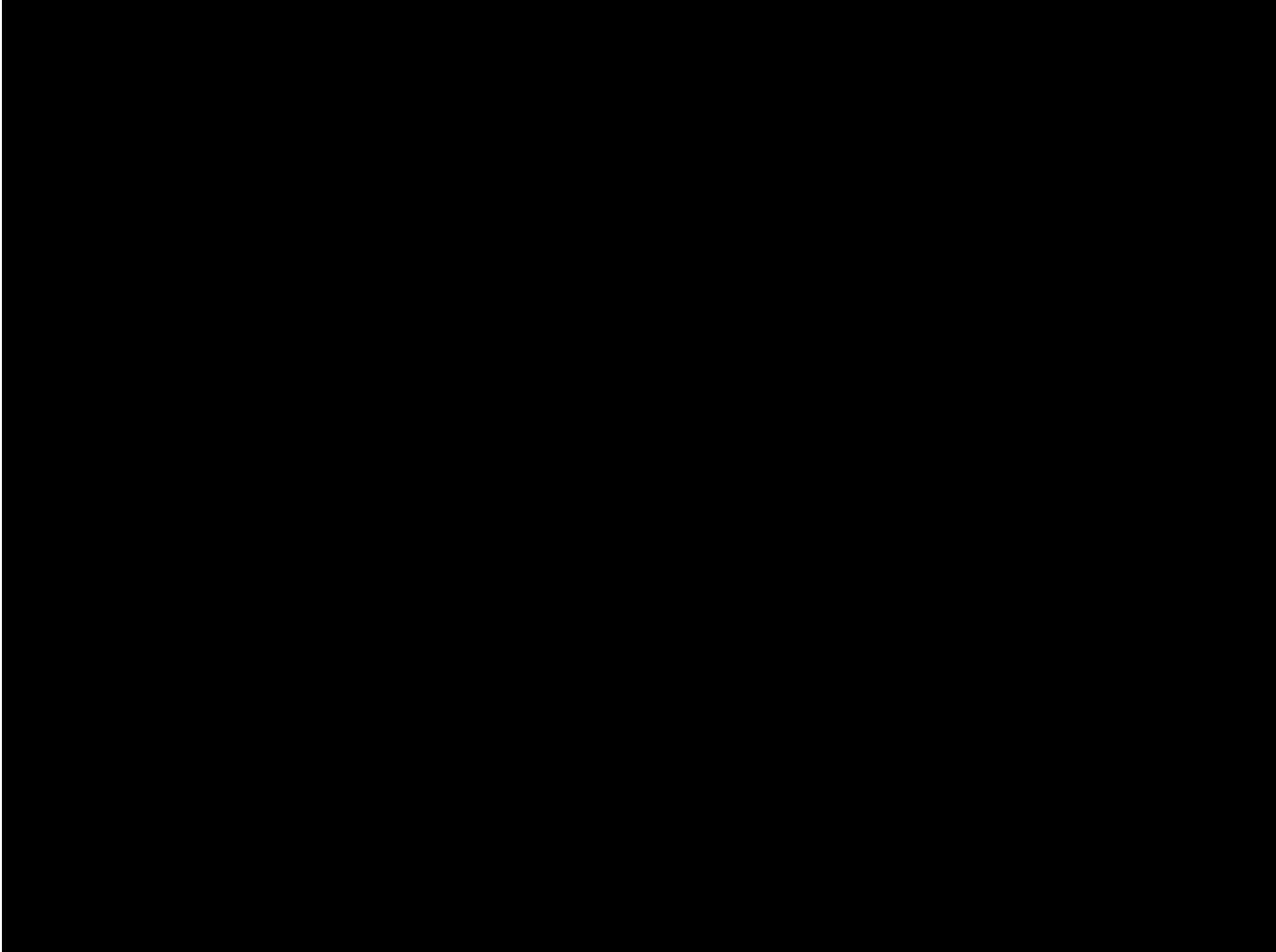
**Rachel Cole/KAWC/AWWSC**

04/18/2008 11:35 AM

To Nikole L McKeever/CALLCTR/CORP/AWWSC@AWW  
cc Misti N Greer/CALLCTR/CORP/AWWSC@AWW, Rick  
Witherite/KAWC/AWWSC@AWW, Stacy  
Owens/KAWC/AWWSC@AWW  
Subject Re: Fw: [REDACTED]

Hi Nikole,

I don't see anything on this account yet. Are we still going to post?



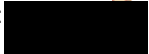
Rachel S. Cole  
Southeast Region  
Email: rcole@kawc.com  
Ph: 859-268-6307  
Fax: 859-335-3307

Nikole L McKeever/CALLCTR/CORP/AWWSC



**Nikole L  
McKeever/CALLCTR/CORP/A  
WWSC**

04/17/2008 10:02 AM

To Rachel Cole/KAWC/AWWSC@AWW  
cc Misti N Greer/CALLCTR/CORP/AWWSC@AWW, Rick  
Witherite/KAWC/AWWSC@AWW, Stacy  
Owens/KAWC/AWWSC@AWW  
Subject Re: Fw: 

We should be able to apply, have the adjustment approved, and post today.

Does a letter need to be sent to the customer or were we able to contact them regarding the billing?



Thanks,

Nikole Mckeever  
Billing Group Supervisor CSC  
618-433-4504 Office  
618-792-5351 Cell  
Fax: 618- 433-4180

Rachel Cole/KAWC/AWWSC



**Rachel Cole/KAWC/AWWSC**

04/17/2008 08:36 AM

To: Nikole L McKeever/CALLCTR/CORP/AWWSC@AWW  
cc: Misti N Greer/CALLCTR/CORP/AWWSC@AWW, Rick  
Witherite/KAWC/AWWSC@AWW, Stacy  
Owens/KAWC/AWWSC@AWW  
Subject: Re: Fw [REDACTED]

Nikole,

Would you be able to guesstimate when we should see this appear on the bill?  
\*\*\*\*\*

Rachel S. Cole  
Southeast Region  
Email: rcole@kawc.com  
Ph: 859-268-6307  
Fax: 859-335-3307

Nikole L McKeever/CALLCTR/CORP/AWWSC



**Nikole L  
McKeever/CALLCTR/CORP/A  
WWSC**

04/17/2008 08:42 AM

To: Misti N Greer/CALLCTR/CORP/AWWSC@AWW  
cc: Rachel Cole/KAWC/AWWSC@AWW, Stacy  
Owens/KAWC/AWWSC@AWW, Rick  
Witherite/KAWC/AWWSC@AWW  
Subject: Fw [REDACTED]

Misti,

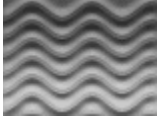
Can you have the charges applied to the account below, please let me know when complete.

Thanks,

Nikole Mckeever

Billing Group Supervisor CSC  
618-433-4504 Office  
618-792-5351 Cell  
Fax: 618- 433-4180

----- Forwarded by Nikole L McKeever/CALLCTR/CORP/AWWSC on 04/17/2008 07:43 AM -----

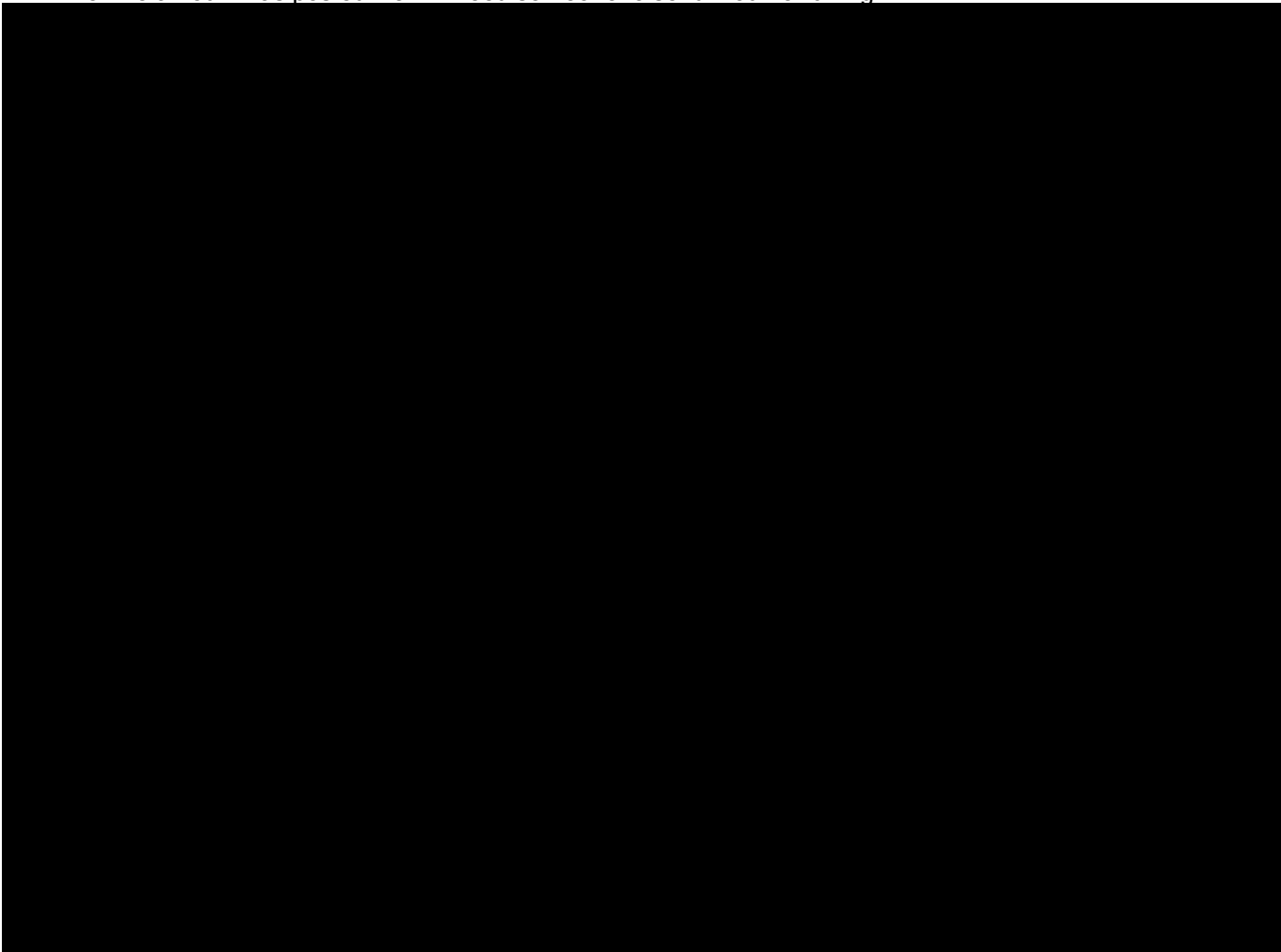


**Rick**  
**Witherite/KAWC/AWWSC**  
04/17/2008 06:40 AM

To: Rachel Cole/KAWC/AWWSC@AWW  
cc: Nikole L McKeever/CALLCTR/CORP/AWWSC@AWW, Stacy  
Owens/KAWC/AWWSC@AWW  
Subject: Re: Fw [REDACTED]

Rachel,

The premise is now set up. I posted the below ucac contact to have the charges applied to the account. After the amount has posted we will need someone to send it out for billing.



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  
 Rachel Cole/KAWC/AWWSC



**Rachel Cole/KAWC/AWWSC**

04/15/2008 11:46 AM

To Stacy Owens/KAWC/AWWSC@AWW  
 cc Rick Witherite/KAWC/AWWSC@AWW, Nikole L  
 McKeever/CALLCTR/CORP/AWWSC@AWW  
 Subject F [REDACTED]

Stacy,

We will need to set up a separate customer account for [REDACTED] specifically to record the backbilling \$86,940 of sewer user fees. Since we are paying LFUCG prior to collection of payments from the customer, we will code this new account with the default area code of 1210 instead of 1215.

Setting up this account accomplishes the following functions:

- backbilling and current billing are not comingled
- payments on backbilling are separate from the current bill
- sewer usage and revenues are calculated and captured in ECIS (although not reported on OAM)
- O&M sewer (coding of "2") avoids anything being recorded as KAW revenues
- the customer can pay in lump sum or in installments over 2 years, and we can control the collection of payments from being inadvertently sent to LFUCG.

I understand that this is a "one off" process and we are not in the habit of processing backbills in this manner. As soon as the account is setup, let's notify the special accounts department to let them proceed with the backbill process. Thank you.

\*\*\*\*\*

Rachel S. Cole  
 Southeast Region  
 Email: rcole@kawc.com  
 Ph: 859-268-6307  
 Fax: 859-335-3307

----- Forwarded by Rachel Cole/KAWC/AWWSC on 04/15/2008 11:16 AM -----



**Rachel Cole/KAWC/AWWSC**

04/03/2008 03:06 PM

To Keith L Cartier/KAWC/AWWSC  
 cc Rick Witherite/KAWC/AWWSC@AWW, Nikole L  
 McKeever/CALLCTR/CORP/AWWSC@AWW  
 Subject [REDACTED]

Keith,

We've tried to contact the local [REDACTED] office and left messages on 2 occasions. No one has returned our calls so we plan to send an explanatory letter that the back bill for over \$86,000 is on its way, and if they have any questions, they can contact Rick Witherite. We left a message for [REDACTED] and another gentleman. I found out that [REDACTED] is someone in charge of operations. However, we have received no response to our voice mail messages.

We discussed all the options with Trisha Etedali (SSC liason), Kim Nye (programmer), Cheryl Disanti (major O&M sewer accounts) and Nicole McKeever (CSC billing) and the best recommendation to keep the cash properly allocated, is to set up a new account that would only have the backbill on it. It would be nice if we knew that they would pay it all up front, however, since we have no opportunity to discuss with anyone, I believe it's a prudent recommendation to backbill on a separate account. I'm sure once they receive the bill, they will definitely contact us.

Your thoughts?

\*\*\*\*\*

Rachel S. Cole  
Southeast Region  
Email: rcole@kawc.com  
Ph: 859-268-6307  
Fax: 859-335-3307

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:12 PM -----

From: Rachel Cole/KAWC/AWWSC  
To: Nikole L McKeever/CALLCTR/CORP/AWWSC@AWW  
Cc: Bryan Siler/KAWC/AWWSC@AWW, Nikole L McKeever/CALLCTR/CORP/AWWSC@AWW, Stacy Owens/KAWC/AWWSC@AWW, Trisha Etedali/SHARVCS/AWWSC@AWW  
Date: 11/20/2008 01:59 PM  
Subject: Re: Fw: [REDACTED]

Nikole,

Thanks for your review. I will be out of the office next week, but can be available by phone, if necessary. Let me know what day and time.

\*\*\*\*\*

Rachel S. Cole  
Southeast Region  
Email: rcole@kawc.com  
Ph: 859-268-6307  
Fax: 859-335-3307

Nikole L McKeever/CALLCTR/CORP/AWWSC



**Nikole L  
McKeever/CALLCTR/CORP/A  
WWSC**

11/20/2008 01:53 PM

To: Rachel Cole/KAWC/AWWSC@AWW  
cc: Bryan Siler/KAWC/AWWSC@AWW, Nikole L  
McKeever/CALLCTR/CORP/AWWSC@AWW, Stacy



Owens/KAWC/AWWSC@AWW, Trisha  
Etedali/SHARVCS/AWWSC@AWW  
Subject Re: Fw: [REDACTED]

All,

Prior to moving forward with the same logic for the car wash account I would like to discuss other possible solutions. In hind sight the solution we established for the [REDACTED] account has not been the most optimal.

I will set something up for next week as I am traveling this week.

Thanks,

Nikole McKeever  
Billing Group Supervisor CSC  
618-433-4504 Office  
618-792-5351 Cell  
Fax: 618- 433-4180

Rachel Cole/KAWC/AWWSC



**Rachel Cole/KAWC/AWWSC**

11/20/2008 12:45 PM

To Stacy Owens/KAWC/AWWSC@AWW  
cc Bryan Siler/KAWC/AWWSC@AWW, Nikole McKeever  
Subject Re: Fw: [REDACTED]

Stacy,

We should set up [REDACTED] imilar to the [REDACTED] dummy account. The backbill amount for water and sewer should be transferred from the activ [REDACTED] to the dummy account, if they decide to do a payment plan. This setup is necessary to ensure that KAW does not send the sewer portion of the payments, to LFUCG. KAW will pre-pay to LFUCG, fhe amount that the customer owes for the wastewater backbill.

Let me know if I missed anything. Thanks.  
\*\*\*\*\*

Rachel S. Cole  
Southeast Region  
Email: rcole@kawc.com  
Ph: 859-268-6307  
Fax: 859-335-3307

Stacy Owens/KAWC/AWWSC

Stacy Owens/KAWC/AWWSC

11/20/2008 12:44 PM

To Rachel Cole/KAWC/AWWSC@AWW, Bryan Siler/KAWC/AWWSC@AWW

cc

Subject F [REDACTED]

Rachel,

We need similar documentation/approval for the [REDACTED] bill. Cecily is setting up the dummy account today. Please send email for back up.

Bryan,

Please review the below regarding [REDACTED] so that you can see [REDACTED] through until completion. [REDACTED] is a bit different, i [REDACTED] ter and sewer. Several steps to getting this done and then there is monthly oversight to be sure payments are posted.

We can get together briefly after the 3:30 meeting today.

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.

----- Forwarded by Stacy Owens/KAWC/AWWSC on 11/20/2008 12:38 PM -----



Rachel Cole/KAWC/AWWSC

04/18/2008 11:35 AM

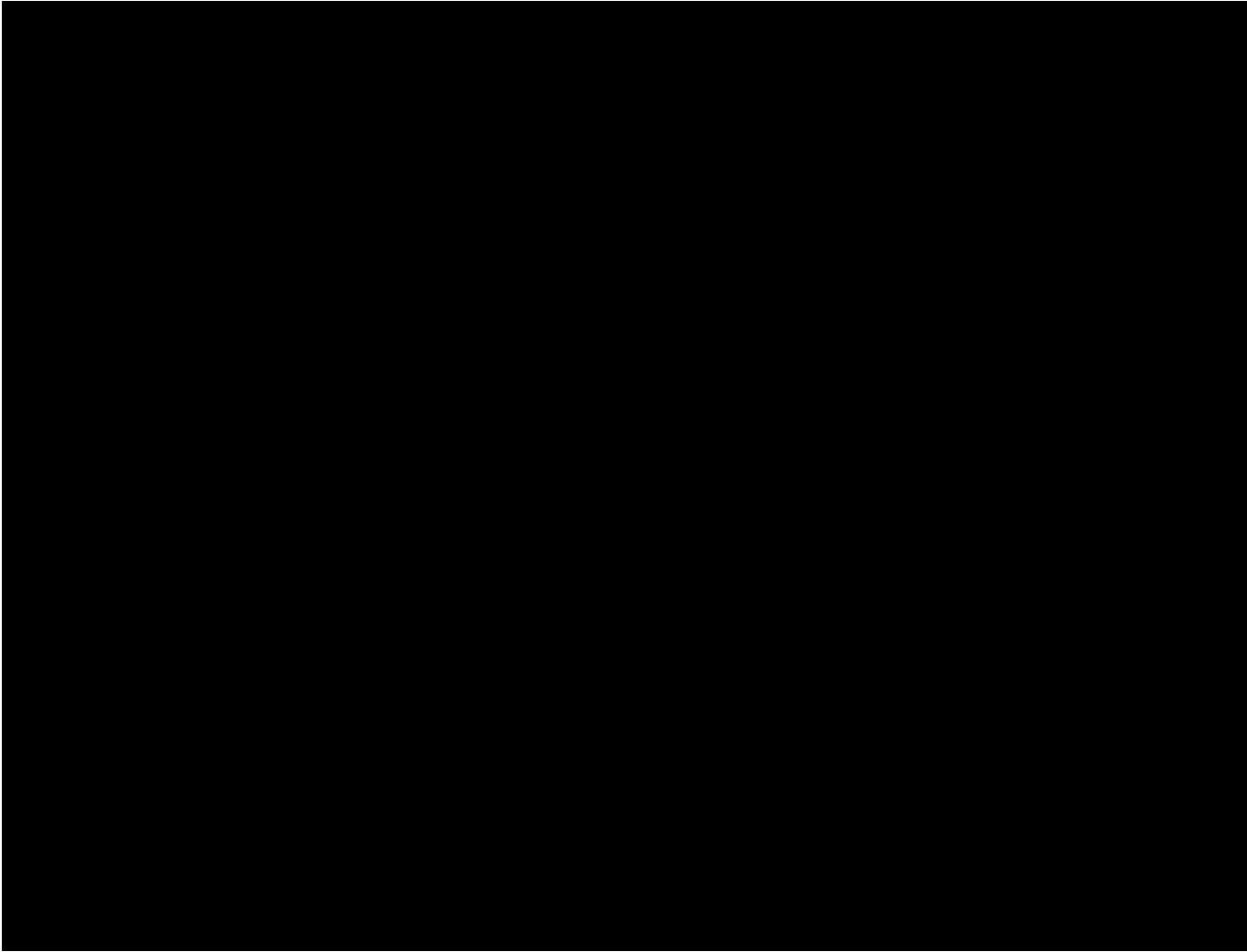
To Nikole L McKeever/CALLCTR/CORP/AWWSC@AWW

cc Misti N Greer/CALLCTR/CORP/AWWSC@AWW, Rick Witherite/KAWC/AWWSC@AWW, Stacy Owens/KAWC/AWWSC@AWW

Subject Re: Fw: [REDACTED]

Hi Nikole,

I don't see anything on this account yet. Are we still going to post?



Rachel S. Cole  
Southeast Region  
Email: rcole@kawc.com  
Ph: 859-268-6307  
Fax: 859-335-3307

Nikole L McKeever/CALLCTR/CORP/AWWSC



**Nikole L  
McKeever/CALLCTR/CORP/A  
WWSC**

04/17/2008 10:02 AM

To Rachel Cole/KAWC/AWWSC@AWW  
cc Misti N Greer/CALLCTR/CORP/AWWSC@AWW, Rick  
Witherite/KAWC/AWWSC@AWW, Stacy  
Owens/KAWC/AWWSC@AWW  
Subject Re: Fw [REDACTED]

We should be able to apply, have the adjustment approved, and post today.

Does a letter need to be sent to the customer or were we able to contact them regarding the billing?

Thanks,

Nikole McKeever  
Billing Group Supervisor CSC  
618-433-4504 Office  
618-792-5351 Cell  
Fax: 618- 433-4180

Rachel Cole/KAWC/AWWSC



**Rachel Cole/KAWC/AWWSC**

04/17/2008 08:36 AM

To: Nikole L McKeever/CALLCTR/CORP/AWWSC@AWW  
cc: Misti N Greer/CALLCTR/CORP/AWWSC@AWW, Rick  
Witherite/KAWC/AWWSC@AWW, Stacy  
Owens/KAWC/AWWSC@AWW  
Subject: Re: Fw: [REDACTED]

Nikole,

Would you be able to guesstimate when we should see this appear on the bill?

\*\*\*\*\*

Rachel S. Cole  
Southeast Region  
Email: rcole@kawc.com  
Ph: 859-268-6307  
Fax: 859-335-3307

Nikole L McKeever/CALLCTR/CORP/AWWSC



**Nikole L  
McKeever/CALLCTR/CORP/A  
WWSC**

04/17/2008 08:42 AM

To: Misti N Greer/CALLCTR/CORP/AWWSC@AWW  
cc: Rachel Cole/KAWC/AWWSC@AWW, Stacy  
Owens/KAWC/AWWSC@AWW, Rick  
Witherite/KAWC/AWWSC@AWW  
Subject: Fw: [REDACTED]

Misti,

Can you have the charges applied to the account below, please let me know when complete.

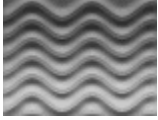
Thanks,

Nikole McKeever  
Billing Group Supervisor CSC  
618-433-4504 Office



618-792-5351 Cell  
Fax: 618- 433-4180

----- Forwarded by Nikole L McKeever/CALLCTR/CORP/AWWSC on 04/17/2008 07:43 AM -----

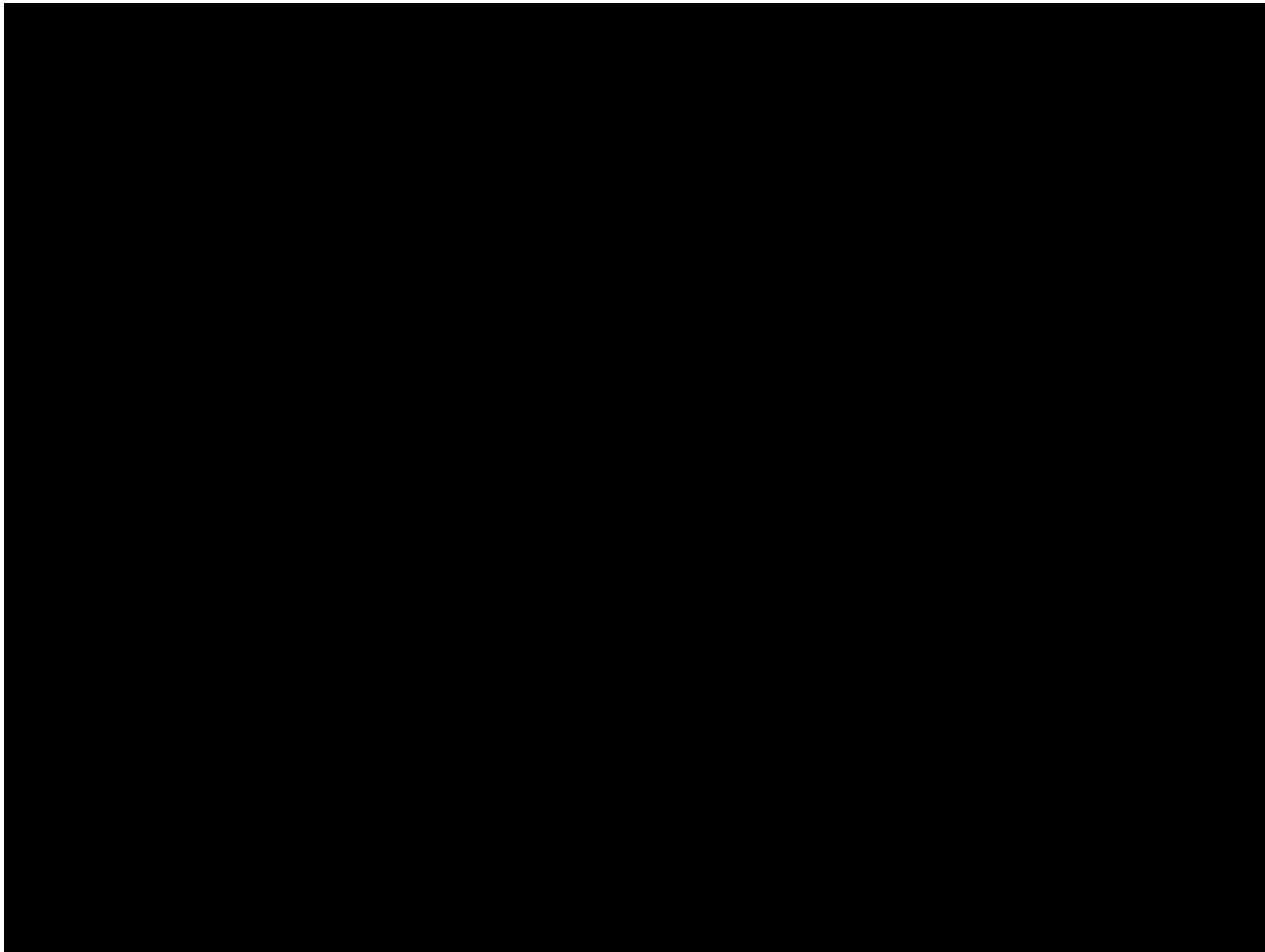


**Rick**  
**Witherite/KAWC/AWWSC**  
04/17/2008 06:40 AM

To: Rachel Cole/KAWC/AWWSC@AWW  
cc: Nikole L McKeever/CALLCTR/CORP/AWWSC@AWW, Stacy  
Owens/KAWC/AWWSC@AWW  
Subject: Re: Fw: [REDACTED]

Rachel,

The premise is now set up. I posted the below ucac contact to have the charges applied to the account. After the amount has posted we will need someone to send it out for billing.



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  
 Rachel Cole/KAWC/AWWSC



**Rachel Cole/KAWC/AWWSC**

04/15/2008 11:46 AM

To Stacy Owens/KAWC/AWWSC@AWW  
 cc Rick Witherite/KAWC/AWWSC@AWW, Nikole L  
 Mc [REDACTED] LCTR/CORP/AWWSC@AWW  
 Subject Fw: [REDACTED]

Stacy,

We will need to set up a separate customer account for [REDACTED], specifically to record the backbilling \$86,940 of sewer user fees. Since we are paying LFUCG prior to collection of payments from the customer, we will code this new account with the default area code of 1210 instead of 1215.

Setting up this account accomplishes the following functions:

- backbilling and current billing are not comingled
- payments on backbilling are separate from the current bill
- sewer usage and revenues are calculated and captured in ECIS (although not reported on OAM)
- O&M sewer (coding of "2") avoids anything being recorded as KAW revenues
- the customer can pay in lump sum or in installments over 2 years, and we can control the collection of payments from being inadvertently sent to LFUCG.

I understand that this is a "one off" process and we are not in the habit of processing backbills in this manner. As soon as the account is setup, let's notify the special accounts department to let them proceed with the backbill process. Thank you.

\*\*\*\*\*

Rachel S. Cole  
 Southeast Region  
 Email: rcole@kawc.com  
 Ph: 859-268-6307  
 Fax: 859-335-3307

----- Forwarded by Rachel Cole/KAWC/AWWSC on 04/15/2008 11:16 AM -----



**Rachel Cole/KAWC/AWWSC**

04/03/2008 03:06 PM

To Keith L Cartier/KAWC/AWWSC  
 cc Rick Witherite/KAWC/AWWSC@AWW, Nikole L  
 McKeever/CALLCTR/CORP/AWWSC@AWW  
 Subject [REDACTED]

Keith,

We've tried to contact the local [REDACTED] office and left messages on 2 occasions. No one has returned

our calls so we plan to send an explanatory letter that the back bill for over \$86,000 is on its way, and if they have any questions, they can contact Rick Witherite. We left a message for [REDACTED] and another gentleman. I found out that [REDACTED] someone in charge of operations. However, we have received no response to our voice mail messages.

We discussed all the options with Trisha Etedali (SSC liason), Kim Nye (programmer), Cheryl Disanti (major O&M sewer accounts) and Nicole McKeever (CSC billing) and the best recommendation to keep the cash properly allocated, is to set up a new account that would only have the backbill on it. It would be nice if we knew that they would pay it all up front, however, since we have no opportunity to discuss with anyone, I believe it's a prudent recommendation to backbill on a separate account. I'm sure once they receive the bill, they will definitely contact us.

Your thoughts?

\*\*\*\*\*

Rachel S. Cole  
Southeast Region  
Email: rcole@kawc.com  
Ph: 859-268-6307  
Fax: 859-335-3307

**REDACTED - PRIVILEGED**

**REDACTED - PRIVILEGED**



# REDACTED - PRIVILEGED

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:12 PM -----

From: Angie K True/KAWC/AWWSC  
To: Bryan Siler/KAWC/AWWSC@AWW  
Date: 11/21/2008 01:46 PM  
Subject: Re: Fw: Battery Services missing Reference sequence #

---

Hi Bryan,

I have tried calling you and several people about this, but didn't get an answer. When I sit these accounts up, they had sequence numbers, they were checked by Emily Vetter and Karen Owens. So I don't know if they have been changed or if I need to add again or change something. On premise [REDACTED] tried to add the sequence number but it gave a message of "Meter number must be blank if based on seq# has a value".

I will get this changed today if I know what I'm doing.

Thanks,  
Angie

Angela True,  
Operations Clerk  
Kentucky American Water-Northern Division  
102 North Main St  
Owenton KY 40359  
Email: atrue@kawc.com  
Ph: 502-484-5118

Fax: 502-484-1265

Bryan Siler/KAWC/AWWSC



**Bryan Siler/KAWC/AWWSC**

11/21/2008 07:27 AM

To Carol F Tudor/KAWC/AWWSC@AWW, Angie K True/KAWC/AWWSC@AWW  
cc

Subject Fw: Battery Services missing Reference sequence #

Please correct the setup of these premises. Call if you have any questions. Need to try to get this done today.

Thanks.

\*\*\*\*\*

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

----- Forwarded by Bryan Siler/KAWC/AWWSC on 11/21/2008 07:26 AM -----



**Bob J Perkins/CALLCTR/CORP/AWSC**

11/18/2008 09:26 AM

To Stacy Owens/KAWC/AWWSC@AWW  
cc Rick Witherite/KAWC/AWWSC@AWW, Bryan Siler/KAWC/AWWSC@AWW, Tracy R Bauswell/CALLCTR/CORP/AWWSC@AWW, Tonya L Nix/CALLCTR/CORP/AWWSC@AWW

Subject Battery Services missing Reference sequence #

Good Morning

I have the following premise #'s showing up on the Battery services missing reference sequence # report



Reference sequence error report



Thanks

Bob Perkins  
Billing Tech Coordinator  
Southeast Region

Phone: 618-433-4238

Fax: 618-433-4365

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:12 PM -----

From: "Candice Deininger" <cdeining@lfucg.com>  
To: <Bryan.Siler@amwater.com>  
Cc: <Donna.Taylor@amwater.com>, "Julie Mantrom" <jmantrom@lfucg.com>  
Date: 11/21/2008 02:34 PM  
Subject: Premise Number [REDACTED]

---

Good afternoon, Bryan. Charlie Martin, Director of Water Quality, needs the amount of sewer fees billed/paid for the above location for the period August 1995-April 2002. I'm only able to retrieve information back to May 2002 from OAM. Is this something Donna Taylor could get for him today? Please let me know as soon as possible. Thank you!!

Candice

Candice Deininger  
LFUCG Division of Revenue  
200 E. Main St., Lexington, KY 40507  
Telephone: 859-258-3364  
Fax: 859-258-3352  
cdeining@lfucg.com

**REDACTED - PRIVILEGED**

**REDACTED - PRIVILEGED**





REDACTED - PRIVILEGED

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:12 PM -----

From: Ann M Luczak/PAWC/AWWSC

To: Bryan Siler/KAWC/AWWSC@AWW  
Cc: Traci A Follmer/PAWC/AWWSC@AWW, Joy E Hughes/PAWC/AWWSC@AWW, Trisha Etedali/SHARVCS/AWWSC@AWW, Nick Rowe/KAWC/AWWSC@AWW, Stacy Owens/KAWC/AWWSC@AWW  
Date: 11/24/2008 01:06 PM  
Subject: Mismatch Reports

---

Hi Bryan,

Here are your Mismatch Reports for this week, you will need to let me know by **Wednesday, November 26, 2008** what you have completed.

Please work the reports in this order of priority: (Missing Services report 4 & 5 last)

1. Area & Route Mismatch
2. Invalid Services
3. Invalid Fix Charges
4. Missing Fix Charges
5. Missing Services

\*\*\* Please remember you can review validation table information by accessing path BLVG in Orcom \*\*\*

**These are your DETAIL reports. These are the reports you want to work from. These should also be the reports you update & send back to me with weekly updates.**



Missing Services Detail KY 11-21.xls

Please save these reports in your personal document files. Do a "Save As" of this information when making any changes to this report.

Thank you and if you have any questions, please let me know.

Ann Luczak  
Quality Assurance Analyst  
KY, Eastern & Central-PA, TN  
Eastern Division-SE States  
100 N Pennsylvania Av  
Wilkes-Barre PA 18701

Phone: (570) 830-6547

Fax: (570) 822-3783

Email: ann.luczak@amwater.com

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:12 PM -----

From: Bob J Perkins/CALLCTR/CORP/AWWSC  
To: Stacy Owens/KAWC/AWWSC@AWW  
Cc: Rick Witherite/KAWC/AWWSC@AWW, Bryan Siler/KAWC/AWWSC@AWW, Tracy R Bauswell/CALLCTR/CORP/AWWSC@AWW, Tonya L Nix/CALLCTR/CORP/AWWSC@AWW  
Date: 11/25/2008 08:26 AM  
Subject: Battery Services missing Reference Sequence #

---

Good Morning

I have the following premises showing up on the Battery Services missing Reference Sequence # report



Also showing on the Reference Sequence error report



I thank You for your help

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

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:12 PM -----

From: Bryan Siler/KAWC/AWWSC  
To: Rachel Cole/KAWC/AWWSC@AWW  
Cc: Stacy Owens/KAWC/AWWSC@AWW, Cecily N Vinegar/KAWC/AWWSC@AWW  
Date: 11/25/2008 04:04 PM  
Subject: [Redacted] and similar back bills

Rachel,

On Monday, if you can, let's talk about using an MI to collect instead of dummy accounts and ORCOM payment plans. We can still track usage and would send letters from the local office instead of the payment plan letter that is generated each month.

We spoke to Nikole McKeever and Trisha Etedali and were thinking this would be a better way to go and would like your input to proceed.

Have a great Thanksgiving.

\*\*\*\*\*

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

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:12 PM -----

From: Ann M Luczak/PAWC/AWWSC  
To: Bryan Siler/KAWC/AWWSC@AWW, Leah T Morrison/TAWC/AWWSC@AWW  
Cc: Stacy Owens/KAWC/AWWSC@AWW  
Date: 11/26/2008 01:32 PM  
Subject: Reminder - Mismatch Reports Due Today



Hello,

Just a reminder that reports are due today.....let me know what you were able to finish due to the short week.

Thank you and have a great holiday,

Ann Luczak  
Quality Assurance Analyst  
KY, Eastern & Central-PA, TN  
Eastern Division-SE States  
100 N Pennsylvania Av  
Wilkes-Barre PA 18701

Phone: (570) 830-6547

Fax: (570) 822-3783

Email: ann.luczak@amwater.com

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:12 PM -----

From: Ann M Luczak/PAWC/AWWSC  
To: Bryan Siler/KAWC/AWWSC@AWW  
Cc: Traci A Follmer/PAWC/AWWSC@AWW, Joy E Hughes/PAWC/AWWSC@AWW, Trisha Etedali/SHARVCS/AWWSC@AWW, Nick Rowe/KAWC/AWWSC@AWW, Stacy Owens/KAWC/AWWSC@AWW  
Date: 12/01/2008 08:43 AM  
Subject: Mismatch Reports

---

Hi Bryan,

Here are your Mismatch Reports for this week, you will need to let me know by **Thursday, December 4, 2008** what you have completed.

Please work the reports in this order of priority: (Missing Services report 4 & 5 last)

1. Area & Route Mismatch
2. Invalid Services
3. Invalid Fix Charges
4. Missing Fix Charges
5. Missing Services

\*\*\* Please remember you can review validation table information by accessing path BLVG in Orcom \*\*\*

**These are your DETAIL reports. These are the reports you want to work from. These should also be the reports you update & send back to me with weekly updates.**



Missing Fixed Charge Detail KY 11-30.xls



Missing Services Detail KY 11-30.xls

Please save these reports in your personal document files. Do a "Save As" of this information when making any changes to this report.

Thank you and if you have any questions, please let me know.

Ann Luczak

Quality Assurance Analyst  
 KY, Eastern & Central-PA, TN  
 Eastern Division-SE States  
 100 N Pennsylvania Av  
 Wilkes-Barre PA 18701

Phone: (570) 830-6547  
 Fax: (570) 822-3783  
 Email: ann.luczak@amwater.com

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:12 PM -----

From: Ann M Luczak/PAWC/AWWSC  
 To: Bryan Siler/KAWC/AWWSC@AWW  
 Cc: Stacy Owens/KAWC/AWWSC@AWW  
 Date: 12/01/2008 10:02 AM  
 Subject: Re: Reminder - Mismatch Reports Due Today

Hi Bryan,

In a case like that, just send back that you are waiting a response from someone so I can update my log that we will carry over to the next week. I have to account for these on a weekly basis. So if you are going to be off on vacation or just waiting on another dept. or the sewer auth., just send back to I can update my log.

Thank you very much,

Ann Luczak  
 Quality Assurance Analyst  
 KY, Eastern & Central-PA, TN  
 Eastern Division-SE States  
 100 N Pennsylvania Av  
 Wilkes-Barre PA 18701

Phone: (570) 830-6547  
 Fax: (570) 822-3783  
 Email: ann.luczak@amwater.com  
 Bryan Siler/KAWC/AWWSC



**Bryan Siler/KAWC/AWWSC**

12/01/2008 09:18 AM

To Ann M Luczak/PAWC/AWWSC@AWW

cc Stacy Owens/KAWC/AWWSC@AWW

Subject Re: Reminder - Mismatch Reports Due Today 📎

Ann,

The one premise that had an issue apparently had a discontinued date added to it by Linda A Sigite. I e-mailed her and have not yet received a response. I'm following up with her today to get this resolved. I thought I needed to get this fixed before responding.

\*\*\*\*\*

Bryan Siler

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

Ann M Luczak/PAWC/AWWSC



**Ann M  
Luczak/PAWC/AWWSC**  
11/26/2008 01:32 PM

To: Bryan Siler/KAWC/AWWSC@AWW, Leah T  
Morrison/TAWC/AWWSC@AWW  
cc: Stacy Owens/KAWC/AWWSC@AWW  
Subject: Reminder - Mismatch Reports Due Today



Hello,

Just a reminder that reports are due today.....let me know what you were able to finish due to the short week.

Thank you and have a great holiday,

Ann Luczak  
Quality Assurance Analyst  
KY, Eastern & Central-PA, TN  
Eastern Division-SE States  
100 N Pennsylvania Av  
Wilkes-Barre PA 18701

Phone: (570) 830-6547  
Fax: (570) 822-3783  
Email: ann.luczak@amwater.com

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:12 PM -----

From: Linda A Sigite/CALLCTR/CORP/AWWSC  
To: Bryan Siler/KAWC/AWWSC@AWW  
Date: 12/01/2008 10:05 AM  
Subject: Re: Fw: Premise [REDACTED]

Bryan,

I have looked over the account and I have no clue as to why this happened. I know I was doing reports but this is not listed as cut in landlord so must of been done by mistake. I have removed the disconnection date.

Linda Sigite

Kentucky Billing Specialist  
Alton Call Center

Bryan Siler/KAWC/AWWSC



**Bryan Siler/KAWC/AWWSC**

12/01/2008 08:25 AM

To Linda A Sigite/CALLCTR/CORP/AWWSC@AWW  
cc Ann M Luczak/PAWC/AWWSC@AWW  
Subject Fw: Premise [REDACTED]

Linda,

Have you had a chance to look into this?

\*\*\*\*\*

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

----- Forwarded by Bryan Siler/KAWC/AWWSC on 12/01/2008 08:04 AM -----



**Bryan Siler/KAWC/AWWSC**

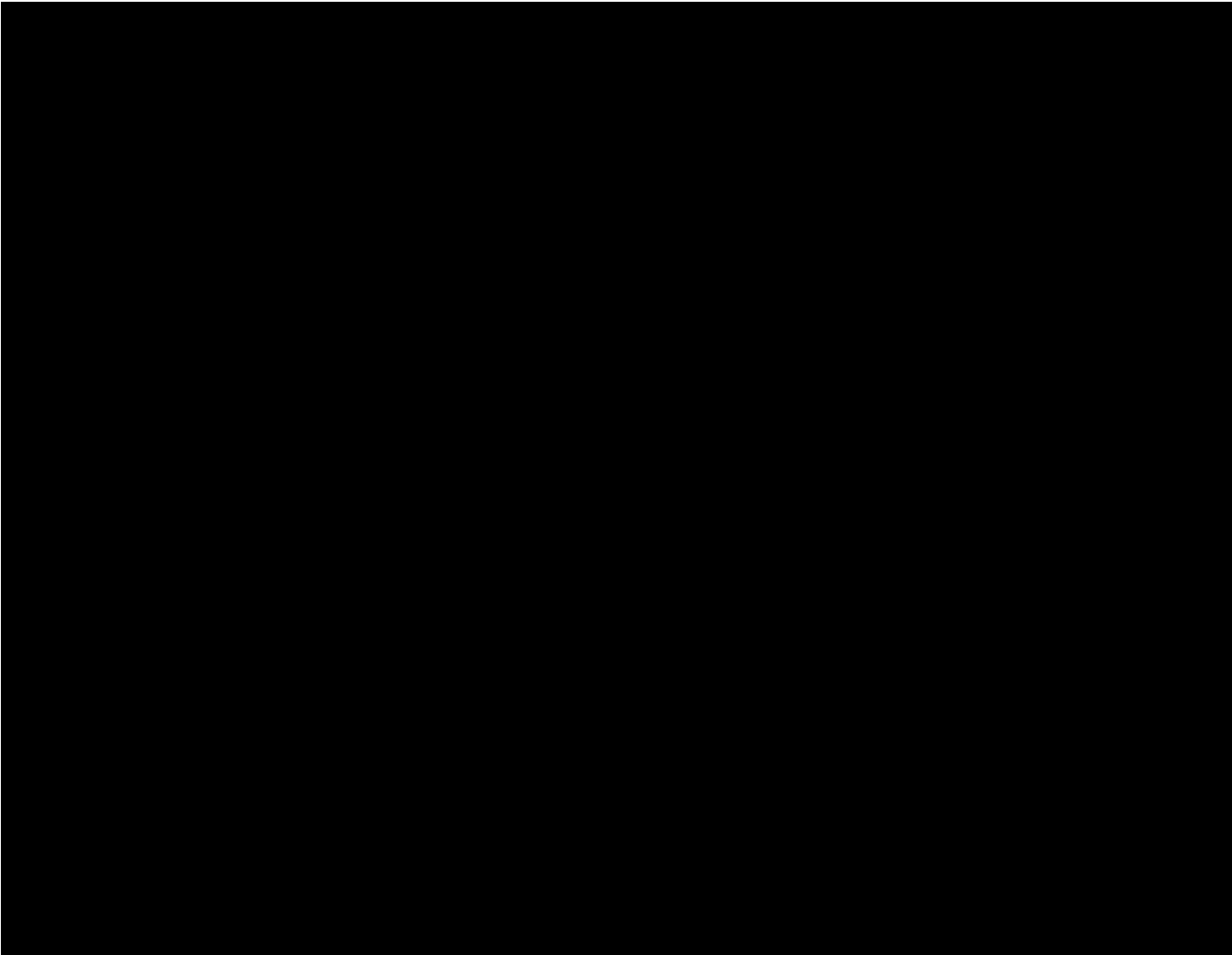
11/24/2008 04:21 PM

To Linda A Sigite/CALLCTR/CORP/AWWSC  
cc  
Subject Premi [REDACTED]

Linda,

This account was apparently closed. What was the reason for the Discontinued Date below? I didn't see any other comments for a seasonal close or other comments from a customer.

Thanks.



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

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:12 PM -----

From: "Candice Deininger" <cdeining@lfucg.com>  
To: <Bryan.Siler@amwater.com>  
Date: 12/01/2008 02:54 PM  
Subject: FW: tap monthly for 11/08

---

Good afternoon, Bryan. Here's the monthly sewer tap-on list for November 2008. Thank you!

Candice

---

**From:** Edward Givens  
**Sent:** Monday, December 01, 2008 1:07 PM



**To:** Candice Deininger  
**Subject:** tap monthly for 11/08



TAP112008R.TXT

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:12 PM -----

**From:** Cecily N Vinegar/KAWC/AWWSC  
**To:** Ann M Luczak/PAWC/AWWSC@AWW  
**Cc:** Stacy Owens/KAWC/AWWSC@AWW  
**Date:** 12/01/2008 03:51 PM  
**Subject:** Re: Premise [REDACTED]

Hi Anne,

When this account was initially setup the intention was for it to be used to back bill a customer (hence the "dummy" act). We are looking at revamping this process, so there is a possibility that the premise might not even be used.

Cecily Vinegar  
Operations Clerk  
Kentucky American Water  
Lexington, KY 40502  
(859) 335-3839 Phone  
(859) 268-6315 Fax  
Email: cecily.vinegar@amwater.com  
Ann M Luczak/PAWC/AWWSC



**Ann M  
Luczak/PAWC/AWWSC**  
12/01/2008 03:19 PM

**To:** Cecily N Vinegar/KAWC/AWWSC@AWW  
**cc:** Stacy Owens/KAWC/AWWSC@AWW  
**Subject:** Premise [REDACTED]

Hi Cecily,

Thank you for faxing up the forms for this property, I appreciate your help. I'm reviewing the premise now and I noticed that there is no Rate Schedule attached in Account Service List and the Billed Service List has an "N" for Water Service but yet there is an Initial Service Date populated? Is this account going to be used for a one time back billing and then going to be closed? Can you provide some more info.

Thanks again for all your help,

Ann Luczak  
Quality Assurance Analyst  
KY, Eastern & Central-PA, TN  
Eastern Division-SE States  
100 N Pennsylvania Av  
Wilkes-Barre PA 18701

Phone: (570) 830-6547  
Fax: (570) 822-3783  
Email: ann.luczak@amwater.com

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:12 PM -----

From: Stacy Owens/KAWC/AWWSC  
To: Bryan Siler/KAWC/AWWSC@AWW  
Cc: Ann M Luczak/PAWC/AWWSC@AWW  
Date: 12/03/2008 09:35 AM  
Subject: Re: Reminder - Mismatch Reports Due Today

Bryan...did you get what you needed from Linda?  
\*\*\*\*\*

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.

Bryan Siler/KAWC/AWWSC



**Bryan Siler/KAWC/AWWSC**  
12/01/2008 09:18 AM

To Ann M Luczak/PAWC/AWWSC@AWW  
cc Stacy Owens/KAWC/AWWSC@AWW  
Subject Re: Reminder - Mismatch Reports Due Today

Ann,

The one premise that had an issue apparently had a discontinued date added to it by Linda A Sigite. I e-mailed her and have not yet received a response. I'm following up with her today to get this resolved. I thought I needed to get this fixed before responding.

\*\*\*\*\*

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

Ann M Luczak/PAWC/AWWSC



**Ann M  
Luczak/PAWC/AWWSC**  
11/26/2008 01:32 PM

To Bryan Siler/KAWC/AWWSC@AWW, Leah T  
Morrison/TAWC/AWWSC@AWW



cc Stacy Owens/KAWC/AWWSC@AWW  
Subject Reminder - Mismatch Reports Due Today



Hello,

Just a reminder that reports are due today.....let me know what you were able to finish due to the short week.

Thank you and have a great holiday,

Ann Luczak  
Quality Assurance Analyst  
KY, Eastern & Central-PA, TN  
Eastern Division-SE States  
100 N Pennsylvania Av  
Wilkes-Barre PA 18701

Phone: (570) 830-6547  
Fax: (570) 822-3783  
Email: ann.luczak@amwater.com

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:12 PM -----

From: Stacy Owens/KAWC/AWWSC  
To: Bryan Siler/KAWC/AWWSC@AWW  
Cc: Rick Witherite/KAWC/AWWSC@AWW  
Date: 12/03/2008 09:43 AM  
Subject: Re: LFUCG Unmatched List of Back Billed Accounts

Where these accounts more of the same issue, sewer not billing on partial final and initial bills?  
\*\*\*\*\*

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.

Bryan Siler/KAWC/AWWSC



**Bryan Siler/KAWC/AWWSC**  
11/18/2008 03:55 PM

To Stacy Owens/KAWC/AWWSC@AWW  
cc Rick Witherite/KAWC/AWWSC@AWW



Subject LFUCG Unmatched List of Back Billed Accounts

Thanks Rick...

[attachment "LFUCG Unmatched - October 23 - November 18, 2008.xls" deleted by Stacy Owens/KAWC/AWWSC]

\*\*\*\*\*

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

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:12 PM -----

From: "Candice Deininger" <cdeining@lfucg.com>  
To: <Bryan.Siler@amwater.com>  
Date: 12/03/2008 10:52 AM  
Subject: RE: Sewer Adjustment for Commode Leak

---

Good morning, Bryan. No - this type of leak is not eligible for a sewer adjustment as the water still went into the sanitary sewer system and was treated.

Candice

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

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]  
Sent: Wednesday, December 03, 2008 10:35 AM  
To: Candice Deininger  
Subject: Sewer Adjustment for Commode Leak

Candice,

We had a customer request an adjustment for commode leak. Is this something the city will adjust sewer charges for?

Just wanted to check.

Thanks.

\*\*\*\*\*

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

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:12 PM -----

From: Cheryl DiSanti/PAWC/AWWSC  
 To: Maryann Concilio/SHARVCS/AWWSC@AWW, Trisha Etedali/SHARVCS/AWWSC@AWW  
 Cc: Bryan Siler/KAWC/AWWSC@AWW, Sarah Workman/WVAWC/AWWSC@AWW, Jody E  
 McCracken/SERVCO/AWWSC@AWW, Penny Y Pohlman/CALLCTR/CORP/AWWSC@AWW,  
 Carol A Goulstone/IS/CORP/AWWSC@AWW  
 Date: 12/03/2008 02:41 PM  
 Subject: [REDACTED]

I received a call from [REDACTED] They noticed that their cash transaction reports are not correct. I know this is an open issue but I wanted to find out if you have heard when it will be corrected. Shari informed me that not only 11/21 shows up twice but also 11/24, 11/25 and 11/26. Please advise so that I may get back to Shari. Also, has this issue been communicated to Jody, Sarah, Bryan and others?

Cheryl DiSanti  
 Major Customer Account Manager  
 American Water - Eastern Division  
 300 Galley Rd.  
 McMurray, PA 15317  
 Office - 724-873-3665  
 Mobile - 412-559-2497  
 Fax - 724-743-3129  
 cheryl.disanti@amwater.com

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:12 PM -----

From: Bryan Siler/KAWC/AWWSC  
 To: Maryann Concilio/SHARVCS/AWWSC@AWW, Trisha Etedali/SHARVCS/AWWSC@AWW  
 Cc: Carol A Goulstone/IS/CORP/AWWSC@AWW, Jody E McCracken/SERVCO/AWWSC@AWW,  
 Penny Y Pohlman/CALLCTR/CORP/AWWSC@AWW, Sarah Workman/WVAWC/AWWSC@AWW,  
 Stacy Owens/KAWC/AWWSC@AWW  
 Date: 12/03/2008 02:58 PM  
 Subject: Cash Transaction Reports

Please ensure I am made aware of any issues that will affect our reporting to the LFUCG. I have already passed this info on to them and if it is incorrect I need to let them know.

Cheryl - thank you for keeping me in the loop on this.

\*\*\*\*\*

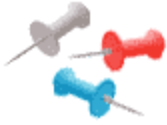
Bryan Siler  
 Southeast Region  
 bryan.siler@amwater.com  
 Phone: (859) 268-6350  
 Fax: (859) 335-3350

Cheryl DiSanti/PAWC/AWWSC



Cheryl  
 DiSanti/PAWC/AWWSC

To: Maryann Concilio/SHARVCS/AWWSC@AWW, Trisha



12/03/2008 02:41 PM

Etedali/SHARVCS/AWWSC@AWW  
 cc Bryan Siler/KAWC/AWWSC@AWW, Sarah  
 Workman/WVAWC/AWWSC@AWW, Jody E  
 McCracken/SERVCO/AWWSC@AWW, Penny Y  
 Pohlman/CALLCTR/CORP/AWWSC@AWW, Carol A  
 Goulstone/IS/CORP/AWWSC@AWW  
 Subject [REDACTED]

I received a call from [REDACTED]. They noticed that their cash transaction reports are not correct. I know this is an open issue but I wanted to find out if you have heard when it will be corrected. Shari informed me that not only 11/21 shows up twice but also 11/24, 11/25 and 11/26. Please advise so that I may get back to Shari. Also, has this issue been communicated to Jody, Sarah, Bryan and others?

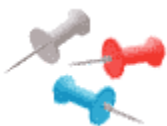
Cheryl DiSanti  
 Major Customer Account Manager  
 American Water - Eastern Division  
 300 Galley Rd.  
 McMurray, PA 15317  
 Office - 724-873-3665  
 Mobile - 412-559-2497  
 Fax - 724-743-3129  
 cheryl.disanti@amwater.com

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:12 PM -----

From: Carol A Goulstone/IS/CORP/AWWSC  
 To: Cheryl DiSanti/PAWC/AWWSC@AWW  
 Cc: Bryan Siler/KAWC/AWWSC@AWW, Jody E McCracken/SERVCO/AWWSC@AWW, Maryann Concilio/SHARVCS/AWWSC@AWW, Penny Y Pohlman/CALLCTR/CORP/AWWSC@AWW, Sarah Workman/WVAWC/AWWSC@AWW, Trisha Etedali/SHARVCS/AWWSC@AWW  
 Date: 12/03/2008 03:07 PM  
 Subject: Re: [REDACTED]

This is has been corrected.

Carol Goulstone  
 Senior Developer  
 American Water  
 717-520-4525  
 Cheryl DiSanti/PAWC/AWWSC

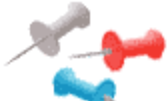


**Cheryl  
 DiSanti/PAWC/AWWSC**

12/03/2008 02:41 PM

To Maryann Concilio/SHARVCS/AWWSC@AWW, Trisha  
 Etedali/SHARVCS/AWWSC@AWW  
 cc Bryan Siler/KAWC/AWWSC@AWW, Sarah  
 Workman/WVAWC/AWWSC@AWW, Jody E  
 McCracken/SERVCO/AWWSC@AWW, Penny Y  
 Pohlman/CALLCTR/CORP/AWWSC@AWW, Carol A  
 Goulstone/IS/CORP/AWWSC@AWW

Subject [REDACTED]



I received a call from [REDACTED]. They noticed that their cash transaction reports are not correct. I know this is an open issue but I wanted to find out if you have heard when it will be corrected. Shari informed me that not only 11/21 shows up twice but also 11/24, 11/25 and 11/26. Please advise so that I may get back to Shari. Also, has this issue been communicated to Jody, Sarah, Bryan and others?

Cheryl DiSanti  
 Major Customer Account Manager  
 American Water - Eastern Division  
 300 Galley Rd.  
 McMurray, PA 15317  
 Office - 724-873-3665  
 Mobile - 412-559-2497  
 Fax - 724-743-3129  
 cheryl.disanti@amwater.com

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:12 PM -----

From: Bryan Siler/KAWC/AWWSC  
 To: Carol A Goulstone/IS/CORP/AWWSC@AWW  
 Cc: Cheryl DiSanti/PAWC/AWWSC@AWW, Jody E McCracken/SERVCO/AWWSC@AWW, Maryann Concilio/SHARVCS/AWWSC@AWW, Penny Y Pohlman/CALLCTR/CORP/AWWSC@AWW, Sarah Workman/WVAWC/AWWSC@AWW, Trisha Etedali/SHARVCS/AWWSC@AWW, Stacy Owens/KAWC/AWWSC@AWW  
 Date: 12/03/2008 03:12 PM  
 Subject: Cash Transaction Files

What does this mean? Do I need to download the reports again? Do they? How do we know which report we have? Is there something in the file name that indicates it has changed? Is an e-mail sent out?

I'm new to this job so I apologize for my ignorance.

\*\*\*\*\*

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

Carol A Goulstone/IS/CORP/AWWSC



**Carol A**  
**Goulstone/IS/CORP/AWWSC**  
 12/03/2008 03:07 PM

To: Cheryl DiSanti/PAWC/AWWSC@AWW  
 cc: Bryan Siler/KAWC/AWWSC@AWW, Jody E McCracken/SERVCO/AWWSC@AWW, Maryann Concilio/SHARVCS/AWWSC@AWW, Penny Y

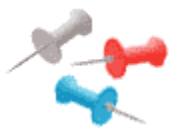


Pohlman/CALLCTR/CORP/AWWSC@AWW, Sarah  
Workman/WVAWC/AWWSC@AWW, Trisha  
Etedali/SHARVCS/AWWSC@AWW

Subject R [REDACTED]

This is has been corrected.

Carol Goulstone  
Senior Developer  
American Water  
717-520-4525  
Cheryl DiSanti/PAWC/AWWSC



**Cheryl  
DiSanti/PAWC/AWWSC**  
12/03/2008 02:41 PM

To Maryann Concilio/SHARVCS/AWWSC@AWW, Trisha  
Etedali/SHARVCS/AWWSC@AWW  
cc Bryan Siler/KAWC/AWWSC@AWW, Sarah  
Workman/WVAWC/AWWSC@AWW, Jody E  
McCracken/SERVCO/AWWSC@AWW, Penny Y  
Pohlman/CALLCTR/CORP/AWWSC@AWW, Carol A  
Goulstone/IS/CORP/AWWSC@AWW

Subject [REDACTED]

I received a call from [REDACTED]. They noticed that their cash transaction reports are not correct. I know this is an open issue but I wanted to find out if you have heard when it will be corrected. Shari informed me that not only 11/21 shows up twice but also 11/24, 11/25 and 11/26. Please advise so that I may get back to Shari. Also, has this issue been communicated to Jody, Sarah, Bryan and others?

Cheryl DiSanti  
Major Customer Account Manager  
American Water - Eastern Division  
300 Galley Rd.  
McMurray, PA 15317  
Office - 724-873-3665  
Mobile - 412-559-2497  
Fax - 724-743-3129  
cheryl.disanti@amwater.com

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:12 PM -----

From: Carol A Goulstone/IS/CORP/AWWSC  
To: Bryan Siler/KAWC/AWWSC@AWW  
Cc: Cheryl DiSanti/PAWC/AWWSC@AWW, Jody E McCracken/SERVCO/AWWSC@AWW, Maryann Concilio/SHARVCS/AWWSC@AWW, Penny Y Pohlman/CALLCTR/CORP/AWWSC@AWW, Sarah Workman/WVAWC/AWWSC@AWW, Stacy Owens/KAWC/AWWSC@AWW, Trisha



Date: Etedali/SHARVCS/AWWSC@AWW  
12/03/2008 03:17 PM  
Subject: Re: Cash Transaction Files

---

You will need to download the reports again. The old files have been replaced with the new ones.

Carol Goulstone  
Senior Developer  
American Water  
717-520-4525  
Bryan Siler/KAWC/AWWSC



**Bryan Siler/KAWC/AWWSC**

12/03/2008 03:12 PM

To Carol A Goulstone/IS/CORP/AWWSC@AWW

cc Cheryl DiSanti/PAWC/AWWSC@AWW, Jody E  
McCracken/SERVCO/AWWSC@AWW, Maryann  
Concilio/SHARVCS/AWWSC@AWW, Penny Y  
Pohlman/CALLCTR/CORP/AWWSC@AWW, Sarah  
Workman/WVAWC/AWWSC@AWW, Trisha  
Etedali/SHARVCS/AWWSC@AWW, Stacy  
Owens/KAWC/AWWSC@AWW

Subject Cash Transaction Files 📎

What does this mean? Do I need to download the reports again? Do they? How do we know which report we have? Is there something in the file name that indicates it has changed? Is an e-mail sent out?

I'm new to this job so I apologize for my ignorance.

\*\*\*\*\*

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

Carol A Goulstone/IS/CORP/AWWSC



**Carol A  
Goulstone/IS/CORP/AWWSC**

12/03/2008 03:07 PM

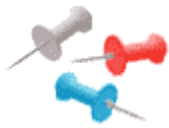
To Cheryl DiSanti/PAWC/AWWSC@AWW

cc Bryan Siler/KAWC/AWWSC@AWW, Jody E  
McCracken/SERVCO/AWWSC@AWW, Maryann  
Concilio/SHARVCS/AWWSC@AWW, Penny Y  
Pohlman/CALLCTR/CORP/AWWSC@AWW, Sarah  
Workman/WVAWC/AWWSC@AWW, Trisha  
Etedali/SHARVCS/AWWSC@AWW

Subject Re: Smithers WV 📎

This is has been corrected.

Carol Goulstone  
Senior Developer  
American Water  
717-520-4525  
Cheryl DiSanti/PAWC/AWWSC



**Cheryl  
DiSanti/PAWC/AWWSC**  
12/03/2008 02:41 PM

To Maryann Concilio/SHARVCS/AWWSC@AWW, Trisha  
Etedali/SHARVCS/AWWSC@AWW  
cc Bryan Siler/KAWC/AWWSC@AWW, Sarah  
Workman/WVAWC/AWWSC@AWW, Jody E  
McCracken/SERVCO/AWWSC@AWW, Penny Y  
Pohlman/CALLCTR/CORP/AWWSC@AWW, Carol A  
Goulstone/IS/CORP/AWWSC@AWW

Subject [REDACTED]

I received a call from [REDACTED] They noticed that their cash transaction reports are not correct. I know this is an open issue but I wanted to find out if you have heard when it will be corrected. Shari informed me that not only 11/21 shows up twice but also 11/24, 11/25 and 11/26. Please advise so that I may get back to Shari. Also, has this issue been communicated to Jody, Sarah, Bryan and others?

Cheryl DiSanti  
Major Customer Account Manager  
American Water - Eastern Division  
300 Galley Rd.  
McMurray, PA 15317  
Office - 724-873-3665  
Mobile - 412-559-2497  
Fax - 724-743-3129  
cheryl.disanti@amwater.com

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:12 PM -----

From: Carol A Goulstone/IS/CORP/AWWSC  
To: Bryan Siler/KAWC/AWWSC@AWW  
Cc: Cheryl DiSanti/PAWC/AWWSC@AWW, Jody E McCracken/SERVCO/AWWSC@AWW, Maryann Concilio/SHARVCS/AWWSC@AWW, Penny Y Pohlman/CALLCTR/CORP/AWWSC@AWW, Sarah Workman/WVAWC/AWWSC@AWW, Stacy Owens/KAWC/AWWSC@AWW, Trisha Etedali/SHARVCS/AWWSC@AWW  
Date: 12/03/2008 03:20 PM  
Subject: Re: Cash Transaction Files

No notice has been sent. They are sent by the business liasons.

Carol Goulstone  
Senior Developer  
American Water  
717-520-4525  
Bryan Siler/KAWC/AWWSC



**Bryan Siler/KAWC/AWWSC**

12/03/2008 03:18 PM

To Carol A Goulstone/IS/CORP/AWWSC@AWW  
cc Cheryl DiSanti/PAWC/AWWSC@AWW, Jody E  
McCracken/SERVCO/AWWSC@AWW, Maryann  
Concilio/SHARVCS/AWWSC@AWW, Penny Y  
Pohlman/CALLCTR/CORP/AWWSC@AWW, Sarah  
Workman/WVAWC/AWWSC@AWW, Stacy  
Owens/KAWC/AWWSC@AWW, Trisha  
Etedali/SHARVCS/AWWSC@AWW  
Subject Re: Cash Transaction Files 📎

How do we communicate to our managed contracts that the files have changed? Is a notice sent out?

\*\*\*\*\*

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

Carol A Goulstone/IS/CORP/AWWSC



**Carol A  
Goulstone/IS/CORP/AWWSC**

12/03/2008 03:17 PM

To Bryan Siler/KAWC/AWWSC@AWW  
cc Cheryl DiSanti/PAWC/AWWSC@AWW, Jody E  
McCracken/SERVCO/AWWSC@AWW, Maryann  
Concilio/SHARVCS/AWWSC@AWW, Penny Y  
Pohlman/CALLCTR/CORP/AWWSC@AWW, Sarah  
Workman/WVAWC/AWWSC@AWW, Stacy  
Owens/KAWC/AWWSC@AWW, Trisha  
Etedali/SHARVCS/AWWSC@AWW  
Subject Re: Cash Transaction Files 📎

You will need to download the reports again. The old files have been replaced with the new ones.

Carol Goulstone  
Senior Developer  
American Water  
717-520-4525  
Bryan Siler/KAWC/AWWSC





**Bryan Siler/KAWC/AWWSC**

12/03/2008 03:12 PM

To Carol A Goulstone/IS/CORP/AWWSC@AWW  
cc Cheryl DiSanti/PAWC/AWWSC@AWW, Jody E McCracken/SERVCO/AWWSC@AWW, Maryann Concilio/SHARVCS/AWWSC@AWW, Penny Y Pohlman/CALLCTR/CORP/AWWSC@AWW, Sarah Workman/WVAWC/AWWSC@AWW, Trisha Etedali/SHARVCS/AWWSC@AWW, Stacy Owens/KAWC/AWWSC@AWW

Subject Cash Transaction Files

What does this mean? Do I need to download the reports again? Do they? How do we know which report we have? Is there something in the file name that indicates it has changed? Is an e-mail sent out?

I'm new to this job so I apologize for my ignorance.

\*\*\*\*\*

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

Carol A Goulstone/IS/CORP/AWWSC



**Carol A Goulstone/IS/CORP/AWWSC**

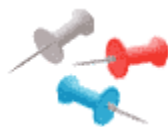
12/03/2008 03:07 PM

To Cheryl DiSanti/PAWC/AWWSC@AWW  
cc Bryan Siler/KAWC/AWWSC@AWW, Jody E McCracken/SERVCO/AWWSC@AWW, Maryann Concilio/SHARVCS/AWWSC@AWW, Penny Y Pohlman/CALLCTR/CORP/AWWSC@AWW, Sarah Workman/WVAWC/AWWSC@AWW, Trisha Etedali/SHARVCS/AWWSC@AWW

Subject Re: [REDACTED]

This is has been corrected.

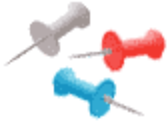
Carol Goulstone  
Senior Developer  
American Water  
717-520-4525  
Cheryl DiSanti/PAWC/AWWSC



**Cheryl DiSanti/PAWC/AWWSC**

12/03/2008 02:41 PM

To Maryann Concilio/SHARVCS/AWWSC@AWW, Trisha Etedali/SHARVCS/AWWSC@AWW  
cc Bryan Siler/KAWC/AWWSC@AWW, Sarah Workman/WVAWC/AWWSC@AWW, Jody E



McCracken/SERVCO/AWWSC@AWW, Penny Y  
Pohlman/CALLCTR/CORP/AWWSC@AWW, Carol A  
Goulstone/IS/CORP/AWWSC@AWW

Subject [REDACTED]

I received a call from [REDACTED]. They noticed that their cash transaction reports are not correct. I know this is an open issue but I wanted to find out if you have heard when it will be corrected. Shari informed me that not only 11/21 shows up twice but also 11/24, 11/25 and 11/26. Please advise so that I may get back to Shari. Also, has this issue been communicated to Jody, Sarah, Bryan and others?

Cheryl DiSanti  
Major Customer Account Manager  
American Water - Eastern Division  
300 Galley Rd.  
McMurray, PA 15317  
Office - 724-873-3665  
Mobile - 412-559-2497  
Fax - 724-743-3129  
cheryl.disanti@amwater.com

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:12 PM -----

From: Carol A Goulstone/IS/CORP/AWWSC  
To: Bryan Siler/KAWC/AWWSC@AWW  
Cc: Cheryl DiSanti/PAWC/AWWSC@AWW, Jody E McCracken/SERVCO/AWWSC@AWW, Maryann Concilio/SHARVCS/AWWSC@AWW, Penny Y Pohlman/CALLCTR/CORP/AWWSC@AWW, Sarah Workman/WVAWC/AWWSC@AWW, Stacy Owens/KAWC/AWWSC@AWW, Trisha Etedali/SHARVCS/AWWSC@AWW  
Date: 12/03/2008 03:34 PM  
Subject: Re: Cash Transaction Files

There is no list of e-mail addresses to be notified as of now. There is a process being created to notify the appropriate people in the future but it is not in place yet. I would contact Maryann or Cheryl to be updated until the new process is in place next year.

Carol Goulstone  
Senior Developer  
American Water  
717-520-4525  
Bryan Siler/KAWC/AWWSC



Bryan Siler/KAWC/AWWSC

To



12/03/2008 03:32 PM

Carol A Goulstone/IS/CORP/AWWSC@AWW

cc Cheryl DiSanti/PAWC/AWWSC@AWW, Jody E  
McCracken/SERVCO/AWWSC@AWW, Maryann  
Concilio/SHARVCS/AWWSC@AWW, Penny Y  
Pohlman/CALLCTR/CORP/AWWSC@AWW, Sarah  
Workman/WVAWC/AWWSC@AWW, Stacy  
Owens/KAWC/AWWSC@AWW, Trisha  
Etedali/SHARVCS/AWWSC@AWW

Subject Re: Cash Transaction Files

Will I always get a notice so I can pass on the news?

\*\*\*\*\*

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

Carol A Goulstone/IS/CORP/AWWSC



**Carol A  
Goulstone/IS/CORP/AWWSC**

12/03/2008 03:20 PM

To Bryan Siler/KAWC/AWWSC@AWW

cc Cheryl DiSanti/PAWC/AWWSC@AWW, Jody E  
McCracken/SERVCO/AWWSC@AWW, Maryann  
Concilio/SHARVCS/AWWSC@AWW, Penny Y  
Pohlman/CALLCTR/CORP/AWWSC@AWW, Sarah  
Workman/WVAWC/AWWSC@AWW, Stacy  
Owens/KAWC/AWWSC@AWW, Trisha  
Etedali/SHARVCS/AWWSC@AWW

Subject Re: Cash Transaction Files

No notice has been sent. They are sent by the business liasons.

Carol Goulstone  
Senior Developer  
American Water  
717-520-4525  
Bryan Siler/KAWC/AWWSC



**Bryan Siler/KAWC/AWWSC**

12/03/2008 03:18 PM

To Carol A Goulstone/IS/CORP/AWWSC@AWW

cc Cheryl DiSanti/PAWC/AWWSC@AWW, Jody E  
McCracken/SERVCO/AWWSC@AWW, Maryann  
Concilio/SHARVCS/AWWSC@AWW, Penny Y  
Pohlman/CALLCTR/CORP/AWWSC@AWW, Sarah  
Workman/WVAWC/AWWSC@AWW, Stacy  
Owens/KAWC/AWWSC@AWW, Trisha



Etedali/SHARVCS/AWWSC@AWW  
Subject Re: Cash Transaction Files

How do we communicate to our managed contracts that the files have changed? Is a notice sent out?

\*\*\*\*\*

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

Carol A Goulstone/IS/CORP/AWWSC



**Carol A  
Goulstone/IS/CORP/AWWSC**  
12/03/2008 03:17 PM

To Bryan Siler/KAWC/AWWSC@AWW  
cc Cheryl DiSanti/PAWC/AWWSC@AWW, Jody E  
McCracken/SERVCO/AWWSC@AWW, Maryann  
Concilio/SHARVCS/AWWSC@AWW, Penny Y  
Pohlman/CALLCTR/CORP/AWWSC@AWW, Sarah  
Workman/WVAWC/AWWSC@AWW, Stacy  
Owens/KAWC/AWWSC@AWW, Trisha  
Etedali/SHARVCS/AWWSC@AWW  
Subject Re: Cash Transaction Files

You will need to download the reports again. The old files have been replaced with the new ones.

Carol Goulstone  
Senior Developer  
American Water  
717-520-4525  
Bryan Siler/KAWC/AWWSC



**Bryan Siler/KAWC/AWWSC**  
12/03/2008 03:12 PM

To Carol A Goulstone/IS/CORP/AWWSC@AWW  
cc Cheryl DiSanti/PAWC/AWWSC@AWW, Jody E  
McCracken/SERVCO/AWWSC@AWW, Maryann  
Concilio/SHARVCS/AWWSC@AWW, Penny Y  
Pohlman/CALLCTR/CORP/AWWSC@AWW, Sarah  
Workman/WVAWC/AWWSC@AWW, Trisha  
Etedali/SHARVCS/AWWSC@AWW, Stacy  
Owens/KAWC/AWWSC@AWW  
Subject Cash Transaction Files

What does this mean? Do I need to download the reports again? Do they? How do we know which

report we have? Is there something in the file name that indicates it has changed? Is an e-mail sent out?

I'm new to this job so I apologize for my ignorance.

\*\*\*\*\*

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

Carol A Goulstone/IS/CORP/AWWSC

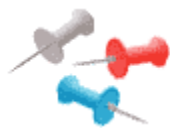


**Carol A  
Goulstone/IS/CORP/AWWSC**  
12/03/2008 03:07 PM

To Cheryl DiSanti/PAWC/AWWSC@AWW  
cc Bryan Siler/KAWC/AWWSC@AWW, Jody E  
McCracken/SERVCO/AWWSC@AWW, Maryann  
Concilio/SHARVCS/AWWSC@AWW, Penny Y  
Pohlman/CALLCTR/CORP/AWWSC@AWW, Sarah  
Workman/WVAWC/AWWSC@AWW, Trisha  
Etedali/SHARVCS/AWWSC@AWW  
Subject R [REDACTED]

This is has been corrected.

Carol Goulstone  
Senior Developer  
American Water  
717-520-4525  
Cheryl DiSanti/PAWC/AWWSC



**Cheryl  
DiSanti/PAWC/AWWSC**  
12/03/2008 02:41 PM

To Maryann Concilio/SHARVCS/AWWSC@AWW, Trisha  
Etedali/SHARVCS/AWWSC@AWW  
cc Bryan Siler/KAWC/AWWSC@AWW, Sarah  
Workman/WVAWC/AWWSC@AWW, Jody E  
McCracken/SERVCO/AWWSC@AWW, Penny Y  
Pohlman/CALLCTR/CORP/AWWSC@AWW, Carol A  
Goulstone/IS/CORP/AWWSC@AWW  
Subject [REDACTED]

I received a call from [REDACTED] They noticed that their cash transaction reports are not correct. I kn [REDACTED] to find out if you have heard when it will be corrected. Shari informed me that not only 11/21 shows up twice but also 11/24, 11/25 and 11/26. Please advise so that I may get back to Shari. Also, has this issue been communicated to Jody, Sarah, Bryan and others?



Cheryl DiSanti  
Major Customer Account Manager  
American Water - Eastern Division  
300 Galley Rd.  
McMurray, PA 15317  
Office - 724-873-3665  
Mobile - 412-559-2497  
Fax - 724-743-3129  
cheryl.disanti@amwater.com

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:12 PM -----

From: "Candice Deininger" <cdeining@lfucg.com>  
To: <Bryan.Siler@amwater.com>, <Stacy.Owens@amwater.com>, <Donna.Taylor@amwater.com>  
Cc: "Julie Mantrom" <jmantrom@lfucg.com>  
Date: 12/03/2008 03:42 PM  
Subject: Urgent Request

---

Good afternoon, everyone. I've had a request from the Bluegrass Area Development District for the following information for Fayette County only. I realize there'll be a difference between the total number and the categorical breakdowns which I would attribute to OPA accounts. If possible, I'd like to have the information this afternoon ASAP. Is that possible? Thanks so much for your help – it is much appreciated!!

Number of Active Residential Water Accounts  
Number of Active Commercial Water Accounts  
Number of Active Industrial Water Accounts  
Total Number of Active Water Accounts

Candice Deininger  
LFUCG Division of Revenue  
200 E. Main St., Lexington, KY 40507  
Telephone: 859-258-3364  
Fax: 859-258-3352  
cdeining@lfucg.com

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:12 PM -----

From: Cheryl DiSanti/PAWC/AWWSC  
To: Trisha Etedali/SHARVCS/AWWSC@AWW  
Cc: Bryan Siler/KAWC/AWWSC@AWW, Carol A Goulstone/IS/CORP/AWWSC@AWW, Jody E McCracken/SERVCO/AWWSC@AWW, Maryann Concilio/SHARVCS/AWWSC@AWW, Penny Y Pohlman/CALLCTR/CORP/AWWSC@AWW, Sarah Workman/WVAWC/AWWSC@AWW, Stacy Owens/KAWC/AWWSC@AWW

Date: 12/03/2008 03:44 PM  
 Subject: Re: Cash Transaction Files

I would prefer to communicate myself. Just email me and I will communicate out. Thanks,

Cheryl DiSanti  
 Major Customer Account Manager  
 American Water - Eastern Division  
 300 Galley Rd.  
 McMurray, PA 15317  
 Office - 724-873-3665  
 Mobile - 412-559-2497  
 Fax - 724-743-3129  
 cheryl.disanti@amwater.com  
 Trisha Etedali/SHARVCS/AWWSC

**Trisha  
 Etedali/SHARVCS/AWWSC**  
 12/03/2008 03:41 PM

To Bryan Siler/KAWC/AWWSC@AWW, Cheryl  
 DiSanti/PAWC/AWWSC@AWW, Jody E  
 McCracken/SERVCO/AWWSC@AWW, Sarah  
 Workman/WVAWC/AWWSC@AWW  
 cc Carol A Goulstone/IS/CORP/AWWSC@AWW, Cheryl  
 DiSanti/PAWC/AWWSC@AWW, Jody E  
 McCracken/SERVCO/AWWSC@AWW, Maryann  
 Concilio/SHARVCS/AWWSC@AWW, Penny Y  
 Pohlman/CALLCTR/CORP/AWWSC@AWW, Sarah  
 Workman/WVAWC/AWWSC@AWW, Stacy  
 Owens/KAWC/AWWSC@AWW  
 Subject Re: Cash Transaction Files 📎

Hi Folks,

I spoke with Carol regarding this issue, she mentioned that she can pull a list of the email addresses for the folks that log into Account Manager on line as well as a list of those states impacted by this issue. Please let me know if you want us to send out a standard email to the users email address that we have on file. I will give you the email list as well as the communication for review prior to distribution.

Thanks,

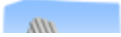
Trisha

Bryan Siler/KAWC/AWWSC



**Bryan Siler/KAWC/AWWSC**  
 12/03/2008 03:32 PM

To Carol A Goulstone/IS/CORP/AWWSC@AWW  
 cc Cheryl DiSanti/PAWC/AWWSC@AWW, Jody E  
 McCracken/SERVCO/AWWSC@AWW, Maryann  
 Concilio/SHARVCS/AWWSC@AWW, Penny Y  
 Pohlman/CALLCTR/CORP/AWWSC@AWW, Sarah  
 Workman/WVAWC/AWWSC@AWW, Stacy  
 Owens/KAWC/AWWSC@AWW, Trisha  
 Etedali/SHARVCS/AWWSC@AWW  
 Subject Re: Cash Transaction Files 📎



Will I always get a notice so I can pass on the news?

\*\*\*\*\*

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

Carol A Goulstone/IS/CORP/AWWSC



**Carol A  
Goulstone/IS/CORP/AWWSC**  
12/03/2008 03:20 PM

To Bryan Siler/KAWC/AWWSC@AWW  
cc Cheryl DiSanti/PAWC/AWWSC@AWW, Jody E  
McCracken/SERVCO/AWWSC@AWW, Maryann  
Concilio/SHARVCS/AWWSC@AWW, Penny Y  
Pohlman/CALLCTR/CORP/AWWSC@AWW, Sarah  
Workman/WVAWC/AWWSC@AWW, Stacy  
Owens/KAWC/AWWSC@AWW, Trisha  
Etedali/SHARVCS/AWWSC@AWW  
Subject Re: Cash Transaction Files 📎

No notice has been sent. They are sent by the business liasons.

Carol Goulstone  
Senior Developer  
American Water  
717-520-4525  
Bryan Siler/KAWC/AWWSC



**Bryan Siler/KAWC/AWWSC**  
12/03/2008 03:18 PM

To Carol A Goulstone/IS/CORP/AWWSC@AWW  
cc Cheryl DiSanti/PAWC/AWWSC@AWW, Jody E  
McCracken/SERVCO/AWWSC@AWW, Maryann  
Concilio/SHARVCS/AWWSC@AWW, Penny Y  
Pohlman/CALLCTR/CORP/AWWSC@AWW, Sarah  
Workman/WVAWC/AWWSC@AWW, Stacy  
Owens/KAWC/AWWSC@AWW, Trisha  
Etedali/SHARVCS/AWWSC@AWW  
Subject Re: Cash Transaction Files 📎

How do we communicate to our managed contracts that the files have changed? Is a notice sent out?

\*\*\*\*\*

Bryan Siler

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

Carol A Goulstone/IS/CORP/AWWSC



**Carol A  
Goulstone/IS/CORP/AWWSC**  
12/03/2008 03:17 PM

To Bryan Siler/KAWC/AWWSC@AWW  
cc Cheryl DiSanti/PAWC/AWWSC@AWW, Jody E  
McCracken/SERVCO/AWWSC@AWW, Maryann  
Concilio/SHARVCS/AWWSC@AWW, Penny Y  
Pohlman/CALLCTR/CORP/AWWSC@AWW, Sarah  
Workman/WVAWC/AWWSC@AWW, Stacy  
Owens/KAWC/AWWSC@AWW, Trisha  
Etedali/SHARVCS/AWWSC@AWW  
Subject Re: Cash Transaction Files 📎

You will need to download the reports again. The old files have been replaced with the new ones.

Carol Goulstone  
Senior Developer  
American Water  
717-520-4525  
Bryan Siler/KAWC/AWWSC



**Bryan Siler/KAWC/AWWSC**  
12/03/2008 03:12 PM

To Carol A Goulstone/IS/CORP/AWWSC@AWW  
cc Cheryl DiSanti/PAWC/AWWSC@AWW, Jody E  
McCracken/SERVCO/AWWSC@AWW, Maryann  
Concilio/SHARVCS/AWWSC@AWW, Penny Y  
Pohlman/CALLCTR/CORP/AWWSC@AWW, Sarah  
Workman/WVAWC/AWWSC@AWW, Trisha  
Etedali/SHARVCS/AWWSC@AWW, Stacy  
Owens/KAWC/AWWSC@AWW  
Subject Cash Transaction Files 📎

What does this mean? Do I need to download the reports again? Do they? How do we know which report we have? Is there something in the file name that indicates it has changed? Is an e-mail sent out?

I'm new to this job so I apologize for my ignorance.

\*\*\*\*\*

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

Carol A Goulstone/IS/CORP/AWWSC



**Carol A  
Goulstone/IS/CORP/AWWSC**

12/03/2008 03:07 PM

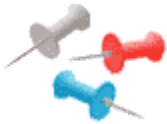
To Cheryl DiSanti/PAWC/AWWSC@AWW

cc Bryan Siler/KAWC/AWWSC@AWW, Jody E  
McCracken/SERVCO/AWWSC@AWW, Maryann  
Concilio/SHARVCS/AWWSC@AWW, Penny Y  
Pohlman/CALLCTR/CORP/AWWSC@AWW, Sarah  
Workman/WVAWC/AWWSC@AWW, Trisha  
Etedali/SHARVCS/AWWSC@AWW

Subject Re [REDACTED]

This is has been corrected.

Carol Goulstone  
Senior Developer  
American Water  
717-520-4525  
Cheryl DiSanti/PAWC/AWWSC



**Cheryl  
DiSanti/PAWC/AWWSC**

12/03/2008 02:41 PM

To Maryann Concilio/SHARVCS/AWWSC@AWW, Trisha  
Etedali/SHARVCS/AWWSC@AWW

cc Bryan Siler/KAWC/AWWSC@AWW, Sarah  
Workman/WVAWC/AWWSC@AWW, Jody E  
McCracken/SERVCO/AWWSC@AWW, Penny Y  
Pohlman/CALLCTR/CORP/AWWSC@AWW, Carol A  
Goulstone/IS/CORP/AWWSC@AWW

Subject [REDACTED]

I received a call from [REDACTED]. They noticed that their cash transaction reports are not correct. I know this is an open issue but I wanted to find out if you have heard when it will be corrected. Shari informed me that not only 11/21 shows up twice but also 11/24, 11/25 and 11/26. Please advise so that I may get back to Shari. Also, has this issue been communicated to Jody, Sarah, Bryan and others?

Cheryl DiSanti  
Major Customer Account Manager  
American Water - Eastern Division  
300 Galley Rd.  
McMurray, PA 15317  
Office - 724-873-3665  
Mobile - 412-559-2497  
Fax - 724-743-3129  
cheryl.disanti@amwater.com

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:12 PM -----

From: Jody E McCracken/SERVCO/AWWSC  
To: Cheryl DiSanti/PAWC/AWWSC@AWW, Trisha Etedali/SHARSVCS/AWWSC@AWW  
Cc: Bryan Siler/KAWC/AWWSC@AWW, Carol A Goulstone/IS/CORP/AWWSC@AWW, Maryann Concilio/SHARSVCS/AWWSC@AWW, Penny Y Pohlman/CALLCTR/CORP/AWWSC@AWW, Sarah Workman/WVAWC/AWWSC@AWW, Stacy Owens/KAWC/AWWSC@AWW  
Date: 12/03/2008 03:55 PM  
Subject: Re: Cash Transaction Files

---

I agree with Cheryl in that I would prefer to make the communication since not all of my areas receive the same reports. Had Cheryl not copied me on the original email today, like Brian, I would have never known there was an issue. So far all I have gotten out of these emails is the Cash Transaction files were incorrect. Can someone please tell me what month (I'm assuming November) and what day they were corrected?

I am out of the office this afternoon so I may have missed that but need to know so I can communicate to the affected areas.

Thank you.

Jody

Sent from Wireless Blackberry of Jody McCracken. If you need to contact me please call 618/214-5311.  
Cheryl DiSanti

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

**From:** Cheryl DiSanti  
**Sent:** 12/03/2008 03:43 PM EST  
**To:** Trisha Etedali  
**Cc:** Bryan Siler; Carol Goulstone; Jody McCracken; Maryann Concilio; Penny Pohlman; Sarah Workman; Stacy Owens  
**Subject:** Re: Cash Transaction Files

I would prefer to communicate myself. Just email me and I will communicate out. Thanks,

Cheryl DiSanti  
Major Customer Account Manager  
American Water - Eastern Division  
300 Galley Rd.  
McMurray, PA 15317  
Office - 724-873-3665  
Mobile - 412-559-2497  
Fax - 724-743-3129  
cheryl.disanti@amwater.com  
Trisha Etedali/SHARSVCS/AWWSC

Trisha

**Etedali/SHARVCS/AWWSC**

12/03/2008 03:41 PM

To Bryan Siler/KAWC/AWWSC@AWW, Cheryl DiSanti/PAWC/AWWSC@AWW, Jody E McCracken/SERVCO/AWWSC@AWW, Sarah Workman/WVAWC/AWWSC@AWW  
cc Carol A Goulstone/IS/CORP/AWWSC@AWW, Cheryl DiSanti/PAWC/AWWSC@AWW, Jody E McCracken/SERVCO/AWWSC@AWW, Maryann Concilio/SHARVCS/AWWSC@AWW, Penny Y Pohlman/CALLCTR/CORP/AWWSC@AWW, Sarah Workman/WVAWC/AWWSC@AWW, Stacy Owens/KAWC/AWWSC@AWW

Subject Re: Cash Transaction Files 📎

Hi Folks,

I spoke with Carol regarding this issue, she mentioned that she can pull a list of the email addresses for the folks that log into Account Manager on line as well as a list of those states impacted by this issue. Please let me know if you want us to send out a standard email to the users email address that we have on file. I will give you the email list as well as the communication for review prior to distribution.

Thanks,

Trisha

Bryan Siler/KAWC/AWWSC



**Bryan Siler/KAWC/AWWSC**

12/03/2008 03:32 PM

To Carol A Goulstone/IS/CORP/AWWSC@AWW  
cc Cheryl DiSanti/PAWC/AWWSC@AWW, Jody E McCracken/SERVCO/AWWSC@AWW, Maryann Concilio/SHARVCS/AWWSC@AWW, Penny Y Pohlman/CALLCTR/CORP/AWWSC@AWW, Sarah Workman/WVAWC/AWWSC@AWW, Stacy Owens/KAWC/AWWSC@AWW, Trisha Etedali/SHARVCS/AWWSC@AWW

Subject Re: Cash Transaction Files 📎

Will I always get a notice so I can pass on the news?

\*\*\*\*\*

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

Carol A Goulstone/IS/CORP/AWWSC



**Carol A  
Goulstone/IS/CORP/AWWSC**



12/03/2008 03:20 PM

To Bryan Siler/KAWC/AWWSC@AWW  
cc Cheryl DiSanti/PAWC/AWWSC@AWW, Jody E McCracken/SERVCO/AWWSC@AWW, Maryann Concilio/SHARVCS/AWWSC@AWW, Penny Y Pohlman/CALLCTR/CORP/AWWSC@AWW, Sarah Workman/WVAWC/AWWSC@AWW, Stacy Owens/KAWC/AWWSC@AWW, Trisha Etedali/SHARVCS/AWWSC@AWW  
Subject Re: Cash Transaction Files

No notice has been sent. They are sent by the business liasons.

Carol Goulstone  
Senior Developer  
American Water  
717-520-4525  
Bryan Siler/KAWC/AWWSC



**Bryan Siler/KAWC/AWWSC**  
12/03/2008 03:18 PM

To Carol A Goulstone/IS/CORP/AWWSC@AWW  
cc Cheryl DiSanti/PAWC/AWWSC@AWW, Jody E McCracken/SERVCO/AWWSC@AWW, Maryann Concilio/SHARVCS/AWWSC@AWW, Penny Y Pohlman/CALLCTR/CORP/AWWSC@AWW, Sarah Workman/WVAWC/AWWSC@AWW, Stacy Owens/KAWC/AWWSC@AWW, Trisha Etedali/SHARVCS/AWWSC@AWW  
Subject Re: Cash Transaction Files

How do we communicate to our managed contracts that the files have changed? Is a notice sent out?

\*\*\*\*\*

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

Carol A Goulstone/IS/CORP/AWWSC



**Carol A Goulstone/IS/CORP/AWWSC**  
12/03/2008 03:17 PM

To Bryan Siler/KAWC/AWWSC@AWW  
cc Cheryl DiSanti/PAWC/AWWSC@AWW, Jody E McCracken/SERVCO/AWWSC@AWW, Maryann Concilio/SHARVCS/AWWSC@AWW, Penny Y Pohlman/CALLCTR/CORP/AWWSC@AWW, Sarah Workman/WVAWC/AWWSC@AWW, Stacy Owens/KAWC/AWWSC@AWW, Trisha





Etedali/SHARVCS/AWWSC@AWW  
Subject Re: Cash Transaction Files

You will need to download the reports again. The old files have been replaced with the new ones.

Carol Goulstone  
Senior Developer  
American Water  
717-520-4525  
Bryan Siler/KAWC/AWWSC



**Bryan Siler/KAWC/AWWSC**  
12/03/2008 03:12 PM

To Carol A Goulstone/IS/CORP/AWWSC@AWW  
cc Cheryl DiSanti/PAWC/AWWSC@AWW, Jody E  
McCracken/SERVCO/AWWSC@AWW, Maryann  
Concilio/SHARVCS/AWWSC@AWW, Penny Y  
Pohlman/CALLCTR/CORP/AWWSC@AWW, Sarah  
Workman/WVAWC/AWWSC@AWW, Trisha  
Etedali/SHARVCS/AWWSC@AWW, Stacy  
Owens/KAWC/AWWSC@AWW  
Subject Cash Transaction Files

What does this mean? Do I need to download the reports again? Do they? How do we know which report we have? Is there something in the file name that indicates it has changed? Is an e-mail sent out?

I'm new to this job so I apologize for my ignorance.

\*\*\*\*\*

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

Carol A Goulstone/IS/CORP/AWWSC

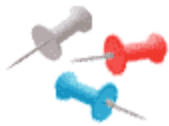


**Carol A  
Goulstone/IS/CORP/AWWSC**  
12/03/2008 03:07 PM

To Cheryl DiSanti/PAWC/AWWSC@AWW  
cc Bryan Siler/KAWC/AWWSC@AWW, Jody E  
McCracken/SERVCO/AWWSC@AWW, Maryann  
Concilio/SHARVCS/AWWSC@AWW, Penny Y  
Pohlman/CALLCTR/CORP/AWWSC@AWW, Sarah  
Workman/WVAWC/AWWSC@AWW, Trisha  
Etedali/SHARVCS/AWWSC@AWW  
Subject R [REDACTED]

This is has been corrected.

Carol Goulstone  
Senior Developer  
American Water  
717-520-4525  
Cheryl DiSanti/PAWC/AWWSC



**Cheryl  
DiSanti/PAWC/AWWSC**  
12/03/2008 02:41 PM

To Maryann Concilio/SHARVCS/AWWSC@AWW, Trisha  
Etedali/SHARVCS/AWWSC@AWW  
cc Bryan Siler/KAWC/AWWSC@AWW, Sarah  
Workman/WVAWC/AWWSC@AWW, Jody E  
McCracken/SERVCO/AWWSC@AWW, Penny Y  
Pohlman/CALLCTR/CORP/AWWSC@AWW, Carol A  
Goulstone/IS/CORP/AWWSC@AWW

Subject [REDACTED]

I received a call from [REDACTED]. They noticed that their cash transaction reports are not correct. I know [REDACTED] and to find out if you have heard when it will be corrected. Shari informed me that not only 11/21 shows up twice but also 11/24, 11/25 and 11/26. Please advise so that I may get back to Shari. Also, has this issue been communicated to Jody, Sarah, Bryan and others?

Cheryl DiSanti  
Major Customer Account Manager  
American Water - Eastern Division  
300 Galley Rd.  
McMurray, PA 15317  
Office - 724-873-3665  
Mobile - 412-559-2497  
Fax - 724-743-3129  
cheryl.disanti@amwater.com

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:12 PM -----

From: Carol A Goulstone/IS/CORP/AWWSC  
To: Jody E McCracken/SERVCO/AWWSC@AWW

Cc: Bryan Siler/KAWC/AWWSC@AWW, Cheryl DiSanti/PAWC/AWWSC@AWW, Maryann Concilio/SHARVCS/AWWSC@AWW, Penny Y Pohlman/CALLCTR/CORP/AWWSC@AWW, Sarah Workman/WVAWC/AWWSC@AWW, Stacy Owens/KAWC/AWWSC@AWW, Trisha Etedali/SHARVCS/AWWSC@AWW  
 Date: 12/03/2008 03:58 PM  
 Subject: Re: Cash Transaction Files

---

This only affects the weekly cash reporting. It is for the last week of November and they were corrected early this morning.

Carol Goulstone  
 Senior Developer  
 American Water  
 717-520-4525  
 Jody E McCracken/SERVCO/AWWSC



**Jody E  
 McCracken/SERVCO/AWWS  
 C**

12/03/2008 03:55 PM

To Cheryl DiSanti/PAWC/AWWSC@AWW, Trisha Etedali/SHARVCS/AWWSC@AWW  
 cc Bryan Siler/KAWC/AWWSC@AWW, Carol A Goulstone/IS/CORP/AWWSC@AWW, Maryann Concilio/SHARVCS/AWWSC@AWW, Penny Y Pohlman/CALLCTR/CORP/AWWSC@AWW, Sarah Workman/WVAWC/AWWSC@AWW, Stacy Owens/KAWC/AWWSC@AWW  
 Subject Re: Cash Transaction Files 📎

I agree with Cheryl in that I would prefer to make the communication since not all of my areas receive the same reports. Had Cheryl not copied me on the original email today, like Brian, I would have never known there was an issue. So far all I have gotten out of these emails is the Cash Transaction files were incorrect. Can someone please tell me what month (I'm assuming November) and what day they were corrected?

I am out of the office this afternoon so I may have missed that but need to know so I can communicate to the affected areas.

Thank you.

Jody

Sent from Wireless Blackberry of Jody McCracken. If you need to contact me please call 618/214-5311.  
 Cheryl DiSanti

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

**From:** Cheryl DiSanti  
**Sent:** 12/03/2008 03:43 PM EST  
**To:** Trisha Etedali  
**Cc:** Bryan Siler; Carol Goulstone; Jody McCracken; Maryann Concilio; Penny Pohlman; Sarah Workman; Stacy Owens  
**Subject:** Re: Cash Transaction Files

I would prefer to communicate myself. Just email me and I will communicate out. Thanks,

Cheryl DiSanti  
 Major Customer Account Manager

American Water - Eastern Division  
300 Galley Rd.  
McMurray, PA 15317  
Office - 724-873-3665  
Mobile - 412-559-2497  
Fax - 724-743-3129  
cheryl.disanti@amwater.com  
Trisha Etedali/SHARVCS/AWWSC

**Trisha Etedali/SHARVCS/AWWSC**  
12/03/2008 03:41 PM

To Bryan Siler/KAWC/AWWSC@AWW, Cheryl DiSanti/PAWC/AWWSC@AWW, Jody E McCracken/SERVCO/AWWSC@AWW, Sarah Workman/WVAWC/AWWSC@AWW  
cc Carol A Goulstone/IS/CORP/AWWSC@AWW, Cheryl DiSanti/PAWC/AWWSC@AWW, Jody E McCracken/SERVCO/AWWSC@AWW, Maryann Concilio/SHARVCS/AWWSC@AWW, Penny Y Pohlman/CALLCTR/CORP/AWWSC@AWW, Sarah Workman/WVAWC/AWWSC@AWW, Stacy Owens/KAWC/AWWSC@AWW  
Subject Re: Cash Transaction Files 📎

Hi Folks,

I spoke with Carol regarding this issue, she mentioned that she can pull a list of the email addresses for the folks that log into Account Manager on line as well as a list of those states impacted by this issue. Please let me know if you want us to send out a standard email to the users email address that we have on file. I will give you the email list as well as the communication for review prior to distribution.

Thanks,

Trisha

Bryan Siler/KAWC/AWWSC



**Bryan Siler/KAWC/AWWSC**  
12/03/2008 03:32 PM

To Carol A Goulstone/IS/CORP/AWWSC@AWW  
cc Cheryl DiSanti/PAWC/AWWSC@AWW, Jody E McCracken/SERVCO/AWWSC@AWW, Maryann Concilio/SHARVCS/AWWSC@AWW, Penny Y Pohlman/CALLCTR/CORP/AWWSC@AWW, Sarah Workman/WVAWC/AWWSC@AWW, Stacy Owens/KAWC/AWWSC@AWW, Trisha Etedali/SHARVCS/AWWSC@AWW  
Subject Re: Cash Transaction Files 📎

Will I always get a notice so I can pass on the news?

\*\*\*\*\*

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

Carol A Goulstone/IS/CORP/AWWSC



**Carol A  
Goulstone/IS/CORP/AWWSC**

12/03/2008 03:20 PM

To Bryan Siler/KAWC/AWWSC@AWW  
cc Cheryl DiSanti/PAWC/AWWSC@AWW, Jody E  
McCracken/SERVCO/AWWSC@AWW, Maryann  
Concilio/SHARVCS/AWWSC@AWW, Penny Y  
Pohlman/CALLCTR/CORP/AWWSC@AWW, Sarah  
Workman/WVAWC/AWWSC@AWW, Stacy  
Owens/KAWC/AWWSC@AWW, Trisha  
Etedali/SHARVCS/AWWSC@AWW  
Subject Re: Cash Transaction Files 📎

No notice has been sent. They are sent by the business liasons.

Carol Goulstone  
Senior Developer  
American Water  
717-520-4525  
Bryan Siler/KAWC/AWWSC



**Bryan Siler/KAWC/AWWSC**

12/03/2008 03:18 PM

To Carol A Goulstone/IS/CORP/AWWSC@AWW  
cc Cheryl DiSanti/PAWC/AWWSC@AWW, Jody E  
McCracken/SERVCO/AWWSC@AWW, Maryann  
Concilio/SHARVCS/AWWSC@AWW, Penny Y  
Pohlman/CALLCTR/CORP/AWWSC@AWW, Sarah  
Workman/WVAWC/AWWSC@AWW, Stacy  
Owens/KAWC/AWWSC@AWW, Trisha  
Etedali/SHARVCS/AWWSC@AWW  
Subject Re: Cash Transaction Files 📎

How do we communicate to our managed contracts that the files have changed? Is a notice sent out?

\*\*\*\*\*

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

Carol A Goulstone/IS/CORP/AWWSC



**Carol A  
Goulstone/IS/CORP/AWWSC**  
12/03/2008 03:17 PM

To Bryan Siler/KAWC/AWWSC@AWW  
cc Cheryl DiSanti/PAWC/AWWSC@AWW, Jody E  
McCracken/SERVCO/AWWSC@AWW, Maryann  
Concilio/SHARVCS/AWWSC@AWW, Penny Y  
Pohlman/CALLCTR/CORP/AWWSC@AWW, Sarah  
Workman/WVAWC/AWWSC@AWW, Stacy  
Owens/KAWC/AWWSC@AWW, Trisha  
Etedali/SHARVCS/AWWSC@AWW  
Subject Re: Cash Transaction Files

You will need to download the reports again. The old files have been replaced with the new ones.

Carol Goulstone  
Senior Developer  
American Water  
717-520-4525  
Bryan Siler/KAWC/AWWSC



**Bryan Siler/KAWC/AWWSC**  
12/03/2008 03:12 PM

To Carol A Goulstone/IS/CORP/AWWSC@AWW  
cc Cheryl DiSanti/PAWC/AWWSC@AWW, Jody E  
McCracken/SERVCO/AWWSC@AWW, Maryann  
Concilio/SHARVCS/AWWSC@AWW, Penny Y  
Pohlman/CALLCTR/CORP/AWWSC@AWW, Sarah  
Workman/WVAWC/AWWSC@AWW, Trisha  
Etedali/SHARVCS/AWWSC@AWW, Stacy  
Owens/KAWC/AWWSC@AWW  
Subject Cash Transaction Files

What does this mean? Do I need to download the reports again? Do they? How do we know which report we have? Is there something in the file name that indicates it has changed? Is an e-mail sent out?

I'm new to this job so I apologize for my ignorance.

\*\*\*\*\*

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

Carol A Goulstone/IS/CORP/AWWSC



**Carol A  
Goulstone/IS/CORP/AWWSC**



12/03/2008 03:07 PM

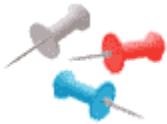
To Cheryl DiSanti/PAWC/AWWSC@AWW

cc Bryan Siler/KAWC/AWWSC@AWW, Jody E  
McCracken/SERVCO/AWWSC@AWW, Maryann  
Concilio/SHARVCS/AWWSC@AWW, Penny Y  
Pohlman/CALLCTR/CORP/AWWSC@AWW, Sarah  
Workman/WVAWC/AWWSC@AWW, Trisha  
Etedali/SHARVCS/AWWSC@AWW

Subject R [REDACTED]

This is has been corrected.

Carol Goulstone  
Senior Developer  
American Water  
717-520-4525  
Cheryl DiSanti/PAWC/AWWSC



**Cheryl  
DiSanti/PAWC/AWWSC**

12/03/2008 02:41 PM

To Maryann Concilio/SHARVCS/AWWSC@AWW, Trisha  
Etedali/SHARVCS/AWWSC@AWW

cc Bryan Siler/KAWC/AWWSC@AWW, Sarah  
Workman/WVAWC/AWWSC@AWW, Jody E  
McCracken/SERVCO/AWWSC@AWW, Penny Y  
Pohlman/CALLCTR/CORP/AWWSC@AWW, Carol A  
Goulstone/IS/CORP/AWWSC@AWW

Subject [REDACTED]

I received a call from [REDACTED] They noticed that their cash transaction reports are not correct. I know this is an open issue but I wanted to find out if you have heard when it will be corrected. Shari informed me that not only 11/21 shows up twice but also 11/24, 11/25 and 11/26. Please advise so that I may get back to Shari. Also, has this issue been communicated to Jody, Sarah, Bryan and others?

Cheryl DiSanti  
Major Customer Account Manager  
American Water - Eastern Division  
300 Galley Rd.  
McMurray, PA 15317  
Office - 724-873-3665  
Mobile - 412-559-2497  
Fax - 724-743-3129  
cheryl.disanti@amwater.com

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:12 PM -----

From: Maryann Concilio/SHARVCS/AWWSC  
 To: Bryan Siler/KAWC/AWWSC@AWW  
 Cc: Carol A Goulstone/IS/CORP/AWWSC@AWW, Cheryl DiSanti/PAWC/AWWSC@AWW, Jody E McCracken/SERVCO/AWWSC@AWW, Penny Y Pohlman/CALLCTR/CORP/AWWSC@AWW, Sarah Workman/WVAWC/AWWSC@AWW, Stacy Owens/KAWC/AWWSC@AWW, Trisha Etedali/SHARVCS/AWWSC@AWW  
 Date: 12/03/2008 04:03 PM  
 Subject: Re: Cash Transaction Files

---

Hi everyone, I do apologize for the delay in answering the E-mails but it has been very busy here due to close. The Cash Transaction reports have been corrected for all states that use this file. The correct file is the last one with the date of 11/29/08. The other one with the date of 11/27/08 must be disregarded. The monies that have been sent to the Municipalities are correct because we take the totals from the Cash Receipts Journal not the Cash Transaction Report for all States except PA, which is how I found the date issue. PA's payments are correct also.

Thank you for your patience in this matter.

Mary Ann Concilio-Sbraga  
 Cash Management Analyst  
 American Water Shared Services Center  
 131 Woodcrest Rd.  
 Cherry Hill, NJ 08003  
 (856)310-5886  
 Change Partner Team - Let's Talk!!!

Bryan Siler/KAWC/AWWSC



**Bryan Siler/KAWC/AWWSC**

12/03/2008 03:12 PM

To: Carol A Goulstone/IS/CORP/AWWSC@AWW  
 cc: Cheryl DiSanti/PAWC/AWWSC@AWW, Jody E McCracken/SERVCO/AWWSC@AWW, Maryann Concilio/SHARVCS/AWWSC@AWW, Penny Y Pohlman/CALLCTR/CORP/AWWSC@AWW, Sarah Workman/WVAWC/AWWSC@AWW, Trisha Etedali/SHARVCS/AWWSC@AWW, Stacy Owens/KAWC/AWWSC@AWW  
 Subject: Cash Transaction Files 

What does this mean? Do I need to download the reports again? Do they? How do we know which report we have? Is there something in the file name that indicates it has changed? Is an e-mail sent out?



I'm new to this job so I apologize for my ignorance.

\*\*\*\*\*

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

Carol A Goulstone/IS/CORP/AWWSC

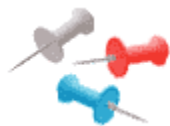


**Carol A  
Goulstone/IS/CORP/AWWSC**  
12/03/2008 03:07 PM

To Cheryl DiSanti/PAWC/AWWSC@AWW  
cc Bryan Siler/KAWC/AWWSC@AWW, Jody E  
McCracken/SERVCO/AWWSC@AWW, Maryann  
Concilio/SHARVCS/AWWSC@AWW, Penny Y  
Pohlman/CALLCTR/CORP/AWWSC@AWW, Sarah  
Workman/WVAWC/AWWSC@AWW, Trisha  
Etedali/SHARVCS/AWWSC@AWW  
Subject R [REDACTED]

This is has been corrected.

Carol Goulstone  
Senior Developer  
American Water  
717-520-4525  
Cheryl DiSanti/PAWC/AWWSC



**Cheryl  
DiSanti/PAWC/AWWSC**  
12/03/2008 02:41 PM

To Maryann Concilio/SHARVCS/AWWSC@AWW, Trisha  
Etedali/SHARVCS/AWWSC@AWW  
cc Bryan Siler/KAWC/AWWSC@AWW, Sarah  
Workman/WVAWC/AWWSC@AWW, Jody E  
McCracken/SERVCO/AWWSC@AWW, Penny Y  
Pohlman/CALLCTR/CORP/AWWSC@AWW, Carol A  
Goulstone/IS/CORP/AWWSC@AWW  
Subject [REDACTED]

I received a call from [REDACTED] They noticed that their cash transaction reports are not correct. I know [REDACTED] to find out if you have heard when it will be corrected. Shari informed me that not only 11/21 shows up twice but also 11/24, 11/25 and 11/26. Please advise so that I may get back to Shari. Also, has this issue been communicated to Jody, Sarah, Bryan and others?

Cheryl DiSanti  
 Major Customer Account Manager  
 American Water - Eastern Division  
 300 Galley Rd.  
 McMurray, PA 15317  
 Office - 724-873-3665  
 Mobile - 412-559-2497  
 Fax - 724-743-3129  
 cheryl.disanti@amwater.com

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:12 PM -----

From: Carol A Goulstone/IS/CORP/AWWSC  
 To: Maryann Concilio/SHARVCS/AWWSC@AWW  
 Cc: Bryan Siler/KAWC/AWWSC@AWW, Cheryl DiSanti/PAWC/AWWSC@AWW, Jody E  
 McCracken/SERVCO/AWWSC@AWW, Penny Y Pohlman/CALLCTR/CORP/AWWSC@AWW,  
 Sarah Workman/WVAWC/AWWSC@AWW, Stacy Owens/KAWC/AWWSC@AWW, Trisha  
 Etedali/SHARVCS/AWWSC@AWW  
 Date: 12/03/2008 04:06 PM  
 Subject: Re: Cash Transaction Files

Since the old file was not overlayed - I think we should delete the bad files so as not to confuse the states.

Carol Goulstone  
 Senior Developer  
 American Water  
 717-520-4525  
 Maryann Concilio/SHARVCS/AWWSC



**Maryann**  
**Concilio/SHARVCS/AWWSC**  
 12/03/2008 04:03 PM

To: Bryan Siler/KAWC/AWWSC@AWW  
 cc: Carol A Goulstone/IS/CORP/AWWSC@AWW, Cheryl  
 DiSanti/PAWC/AWWSC@AWW, Jody E  
 McCracken/SERVCO/AWWSC@AWW, Penny Y  
 Pohlman/CALLCTR/CORP/AWWSC@AWW, Sarah  
 Workman/WVAWC/AWWSC@AWW, Stacy  
 Owens/KAWC/AWWSC@AWW, Trisha  
 Etedali/SHARVCS/AWWSC@AWW  
 Subject: Re: Cash Transaction Files 📎

Hi everyone, I do apologize for the delay in answering the E-mails but it has been very busy here due to close. The Cash Transaction reports have been corrected for all states that use this file. The correct file is the last one with the date of 11/29/08. The other one with the date of 11/27/08 must be disregarded. The monies that have been sent to the Municipalities are correct because we take the totals from the Cash Receipts Journal not the Cash Transaction Report for all States except PA, which is how I found the date issue. PA's payments are correct also.

Thank you for your patience in this matter.

Mary Ann Concilio-Sbraga  
Cash Management Analyst  
American Water Shared Services Center  
131 Woodcrest Rd.  
Cherry Hill, NJ 08003  
(856)310-5886  
Change Partner Team - Let's Talk!!!

Bryan Siler/KAWC/AWWSC



**Bryan Siler/KAWC/AWWSC**

12/03/2008 03:12 PM

To Carol A Goulstone/IS/CORP/AWWSC@AWW  
cc Cheryl DiSanti/PAWC/AWWSC@AWW, Jody E  
McCracken/SERVCO/AWWSC@AWW, Maryann  
Concilio/SHARVCS/AWWSC@AWW, Penny Y  
Pohlman/CALLCTR/CORP/AWWSC@AWW, Sarah  
Workman/WVAWC/AWWSC@AWW, Trisha  
Etedali/SHARVCS/AWWSC@AWW, Stacy  
Owens/KAWC/AWWSC@AWW  
Subject Cash Transaction Files 

What does this mean? Do I need to download the reports again? Do they? How do we know which report we have? Is there something in the file name that indicates it has changed? Is an e-mail sent out?

I'm new to this job so I apologize for my ignorance.

\*\*\*\*\*

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

Carol A Goulstone/IS/CORP/AWWSC



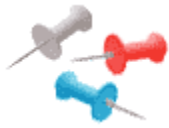
**Carol A  
Goulstone/IS/CORP/AWWSC**

12/03/2008 03:07 PM

To Cheryl DiSanti/PAWC/AWWSC@AWW  
cc Bryan Siler/KAWC/AWWSC@AWW, Jody E  
McCracken/SERVCO/AWWSC@AWW, Maryann  
Concilio/SHARVCS/AWWSC@AWW, Penny Y  
Pohlman/CALLCTR/CORP/AWWSC@AWW, Sarah  
Workman/WVAWC/AWWSC@AWW, Trisha  
Etedali/SHARVCS/AWWSC@AWW  
Subject Re 

This is has been corrected.

Carol Goulstone  
Senior Developer  
American Water  
717-520-4525  
Cheryl DiSanti/PAWC/AWWSC



**Cheryl  
DiSanti/PAWC/AWWSC**  
12/03/2008 02:41 PM

To: Maryann Concilio/SHARVCS/AWWSC@AWW, Trisha  
Etedali/SHARVCS/AWWSC@AWW  
cc: Bryan Siler/KAWC/AWWSC@AWW, Sarah  
Workman/WVAWC/AWWSC@AWW, Jody E  
McCracken/SERVCO/AWWSC@AWW, Penny Y  
Pohlman/CALLCTR/CORP/AWWSC@AWW, Carol A  
Goulstone/IS/CORP/AWWSC@AWW

Subject: [REDACTED]

I received a call from [REDACTED] They noticed that their cash transaction reports are not correct. I know [REDACTED] to find out if you have heard when it will be corrected. Shari informed me that not only 11/21 shows up twice but also 11/24, 11/25 and 11/26. Please advise so that I may get back to Shari. Also, has this issue been communicated to Jody, Sarah, Bryan and others?

Cheryl DiSanti  
Major Customer Account Manager  
American Water - Eastern Division  
300 Galley Rd.  
McMurray, PA 15317  
Office - 724-873-3665  
Mobile - 412-559-2497  
Fax - 724-743-3129  
cheryl.disanti@amwater.com

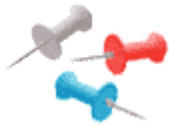
----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:12 PM -----

From: Carol A Goulstone/IS/CORP/AWWSC  
To: Cheryl DiSanti/PAWC/AWWSC@AWW  
Cc: Bryan Siler/KAWC/AWWSC@AWW, Jody E McCracken/SERVCO/AWWSC@AWW, Maryann Concilio/SHARVCS/AWWSC@AWW, Penny Y Pohlman/CALLCTR/CORP/AWWSC@AWW, Sarah Workman/WVAWC/AWWSC@AWW, Stacy Owens/KAWC/AWWSC@AWW, Trisha Etedali/SHARVCS/AWWSC@AWW  
Date: 12/03/2008 04:13 PM  
Subject: Re: Cash Transaction Files

Because they ran then with a different date - it created a new file - normally it would have been over-layed if it had the same date.

Trisha is creating a ticket to delete the bad files.

Carol Goulstone  
Senior Developer  
American Water  
717-520-4525  
Cheryl DiSanti/PAWC/AWWSC



**Cheryl  
DiSanti/PAWC/AWWSC**

12/03/2008 04:11 PM

To Carol A Goulstone/IS/CORP/AWWSC@AWW  
cc Bryan Siler/KAWC/AWWSC@AWW, Jody E  
McCracken/SERVCO/AWWSC@AWW, Maryann  
Concilio/SHARVCS/AWWSC@AWW, Penny Y  
Pohlman/CALLCTR/CORP/AWWSC@AWW, Sarah  
Workman/WVAWC/AWWSC@AWW, Stacy  
Owens/KAWC/AWWSC@AWW, Trisha  
Etedali/SHARVCS/AWWSC@AWW  
Subject Re: Cash Transaction Files 📎

I thought they were deleted?

Cheryl DiSanti  
Major Customer Account Manager  
American Water - Eastern Division  
300 Galley Rd.  
McMurray, PA 15317  
Office - 724-873-3665  
Mobile - 412-559-2497  
Fax - 724-743-3129  
cheryl.disanti@amwater.com  
Carol A Goulstone/IS/CORP/AWWSC



**Carol A  
Goulstone/IS/CORP/AWWSC**

12/03/2008 04:06 PM

To Maryann Concilio/SHARVCS/AWWSC@AWW  
cc Bryan Siler/KAWC/AWWSC@AWW, Cheryl  
DiSanti/PAWC/AWWSC@AWW, Jody E  
McCracken/SERVCO/AWWSC@AWW, Penny Y  
Pohlman/CALLCTR/CORP/AWWSC@AWW, Sarah  
Workman/WVAWC/AWWSC@AWW, Stacy  
Owens/KAWC/AWWSC@AWW, Trisha  
Etedali/SHARVCS/AWWSC@AWW  
Subject Re: Cash Transaction Files 📎

Since the old file was not overlaid - I think we should delete the bad files so as not to confuse the states.

Carol Goulstone  
Senior Developer  
American Water  
717-520-4525

Maryann Concilio/SHARVCS/AWWSC



**Maryann  
Concilio/SHARVCS/AWWSC**

12/03/2008 04:03 PM

To Bryan Siler/KAWC/AWWSC@AWW

cc Carol A Goulstone/IS/CORP/AWWSC@AWW, Cheryl DiSanti/PAWC/AWWSC@AWW, Jody E McCracken/SERVCO/AWWSC@AWW, Penny Y Pohlman/CALLCTR/CORP/AWWSC@AWW, Sarah Workman/WVAWC/AWWSC@AWW, Stacy Owens/KAWC/AWWSC@AWW, Trisha Etedali/SHARVCS/AWWSC@AWW

Subject Re: Cash Transaction Files 📎

Hi everyone, I do apologize for the delay in answering the E-mails but it has been very busy here due to close. The Cash Transaction reports have been corrected for all states that use this file. The correct file is the last one with the date of 11/29/08. The other one with the date of 11/27/08 must be disregarded. The monies that have been sent to the Municipalities are correct because we take the totals from the Cash Receipts Journal not the Cash Transaction Report for all States except PA, which is how I found the date issue. PA's payments are correct also.

Thank you for your patience in this matter.

Mary Ann Concilio-Sbraga  
Cash Management Analyst  
American Water Shared Services Center  
131 Woodcrest Rd.  
Cherry Hill, NJ 08003  
(856)310-5886  
Change Partner Team - Let's Talk!!!

Bryan Siler/KAWC/AWWSC



**Bryan Siler/KAWC/AWWSC**

12/03/2008 03:12 PM

To Carol A Goulstone/IS/CORP/AWWSC@AWW

cc Cheryl DiSanti/PAWC/AWWSC@AWW, Jody E McCracken/SERVCO/AWWSC@AWW, Maryann Concilio/SHARVCS/AWWSC@AWW, Penny Y Pohlman/CALLCTR/CORP/AWWSC@AWW, Sarah Workman/WVAWC/AWWSC@AWW, Trisha Etedali/SHARVCS/AWWSC@AWW, Stacy Owens/KAWC/AWWSC@AWW

Subject Cash Transaction Files 📎

What does this mean? Do I need to download the reports again? Do they? How do we know which report we have? Is there something in the file name that indicates it has changed? Is an e-mail sent out?

I'm new to this job so I apologize for my ignorance.

\*\*\*\*\*

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

Carol A Goulstone/IS/CORP/AWWSC



**Carol A  
 Goulstone/IS/CORP/AWWSC**

12/03/2008 03:07 PM

To Cheryl DiSanti/PAWC/AWWSC@AWW

cc Bryan Siler/KAWC/AWWSC@AWW, Jody E  
 McCracken/SERVCO/AWWSC@AWW, Maryann  
 Concilio/SHARVCS/AWWSC@AWW, Penny Y  
 Pohlman/CALLCTR/CORP/AWWSC@AWW, Sarah  
 Workman/WVAWC/AWWSC@AWW, Trisha  
 Etedali/SHARVCS/AWWSC@AWW

Subject R [REDACTED]

This is has been corrected.

Carol Goulstone  
 Senior Developer  
 American Water  
 717-520-4525  
 Cheryl DiSanti/PAWC/AWWSC



**Cheryl  
 DiSanti/PAWC/AWWSC**

12/03/2008 02:41 PM

To Maryann Concilio/SHARVCS/AWWSC@AWW, Trisha  
 Etedali/SHARVCS/AWWSC@AWW

cc Bryan Siler/KAWC/AWWSC@AWW, Sarah  
 Workman/WVAWC/AWWSC@AWW, Jody E  
 McCracken/SERVCO/AWWSC@AWW, Penny Y  
 Pohlman/CALLCTR/CORP/AWWSC@AWW, Carol A  
 Goulstone/IS/CORP/AWWSC@AWW

Subject [REDACTED]

I received a call from [REDACTED]. They noticed that their cash transaction reports are not correct. I know this is an open issue but I wanted to find out if you have heard when it will be corrected. Shari informed me that not only 11/21 shows up twice but also 11/24, 11/25 and 11/26. Please advise so that I may get back to Shari. Also, has this issue been communicated to Jody, Sarah, Bryan and others?

Cheryl DiSanti  
 Major Customer Account Manager  
 American Water - Eastern Division

300 Galley Rd.  
McMurray, PA 15317  
Office - 724-873-3665  
Mobile - 412-559-2497  
Fax - 724-743-3129  
cheryl.disanti@amwater.com

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:12 PM -----

From: Donna Taylor/KAWC/AWWSC  
To: Bryan Siler/KAWC/AWWSC@AWW  
Date: 12/03/2008 04:18 PM  
Subject: Re: Can you run the COM & IND report for Candice? Thanks.

---



LFUCG Commercial and Industrial Billing - November 2008.xls

Donna B. Taylor  
Sr. Business Reporting Analyst  
American Water  
ITS - Business Applications Development  
2300 Richmond Rd.  
Lexington, KY 40502  
Voice: 859.268.6306  
Fax: 859.335.3306  
email: donna.taylor@amwater.com  
Bryan Siler/KAWC/AWWSC



**Bryan Siler/KAWC/AWWSC**

12/03/2008 08:32 AM

To: Donna Taylor/KAWC/AWWSC@AWW

cc

Subject: Can you run the COM & IND report for Candice? Thanks.

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:12 PM -----

From: Trisha Etedali/SHARVCS/AWWSC  
To: Bryan Siler/KAWC/AWWSC@AWW  
Cc: Stacy Owens/KAWC/AWWSC@AWW  
Date: 12/03/2008 04:24 PM



Subject: Re: Fw: Cash Transaction Files

I agree. I was not aware of the issue until I received Cheryl's email. Maryann just noticed it yesterday when she was doing PA and was focused on getting the system corrected and it could not have happened at a better time(since it is her month end).

Carol is going to have the "bad file" deleted by tomorrow so you may not need to send a notification.

Bryan Siler/KAWC/AWWSC



**Bryan Siler/KAWC/AWWSC**

12/03/2008 03:51 PM

To Trisha Etedali/SHARVCS/AWWSC@AWW

cc Stacy Owens/KAWC/AWWSC@AWW

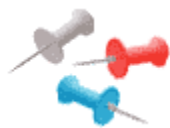
Subject Fw: Cash Transaction Files

I can do the same, I would just like to have a notice when this stuff happens.

\*\*\*\*\*

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

----- Forwarded by Bryan Siler/KAWC/AWWSC on 12/03/2008 03:50 PM -----



**Cheryl  
DiSanti/PAWC/AWWSC**

12/03/2008 03:43 PM

To Trisha Etedali/SHARVCS/AWWSC@AWW

cc Bryan Siler/KAWC/AWWSC@AWW, Carol A Goulstone/IS/CORP/AWWSC@AWW, Jody E McCracken/SERVCO/AWWSC@AWW, Maryann Concilio/SHARVCS/AWWSC@AWW, Penny Y Pohlman/CALLCTR/CORP/AWWSC@AWW, Sarah Workman/WVAWC/AWWSC@AWW, Stacy Owens/KAWC/AWWSC@AWW

Subject Re: Cash Transaction Files 📎

I would prefer to communicate myself. Just email me and I will communicate out. Thanks,

Cheryl DiSanti  
Major Customer Account Manager  
American Water - Eastern Division  
300 Galley Rd.  
McMurray, PA 15317  
Office - 724-873-3665  
Mobile - 412-559-2497  
Fax - 724-743-3129

cheryl.disanti@amwater.com  
Trisha Etedali/SHARVCS/AWWSC

**Trisha  
Etedali/SHARVCS/AWWSC**  
12/03/2008 03:41 PM

To Bryan Siler/KAWC/AWWSC@AWW, Cheryl DiSanti/PAWC/AWWSC@AWW, Jody E McCracken/SERVCO/AWWSC@AWW, Sarah Workman/WVAWC/AWWSC@AWW  
cc Carol A Goulstone/IS/CORP/AWWSC@AWW, Cheryl DiSanti/PAWC/AWWSC@AWW, Jody E McCracken/SERVCO/AWWSC@AWW, Maryann Concilio/SHARVCS/AWWSC@AWW, Penny Y Pohlman/CALLCTR/CORP/AWWSC@AWW, Sarah Workman/WVAWC/AWWSC@AWW, Stacy Owens/KAWC/AWWSC@AWW  
Subject Re: Cash Transaction Files 📎

Hi Folks,

I spoke with Carol regarding this issue, she mentioned that she can pull a list of the email addresses for the folks that log into Account Manager on line as well as a list of those states impacted by this issue. Please let me know if you want us to send out a standard email to the users email address that we have on file. I will give you the email list as well as the communication for review prior to distribution.

Thanks,

Trisha

Bryan Siler/KAWC/AWWSC



**Bryan Siler/KAWC/AWWSC**  
12/03/2008 03:32 PM

To Carol A Goulstone/IS/CORP/AWWSC@AWW  
cc Cheryl DiSanti/PAWC/AWWSC@AWW, Jody E McCracken/SERVCO/AWWSC@AWW, Maryann Concilio/SHARVCS/AWWSC@AWW, Penny Y Pohlman/CALLCTR/CORP/AWWSC@AWW, Sarah Workman/WVAWC/AWWSC@AWW, Stacy Owens/KAWC/AWWSC@AWW, Trisha Etedali/SHARVCS/AWWSC@AWW  
Subject Re: Cash Transaction Files 📎

Will I always get a notice so I can pass on the news?

\*\*\*\*\*

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

Carol A Goulstone/IS/CORP/AWWSC



**Carol A  
Goulstone/IS/CORP/AWWSC**  
12/03/2008 03:20 PM

To Bryan Siler/KAWC/AWWSC@AWW  
cc Cheryl DiSanti/PAWC/AWWSC@AWW, Jody E  
McCracken/SERVCO/AWWSC@AWW, Maryann  
Concilio/SHARVCS/AWWSC@AWW, Penny Y  
Pohlman/CALLCTR/CORP/AWWSC@AWW, Sarah  
Workman/WVAWC/AWWSC@AWW, Stacy  
Owens/KAWC/AWWSC@AWW, Trisha  
Etedali/SHARVCS/AWWSC@AWW  
Subject Re: Cash Transaction Files

No notice has been sent. They are sent by the business liasons.

Carol Goulstone  
Senior Developer  
American Water  
717-520-4525  
Bryan Siler/KAWC/AWWSC



**Bryan Siler/KAWC/AWWSC**  
12/03/2008 03:18 PM

To Carol A Goulstone/IS/CORP/AWWSC@AWW  
cc Cheryl DiSanti/PAWC/AWWSC@AWW, Jody E  
McCracken/SERVCO/AWWSC@AWW, Maryann  
Concilio/SHARVCS/AWWSC@AWW, Penny Y  
Pohlman/CALLCTR/CORP/AWWSC@AWW, Sarah  
Workman/WVAWC/AWWSC@AWW, Stacy  
Owens/KAWC/AWWSC@AWW, Trisha  
Etedali/SHARVCS/AWWSC@AWW  
Subject Re: Cash Transaction Files

How do we communicate to our managed contracts that the files have changed? Is a notice sent out?

\*\*\*\*\*

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

Carol A Goulstone/IS/CORP/AWWSC



**Carol A  
Goulstone/IS/CORP/AWWSC**  
12/03/2008 03:17 PM

To Bryan Siler/KAWC/AWWSC@AWW  
cc Cheryl DiSanti/PAWC/AWWSC@AWW, Jody E



McCracken/SERVCO/AWWSC@AWW, Maryann  
Concilio/SHARVCS/AWWSC@AWW, Penny Y  
Pohlman/CALLCTR/CORP/AWWSC@AWW, Sarah  
Workman/WVAWC/AWWSC@AWW, Stacy  
Owens/KAWC/AWWSC@AWW, Trisha  
Etedali/SHARVCS/AWWSC@AWW

Subject Re: Cash Transaction Files

You will need to download the reports again. The old files have been replaced with the new ones.

Carol Goulstone  
Senior Developer  
American Water  
717-520-4525  
Bryan Siler/KAWC/AWWSC



**Bryan Siler/KAWC/AWWSC**

12/03/2008 03:12 PM

To Carol A Goulstone/IS/CORP/AWWSC@AWW

cc Cheryl DiSanti/PAWC/AWWSC@AWW, Jody E  
McCracken/SERVCO/AWWSC@AWW, Maryann  
Concilio/SHARVCS/AWWSC@AWW, Penny Y  
Pohlman/CALLCTR/CORP/AWWSC@AWW, Sarah  
Workman/WVAWC/AWWSC@AWW, Trisha  
Etedali/SHARVCS/AWWSC@AWW, Stacy  
Owens/KAWC/AWWSC@AWW

Subject Cash Transaction Files

What does this mean? Do I need to download the reports again? Do they? How do we know which report we have? Is there something in the file name that indicates it has changed? Is an e-mail sent out?

I'm new to this job so I apologize for my ignorance.

\*\*\*\*\*

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

Carol A Goulstone/IS/CORP/AWWSC



**Carol A  
Goulstone/IS/CORP/AWWSC**

12/03/2008 03:07 PM

To Cheryl DiSanti/PAWC/AWWSC@AWW

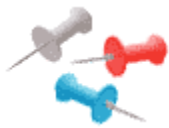
cc Bryan Siler/KAWC/AWWSC@AWW, Jody E  
McCracken/SERVCO/AWWSC@AWW, Maryann  
Concilio/SHARVCS/AWWSC@AWW, Penny Y  
Pohlman/CALLCTR/CORP/AWWSC@AWW, Sarah  
Workman/WVAWC/AWWSC@AWW, Trisha



Subject: Etedali/SHARVCS/AWWSC@AWW  
Re: [REDACTED]

This is has been corrected.

Carol Goulstone  
Senior Developer  
American Water  
717-520-4525  
Cheryl DiSanti/PAWC/AWWSC



**Cheryl  
DiSanti/PAWC/AWWSC**  
12/03/2008 02:41 PM

To: Maryann Concilio/SHARVCS/AWWSC@AWW, Trisha  
Etedali/SHARVCS/AWWSC@AWW  
cc: Bryan Siler/KAWC/AWWSC@AWW, Sarah  
Workman/WVAWC/AWWSC@AWW, Jody E  
McCracken/SERVCO/AWWSC@AWW, Penny Y  
Pohlman/CALLCTR/CORP/AWWSC@AWW, Carol A  
Goulstone/IS/CORP/AWWSC@AWW

Subject: [REDACTED]

I received a call from [REDACTED]. They noticed that their cash transaction reports are not correct. I know [REDACTED] to find out if you have heard when it will be corrected. Shari informed me that not only 11/21 shows up twice but also 11/24, 11/25 and 11/26. Please advise so that I may get back to Shari. Also, has this issue been communicated to Jody, Sarah, Bryan and others?

Cheryl DiSanti  
Major Customer Account Manager  
American Water - Eastern Division  
300 Galley Rd.  
McMurray, PA 15317  
Office - 724-873-3665  
Mobile - 412-559-2497  
Fax - 724-743-3129  
cheryl.disanti@amwater.com

# REDACTED - PRIVILEGED



**Bryan Siler/KAWC/AWWSC**

12/03/2008 03:47 PM

To: Raymond R Golden/KAWC/AWWSC@AWW, Brian F Wright/KAWC/AWWSC@AWW  
cc: Steven Snowden/SERVCO/AWWSC@AWW, Keith L Cartier/KAWC/AWWSC@AWW  
Subject: Fw: Urgent Request



Is there any problem responding to this question?

I was going to just send the totals for Fayette County by class.

\*\*\*\*\*

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

----- Forwarded by Bryan Siler/KAWC/AWWSC on 12/03/2008 03:45 PM -----



"Candice Deininger"  
 <cdeining@lfucg.com>  
 12/03/2008 03:41 PM

To <Bryan.Siler@amwater.com>,  
 <Stacy.Owens@amwater.com>,  
 <Donna.Taylor@amwater.com>  
 cc "Julie Mantrom" <jmantrom@lfucg.com>

Subject Urgent Request

Good afternoon, everyone. I've had a request from the Bluegrass Area Development District for the following information for Fayette County only. I realize there'll be a difference between the total number and the categorical breakdowns which I would attribute to OPA accounts. If possible, I'd like to have the information this afternoon ASAP. Is that possible? Thanks so much for your help – it is much appreciated!!

Number of Active Residential Water Accounts  
 Number of Active Commercial Water Accounts  
 Number of Active Industrial Water Accounts  
 Total Number of Active Water Accounts

Candice Deininger  
 LFUCG Division of Revenue  
 200 E. Main St., Lexington, KY 40507  
 Telephone: 859-258-3364  
 Fax: 859-258-3352  
 cdeining@lfucg.com

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:12 PM -----

From: "Candice Deininger" <cdeining@lfucg.com>  
 To: <Bryan.Siler@amwater.com>  
 Cc: <Donna.Taylor@amwater.com>, "Julie Mantrom" <jmantrom@lfucg.com>,  
 <Stacy.Owens@amwater.com>  
 Date: 12/03/2008 04:33 PM  
 Subject: RE: Urgent Request

Thank you so very much, Bryan!!

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

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]  
Sent: Wednesday, December 03, 2008 4:32 PM  
To: Candice Deininger  
Cc: Donna.Taylor@amwater.com; Julie Mantrom; Stacy.Owens@amwater.com  
Subject: Re: Urgent Request

Candice,

Here you go...

|       |         |
|-------|---------|
| Res   | 96,579  |
| Com   | 8,231   |
| Ind   | 18      |
| Total | 107,143 |

The difference would include OPA, Sale-for-Resale and Fire.

\*\*\*\*\*

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

"Candice  
Deininger"  
<cdeining@lfucg.c  
om>  
12/03/2008 03:41  
PM  
cc  
Subject

<Bryan.Siler@amwater.com>,  
<Stacy.Owens@amwater.com>,  
<Donna.Taylor@amwater.com>  
"Julie Mantrom"  
<jmantrom@lfucg.com>  
Urgent Request



Good afternoon, everyone. I've had a request from the Bluegrass Area Development District for the following information for Fayette County only.

I realize there'll be a difference between the total number and the categorical breakdowns which I would attribute to OPA accounts. If possible, I'd like to have the information this afternoon ASAP. Is that possible? Thanks so much for your help - it is much appreciated!!

Number of Active Residential Water Accounts  
 Number of Active Commercial Water Accounts  
 Number of Active Industrial Water Accounts  
 Total Number of Active Water Accounts

Candice Deininger  
 LFUCG Division of Revenue  
 200 E. Main St., Lexington, KY 40507  
 Telephone: 859-258-3364  
 Fax: 859-258-3352  
 cdeining@lfucg.com

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:12 PM -----

From: Rachel Cole/KAWC/AWWSC  
 To: Trisha Etedali/SHARVCS/AWWSC@AWW  
 Cc: Stacy Owens/KAWC/AWWSC@AWW, Bryan Siler  
 Date: 12/04/2008 08:31 AM  
 Subject: Fw: K [REDACTED] Invalid Rate Schedule and Comments say backbilling but no details, In Bill Batch

Trisha,

If we use MI's to collect the money, to what GL account do we transfer the balance of the bill? Give me a call this morning, preferably before 9:00. I have a conference call at that time. Thanks.

\*\*\*\*\*

Rachel S. Cole  
 Southeast Region  
 Email: rcole@kawc.com  
 Ph: 859-268-6307  
 Fax: 859-335-3307

----- Forwarded by Rachel Cole/KAWC/AWWSC on 12/04/2008 08:29 AM -----



**Cecily N**  
**Vinegar/KAWC/AWWSC**  
 12/04/2008 08:15 AM

To: Stacy Owens/KAWC/AWWSC@AWW, Bryan Siler/KAWC/AWWSC@AWW  
 cc: Rachel Cole/KAWC/AWWSC@AWW



Subject Fw: KY [REDACTED] Invalid Rate Schedule and Comments say backbilling but no details, In Bill Batch

There are many people questioning this account. It would be great if we could finalize a process for this back billing account today.

Cecily Vinegar  
Operations Clerk  
Kentucky American Water  
Lexington, KY 40502  
(859) 335-3839 Phone  
(859) 268-6315 Fax  
Email: cecily.vinegar@amwater.com

----- Forwarded by Cecily N Vinegar/KAWC/AWWSC on 12/04/2008 08:12 AM -----



**Bethany G  
Hungate/KAWC/AWWSC**  
12/04/2008 08:06 AM

To Cecily N Vinegar/KAWC/AWWSC@AWW  
cc

Subject Fw: KY [REDACTED] Invalid Rate Schedule and Comments say backbill [REDACTED] details, In Bill Batch

~~~~~  
Bethany Hungate
Operations Clerk
Kentucky American Water
2300 Richmond Rd
Lexington, KY 40502
(859)268-6386 phone
(859)268-6315 Fax

----- Forwarded by Bethany G Hungate/KAWC/AWWSC on 12/04/2008 08:05 AM -----



**Melody S
Huie/CALLCTR/CORP/AWWS
C**
12/04/2008 07:52 AM

To Stacy Owens/KAWC/AWWSC@AWW, Beverly Horton/KAWC/AWWSC@AWW, Bethany G Hungate/KAWC/AWWSC@AWW, Sharon A Davis/CALLCTR/CORP/AWWSC@AWW, Linda A Sigite/CALLCTR/CORP/AWWSC@AWW, Kathy D Kingsbury/CALLCTR/CORP/AWWSC@AWW, Bob J Perkins/CALLCTR/CORP/AWWSC@AWW, Tonya L Nix/CALLCTR/CORP/AWWSC@AWW, Tracy R Bauswell/CALLCTR/CORP/AWWSC@AWW
cc

Subject KY [REDACTED] Invalid Rate Schedule and Comments say backbilling but no details, In Bill Batch



Melody Huie -Alton IL - CSR III - Billing Specialist

1-618-433-4311 Ext 6216

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:12 PM -----

From: Jody E McCracken/SERVCO/AWWSC
To: David S Derr/PAWC/AWWSC@AWW, Brian K Schaertel/PAWC/AWWSC@AWW, Carol A Goulstone/IS/CORP/AWWSC@AWW
Cc: Cheryl DiSanti/PAWC/AWWSC@AWW, Maryann Concilio/SHARSVCS/AWWSC@AWW, Penny Y Pohlman/CALLCTR/CORP/AWWSC@AWW, Sarah Workman/WVAWC/AWWSC@AWW, Stacy Owens/KAWC/AWWSC@AWW, Trisha Etedali/SHARSVCS/AWWSC@AWW, Peter Huver, Edward A Simon/MOAWC/AWWSC, Sonya S Metcalfe/ADMIN/CORP/AWWSC@AWW, Bryan Siler/KAWC/AWWSC@AWW
Date: 12/04/2008 01:53 PM
Subject: Re: Cash Transaction Files

I know this issue in particular has been resolved and I have now communicated to the affected areas within the Central States however I just wanted to say that I have to agree with Bryan's email regarding notification.

There has to be a process developed for notification of issues surrounding Online Account Manager. If it is the Business Liaisons responsibility to communicate to our outside customers then we must be notified in a timely manner of an issue. I believe part of the problem is that at this time we (American Water) are

not aware of issues with the website and/or its reports until one of us is notified by our outside customers. Then most of the time the issue is only addressed with the particular customer that reported it and not across the board. Obviously this is not good customer service to the areas that we serve. Some of these areas don't particularly like our reporting tools to begin with and these types of issues just give them more ammunition.

I know we have met in the past to discuss these issue and improvements that need to be made to the OAM website and the majority of those issues I'm sure have been resolved. However, I believe it would be beneficial to everyone including our customers to get together and resolve a few things -

1. Develop some type of review/checklist to ensure reports that should be on the website are there each month and/or week.
2. Develop a check to ensure the information that is on the website is correct.
3. Develop a process to communicate any issues once the above checks (and any others developed) have been completed.

Since these processes start from and involve IT I would think the discussion should be led by IT but involve other applicable areas of the business that these processes touch.

Please review and let me know your thoughts.

Jody McCracken
Major Customer Accounts Manager
American Water - Central States
Phone: 618/239-3216
Fax: 618/236-1184
Cell: 618/214-5311

Bryan Siler/KAWC/AWWSC



Bryan Siler/KAWC/AWWSC

12/03/2008 03:09 PM

To Carol A Goulstone/IS/CORP/AWWSC@AWW
cc Cheryl DiSanti/PAWC/AWWSC@AWW, Jody E McCracken/SERVCO/AWWSC@AWW, Maryann Concilio/SHARVCS/AWWSC@AWW, Penny Y Pohlman/CALLCTR/CORP/AWWSC@AWW, Sarah Workman/WVAWC/AWWSC@AWW, Stacy Owens/KAWC/AWWSC@AWW, Trisha Etedali/SHARVCS/AWWSC@AWW

Subject Re: Cash Transaction Files 📎

We still need to be told about these changes.

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

Carol A Goulstone/IS/CORP/AWWSC



**Carol A
Goulstone/IS/CORP/AWWSC**

12/03/2008 04:06 PM

To Maryann Concilio/SHARVCS/AWWSC@AWW

cc Bryan Siler/KAWC/AWWSC@AWW, Cheryl
DiSanti/PAWC/AWWSC@AWW, Jody E
McCracken/SERVCO/AWWSC@AWW, Penny Y
Pohlman/CALLCTR/CORP/AWWSC@AWW, Sarah
Workman/WVAWC/AWWSC@AWW, Stacy
Owens/KAWC/AWWSC@AWW, Trisha
Etedali/SHARVCS/AWWSC@AWW

Subject Re: Cash Transaction Files 📎

Since the old file was not overlaid - I think we should delete the bad files so as not to confuse the states.

Carol Goulstone
Senior Developer
American Water
717-520-4525
Maryann Concilio/SHARVCS/AWWSC



**Maryann
Concilio/SHARVCS/AWWSC**

12/03/2008 04:03 PM

To Bryan Siler/KAWC/AWWSC@AWW

cc Carol A Goulstone/IS/CORP/AWWSC@AWW, Cheryl
DiSanti/PAWC/AWWSC@AWW, Jody E
McCracken/SERVCO/AWWSC@AWW, Penny Y
Pohlman/CALLCTR/CORP/AWWSC@AWW, Sarah
Workman/WVAWC/AWWSC@AWW, Stacy
Owens/KAWC/AWWSC@AWW, Trisha
Etedali/SHARVCS/AWWSC@AWW

Subject Re: Cash Transaction Files 📎

Hi everyone, I do apologize for the delay in answering the E-mails but it has been very busy here due to close. The Cash Transaction reports have been corrected for all states that use this file. The correct file is the last one with the date of 11/29/08. The other one with the date of 11/27/08 must be disregarded. The monies that have been sent to the Municipalities are correct because we take the totals from the Cash Receipts Journal not the Cash Transaction Report for all States except PA, which is how I found the date issue. PA's payments are correct also.

Thank you for your patience in this matter.

Mary Ann Concilio-Sbraga
Cash Management Analyst
American Water Shared Services Center
131 Woodcrest Rd.
Cherry Hill, NJ 08003
(856)310-5886
Change Partner Team - Let's Talk!!!

Bryan Siler/KAWC/AWWSC



Bryan Siler/KAWC/AWWSC

12/03/2008 03:12 PM

To Carol A Goulstone/IS/CORP/AWWSC@AWW
cc Cheryl DiSanti/PAWC/AWWSC@AWW, Jody E McCracken/SERVCO/AWWSC@AWW, Maryann Concilio/SHARVCS/AWWSC@AWW, Penny Y Pohlman/CALLCTR/CORP/AWWSC@AWW, Sarah Workman/WVAWC/AWWSC@AWW, Trisha Etedali/SHARVCS/AWWSC@AWW, Stacy Owens/KAWC/AWWSC@AWW
Subject Cash Transaction Files 

What does this mean? Do I need to download the reports again? Do they? How do we know which report we have? Is there something in the file name that indicates it has changed? Is an e-mail sent out?

I'm new to this job so I apologize for my ignorance.

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

Carol A Goulstone/IS/CORP/AWWSC



Carol A Goulstone/IS/CORP/AWWSC

12/03/2008 03:07 PM

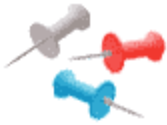
To Cheryl DiSanti/PAWC/AWWSC@AWW
cc Bryan Siler/KAWC/AWWSC@AWW, Jody E McCracken/SERVCO/AWWSC@AWW, Maryann Concilio/SHARVCS/AWWSC@AWW, Penny Y Pohlman/CALLCTR/CORP/AWWSC@AWW, Sarah Workman/WVAWC/AWWSC@AWW, Trisha Etedali/SHARVCS/AWWSC@AWW
Subject R 

This is has been corrected.

Carol Goulstone
Senior Developer
American Water
717-520-4525
Cheryl DiSanti/PAWC/AWWSC



Cheryl



DiSanti/PAWC/AWWSC

12/03/2008 02:41 PM

To: Maryann Concilio/SHARVCS/AWWSC@AWW, Trisha Etedali/SHARVCS/AWWSC@AWW
 cc: Bryan Siler/KAWC/AWWSC@AWW, Sarah Workman/WVAWC/AWWSC@AWW, Jody E McCracken/SERVCO/AWWSC@AWW, Penny Y Pohlman/CALLCTR/CORP/AWWSC@AWW, Carol A Goulstone/IS/CORP/AWWSC@AWW

Subject: [REDACTED]

I received a call from [REDACTED] they noticed that their cash transaction reports are not correct. I know [REDACTED] to find out if you have heard when it will be corrected. Shari informed me that not only 11/21 shows up twice but also 11/24, 11/25 and 11/26. Please advise so that I may get back to Shari. Also, has this issue been communicated to Jody, Sarah, Bryan and others?

Cheryl DiSanti
 Major Customer Account Manager
 American Water - Eastern Division
 300 Galley Rd.
 McMurray, PA 15317
 Office - 724-873-3665
 Mobile - 412-559-2497
 Fax - 724-743-3129
 cheryl.disanti@amwater.com

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:12 PM -----

From: "Lynne Cross" <ccross@lfucg.com>
 To: <bryan.siler@amwater.com>
 Cc: <stacy.owens@amwater.com>, "Candice Deininger" <cdeining@lfucg.com>
 Date: 12/04/2008 03:52 PM
 Subject: Rate classification

Bryan,

I have a commercial unit that needs the rate class changed to reflect taxes being charged. This is a unit in a strip mall and they are not being charged taxes on their commercial rates and should be. Premise number is [REDACTED] If you have any other questions, please feel free to let me know. Thanks and have a great afternoon!

Lynne Cross

Lexington Fayette Urban County Government
Division of Revenue
Sewer & Landfill Dept.
200 E. Main Street
Lexington, KY 40507
859.258.3363

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:12 PM -----

From: Stacy Owens/KAWC/AWWSC
To: Cecily N Vinegar/KAWC/AWWSC@AWW
Cc: Bryan Siler/KAWC/AWWSC@AWW, Rachel Cole/KAWC/AWWSC@AWW
Date: 12/04/2008 06:03 PM
Subject: Re: Fw: KY [REDACTED] Invalid Rate Schedule and Comments say backbilling but no details, In Bill Batch

Thanks Cecily. I agree, can we get closure? [REDACTED], manager called again today.

Rachel/Bryan...let me know what obstacles are preventing resolution. Also need to set up for crew to meet. See most recent contact on this account.

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.

Cecily N Vinegar/KAWC/AWWSC



**Cecily N
Vinegar/KAWC/AWWSC**
12/04/2008 08:15 AM

To: Stacy Owens/KAWC/AWWSC@AWW, Bryan Siler/KAWC/AWWSC@AWW
cc: Rachel Cole/KAWC/AWWSC@AWW
Subject: Fw: KY [REDACTED] Invalid Rate Schedule and Comments say backbilling but no details, In Bill Batch

There are many people questioning this account. It would be great if we could finalize a process for this back billing account today.

Cecily Vinegar
Operations Clerk
Kentucky American Water
Lexington, KY 40502
(859) 335-3839 Phone
(859) 268-6315 Fax
Email: cecily.vinegar@amwater.com

----- Forwarded by Cecily N Vinegar/KAWC/AWWSC on 12/04/2008 08:12 AM -----



**Bethany G
Hungate/KAWC/AWWSC**
12/04/2008 08:06 AM

To Cecily N Vinegar/KAWC/AWWSC@AWW
cc

Subject Fw: KY [REDACTED] Invalid Rate Schedule and Comments say
backbilling but no details, In Bill Batch

~~~~~  
Bethany Hungate  
Operations Clerk  
Kentucky American Water  
2300 Richmond Rd  
Lexington, KY 40502  
(859)268-6386 phone  
(859)268-6315 Fax

----- Forwarded by Bethany G Hungate/KAWC/AWWSC on 12/04/2008 08:05 AM -----

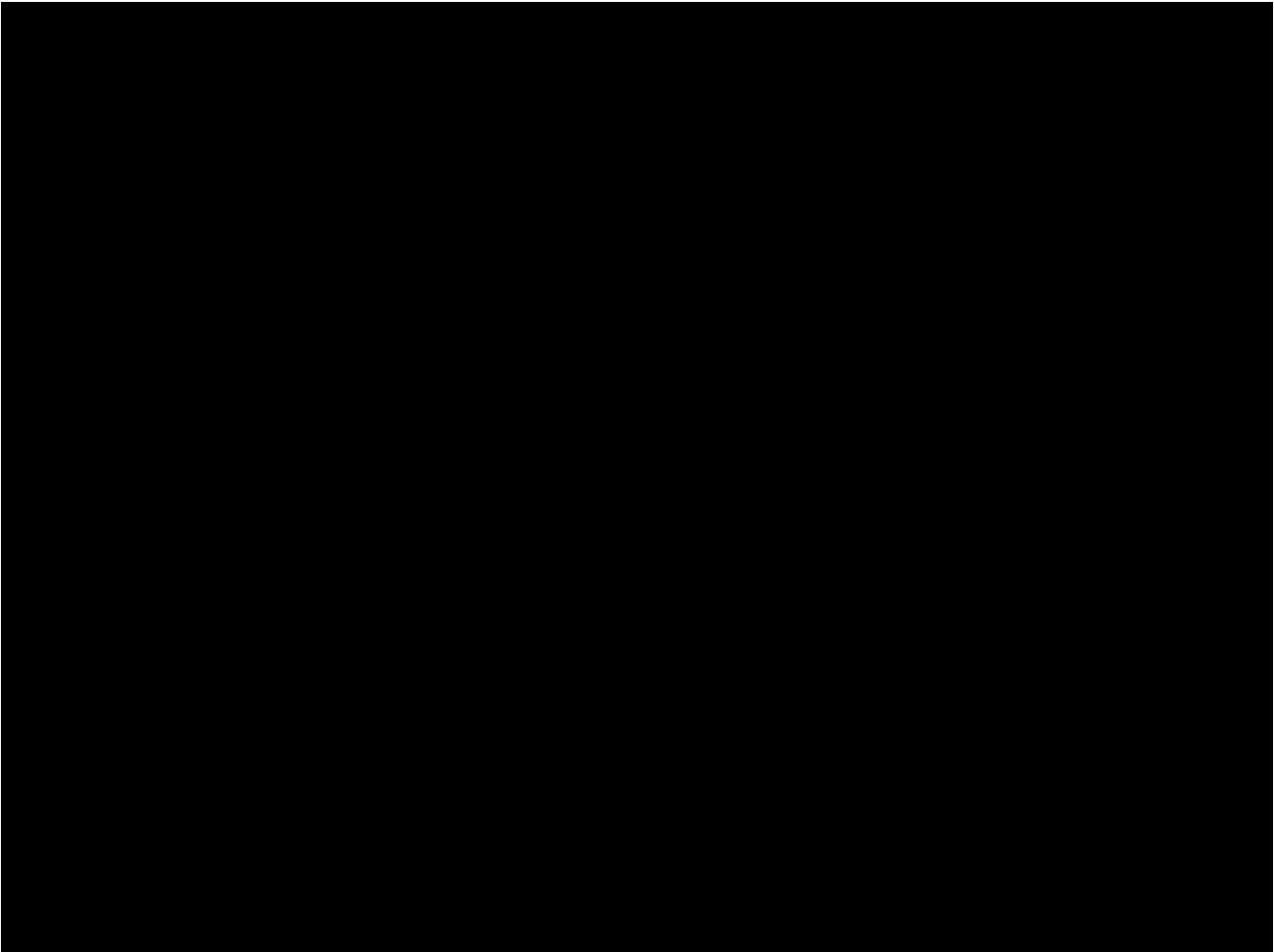


**Melody S  
Huie/CALLCTR/CORP/AWWS  
C**  
12/04/2008 07:52 AM

To Stacy Owens/KAWC/AWWSC@AWW, Beverly  
Horton/KAWC/AWWSC@AWW, Bethany G  
Hungate/KAWC/AWWSC@AWW, Sharon A  
Davis/CALLCTR/CORP/AWWSC@AWW, Linda A  
Sigite/CALLCTR/CORP/AWWSC@AWW, Kathy D  
Kingsbury/CALLCTR/CORP/AWWSC@AWW, Bob J  
Perkins/CALLCTR/CORP/AWWSC@AWW, Tonya L  
Nix/CALLCTR/CORP/AWWSC@AWW, Tracy R  
Bauswell/CALLCTR/CORP/AWWSC@AWW

cc

Subject KY [REDACTED] Invalid Rate Schedule and Comments say  
backbilling but no details, In Bill Batch



Melody Huie -Alton IL - CSR III - Billing Specialist

1-618-433-4311 Ext 6216

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:12 PM -----

From: Edward A Simon/MOAWC/AWWSC  
To: Jody E McCracken/SERVCO/AWWSC@AWW, Brian K Schaertel/PAWC/AWWSC@AWW, Bryan Siler/KAWC/AWWSC@AWW, Carol A Goulstone/IS/CORP/AWWSC@AWW, Cheryl DiSanti/PAWC/AWWSC@AWW, David S Derr/PAWC/AWWSC@AWW, Maryann Concilio/SHARVCS/AWWSC@AWW, Penny Y Pohlman/CALLCTR/CORP/AWWSC@AWW, Peter Huver, Sarah Workman/WVAWC/AWWSC@AWW, Sonya S Metcalfe/ADMIN/CORP/AWWSC@AWW, Stacy Owens/KAWC/AWWSC@AWW, Trisha Etedali/SHARVCS/AWWSC@AWW  
Date: 12/04/2008 06:25 PM  
Subject: Re: Cash Transaction Files - Need to Improve Communications

---

Jody and Team,

I agree with Jody. We really have to improve the manner in which we are communicating and notifying customers when issues such as this arise. We have to start thinking of these customers as a very important part of our customer base. I would encourage us to treat/respond to these customers with the same sense of urgency/response that we provide to customers contacting our CSC. When there are

system issues that impact the CSC, all hands are on deck for immediate resolution. Jody, please set up a meeting in January to lead the discussion to come up with plan to address the three items you've indicated. Please invite the necessary players including myself. Thanks! Ed

Edward A. Simon, II  
 Director, Customer Relationship Services  
 American Water - Central States  
 Office: 618.239.3210  
 Cell: 314-575-1715  
 email: edward.simon@amwater.com  
 Jody E McCracken/SERVCO/AWWSC



**Jody E  
 McCracken/SERVCO/AWWS  
 C**

12/04/2008 12:53 PM

To: David S Derr/PAWC/AWWSC@AWW, Brian K Schaertel/PAWC/AWWSC@AWW, Carol A Goulstone/IS/CORP/AWWSC@AWW  
 cc: Cheryl DiSanti/PAWC/AWWSC@AWW, Maryann Concilio/SHARSVCS/AWWSC@AWW, Penny Y Pohlman/CALLCTR/CORP/AWWSC@AWW, Sarah Workman/WVAWC/AWWSC@AWW, Stacy Owens/KAWC/AWWSC@AWW, Trisha Etedali/SHARSVCS/AWWSC@AWW, Peter Huver, Edward A Simon/MOAWC/AWWSC, Sonya S Metcalfe/ADMIN/CORP/AWWSC@AWW, Bryan Siler/KAWC/AWWSC@AWW  
 Subject: Re: Cash Transaction Files 📎

I know this issue in particular has been resolved and I have now communicated to the affected areas within the Central States however I just wanted to say that I have to agree with Bryan's email regarding notification.

There has to be a process developed for notification of issues surrounding Online Account Manager. If it is the Business Liaisons responsibility to communicate to our outside customers then we must be notified in a timely manner of an issue. I believe part of the problem is that at this time we (American Water) are not aware of issues with the website and/or its reports until one of us is notified by our outside customers. Then most of the time the issue is only addressed with the particular customer that reported it and not across the board. Obviously this is not good customer service to the areas that we serve. Some of these areas don't particularly like our reporting tools to begin with and these types of issues just give them more ammunition.

I know we have met in the past to discuss these issue and improvements that need to be made to the OAM website and the majority of those issues I'm sure have been resolved. However, I believe it would be beneficial to everyone including our customers to get together and resolve a few things -

1. Develop some type of review/checklist to ensure reports that should be on the website are there each month and/or week.
2. Develop a check to ensure the information that is on the website is correct.
3. Develop a process to communicate any issues once the above checks (and any others developed) have been completed.

Since these processes start from and involve IT I would think the discussion should be led by IT but involve other applicable areas of the business that these processes touch.

Please review and let me know your thoughts.

Jody McCracken  
Major Customer Accounts Manager  
American Water - Central States  
Phone: 618/239-3216  
Fax: 618/236-1184  
Cell: 618/214-5311

Bryan Siler/KAWC/AWWSC



**Bryan Siler/KAWC/AWWSC**

12/03/2008 03:09 PM

To Carol A Goulstone/IS/CORP/AWWSC@AWW

cc Cheryl DiSanti/PAWC/AWWSC@AWW, Jody E McCracken/SERVCO/AWWSC@AWW, Maryann Concilio/SHARVCS/AWWSC@AWW, Penny Y Pohlman/CALLCTR/CORP/AWWSC@AWW, Sarah Workman/WVAWC/AWWSC@AWW, Stacy Owens/KAWC/AWWSC@AWW, Trisha Etedali/SHARVCS/AWWSC@AWW

Subject Re: Cash Transaction Files 📎

We still need to be told about these changes.

\*\*\*\*\*

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

Carol A Goulstone/IS/CORP/AWWSC



**Carol A  
Goulstone/IS/CORP/AWWSC**

12/03/2008 04:06 PM

To Maryann Concilio/SHARVCS/AWWSC@AWW

cc Bryan Siler/KAWC/AWWSC@AWW, Cheryl DiSanti/PAWC/AWWSC@AWW, Jody E McCracken/SERVCO/AWWSC@AWW, Penny Y Pohlman/CALLCTR/CORP/AWWSC@AWW, Sarah Workman/WVAWC/AWWSC@AWW, Stacy Owens/KAWC/AWWSC@AWW, Trisha Etedali/SHARVCS/AWWSC@AWW

Subject Re: Cash Transaction Files 📎

Since the old file was not overlayed - I think we should delete the bad files so as not to confuse the states.

Carol Goulstone  
Senior Developer  
American Water  
717-520-4525  
Maryann Concilio/SHARVCS/AWWSC



**Maryann  
Concilio/SHARVCS/AWWSC**  
12/03/2008 04:03 PM

To: Bryan Siler/KAWC/AWWSC@AWW  
cc: Carol A Goulstone/IS/CORP/AWWSC@AWW, Cheryl DiSanti/PAWC/AWWSC@AWW, Jody E McCracken/SERVCO/AWWSC@AWW, Penny Y Pohlman/CALLCTR/CORP/AWWSC@AWW, Sarah Workman/WVAWC/AWWSC@AWW, Stacy Owens/KAWC/AWWSC@AWW, Trisha Etedali/SHARVCS/AWWSC@AWW  
Subject: Re: Cash Transaction Files 📎

Hi everyone, I do apologize for the delay in answering the E-mails but it has been very busy here due to close. The Cash Transaction reports have been corrected for all states that use this file. The correct file is the last one with the date of 11/29/08. The other one with the date of 11/27/08 must be disregarded. The monies that have been sent to the Municipalities are correct because we take the totals from the Cash Receipts Journal not the Cash Transaction Report for all States except PA, which is how I found the date issue. PA's payments are correct also.

Thank you for your patience in this matter.

Mary Ann Concilio-Sbraga  
Cash Management Analyst  
American Water Shared Services Center  
131 Woodcrest Rd.  
Cherry Hill, NJ 08003  
(856)310-5886  
Change Partner Team - Let's Talk!!!

Bryan Siler/KAWC/AWWSC



**Bryan Siler/KAWC/AWWSC**  
12/03/2008 03:12 PM

To: Carol A Goulstone/IS/CORP/AWWSC@AWW  
cc: Cheryl DiSanti/PAWC/AWWSC@AWW, Jody E McCracken/SERVCO/AWWSC@AWW, Maryann Concilio/SHARVCS/AWWSC@AWW, Penny Y Pohlman/CALLCTR/CORP/AWWSC@AWW, Sarah Workman/WVAWC/AWWSC@AWW, Trisha Etedali/SHARVCS/AWWSC@AWW, Stacy Owens/KAWC/AWWSC@AWW  
Subject: Cash Transaction Files 📎

What does this mean? Do I need to download the reports again? Do they? How do we know which report we have? Is there something in the file name that indicates it has changed? Is an e-mail sent out?

I'm new to this job so I apologize for my ignorance.

\*\*\*\*\*

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

Carol A Goulstone/IS/CORP/AWWSC

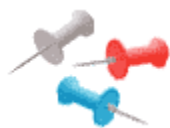


**Carol A  
Goulstone/IS/CORP/AWWSC**  
12/03/2008 03:07 PM

To Cheryl DiSanti/PAWC/AWWSC@AWW  
cc Bryan Siler/KAWC/AWWSC@AWW, Jody E  
McCracken/SERVCO/AWWSC@AWW, Maryann  
Concilio/SHARVCS/AWWSC@AWW, Penny Y  
Pohlman/CALLCTR/CORP/AWWSC@AWW, Sarah  
Workman/WVAWC/AWWSC@AWW, Trisha  
Etedali/SHARVCS/AWWSC@AWW  
Subject Re [REDACTED]

This is has been corrected.

Carol Goulstone  
Senior Developer  
American Water  
717-520-4525  
Cheryl DiSanti/PAWC/AWWSC



**Cheryl  
DiSanti/PAWC/AWWSC**  
12/03/2008 02:41 PM

To Maryann Concilio/SHARVCS/AWWSC@AWW, Trisha  
Etedali/SHARVCS/AWWSC@AWW  
cc Bryan Siler/KAWC/AWWSC@AWW, Sarah  
Workman/WVAWC/AWWSC@AWW, Jody E  
McCracken/SERVCO/AWWSC@AWW, Penny Y  
Pohlman/CALLCTR/CORP/AWWSC@AWW, Carol A  
Goulstone/IS/CORP/AWWSC@AWW  
Subject [REDACTED]

I received a call from [REDACTED] They noticed that their cash transaction reports are not correct. I know this is an open issue but I wanted to find out if you have heard when it will be corrected. Shari informed me that not only 11/21 shows up twice but also 11/24, 11/25 and 11/26. Please advise so that I may get back to Shari. Also, has this issue been communicated to Jody, Sarah, Bryan and others?

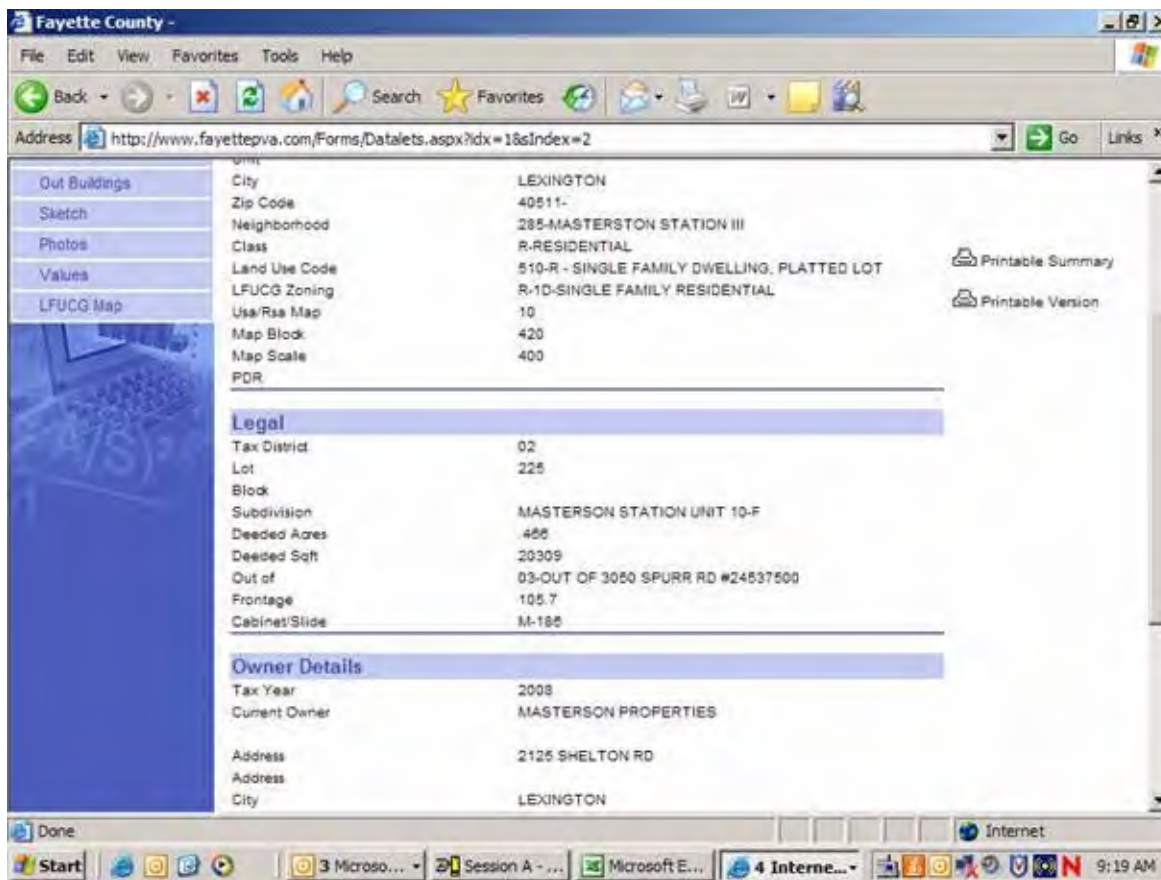
Cheryl DiSanti  
Major Customer Account Manager  
American Water - Eastern Division  
300 Galley Rd.  
McMurray, PA 15317  
Office - 724-873-3665  
Mobile - 412-559-2497  
Fax - 724-743-3129  
cheryl.disanti@amwater.com

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:12 PM -----

From: "Candice Deininger" <cdeining@lfucg.com>  
To: <Bryan.Siler@amwater.com>  
Cc: "Lynne Cross" <ccross@lfucg.com>  
Date: 12/05/2008 09:26 AM  
Subject: RE [REDACTED]

---

Good morning, Bryan. I believe the service address should be changed to [REDACTED]. As shown in the following screenprint of the PVA records, the [REDACTED] lot came out of [REDACTED]. I'm a little confused about the lack of a meter at this location. There's no meter, would you still have an account record/service? Is the location served by a well or fed off another water meter?



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

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]  
Sent: Thursday, December 04, 2008 10:40 AM  
To: Candice Deininger  
Cc: Lynne Cross  
Subject: Re: 3036 Spurr Road

Candice,

It appears we have this location as [REDACTED] There is a house there but no meter. The mailbox had this address as well.

I remember something about matching the 911 records. Let me know if you would like us to change the service address to match.

\*\*\*\*\*

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



"Candice  
Deininger"  
<cdeining@lfucg.com>  
12/01/2008 09:31 AM

<Bryan.Siler@amwater.com>  
"Lynne Cross" <ccross@lfucg.com>  
Subject

To  
cc

Good morning, Bryan. Hope you and your family had a great Thanksgiving!

We're trying to find a premise number for the above-referenced location but aren't having much luck. Do you know if there's a tap application for this location? Following is a screenprint from our mainframe files that indicates this location is sewered. Any help with this location will be greatly appreciated. Thank you and have a good day!

Candice

(Embedded image moved to file: pic05045.jpg)

Candice Deininger  
LFUCG Division of Revenue  
200 E. Main St., Lexington, KY 40507  
Telephone: 859-258-3364  
Fax: 859-258-3352  
cdeining@lfucg.com

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:12 PM -----

From: Rachel Cole/KAWC/AWWSC  
To: Stacy Owens/KAWC/AWWSC@AWW  
Cc: Bryan Siler, Cecily N Vinegar/KAWC/AWWSC@AWW, Trisha Etedali/SHARVCS/AWWSC@AWW  
Date: 12/05/2008 09:47 AM  
Subject: Fw: KY [REDACTED] Invalid Rate Schedule and Comments say backbilling but no details, In Bill Batch

Stacy,

I spoke with Trisha and Takiyah, yesterday. They are going to get back with Bryan for the account distribution for the MI. I believe Bryan is waiting on that call, this morning.



Miscellaneous\_Invoice [REDACTED] 120408.xls  
\*\*\*\*\*

Rachel S. Cole  
Southeast Region  
Email: rcole@kawc.com  
Ph: 859-268-6307

Fax: 859-335-3307

----- Forwarded by Rachel Cole/KAWC/AWWSC on 12/05/2008 09:44 AM -----

**Stacy Owens/KAWC/AWWSC**

12/04/2008 06:03 PM

To Cecily N Vinegar/KAWC/AWWSC@AWW

cc Bryan Siler/KAWC/AWWSC@AWW, Rachel Cole/KAWC/AWWSC@AWW

Subject Re: Fw: KY [REDACTED] Invalid Rate Schedule and Comments say backbilling but no details, In Bill Batch

Thanks Cecily. I agree, can we get closure? [REDACTED] manager called again today.

Rachel/Bryan...let me know what obstacles are preventing resolution. Also need to set up for crew to meet. See most recent contact on this account.

\*\*\*\*\*

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.

Cecily N Vinegar/KAWC/AWWSC



**Cecily N Vinegar/KAWC/AWWSC**

12/04/2008 08:15 AM

To Stacy Owens/KAWC/AWWSC@AWW, Bryan Siler/KAWC/AWWSC@AWW

cc Rachel Cole/KAWC/AWWSC@AWW

Subject Fw: KY [REDACTED] Invalid Rate Schedule and Comments say backbilling but no details, In Bill Batch

There are many people questioning this account. It would be great if we could finalize a process for this back billing account today.

Cecily Vinegar  
Operations Clerk  
Kentucky American Water  
Lexington, KY 40502  
(859) 335-3839 Phone  
(859) 268-6315 Fax  
Email: cecily.vinegar@amwater.com

----- Forwarded by Cecily N Vinegar/KAWC/AWWSC on 12/04/2008 08:12 AM -----



**Bethany G Hungate/KAWC/AWWSC**

To Cecily N Vinegar/KAWC/AWWSC@AWW



12/04/2008 08:06 AM

cc

Subject Fw: KY [REDACTED] Invalid Rate Schedule and Comments say backbilling but no details, In Bill Batch

~~~~~  
Bethany Hungate
Operations Clerk
Kentucky American Water
2300 Richmond Rd
Lexington, KY 40502
(859)268-6386 phone
(859)268-6315 Fax

----- Forwarded by Bethany G Hungate/KAWC/AWWSC on 12/04/2008 08:05 AM -----



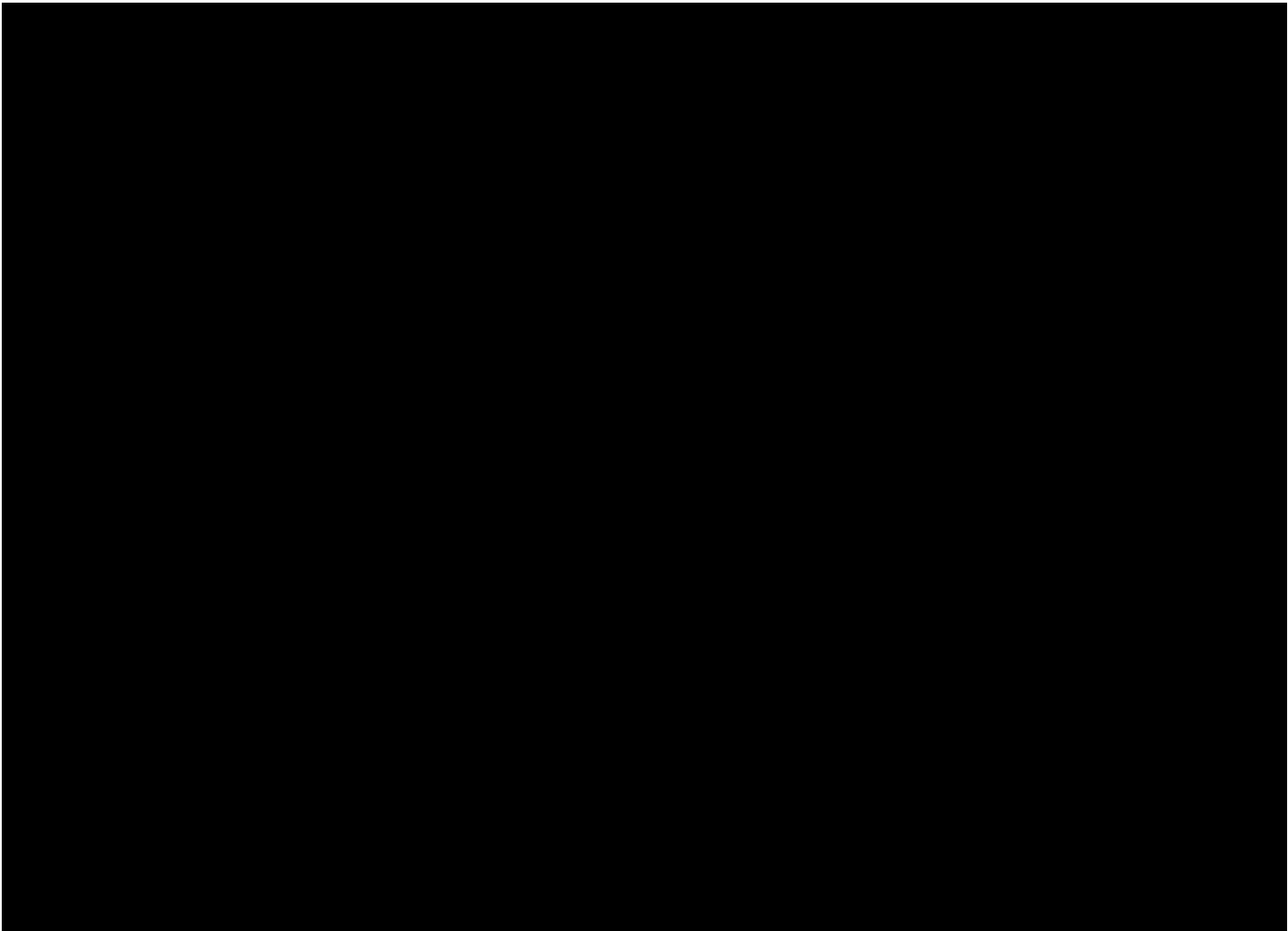
**Melody S
Huie/CALLCTR/CORP/AWWS
C**

12/04/2008 07:52 AM

To Stacy Owens/KAWC/AWWSC@AWW, Beverly Horton/KAWC/AWWSC@AWW, Bethany G Hungate/KAWC/AWWSC@AWW, Sharon A Davis/CALLCTR/CORP/AWWSC@AWW, Linda A Sigite/CALLCTR/CORP/AWWSC@AWW, Kathy D Kingsbury/CALLCTR/CORP/AWWSC@AWW, Bob J Perkins/CALLCTR/CORP/AWWSC@AWW, Tonya L Nix/CALLCTR/CORP/AWWSC@AWW, Tracy R Bauswell/CALLCTR/CORP/AWWSC@AWW

cc

Subject KY [REDACTED] Invalid Rate Schedule and Comments say backbilling but no details, In Bill Batch



1-618-433-4311 Ext 6216

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:12 PM -----

From: Sarah Workman/WVAWC/AWWSC
To: Edward A Simon/MOAWC/AWWSC@AWW
Cc: Jody E McCracken/SERVCO/AWWSC@AWW, Brian K Schaertel/PAWC/AWWSC@AWW, Bryan Siler/KAWC/AWWSC@AWW, Carol A Goulstone/IS/CORP/AWWSC@AWW, Cheryl DiSanti/PAWC/AWWSC@AWW, David S Derr/PAWC/AWWSC@AWW, Maryann Concilio/SHARVCS/AWWSC@AWW, Penny Y Pohlman/CALLCTR/CORP/AWWSC@AWW, Peter R Huver/SHARVCS/AWWSC@AWW, Sarah Workman/WVAWC/AWWSC@AWW, Sonya S Metcalfe/ADMIN/CORP/AWWSC@AWW, Stacy Owens/KAWC/AWWSC@AWW, Trisha Etedali/SHARVCS/AWWSC@AWW
Date: 12/05/2008 09:50 AM
Subject: Re: Cash Transaction Files - Need to Improve Communications

Hi Ed,

I'm in agreement with your comments below.

Thanks,

Sarah

Sarah Workman
Supervisor of Customer Advocacy
West Virginia American Water
1600 Pennsylvania Ave
Charleston WV 25302
Sarah.Workman@amwater.com
304/340-2032 (phone)
304/340-2845 (fax)

Edward A Simon/MOAWC/AWWSC



**Edward A
Simon/MOAWC/AWWSC**

12/04/2008 06:25 PM

To Jody E McCracken/SERVCO/AWWSC@AWW, Brian K Schaertel/PAWC/AWWSC@AWW, Bryan Siler/KAWC/AWWSC@AWW, Carol A Goulstone/IS/CORP/AWWSC@AWW, Cheryl DiSanti/PAWC/AWWSC@AWW, David S Derr/PAWC/AWWSC@AWW, Maryann Concilio/SHARVCS/AWWSC@AWW, Penny Y Pohlman/CALLCTR/CORP/AWWSC@AWW, Peter Huver, Sarah Workman/WVAWC/AWWSC@AWW, Sonya S Metcalfe/ADMIN/CORP/AWWSC@AWW, Stacy Owens/KAWC/AWWSC@AWW, Trisha Etedali/SHARVCS/AWWSC@AWW

cc

Subject Re: Cash Transaction Files - Need to Improve Communications 📎

Jody and Team,

I agree with Jody. We really have to improve the manner in which we are communicating and notifying customers when issues such as this arise. We have to start thinking of these customers as a very important part of our customer base. I would encourage us to treat/respond to these customers with the same sense of urgency/response that we provide to customers contacting our CSC. When there are system issues that impact the CSC, all hands are on deck for immediate resolution. Jody, please set up a meeting in January to lead the discussion to come up with plan to address the three items you've indicated. Please invite the necessary players including myself. Thanks! Ed

Edward A. Simon, II
Director, Customer Relationship Services
American Water - Central States
Office: 618.239.3210
Cell: 314-575-1715
email: edward.simon@amwater.com
Jody E McCracken/SERVCO/AWWSC



**Jody E
McCracken/SERVCO/AWWS
C**

12/04/2008 12:53 PM

To David S Derr/PAWC/AWWSC@AWW, Brian K Schaertel/PAWC/AWWSC@AWW, Carol A Goulstone/IS/CORP/AWWSC@AWW
cc Cheryl DiSanti/PAWC/AWWSC@AWW, Maryann



Concilio/SHARVCS/AWWSC@AWW, Penny Y
 Pohlman/CALLCTR/CORP/AWWSC@AWW, Sarah
 Workman/WVAWC/AWWSC@AWW, Stacy
 Owens/KAWC/AWWSC@AWW, Trisha
 Etedali/SHARVCS/AWWSC@AWW, Peter Huver, Edward
 A Simon/MOAWC/AWWSC, Sonya S
 Metcalfe/ADMIN/CORP/AWWSC@AWW, Bryan
 Siler/KAWC/AWWSC@AWW

Subject Re: Cash Transaction Files 📎

I know this issue in particular has been resolved and I have now communicated to the affected areas within the Central States however I just wanted to say that I have to agree with Bryan's email regarding notification.

There has to be a process developed for notification of issues surrounding Online Account Manager. If it is the Business Liaisons responsibility to communicate to our outside customers then we must be notified in a timely manner of an issue. I believe part of the problem is that at this time we (American Water) are not aware of issues with the website and/or its reports until one of us is notified by our outside customers. Then most of the time the issue is only addressed with the particular customer that reported it and not across the board. Obviously this is not good customer service to the areas that we serve. Some of these areas don't particularly like our reporting tools to begin with and these types of issues just give them more ammunition.

I know we have met in the past to discuss these issue and improvements that need to be made to the OAM website and the majority of those issues I'm sure have been resolved. However, I believe it would be beneficial to everyone including our customers to get together and resolve a few things -

1. Develop some type of review/checklist to ensure reports that should be on the website are there each month and/or week.
2. Develop a check to ensure the information that is on the website is correct.
3. Develop a process to communicate any issues once the above checks (and any others developed) have been completed.

Since these processes start from and involve IT I would think the discussion should be led by IT but involve other applicable areas of the business that these processes touch.

Please review and let me know your thoughts.

Jody McCracken
 Major Customer Accounts Manager
 American Water - Central States
 Phone: 618/239-3216
 Fax: 618/236-1184
 Cell: 618/214-5311

Bryan Siler/KAWC/AWWSC



Bryan Siler/KAWC/AWWSC

12/03/2008 03:09 PM

To Carol A Goulstone/IS/CORP/AWWSC@AWW
 cc Cheryl DiSanti/PAWC/AWWSC@AWW, Jody E
 McCracken/SERVCO/AWWSC@AWW, Maryann
 Concilio/SHARVCS/AWWSC@AWW, Penny Y



Pohlman/CALLCTR/CORP/AWWSC@AWW, Sarah
Workman/WVAWC/AWWSC@AWW, Stacy
Owens/KAWC/AWWSC@AWW, Trisha
Etedali/SHARVCS/AWWSC@AWW
Subject Re: Cash Transaction Files 📎

We still need to be told about these changes.

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

Carol A Goulstone/IS/CORP/AWWSC



Carol A
Goulstone/IS/CORP/AWWSC
12/03/2008 04:06 PM

To Maryann Concilio/SHARVCS/AWWSC@AWW
cc Bryan Siler/KAWC/AWWSC@AWW, Cheryl
DiSanti/PAWC/AWWSC@AWW, Jody E
McCracken/SERVCO/AWWSC@AWW, Penny Y
Pohlman/CALLCTR/CORP/AWWSC@AWW, Sarah
Workman/WVAWC/AWWSC@AWW, Stacy
Owens/KAWC/AWWSC@AWW, Trisha
Etedali/SHARVCS/AWWSC@AWW
Subject Re: Cash Transaction Files 📎

Since the old file was not overlayed - I think we should delete the bad files so as not to confuse the states.

Carol Goulstone
Senior Developer
American Water
717-520-4525
Maryann Concilio/SHARVCS/AWWSC



Maryann
Concilio/SHARVCS/AWWSC
12/03/2008 04:03 PM

To Bryan Siler/KAWC/AWWSC@AWW
cc Carol A Goulstone/IS/CORP/AWWSC@AWW, Cheryl
DiSanti/PAWC/AWWSC@AWW, Jody E
McCracken/SERVCO/AWWSC@AWW, Penny Y
Pohlman/CALLCTR/CORP/AWWSC@AWW, Sarah
Workman/WVAWC/AWWSC@AWW, Stacy
Owens/KAWC/AWWSC@AWW, Trisha
Etedali/SHARVCS/AWWSC@AWW
Subject Re: Cash Transaction Files 📎

Hi everyone, I do apologize for the delay in answering the E-mails but it has been very busy here due to close. The Cash Transaction reports have been corrected for all states that use this file. The correct file is the last one with the date of 11/29/08. The other one with the date of 11/27/08 must be disregarded. The monies that have been sent to the Municipalities are correct because we take the totals from the Cash Receipts Journal not the Cash Transaction Report for all States except PA, which is how I found the date issue. PA's payments are correct also.

Thank you for your patience in this matter.

Mary Ann Concilio-Sbraga
Cash Management Analyst
American Water Shared Services Center
131 Woodcrest Rd.
Cherry Hill, NJ 08003
(856)310-5886
Change Partner Team - Let's Talk!!!

Bryan Siler/KAWC/AWWSC




Bryan Siler/KAWC/AWWSC

12/03/2008 03:12 PM

To Carol A Goulstone/IS/CORP/AWWSC@AWW

cc Cheryl DiSanti/PAWC/AWWSC@AWW, Jody E McCracken/SERVCO/AWWSC@AWW, Maryann Concilio/SHARVCS/AWWSC@AWW, Penny Y Pohlman/CALLCTR/CORP/AWWSC@AWW, Sarah Workman/WVAWC/AWWSC@AWW, Trisha Etedali/SHARVCS/AWWSC@AWW, Stacy Owens/KAWC/AWWSC@AWW

Subject Cash Transaction Files 

What does this mean? Do I need to download the reports again? Do they? How do we know which report we have? Is there something in the file name that indicates it has changed? Is an e-mail sent out?

I'm new to this job so I apologize for my ignorance.

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

Carol A Goulstone/IS/CORP/AWWSC



**Carol A
Goulstone/IS/CORP/AWWSC**

12/03/2008 03:07 PM

To Cheryl DiSanti/PAWC/AWWSC@AWW

cc Bryan Siler/KAWC/AWWSC@AWW, Jody E McCracken/SERVCO/AWWSC@AWW, Maryann

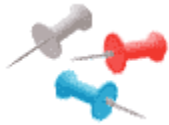


Concilio/SHARVCS/AWWSC@AWW, Penny Y
 Pohlman/CALLCTR/CORP/AWWSC@AWW, Sarah
 Workman/WVAWC/AWWSC@AWW, Trisha
 Etedali/SHARVCS/AWWSC@AWW

Subject [REDACTED]

This is has been corrected.

Carol Goulstone
 Senior Developer
 American Water
 717-520-4525
 Cheryl DiSanti/PAWC/AWWSC



**Cheryl
 DiSanti/PAWC/AWWSC**

12/03/2008 02:41 PM

To Maryann Concilio/SHARVCS/AWWSC@AWW, Trisha
 Etedali/SHARVCS/AWWSC@AWW
 cc Bryan Siler/KAWC/AWWSC@AWW, Sarah
 Workman/WVAWC/AWWSC@AWW, Jody E
 McCracken/SERVCO/AWWSC@AWW, Penny Y
 Pohlman/CALLCTR/CORP/AWWSC@AWW, Carol A
 RP/AWWSC@AWW

Subje [REDACTED]

I received a call from [REDACTED] They noticed that their cash transaction reports are not correct. I know this is an open issue but I wanted to find out if you have heard when it will be corrected. Shari informed me that not only 11/21 shows up twice but also 11/24, 11/25 and 11/26. Please advise so that I may get back to Shari. Also, has this issue been communicated to Jody, Sarah, Bryan and others?

Cheryl DiSanti
 Major Customer Account Manager
 American Water - Eastern Division
 300 Galley Rd.
 McMurray, PA 15317
 Office - 724-873-3665
 Mobile - 412-559-2497
 Fax - 724-743-3129
 cheryl.disanti@amwater.com

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:12 PM -----

From: "Candice Deininger" <cdeining@lfucg.com>
To: <Bryan.Siler@amwater.com>
Cc: "Lynne Cross" <ccross@lfucg.com>
Date: 12/05/2008 10:05 AM
Subject: RE: [REDACTED]

Bryan,

Well, it looks as though everything is falling into place! Do you have a premise number yet for the new service at [REDACTED]. And yes, the trash and recycling containers match what we have [REDACTED] records. The need for the premise number is to populate our mainframe account so it will be picked up for billing on the water bill. Currently, we are billing them directly. Thanks for all the assistance.

Candice

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

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]
Sent: Friday, December 05, 2008 9:59 AM
To: Candice Deininger
Cc: Lynne Cross
Subject: RE: [REDACTED]

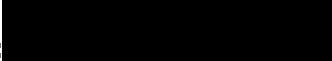
Candice,


There are two houses there [REDACTED] that share a driveway [REDACTED] looked like it was vacant. [REDACTED] dual setter and the meter [REDACTED] side of [REDACTED] was missing. The meter number for the one that was there matched [REDACTED] records for [REDACTED]. As it turns out, yesterday we had an order to change the address. [REDACTED] called and "advised that the address was changed by p [REDACTED] Lexington Ky".


When I sent this e-mail yesterday the address had just been changed in our system. Oddly enough, there is a turn on order dated today. A meter will be set and service turned on at that address.

One thing I did notice - the house appeared to have a couple trash cans and a recycle bin. Is this consistent with you records?

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


"Candice
Deininger"
<cdeining@lfucg.c
om> <Bryan.Siler@amwater.com>
cc 12/05/2008 09:26 "Lynne Cross" <ccross@lfucg.com>
Subject AM
RE 

Good morning, Bryan. I believe the service address should be changed to
 As shown in the following screenprint of the PVA

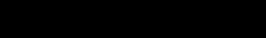
this lot came out of  I'm a little confused about the
lack
of a meter at this location - if there's no meter, would you still have
an
account record/service? Is the location served by a well or fed off
another water meter?

(Embedded image moved to file: pic21617.jpg)

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

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]
Sent: Thursday, December 04, 2008 10:40 AM
To: Candice Deininger
Cc: Lynne Cross
Subject: Re: 

Candice,


It appears we have this location as  There is a house
there but no meter. The mailbox has a well.

I remember something about matching the 911 records. Let me know if you
would like us to change the service address to match.

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

To "Candice
Deininger"
<cdeining@lfucg.c
om> <Bryan.Siler@amwater.com>

cc 12/01/2008 09:31 AM "Lynne Cross" <ccross@lfucg.com>

Subject 

Good morning, Bryan. Hope you and your family had a great Thanksgiving!

We're trying to find a premise number for the above-referenced location but aren't having much luck. Do you know if there's a tap application for this location? Following is a screenprint from our mainframe files that indicates this location is sewerred. Any help with this location will be greatly appreciated. Thank you and have a good day!

Candice

(Embedded image moved to file: pic05045.jpg)

Candice Deininger
LFUCG Division of Revenue
200 E. Main St., Lexington, KY 40507
Telephone: 859-258-3364
Fax: 859-258-3352
cdeining@lfucg.com

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:12 PM -----

From: Trisha Etedali/SHARVCS/AWWSC
To: Nikole L McKeever/CALLCTR/CORP/AWWSC@AWW

Cc: Rachel Cole/KAWC/AWWSC@AWW, Takiyah E Myatt/SHARVCS/AWWSC@AWW, Bryan
Siler/KAWC/AWWSC@AWW
Date: 12/05/2008 10:07 AM
Subject: [REDACTED]ummy acct

Hi Nicole,

Please reverse the \$68828.02 on the attached account using the same revenue codes on the last Misc adjustment. Upon completion, please inform Rachel and Takiyah the amount that is due to tax.

Rachel will set up an MI to clear the following accts.

[REDACTED] Revenue
Tax

Thanks,

Trisha

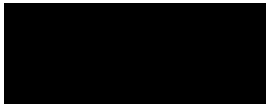


----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:12 PM -----

From: Bob J Perkins/CALLCTR/CORP/AWWSC
To: Stacy Owens/KAWC/AWWSC@AWW
Cc: Rick Witherite/KAWC/AWWSC@AWW, Bryan Siler/KAWC/AWWSC@AWW
Date: 12/05/2008 10:46 AM
Subject: Wastewater Without Based on Sequence

Good Morning


I have 2 premises that have showed up on this report. Please review and correct if needed..



Thank You

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

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:12 PM -----

From: "Candice Deininger" <cdeining@lfucg.com>
To: <Bryan.Siler@amwater.com>
Cc: <Jarold.Jackson@amwater.com>, <Stacy.Owens@amwater.com>
Date: 12/05/2008 10:48 AM
Subject: Smuckers - Premise Number 

Bryan,

I noticed this account had a zero reading/usage this month – in fact, it appears as though it was a given a credit adjustment, perhaps for an over-estimate on the October bill. I know that a second account was established and recall that over time the usage from this account would decrease and all usage would ultimately bill on the new account. Has that already happened?

I've copied Jarold on this email so he'll be aware that this account was estimated yet again and in case the account will remain active for a while longer.

Candice Deininger
LFUCG Division of Revenue
200 E. Main St., Lexington, KY 40507
Telephone: 859-258-3364
Fax: 859-258-3352
cdeining@lfucg.com

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:12 PM -----

From: Rachel Cole/KAWC/AWWSC
To: Stacy Owens/KAWC/AWWSC@AWW, Bryan Siler
Date: 12/05/2008 10:58 AM
Subject: Fw: KY [REDACTED] Invalid Rate Schedule and Comments say backbilling but no details, In Bill Batch

It's almost finalized. Just want to make sure the process works from start to finish. Please request all parties involved, to be patient. Thanks.

Rachel S. Cole
Southeast Region
Email: rcole@kawc.com
Ph: 859-268-6307
Fax: 859-335-3307

----- Forwarded by Rachel Cole/KAWC/AWWSC on 12/05/2008 10:57 AM -----

Trisha
Etedali/SHARVCS/AWWSC
12/05/2008 10:54 AM

To Rachel Cole/KAWC/AWWSC@AWW
cc [REDACTED]
Subject Re: Fw: KY [REDACTED] Invalid Rate Schedule and Comments say backbilling but no details, In Bill Batch

Hi Rachel,

I will have an answer for you regarding the [REDACTED] Account on Tuesday. I need to review this with the Accounting Director however she is reviewing the financial statements today. Since this will be our "go forward" process, I want to make sure she understands and agrees with the process. Please inform Brian and Stacey,

Best Regards,

Trisha

Rachel Cole/KAWC/AWWSC



Rachel Cole/KAWC/AWWSC
12/05/2008 09:47 AM

To Stacy Owens/KAWC/AWWSC@AWW
cc Bryan Siler, Cecily N Vinegar/KAWC/AWWSC@AWW, Trisha Etedali/SHARVCS/AWWSC@AWW
Subject Fw: KY [REDACTED] Invalid Rate Schedule and Comments say backbilling but no details, In Bill Batch

Stacy,

I spoke with Trisha and Takiyah, yesterday. They are going to get back with Bryan for the account distribution for the MI. I believe Bryan is waiting on that call, this morning.



Miscellaneous_Invoice [REDACTED] 20408.xls

Rachel S. Cole
Southeast Region
Email: rcole@kawc.com
Ph: 859-268-6307
Fax: 859-335-3307

----- Forwarded by Rachel Cole/KAWC/AWWSC on 12/05/2008 09:44 AM -----

Stacy Owens/KAWC/AWWSC

12/04/2008 06:03 PM

To Cecily N Vinegar/KAWC/AWWSC@AWW
cc Bryan Siler/KAWC/AWWSC@AWW, Rachel Cole/KAWC/AWWSC@AWW
Subject Re: Fw: KY [REDACTED] Invalid Rate Schedule and Comments say backbilling but no details, In Bill Batch

Thanks Cecily. I agree, can we get closure? [REDACTED] manager called again today.

Rachel/Bryan...let me know what obstacles are preventing resolution. Also need to set up for crew to meet. See most recent contact on this account.

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.

Cecily N Vinegar/KAWC/AWWSC



Cecily N Vinegar/KAWC/AWWSC

12/04/2008 08:15 AM

To Stacy Owens/KAWC/AWWSC@AWW, Bryan Siler/KAWC/AWWSC@AWW
cc Rachel Cole/KAWC/AWWSC@AWW
Subject Fw: KY [REDACTED] Invalid Rate Schedule and Comments say backbilling but no details, In Bill Batch

There are many people questioning this account. It would be great if we could finalize a process for this back billing account today.

Cecily Vinegar
Operations Clerk
Kentucky American Water
Lexington, KY 40502
(859) 335-3839 Phone
(859) 268-6315 Fax
Email: cecily.vinegar@amwater.com

----- Forwarded by Cecily N Vinegar/KAWC/AWWSC on 12/04/2008 08:12 AM -----



**Bethany G
Hungate/KAWC/AWWSC**
12/04/2008 08:06 AM

To Cecily N Vinegar/KAWC/AWWSC@AWW
cc
Subject Fw: KY [REDACTED] nvalid Rate Schedule and Comments say
backbilling but no details, In Bill Batch

~~~~~

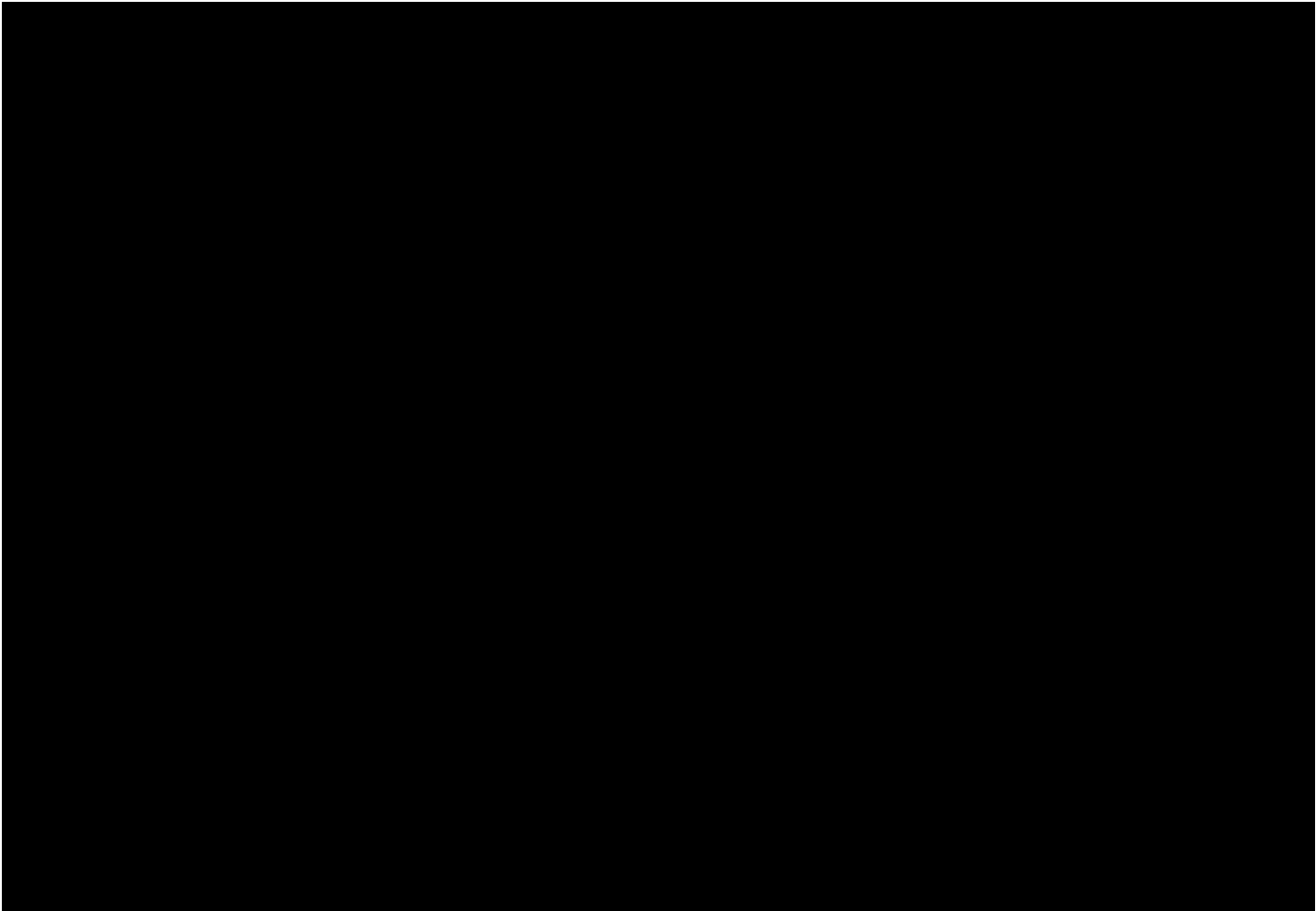
Bethany Hungate  
Operations Clerk  
Kentucky American Water  
2300 Richmond Rd  
Lexington, KY 40502  
(859)268-6386 phone  
(859)268-6315 Fax

----- Forwarded by Bethany G Hungate/KAWC/AWWSC on 12/04/2008 08:05 AM -----



**Melody S  
Huie/CALLCTR/CORP/AWWS  
C**  
12/04/2008 07:52 AM

To Stacy Owens/KAWC/AWWSC@AWW, Beverly  
Horton/KAWC/AWWSC@AWW, Bethany G  
Hungate/KAWC/AWWSC@AWW, Sharon A  
Davis/CALLCTR/CORP/AWWSC@AWW, Linda A  
Sigite/CALLCTR/CORP/AWWSC@AWW, Kathy D  
Kingsbury/CALLCTR/CORP/AWWSC@AWW, Bob J  
Perkins/CALLCTR/CORP/AWWSC@AWW, Tonya L  
Nix/CALLCTR/CORP/AWWSC@AWW, Tracy R  
Bauswell/CALLCTR/CORP/AWWSC@AWW  
cc  
Subject KY [REDACTED] nvalid Rate Schedule and Comments say  
backbilling but no details, In Bill Batch



Melody Huie -Alton IL - CSR III - Billing Specialist

1-618-433-4311 Ext 6216

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:12 PM -----

From: Rachel Cole/KAWC/AWWSC  
To: Trisha Etedali/SHARVCS/AWWSC@AWW  
Cc: Bryan Siler, Jarold Jackson/KAWC/AWWSC@AWW, Stacy Owens/KAWC/AWWSC@AWW  
Date: 12/05/2008 11:06 AM  
Subject: Re:

---

Trisha,

The contract agreement states that we should bill sewer with the same due diligence as we bill water. I believe in recent discussions with LFUCG, Keith Cartier agreed that for large sewer billing errors, that result from the company's missteps, the company is obligated to ensure the LFUCG receives the payment up front.

Bryan, Is my interpretation correct?

\*\*\*\*\*

Rachel S. Cole

Southeast Region  
Email: rcole@kawc.com  
Ph: 859-268-6307  
Fax: 859-335-3307

Trisha Etedali/SHARVCS/AWWSC

**Trisha Etedali/SHARVCS/AWWSC**  
12/05/2008 10:59 AM  
To Rachel Cole/KAWC/AWWSC@AWW  
cc  
Subject

Rachel, I just want to make sure that I gave Sue correct information regarding the LFUCG contract. I informed her that we have a contractual agreement that specifies that we pay them when customers accounts are not billed accurately. Is this part of the contract or a practice?

Thanks

Trisha

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:12 PM -----

From: Bryan Siler/KAWC/AWWSC  
To: Rachel Cole/KAWC/AWWSC@AWW  
Cc: bsiler@kawc.com, Jarold Jackson/KAWC/AWWSC@AWW, Stacy Owens/KAWC/AWWSC@AWW, Trisha Etedali/SHARVCS/AWWSC@AWW  
Date: 12/05/2008 11:22 AM  
Subject: Re:

Yes, it is.

\*\*\*\*\*

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

Rachel Cole/KAWC/AWWSC



**Rachel Cole/KAWC/AWWSC**  
12/05/2008 11:06 AM

To Trisha Etedali/SHARVCS/AWWSC@AWW  
cc Bryan Siler, Jarold Jackson/KAWC/AWWSC@AWW, Stacy Owens/KAWC/AWWSC@AWW  
Subject Re: 📎

Trisha,

The contract agreement states that we should bill sewer with the same due diligence as we bill water. I believe in recent discussions with LFUCG, Keith Cartier agreed that for large sewer billing errors, that result from the company's missteps, the company is obligated to ensure the LFUCG receives the payment up front.

Bryan, Is my interpretation correct?

\*\*\*\*\*

Rachel S. Cole  
Southeast Region  
Email: rcole@kawc.com  
Ph: 859-268-6307  
Fax: 859-335-3307

Trisha Etedali/SHARVCS/AWWSC

**Trisha  
Etedali/SHARVCS/AWWSC**  
12/05/2008 10:59 AM

To: Rachel Cole/KAWC/AWWSC@AWW  
cc  
Subject

Rachel, I just want to make sure that I gave Sue correct information regarding the LFUCG contract. I informed her that we have a contractual agreement that specifies that we pay them when customers accounts are not billed accurately. Is this part of the contract or a practice?

Thanks

Trisha

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:12 PM -----

From: Trisha Etedali/SHARVCS/AWWSC  
To: Bryan Siler/KAWC/AWWSC@AWW  
Date: 12/05/2008 12:25 PM  
Subject: Re: [REDACTED] Dummy acct

---

No, we will be using a similar process but a little bit different. I just need to get approval from the Accounting director. Final decision will be made on Tuesday.

Have a nice weekend!

**Trisha Etedali**  
**Business Liaison**  
American Water Shared Services Center  
131 Woodcrest Road Cherry Hill, NJ 08003  
Ph 856.310.5732

CP 856.912.0754  
Tetedali@amwater.com

Bryan Siler/KAWC/AWWSC



**Bryan Siler/KAWC/AWWSC**

12/05/2008 10:10 AM

To Trisha Etedali/SHARVCS/AWWSC@AWW

cc

Subject Re [REDACTED] Dummy acct

Will we be doing the same for [REDACTED] His backbill amount is on his regular bill not a dummy account.

\*\*\*\*\*

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

Trisha Etedali/SHARVCS/AWWSC

**Trisha Etedali/SHARVCS/AWWSC**

12/05/2008 10:07 AM

To Nikole L McKeever/CALLCTR/CORP/AWWSC@AWW

cc Rachel Cole/KAWC/AWWSC@AWW, Takiyah E Myatt/SHARVCS/AWWSC@AWW, Bryan Siler/KAWC/AWWSC@AWW

Subject [REDACTED] Dummy acct

Hi Nicole,

Please reverse the \$68828.02 on the attached account using the same revenue codes on the last Misc adjustment. Upon completion, please inform Rachel and Takiyah the amount that is due to tax.

Rachel will set up an MI to clear the following accts.

[REDACTED] Revenue  
Tax

Thanks,

Trisha

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:12 PM -----

From: Bob J Perkins/CALLCTR/CORP/AWWSC  
To: Bryan Siler/KAWC/AWWSC@AWW  
Cc: Stacy Owens/KAWC/AWWSC@AWW  
Date: 12/08/2008 08:59 AM  
Subject: Re: Wastewater Without Based on Sequence

---

Bryan

This bill was worked with today's bill date and was mailed out Friday... We can do a cancel/rebill on the account to add the sewer charges.

The only info that I could find about the meter install date is in the MINV path and it showing a 5/1/1992 date. I do not know how accurate that is.

The Backbill issue I am going to defer to Stacy. I believe it is a strict 24 months per tarriff but it may be different when a customer accepts due to not setting up service.

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

Bryan Siler/KAWC/AWWSC



**Bryan Siler/KAWC/AWWSC**

12/08/2008 07:46 AM

To Bob J Perkins/CALLCTR/CORP/AWWSC@AWW  
cc Melody S Huie/CALLCTR/CORP/AWWSC@AWW, Stacy Owens/KAWC/AWWSC@AWW  
Subject Re: Wastewater Without Based on Sequence 📎

Bob,

I added the Based On Sequence to both of these.

The second premise has a backbill or more than 24 months. Are we allowed to back bill that far even if the customer agrees? The bill date has today's date - if we have to change it is there any way to catch this bill before it goes out.

Do we have a record of when this meter was installed?

\*\*\*\*\*

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

Bob J Perkins/CALLCTR/CORP/AWWSC



**Bob J Perkins/CALLCTR/CORP/AWWSC**

12/05/2008 10:46 AM

To Stacy Owens/KAWC/AWWSC@AWW  
cc Rick Witherite/KAWC/AWWSC@AWW, Bryan Siler/KAWC/AWWSC@AWW  
Subject Wastewater Without Based on Sequence

Good Morning

I have 2 premises that have showed up on this report. Please review and correct if needed..



Thank You

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

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:12 PM -----

From: "Candice Deininger" <cdeining@lfucg.com>  
To: <Bryan.Siler@amwater.com>, <Stacy.Owens@amwater.com>, "Sandy Nichols" <sandyn@lfucg.com>, "Rhonda Hicks" <rhicks@lfucg.com>, "Deborah Gerardi" <dgerardi@lfucg.com>, "Scott Brown" <ScottB@lfucg.com>, <Rachel.Cole@amwater.com>, "Mary Fister" <mfister@lfucg.com>  
Cc: "William O'Mara" <billo@lfucg.com>  
Date: 12/08/2008 11:14 AM  
Subject: RE: November Reports

---

Good morning, Bryan. As I was reviewing the November sewer report, I noticed a significant increase (4.95%) in the net number of bills issued. In addition, there was a 9.98% increase in the billed sewer amount. I am not sure if you are aware that as part of the sewer contract, KAWC is to provide an explanation as to these variances - please see Item 11 under Section A - Billing, Accounting and Collecting (Page 5). I'll look forward to hearing from you - thank you!!

Candice

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

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]  
Sent: Thursday, December 04, 2008 4:30 PM  
To: Candice Deininger; Stacy.Owens@amwater.com; Sandy Nichols; Rhonda Hicks; Deborah Gerardi; Scott Brown; Rachel.Cole@amwater.com; Mary Fister  
Subject: November Reports

Hello,

Attached are the monthly reports for your review. Please let me know if you have any questions.

There was 1 OPA account that was billed taxes in October. It has been corrected.

Thank you.

(See attached file: LFUCG Sewer and Landfill\_November rev 2008.xls)(See attached file: Sewer and Landfill Aging Totals.pdf)



\*\*\*\*\*

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

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:12 PM -----

From: Ann M Luczak/PAWC/AWWSC  
To: Bryan Siler/KAWC/AWWSC@AWW  
Cc: Traci A Follmer/PAWC/AWWSC@AWW, Joy E Hughes/PAWC/AWWSC@AWW, Trisha Etedali/SHARVCS/AWWSC@AWW, Nick Rowe/KAWC/AWWSC@AWW, Stacy Owens/KAWC/AWWSC@AWW  
Date: 12/08/2008 02:09 PM  
Subject: Mismatch Reports

---

Hi Bryan,

Here are your Mismatch Reports for this week, you will need to let me know by **Thursday, December 11, 2008** what you have completed.

Please work the reports in this order of priority: (Missing Services report 4 & 5 last)

1. Area & Route Mismatch
2. Invalid Services
3. Invalid Fix Charges
4. Missing Fix Charges
5. Missing Services

\*\*\* Please remember you can review validation table information by accessing path BLVG in Orcom \*\*\*

**These are your DETAIL reports. These are the reports you want to work from. These should also be the reports you update & send back to me with weekly updates.**



Missing Services Detail KY 12-5.xls

Please save these reports in your personal document files. Do a "Save As" of this information when making any changes to this report.

Thank you and if you have any questions, please let me know.

Ann Luczak  
Quality Assurance Analyst  
KY, Eastern & Central-PA, TN  
Eastern Division-SE States  
100 N Pennsylvania Av  
Wilkes-Barre PA 18701

Phone: (570) 830-6547  
Fax: (570) 822-3783  
Email: ann.luczak@amwater.com

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:12 PM -----

From: "Candice Deininger" <cdeining@lfucg.com>  
To: <Bryan.Siler@amwater.com>  
Cc: <Stacy.Owens@amwater.com>  
Date: 12/08/2008 04:25 PM  
Subject: [REDACTED]

---

Good afternoon, Bryan. I noticed in November's new service orders that there appears to have been a 'DMMY' account set up a [REDACTED]  
I'm thinking it might be for their backbilling, but would like you to confirm that or let me know otherwise.  
Thank you and have a good evening!

Candice

Candice Deininger  
LFUCG Division of Revenue  
200 E. Main St., Lexington, KY 40507  
Telephone: 859-258-3364  
Fax: 859-258-3352  
cdeining@lfucg.com

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:12 PM -----

From: "Candice Deininger" <cdeining@lfucg.com>  
To: <Bryan.Siler@amwater.com>  
Date: 12/08/2008 04:47 PM  
Subject: R [REDACTED]

---

Thanks, Bryan!

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

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]  
Sent: Monday, December 08, 2008 4:31 PM  
To: Candice Deininger  
Cc: Stacy.Owens@amwater.com  
Subject: Re: [REDACTED]

Candice,

You're right. That was set up for backbilling purposes but will probably not be needed.

\*\*\*\*\*

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

"Candice  
Deininger"  
<cdeining@lfucg.c  
om> <Bryan.Siler@amwater.com>  
cc 12/08/2008 04:24 <Stacy.Owens@amwater.com>  
Subject PM [REDACTED]

Good afternoon, Bryan. I noticed in November's new service orders that there appears to have been a 'DMMY' account set up at [REDACTED]

[REDACTED] firm that or

let  
me know otherwise. Thank you and have a good evening!

Candice

Candice Deininger  
LFUCG Division of Revenue  
200 E. Main St., Lexington, KY 40507  
Telephone: 859-258-3364  
Fax: 859-258-3352  
cdeining@lfucg.com

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:12 PM -----

From: "Candice Deininger" <cdeining@lfucg.com>  
To: <Bryan.Siler@amwater.com>  
Cc: "William O'Mara" <billo@lfucg.com>, "Deborah Gerardi" <dgerardi@lfucg.com>, "Mary Fister" <mfister@lfucg.com>, <Rachel.Cole@amwater.com>, "Rhonda Hicks" <rhicks@lfucg.com>, "Sandy Nichols" <sandyn@lfucg.com>, "Scott Brown" <ScottB@lfucg.com>, <Stacy.Owens@amwater.com>  
Date: 12/08/2008 04:55 PM  
Subject: RE: November Reports

---

I checked a Cycle 1 account and noticed the billed days was only 23 - that's a pretty short billing cycle. I'm just curious as to why . . . do you have the reading/billing schedule for these accounts as to when they will be read and billed again? Thank you!

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

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]  
 Sent: Monday, December 08, 2008 4:41 PM  
 To: Candice Deininger  
 Cc: William O'Mara; Deborah Gerardi; Mary Fister;  
 Rachel.Cole@amwater.com; Rhonda Hicks; Sandy Nichols; Scott Brown;  
 Stacy.Owens@amwater.com  
 Subject: RE: November Reports

Candice,

Cycle 1 accounts were billed twice during November. They were billed the second time on the Friday after Thanksgiving. This is what caused the increase in the number of bills and sewer revenue.

\*\*\*\*\*

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

"Candice  
 Deininger"  
 <cdeining@lfucg.c  
 To om> <Bryan.Siler@amwater.com>,  
 <Stacy.Owens@amwater.com>, "Sandy  
 12/08/2008 11:13 Nichols" <sandyn@lfucg.com>,  
 AM "Rhonda Hicks"  
 <rhicks@lfucg.com>, "Deborah Gerardi"  
 <dgerardi@lfucg.com>, "Scott  
 Brown" <ScottB@lfucg.com>,  
 <Rachel.Cole@amwater.com>, "Mary  
 Fister" <mfister@lfucg.com>

cc

"William O'Mara"

<billo@lfucg.com>

Subject

RE: November Reports

Good morning, Bryan. As I was reviewing the November sewer report, I noticed a significant increase (4.95%) in the net number of bills issued. In addition, there was a 9.98% increase in the billed sewer amount. I am not sure if you are aware that as part of the sewer contract, KAWC is to provide an explanation as to these variances - please see Item 11 under Section A - Billing, Accounting and Collecting (Page 5). I'll look forward to hearing from you - thank you!!

Candice

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

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

Sent: Thursday, December 04, 2008 4:30 PM

To: Candice Deininger; Stacy.Owens@amwater.com; Sandy Nichols; Rhonda Hicks; Deborah Gerardi; Scott Brown; Rachel.Cole@amwater.com; Mary Fister

Subject: November Reports

Hello,

Attached are the monthly reports for your review. Please let me know if you have any questions.

There was 1 OPA account that was billed taxes in October. It has been corrected.

Thank you.

(See attached file: LFUCG Sewer and Landfill\_November rev 2008.xls)(See attached file: Sewer and Landfill Aging Totals.pdf)

\*\*\*\*\*

Bryan Siler

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

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:12 PM -----

From: Rachel Cole/KAWC/AWWSC  
 To: William S Buckner/KAWC/AWWSC@AWW  
 Cc: Jarold Jackson/KAWC/AWWSC@AWW, Bryan Siler, Pamela A Mikaelian/KAWC/AWWSC@AWW  
 Date: 12/08/2008 05:04 PM  
 Subject: Fw: November Reports

Bill,

Did we request or review the reading and billing schedule in coordination with FRCC and billing? I remember we used to review that together to make sure that we only bill accounts once in a given month.

\*\*\*\*\*

Rachel S. Cole  
 Southeast Region  
 Email: rcole@kawc.com  
 Ph: 859-268-6307  
 Fax: 859-335-3307

----- Forwarded by Rachel Cole/KAWC/AWWSC on 12/08/2008 05:03 PM -----



**"Candice Deininger"**  
 <cdeining@lfucg.com>

12/08/2008 04:55 PM

To <Bryan.Siler@amwater.com>

cc "William O'Mara" <billo@lfucg.com>, "Deborah Gerardi" <dgerardi@lfucg.com>, "Mary Fister" <mfister@lfucg.com>, <Rachel.Cole@amwater.com>, "Rhonda Hicks" <rhicks@lfucg.com>, "Sandy Nichols" <sandyn@lfucg.com>, "Scott Brown" <ScottB@lfucg.com>, <Stacy.Owens@amwater.com>

Subject RE: November Reports

I checked a Cycle 1 account and noticed the billed days was only 23 - that's a pretty short billing cycle. I'm just curious as to why . . . do you have the reading/billing schedule for these accounts as to when they will be read and billed again? Thank you!

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

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]  
 Sent: Monday, December 08, 2008 4:41 PM  
 To: Candice Deininger  
 Cc: William O'Mara; Deborah Gerardi; Mary Fister;  
 Rachel.Cole@amwater.com; Rhonda Hicks; Sandy Nichols; Scott Brown;  
 Stacy.Owens@amwater.com  
 Subject: RE: November Reports

Candice,

Cycle 1 accounts were billed twice during November. They were billed the second time on the Friday after Thanksgiving. This is what caused the increase in the number of bills and sewer revenue.

\*\*\*\*\*

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

"Candice  
 Deininger"  
 <cdeining@lfucg.c  
 To om> <Bryan.Siler@amwater.com>,  
 <Stacy.Owens@amwater.com>, "Sandy  
 12/08/2008 11:13 Nichols" <sandyn@lfucg.com>,  
 AM "Rhonda Hicks"  
 <rhicks@lfucg.com>,"Deborah Gerardi"  
 <dgerardi@lfucg.com>, "Scott  
 Brown" <ScottB@lfucg.com>,  
 <Rachel.Cole@amwater.com>, "Mary  
 Fister" <mfister@lfucg.com>  
 cc "William O'Mara"  
 <billo@lfucg.com>  
 Subject RE: November Reports

Good morning, Bryan. As I was reviewing the November sewer report, I noticed a significant increase (4.95%) in the net number of bills issued. In addition, there was a 9.98% increase in the billed sewer amount. I am not sure if you are aware that as part of the sewer contract, KAWC is to provide an explanation as to these variances - please see Item 11 under Section A - Billing, Accounting and Collecting (Page 5). I'll look forward to hearing from you - thank you!!

Candice

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

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]  
Sent: Thursday, December 04, 2008 4:30 PM  
To: Candice Deininger; Stacy.Owens@amwater.com; Sandy Nichols; Rhonda Hicks; Deborah Gerardi; Scott Brown; Rachel.Cole@amwater.com; Mary Fister  
Subject: November Reports

Hello,

Attached are the monthly reports for your review. Please let me know if you have any questions.

There was 1 OPA account that was billed taxes in October. It has been corrected.

Thank you.

(See attached file: LFUCG Sewer and Landfill\_November rev 2008.xls)(See attached file: Sewer and Landfill Aging Totals.pdf)

\*\*\*\*\*

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

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:12 PM -----

From: William S Buckner/KAWC/AWWSC  
To: Bryan Siler/KAWC/AWWSC@AWW  
Date: 12/09/2008 08:25 AM  
Subject: RE: November Reports

---

Cycle 1 will be read next on Dec. 29th billed Jan. 2nd 2009.

William S. Buckner



Field Service Supervisor  
Kentucky American Water  
2300 Richmond Road  
Lexington, KY 40502  
Email: William.Buckner@amwater.com  
Ph: 859-268-6371  
Cell 859-537-0759  
Bryan Siler/KAWC/AWWSC



**Bryan Siler/KAWC/AWWSC**

12/09/2008 07:41 AM

To William S Buckner/KAWC/AWWSC@AWW

cc

Subject RE: November Reports 

We're looking at cycle 1.

\*\*\*\*\*

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

William S Buckner/KAWC/AWWSC

**William S  
Buckner/KAWC/AWWSC**

12/08/2008 05:22 PM

To Bryan Siler/KAWC/AWWSC@AWW

cc

Subject RE: November Reports 

Route 300 will be read next on 12/31/08 and billed on 01/06/09.

William S. Buckner  
Field Service Supervisor  
Kentucky American Water  
2300 Richmond Road  
Lexington, KY 40502  
Email: William.Buckner@amwater.com  
Ph: 859-268-6371  
Cell 859-537-0759  
Bryan Siler/KAWC/AWWSC




**Bryan Siler/KAWC/AWWSC**

12/08/2008 05:18 PM

To "Candice Deininger" <cdeining@ifucg.com>@AWX

cc



Subject RE: November Reports 

Candice,

I am checking with Bill to verify the dates. I think they are done billing for the year but will make sure. I will get back with you in the morning. I hope that is ok.

Bryan

\*\*\*\*\*

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

"Candice Deininger" <cdeining@lfucg.com>



"Candice Deininger"  
<cdeining@lfucg.com>  
12/08/2008 04:55 PM

To <Bryan.Siler@amwater.com>

cc "William O'Mara" <billo@lfucg.com>, "Deborah Gerardi" <dgerardi@lfucg.com>, "Mary Fister" <mfister@lfucg.com>, <Rachel.Cole@amwater.com>, "Rhonda Hicks" <rhicks@lfucg.com>, "Sandy Nichols" <sandyn@lfucg.com>, "Scott Brown" <ScottB@lfucg.com>, <Stacy.Owens@amwater.com>

Subject RE: November Reports

I checked a Cycle 1 account and noticed the billed days was only 23 - that's a pretty short billing cycle. I'm just curious as to why . . . do you have the reading/billing schedule for these accounts as to when they will be read and billed again? Thank you!

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

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]  
Sent: Monday, December 08, 2008 4:41 PM  
To: Candice Deininger  
Cc: William O'Mara; Deborah Gerardi; Mary Fister;  
Rachel.Cole@amwater.com; Rhonda Hicks; Sandy Nichols; Scott Brown;  
Stacy.Owens@amwater.com  
Subject: RE: November Reports

Candice,

Cycle 1 accounts were billed twice during November. They were billed the second time on the Friday after Thanksgiving. This is what caused the increase in the number of bills and sewer revenue.

\*\*\*\*\*

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

"Candice  
Deininger"  
<cdeining@lfucg.com>  
To  
om> <Bryan.Siler@amwater.com>,  
<Stacy.Owens@amwater.com>, "Sandy  
Nichols" <sandyn@lfucg.com>,  
12/08/2008 11:13  
AM  
<rhicks@lfucg.com>,"Rhonda Hicks"  
"Deborah Gerardi"  
<dgerardi@lfucg.com>, "Scott  
Brown" <ScottB@lfucg.com>,  
<Rachel.Cole@amwater.com>, "Mary  
Fister" <mfister@lfucg.com>  
cc  
<billo@lfucg.com> "William O'Mara"  
Subject RE: November Reports

Good morning, Bryan. As I was reviewing the November sewer report, I noticed a significant increase (4.95%) in the net number of bills issued. In addition, there was a 9.98% increase in the billed sewer amount. I am not sure if you are aware that as part of the sewer contract, KAWC is to provide an explanation as to these variances - please see Item 11 under Section A - Billing, Accounting and Collecting (Page 5). I'll look forward to hearing from you - thank you!!

Candice

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

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]  
Sent: Thursday, December 04, 2008 4:30 PM  
To: Candice Deininger; Stacy.Owens@amwater.com; Sandy Nichols; Rhonda Hicks; Deborah Gerardi; Scott Brown; Rachel.Cole@amwater.com; Mary Fister  
Subject: November Reports

Hello,

Attached are the monthly reports for your review. Please let me know if you have any questions.

There was 1 OPA account that was billed taxes in October. It has been corrected.

Thank you.

(See attached file: LFUCG Sewer and Landfill\_November rev 2008.xls)(See attached file: Sewer and Landfill Aging Totals.pdf)

\*\*\*\*\*

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

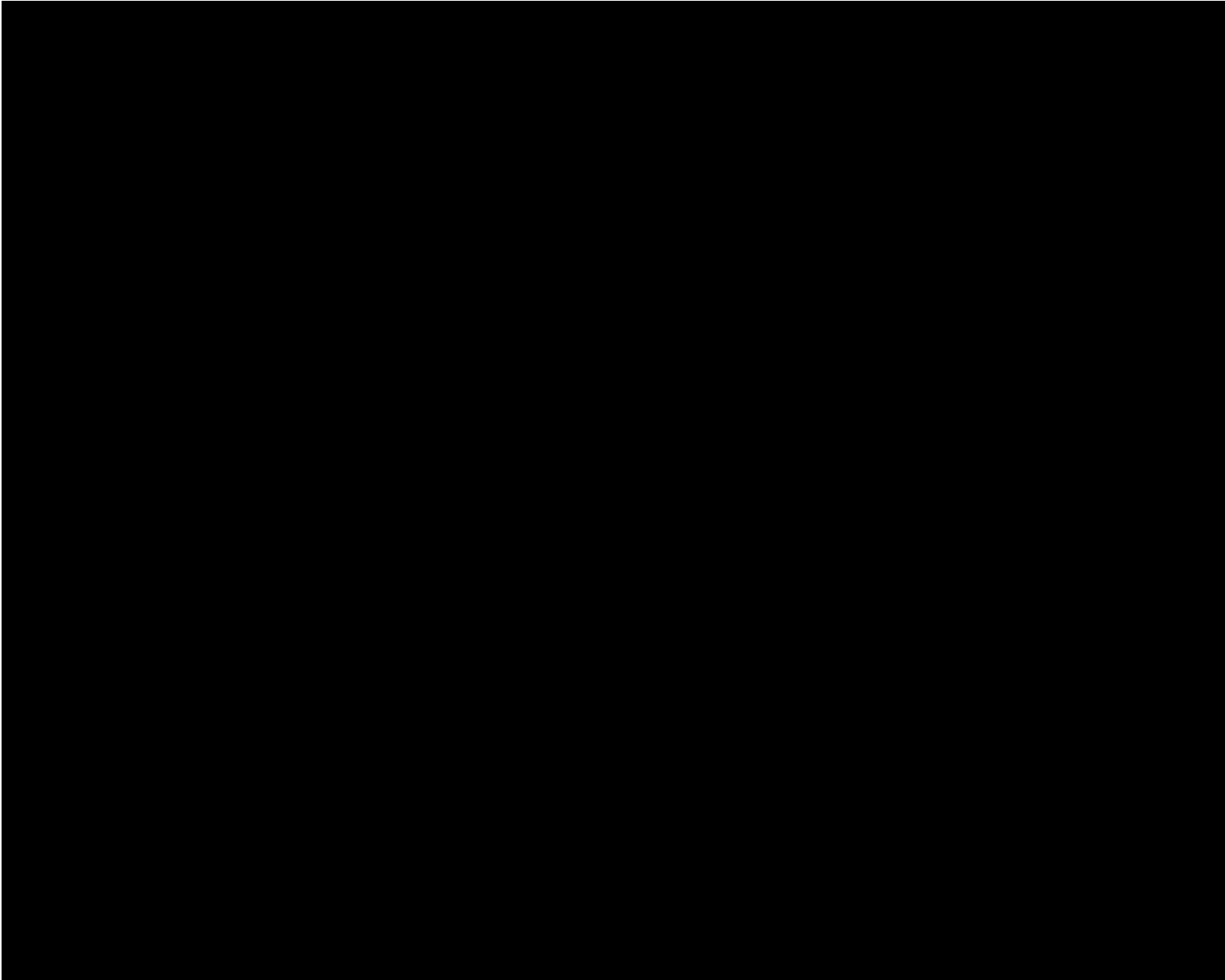
----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:12 PM -----

From: "Candice Deininger" <cdeining@lfucg.com>  
To: <Bryan.Siler@amwater.com>, <Stacy.Owens@amwater.com>  
Cc: <ddoucoumes@yahoo.com>  
Date: 12/09/2008 09:31 AM  
Subject: Premise Numbe [REDACTED]

Good morning, Bryan and Stacy. I received a call this morning from the customer at this location who indicated that this account serves a hydrant. From what I'm seeing from the following screenprint, it

appears that he received a credit for the payments he made and the October and November charges were adjusted off by the water company. I just want to confirm that this is the case and that LFUCG does not owe anything further to the customer. In addition, would you kindly remove the sewer coding on this account to prevent it from billing in the future. Thanks very much for your help and have a good day!

Candice



LFUCG Division of Revenue  
200 E. Main St., Lexington, KY 40507  
Telephone: 859-258-3364  
Fax: 859-258-3352  
cdeining@lfucg.com

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:12 PM -----

From: Bryan Siler/KAWC/AWWSC  
 To: bsiler@kawc.com  
 Date: 12/09/2008 01:06 PM  
 Subject: Premise Number [REDACTED]

| BILL DATE  | SEWER   | LANDFILL |
|------------|---------|----------|
| 5/16/2008  | 8.30    | 3.90     |
| 6/17/2008  | 3.50    | 9.00     |
| 7/17/2008  | 24.62   | 9.00     |
| 8/18/2008  | 21.98   | 9.00     |
| 9/17/2008  | 21.98   | 9.00     |
| 10/6/2008  |         | (39.90)  |
| 10/7/2008  | (80.38) |          |
| 10/16/2008 | 21.98   |          |
| 11/18/2008 | 3.50    |          |
| Total      | 25.48   | -        |

\*\*\*\*\*

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

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:12 PM -----

From: Trisha Etedali/SHARVCS/AWWSC  
 To: Thomas M Gildea/SHARVCS/AWWSC@AWW  
 Cc: Rachel Cole/KAWC/AWWSC@AWW, Bryan Siler/KAWC/AWWSC@AWW  
 Date: 12/09/2008 02:17 PM  
 Subject: [REDACTED] KY(needs to be backbilled)

Hi Tom,

This is in reference to our conversation regarding [REDACTED] KY account that needs to be backbilled) but we need to pay LFUCG upfront. [REDACTED] w if you are in agreement.

Thanks,

Trisha

This will eliminate the need for KY to do a disbursement request.

[REDACTED]  
 Customer A/R account that was not billed for a service.

\*Needs to be paid up front to LFUCG but the customer is being given the option of a payment plan.

One proposed method is to remove the billed amount from ECIS and create an MI.

**First Entry** - Account has already been backbilled.

Debit O&M Customer A/R 241249.002  
Credit O&M sales 241249.001

**Second Entry**

(Credit the account using the Mixed MI Cashier batch)

Credit O&M Customer A/R 241249.002(this will generate a check to LFUCG to pay them for the full amount) Paid out of 241249.001  
Debit Clearing acct. 131998.004

**Third Entry**

(Create an MI to bill the car wash account for the amount due that was paid to LFUCG)

Debit Miscellaneous A/R  
Credit the same clearing acct. 191998.004

**Fourth Entry**

Customer pays.

Credit Misc A/R  
Debit Cash

Acct balances

|              |      |           |                |           |
|--------------|------|-----------|----------------|-----------|
| customer a/r | Cash | O/M sales | Clearing acct. | Misc. A/R |
| 1 2          | 4    | 1         | 2 3            | 3 4       |

Sample entries for an O&M bill. (see 16.70) and cash application using mixed MI batch.



kysales.pdf



kycash1.pdf

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:12 PM -----

From: "Candice Deininger" <cdeining@lfucg.com>  
To: <Bryan.Siler@amwater.com>  
Cc: <Stacy.Owens@amwater.com>  
Date: 12/09/2008 03:08 PM  
Subject: RE: Premise Number [REDACTED]

---

Bryan,

I apologize if my email was confusing - I was requesting confirmation that this account served a hydrant as was indicated to me by the customer. And if so, then to request the sewer billing code be removed. Since I am unable to access any account notes, I must rely on your assistance to gather as much information as possible to make an informed decision. If this account does not serve a hydrant, then I will make adjustments as warranted if that is the case, and the sewer coding will remain intact.

With regard to the Adjusted A/R lines on my screen shot - if these were payments, wouldn't they be coded as Transaction Type 20, 21, or 22 instead of Transaction Type 50? As far as a credit balance on this account, I see no credit balance on the screenshot - what I see on the screenshot indicates a zero balance on sewer. Again, I have limited access to account information and transactions so I'm trying to understand what is going on with it.

So, if the account does not serve a hydrant but is a regular service, then the sewer coding should remain and I will correspond as appropriate with the customer. Thank you.

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

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]  
Sent: Tuesday, December 09, 2008 1:04 PM  
To: Candice Deininger  
Cc: ddoucumes@yahoo.com; Stacy.Owens@amwater.com  
Subject: Re: Premise Number [REDACTED]

Candice,

This seems to go against our rule of setting up sewer service with the water service and having the customer ask for sewer credits. Please understand you will need to let us know when to start billing sewer for this premise again.

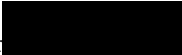
It appears that the October 16th bill has sewer charges of \$21.98 and the November 18th bill has sewer charges of \$3.50. These appear to be paid on your screen shot because there is a credit balance on the account. I have asked for these two sewer charges to be removed. Once these credits have been made I will remove the sewer coding from the premise.

Please let us know when to start billing sewer again for this premise. Call me if you have any questions.



\*\*\*\*\*

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

"Candice  
Deininger"  
<cdeining@lfucg.c  
om>  
To <Bryan.Siler@amwater.com>,  
<Stacy.Owens@amwater.com>  
12/09/2008 09:30  
cc AM <ddoucoumes@yahoo.com>  
Subject Premise Number 

Good morning, Bryan and Stacy. I received a call this morning from the customer at this location who indicated that this account serves a hydrant. From what I'm seeing from the following screenprint, it appears that he received a credit for the payments he made and the October and November charges were adjusted off by the water company. I just want to confirm that this is the case and that LFUCG does not owe anything further to the customer. In addition, would you kindly remove the sewer coding on this account to prevent it from billing in the future. Thanks very much for your help and have a good day!

Candice

(Embedded image moved to file: pic18682.jpg)

Candice Deininger  
LFUCG Division of Revenue  
200 E. Main St., Lexington, KY 40507  
Telephone: 859-258-3364  
Fax: 859-258-3352  
cdeining@lfucg.com

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:12 PM -----

From: Bryan Siler/KAWC/AWWSC  
To: Rachel Cole/KAWC/AWWSC@AWW  
Date: 12/09/2008 04:11 PM  
Subject: Kentucky November ACH Disbursements

---

Rachel,

Here is the ACH Cash Transactions comparison for November.



ACH Cash Trans Rec08.xls

\*\*\*\*\*

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

----- Forwarded by Bryan Siler/KAWC/AWWSC on 12/09/2008 04:10 PM -----



**Bryan Siler/KAWC/AWWSC**

11/05/2008 03:24 PM

To: Rachel Cole/KAWC/AWWSC

cc

Subject: Re: Fw: Kentucky October ACH Disbursements

Rachel,

Here is the ACH Cash Transactions comparison for October.



ACH Cash Trans Rec08.xls

\*\*\*\*\*

Bryan Siler  
Southeast Region

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

Rachel Cole/KAWC/AWWSC



**Rachel Cole/KAWC/AWWSC**

11/03/2008 08:32 AM

To Bryan Siler  
cc Maryann Concilio/SHARVCS/AWWSC@AWW  
Subject Fw: Kentucky October ACH Disbursements

Mary Ann,

Please add Bryan Siler to your list. Thank you.

\*\*\*\*\*

Rachel S. Cole  
Southeast Region  
Email: rcole@kawc.com  
Ph: 859-268-6307  
Fax: 859-335-3307

----- Forwarded by Rachel Cole/KAWC/AWWSC on 11/03/2008 08:33 AM -----



**Maryann  
Concilio/SHARVCS/AWWSC**

11/03/2008 08:29 AM

To Donna Taylor/KAWC/AWWSC@AWW, dgerardi@lfucg.com,  
rhicks@lfucg.com  
cc Rachel Cole/KAWC/AWWSC@AWW, Rick  
Witherite/KAWC/AWWSC@AWW  
Subject Kentucky October ACH Disbursements

Attached you will find your ACH spreadsheet for the month of October.

If you have any questions, please feel free to call me at the below number.

Thank you and have a great day.

[attachment "ACHRec08.xls" deleted by Bryan Siler/KAWC/AWWSC]

Mary Ann Concilio-Sbraga  
Cash Management Analyst  
American Water Shared Services Center  
131 Woodcrest Rd.  
Cherry Hill, NJ 08003  
(856)310-5886  
Change Partner Team - Let's Talk!!!

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:12 PM -----

From: Trisha Etedali/SHARVCS/AWWSC  
To: Thomas M Gildea/SHARVCS/AWWSC@AWW  
Cc: Bryan Siler/KAWC/AWWSC@AWW, Rachel Cole/KAWC/AWWSC@AWW  
Date: 12/09/2008 06:18 PM  
Subject: Re: [REDACTED] Need response from Tom)

---

Tom, you mentioned that you were in agreement with this process. Please reply to all with this email so Rachel can move forward with creating the MI.

Thanks for your help,

Trisha

Trisha Etedali/SHARVCS/AWWSC

**Trisha  
Etedali/SHARVCS/AWWSC**  
12/09/2008 02:17 PM

To: Thomas M Gildea/SHARVCS/AWWSC  
cc: Rachel Cole/KAWC/AWWSC@AWW, Bryan  
Siler/KAWC/AWWSC@AWW  
Subject: [REDACTED] for KY(needs to be backbilled)

Hi Tom,

This is in reference to our conversation regarding [REDACTED] KY account that needs to be backbilled) but we need to pay LFUCG upfront. Please let us know if you are in agreement.

Thanks,

Trisha

This will eliminate the need for KY to do a disbursement request.

[REDACTED]  
Customer A/R account that was not billed for a service.

\*Needs to be paid up front to LFUCG but the customer is being given the option of a payment plan.

One proposed method is to remove the billed amount from ECIS and create an MI.

**First Entry** - Account has already been backbilled.

Debit O&M Customer A/R 241249.002  
Credit O&M sales 241249.001

**Second Entry**

(Credit the account using the Mixed MI Cashier batch)

Credit O&M Customer A/R 241249.002(this will generate a check to LFUCG to pay them for the full amount) Paid out of 241249.001  
Debit Clearing acct. 131998.004

### Third Entry

(Create an MI to bill the car wash account for the amount due that was paid to LFUCG)

Debit Miscellaneous A/R  
Credit the same clearing acct. 191998.004

### Fourth Entry

Customer pays.

Credit Misc A/R  
Debit Cash

Acct balances

| customer a/r | Cash | O/M sales | Clearing acct. | Misc. A/R |
|--------------|------|-----------|----------------|-----------|
| 1 2          | 4    | 1         | 2 3            | 3 4       |

Sample entries for an O&M bill. (see 16.70) and cash application using mixed MI batch.



kysales.pdf



kycash1.pdf

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:12 PM -----

From: Thomas M Gildea/SHARVCS/AWWSC  
To: Trisha Etedali/SHARVCS/AWWSC@AWW  
Cc: Bryan Siler/KAWC/AWWSC@AWW, Rachel Cole/KAWC/AWWSC@AWW  
Date: 12/10/2008 11:26 AM  
Subject: Re: [REDACTED] (Need response from Tom)


My team will process the MI and perform entries 2 - 4 below. Thanks.

**Tom Gildea**  
**Manager - Cash Operations**

American Water  
Shared Services Center  
131 Woodcrest Road  
Cherry Hill, NJ 08003  
Direct 856-310-5859  
Cell: 609-206-3684

Trisha Etedali/SHARSVCS/AWWSC

**Trisha**  
**Etedali/SHARSVCS/AWWSC**  
12/09/2008 06:18 PM

To: Thomas M Gildea/SHARSVCS/AWWSC@AWW  
cc: Bryan Siler/KAWC/AWWSC@AWW, Rachel  
Cole/KAWC/AWWSC@AWW  
Subject: Re: [REDACTED] h (Need response from Tom) 

Tom, you mentioned that you were in agreement with this process. Please reply to all with this email so Rachel can move forward with creating the MI.

Thanks for your help,

Trisha

Trisha Etedali/SHARSVCS/AWWSC

**Trisha**  
**Etedali/SHARSVCS/AWWSC**  
12/09/2008 02:17 PM

To: Thomas M Gildea/SHARSVCS/AWWSC  
cc: Rachel Cole/KAWC/AWWSC@AWW, Bryan  
Siler/KAWC/AWWSC@AWW  
Subject: [REDACTED] for KY(needs to be backbilled)

Hi Tom,

This is in reference to our conversation regarding [REDACTED] KY account that needs to be backbilled) but we need to pay LFUCG upfront. [REDACTED] w if you are in agreement.

Thanks,

Trisha

This will eliminate the need for KY to do a disbursement request.

[REDACTED] amount that was not billed for a service.

\*Needs to be paid up front to LFUCG but the customer is being given the option of a payment plan.

One proposed method is to remove the billed amount from ECIS and create an MI.

**First Entry** - Account has already been backbilled.

Debit O&M Customer A/R 241249.002  
Credit O&M sales 241249.001

**Second Entry**

(Credit the account using the Mixed MI Cashier batch)

Credit O&M Customer A/R 241249.002(this will generate a check to LFUCG to pay them for the full amount) Paid out of 241249.001  
Debit Clearing acct. 131998.004

**Third Entry**

(Create an MI to bill the car wash account for the amount due that was paid to LFUCG)

Debit Miscellaneous A/R  
Credit the same clearing acct. 191998.004

**Fourth Entry**

Customer pays.

Credit Misc A/R  
Debit Cash

Acct balances

| customer a/r | Cash | O/M sales | Clearing acct. | Misc. A/R |
|--------------|------|-----------|----------------|-----------|
| 1 2          | 4    | 1         | 2 3            | 3 4       |
|              |      |           |                |           |

Sample entries for an O&M bill. (see 16.70) and cash application using mixed MI batch.

[attachment "kysales.pdf" deleted by Thomas M Gildea/SHARVCS/AWWSC]

[attachment "kycash1.pdf" deleted by Thomas M Gildea/SHARVCS/AWWSC]

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:12 PM -----

From: Rachel Cole/KAWC/AWWSC  
To: Thomas M Gildea/SHARVCS/AWWSC@AWW, Dale S Graham/SHARVCS/AWWSC@AWW  
Cc: Trisha Etedali/SHARVCS/AWWSC@AWW, Bryan Siler, Stacy Owens/KAWC/AWWSC@AWW, Keith L Cartier/KAWC/AWWSC@AWW  
Date: 12/10/2008 11:56 AM  
Subject: Fw: [REDACTED] (Need response from Tom)

Tom,

The amount to take off the bill is the wastewater amount of 31301.07 plus sewer sales tax of 1878.06. Please send me a copy of the adjustment when it's made.



Miscellaneous\_Invoice [REDACTED] 20508.xls

Dale,

A monthly updated statement needs to be sent each month.

\*\*\*\*\*

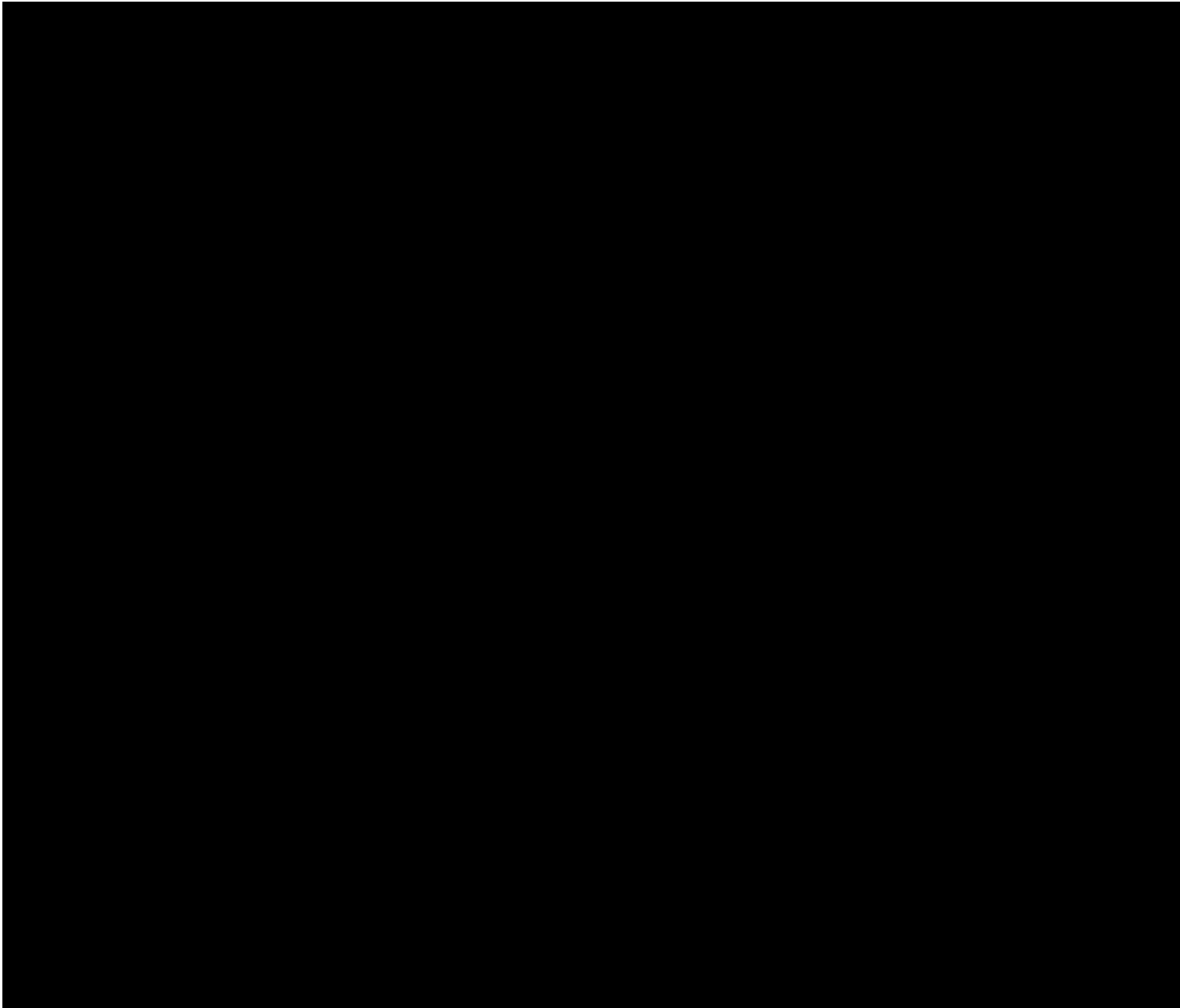
Rachel S. Cole  
Southeast Region  
Email: rcole@kawc.com  
Ph: 859-268-6307  
Fax: 859-335-3307

----- Forwarded by Rachel Cole/KAWC/AWWSC on 12/10/2008 11:48 AM -----

Trisha  
Etedali/SHARVCS/AWWSC  
12/10/2008 11:36 AM

To Rachel Cole/KAWC/AWWSC@AWW  
cc [REDACTED]  
Subject Re: [REDACTED] eed response from Tom) 📎





Thomas M Gildea/SHARVCS/AWWSC



**Thomas M  
Gildea/SHARVCS/AWWSC**  
12/10/2008 11:26 AM

To Trisha Etedali/SHARVCS/AWWSC@AWW  
cc Bryan Siler/KAWC/AWWSC@AWW, Rachel  
Cole/KAWC/AWWSC@AWW  
Subject Re: J [REDACTED] (Need response from Tom) 📎

My team will process the MI and perform entries 2 - 4 below. Thanks.

*Tom Gildea*

**Manager - Cash Operations**

American Water  
Shared Services Center  
131 Woodcrest Road  
Cherry Hill, NJ 08003  
Direct 856-310-5859  
plus Cell: 609-206-3684

Trisha Etedali/SHARVCS/AWWSC

**Trisha**  
**Etedali/SHARVCS/AWWSC**  
12/09/2008 06:18 PM

To: Thomas M Gildea/SHARVCS/AWWSC@AWW  
cc: Bryan Siler/KAWC/AWWSC@AWW, Rachel  
Cole/KAWC/AWWSC@AWW  
Subject: Re: [REDACTED] (Need response from Tom) 📎

Tom, you mentioned that you were in agreement with this process. Please reply to all with this email so Rachel can move forward with creating the MI.

Thanks for your help,

Trisha

Trisha Etedali/SHARVCS/AWWSC

**Trisha**  
**Etedali/SHARVCS/AWWSC**  
12/09/2008 02:17 PM

To: Thomas M Gildea/SHARVCS/AWWSC  
cc: Rachel Cole/KAWC/AWWSC@AWW, Bryan  
Siler/KAWC/AWWSC@AWW  
Subject: [REDACTED] for KY(needs to be backbilled)

Hi Tom,

This is in reference to our conversation regarding [REDACTED] KY account that needs to be backbilled) but we need to pay LFUCG upfront. Please let us know if you are in agreement.

Thanks,

Trisha

This will eliminate the need for KY to do a disbursement request.

[REDACTED]  
Customer A/R account that was not billed for a service.

\*Needs to be paid up front to LFUCG but the customer is being given the option of a payment plan.

One proposed method is to remove the billed amount from ECIS and create an MI.

**First Entry** - Account has already been backbilled.

Debit O&M Customer A/R 241249.002  
Credit O&M sales 241249.001

**Second Entry**

(Credit the account using the Mixed MI Cashier batch)

Credit O&M Customer A/R 241249.002 (this will generate a check to LFUCG to pay them for the full amount) Paid out of 241249.001  
Debit Clearing acct. 131998.004

**Third Entry**

(Create an MI to bill the car wash account for the amount due that was paid to LFUCG)

Debit Miscellaneous A/R  
Credit the same clearing acct. 191998.004

**Fourth Entry**

Customer pays.

Credit Misc A/R  
Debit Cash

Acct balances

| customer a/r | Cash | O/M sales | Clearing acct. | Misc. A/R |
|--------------|------|-----------|----------------|-----------|
| 1 2          | 4    | 1         | 2 3            | 3 4       |

Sample entries for an O&M bill. (see 16.70) and cash application using mixed MI batch.

[attachment "kysales.pdf" deleted by Thomas M Gildea/SHARSVCS/AWWSC]

[attachment "kycash1.pdf" deleted by Thomas M Gildea/SHARSVCS/AWWSC]

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:12 PM -----

From: Dale S Graham/SHARVCS/AWWSC  
To: cdeining@lfucg.com  
Cc: Bryan Siler/KAWC/AWWSC@AWW  
Date: 12/10/2008 05:00 PM  
Subject: LFUCG 11-08

---

Sewer & Landfill billing for 11/08.



4242\_001.pdf

Thanks,

Dale Graham  
SSC Cash Management  
American Water Shared Services Center  
131 Woodcrest Rd  
Cherry Hill, NJ 08003  
Phone: (856)-310-5796  
Fax: (856)-672-2877  
Dale.Graham@amwater.com

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:12 PM -----

From: Rick Witherite/KAWC/AWWSC  
To: cdeining@lfucg.com  
Cc: Stacy Owens/KAWC/AWWSC@AWW, Bryan Siler/KAWC/AWWSC@AWW  
Date: 12/11/2008 11:49 AM  
Subject: Bryan Siler

---

Candice,

I just talked to Bryan. He has been sick the last couple of days. He wanted me to let you know he was out of the office yesterday and today but plans to be back tomorrow. If there is anything you need today I would be glad to help.

Rick Witherite  
Operations Clerk  
Kentucky American Water  
2300 Richmond Rd.  
Lexington, Ky 40502  
Office 859-268-6303  
Fax 859-268-6315  
Email Rick.Witherite@amwater.com

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:12 PM -----

From: Jody E McCracken/SERVCO/AWWSC  
To: Carol A Goulstone/IS/CORP/AWWSC@AWW  
Cc: Cheryl DiSanti, Bryan Siler/KAWC/AWWSC@AWW, Sarah Workman/WVAWC/AWWSC@AWW,  
Stacy Owens/KAWC/AWWSC@AWW, Peter Huver, Maryann  
Concilio/SHARVCS/AWWSC@AWW, Sonya S Metcalfe/ADMIN/CORP/AWWSC@AWW  
Date: 12/11/2008 03:29 PM  
Subject: New Column on CBT Summary Report?

---

Carol -

I received an email from Terre Haute this morning questioning a new column listed on the CBT Summary

Report in November. The column heading is PREMTRAN.

What is this column? What kind of transactions will show in this column? Will the amounts displayed in this column affect cash and the amounts disbursed to the City?

Please advise.

Jody McCracken  
Major Customer Accounts Manager  
American Water - Central States  
Phone: 618/239-3216  
Fax: 618/236-1184  
Cell: 618/214-5311

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:12 PM -----

From: Cheryl DiSanti/PAWC/AWWSC  
To: Jody E McCracken/SERVCO/AWWSC@AWW  
Cc: Bryan Siler/KAWC/AWWSC@AWW, Carol A Goulstone/IS/CORP/AWWSC@AWW, Maryann Concilio/SHARSVCS/AWWSC@AWW, Peter R Huver/SHARSVCS/AWWSC@AWW, Sarah Workman/WVAWC/AWWSC@AWW, Sonya S Metcalfe/ADMIN/CORP/AWWSC@AWW, Stacy Owens/KAWC/AWWSC@AWW  
Date: 12/11/2008 03:46 PM  
Subject: Re: New Column on CBT Summary Report?

Jody,

This was the column that was added to assist the managed contract customer in balancing the CBT report. The column will list the accounts that make up the any discrepancy between the beginning and ending balance. This was went through the CMB process. If you have any further questions, just let me know.

Cheryl DiSanti  
Major Customer Account Manager  
American Water - Eastern Division  
300 Galley Rd.  
McMurray, PA 15317  
Office - 724-873-3665  
Mobile - 412-559-2497  
Fax - 724-743-3129  
cheryl.disanti@amwater.com  
Jody E McCracken/SERVCO/AWWSC



**Jody E  
McCracken/SERVCO/AWWS  
C**

12/11/2008 03:29 PM

To: Carol A Goulstone/IS/CORP/AWWSC@AWW  
cc: Cheryl DiSanti, Bryan Siler/KAWC/AWWSC@AWW, Sarah Workman/WVAWC/AWWSC@AWW, Stacy Owens/KAWC/AWWSC@AWW, Peter Huver, Maryann Concilio/SHARSVCS/AWWSC@AWW, Sonya S Metcalfe/ADMIN/CORP/AWWSC@AWW  
Subject: New Column on CBT Summary Report?

Carol -

I received an email from Terre Haute this morning questioning a new column listed on the CBT Summary Report in November. The column heading is PREMTRAN.

What is this column? What kind of transactions will show in this column? Will the amounts displayed in this column affect cash and the amounts disbursed to the City?

Please advise.

Jody McCracken  
Major Customer Accounts Manager  
American Water - Central States  
Phone: 618/239-3216  
Fax: 618/236-1184  
Cell: 618/214-5311

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:12 PM -----

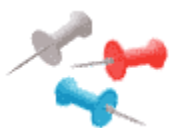
From: Jody E McCracken/SERVCO/AWWSC  
To: Cheryl DiSanti/PAWC/AWWSC@AWW  
Cc: Bryan Siler/KAWC/AWWSC@AWW, Carol A Goulstone/IS/CORP/AWWSC@AWW, Maryann Concilio/SHARVCS/AWWSC@AWW, Peter R Huver/SHARVCS/AWWSC@AWW, Sarah Workman/WVAWC/AWWSC@AWW, Sonya S Metcalfe/ADMIN/CORP/AWWSC@AWW, Stacy Owens/KAWC/AWWSC@AWW  
Date: 12/11/2008 04:07 PM  
Subject: Re: New Column on CBT Summary Report?

Cheryl - Is this the change we talked about back in April? If so, does it coincide with enhancement change #156 to the CMB? If so, the notes I have from the call in April was that it was going to be a different transaction code, not a new column on the summary report?

Carol - Why was there not another conference call or email sent out regarding this change? Again, we have changed something in the reports without communicating to our managed contracts. The write up that was given to the Change Management Board to approve did not say anything about a new column on the CBT report and my notes from the call in April say we were going to have a new code to identify when this happened. I have not received any communication or been involved in any discussion since then regarding this issue so again our managed contract customers are coming to me with questions surrounding changes that should have been communicated to them prior to taking place.

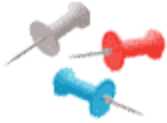
Jody McCracken  
Major Customer Accounts Manager  
American Water - Central States  
Phone: 618/239-3216  
Fax: 618/236-1184  
Cell: 618/214-5311

Cheryl DiSanti/PAWC/AWWSC



**Cheryl  
DiSanti/PAWC/AWWSC**  
12/11/2008 02:46 PM

To: Jody E McCracken/SERVCO/AWWSC@AWW  
cc: Bryan Siler/KAWC/AWWSC@AWW, Carol A Goulstone/IS/CORP/AWWSC@AWW, Maryann Concilio/SHARVCS/AWWSC@AWW, Peter R Huver/SHARVCS/AWWSC@AWW, Sarah Workman/WVAWC/AWWSC@AWW, Sonya S



Metcalfe/ADMIN/CORP/AWWSC@AWW, Stacy  
 Owens/KAWC/AWWSC@AWW  
 Subject Re: New Column on CBT Summary Report? 📎

Jody,

This was the column that was added to assist the managed contract customer in balancing the CBT report. The column will list the accounts that make up the any discrepancy between the beginning and ending balance. This was went through the CMB process. If you have any further questions, just let me know.

Cheryl DiSanti  
 Major Customer Account Manager  
 American Water - Eastern Division  
 300 Galley Rd.  
 McMurray, PA 15317  
 Office - 724-873-3665  
 Mobile - 412-559-2497  
 Fax - 724-743-3129  
 cheryl.disanti@amwater.com  
 Jody E McCracken/SERVCO/AWWSC



**Jody E  
 McCracken/SERVCO/AWWS  
 C**

12/11/2008 03:29 PM

To Carol A Goulstone/IS/CORP/AWWSC@AWW  
 cc Cheryl DiSanti, Bryan Siler/KAWC/AWWSC@AWW, Sarah Workman/WVAWC/AWWSC@AWW, Stacy Owens/KAWC/AWWSC@AWW, Peter Huver, Maryann Concilio/SHARVCS/AWWSC@AWW, Sonya S Metcalfe/ADMIN/CORP/AWWSC@AWW  
 Subject New Column on CBT Summary Report?

Carol -

I received an email from Terre Haute this morning questioning a new column listed on the CBT Summary Report in November. The column heading is PREMTRAN.

What is this column? What kind of transactions will show in this column? Will the amounts displayed in this column affect cash and the amounts disbursed to the City?

Please advise.

Jody McCracken  
 Major Customer Accounts Manager  
 American Water - Central States  
 Phone: 618/239-3216  
 Fax: 618/236-1184  
 Cell: 618/214-5311

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:12 PM -----

From: "Candice Deininger" <cdeining@lfucg.com>  
To: <Bryan.Siler@amwater.com>  
Cc: <Rick.Witherite@amwater.com>  
Date: 12/12/2008 08:28 AM  
Subject: RE: Bryan Siler

---

Good morning, Bryan, and glad to see you're back - hope you're feeling better! As you requested, Rick contacted me to let me know you were out of the office and to offer his services which I very much appreciate - thank you to both of you!

And thank you for following up on 236 Miller Street!

Candice

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

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]  
Sent: Friday, December 12, 2008 8:18 AM  
To: Candice Deininger  
Subject: Fw: Bryan Siler

Candice,

I'm back today. If you need anything just let me know. I'll find out about [REDACTED] too.

Have a nice day.

\*\*\*\*\*

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

----- Forwarded by Bryan Siler/KAWC/AWWSC on 12/12/2008 08:14 AM -----

Rick  
Witherite/KAWC/AW  
WSC  
To cdeining@lfucg.com  
12/11/2008 11:49  
cc AM Stacy Owens/KAWC/AWWSC@AWW  
Subject Bryan Siler



Candice,

I just talked to Bryan. He has been sick the last couple of days. He wanted me to let you know he was out of the office yesterday and today but plans to be back tomorrow. If there is anything you need today I would be glad to help.

Rick Witherite  
Operations Clerk  
Kentucky American Water  
2300 Richmond Rd.  
Lexington, Ky 40502  
Office 859-268-6303  
Fax 859-268-6315  
Email Rick.Witherite@amwater.com

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:12 PM -----

From: "Candice Deininger" <cdeining@lfucg.com>  
To: <Bryan.Siler@amwater.com>  
Cc: <Stacy.Owens@amwater.com>, "William O'Mara" <billo@lfucg.com>  
Date: 12/12/2008 09:22 AM  
Subject: RE: [REDACTED] h Back Bill Payment

---

Good morning, Bryan, and thank you for the notification.

Candice

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

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]  
Sent: Friday, December 12, 2008 9:16 AM  
To: Candice Deininger  
Cc: Stacy.Owens@amwater.com  
Subject: [REDACTED] Back Bill Payment

Candice,

The payment of \$33,179.13 to the LFUCG for the [REDACTED] back billing will be received through the daily ACH transfer. This should happen in the

very near future. If you have any questions please let me know.

\*\*\*\*\*

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

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:12 PM -----

From: "Candice Deininger" <cdeining@lfucg.com>  
To: <Bryan.Siler@amwater.com>  
Cc: "William O'Mara" <billo@lfucg.com>  
Date: 12/12/2008 04:31 PM  
Subject: FW: Big File -- June 06 - September 2007

---

Good afternoon, Bryan. The last big file of locations needing geocoding is being forwarded along with Dustin's email in which he explains the various comments contained for some locations. I have gone through this list and made some changes after doing a little verification and research on my end leaving actually very few locations that need additional research.

As your schedule permits, kindly look over the file and let me know if you have any questions. Thank you and have a good weekend!

Candice

---

**From:** Dustin Baker  
**Sent:** Tuesday, December 02, 2008 11:03 AM  
**To:** Candice Deininger  
**Subject:** Big File -- June 06 - September 2007

Candice,

I have finally worked my way through this file. There were numerous addresses that had to be researched and the match (or near-match) verified. Of the 2456 records, there were only 12 that I was not able to determine sewer status. These are highlighted in red in the attached spreadsheet.

Of all the locations that did not fall within a sewer area, I coded those within the Urban Service Area as 'N,' and those outside the USA are coded at 'RSA.' These are highlighted in yellow and green, respectively.

Please let me know if you have any questions about the data contained in the attachment.

Thanks,

Dustin Baker  
GIS Specialist  
859/258-3386



ONSET-NEW TAPS FOR JUNE 2006-SEPT 2007.xls

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:12 PM -----

From: Ann M Luczak/PAWC/AWWSC  
To: Bryan Siler/KAWC/AWWSC@AWW  
Cc: Traci A Follmer/PAWC/AWWSC@AWW, Joy E Hughes/PAWC/AWWSC@AWW, Trisha Etedali/SHARVCS/AWWSC@AWW, Nick Rowe/KAWC/AWWSC@AWW  
Date: 12/16/2008 01:22 PM  
Subject: Mismatch Reports

---

Hi Bryan,

Here are your Mismatch Reports for this week, you will need to let me know by **Friday, December 19, 2008** what you have completed.

Please work the reports in this order of priority: (Missing Services report 4 & 5 last)

1. Area & Route Mismatch
2. Invalid Services
3. Invalid Fix Charges
4. Missing Fix Charges
5. Missing Services

\*\*\* Please remember you can review validation table information by accessing path BLVG in Orcom \*\*\*

**These are your DETAIL reports. These are the reports you want to work from. These should also be the reports you update & send back to me with weekly updates.**



Missing Services Detail KY 12-12.xls

Please save these reports in your personal document files. Do a "Save As" of this information when making any changes to this report.

Thank you and if you have any questions, please let me know.

Ann Luczak  
Quality Assurance Analyst  
KY, Eastern & Central-PA, TN  
Eastern Division-SE States  
100 N Pennsylvania Av  
Wilkes-Barre PA 18701

Phone: (570) 830-6547  
Fax: (570) 822-3783  
Email: ann.luczak@amwater.com

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:12 PM -----

From: Ann M Luczak/PAWC/AWWSC  
To: Bryan Siler/KAWC/AWWSC@AWW  
Date: 12/17/2008 08:34 AM  
Subject: Re: Mismatch Reports

---

Hi Bryan,

Thank you very much for the heads up. This should not be a problem unless there is an emergency on my end. I am only scheduled to be off on 12/26 from now until the end of the year.

Thanks again and enjoy your time off!

Happy Holidays!!!


Ann Luczak  
Quality Assurance Analyst  
KY, Eastern & Central-PA, TN  
Eastern Division-SE States  
100 N Pennsylvania Av  
Wilkes-Barre PA 18701

Phone: (570) 830-6547  
Fax: (570) 822-3783  
Email: ann.luczak@amwater.com  
Bryan Siler/KAWC/AWWSC



**Bryan Siler/KAWC/AWWSC**

12/17/2008 08:29 AM

To Ann M Luczak/PAWC/AWWSC@AWW  
cc Stacy Owens/KAWC/AWWSC@AWW  
Subject Re: Mismatch Reports 

Ann,

I will send these later today. I am off until the first of the year with the exception of the next two Mondays. I will be in on those days to work mismatch reports and rate case data requests, etc. If the reports are not available on Monday I will have to roll them over to the next week. Just wanted to make sure you knew so you could document your report properly.

If you have any questions just call me. My cell phone number is 859-537-0730 if I am not in the office.

\*\*\*\*\*

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

Ann M Luczak/PAWC/AWWSC



**Ann M  
Luczak/PAWC/AWWSC**

12/16/2008 01:22 PM

To Bryan Siler/KAWC/AWWSC@AWW  
cc Traci A Follmer/PAWC/AWWSC@AWW, Joy E  
Hughes/PAWC/AWWSC@AWW, Trisha  
Etedali/SHARSVCS/AWWSC@AWW, Nick  
Rowe/KAWC/AWWSC@AWW



Subject Mismatch Reports

Hi Bryan,

Here are your Mismatch Reports for this week, you will need to let me know by **Friday, December 19, 2008** what you have completed.

Please work the reports in this order of priority: (Missing Services report 4 & 5 last)

1. Area & Route Mismatch
2. Invalid Services
3. Invalid Fix Charges
4. Missing Fix Charges
5. Missing Services

\*\*\* Please remember you can review validation table information by accessing path BLVG in Orcom \*\*\*

**These are your DETAIL reports. These are the reports you want to work from. These should also be the reports you update & send back to me with weekly updates.**

[attachment "Missing Services Detail KY 12-12.xls" deleted by Bryan Siler/KAWC/AWWSC]

Please save these reports in your personal document files. Do a "Save As" of this information when making any changes to this report.

Thank you and if you have any questions, please let me know.

Ann Luczak  
Quality Assurance Analyst  
KY, Eastern & Central-PA, TN  
Eastern Division-SE States  
100 N Pennsylvania Av  
Wilkes-Barre PA 18701

Phone: (570) 830-6547  
Fax: (570) 822-3783  
Email: ann.luczak@amwater.com

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:12 PM -----

From: "Candice Deininger" <cdeining@lfucg.com>  
To: <Bryan.Siler@amwater.com>  
Date: 12/17/2008 04:45 PM  
Subject: FW: KAWC File

---

Good afternoon, Bryan. Here's the file of geocoded locations for November 2008. Have a good evening!

Candice

---

**From:** Dustin Baker  
**Sent:** Wednesday, December 17, 2008 3:23 PM  
**To:** Candice Deininger  
**Cc:** Phillip Stiefel  
**Subject:** RE: KAWC File

Candice,

Here is the geocoded file. There are two which lie outside the sewer area and one that lies outside the county.

Please let me know if you have any questions.

Dustin Baker  
GIS Specialist  
859/258-3386

---

**From:** Candice Deininger  
**Sent:** Monday, December 08, 2008 4:27 PM  
**To:** Dustin Baker  
**Cc:** Phillip Stiefel  
**Subject:** KAWC File

Good afternoon, Dustin. Attached is my file containing the November 2008 list of new taps from KAWC for coding. Thank you and have a good evening!

Candice

Candice Deininger  
LFUCG Division of Revenue  
200 E. Main St., Lexington, KY 40507  
Telephone: 859-258-3364  
Fax: 859-258-3352  
cdeining@lfucg.com



geoprocessed\_ONSET-NEW TAPS FOR NOVEMBER 2008.xls

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:12 PM -----

**From:** Bryan Siler/KAWC/AWWSC  
**To:** bsiler@kawc.com  
**Date:** 12/17/2008 04:54 PM  
**Subject:** Fw: Mismatch Reports

\*\*\*\*\*

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

----- Forwarded by Bryan Siler/KAWC/AWWSC on 12/17/2008 04:54 PM -----



**Bryan Siler/KAWC/AWWSC**

12/17/2008 04:54 PM

To Ann M Luczak/PAWC/AWWSC

cc Stacy Owens/KAWC/AWWSC@AWW

Subject Re: Mismatch Reports 

Ann,

Here you go...



Missing Services Detail KY 12-12.xls

I'm going to research premise 120077508 some more but the mismatch should be corrected.

Have a good night.

\*\*\*\*\*

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

Ann M Luczak/PAWC/AWWSC



**Ann M  
Luczak/PAWC/AWWSC**

12/16/2008 01:22 PM

To Bryan Siler/KAWC/AWWSC@AWW

cc Traci A Follmer/PAWC/AWWSC@AWW, Joy E  
Hughes/PAWC/AWWSC@AWW, Trisha  
Etedali/SHARVCS/AWWSC@AWW, Nick  
Rowe/KAWC/AWWSC@AWW

Subject Mismatch Reports

Hi Bryan,

Here are your Mismatch Reports for this week, you will need to let me know by **Friday, December 19, 2008** what you have completed.

Please work the reports in this order of priority: (Missing Services report 4 & 5 last)

1. Area & Route Mismatch
2. Invalid Services
3. Invalid Fix Charges
4. Missing Fix Charges
5. Missing Services

\*\*\* Please remember you can review validation table information by accessing path BLVG in Orcom \*\*\*

**These are your DETAIL reports. These are the reports you want to work from. These should also be the reports you update & send back to me with weekly updates.**

[attachment "Missing Services Detail KY 12-12.xls" deleted by Bryan Siler/KAWC/AWWSC]

Please save these reports in your personal document files. Do a "Save As" of this information when making any changes to this report.

Thank you and if you have any questions, please let me know.

Ann Luczak  
Quality Assurance Analyst  
KY, Eastern & Central-PA, TN  
Eastern Division-SE States  
100 N Pennsylvania Av  
Wilkes-Barre PA 18701

Phone: (570) 830-6547  
Fax: (570) 822-3783  
Email: ann.luczak@amwater.com

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:12 PM -----

From: Ann M Luczak/PAWC/AWWSC  
To: Bryan Siler/KAWC/AWWSC@AWW  
Cc: Traci A Follmer/PAWC/AWWSC@AWW, Joy E Hughes/PAWC/AWWSC@AWW, Trisha Etedali/SHARVCS/AWWSC@AWW, Nick Rowe/KAWC/AWWSC@AWW, Stacy Owens/KAWC/AWWSC@AWW  
Date: 12/22/2008 09:23 AM  
Subject: Mismatch Reports

---

Hi Bryan,

Here are your Mismatch Reports for this week, you will need to let me know by **Friday, December 26, 2008** what you have completed.

Please work the reports in this order of priority: (Missing Services report 4 & 5 last)

1. Area & Route Mismatch
2. Invalid Services
3. Invalid Fix Charges
4. Missing Fix Charges
5. Missing Services

\*\*\* Please remember you can review validation table information by accessing path BLVG in Orcom \*\*\*

**These are your DETAIL reports. These are the reports you want to work from. These should also be the reports you update & send back to me with weekly updates.**



Missing Fixed Charge Detail KY 12-19.xls



Missing Services Detail KY 12-19.xls



Please save these reports in your personal document files. Do a "Save As" of this information when making any changes to this report.

Thank you and if you have any questions, please let me know.

Ann Luczak  
Quality Assurance Analyst  
KY, Eastern & Central-PA, TN  
Eastern Division-SE States  
100 N Pennsylvania Av  
Wilkes-Barre PA 18701

Phone: (570) 830-6547

Fax: (570) 822-3783

Email: [ann.luczak@amwater.com](mailto:ann.luczak@amwater.com)

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:12 PM -----

From: Donna Taylor/KAWC/AWWSC  
To: Bryan Siler  
Date: 12/22/2008 05:03 PM  
Subject: Unmatched

---



LFUCG Unmatched - November 19 - December 22, 2008.xls

Donna B. Taylor  
Sr. Business Reporting Analyst  
American Water  
ITS - Business Applications Development  
2300 Richmond Rd.  
Lexington, KY 40502  
Voice: 859.268.6306  
Fax: 859.335.3306  
email:[donna.taylor@amwater.com](mailto:donna.taylor@amwater.com)

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:12 PM -----

From: Ann M Luczak/PAWC/AWWSC  
To: Bryan Siler/KAWC/AWWSC@AWW  
Cc: Traci A Follmer/PAWC/AWWSC@AWW, Joy E Hughes/PAWC/AWWSC@AWW, Trisha Etedali/SHARSVCS/AWWSC@AWW, Nick Rowe/KAWC/AWWSC@AWW, Stacy Owens/KAWC/AWWSC@AWW  
Date: 12/29/2008 09:50 AM  
Subject: Mismatch Reports

---

Hi Bryan,

Here are your Mismatch Reports for this week, you will need to let me know by **Friday, January 2, 2009** what you have completed.

Please work the reports in this order of priority: (Missing Services report 4 & 5 last)

1. Area & Route Mismatch
2. Invalid Services
3. Invalid Fix Charges
4. Missing Fix Charges

## 5. Missing Services

\*\*\* Please remember you can review validation table information by accessing path BLVG in Orcom \*\*\*

**These are your DETAIL reports. These are the reports you want to work from. These should also be the reports you update & send back to me with weekly updates.**



Missing Fixed Charge Detail KY 12-26.xls



Missing Services Detail KY 12-26.xls

Please save these reports in your personal document files. Do a "Save As" of this information when making any changes to this report.

Thank you and if you have any questions, please let me know.

Ann Luczak  
Quality Assurance Analyst  
KY, Eastern & Central-PA, TN  
Eastern Division-SE States  
100 N Pennsylvania Av  
Wilkes-Barre PA 18701

Phone: (570) 830-6547  
Fax: (570) 822-3783  
Email: ann.luczak@amwater.com

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:12 PM -----

From: Stacy Owens/KAWC/AWWSC  
To: Ann M Luczak/PAWC/AWWSC@AWW  
Cc: Bryan Siler/KAWC/AWWSC@AWW  
Date: 12/30/2008 04:26 PM  
Subject: Re: Mismatch Reports

Peggy and I took care of these premises. Please let me know if we can assist further or some additional follow up is required.

\*\*\*\*\*

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.

Ann M Luczak/PAWC/AWWSC



Ann M  
Luczak/PAWC/AWWSC  
12/29/2008 02:25 PM

To: Bryan Siler/KAWC/AWWSC@AWW  
cc: Stacy Owens/KAWC/AWWSC@AWW  
Subject: Re: Mismatch Reports



Hi Bryan,

That's fine for this week and I do understand that you are very busy with the rate case but somehow these will need to be done next week because it will be the end of the month and the end of the year and can not be carried over.

Thank you in advance for your help and cooperation. Enjoy your time off and I will talk to next week!

Thanks again,

Ann Luczak  
Quality Assurance Analyst  
KY, Eastern & Central-PA, TN  
Eastern Division-SE States  
100 N Pennsylvania Av  
Wilkes-Barre PA 18701

Phone: (570) 830-6547  
Fax: (570) 822-3783  
Email: ann.luczak@amwater.com  
Bryan Siler/KAWC/AWWSC



**Bryan Siler/KAWC/AWWSC**  
12/29/2008 02:17 PM

To Ann M Luczak/PAWC/AWWSC@AWW  
cc Stacy Owens/KAWC/AWWSC@AWW  
Subject Re: Mismatch Reports

Ann,

Because I'm out the rest of this week and am working on rate case data requests right now, I will need to (at least for now) carry these over. These appear to be the same as last week. I will try to get to them though.

Just wanted to let you know.

Bryan

\*\*\*\*\*

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

Ann M Luczak/PAWC/AWWSC



**Ann M  
Luczak/PAWC/AWWSC**



12/29/2008 09:50 AM

To: Bryan Siler/KAWC/AWWSC@AWW

cc: Traci A Follmer/PAWC/AWWSC@AWW, Joy E Hughes/PAWC/AWWSC@AWW, Trisha Etedali/SHARVCS/AWWSC@AWW, Nick Rowe/KAWC/AWWSC@AWW, Stacy Owens/KAWC/AWWSC@AWW

Subject: Mismatch Reports

Hi Bryan,

Here are your Mismatch Reports for this week, you will need to let me know by **Friday, January 2, 2009** what you have completed.

Please work the reports in this order of priority: (Missing Services report 4 & 5 last)

1. Area & Route Mismatch
2. Invalid Services
3. Invalid Fix Charges
4. Missing Fix Charges
5. Missing Services

\*\*\* Please remember you can review validation table information by accessing path BLVG in Orcom \*\*\*

**These are your DETAIL reports. These are the reports you want to work from. These should also be the reports you update & send back to me with weekly updates.**

[attachment "Missing Fixed Charge Detail KY 12-26.xls" deleted by Bryan Siler/KAWC/AWWSC]  
[attachment "Missing Services Detail KY 12-26.xls" deleted by Bryan Siler/KAWC/AWWSC]

Please save these reports in your personal document files. Do a "Save As" of this information when making any changes to this report.

Thank you and if you have any questions, please let me know.

Ann Luczak  
Quality Assurance Analyst  
KY, Eastern & Central-PA, TN  
Eastern Division-SE States  
100 N Pennsylvania Av  
Wilkes-Barre PA 18701

Phone: (570) 830-6547  
Fax: (570) 822-3783  
Email: ann.luczak@amwater.com

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:12 PM -----

From: Trisha Etedali/SHARVCS/AWWSC  
To: Rachel Cole/KAWC/AWWSC@AWW  
Cc: Bryan Siler/KAWC/AWWSC@AWW, Stacy Owens/KAWC/AWWSC@AWW, Thomas M Gildea/SHARVCS/AWWSC@AWW

Date: 12/31/2008 10:12 AM  
Subject: Re: Fw: Jeff's Car Wash -follow up

---


Yes.

Rachel Cole/KAWC/AWWSC



**Rachel Cole/KAWC/AWWSC**

12/30/2008 06:44 PM

To: Trisha Etedali/SHARVCS/AWWSC@AWW  
cc: Bryan Siler/KAWC/AWWSC@AWW, Stacy Owens/KAWC/AWWSC@AWW, Thomas M Gildea/SHARVCS/AWWSC@AWW  
Subject: Re: Fw: [REDACTED] -follow up 

Trisha,

Is this the correct address?

**With check-Mail to:** American Water Capital Corp., PO Box 822192, Philadelphia, PA 19182-2192


\*\*\*\*\*

Rachel S. Cole  
Southeast Region  
Email: rcole@kawc.com  
Ph: 859-268-6307  
Fax: 859-335-3307

Trisha Etedali/SHARVCS/AWWSC

**Trisha Etedali/SHARVCS/AWWSC**

12/30/2008 06:40 PM

To: Rachel Cole/KAWC/AWWSC@AWW  
cc: Bryan Siler/KAWC/AWWSC@AWW, Stacy Owens/KAWC/AWWSC@AWW, Thomas M Gildea/SHARVCS/AWWSC@AWW  
Subject: Re: Fw: [REDACTED] -follow up 

**Rachel**, I will follow up with Cash mgmt tomorrow to have the funds transferred.

The "remit to" address for the backbill will be the MI lockbox. Do you need the address?

Thank you and have a Happy New Year!

Trisha,

Rachel Cole/KAWC/AWWSC



**Rachel Cole/KAWC/AWWSC**

12/30/2008 06:34 PM

To Trisha Etedali/SHARVCS/AWWSC@AWW

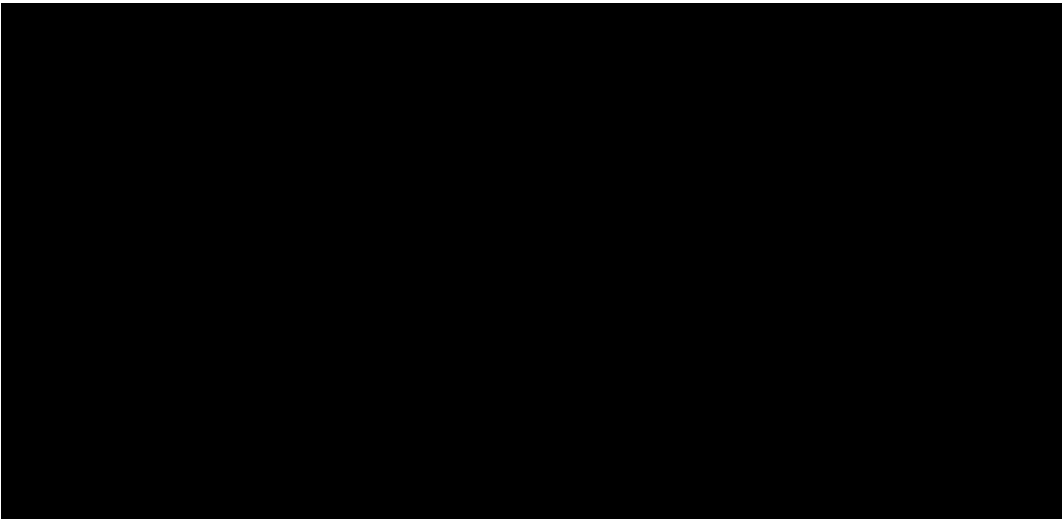
cc Thomas M Gildea/SHARVCS/AWWSC@AWW, Stacy  
Owens/KAWC/AWWSC@AWW, Bryan Siler

Subject Fw: [REDACTED]-follow up

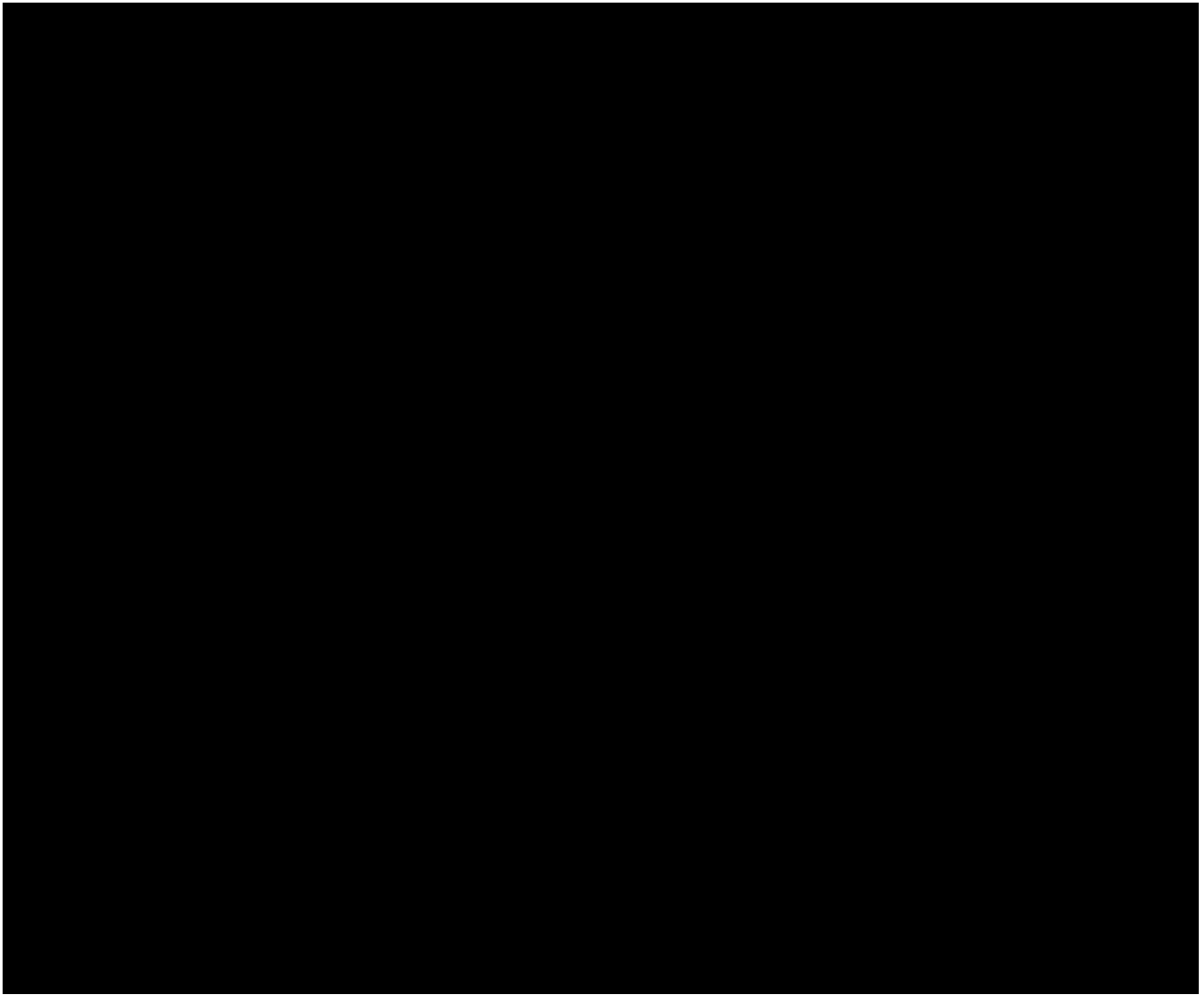
Trisha,

I agree that this would be much less work for everyone involved. Please transfer \$21,820.86 from the customer's account to the current MI. We'll ask the customer to remit payment for the backbill to the PA lockbox.

All current water and sewer payments, should be sent to the normal customer payment lockbox.




Please let me know if you disagree. Thanks.



Rachel S. Cole  
Southeast Region  
Email: rcole@kawc.com  
Ph: 859-268-6307  
Fax: 859-335-3307

----- Forwarded by Rachel Cole/KAWC/AWWSC on 12/30/2008 06:15 PM -----

**Trisha**  
**Etedali/SHARVCS/AWWSC**  
12/30/2008 02:50 PM

To: Thomas M Gildea/SHARVCS/AWWSC@AWW  
cc: Rachel Cole/KAWC/AWWSC@AWW  
Subject: Re: Fw: [REDACTED]-follow up 

Tom,

Rachel would like to have the back bill for water also moved to the MI for [REDACTED] Is this feasible?

This will save manual entries to the account for 2 years.

Please let me know if you have further questions.



Thanks,

Trisha

Rachel Cole/KAWC/AWWSC



**Rachel Cole/KAWC/AWWSC**

12/30/2008 02:24 PM

To Trisha Etedali/SHARVCS/AWWSC@AWW

cc Bryan Siler, Stacy Owens/KAWC/AWWSC@AWW

Subject Fw [REDACTED]-follow up

Hi Trisha,

Bryan will be out of the office until Monday, but I thought we might be able to clarify a couple of things. As it stands, (MI and customer account) the customer should send in one check or 2 checks?

It would be less confusing to the customer to send in one payment as he has always done.

\*\*\*\*\*

Rachel S. Cole  
Southeast Region  
Email: rcole@kawc.com  
Ph: 859-268-6307  
Fax: 859-335-3307

----- Forwarded by Rachel Cole/KAWC/AWWSC on 12/30/2008 02:21 PM -----

**Stacy Owens/KAWC/AWWSC**

12/30/2008 01:46 PM

To Bryan Siler/KAWC/AWWSC@AWW

cc Rachel Cole/KAWC/AWWSC@AWW

Subject Re: Fw [REDACTED] follow up 📎

I just received a call from [REDACTED] He is confused about an invoice he received from the SSC for \$33,000. He is faxing a copy here.

Did you discuss with him how this will work go forward? He stated that he is adding the \$2500 to his bill payment.

\*\*\*\*\*

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.

Bryan Siler/KAWC/AWWSC



**Bryan Siler/KAWC/AWWSC**

12/16/2008 10:04 AM

To Stacy Owens/KAWC/AWWSC@AWW  
cc [REDACTED]  
Subject Re: Fw: [REDACTED] follow up 📎

They started to do the sewer on an MI and I asked that they do both water and sewer. Rachel was checking on this...

\*\*\*\*\*

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

Stacy Owens/KAWC/AWWSC

**Stacy Owens/KAWC/AWWSC**

12/15/2008 09:37 AM

To Bryan Siler/KAWC/AWWSC@AWW  
cc Rachel Cole/KAWC/AWWSC@AWW  
Subject Re: Fw: [REDACTED] follow up 📎

What else needs to be done? Let me know if you need me to do anything. Thanks!

\*\*\*\*\*

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.

Bryan Siler/KAWC/AWWSC



**Bryan Siler/KAWC/AWWSC**

12/12/2008 09:04 AM

To Rachel Cole/KAWC/AWWSC@AWW  
cc Stacy Owens/KAWC/AWWSC@AWW  
Subject Re: Fw: [REDACTED] follow up 📎

I'm not clear on #3. Is this only if they send a combined payment for their water bill?

If they pay two different bills (regular water bill and MI for back bill) wouldn't that eliminate this issue?

\*\*\*\*\*

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

Rachel Cole/KAWC/AWWSC



Rachel Cole/KAWC/AWWSC

12/10/2008 12:18 PM

To Stacy Owens/KAWC/AWWSC@AWW, Bryan Siler  
 cc Trisha Etedali/SHARVCS/AWWSC@AWW, Thomas M  
 Gildea/SHARVCS/AWWSC@AWW, Keith L  
 Cartier/KAWC/AWWSC@AWW  
 Subject Fw: [REDACTED] -follow up

Stacy and Bryan,

This is what we need to do to finish up this account:

- 1) **Delete the dummy account** of [REDACTED]
- 2) Someone needs to communicate with [REDACTED], that the customer account will look like he paid off the \$33,179.13, but they will get a bill each month for the remaining balance on the Miscellaneous Invoice.
- 3) Bryan, please have someone in Kari Bettorff's group, transfer an amount to sewer **each month** since their monthly payment will all get applied to water. (the payment matrix rules apply)
- 4) Bryan, for the payment they just made of \$4,652.04, calculate the portion that needs to be applied to the MI and let cash mgt know of the transfer. All of the 11/18 payment was applied to water.
- 5) Jeff's car wash will need to send out 2 payments each month to 2 different locations. Make sure they are fully aware of the 2 different addresses.
- 6) No disbursement requests will be necessary. Let Candice know that LFUCG will receive the \$33,179.13 in their daily ACH transfer. Tom's group will let us know when that will happen.

Let me know of any questions. We've tried to think this through, but I may have missed something.  
 Thanks.

Rachel S. Cole  
Southeast Region  
Email: rcole@kawc.com  
Ph: 859-268-6307  
Fax: 859-335-3307

----- Forwarded by Rachel Cole/KAWC/AWWSC on 12/10/2008 12:03 PM -----



**Rachel Cole/KAWC/AWWSC**

12/10/2008 11:56 AM

To: Thomas M Gildea/SHARVCS/AWWSC, dale graham  
cc: Trisha Etedali/SHARVCS/AWWSC@AWW, Bryan Siler,  
Stacy Owens/KAWC/AWWSC@AWW, Keith L  
C@AWW  
Subject: Fw: [REDACTED] (Need response from Tom)

Tom,

The amount to take off the bill is the wastewater amount of 31301.07 plus sewer sales tax of 1878.06.  
Please send me a copy of the adjustment when it's made.

[attachment "Miscellaneous\_Invoice [REDACTED] 120508.xls" deleted by Bryan Siler/KAWC/AWWSC]

Dale,


A monthly updated statement needs to be sent each month.

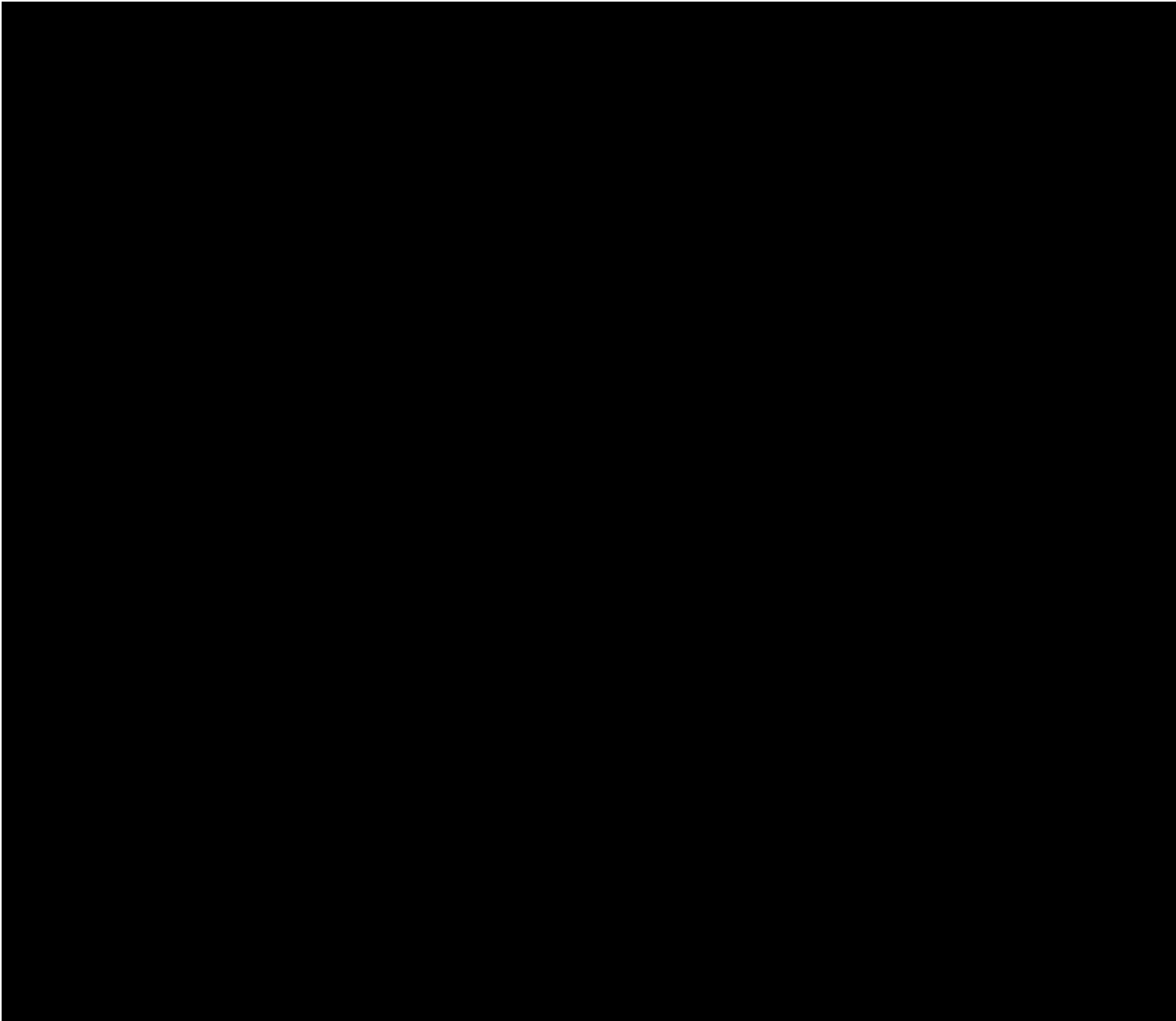
\*\*\*\*\*

Rachel S. Cole  
Southeast Region  
Email: rcole@kawc.com  
Ph: 859-268-6307  
Fax: 859-335-3307

----- Forwarded by Rachel Cole/KAWC/AWWSC on 12/10/2008 11:48 AM -----

**Trisha**  
**Etedali/SHARSVCS/AWWSC**  
12/10/2008 11:36 AM

To Rachel Cole/KAWC/AWWSC@AWW  
cc  
Subject Re [REDACTED] (Need response from Tom) 



Thomas M Gildea/SHARVCS/AWWSC



**Thomas M  
Gildea/SHARVCS/AWWSC**  
12/10/2008 11:26 AM

To Trisha Etedali/SHARVCS/AWWSC@AWW  
cc Bryan Siler/KAWC/AWWSC@AWW, Rachel  
Cole/KAWC/AWWSC@AWW  
Subject Re [REDACTED] (Need response from Tom) 📎

My team will process the MI and perform entries 2 - 4 below. Thanks.

*Tom Gildea*

**Manager - Cash Operations**

American Water  
Shared Services Center  
131 Woodcrest Road  
Cherry Hill, NJ 08003  
Direct 856-310-5859  
plus Cell: 609-206-3684

Trisha Etedali/SHARVCS/AWWSC

**Trisha**  
**Etedali/SHARVCS/AWWSC**  
12/09/2008 06:18 PM

To Thomas M Gildea/SHARVCS/AWWSC@AWW  
cc Bryan Siler/KAWC/AWWSC@AWW, Rachel  
Cole/KAWC/AWWSC@AWW  
Subject R [REDACTED] (Need response from Tom) 📎

Tom, you mentioned that you were in agreement with this process. Please reply to all with this email so Rachel can move forward with creating the MI.

Thanks for your help,

Trisha

Trisha Etedali/SHARVCS/AWWSC

**Trisha**  
**Etedali/SHARVCS/AWWSC**  
12/09/2008 02:17 PM

To Thomas M Gildea/SHARVCS/AWWSC  
cc Rachel Cole/KAWC/AWWSC@AWW, Bryan  
Siler/KAWC/AWWSC@AWW  
Subject [REDACTED] (needs to be backbilled)

Hi Tom,

This is in reference to our conversation regarding [REDACTED] KY account that needs to be backbilled) but we need to pay LFUCG upfront. [REDACTED] w if you are in agreement.

Thanks,

Trisha

This will eliminate the need for KY to do a disbursement request.

[REDACTED] amount that was not billed for a service.

\*Needs to be paid up front to LFUCG but the customer is being given the option of a payment plan.

One proposed method is to remove the billed amount from ECIS and create an MI.

**First Entry** - Account has already been backbilled.

Debit O&M Customer A/R 241249.002  
Credit O&M sales 241249.001

**Second Entry**

(Credit the account using the Mixed MI Cashier batch)

Credit O&M Customer A/R 241249.002(this will generate a check to LFUCG to pay them for the full amount) Paid out of 241249.001  
Debit Clearing acct. 131998.004

**Third Entry**

(Create an MI to bill the car wash account for the amount due that was paid to LFUCG)

Debit Miscellaneous A/R  
Credit the same clearing acct. 191998.004

**Fourth Entry**

Customer pays.

Credit Misc A/R  
Debit Cash

Acct balances

| customer a/r | Cash | O/M sales | Clearing acct. | Misc. A/R |
|--------------|------|-----------|----------------|-----------|
| 1 2          | 4    | 1         | 2 3            | 3 4       |

Sample entries for an O&M bill. (see 16.70) and cash application using mixed MI batch.

[attachment "kysales.pdf" deleted by Thomas M Gildea/SHARSVCS/AWWSC]

[attachment "kycash1.pdf" deleted by Thomas M Gildea/SHARSVCS/AWWSC]







**Billing Services Correspondence 6**  
**Bryan Siler** to: Linda Bridwell

02/15/2013 05:15 PM

\*\*\*\*\*

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

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:15 PM -----

From: Rick Witherite/KAWC/AWWSC  
To: cdeining@lfucg.com  
Cc: Jarold Jackson/KAWC/AWWSC@AWW, Rachel Cole/KAWC/AWWSC@AWW, Bryan Siler/KAWC/AWWSC@AWW  
Date: 05/20/2008 08:18 AM  
Subject: Re: Industrial/Large Commercial Customers

We are still holding billings on accounts that have more than one meter until we are sure that these will bill correctly. We are expecting to have these ready this week, tomorrow at the earliest.

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  
"Candice Deininger" <cdeining@lfucg.com>



"Candice Deininger"  
<cdeining@lfucg.com>  
05/20/2008 08:11 AM

To <Rick.Witherite@amwater.com>  
cc <Jarold.Jackson@amwater.com>  
Subject Industrial/Large Commercial Customers

Good morning, Rick. I've been keeping track of the industrial customers and some of the large commercial customers and have noticed they have not been billed yet. Is there a problem with the readings or has a route been missed or something? I know that several days' billings were held but many of these accounts should have billed by now. Would you mind checking on the status? Thanks very much!!

Candice

Candice Deininger  
LFUCG Division of Revenue  
200 E. Main St., Lexington, KY 40507  
Telephone: 859-258-3364  
Fax: 859-258-3352  
cdeining@lfucg.com

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:15 PM -----

From: George Conroy/SHARVCS/AWWSC  
To: Sheila Miller/WVAWC/AWWSC@AWW, Sean P Ireland/ADMIN/CORP/AWWSC@AWW, Rachel Cole/KAWC/AWWSC@AWW, Bryan Siler/KAWC/AWWSC@AWW, Rick Witherite/KAWC/AWWSC@AWW, Mike Miller/WVAWC/AWWSC@AWW, Tammy T MacLaughlin/CALLCTR/CORP/AWWSC@AWW, Karen H Cooper/CALLCTR/CORP/AWWSC@AWW, Karen K Roney/CALLCTR/CORP/AWWSC@AWW, Nikole L McKeever/CALLCTR/CORP/AWWSC@AWW  
Cc: Basil J D'Antonio/SHARVCS/AWWSC@AWW, Lori O'Malley/SHARVCS/AWWSC@AWW  
Date: 05/20/2008 10:36 AM  
Subject: New LFUCG rate - multiple meter

---

Folks,

A new rate schedule G2MFB has been created, tested and moved to production for Kentucky LFUCG sewer.

**Note:** Customers with multiple meters will need this rate attached to their accounts instead of the normal sewer rates to avoid overcharging the sewer base charge. One regular sewer account rate should be retained and the remaining sewer accounts converted to G2MFB to have the sewer charge bill correctly.

This method was chosen to avoid creating additional fixed charges. The residential multiple rate and fixed charges outlined in Sheila's email below have been cancelled.

**Rate Schedule -Inquiry (RTEQ) - CAS2105 - Kentucky American (KYPR) Production**

File Edit Functions Go Path Help

Path  Rate Schedule  G2MFB  Com Mo Swr LFUCG Mult Mtr

Watr Chrg/Meter  Averaging

Rate Sch List | Rate Sch Entry1 | Rate Sch Entry2 | Rate Sch Entry3 | Rate Sch Desc | Rate Adj List | Supplmnt Sewr 1

Utility Type  2  D&M Wastewater Service

Effective Date  03/15/08  Expiration Date

Billing Class  2  Rate Revenue Type  R2210

Rate Description  Com Mo Swr LFUCG Mult Mtr Bill Description

|             | Limit                            | Rate                           |                                        |
|-------------|----------------------------------|--------------------------------|----------------------------------------|
| Rate Step 1 | <input type="text"/> 1.00        | <input type="text"/>           | Base Charge <input type="text"/>       |
| Rate Step 2 | <input type="text"/> 99999999.99 | <input type="text"/> 3.2000000 | Base Chg Rev Type <input type="text"/> |
| Rate Step 3 | <input type="text"/>             | <input type="text"/>           | Base Charge Pgm <input type="text"/>   |
| Rate Step 4 | <input type="text"/>             | <input type="text"/>           |                                        |
| Rate Step 5 | <input type="text"/>             | <input type="text"/>           |                                        |
| Rate Step 6 | <input type="text"/>             | <input type="text"/>           |                                        |
| Rate Step 7 | <input type="text"/>             | <input type="text"/>           |                                        |
| Rate Step 8 | <input type="text"/>             | <input type="text"/>           |                                        |

OK  Cancel

Once multiple sewer rate customers have been converted , please have regional rates personnel test sample bills in production to assure they are correct before releasing to the customer . Once production testing has been completed , please sign, date, and remit the attached SSC-Rate Change form back to me.



KYAM SSC-Rate Form 052008 psn.PDF

Thanks  
gmc

-----  
George Conroy  
Int. Financial Analyst - Rates and Regulation  
American Water Shared Services Center  
131 Woodcrest Road  
Cherry Hill, NJ 08003  
(856) 310-5773 (Phone)  
(856) 672-2878 (Fax)  
george.conroy@amwater.com

----- Forwarded by George Conroy/SHARVCS/AWWSC on 05/20/2008 10:27 AM -----



Sheila Miller/WVAWC/AWWSC  
05/13/2008 01:45 PM

To George Conroy/SHARVCS/AWWSC@AWW  
cc Sean P Ireland/ADMIN/CORP/AWWSC@AWW, Rachel Cole/KAWC/AWWSC@AWW, Bryan Siler/KAWC/AWWSC@AWW, Rick Witherite/KAWC/AWWSC@AWW  
Subject LFUCG rates - multiple meters

Attached is a template and rate request form for the rate schedule and fixed charge set up for residential and commercial accounts with multiple meters in regard to the LFUCG sewer billing. According to Kim Nye, we can utilize the fixed charge and it will not apply the base charge to each meter. Please set this up and test to see if this will work properly with multiple meters. We found some [REDACTED] accounts with 47 meters and do not want to bill the base charge 47 times. The changes are in pale orange. On the fixed charge tab, I did not know what rate group to assign this to.



LFUCG 050108 rate change template revised 6 w sewer multi meters.xls Rate change request form LFUCG mult meters.pdf

Once this is set up and tested, Kentucky will have to manually attach the new rate schedule and fixed charge code to the applicable customer premises.

Sheila Miller  
Manager Rates & Regulation  
American Water Works Service Company  
Southeast Region  
PO Box 1906  
Charleston, WV 25327-1906  
phone: (304)353-6317  
fax: (304)353-6332  
Sheila.Miller@amwater.com

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:15 PM -----

From: Rachel Cole/KAWC/AWWSC  
To: Mark A Walters/KAWC/AWWSC@AWW, Stacy Owens/KAWC/AWWSC@AWW  
Cc: Rick Witherite/KAWC/AWWSC@AWW, Bryan Siler, Sheila Miller/WVAWC/AWWSC@AWW, Sean P Ireland/ADMIN/CORP/AWWSC@AWW  
Date: 05/20/2008 10:50 AM  
Subject: Fw: New LFUCG rate - multiple meter

Mark,

The rate schedule below, needs to be attached to the second meter and after, to the accounts listed in this file. Let us know when that is finished so that the rates department can test the bills before they are mailed. Thanks.



Multiple Meter Accounts.xls  
\*\*\*\*\*

Rachel S. Cole  
Southeast Region

Email: rcole@kawc.com  
Ph: 859-268-6307  
Fax: 859-335-3307

----- Forwarded by Rachel Cole/KAWC/AWWSC on 05/20/2008 10:48 AM -----



**George  
Conroy/SHARVCS/AWWSC**

05/20/2008 10:36 AM

To: Sheila Miller/WVAWC/AWWSC@AWW, Sean P  
Ireland/ADMIN/CORP/AWWSC@AWW, Rachel  
Cole/KAWC/AWWSC@AWW, Bryan  
Siler/KAWC/AWWSC@AWW, Rick  
Witherite/KAWC/AWWSC@AWW, Mike  
Miller/WVAWC/AWWSC@AWW, Tammy T  
MacLaughlin/CALLCTR/CORP/AWWSC@AWW, Karen H  
Cooper/CALLCTR/CORP/AWWSC@AWW, Karen K  
Roney/CALLCTR/CORP/AWWSC@AWW, Nikole L  
McKeever/CALLCTR/CORP/AWWSC@AWW  
cc: Basil J D'Antonio/SHARVCS/AWWSC@AWW, Lori  
O'Malley/SHARVCS/AWWSC@AWW  
Subject: New LFUCG rate - multiple meter

Folks,

A new rate schedule G2MFB has been created, tested and moved to production for Kentucky LFUCG sewer.

**Note:** Customers with multiple meters will need this rate attached to their accounts instead of the normal sewer rates to avoid overcharging the sewer base charge. One regular sewer account rate should be retained and the remaining sewer accounts converted to G2MFB to have the sewer charge bill correctly.

This method was chosen to avoid creating additional fixed charges. The residential multiple rate and fixed charges outlined in Sheila's email below have been cancelled.

**Rate Schedule -Inquiry (RTEQ) - CAS2105 - Kentucky American (KYPR) Production**

File Edit Functions Go Path Help

Path  Rate Schedule  G2MFB  Com Mo Swr LFUCG Mult Mtr

Watr Chrg/Meter  Averaging

Rate Sch List | Rate Sch Entry1 | Rate Sch Entry2 | Rate Sch Entry3 | Rate Sch Desc | Rate Adj List | Supplmnt Sewr 1

Utility Type  2  D&M Wastewater Service

Effective Date  03/15/08  Expiration Date

Billing Class  2  Rate Revenue Type  R2210

Rate Description  Com Mo Swr LFUCG Mult Mtr Bill Description

|             | Limit                                                           | Rate                 |                                        |
|-------------|-----------------------------------------------------------------|----------------------|----------------------------------------|
| Rate Step 1 | <input type="text"/> 1.00 <input type="text"/>                  | <input type="text"/> | Base Charge <input type="text"/>       |
| Rate Step 2 | <input type="text"/> 99999999.99 <input type="text"/> 3.2000000 | <input type="text"/> | Base Chg Rev Type <input type="text"/> |
| Rate Step 3 | <input type="text"/>                                            | <input type="text"/> | Base Charge Pgm <input type="text"/>   |
| Rate Step 4 | <input type="text"/>                                            | <input type="text"/> |                                        |
| Rate Step 5 | <input type="text"/>                                            | <input type="text"/> |                                        |
| Rate Step 6 | <input type="text"/>                                            | <input type="text"/> |                                        |
| Rate Step 7 | <input type="text"/>                                            | <input type="text"/> |                                        |
| Rate Step 8 | <input type="text"/>                                            | <input type="text"/> |                                        |

OK  Cancel

Once multiple sewer rate customers have been converted , please have regional rates personnel test sample bills in production to assure they are correct before releasing to the customer . Once production testing has been completed , please sign, date, and remit the attached SSC-Rate Change form back to me.



KYAM SSC-Rate Form 052008 psn.PDF

Thanks  
gmc

-----  
George Conroy  
Int. Financial Analyst - Rates and Regulation  
American Water Shared Services Center  
131 Woodcrest Road  
Cherry Hill, NJ 08003  
(856) 310-5773 (Phone)  
(856) 672-2878 (Fax)  
george.conroy@amwater.com

----- Forwarded by George Conroy/SHARVCS/AWWSC on 05/20/2008 10:27 AM -----



**Sheila  
Miller/WVAWC/AWWSC**

05/13/2008 01:45 PM

To: George Conroy/SHARVCS/AWWSC@AWW

cc: Sean P Ireland/ADMIN/CORP/AWWSC@AWW, Rachel Cole/KAWC/AWWSC@AWW, Bryan Siler/KAWC/AWWSC@AWW, Rick Witherite/KAWC/AWWSC@AWW

Subject: LFUCG rates - multiple meters

Attached is a template and rate request form for the rate schedule and fixed charge set up for residential and commercial accounts with multiple meters in regard to the LFUCG sewer billing. According to Kim Nye, we can utilize the fixed charge and it will not apply the base charge to each meter. Please set this up and test to see if this will work properly with multiple meters. We found some [REDACTED] accounts with 47 meters and do not want to bill the base charge 47 times. The c orange. On the fixed charge tab, I did not know what rate group to assign this to.



LFUCG 050108 rate change template revised 6 w sewer multi meters.xls Rate change request form LFUCG mult meters.pdf

Once this is set up and tested, Kentucky will have to manually attach the new rate schedule and fixed charge code to the applicable customer premises.

Sheila Miller  
Manager Rates & Regulation  
American Water Works Service Company  
Southeast Region  
PO Box 1906  
Charleston, WV 25327-1906  
phone: (304)353-6317  
fax: (304)353-6332  
Sheila.Miller@amwater.com

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:15 PM -----

From: Rick Witherite/KAWC/AWWSC  
To: George Conroy/SHARVCS/AWWSC@AWW  
Cc: Basil J D'Antonio/SHARVCS/AWWSC@AWW, Bryan Siler/KAWC/AWWSC@AWW, Karen H Cooper/CALLCTR/CORP/AWWSC@AWW, Karen K Roney/CALLCTR/CORP/AWWSC@AWW, Lori O'Malley/SHARVCS/AWWSC@AWW, Mike Miller/WVAWC/AWWSC@AWW, Nikole L McKeever/CALLCTR/CORP/AWWSC@AWW, Rachel Cole/KAWC/AWWSC@AWW, Sean P Ireland/ADMIN/CORP/AWWSC@AWW, Sheila Miller/WVAWC/AWWSC@AWW, Tammy T MacLaughlin/CALLCTR/CORP/AWWSC@AWW  
Date: 05/20/2008 01:44 PM  
Subject: Re: New LFUCG rate - multiple meter

George,

I am helping to change the rate schedules. I don't think it will affect anything but I wanted to make sure. I get the message below when I add this rate schedule (which is a commercial schedule) to accounts that are not commercial. We just need to test these to make sure they bill correctly. Thanks.



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  
George Conroy/SHARVCS/AWWSC



**George  
Conroy/SHARVCS/AWWSC**

05/20/2008 10:36 AM

To Sheila Miller/WVAWC/AWWSC@AWW, Sean P  
Ireland/ADMIN/CORP/AWWSC@AWW, Rachel  
Cole/KAWC/AWWSC@AWW, Bryan  
Siler/KAWC/AWWSC@AWW, Rick  
Witherite/KAWC/AWWSC@AWW, Mike  
Miller/WVAWC/AWWSC@AWW, Tammy T  
MacLaughlin/CALLCTR/CORP/AWWSC@AWW, Karen H  
Cooper/CALLCTR/CORP/AWWSC@AWW, Karen K  
Roney/CALLCTR/CORP/AWWSC@AWW, Nikole L  
McKeever/CALLCTR/CORP/AWWSC@AWW  
cc Basil J D'Antonio/SHARVCS/AWWSC@AWW, Lori  
O'Malley/SHARVCS/AWWSC@AWW  
Subject New LFUCG rate - multiple meter



Folks,

A new rate schedule G2MFB has been created, tested and moved to production for Kentucky LFUCG sewer.

**Note:** Customers with multiple meters will need this rate attached to their accounts instead of the normal sewer rates to avoid overcharging the sewer base charge. One regular sewer account rate should be retained and the remaining sewer accounts converted to G2MFB to have the sewer charge bill correctly.

This method was chosen to avoid creating additional fixed charges. The residential multiple rate and fixed charges outlined in Sheila's email below have been cancelled.

**Rate Schedule - Inquiry (RTEQ) - CAS2105 - Kentucky American (KYPR) Production**

File Edit Functions Go Path Help

Path  Rate Schedule

Watr Chrg/Meter Averaging

Rate Sch List Rate Sch Entry1 Rate Sch Entry2 Rate Sch Entry3 Rate Sch Desc Rate Adj List Supplmnt Sewr 1

Utility Type  D&M Wastewater Service

Effective Date  Expiration Date

Billing Class  Rate Revenue Type

Rate Description  Bill Description

Limit Rate

| Rate Step   | Limit       | Rate      |
|-------------|-------------|-----------|
| Rate Step 1 | 1.00        |           |
| Rate Step 2 | 99999999.99 | 3.2000000 |
| Rate Step 3 |             |           |
| Rate Step 4 |             |           |
| Rate Step 5 |             |           |
| Rate Step 6 |             |           |
| Rate Step 7 |             |           |
| Rate Step 8 |             |           |

Base Charge

Base Chg Rev Type

Base Charge Pgm

OK Cancel

Once multiple sewer rate customers have been converted , please have regional rates personnel test sample bills in production to assure they are correct before releasing to the customer . Once production testing has been completed , please sign, date, and remit the attached SSC-Rate Change form back to me.

[attachment "KYAM SSC-Rate Form 052008 psn.PDF" deleted by Rick Witherite/KAWC/AWWSC]

Thanks  
gmc

-----  
George Conroy  
Int. Financial Analyst - Rates and Regulation  
American Water Shared Services Center  
131 Woodcrest Road  
Cherry Hill, NJ 08003  
(856) 310-5773 (Phone)  
(856) 672-2878 (Fax)  
george.conroy@amwater.com

----- Forwarded by George Conroy/SHARSVCS/AWWSC on 05/20/2008 10:27 AM -----



**Sheila  
Miller/WVAWC/AWWSC**

05/13/2008 01:45 PM

To: George Conroy/SHARSVCS/AWWSC@AWW

cc: Sean P Ireland/ADMIN/CORP/AWWSC@AWW, Rachel  
Cole/KAWC/AWWSC@AWW, Bryan  
Siler/KAWC/AWWSC@AWW, Rick  
Witherite/KAWC/AWWSC@AWW

Subject: LFUCG rates - multiple meters

Attached is a template and rate request form for the rate schedule and fixed charge set up for residential and commercial accounts with multiple meters in regard to the LFUCG sewer billing. According to Kim Nye, we can utilize the fixed charge and it will not apply the base charge to each meter. Please set this up and test to see if this will work properly with multiple meters. We found some [REDACTED] accounts with 47 meters and do not want to bill the base charge 47 times. The changes are in pale orange. On the fixed charge tab, I did not know what rate group to assign this to.

[attachment "LFUCG 050108 rate change template revised 6 w sewer multi meters.xls" deleted by Rick Witherite/KAWC/AWWSC] [attachment "Rate change request form LFUCG mult meters.pdf" deleted by Rick Witherite/KAWC/AWWSC]

Once this is set up and tested, Kentucky will have to manually attach the new rate schedule and fixed charge code to the applicable customer premises.

Sheila Miller  
Manager Rates & Regulation  
American Water Works Service Company  
Southeast Region  
PO Box 1906  
Charleston, WV 25327-1906  
phone: (304)353-6317  
fax: (304)353-6332  
Sheila.Miller@amwater.com

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:15 PM -----

From: George Conroy/SHARSVCS/AWWSC  
To: Rick Witherite/KAWC/AWWSC@AWW  
Cc: Basil J D'Antonio/SHARSVCS/AWWSC@AWW, Bryan Siler/KAWC/AWWSC@AWW, Karen H  
Cooper/CALLCTR/CORP/AWWSC@AWW, Karen K Roney/CALLCTR/CORP/AWWSC@AWW,  
Lori O'Malley/SHARSVCS/AWWSC@AWW, Mike Miller/WVAWC/AWWSC@AWW, Nikole L

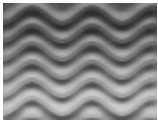
McKeever/CALLCTR/CORP/AWWSC@AWW, Rachel Cole/KAWC/AWWSC@AWW, Sean P Ireland/ADMIN/CORP/AWWSC@AWW, Sheila Miller/WVAWC/AWWSC@AWW, Tammy T MacLaughlin/CALLCTR/CORP/AWWSC@AWW

Date: 05/20/2008 01:47 PM  
Subject: Re: New LFUCG rate - multiple meter

Rick,

I got that message also when I was putting together the test bills. The bill will work correctly, ORCOM is just letting you know the codes don't match. I asked about creating additional rates, but was told that the one rate (non-residential) would be OK.

-----  
George Conroy  
Int. Financial Analyst - Rates and Regulation  
American Water Shared Services Center  
131 Woodcrest Road  
Cherry Hill, NJ 08003  
(856) 310-5773 (Phone)  
(856) 672-2878 (Fax)  
george.conroy@amwater.com  
Rick Witherite/KAWC/AWWSC



**Rick**  
**Witherite/KAWC/AWWSC**  
05/20/2008 01:44 PM

To: George Conroy/SHARVCS/AWWSC@AWW  
cc: Basil J D'Antonio/SHARVCS/AWWSC@AWW, Bryan Siler/KAWC/AWWSC@AWW, Karen H Cooper/CALLCTR/CORP/AWWSC@AWW, Karen K Roney/CALLCTR/CORP/AWWSC@AWW, Lori O'Malley/SHARVCS/AWWSC@AWW, Mike Miller/WVAWC/AWWSC@AWW, Nikole L McKeever/CALLCTR/CORP/AWWSC@AWW, Rachel Cole/KAWC/AWWSC@AWW, Sean P Ireland/ADMIN/CORP/AWWSC@AWW, Sheila Miller/WVAWC/AWWSC@AWW, Tammy T MacLaughlin/CALLCTR/CORP/AWWSC@AWW  
Subject: Re: New LFUCG rate - multiple meter 📎

George,

I am helping to change the rate schedules. I don't think it will affect anything but I wanted to make sure. I get the message below when I add this rate schedule (which is a commercial schedule) to accounts that are not commercial. We just need to test these to make sure they bill correctly. Thanks.

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  
George Conroy/SHARVCS/AWWSC



**George  
Conroy/SHARVCS/AWWSC**

05/20/2008 10:36 AM

To Sheila Miller/WVAWC/AWWSC@AWW, Sean P  
Ireland/ADMIN/CORP/AWWSC@AWW, Rachel  
Cole/KAWC/AWWSC@AWW, Bryan  
Siler/KAWC/AWWSC@AWW, Rick  
Witherite/KAWC/AWWSC@AWW, Mike  
Miller/WVAWC/AWWSC@AWW, Tammy T  
MacLaughlin/CALLCTR/CORP/AWWSC@AWW, Karen H  
Cooper/CALLCTR/CORP/AWWSC@AWW, Karen K  
Roney/CALLCTR/CORP/AWWSC@AWW, Nikole L  
McKeever/CALLCTR/CORP/AWWSC@AWW  
cc Basil J D'Antonio/SHARVCS/AWWSC@AWW, Lori  
O'Malley/SHARVCS/AWWSC@AWW  
Subject New LFUCG rate - multiple meter



Folks,

A new rate schedule G2MFB has been created, tested and moved to production for Kentucky LFUCG sewer.

**Note:** Customers with multiple meters will need this rate attached to their accounts instead of the normal sewer rates to avoid overcharging the sewer base charge. One regular sewer account rate should be retained and the remaining sewer accounts converted to G2MFB to have the sewer charge bill correctly.

This method was chosen to avoid creating additional fixed charges. The residential multiple rate and fixed charges outlined in Sheila's email below have been cancelled.

**Rate Schedule - Inquiry (RTEQ) - CAS2105 - Kentucky American (KYPR) Production**

File Edit Functions Go Path Help

Path  Rate Schedule

Watr Chrg/Meter Averaging

Rate Sch List Rate Sch Entry1 Rate Sch Entry2 Rate Sch Entry3 Rate Sch Desc Rate Adj List Supplmnt Sewr 1

Utility Type  D&M Wastewater Service

Effective Date  Expiration Date

Billing Class  Rate Revenue Type

Rate Description  Bill Description

Limit Rate

| Rate Step   | Limit       | Rate      |
|-------------|-------------|-----------|
| Rate Step 1 | 1.00        |           |
| Rate Step 2 | 99999999.99 | 3.2000000 |
| Rate Step 3 |             |           |
| Rate Step 4 |             |           |
| Rate Step 5 |             |           |
| Rate Step 6 |             |           |
| Rate Step 7 |             |           |
| Rate Step 8 |             |           |

Base Charge

Base Chg Rev Type

Base Charge Pgm

OK Cancel

Once multiple sewer rate customers have been converted , please have regional rates personnel test sample bills in production to assure they are correct before releasing to the customer . Once production testing has been completed , please sign, date, and remit the attached SSC-Rate Change form back to me.

[attachment "KYAM SSC-Rate Form 052008 psn.PDF" deleted by Rick Witherite/KAWC/AWWSC]

Thanks  
gmc

-----  
George Conroy  
Int. Financial Analyst - Rates and Regulation  
American Water Shared Services Center  
131 Woodcrest Road  
Cherry Hill, NJ 08003  
(856) 310-5773 (Phone)  
(856) 672-2878 (Fax)  
george.conroy@amwater.com

----- Forwarded by George Conroy/SHARVCS/AWWSC on 05/20/2008 10:27 AM -----



**Sheila  
Miller/WVAWC/AWWSC**

05/13/2008 01:45 PM

To: George Conroy/SHARVCS/AWWSC@AWW

cc: Sean P Ireland/ADMIN/CORP/AWWSC@AWW, Rachel  
Cole/KAWC/AWWSC@AWW, Bryan  
Siler/KAWC/AWWSC@AWW, Rick  
Witherite/KAWC/AWWSC@AWW

Subject: LFUCG rates - multiple meters

Attached is a template and rate request form for the rate schedule and fixed charge set up for residential and commercial accounts with multiple meters in regard to the LFUCG sewer billing. According to Kim Nye, we can utilize the fixed charge and it will not apply the base charge to each up and test to see if this will work properly with multiple meters. We found some accounts with 47 meters and do not want to bill the base charge 47 times. The orange. On the fixed charge tab, I did not know what rate group to assign this to.

[attachment "LFUCG 050108 rate change template revised 6 w sewer multi meters.xls" deleted by Rick Witherite/KAWC/AWWSC] [attachment "Rate change request form LFUCG mult meters.pdf" deleted by Rick Witherite/KAWC/AWWSC]

Once this is set up and tested, Kentucky will have to manually attach the new rate schedule and fixed charge code to the applicable customer premises.

Sheila Miller  
Manager Rates & Regulation  
American Water Works Service Company  
Southeast Region  
PO Box 1906  
Charleston, WV 25327-1906  
phone: (304)353-6317  
fax: (304)353-6332  
Sheila.Miller@amwater.com

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:15 PM -----

From: Rick Witherite/KAWC/AWWSC  
To: Sean P Ireland/ADMIN/CORP/AWWSC@AWW  
Cc: Rachel Cole/KAWC/AWWSC@AWW, Bryan Siler/KAWC/AWWSC@AWW, George  
Conroy/SHARVCS/AWWSC@AWW

Date: 05/20/2008 03:36 PM  
Subject: Re: New LFUCG rate - multiple meter


---

Sean,

We are now finished changing these rate schedules. After you have tested these please send Bryan, Rachel and myself copies of the test bills for us to review before these are sent for billing. After we have reviewed we will notify you when we are ready to have them sent out. Thank you.

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  
Sean P Ireland/ADMIN/CORP/AWWSC

**Sean P  
Ireland/ADMIN/CORP/AWWS  
C**  
05/20/2008 02:17 PM

To: Rick Witherite/KAWC/AWWSC@AWW  
cc: Rachel Cole/KAWC/AWWSC@AWW  
Subject: Re: New LFUCG rate - multiple meter 

Rick,

Is it time for me to have my contacts (Vanessa Conrad and Bob Perkins) re-calc the bills containing multiple meters that have been temporarily placed into the exception batch, or are you guys still applying the new rate schedule to all of the applicable accounts. Just let me know when you guys are done so I can have the bills re-calced so I can test them for accuracy and ultimately have them mailed. Thanks

Sean P. Ireland

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:15 PM -----

From: Sean P Ireland/ADMIN/CORP/AWWSC  
To: Bryan Siler/KAWC/AWWSC@AWW, Rachel Cole/KAWC/AWWSC@AWW, Rick Witherite/KAWC/AWWSC@AWW  
Date: 05/20/2008 04:53 PM  
Subject: LFUCG bills from exception batch 12004 - accounts with multiple meters

---

Rick, I have checked these bills and they appear correct. The accounts are being charged one sewer charge only. Review these, and e-mail me whether or not you agree that they are correct and then I will e-mail my contacts and have them mail these bills out. I have attached 10 bills in pdf form for you to verify as correct. Thanks





LFUCG accounts with multiple meters G2MFB.pdf

Sean P. Ireland

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:15 PM -----

From: Rachel Cole/KAWC/AWWSC  
 To: Tammy MacLaughlin  
 Cc: Rick Witherite/KAWC/AWWSC@AWW, Bryan Siler  
 Date: 05/20/2008 04:59 PM  
 Subject: Re: Fw: LFUCG - not having specific rates for all bill classes

Tammy,

Is this something that we can correct on our mismatch reports? The same calculation is now applicable to all bill classes other than residential, per the new LFUCG ordinance. We are satisfied with the bill calculation and it is very important that we get them out as soon as we can. Please advise. Thank you.

\*\*\*\*\*

Rachel S. Cole  
 Southeast Region  
 Email: rcole@kawc.com  
 Ph: 859-268-6307  
 Fax: 859-335-3307

Sheila Miller/WVAWC/AWWSC



Sheila  
 Miller/WVAWC/AWWSC  
 05/20/2008 04:25 PM

To: George Conroy/SHARVCS/AWWSC@AWW  
 cc: Rachel Cole/KAWC/AWWSC@AWW, Tammy T  
 MacLaughlin/CALLCTR/CORP/AWWSC@AWW  
 Subject: Fw: LFUCG - not having specific rates for all bill classes

Didn't we talk about this?? I thought this could be set up as "other" on the G2MFB - did not realize that it was connected to a bill class. This is an absolute mess... They have already been attached to the customer accounts.

Sheila Miller  
 Manager Rates & Regulation  
 American Water Works Service Company  
 Southeast 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 05/20/2008 04:21 PM -----

Tammy T  
 MacLaughlin/CALLCTR/COR  
 P/AWWSC

To: Sheila Miller/WVAWC/AWWSC@AWW, Sean P

05/20/2008 04:17 PM

Ireland/ADMIN/CORP/AWWSC@AWW

cc

Subject: Fw: LFUCG - not having specific rates for all bill classes

Sheila &amp; Sean,

If we don't have a rate code for the other customer classes, we will have a mismatch between the bill class and rate schedule. We have reporting to ensure that the bill class and rate schedule are in sync and each OPA & Industrial account with a commercial rate schedule would print on the report each time it is run and creates an error message in the system. Would you please reconsider and add two additional classes (Industrial and OPA). I don't believe we would have many residential bill classes with multiple meters.

Thanks,  
 Tammy MacLaughlin  
 Manager, Billing  
 Customer Service Center  
 Alton, Illinois  
 618-433-4128 (office)  
 618-910-9817 (cell)  
 618-433-4638 (fax)  
 tammy.maclaughlin@amwater.com

----- Forwarded by Tammy T MacLaughlin/CALLCTR/CORP/AWWSC on 05/20/2008 03:15 PM -----



**George**  
**Conroy/SHARVCS/AWWSC**  
 05/20/2008 02:59 PM

To: Tammy T MacLaughlin/CALLCTR/CORP/AWWSC@AWW  
 cc  
 Subject: LFUCG

Tammy,

I asked Sheila and Sean if I needed to setup more rates and they said no.

-----  
 George Conroy  
 Int. Financial Analyst - Rates and Regulation  
 American Water Shared Services Center  
 131 Woodcrest Road  
 Cherry Hill, NJ 08003  
 (856) 310-5773 (Phone)  
 (856) 672-2878 (Fax)  
 george.conroy@amwater.com

----- Forwarded by George Conroy/SHARVCS/AWWSC on 05/20/2008 03:58 PM -----

**Sean P**  
**Ireland/ADMIN/CORP/AWWS**  
**C**  
 05/14/2008 04:52 PM

To: George Conroy/SHARVCS/AWWSC@AWW  
 cc  
 Subject: Re: LFUCG - More rates Needed? 📎

No, Sheila said we will attach all customers other than Residential (Commercial, Industrial, and OPA) to the same schedule as the one set up for commercial. Thanks

Sean P. Ireland

----- Forwarded by George Conroy/SHARVCS/AWWSC on 05/20/2008 03:58 PM -----



**George  
Conroy/SHARVCS/AWWSC**  
05/14/2008 04:33 PM

To Sheila Miller, Sean P Ireland/ADMIN/CORP/AWWSC  
cc  
Subject LFUCG - More rates Needed? 📎

Sheila and Sean,

I was just looking at one of the accounts you sent 100208. They are an industrial customer under G3M4E. Do you need to create two more rates for Industrial and OPA customers also?

Please advise.  
Thanks  
gmc

-----  
George Conroy  
Int. Financial Analyst - Rates and Regulation  
American Water Shared Services Center  
131 Woodcrest Road  
Cherry Hill, NJ 08003  
(856) 310-5773 (Phone)  
(856) 672-2878 (Fax)  
george.conroy@amwater.com  
Sean P Ireland/ADMIN/CORP/AWWSC

**Sean P  
Ireland/ADMIN/CORP/AWWS  
C**  
05/14/2008 01:39 PM

To George Conroy/SHARVCS/AWWSC@AWW  
cc  
Subject Fw: accounts to hold

Here are some George. thanks

Sean

----- Forwarded by Sean P Ireland/ADMIN/CORP/AWWSC on 05/14/2008 01:40 PM -----



**Rachel Cole/KAWC/AWWSC**  
05/13/2008 11:34 AM

To Sean P Ireland/ADMIN/CORP/AWWSC@AWW  
cc Bryan Siler, Rick Witherite/KAWC/AWWSC@AWW, Sheila Miller/WVAWC/AWWSC@AWW, Robert



Shiltz/IS/CORP/AWWSC@AWW  
Subject: accounts to hold

Sean,

Please request that these accounts be held in an exception batch and send the other bills on.



KY - Master Accounts with Battery Meters - Area Code 1215 - With Route Number.xls

\*\*\*\*\*

Rachel S. Cole  
Southeast Region  
Email: rcole@kawc.com  
Ph: 859-268-6307  
Fax: 859-335-3307

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:15 PM -----

From: Sean P Ireland/ADMIN/CORP/AWWSC  
To: Rick Witherite/KAWC/AWWSC@AWW, Rachel Cole/KAWC/AWWSC@AWW, Bryan Siler/KAWC/AWWSC@AWW  
Date: 05/20/2008 05:09 PM  
Subject: LFUCG

Account # [REDACTED] is a bill for 36 days, but it is calculating correctly according to the number of days on the bill. Just [REDACTED] alert you guys to this. This account is the only one I saw that was not a "normal" 30 day bill. Just let me know if you want me to authorize the release of the bills. Thanks

Sean P. Ireland

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:15 PM -----

From: Tammy T MacLaughlin/CALLCTR/CORP/AWWSC  
To: Rachel Cole/KAWC/AWWSC@AWW  
Cc: Bryan Siler/KAWC/AWWSC@AWW, Rick Witherite/KAWC/AWWSC@AWW, Tammy T MacLaughlin/CALLCTR/CORP/AWWSC@AWW, Joy E Hughes/PAWC/AWWSC@AWW, Nikole L McKeever/CALLCTR/CORP/AWWSC@AWW, Tracy R Bauswell/CALLCTR/CORP/AWWSC@AWW, George Conroy/SHARSVCS/AWWSC@AWW  
Date: 05/20/2008 05:30 PM  
Subject: Re: Fw: LFUCG - not having specific rates for all bill classes

The practice has been to create a separate schedule for each bill class, even if the rate configuration was the same there was a separate rate created. In addition to the mismatch with reporting, I worry about the impact to those setting up premises and working the SOX premise mismatch reports since we are deviating from what has been the standard setup.

Those that are setting up premises may be looking for an industrial rate schedule, but not locating one based on the description shown below. Again, I believe we need new rate schedules for other bill classes, but this shouldn't keep us from letting the bills go out now. When the new rate codes are added, the premises can be updated with the new rate code based on bill class and this change will be transparent to the customer since the rate configuration will be the same.

**Rate Schedule -Inquiry (RTEQ) - CAS2100 - Kentucky Am...**

File Edit Functions Go Path Help

Path

Rate Sch List

Utility Type  Position to Schedule

| Utl | Sched | Effective Date | Description                    | Billing Class |
|-----|-------|----------------|--------------------------------|---------------|
| 2   | G2B90 | 7/01/2002      | Com Mo LFUCG SCH B 90% Disc    | 2             |
| 2   | G2B90 | 3/15/2008      | Com Mo LFUCG SCH B DO NOT USE  | 2             |
| 2   | G2B95 | 7/01/1995      | Com Mo LFUCG SCH B 95% Disc    | 2             |
| 2   | G2B95 | 7/01/2002      | Com Mo LFUCG SCH B 95% Disc    | 2             |
| 2   | G2B95 | 3/15/2008      | Com Mo LFUCG SCH B             | 2             |
| 2   | G2MCC | 7/01/2002      | Com Mo Swr LFUCG SCH C C-Batry | 2             |
| 2   | G2MCC | 3/15/2008      | Com Mo Swr LFUCG SCH C C-Batry | 2             |
| 2   | G2MEC | 7/01/2002      | Com Mo Swr LFUCG SCH E C-Batry | 2             |
| 2   | G2MEC | 3/15/2008      | Com Mo Swr LFUCG SCH E C-Batry | 2             |
| 2   | G2MFB | 3/15/2008      | Com Mo Swr LFUCG Mult Mtr      | 2             |
| 2   | G2M4R | 7/01/1995      | Com Mon Swr LFUCG SCH A 100CF  | 2             |

Refresh New Schedule Select Print

OK Cancel

Tammy MacLaughlin  
 Manager, Billing  
 Customer Service Center  
 Alton, Illinois  
 618-433-4128 (office)  
 618-910-9817 (cell)  
 618-433-4638 (fax)  
 tammy.maclaughlin@amwater.com  
 Rachel Cole/KAWC/AWWSC



**Rachel Cole/KAWC/AWWSC**

05/20/2008 03:59 PM

To Tammy MacLaughlin  
 cc Rick Witherite/KAWC/AWWSC@AWW, Bryan Siler  
 Subject Re: Fw: LFUCG - not having specific rates for all bill classes

Tammy,

Is this something that we can correct on our mismatch reports? The same calculation is now applicable to

all bill classes other than residential, per the new LFUCG ordinance. We are satisfied with the bill calculation and it is very important that we get them out as soon as we can. Please advise. Thank you.

\*\*\*\*\*

Rachel S. Cole  
Southeast Region  
Email: rcole@kawc.com  
Ph: 859-268-6307  
Fax: 859-335-3307

Sheila Miller/WVAWC/AWWSC



**Sheila  
Miller/WVAWC/AWWSC**  
05/20/2008 04:25 PM

To George Conroy/SHARVCS/AWWSC@AWW  
cc Rachel Cole/KAWC/AWWSC@AWW, Tammy T  
MacLaughlin/CALLCTR/CORP/AWWSC@AWW  
Subject Fw: LFUCG - not having specific rates for all bill classes

Didn't we talk about this?? I thought this could be set up as "other" on the G2MFB - did not realize that it was connected to a bill class. This is an absolute mess... They have already been attached to the customer accounts.

Sheila Miller  
Manager Rates & Regulation  
American Water Works Service Company  
Southeast 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 05/20/2008 04:21 PM -----

**Tammy T  
MacLaughlin/CALLCTR/COR  
P/AWWSC**  
05/20/2008 04:17 PM

To Sheila Miller/WVAWC/AWWSC@AWW, Sean P  
Ireland/ADMIN/CORP/AWWSC@AWW  
cc  
Subject Fw: LFUCG - not having specific rates for all bill classes

Sheila & Sean,

If we don't have a rate code for the other customer classes, we will have a mismatch between the bill class and rate schedule. We have reporting to ensure that the bill class and rate schedule are in sync and each OPA & Industrial account with a commercial rate schedule would print on the report each time it is run and creates an error message in the system. Would you please reconsider and add two additional classes (Industrial and OPA). I don't believe we would have many residential bill classes with multiple meters.

Thanks,  
Tammy MacLaughlin  
Manager, Billing

Customer Service Center  
 Alton, Illinois  
 618-433-4128 (office)  
 618-910-9817 (cell)  
 618-433-4638 (fax)  
 tammy.maclaughlin@amwater.com

----- Forwarded by Tammy T MacLaughlin/CALLCTR/CORP/AWWSC on 05/20/2008 03:15 PM -----



**George  
 Conroy/SHARVCS/AWWSC**

05/20/2008 02:59 PM

To Tammy T MacLaughlin/CALLCTR/CORP/AWWSC@AWW

cc

Subject LFUCG

Tammy,

I asked Sheila and Sean if I needed to setup more rates and they said no.

-----  
 George Conroy  
 Int. Financial Analyst - Rates and Regulation  
 American Water Shared Services Center  
 131 Woodcrest Road  
 Cherry Hill, NJ 08003  
 (856) 310-5773 (Phone)  
 (856) 672-2878 (Fax)  
 george.conroy@amwater.com

----- Forwarded by George Conroy/SHARVCS/AWWSC on 05/20/2008 03:58 PM -----

**Sean P  
 Ireland/ADMIN/CORP/AWWS  
 C**

05/14/2008 04:52 PM

To George Conroy/SHARVCS/AWWSC@AWW

cc

Subject Re: LFUCG - More rates Needed? 📎

No, Sheila said we will attach all customers other than Residential (Commercial, Industrial, and OPA) to the same schedule as the one set up for commercial. Thanks

Sean P. Ireland

----- Forwarded by George Conroy/SHARVCS/AWWSC on 05/20/2008 03:58 PM -----



**George  
 Conroy/SHARVCS/AWWSC**

05/14/2008 04:33 PM

To Sheila Miller, Sean P Ireland/ADMIN/CORP/AWWSC

cc

Subject LFUCG - More rates Needed? 📎

Sheila and Sean,

I was just looking at one of the accounts you sent 100208. They are an industrial customer under G3M4E. Do you need to create two more rates for Industrial and OPA customers also?

Please advise.

Thanks

gmc

-----  
George Conroy  
Int. Financial Analyst - Rates and Regulation  
American Water Shared Services Center  
131 Woodcrest Road  
Cherry Hill, NJ 08003  
(856) 310-5773 (Phone)  
(856) 672-2878 (Fax)  
george.conroy@amwater.com  
Sean P Ireland/ADMIN/CORP/AWWSC

**Sean P  
Ireland/ADMIN/CORP/AWWS  
C**

05/14/2008 01:39 PM

To George Conroy/SHARVCS/AWWSC@AWW

cc

Subject Fw: accounts to hold

Here are some George. thanks

Sean

----- Forwarded by Sean P Ireland/ADMIN/CORP/AWWSC on 05/14/2008 01:40 PM -----



**Rachel Cole/KAWC/AWWSC**

05/13/2008 11:34 AM

To Sean P Ireland/ADMIN/CORP/AWWSC@AWW

cc Bryan Siler, Rick Witherite/KAWC/AWWSC@AWW, Sheila Miller/WVAWC/AWWSC@AWW, Robert Shiltz/IS/CORP/AWWSC@AWW

Subject accounts to hold

Sean,

Please request that these accounts be held in an exception batch and send the other bills on.



KY - Master Accounts with Battery Meters - Area Code 1215 - With Route Number.xls  
\*\*\*\*\*

Rachel S. Cole  
Southeast Region  
Email: rcole@kawc.com  
Ph: 859-268-6307  
Fax: 859-335-3307



----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:15 PM -----

From: Rick Witherite/KAWC/AWWSC  
To: Sean P Ireland/ADMIN/CORP/AWWSC@AWW  
Cc: Bryan Siler/KAWC/AWWSC@AWW, Rachel Cole/KAWC/AWWSC@AWW  
Date: 05/21/2008 07:12 AM  
Subject: Re: LFUCG bills from exception batch 12004 - accounts with multiple meters

---

Sean,

I reviewed these and they look good. Could you test these accounts also? [REDACTED] These have more than two meters and they are not commercial. Please send us the screens again for review. Thank you.

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  
Sean P Ireland/ADMIN/CORP/AWWSC

**Sean P  
Ireland/ADMIN/CORP/AWWS  
C**

05/20/2008 04:53 PM

To Bryan Siler/KAWC/AWWSC@AWW, Rachel  
Cole/KAWC/AWWSC@AWW, Rick  
Witherite/KAWC/AWWSC@AWW

cc

Subject LFUCG bills from exception batch 12004 - accounts with  
multiple meters

Rick, I have checked these bills and they appear correct. The accounts are being charged one sewer charge only. Review these, and e-mail me whether or not you agree that they are correct and then I will e-mail my contacts and have them mail these bills out. I have attached 10 bills in pdf form for you to verify as correct. Thanks

[attachment "LFUCG accounts with multiple meters G2MFB.pdf" deleted by Rick  
Witherite/KAWC/AWWSC]

Sean P. Ireland

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:15 PM -----

From: Sean P Ireland/ADMIN/CORP/AWWSC  
 To: Rick Witherite/KAWC/AWWSC@AWW, Bryan Siler/KAWC/AWWSC@AWW, Rachel Cole/KAWC/AWWSC@AWW  
 Date: 05/21/2008 08:24 AM  
 Subject: LFUCG accounts - Industrial - [REDACTED] and OPA [REDACTED]

I have attached the two accounts that you wanted checked. They appear to be billing correctly also. Just send me an e-mail after you check them so I can have my contact release the exception batch containing the accounts with multiple meters. thanks



LFUCG multiple meter - Ind and OPA.pdf

Sean P. Ireland

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:15 PM -----

From: Sean P Ireland/ADMIN/CORP/AWWSC  
 To: Rick Witherite/KAWC/AWWSC@AWW, Bryan Siler/KAWC/AWWSC@AWW, Rachel Cole/KAWC/AWWSC@AWW  
 Date: 05/21/2008 11:10 AM  
 Subject: LFUCG bills with multiple meters

Did the two bill check out this morning. Just let me know so I can have my contacts release the batc.  
 Thanks

Sean P. Ireland

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:15 PM -----

From: Rachel Cole/KAWC/AWWSC  
 To: Sean P Ireland/ADMIN/CORP/AWWSC@AWW  
 Cc: Sheila Miller/WVAWC/AWWSC@AWW, Bryan Siler, Rick Witherite/KAWC/AWWSC@AWW, Donna Taylor/KAWC/AWWSC@AWW  
 Date: 05/21/2008 11:14 AM  
 Subject: Re: LFUCG bills with multiple meters

Test bills look good. Please proceed to release batches. Thank you.

\*\*\*\*\*

Rachel S. Cole  
 Southeast Region  
 Email: rcole@kawc.com  
 Ph: 859-268-6307  
 Fax: 859-335-3307

Sean P Ireland/ADMIN/CORP/AWWSC

Sean P  
 Ireland/ADMIN/CORP/AWWS  
 C

05/21/2008 11:10 AM

To: Rick Witherite/KAWC/AWWSC@AWW, Bryan Siler/KAWC/AWWSC@AWW, Rachel Cole/KAWC/AWWSC@AWW

cc

Subject LFUCG bills with multiple meters

Did the two bill check out this morning. Just let me know so I can have my contacts release the batc.  
Thanks

Sean P. Ireland

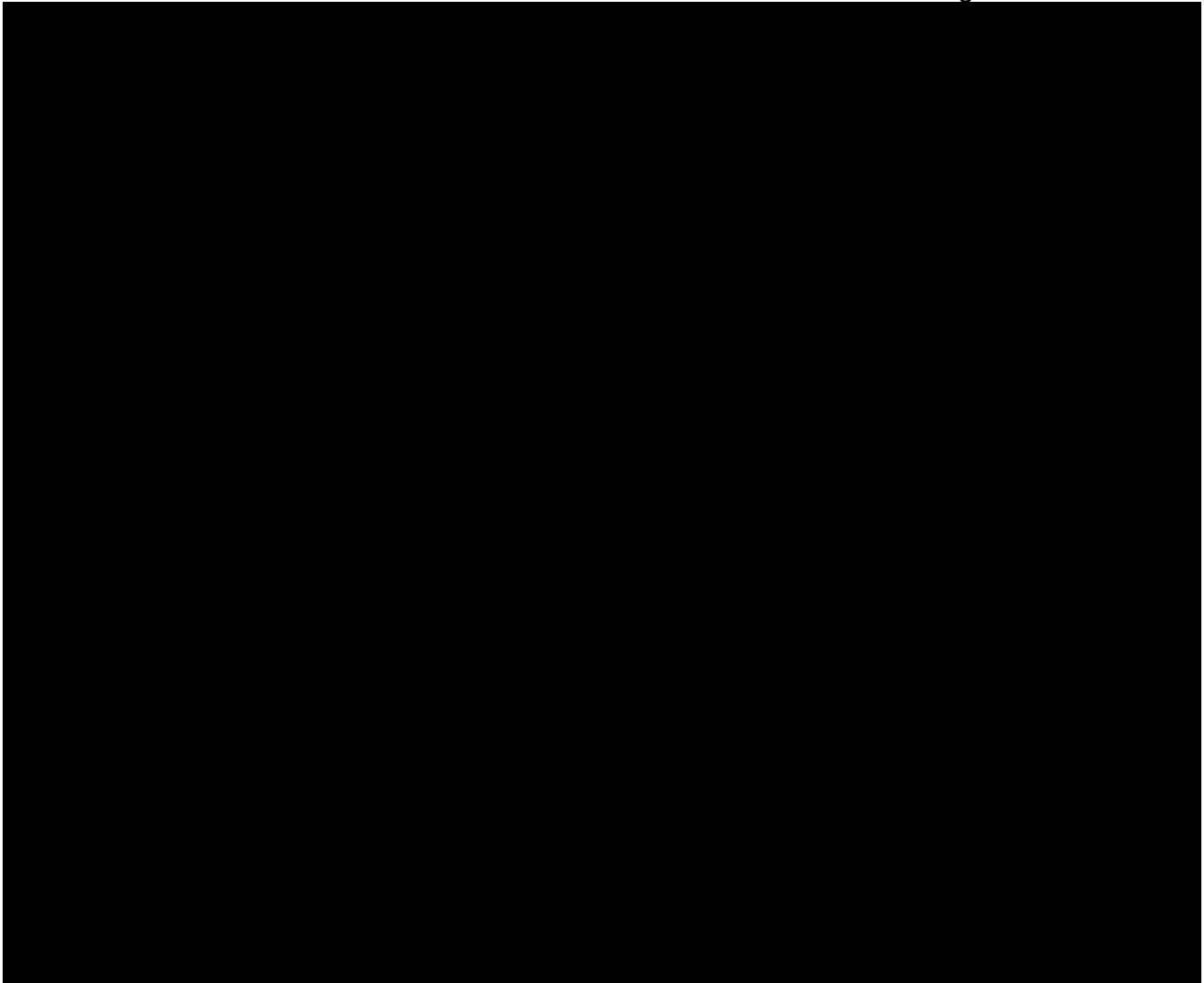
----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:15 PM -----

From: Rick Witherite/KAWC/AWWSC  
To: George Conroy/SHARVCS/AWWSC@AWW, Sean P Ireland/ADMIN/CORP/AWWSC@AWW  
Cc: Bryan Siler/KAWC/AWWSC@AWW, Rachel Cole/KAWC/AWWSC@AWW  
Date: 05/22/2008 08:01 AM  
Subject: Bill calculation multi meter

---

George,

I checked some of the multi meter accounts and they appear to be calculating correctly except for this one. The others lump the usage from all meters into one amount but this account shows the usage for each meter. Then it does not bill the first unit on the second meter. Do you know what would be causing this? Thanks.





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

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:15 PM -----

From: Rick Witherite/KAWC/AWWSC  
To: Coleman Bush/KAWC/AWWSC@AWW  
Cc: Bryan Siler/KAWC/AWWSC@AWW  
Date: 05/28/2008 09:33 AM  
Subject: ██████████ Sewer Billing Review

---

Coleman,

I wanted to see if you wouldn't mind going through your files from the sewer billing review for information on this account. I looked up this premise #, ██████████ on round 3 and 4 and it was not there. This premise did not bill sewer from 11/2003 to 3/2005 then started billing sewer on one meter only starting 4/2005 to present. Bryan found a note in one file that showed there was a mismatch in water to sewer services but no notes. I am trying to determine if we made payment on this missed billing or that no

payment was required due to some factor. I appreciate your assistance and apologize for having to ask.



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

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:15 PM -----

From: "Candice Deininger" <cdeining@lfucg.com>  
 To: <Rick.Witherite@amwater.com>, <Bryan.Siler@amwater.com>  
 Date: 06/03/2008 08:17 AM  
 Subject: FW: file for monthly tap on.

Good morning, and a wild one it is!! I'm forwarding the May 2008 sewer tap-on file received from our computer services department. Have a good day!

**From:** Sheila Long  
**Sent:** Monday, June 02, 2008 2:25 PM  
**To:** Candice Deininger  
**Subject:** file for monthly tap on.

|                                                                           |                                                                                                         |                                                                                                         |
|---------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------|
| <b>SHEILA K. LONG</b>                                                     |                                                                                                         |                                                                                                         |
| Computer Operator<br><u>Lexington Fayette Urban County<br/>Government</u> | 200 East Main Street Lexington, Kentucky                                                                |                                                                                                         |
| <a href="mailto:slong@lfucg.com">slong@lfucg.com</a>                      |  PHONE: 859.258.3334 |  FAX: 859.258.3334 |
| <i>"To Thine Own Self Be True"</i><br>are                                 |                                                                                                         | <i>... William Shakespeare</i>                                                                          |



TAP052008R.TXT

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:15 PM -----

From: Rick Witherite/KAWC/AWWSC  
 To: Sheila Miller/WVAWC/AWWSC@AWW, George Conroy/SHARVCS/AWWSC@AWW

Cc: Rachel Cole/KAWC/AWWSC@AWW, Bryan Siler/KAWC/AWWSC@AWW  
 Date: 06/05/2008 09:05 AM  
 Subject: Rate schedule for residential senior discount

Sheila and George,

I wanted to see if this rate schedule (G1C30) that was newly developed made it into production. Also, we need a way for this to be identified on the CBT so LFUCG can track these. Currently you can only see the bill class to make any distinctions. It may help if they added the rate schedule to the CBT. I know I mentioned this to George before but we have not come to a solution. If this is not the proper channel please let me know so I can get this resolved before LFUCG wants to start using it. Thank you.

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

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:15 PM -----

From: Rick Witherite/KAWC/AWWSC  
 To: Rachel Cole/KAWC/AWWSC@AWW, Bryan Siler/KAWC/AWWSC@AWW  
 Date: 06/05/2008 11:31 AM  
 Subject: Fw: LFUCG Rate schedule for residential senior discount

FYI

----- Forwarded by Rick Witherite/KAWC/AWWSC on 06/05/2008 11:33 AM -----



**George  
 Conroy/SHARVCS/AWWSC**  
 06/05/2008 10:07 AM

To: Sheila Miller/WVAWC/AWWSC@AWW, Rick  
 Witherite/KAWC/AWWSC@AWW  
 cc: Paul T Clark/IS/CORP/AWWSC@AWW  
 Subject: Fw: LFUCG Rate schedule for residential senior discount

Sheila and Rick,

Paul and I just got off the phone with Alliance. For the customers that have dollars added to their bill to bring them to the minimum, the bill will be corrected to show as follows:

Current Display:

-----Current Wastewater Charges--

|               |               |       |      |
|---------------|---------------|-------|------|
| Sewer Usage   | (\$ 2.45000 x | 1.00) | 2.45 |
| Cycle Minimum | (\$ 2.45000 x | 1.00) | 1.05 |

|                  |      |      |
|------------------|------|------|
| Total Use Billed | 2.00 | 3.50 |
|------------------|------|------|

**Corrected Display**

-----Current Wastewater Charges--

|             |               |       |      |
|-------------|---------------|-------|------|
| Sewer Usage | (\$ 2.45000 x | 1.00) | 2.45 |
|-------------|---------------|-------|------|

Cycle Minimum 1.05

Total Use Billed 1.00 3.50

Paul and his folks can fix the meter size issue themselves. They will then allow me to add the charges for the 1", 1-1/2" and 2" meter sizes

Alliance should have a fix to us by the end of next week for testing.

Not sure about the CBT issue.

-----  
 George Conroy  
 Int. Financial Analyst - Rates and Regulation  
 American Water Shared Services Center  
 131 Woodcrest Road  
 Cherry Hill, NJ 08003  
 (856) 310-5773 (Phone)  
 (856) 672-2878 (Fax)  
 george.conroy@amwater.com

----- Forwarded by George Conroy/SHARVCS/AWWSC on 06/05/2008 10:00 AM -----



**George  
 Conroy/SHARVCS/AWWSC**  
 06/05/2008 09:27 AM

To Sheila Miller/WVAWC/AWWSC, Rick  
 Witherite/KAWC/AWWSC, Paul T Clark/IS/CORP/AWWSC  
 cc

Subject LFUCG Rate schedule for residential senior discount 📎

**Sheila and Rick,**

I checked the status of my ticket and it is still being worked on by Alliance. The rate is in production for the 5/8" meter size only. The bill amount will be correct for 5/8", but the detail next to it and usage total will be incorrect.

I have no idea about the CBT issue. I don't deal with that aspect of the system - but I noticed that Paul talked to someone about it and noted it on my ticket.

**Paul,**

Can you get a status from Alliance and pass it along to Sheila and Rick.

Thanks  
 gmc



| SERVICE REQUEST DETAIL |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
|------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| ID:                    | 312859                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| Status:                | Waiting                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| Caller:                | Conroy, George                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| Description:           | Need a bill print fix for KYAM Orcom customers using new wastewater rate                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| Information:           | <p>I need a bill print fix for KY-AM ORCOM customers using a new wastewater rate G1C30 that I created in ORCOM. The minimum charge bill print detail is incorrect for the new rate as well as the total usage on the customer bill print and bill display screen. A sample bill can be found in the KYQA environment in bill batch 12031 account [REDACTED]</p> <p>I also need to be able to add meter sizes of 1", 1-1/2" and 2" meters to the minimum charge screen as I have done for 5/8. At present only the 5/8" shows as an option on that screen. These rates are scheduled to move to production on 5/1/08. I would need these changes completed by then.</p> <p>Thanks</p>                                                                                                                                                                                                                                                                                                                                                                           |
| Creation Date:         | 04/23/2008 16:56                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| Actual Start:          | 04/23/2008 16:56                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| Actual Finish:         |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| Solution:              | <p>04/29/08 (JFO) Pual received the following information from KYam:<br/>           "Sheila, Good Morning. I just got off the phone with LFUCG. They were asking about the bill calculations for the 30% discounted residential rate. I told them that we had this corrected and it will bill as they requested. They also asked about a bill identifier for this rate. Would we be able to have the description next to the calculation on the bill say something like "Residential Disc" or "Res Disc 30%"? Then the last thing I want to ask about is the CBT. The LFUCG needs some way to identify which accounts have this discount on the CBT. Is it possible to have the "Account Type Description" field single out these accounts with a description other than just residential? I'm not sure where this field gets its information from. They do need a way to identify these from the CBT though or we will have to run a query for them every month. Let me know what you think. Thanks."</p> <p>04/29/08 (JFO) Assigning WO to Alliance Data</p> |
| Attachments:           |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |

Cancel Print

George Conroy  
 Int. Financial Analyst - Rates and Regulation  
 American Water Shared Services Center  
 131 Woodcrest Road  
 Cherry Hill, NJ 08003  
 (856) 310-5773 (Phone)  
 (856) 672-2878 (Fax)  
 george.conroy@amwater.com  
 Sheila Miller/WVAWC/AWWSC



**Sheila  
Miller/WVAWC/AWWSC**

06/05/2008 09:19 AM

To George Conroy/SHARVCS/AWWSC@AWW

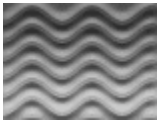
cc

Subject Fw: Rate schedule for residential senior discount

I see that the rate schedule is loaded but only for the 5/8" meter. Have they gotten that resolved for the other meter sizes? I know you had put in a ticket for that.

Sheila Miller  
Manager Rates & Regulation  
American Water Works Service Company  
Southeast 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 06/05/2008 09:10 AM -----



**Rick  
Witherite/KAWC/AWWSC**

06/05/2008 09:05 AM

To Sheila Miller/WVAWC/AWWSC@AWW, George  
Conroy/SHARVCS/AWWSC@AWW

cc Rachel Cole/KAWC/AWWSC@AWW, Bryan  
Siler/KAWC/AWWSC@AWW

Subject Rate schedule for residential senior discount

Sheila and George,

I wanted to see if this rate schedule (G1C30) that was newly developed made it into production. Also, we need a way for this to be identified on the CBT so LFUCG can track these. Currently you can only see the bill class to make any distinctions. It may help if they added the rate schedule to the CBT. I know I mentioned this to George before but we have not come to a solution. If this is not the proper channel please let me know so I can get this resolved before LFUCG wants to start using it. Thank you.

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

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:15 PM -----

From: Rachel Cole/KAWC/AWWSC  
To: Cheryl DiSanti/PAWC/AWWSC@AWW, Trisha Etedali/SHARVCS/AWWSC@AWW  
Cc: Rick Witherite/KAWC/AWWSC@AWW, Bryan Siler  
Date: 06/05/2008 11:35 AM

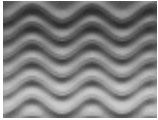
Subject: Fw: LFUCG Rate schedule for residential senior discount

Cheryl and Trisha,

How do we get some information to reflect on the CBT? Who should we contact?  
\*\*\*\*\*

Rachel S. Cole  
Southeast Region  
Email: rcole@kawc.com  
Ph: 859-268-6307  
Fax: 859-335-3307

----- Forwarded by Rachel Cole/KAWC/AWWSC on 06/05/2008 11:36 AM -----



**Rick  
Witherite/KAWC/AWWSC**  
06/05/2008 11:31 AM

To Rachel Cole/KAWC/AWWSC@AWW, Bryan  
Siler/KAWC/AWWSC@AWW  
cc

Subject Fw: LFUCG Rate schedule for residential senior discount

FYI

----- Forwarded by Rick Witherite/KAWC/AWWSC on 06/05/2008 11:33 AM -----



**George  
Conroy/SHARVCS/AWWSC**  
06/05/2008 10:07 AM

To Sheila Miller/WVAWC/AWWSC@AWW, Rick  
Witherite/KAWC/AWWSC@AWW  
cc Paul T Clark/IS/CORP/AWWSC@AWW

Subject Fw: LFUCG Rate schedule for residential senior discount

Sheila and Rick,

Paul and I just got off the phone with Alliance. For the customers that have dollars added to their bill to bring them to the minimum, the bill will be corrected to show as follows:

Current Display:

-----Current Wastewater Charges--

Sewer Usage (\$ 2.45000 x 1.00) 2.45  
Cycle Minimum(\$ 2.45000 x 1.00) 1.05

Total Use Billed 2.00 3.50

**Corrected Display**

-----Current Wastewater Charges--

Sewer Usage (\$ 2.45000 x 1.00) 2.45  
Cycle Minimum 1.05

Total Use Billed 1.00 3.50

Paul and his folks can fix the meter size issue themselves. They will then allow me to add the charges for the 1", 1-1/2" and 2" meter sizes

Alliance should have a fix to us by the end of next week for testing.

Not sure about the CBT issue.

-----  
George Conroy  
Int. Financial Analyst - Rates and Regulation  
American Water Shared Services Center  
131 Woodcrest Road  
Cherry Hill, NJ 08003  
(856) 310-5773 (Phone)  
(856) 672-2878 (Fax)  
george.conroy@amwater.com

----- Forwarded by George Conroy/SHARVCS/AWWSC on 06/05/2008 10:00 AM -----



**George  
Conroy/SHARVCS/AWWSC**

06/05/2008 09:27 AM

To Sheila Miller/WVAWC/AWWSC, Rick  
Witherite/KAWC/AWWSC, Paul T Clark/IS/CORP/AWWSC  
cc

Subject LFUCG Rate schedule for residential senior discount 📎

**Sheila and Rick,**

I checked the status of my ticket and it is still being worked on by Alliance. The rate is in production for the 5/8" meter size only. The bill amount will be correct for 5/8", but the detail next to it and usage total will be incorrect.

I have no idea about the CBT issue. I don't deal with that aspect of the system - but I noticed that Paul talked to someone about it and noted it on my ticket.

**Paul,**

Can you get a status from Alliance and pass it along to Sheila and Rick.

Thanks  
gmc

| SERVICE REQUEST DETAIL |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
|------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| ID:                    | 312859                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| Status:                | Waiting                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| Caller:                | Conroy, George                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| Description:           | Need a bill print fix for KYAM Orcom customers using new wastewater rate                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| Information:           | <p>I need a bill print fix for KY-AM ORCOM customers using a new wastewater rate G1C30 that I created in ORCOM. The minimum charge bill print detail is incorrect for the new rate as well as the total usage on the customer bill print and bill display screen. A sample bill can be found in the KYQA environment in bill batch 12031 [REDACTED]</p> <p>I also need to be able to add meter sizes of 1", 1-1/2" and 2" meters to the minimum charge screen as I have done for 5/8. At present only the 5/8" shows as a option on that screen. These rates are scheduled to move to production on 5/1/08. I would need these changes completed by then.</p> <p>Thanks</p>                                                                                                                                                                                                                                                                                                                                                                                     |
| Creation Date:         | 04/23/2008 16:56                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| Actual Start:          | 04/23/2008 16:56                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| Actual Finish:         |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| Solution:              | <p>04/29/08 (JFO) Pual received the following information from KYam:<br/>           "Sheila, Good Morning. I just got off the phone with LFUCG. They were asking about the bill calculations for the 30% discounted residential rate. I told them that we had this corrected and it will bill as they requested. They also asked about a bill identifier for this rate. Would we be able to have the description next to the calculation on the bill say something like "Residential Disc" or "Res Disc 30%"? Then the last thing I want to ask about is the CBT. The LFUCG needs some way to identify which accounts have this discount on the CBT. Is it possible to have the "Account Type Description" field single out these accounts with a description other than just residential? I'm not sure where this field gets it's information from. They do need a way to identify these from the CBT though or we will have to run a query for them every month. Let me know what you think. Thanks."</p> <p>04/29/08 (JFO) Assigning WO to Alliance Data</p> |
| Attachments:           |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |

Cancel Print

George Conroy  
 Int. Financial Analyst - Rates and Regulation  
 American Water Shared Services Center  
 131 Woodcrest Road  
 Cherry Hill, NJ 08003  
 (856) 310-5773 (Phone)  
 (856) 672-2878 (Fax)  
 george.conroy@amwater.com  
 Sheila Miller/WVAWC/AWWSC



**Sheila  
Miller/WVAWC/AWWSC**

06/05/2008 09:19 AM

To George Conroy/SHARVCS/AWWSC@AWW

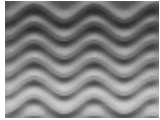
cc

Subject Fw: Rate schedule for residential senior discount

I see that the rate schedule is loaded but only for the 5/8" meter. Have they gotten that resolved for the other meter sizes? I know you had put in a ticket for that.

Sheila Miller  
Manager Rates & Regulation  
American Water Works Service Company  
Southeast 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 06/05/2008 09:10 AM -----



**Rick  
Witherite/KAWC/AWWSC**

06/05/2008 09:05 AM

To Sheila Miller/WVAWC/AWWSC@AWW, George  
Conroy/SHARVCS/AWWSC@AWW

cc Rachel Cole/KAWC/AWWSC@AWW, Bryan  
Siler/KAWC/AWWSC@AWW

Subject Rate schedule for residential senior discount

Sheila and George,

I wanted to see if this rate schedule (G1C30) that was newly developed made it into production. Also, we need a way for this to be identified on the CBT so LFUCG can track these. Currently you can only see the bill class to make any distinctions. It may help if they added the rate schedule to the CBT. I know I mentioned this to George before but we have not come to a solution. If this is not the proper channel please let me know so I can get this resolved before LFUCG wants to start using it. Thank you.

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

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:15 PM -----

From: Cheryl DiSanti/PAWC/AWWSC  
To: Rachel Cole/KAWC/AWWSC@AWW  
Cc: Bryan Siler/KAWC/AWWSC@AWW, Rick Witherite/KAWC/AWWSC@AWW, Trisha Etedali/SHARVCS/AWWSC@AWW

Date: 06/05/2008 11:42 AM  
Subject: Re: Fw: LFUCG Rate schedule for residential senior discount

You can pose the question to Carol Goulstone. She should be able to answer. Thanks,

Cheryl DiSanti  
Major Customer Account Manager  
American Water - Eastern Division  
300 Galley Rd.  
McMurray, PA 15317  
Office - 724-873-3665  
Mobile - 412-559-2497  
Fax - 724-743-3129  
cheryl.disanti@amwater.com  
Rachel Cole/KAWC/AWWSC



**Rachel Cole/KAWC/AWWSC**

06/05/2008 11:35 AM

To Cheryl DiSanti/PAWC/AWWSC@AWW, Trisha Etedali/SHARVCS/AWWSC@AWW  
cc Rick Witherite/KAWC/AWWSC@AWW, Bryan Siler  
Subject Fw: LFUCG Rate schedule for residential senior discount

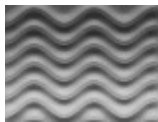
Cheryl and Trisha,

How do we get some information to reflect on the CBT? Who should we contact?

\*\*\*\*\*

Rachel S. Cole  
Southeast Region  
Email: rcole@kawc.com  
Ph: 859-268-6307  
Fax: 859-335-3307

----- Forwarded by Rachel Cole/KAWC/AWWSC on 06/05/2008 11:36 AM -----



**Rick Witherite/KAWC/AWWSC**

06/05/2008 11:31 AM

To Rachel Cole/KAWC/AWWSC@AWW, Bryan Siler/KAWC/AWWSC@AWW  
cc  
Subject Fw: LFUCG Rate schedule for residential senior discount

FYI

----- Forwarded by Rick Witherite/KAWC/AWWSC on 06/05/2008 11:33 AM -----



**George Conroy/SHARVCS/AWWSC**

06/05/2008 10:07 AM

To Sheila Miller/WVAWC/AWWSC@AWW, Rick Witherite/KAWC/AWWSC@AWW  
cc Paul T Clark/IS/CORP/AWWSC@AWW  
Subject Fw: LFUCG Rate schedule for residential senior discount

Sheila and Rick,

Paul and I just got off the phone with Alliance. For the customers that have dollars added to their bill to bring them to the minimum, the bill will be corrected to show as follows:

Current Display:

-----Current Wastewater Charges--

|               |               |       |      |
|---------------|---------------|-------|------|
| Sewer Usage   | (\$ 2.45000 x | 1.00) | 2.45 |
| Cycle Minimum | (\$ 2.45000 x | 1.00) | 1.05 |

|                  |      |      |
|------------------|------|------|
| Total Use Billed | 2.00 | 3.50 |
|------------------|------|------|

**Corrected Display**

-----Current Wastewater Charges--

|               |               |       |      |
|---------------|---------------|-------|------|
| Sewer Usage   | (\$ 2.45000 x | 1.00) | 2.45 |
| Cycle Minimum |               |       | 1.05 |

|                  |      |      |
|------------------|------|------|
| Total Use Billed | 1.00 | 3.50 |
|------------------|------|------|

Paul and his folks can fix the meter size issue themselves. They will then allow me to add the charges for the 1", 1-1/2" and 2" meter sizes

Alliance should have a fix to us by the end of next week for testing.

Not sure about the CBT issue.

-----  
 George Conroy  
 Int. Financial Analyst - Rates and Regulation  
 American Water Shared Services Center  
 131 Woodcrest Road  
 Cherry Hill, NJ 08003  
 (856) 310-5773 (Phone)  
 (856) 672-2878 (Fax)  
 george.conroy@amwater.com

----- Forwarded by George Conroy/SHARVCS/AWWSC on 06/05/2008 10:00 AM -----



**George  
 Conroy/SHARVCS/AWWSC**

06/05/2008 09:27 AM

To Sheila Miller/WVAWC/AWWSC, Rick  
 Witherite/KAWC/AWWSC, Paul T Clark/IS/CORP/AWWSC  
 cc

Subject LFUCG Rate schedule for residential senior discount 📎

**Sheila and Rick,**

I checked the status of my ticket and it is still being worked on by Alliance. The rate is in production for the 5/8" meter size only. The bill amount will be correct for 5/8", but the detail next to it and usage total will be incorrect.

I have no idea about the CBT issue. I don't deal with that aspect of the system - but I noticed that Paul talked to someone about it and noted it on my ticket.



Paul,

Can you get a status from Alliance and pass it along to Sheila and Rick.

Thanks

gmc

| SERVICE REQUEST DETAIL |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
|------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| ID:                    | 312859                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| Status:                | Waiting                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| Caller:                | Conroy, George                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| Description:           | Need a bill print fix for KYAM Orcom customers using new wastewater rate                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| Information:           | <p>I need a bill print fix for KY-AM ORCOM customers using a new wastewater rate G1C30 that I created in ORCOM. The minimum charge bill print detail is incorrect for the new rate as well as the total usage on the customer bill print and bill display screen. A sample bill can be found in the KYQA environment in bill batch 12031 account [REDACTED]</p> <p>I also need to be able to add meter sizes of 1", 1-1/2" and 2" meters to the minimum charge screen as I have done for 5/8. At present only the 5/8" shows as a option on that screen. These rates are scheduled to move to production on 5/1/08. I would need these changes completed by then.</p> <p>Thanks</p>                                                                                                                                                                                                                                                                                                                                                                             |
| Creation Date:         | 04/23/2008 16:56                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| Actual Start:          | 04/23/2008 16:56                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| Actual Finish:         |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| Solution:              | <p>04/29/08 (JFO) Pual received the following information from KYam:<br/>           "Sheila, Good Morning. I just got off the phone with LFUCG. They were asking about the bill calculations for the 30% discounted residential rate. I told them that we had this corrected and it will bill as they requested. They also asked about a bill identifier for this rate. Would we be able to have the description next to the calculation on the bill say something like "Residential Disc" or "Res Disc 30%"? Then the last thing I want to ask about is the CBT. The LFUCG needs some way to identify which accounts have this discount on the CBT. Is it possible to have the "Account Type Description" field single out these accounts with a description other than just residential? I'm not sure where this field gets it's information from. They do need a way to identify these from the CBT though or we will have to run a query for them every month. Let me know what you think. Thanks."</p> <p>04/29/08 (JFO) Assigning WO to Alliance Data</p> |
| Attachments:           |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| <p>Cancel Print</p>    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |

George Conroy

Int. Financial Analyst - Rates and Regulation

American Water Shared Services Center  
 131 Woodcrest Road  
 Cherry Hill, NJ 08003  
 (856) 310-5773 (Phone)  
 (856) 672-2878 (Fax)  
 george.conroy@amwater.com  
 Sheila Miller/WVAWC/AWWSC



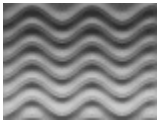
**Sheila  
 Miller/WVAWC/AWWSC**  
 06/05/2008 09:19 AM

To: George Conroy/SHARVCS/AWWSC@AWW  
 cc  
 Subject: Fw: Rate schedule for residential senior discount

I see that the rate schedule is loaded but only for the 5/8" meter. Have they gotten that resolved for the other meter sizes? I know you had put in a ticket for that.

Sheila Miller  
 Manager Rates & Regulation  
 American Water Works Service Company  
 Southeast 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 06/05/2008 09:10 AM -----



**Rick  
 Witherite/KAWC/AWWSC**  
 06/05/2008 09:05 AM

To: Sheila Miller/WVAWC/AWWSC@AWW, George  
 Conroy/SHARVCS/AWWSC@AWW  
 cc: Rachel Cole/KAWC/AWWSC@AWW, Bryan  
 Siler/KAWC/AWWSC@AWW  
 Subject: Rate schedule for residential senior discount

Sheila and George,

I wanted to see if this rate schedule (G1C30) that was newly developed made it into production. Also, we need a way for this to be identified on the CBT so LFUCG can track these. Currently you can only see the bill class to make any distinctions. It may help if they added the rate schedule to the CBT. I know I mentioned this to George before but we have not come to a solution. If this is not the proper channel please let me know so I can get this resolved before LFUCG wants to start using it. Thank you.

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

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:15 PM -----

From: Rachel Cole/KAWC/AWWSC  
 To: Carol A Goulstone/IS/CORP/AWWSC@AWW  
 Cc: Rick Witherite/KAWC/AWWSC@AWW, Bryan Siler, Sheila Miller/WVAWC/AWWSC@AWW  
 Date: 06/05/2008 11:53 AM  
 Subject: Fw: LFUCG Rate schedule for residential senior discount

Hi Carol,

We need some help getting some information on the CBT. Are you available so we can give you a call? Just let us know when. Basically, we need to see number of accounts on the senior rate schedule (G1C30) and the amount that's billing on that rate schedule.


\*\*\*\*\*

Rachel S. Cole  
 Southeast Region  
 Email: rcole@kawc.com  
 Ph: 859-268-6307  
 Fax: 859-335-3307

----- Forwarded by Rachel Cole/KAWC/AWWSC on 06/05/2008 11:52 AM -----



**Cheryl  
 DiSanti/PAWC/AWWSC**  
 06/05/2008 11:42 AM

To: Rachel Cole/KAWC/AWWSC@AWW  
 cc: Bryan Siler/KAWC/AWWSC@AWW, Rick  
 Witherite/KAWC/AWWSC@AWW, Trisha  
 Etedali/SHARVCS/AWWSC@AWW  
 Subject: Re: Fw: LFUCG Rate schedule for residential senior discount  


You can pose the question to Carol Goulstone. She should be able to answer. Thanks,

Cheryl DiSanti  
 Major Customer Account Manager  
 American Water - Eastern Division  
 300 Galley Rd.  
 McMurray, PA 15317  
 Office - 724-873-3665  
 Mobile - 412-559-2497  
 Fax - 724-743-3129  
 cheryl.disanti@amwater.com  
 Rachel Cole/KAWC/AWWSC



**Rachel Cole/KAWC/AWWSC**  
 06/05/2008 11:35 AM

To: Cheryl DiSanti/PAWC/AWWSC@AWW, Trisha  
 Etedali/SHARVCS/AWWSC@AWW  
 cc: Rick Witherite/KAWC/AWWSC@AWW, Bryan Siler  
 Subject: Fw: LFUCG Rate schedule for residential senior discount

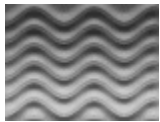
Cheryl and Trisha,

How do we get some information to reflect on the CBT? Who should we contact?

\*\*\*\*\*

Rachel S. Cole  
 Southeast Region  
 Email: rcole@kawc.com  
 Ph: 859-268-6307  
 Fax: 859-335-3307

----- Forwarded by Rachel Cole/KAWC/AWWSC on 06/05/2008 11:36 AM -----



**Rick**  
**Witherite/KAWC/AWWSC**  
 06/05/2008 11:31 AM

To Rachel Cole/KAWC/AWWSC@AWW, Bryan  
 Siler/KAWC/AWWSC@AWW  
 cc

Subject Fw: LFUCG Rate schedule for residential senior discount

FYI

----- Forwarded by Rick Witherite/KAWC/AWWSC on 06/05/2008 11:33 AM -----



**George**  
**Conroy/SHARVCS/AWWSC**  
 06/05/2008 10:07 AM

To Sheila Miller/WVAWC/AWWSC@AWW, Rick  
 Witherite/KAWC/AWWSC@AWW  
 cc Paul T Clark/IS/CORP/AWWSC@AWW

Subject Fw: LFUCG Rate schedule for residential senior discount

Sheila and Rick,

Paul and I just got off the phone with Alliance. For the customers that have dollars added to their bill to bring them to the minimum, the bill will be corrected to show as follows:

Current Display:

-----Current Wastewater Charges--

|               |               |       |      |
|---------------|---------------|-------|------|
| Sewer Usage   | (\$ 2.45000 x | 1.00) | 2.45 |
| Cycle Minimum | (\$ 2.45000 x | 1.00) | 1.05 |

|                  |      |      |
|------------------|------|------|
| Total Use Billed | 2.00 | 3.50 |
|------------------|------|------|

**Corrected Display**

-----Current Wastewater Charges--

|               |               |       |      |
|---------------|---------------|-------|------|
| Sewer Usage   | (\$ 2.45000 x | 1.00) | 2.45 |
| Cycle Minimum |               |       | 1.05 |

|                  |      |      |
|------------------|------|------|
| Total Use Billed | 1.00 | 3.50 |
|------------------|------|------|

Paul and his folks can fix the meter size issue themselves. They will then allow me to add the charges for the 1", 1-1/2" and 2" meter sizes

Alliance should have a fix to us by the end of next week for testing.

Not sure about the CBT issue.

-----  
George Conroy  
Int. Financial Analyst - Rates and Regulation  
American Water Shared Services Center  
131 Woodcrest Road  
Cherry Hill, NJ 08003  
(856) 310-5773 (Phone)  
(856) 672-2878 (Fax)  
george.conroy@amwater.com

----- Forwarded by George Conroy/SHARVCS/AWWSC on 06/05/2008 10:00 AM -----



**George  
Conroy/SHARVCS/AWWSC**

06/05/2008 09:27 AM

To Sheila Miller/WVAWC/AWWSC, Rick  
Witherite/KAWC/AWWSC, Paul T Clark/IS/CORP/AWWSC  
cc

Subject LFUCG Rate schedule for residential senior discount 📎

**Sheila and Rick,**

I checked the status of my ticket and it is still being worked on by Alliance. The rate is in production for the 5/8" meter size only. The bill amount will be correct for 5/8", but the detail next to it and usage total will be incorrect.

I have no idea about the CBT issue. I don't deal with that aspect of the system - but I noticed that Paul talked to someone about it and noted it on my ticket.

**Paul,**

Can you get a status from Alliance and pass it along to Sheila and Rick.

Thanks  
gmc

| SERVICE REQUEST DETAIL |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
|------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| ID:                    | 312859                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| Status:                | Waiting                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| Caller:                | Conroy, George                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| Description:           | Need a bill print fix for KYAM Orcom customers using new wastewater rate                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| Information:           | <p>I need a bill print fix for KY-AM ORCOM customers using a new wastewater rate G1C30 that I created in ORCOM. The minimum charge bill print detail is incorrect for the new rate as well as the total usage on the customer bill print and bill display screen. A sample bill can be found in the KYQA environment in bill batch 12031 account [REDACTED].</p> <p>I also need to be able to add meter sizes of 1", 1-1/2" and 2" meters to the minimum charge screen as I have done for 5/8. At present only the 5/8" shows as an option on that screen. These rates are scheduled to move to production on 5/1/08. I would need these changes completed by then.</p> <p>Thanks</p>                                                                                                                                                                                                                                                                                                                                                                          |
| Creation Date:         | 04/23/2008 16:56                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| Actual Start:          | 04/23/2008 16:56                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| Actual Finish:         |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| Solution:              | <p>04/29/08 (JFO) Pual received the following information from KYam:<br/>           "Sheila, Good Morning. I just got off the phone with LFUCG. They were asking about the bill calculations for the 30% discounted residential rate. I told them that we had this corrected and it will bill as they requested. They also asked about a bill identifier for this rate. Would we be able to have the description next to the calculation on the bill say something like "Residential Disc" or "Res Disc 30%"? Then the last thing I want to ask about is the CBT. The LFUCG needs some way to identify which accounts have this discount on the CBT. Is it possible to have the "Account Type Description" field single out these accounts with a description other than just residential? I'm not sure where this field gets its information from. They do need a way to identify these from the CBT though or we will have to run a query for them every month. Let me know what you think. Thanks."</p> <p>04/29/08 (JFO) Assigning WO to Alliance Data</p> |
| Attachments:           |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |

Cancel Print

George Conroy  
 Int. Financial Analyst - Rates and Regulation  
 American Water Shared Services Center  
 131 Woodcrest Road  
 Cherry Hill, NJ 08003  
 (856) 310-5773 (Phone)  
 (856) 672-2878 (Fax)  
 george.conroy@amwater.com  
 Sheila Miller/WVAWC/AWWSC



**Sheila  
Miller/WVAWC/AWWSC**

06/05/2008 09:19 AM

To George Conroy/SHARVCS/AWWSC@AWW

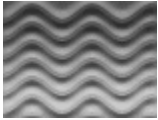
cc

Subject Fw: Rate schedule for residential senior discount

I see that the rate schedule is loaded but only for the 5/8" meter. Have they gotten that resolved for the other meter sizes? I know you had put in a ticket for that.

Sheila Miller  
Manager Rates & Regulation  
American Water Works Service Company  
Southeast 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 06/05/2008 09:10 AM -----



**Rick  
Witherite/KAWC/AWWSC**

06/05/2008 09:05 AM

To Sheila Miller/WVAWC/AWWSC@AWW, George  
Conroy/SHARVCS/AWWSC@AWW

cc Rachel Cole/KAWC/AWWSC@AWW, Bryan  
Siler/KAWC/AWWSC@AWW

Subject Rate schedule for residential senior discount

Sheila and George,

I wanted to see if this rate schedule (G1C30) that was newly developed made it into production. Also, we need a way for this to be identified on the CBT so LFUCG can track these. Currently you can only see the bill class to make any distinctions. It may help if they added the rate schedule to the CBT. I know I mentioned this to George before but we have not come to a solution. If this is not the proper channel please let me know so I can get this resolved before LFUCG wants to start using it. Thank you.

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

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:15 PM -----

From: Rachel Cole/KAWC/AWWSC  
To: Bryan Siler

Date: 06/05/2008 03:45 PM  
Subject: Fw: JE for Reclass of Ceredyne Backbilling has been posted

---

\*\*\*\*\*

Rachel S. Cole  
Southeast Region  
Email: rcole@kawc.com  
Ph: 859-268-6307  
Fax: 859-335-3307

----- Forwarded by Rachel Cole/KAWC/AWWSC on 06/05/2008 03:46 PM -----



**Adrian  
Teague/SHARSVCS/AWWSC**

06/05/2008 03:42 PM

To Rachel Cole/KAWC/AWWSC@AWW, Takiyah E Myatt/SHARSVCS/AWWSC@AWW  
cc Chuck A Gilbert/SHARSVCS/AWWSC@AWW, Nicole C Lawrence/SERVCO/AWWSC@AWW, James Jean/SHARSVCS/AWWSC@AWW  
Subject JE for Reclass of [REDACTED] Backbilling has been posted

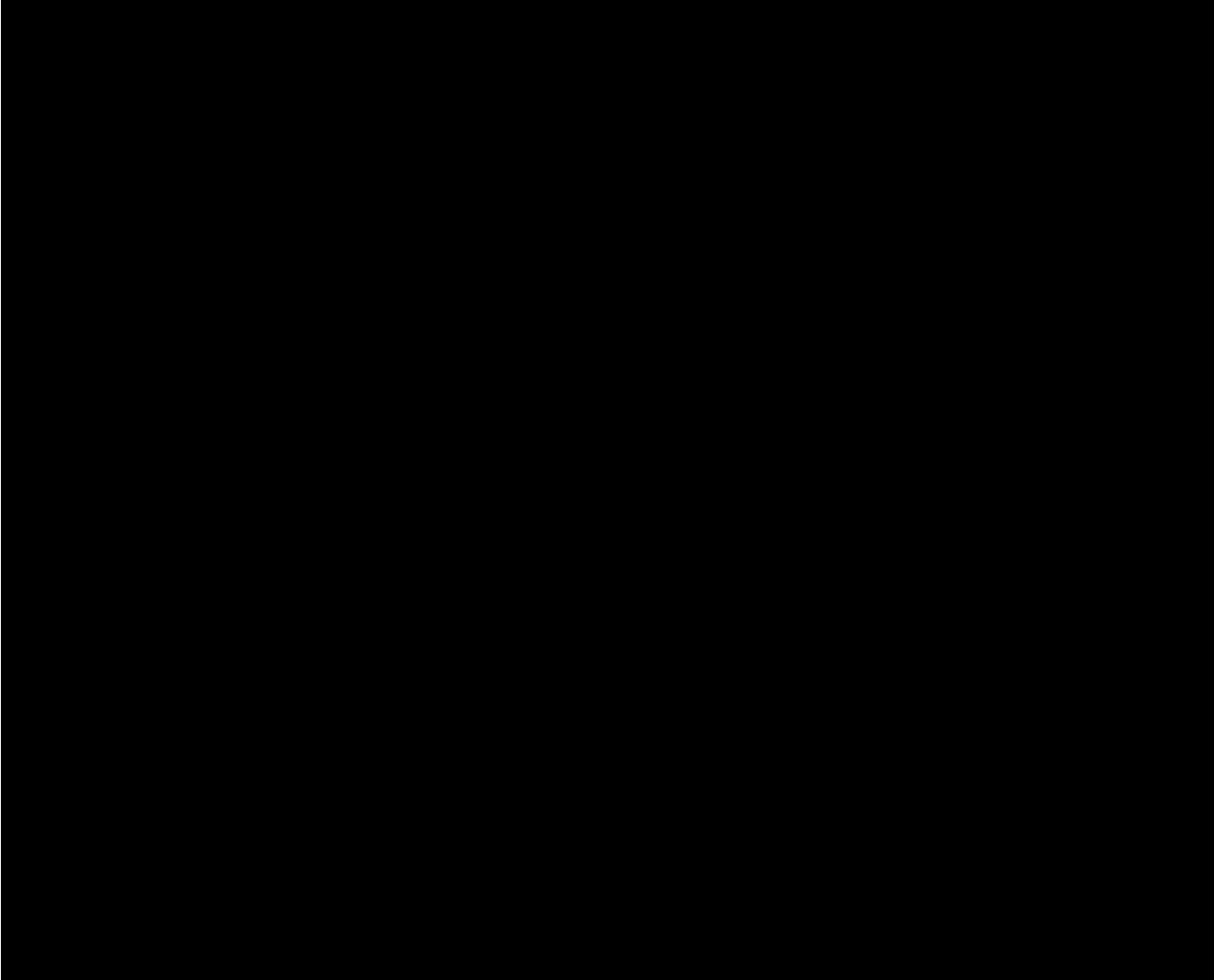
Good Afternoon,

Please note the attached JE for reclassing [REDACTED] backbilling has been posted.



JE 120510 Reclass [REDACTED] backbilling 05.08.xls





Adrian Teague  
Senior Accountant  
AW Shared Services Center  
856-310-5478  
Adrian.Teague@amwater.com

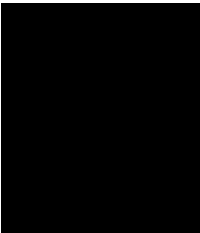
----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:15 PM -----

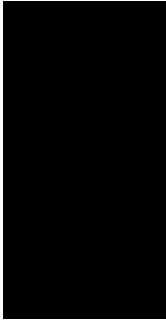
From: Rick Witherite/KAWC/AWWSC  
To: Donna Taylor/KAWC/AWWSC@AWW  
Cc: Rachel Cole/KAWC/AWWSC@AWW, Bryan Siler/KAWC/AWWSC@AWW  
Date: 06/06/2008 07:26 AM  
Subject: Fw: Accounts With Hard-Coded Discounts

---

Donna,

Can you run me a query of all active accounts with the schedule B that Candice is requesting? Here is a list of the rate schedules she is referring to. Thanks.





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

----- Forwarded by Rick Witherite/KAWC/AWWSC on 06/06/2008 07:23 AM -----



"Candice Deininger"  
<cdeining@lfucg.com>  
06/05/2008 04:50 PM

To <Rick.Witherite@amwater.com>  
cc

Subject Accounts With Hard-Coded Discounts

Good afternoon, Rick. Would it be possible to get a list of the accounts that formerly received hard-coded discounts? I'm not sure how they were coded in the new system, but under the old one, they would have been KAWC's sewer schedule B, I believe. There aren't that many of them, maybe 50-60. [REDACTED]

[REDACTED] is an example of an account that would have had a hard-coded discount. In addition, would there be any indication on the account of the percentage discount? Sanitary Sewers is needing the list. Thanks for your help with this request.

Candice

Candice Deininger  
LFUCG Division of Revenue  
200 E. Main St., Lexington, KY 40507  
Telephone: 859-258-3364  
Fax: 859-258-3352  
cdeining@lfucg.com

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:15 PM -----

From: Carol A Goulstone/IS/CORP/AWWSC  
To: Rachel Cole/KAWC/AWWSC@AWW  
Cc: Bryan Siler/KAWC/AWWSC@AWW, Rick Witherite/KAWC/AWWSC@AWW, Sheila Miller/WVAWC/AWWSC@AWW  
Date: 06/06/2008 08:54 AM  
Subject: Re: Fw: LFUCG Rate schedule for residential senior discount

I will not be available until Monday. Please schedule a meeting then.

Carol Goulstone  
Senior Developer  
American Water  
717-520-4525  
Rachel Cole/KAWC/AWWSC



**Rachel Cole/KAWC/AWWSC**

06/05/2008 11:53 AM

To Carol A Goulstone/IS/CORP/AWWSC@AWW  
cc Rick Witherite/KAWC/AWWSC@AWW, Bryan Siler, Sheila Miller/WVAWC/AWWSC@AWW  
Subject Fw: LFUCG Rate schedule for residential senior discount

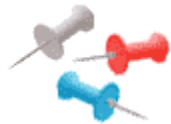
Hi Carol,

We need some help getting some information on the CBT. Are you available so we can give you a call? Just let us know when. Basically, we need to see number of accounts on the senior rate schedule (G1C30) and the amount that's billing on that rate schedule.

\*\*\*\*\*


Rachel S. Cole  
Southeast Region  
Email: rcole@kawc.com  
Ph: 859-268-6307  
Fax: 859-335-3307

----- Forwarded by Rachel Cole/KAWC/AWWSC on 06/05/2008 11:52 AM -----



**Cheryl  
DiSanti/PAWC/AWWSC**

06/05/2008 11:42 AM

To Rachel Cole/KAWC/AWWSC@AWW  
cc Bryan Siler/KAWC/AWWSC@AWW, Rick Witherite/KAWC/AWWSC@AWW, Trisha Etedali/SHARVCS/AWWSC@AWW  
Subject Re: Fw: LFUCG Rate schedule for residential senior discount  


You can pose the question to Carol Goulstone. She should be able to answer. Thanks,

Cheryl DiSanti  
Major Customer Account Manager  
American Water - Eastern Division  
300 Galley Rd.  
McMurray, PA 15317  
Office - 724-873-3665  
Mobile - 412-559-2497  
Fax - 724-743-3129  
cheryl.disanti@amwater.com  
Rachel Cole/KAWC/AWWSC



**Rachel Cole/KAWC/AWWSC**



06/05/2008 11:35 AM

To Cheryl DiSanti/PAWC/AWWSC@AWW, Trisha Etedali/SHARVCS/AWWSC@AWW  
cc Rick Witherite/KAWC/AWWSC@AWW, Bryan Siler  
Subject Fw: LFUCG Rate schedule for residential senior discount

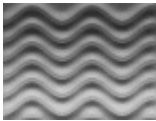
Cheryl and Trisha,

How do we get some information to reflect on the CBT? Who should we contact?

\*\*\*\*\*

Rachel S. Cole  
Southeast Region  
Email: rcole@kawc.com  
Ph: 859-268-6307  
Fax: 859-335-3307

----- Forwarded by Rachel Cole/KAWC/AWWSC on 06/05/2008 11:36 AM -----



**Rick Witherite/KAWC/AWWSC**  
06/05/2008 11:31 AM

To Rachel Cole/KAWC/AWWSC@AWW, Bryan Siler/KAWC/AWWSC@AWW  
cc  
Subject Fw: LFUCG Rate schedule for residential senior discount

FYI

----- Forwarded by Rick Witherite/KAWC/AWWSC on 06/05/2008 11:33 AM -----



**George Conroy/SHARVCS/AWWSC**  
06/05/2008 10:07 AM

To Sheila Miller/WVAWC/AWWSC@AWW, Rick Witherite/KAWC/AWWSC@AWW  
cc Paul T Clark/IS/CORP/AWWSC@AWW  
Subject Fw: LFUCG Rate schedule for residential senior discount

Sheila and Rick,

Paul and I just got off the phone with Alliance. For the customers that have dollars added to their bill to bring them to the minimum, the bill will be corrected to show as follows:

Current Display:

-----Current Wastewater Charges--

|                         |               |             |      |
|-------------------------|---------------|-------------|------|
| Sewer Usage             | (\$ 2.45000 x | 1.00)       | 2.45 |
| Cycle Minimum           | (\$ 2.45000 x | 1.00)       | 1.05 |
| <b>Total Use Billed</b> | <b>2.00</b>   | <b>3.50</b> |      |

**Corrected Display**

-----Current Wastewater Charges--

|                           |       |      |
|---------------------------|-------|------|
| Sewer Usage (\$ 2.45000 x | 1.00) | 2.45 |
| Cycle Minimum             |       | 1.05 |

|                  |      |      |
|------------------|------|------|
| Total Use Billed | 1.00 | 3.50 |
|------------------|------|------|

Paul and his folks can fix the meter size issue themselves. They will then allow me to add the charges for the 1", 1-1/2" and 2" meter sizes

Alliance should have a fix to us by the end of next week for testing.

Not sure about the CBT issue.

-----  
 George Conroy  
 Int. Financial Analyst - Rates and Regulation  
 American Water Shared Services Center  
 131 Woodcrest Road  
 Cherry Hill, NJ 08003  
 (856) 310-5773 (Phone)  
 (856) 672-2878 (Fax)  
 george.conroy@amwater.com

----- Forwarded by George Conroy/SHARVCS/AWWSC on 06/05/2008 10:00 AM -----



**George  
 Conroy/SHARVCS/AWWSC**  
 06/05/2008 09:27 AM

To Sheila Miller/WVAWC/AWWSC, Rick  
 Witherite/KAWC/AWWSC, Paul T Clark/IS/CORP/AWWSC  
 cc

Subject LFUCG Rate schedule for residential senior discount 📎

**Sheila and Rick,**

I checked the status of my ticket and it is still being worked on by Alliance. The rate is in production for the 5/8" meter size only. The bill amount will be correct for 5/8", but the detail next to it and usage total will be incorrect.

I have no idea about the CBT issue. I don't deal with that aspect of the system - but I noticed that Paul talked to someone about it and noted it on my ticket.

**Paul,**

Can you get a status from Alliance and pass it along to Sheila and Rick.

Thanks  
 gmc

| SERVICE REQUEST DETAIL |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
|------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| ID:                    | 312859                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| Status:                | Waiting                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| Caller:                | Conroy, George                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| Description:           | Need a bill print fix for KYAM Orcom customers using new wastewater rate                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| Information:           | <p>I need a bill print fix for KY-AM ORCOM customers using a new wastewater rate G1C30 that I created in ORCOM. The minimum charge bill print detail is incorrect for the new rate as well as the total usage on the customer bill print and bill display screen. A sample bill can be found in the KYQA environment in bill batch 12031 account [REDACTED]</p> <p>I also need to be able to add meter sizes of 1", 1-1/2" and 2" meters to the minimum charge screen as I have done for 5/8. At present only the 5/8" shows as an option on that screen. These rates are scheduled to move to production on 5/1/08. I would need these changes completed by then.</p> <p>Thanks</p>                                                                                                                                                                                                                                                                                                                                                                           |
| Creation Date:         | 04/23/2008 16:56                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| Actual Start:          | 04/23/2008 16:56                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| Actual Finish:         |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| Solution:              | <p>04/29/08 (JFO) Pual received the following information from KYam:<br/>           "Sheila, Good Morning. I just got off the phone with LFUCG. They were asking about the bill calculations for the 30% discounted residential rate. I told them that we had this corrected and it will bill as they requested. They also asked about a bill identifier for this rate. Would we be able to have the description next to the calculation on the bill say something like "Residential Disc" or "Res Disc 30%"? Then the last thing I want to ask about is the CBT. The LFUCG needs some way to identify which accounts have this discount on the CBT. Is it possible to have the "Account Type Description" field single out these accounts with a description other than just residential? I'm not sure where this field gets its information from. They do need a way to identify these from the CBT though or we will have to run a query for them every month. Let me know what you think. Thanks."</p> <p>04/29/08 (JFO) Assigning WO to Alliance Data</p> |
| Attachments:           |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |

Cancel Print

George Conroy  
 Int. Financial Analyst - Rates and Regulation  
 American Water Shared Services Center  
 131 Woodcrest Road  
 Cherry Hill, NJ 08003  
 (856) 310-5773 (Phone)  
 (856) 672-2878 (Fax)  
 george.conroy@amwater.com  
 Sheila Miller/WVAWC/AWWSC



**Sheila  
Miller/WVAWC/AWWSC**

06/05/2008 09:19 AM

To George Conroy/SHARVCS/AWWSC@AWW

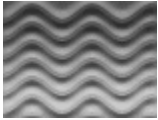
cc

Subject Fw: Rate schedule for residential senior discount

I see that the rate schedule is loaded but only for the 5/8" meter. Have they gotten that resolved for the other meter sizes? I know you had put in a ticket for that.

Sheila Miller  
Manager Rates & Regulation  
American Water Works Service Company  
Southeast 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 06/05/2008 09:10 AM -----



**Rick  
Witherite/KAWC/AWWSC**

06/05/2008 09:05 AM

To Sheila Miller/WVAWC/AWWSC@AWW, George  
Conroy/SHARVCS/AWWSC@AWW

cc Rachel Cole/KAWC/AWWSC@AWW, Bryan  
Siler/KAWC/AWWSC@AWW

Subject Rate schedule for residential senior discount

Sheila and George,

I wanted to see if this rate schedule (G1C30) that was newly developed made it into production. Also, we need a way for this to be identified on the CBT so LFUCG can track these. Currently you can only see the bill class to make any distinctions. It may help if they added the rate schedule to the CBT. I know I mentioned this to George before but we have not come to a solution. If this is not the proper channel please let me know so I can get this resolved before LFUCG wants to start using it. Thank you.

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

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:15 PM -----

From: Rachel Cole/KAWC/AWWSC

To: Rick Witherite/KAWC/AWWSC@AWW, Bryan Siler  
 Date: 06/09/2008 11:27 AM  
 Subject: Fw: Service Call Ticket 322425 in regards to "Enhancement Request Form" has been created.

FYI

\*\*\*\*\*

Rachel S. Cole  
 Southeast Region  
 Email: rcole@kawc.com  
 Ph: 859-268-6307  
 Fax: 859-335-3307

----- Forwarded by Rachel Cole/KAWC/AWWSC on 06/09/2008 11:28 AM -----



"American Water Service  
 Desk"

<awservicedesk@amwater.com>  
 m>

06/09/2008 09:48 AM

To <RCole@kawc.com>

cc

Subject Service Call Ticket 322425 in regards to "Enhancement Request Form" has been created.

Your Service Call has been opened, and the details of the request are listed below.

Ticket Number: 322425

Reported On: June 9, 2008 09:48

Description: Enhancement Name:

>> CBT report to add to OAM to obtain senior discount customer information

Preparer Name:

>> Rick Witherite

Date:

>> 06/28/2008

Business Unit:

>> 120206

Review Team:

>> Enhancement Committee

Enhancement Category (per PMO Guidelines):

>> Mandatory

Reason for Categorization:

>> LFUCG O&M Sewer Contract is the largest AWW O&M contract. Per the recent sewer rate increase, they require this information be accessible to them.

Enhancement Description:

>> A report that identifies all sewer customers with the senior rate discount should be accessible to them, at any time.

Business Objectives (Aims):

>> To allow LFUCG autonomy and review access to these accounts

Scope of Work:

>> The senior discount is identified by specific rate schedule and needs to be available for review, to LFUCG, at all times, through OAM.

Business Process Impact:

>> Reporting

System/Application Impact:

>> ORCOM

Organizational Impact:

>> should only impact KY sewer billing



Employee Impact:

>> saves time

Total One Time Benefit (\$k), if any:

>> keeping \$1,000,000 annual sewer O&M contract

Recurring Annual Benefit (\$k), if any:

>> continuing \$1,000,000 contract with LFUCG

Intangible Benefits:

>> customer satisfaction

Avoided Costs:

>> This enables the operating company to avoid running specific queries and providing the information to LFUCG. This in itself, is not a major cost, but the contract requests that LFUCG be able to retrieve the information independently.

Risks:

>> There is risk of possibly dissatisfying the customer who is already difficult to satisfy.

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 server desk at 1.866.777.8426 Opt #1. When calling the service desk, please refer to ticket number 322425.

This message has been generated automatically. Please do not reply to this message.

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:15 PM -----

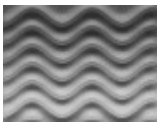
From: Rachel Cole/KAWC/AWWSC  
To: Bryan Siler  
Date: 06/09/2008 12:54 PM  
Subject: Fw [REDACTED]

fyi

\*\*\*\*\*

Rachel S. Cole  
Southeast Region  
Email: rcole@kawc.com  
Ph: 859-268-6307  
Fax: 859-335-3307

----- Forwarded by Rachel Cole/KAWC/AWWSC on 06/09/2008 12:55 PM -----



Rick  
Witherite/KAWC/AWWSC  
06/09/2008 11:53 AM

To: cdeining@lfucg.com  
cc: Rachel Cole/KAWC/AWWSC@AWW  
Subject: Re [REDACTED]

There is an active account here. It has not billed the first bill yet. When it does bill it is going to bill the customer from 4/26/07 to now. It should pick up the landfill charges from that date as well. It is due to be read on 6/19 so it should bill on 6/23. The current account # is [REDACTED]

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  
"Candice Deininger" <cdeining@lfucg.com>

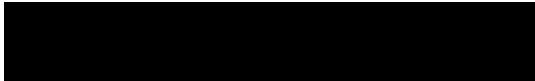


"Candice Deininger"  
<cdeining@lfucg.com>  
06/09/2008 11:48 AM

To <Rick.Witherite@amwater.com>

cc

Subje



Hey, Rick. Is there an active water service to this location? If I've emailed you before on this, please forgive me . . . we're trying to bill/collect on landfill charges and would like KAWC to pick up the billing if possible . . . Thanks for the help!!

Candice Deininger  
LFUCG Division of Revenue  
200 E. Main St., Lexington, KY 40507  
Telephone: 859-258-3364  
Fax: 859-258-3352  
cdeining@lfucg.com

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:15 PM -----

From: Rachel Cole/KAWC/AWWSC  
To: Cecily N Vinegar/KAWC/AWWSC@AWW  
Cc: Bryan Siler  
Date: 06/09/2008 01:50 PM  
Subject: Fw [Redacted]

Cecily,

Would you know why there is a 9/26/06 connect date?

\*\*\*\*\*

Rachel S. Cole  
Southeast Region  
Email: rcole@kawc.com  
Ph: 859-268-6307  
Fax: 859-335-3307

----- Forwarded by Rachel Cole/KAWC/AWWSC on 06/09/2008 01:50 PM -----



Bryan Siler/KAWC/AWWSC  
06/09/2008 01:19 PM

To Rachel Cole/KAWC/AWWSC@AWW

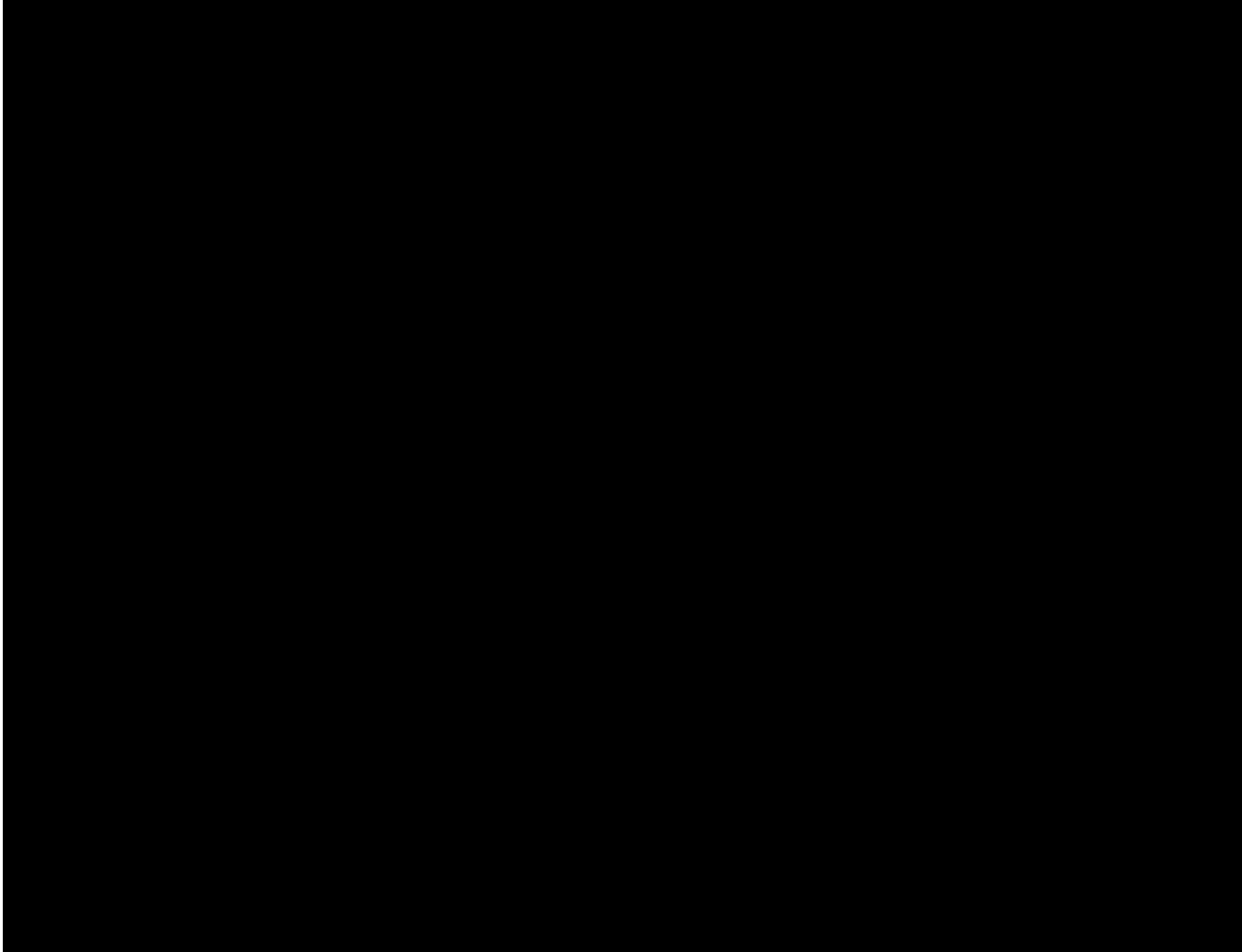
cc



Subject Re: F



I wonder what the 9/26/06 date is.



\*\*\*\*\*

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

Rachel Cole/KAWC/AWWSC



**Rachel Cole/KAWC/AWWSC**

06/09/2008 12:54 PM

To Bryan Siler

cc

Subject Fw:



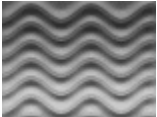


fyi

\*\*\*\*\*

Rachel S. Cole  
Southeast Region  
Email: rcole@kawc.com  
Ph: 859-268-6307  
Fax: 859-335-3307

----- Forwarded by Rachel Cole/KAWC/AWWSC on 06/09/2008 12:55 PM -----



**Rick**  
**Witherite/KAWC/AWWSC**  
06/09/2008 11:53 AM

To cdeining@lfucg.com  
cc Rachel Cole/KAWC/AWWSC@AWW  
Subject Re: [REDACTED]

There is an active account here. It has not billed the first bill yet. When it does bill it is going to bill the customer from 4/26/07 to now. It should pick up the landfill charges from that date as well. It is due to be read on 6/19 so it should bill on 6/23. The current account # is [REDACTED]

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  
"Candice Deininger" <cdeining@lfucg.com>



**"Candice Deininger"**  
**<cdeining@lfucg.com>**  
06/09/2008 11:48 AM

To <Rick.Witherite@amwater.com>  
cc [REDACTED]  
Subject [REDACTED]

Hey, Rick. Is there an active water service to this location? If I've emailed you before on this, please forgive me . . . we're trying to bill/collect on landfill charges and would like KAWC to pick up the billing if possible . . . Thanks for the help!!

Candice Deininger  
LFUCG Division of Revenue  
200 E. Main St., Lexington, KY 40507  
Telephone: 859-258-3364  
Fax: 859-258-3352  
cdeining@lfucg.com

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:15 PM -----

From: Cecily N Vinegar/KAWC/AWWSC  
To: Rachel Cole/KAWC/AWWSC@AWW  
Cc: Bryan Siler/KAWC/AWWSC@AWW, Stacy Owens/KAWC/AWWSC@AWW, Beverly Horton/KAWC/AWWSC@AWW, Mark A Walters/KAWC/AWWSC@AWW  
Date: 06/09/2008 02:11 PM  
Subject: Re: Fw [REDACTED]

This is the date we used to back bill the builder (based on the State Inspector's database).

Cecily Vinegar  
Field Service Records Clerk  
Kentucky American Water  
Lexington, KY 40502  
(859) 335-3839 Phone  
(859) 268-6315 Fax  
Email: cecily.vinegar@amwater.com  
Rachel Cole/KAWC/AWWSC



**Rachel Cole/KAWC/AWWSC**

06/09/2008 01:50 PM

To: Cecily N Vinegar/KAWC/AWWSC@AWW  
cc: Bryan Siler  
Subject: Fw [REDACTED]

Cecily,

Would you know why there is a 9/26/06 connect date?

\*\*\*\*\*

Rachel S. Cole  
Southeast Region  
Email: rcole@kawc.com  
Ph: 859-268-6307  
Fax: 859-335-3307

----- Forwarded by Rachel Cole/KAWC/AWWSC on 06/09/2008 01:50 PM -----

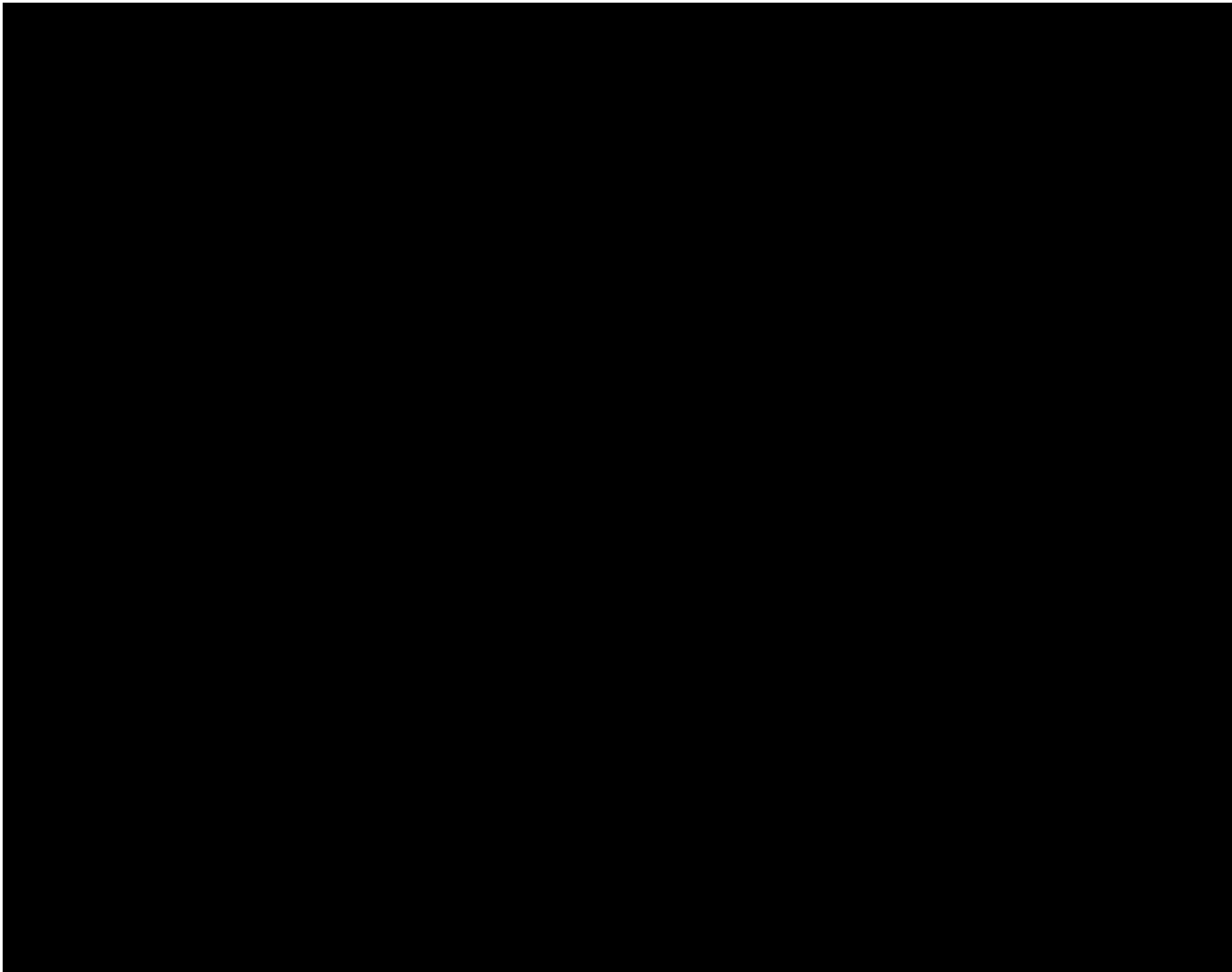


**Bryan Siler/KAWC/AWWSC**

06/09/2008 01:19 PM

To: Rachel Cole/KAWC/AWWSC@AWW  
cc: [REDACTED]  
Subject: Re: Fw [REDACTED]

I wonder what the 9/26/06 date is.



\*\*\*\*\*  
Bryan Siler  
Southeast Region  
bryan.siler@amwater.com  
Phone: (859) 268-6350  
Fax: (859) 335-3350

Rachel Cole/KAWC/AWWSC



**Rachel Cole/KAWC/AWWSC**

06/09/2008 12:54 PM

To Bryan Siler  
cc  
Subject F

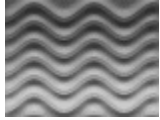


fyi  
\*\*\*\*\*

Rachel S. Cole  
Southeast Region

Email: rcole@kawc.com  
 Ph: 859-268-6307  
 Fax: 859-335-3307

----- Forwarded by Rachel Cole/KAWC/AWWSC on 06/09/2008 12:55 PM -----



**Rick**  
**Witherite/KAWC/AWWSC**  
 06/09/2008 11:53 AM

To: cdeining@lfucg.com  
 cc: Ra [REDACTED]  
 Subject: Re: [REDACTED]

There is an active account here. It has not billed the first bill yet. When it does bill it is going to bill the customer from 4/26/07 to now. It should pick up the landfill c [REDACTED] that date as well. It is due to be read on 6/19 so it should bill on 6/23. The current account # [REDACTED]

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  
 "Candice Deininger" <cdeining@lfucg.com>



**"Candice Deininger"**  
**<cdeining@lfucg.com>**  
 06/09/2008 11:48 AM

To: <Rick.Witherite@amwater.com>  
 cc: [REDACTED]  
 Subject: [REDACTED]

Hey, Rick. Is there an active water service to this location? If I've emailed you before on this, please forgive me . . . we're trying to bill/collect on landfill charges and would like KAWC to pick up the billing if possible . . . Thanks for the help!!

Candice Deininger  
 LFUCG Division of Revenue  
 200 E. Main St., Lexington, KY 40507  
 Telephone: 859-258-3364  
 Fax: 859-258-3352  
 cdeining@lfucg.com

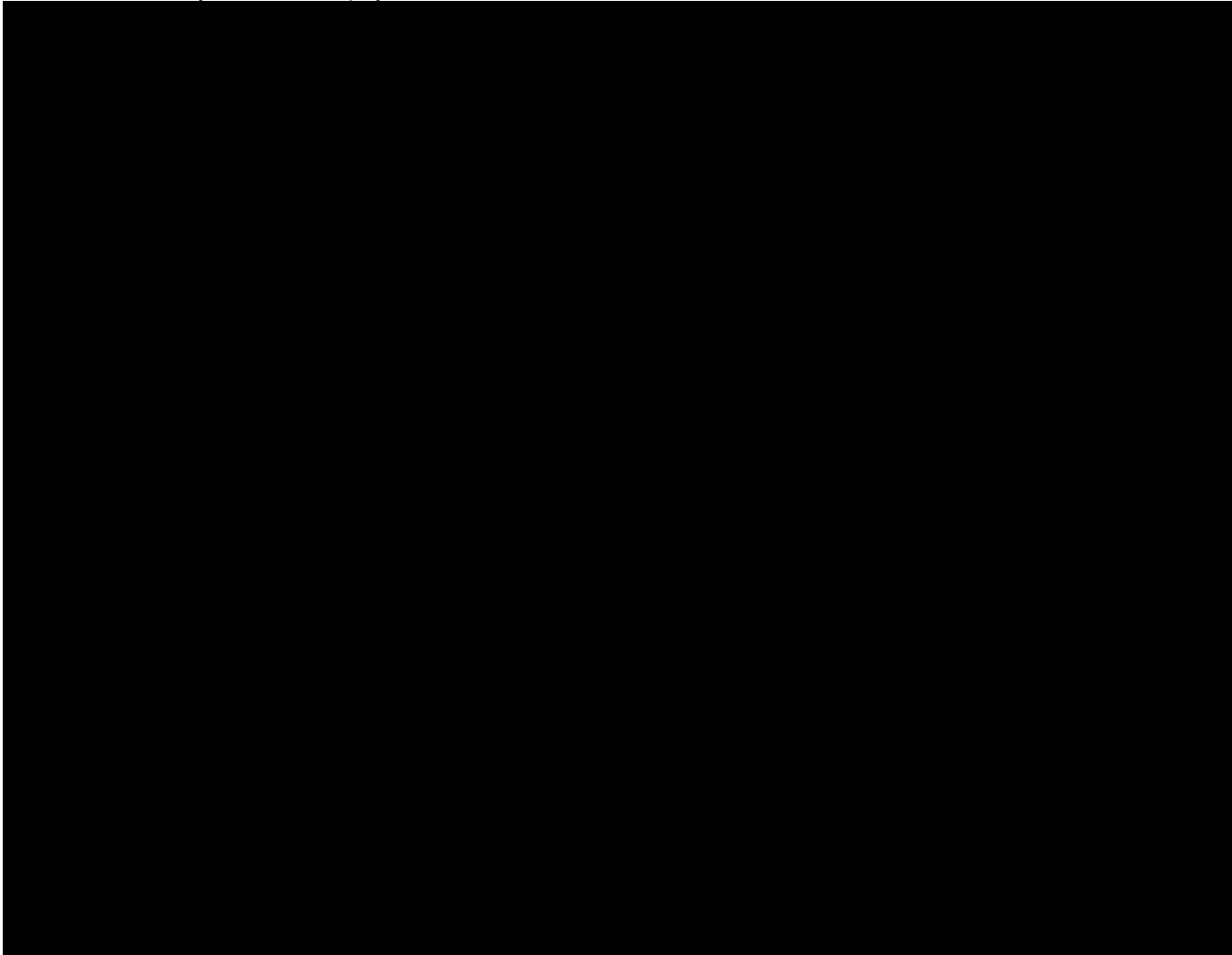
----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:15 PM -----

From: Rachel Cole/KAWC/AWWSC  
To: Rick Witherite/KAWC/AWWSC@AWW, Stacy Owens/KAWC/AWWSC@AWW  
Date: 06/10/2008 02:59 PM  
Subject: [REDACTED]

---

Rick,

Has anyone made contact with [REDACTED] Has there been a shut off service order generated? I don't think I see any evidence of payment.



Rachel S. Cole  
Southeast Region  
Email: rcole@kawc.com  
Ph: 859-268-6307  
Fax: 859-335-3307

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:15 PM -----

From: Rachel Cole/KAWC/AWWSC  
To: Rick Witherite/KAWC/AWWSC@AWW  
Cc: Bryan Siler  
Date: 06/10/2008 04:28 PM  
Subject: Re [REDACTED]

---



OK. Thanks.

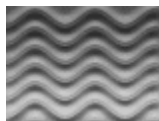
We'll just need to make sure they are on top of the repayment schedule. I need to know when they make the first payment so I can be sure to trace it through and find out what general ledger account it lands in. I'll have to talk with Tris

If you remember, Rochelle was real concerned that we may need to charge off. I want to be able to let her know the minute we think, that [REDACTED] might not pay. Thanks for your help.

\*\*\*\*\*

Rachel S. Cole  
Southeast Region  
Email: rcole@kawc.com  
Ph: 859-268-6307  
Fax: 859-335-3307

Rick Witherite/KAWC/AWWSC



**Rick  
Witherite/KAWC/AWWSC**  
06/10/2008 04:10 PM

To Rachel Cole/KAWC/AWWSC@AWW  
cc Stacy Owens/KAWC/AWWSC@AWW  
Subject R [REDACTED]

Rachel,

Here is the payment arrangement the CSR made. Their first payment is not due until 6/27 You can view this letter in the LGS path.

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  
Rachel Cole/KAWC/AWWSC



**Rachel Cole/KAWC/AWWSC**

06/10/2008 03:45 PM

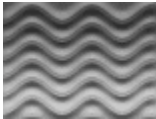
To Rick Witherite/KAWC/AWWSC@AWW  
cc Stacy Owens/KAWC/AWWSC@AWW  
Subject Re [REDACTED]

We should call the California number if there is one and ask them if they have received the information. If so, just let them know that they are due for shut off. If they have paid today, they will be able to let you know.

\*\*\*\*\*

Rachel S. Cole  
Southeast Region  
Email: rcole@kawc.com  
Ph: 859-268-6307  
Fax: 859-335-3307

Rick Witherite/KAWC/AWWSC



**Rick  
Witherite/KAWC/AWWSC**

06/10/2008 03:14 PM

To Rachel Cole/KAWC/AWWSC@AWW  
cc Stacy Owens/KAWC/AWWSC@AWW  
Subject R [REDACTED]

I have not heard anything from the email I sent to the person that gave them the payment terms on 6/3/08. I don't think a shut off will be generated until Wednesday because they have until tomorrow to make a payment.

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  
Rachel Cole/KAWC/AWWSC



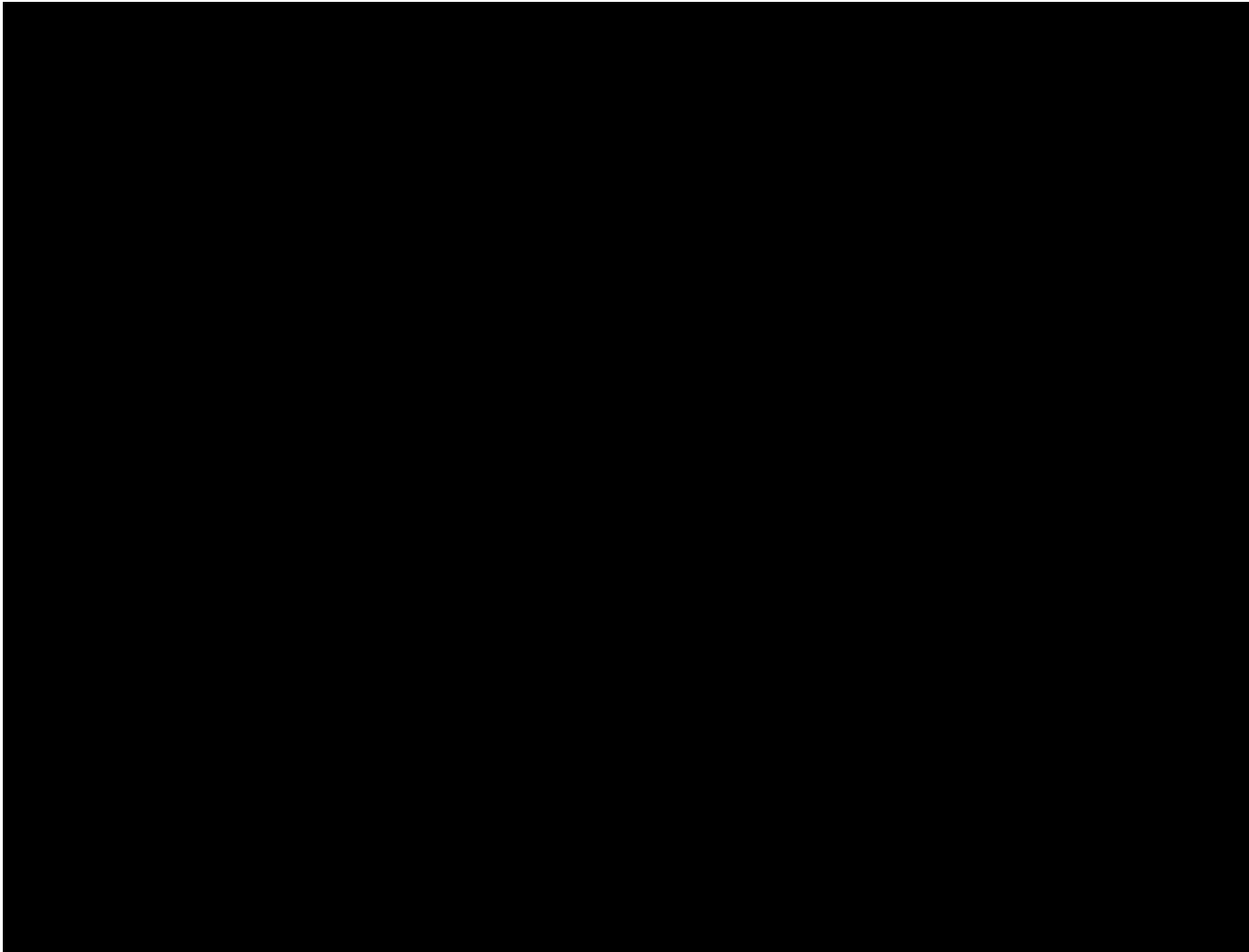
**Rachel Cole/KAWC/AWWSC**

06/10/2008 02:59 PM

To Rick Witherite/KAWC/AWWSC@AWW, Stacy  
Owens/KAWC/AWWSC@AWW  
cc [REDACTED]  
Subject [REDACTED]

Rick,

Has anyone made contact with [REDACTED] Has there been a shut off service order generated? I don't think I see any evidence of payment.



Rachel S. Cole  
Southeast Region  
Email: rcole@kawc.com  
Ph: 859-268-6307  
Fax: 859-335-3307

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:15 PM -----

From: Rachel Cole/KAWC/AWWSC  
To: Bryan Siler  
Date: 06/10/2008 05:06 PM  
Subject: Fw [REDACTED]

---

another sewer account to add to the list.

\*\*\*\*\*

Rachel S. Cole  
Southeast Region  
Email: rcole@kawc.com  
Ph: 859-268-6307  
Fax: 859-335-3307

----- Forwarded by Rachel Cole/KAWC/AWWSC on 06/10/2008 05:07 PM -----



"Candice Deininger"  
<cdeining@lfucg.com>  
06/10/2008 04:54 PM

To <Rick.Witherite@amwater.com>  
cc <Rachel.Cole@amwater.com>  
Subject R [REDACTED]

Hi, Rick. From what I'm able to see initially, yes it should be. However, I'll check with Mike Lambert in the sewer tap-on office tomorrow when he comes in, and I'll get back to you.

Candice

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

From: Rick.Witherite@amwater.com [mailto:Rick.Witherite@amwater.com]  
Sent: Tuesday, June 10, 2008 4:17 PM  
To: Candice Deininger  
Cc: Rachel.Cole@amwater.com  
Subject: [REDACTED]

Hello,

This address has never billed sewer and there are no notes that say it is septic. I wanted to see if you could verify that this address does not have sewer service. Our special instructions say the meter sets in front of church at [REDACTED]

[REDACTED] The account is in the name of [REDACTED] know if it serves a house or the [REDACTED] There is more than one account on [REDACTED] that is in the name [REDACTED] e [REDACTED] Anything you can find is [REDACTED] Thank you.

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

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:15 PM -----

From: Rachel Cole/KAWC/AWWSC  
To: Rick Witherite/KAWC/AWWSC@AWW  
Cc: Bryan Siler  
Date: 06/11/2008 08:44 AM  
Subject: Fw: [REDACTED]

Along with all the other reports, seems that we need to go through each account that doesn't have sewer, to make sure that it needs to have it! Any suggestions?

\*\*\*\*\*

Rachel S. Cole  
Southeast Region  
Email: rcole@kawc.com  
Ph: 859-268-6307  
Fax: 859-335-3307

----- Forwarded by Rachel Cole/KAWC/AWWSC on 06/11/2008 08:35 AM -----



"Candice Deininger"  
<cdeining@lfucg.com>  
06/11/2008 07:59 AM

To <Rick.Witherite@amwater.com>  
cc <Rachel.Cole@amwater.com>  
Subject FW [REDACTED]

Good morning, Rick, and a beautiful it is! Just got off the phone with Mike, and he confirmed that the [REDACTED] is on sewer. Let me know if you need any further information.

Candice

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

From: Candice Deininger  
Sent: Tuesday, June 10, 2008 4:54 PM  
To: 'Rick.Witherite@amwater.com'  
Cc: Rachel.Cole@amwater.com  
Subject: RE: [REDACTED]

Hi, Rick. From what I'm able to see initially, yes it should be. However, I'll check with Mike Lambert in the sewer tap-on office tomorrow when he comes in, and I'll get back to you.

Candice

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

From: Rick.Witherite@amwater.com [mailto:Rick.Witherite@amwater.com]  
Sent: Tuesday, June 10, 2008 4:17 PM  
To: Candice Deininger  
Cc: Rac [REDACTED]  
Subject [REDACTED]

Hello,

This address has never billed sewer and there are no notes that say it is septic. I wanted to see if you could verify that this address does not have sewer service. Our special instructions say the meter sets in front of [REDACTED]. The account is in the name of [REDACTED]. We don't know if it serves a house or th [REDACTED]. There is more than one account on [REDACTED] that is in the name [REDACTED]. Anything you can find is [REDACTED]. Thank you.

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

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:15 PM -----

From: Rick Witherite/KAWC/AWWSC  
To: Rachel Cole/KAWC/AWWSC@AWW  
Cc: Bryan Siler/KAWC/AWWSC@AWW  
Date: 06/11/2013  
Subject: Re: Fw: [REDACTED]

I don't really think that is up to us. The LFUCG was to identify these accounts when we first started sewer billing. They send us update files monthly via the sewer tap on file. We give them access to the CBT and Service Order On files for review. We have also, in the past, sent them spreadsheets of accounts that are in area 1215 that do not have sewer charges. Finally, we did attempt a reconciliation by sending them all accounts that we are billing sewer for them to review. They should know all the addresses that we are billing sewer. If there are some missing they should notify us to research. We could go over every account that is not in area 1215 but we would have to know if it was outside the sewer service area or does not have sewer service. That would be extremely cumbersome.

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  
Rachel Cole/KAWC/AWWSC



**Rachel Cole/KAWC/AWWSC**

06/11/2008 08:44 AM

To Rick Witherite/KAWC/AWWSC@AWW  
cc Bryan Siler  
Subject Fw [REDACTED]

Along with all the other reports, seems that we need to go through each account that doesn't have sewer, to make sure that it needs to have it! Any suggestions?

\*\*\*\*\*

Rachel S. Cole  
Southeast Region  
Email: rcole@kawc.com  
Ph: 859-268-6307  
Fax: 859-335-3307

----- Forwarded by Rachel Cole/KAWC/AWWSC on 06/11/2008 08:35 AM -----



"Candice Deininger"  
<cdeining@lfucg.com>  
06/11/2008 07:59 AM

To <Rick.Witherite@amwater.com>  
cc <Rachel.Cole@amwater.com>  
Subject FW: [REDACTED]

Good morning, Rick, and a beautiful it is! Just got off the phone with Mike, and he confirmed that the [REDACTED] is on sewer. Let me know if you need any further information.

Candice

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

From: Candice Deininger  
Sent: Tuesday, June 10, 2008 4:54 PM  
To: 'Rick.Witherite@amwater.com'  
Cc: Rachel.Cole@amwater.com  
Subject: RE: [REDACTED]

Hi, Rick. From what I'm able to see initially, yes it should be. However, I'll check with Mike Lambert in the sewer tap-on office tomorrow when he comes in, and I'll get back to you.

Candice

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

From: Rick.Witherite@amwater.com [mailto:Rick.Witherite@amwater.com]  
Sent: Tuesday, June 10, 2008 4:17 PM  
To: Candice Deininger  
Cc: Rachel.Cole@amwater.com  
Subject: [REDACTED]

Hello,

This address has never billed sewer and there are no notes that say it is septic. I wanted to see if you could verify that this address does not have sewer service. Our special instructions say the meter sets in front of [REDACTED]. The account is in the name of [REDACTED].

[REDACTED] know if it serves a house or th [REDACTED]



There is more than one account on [REDACTED] that is in the name of the [REDACTED]. Anything you can find is helpful. Thank you.

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

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:15 PM -----

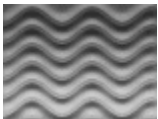
From: Rachel Cole/KAWC/AWWSC  
To: Rick Witherite/KAWC/AWWSC@AWW  
Cc: Bryan Siler/KAWC/AWWSC@AWW  
Date: 06/11/2008 10:27 AM  
Subject: Re: Fw [REDACTED]

Ok, True. As long as they recognize we're not footing the bill for such accounts that they now decide are in the urban service area.

\*\*\*\*\*

Rachel S. Cole  
Southeast Region  
Email: rcole@kawc.com  
Ph: 859-268-6307  
Fax: 859-335-3307

Rick Witherite/KAWC/AWWSC



**Rick Witherite/KAWC/AWWSC**  
06/11/2008 10:24 AM

To: Rachel Cole/KAWC/AWWSC@AWW  
cc: Bryan [REDACTED] WW  
Subject: Re: Fw [REDACTED]

I don't really think that is up to us. The LFUCG was to identify these accounts when we first started sewer billing. They send us update files monthly via the sewer tap on file. We give them access to the CBT and Service Order On files for review. We have also, in the past, sent them spreadsheets of accounts that are in area 1215 that do not have sewer charges. Finally, we did attempt a reconciliation by sending them all accounts that we are billing sewer for them to review. They should know all the addresses that we are billing sewer. If there are some missing they should notify us to research. We could go over every account that is not in area 1215 but we would have to know if it was outside the sewer service area or does not have sewer service. That would be extremely cumbersome.

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  
Rachel Cole/KAWC/AWWSC



**Rachel Cole/KAWC/AWWSC**

06/11/2008 08:44 AM

To Rick Witherite/KAWC/AWWSC@AWW  
cc Bryan Siler  
Subject Fw [REDACTED]

Along with all the other reports, seems that we need to go through each account that doesn't have sewer, to make sure that it needs to have it! Any suggestions?

\*\*\*\*\*

Rachel S. Cole  
Southeast Region  
Email: rcole@kawc.com  
Ph: 859-268-6307  
Fax: 859-335-3307

----- Forwarded by Rachel Cole/KAWC/AWWSC on 06/11/2008 08:35 AM -----



**"Candice Deininger"**  
<cdeining@lfucg.com>

06/11/2008 07:59 AM

To <Rick.Witherite@amwater.com>  
cc <Rachel.Cole@amwater.com>  
Subject FW: [REDACTED]

Good morning, Rick, and a beautiful it is! Just got off the phone with Mike, and he confirmed that the church is on sewer. Let me know if you need any further information.

Candice

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

From: Candice Deininger  
Sent: Tuesday, June 10, 2008 4:54 PM  
To: 'Rick.Witherite@amwater.com'  
Cc: Rachel.Cole@amwater.com  
Subject: RE: [REDACTED]

Hi, Rick. From what I'm able to see initially, yes it should be. However, I'll check with Mike Lambert in the sewer tap-on office tomorrow when he comes in, and I'll get back to you.

Candice

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

From: Rick.Witherite@amwater.com [mailto:Rick.Witherite@amwater.com]  
Sent: Tuesday, June 10, 2008 4:17 PM  
To: Candice Deininger  
Cc: Rachel.Cole@amwater.com  
Subject: [REDACTED]

Hello,

This address has never billed sewer and there are no notes that say it is septic. I wanted to see if you could verify that this address does not have sewer service. Our special instructions say the meter sets in front of [REDACTED]

[REDACTED] The account is in the name of [REDACTED] know if it serves a house or the [REDACTED] There is more than one account on [REDACTED] that is in the name [REDACTED] Anything you can find is [REDACTED] Thank you.

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

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:15 PM -----

From: Rick Witherite/KAWC/AWWSC  
To: Bryan Siler/KAWC/AWWSC@AWW  
Cc: Rachel Cole/KAWC/AWWSC@AWW  
Date: 06/11/2008 02:01 PM  
Subject: Re: Fw: [REDACTED]

Yes there is a list. I have it printed out and on my desk. Whenever one from the list comes up on the sewer tap on file I note the date on the list.

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  
Bryan Siler/KAWC/AWWSC



**Bryan Siler/KAWC/AWWSC**  
06/11/2008 10:53 AM

To Rachel Cole/KAWC/AWWSC@AWW  
cc Rick Witherite/KAWC/AWWSC@AWW



Subject Re: Fw: [REDACTED]

Do we have a list of accounts that have septic (not sewer)? That list probably shouldn't ever increase. If there's ever an issue with an account we would check that list to see if it even should have sewer.

\*\*\*\*\*

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

Rachel Cole/KAWC/AWWSC



**Rachel Cole/KAWC/AWWSC**

06/11/2008 10:28 AM

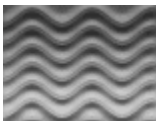
To Rick Witherite/KAWC/AWWSC@AWW  
cc Bryan Siler/KAWC/AWWSC@AWW  
Subject Re: Fw: [REDACTED]

Ok, True. As long as they recognize we're not footing the bill for such accounts that they now decide are in the urban service area.

\*\*\*\*\*

Rachel S. Cole  
Southeast Region  
Email: rcole@kawc.com  
Ph: 859-268-6307  
Fax: 859-335-3307

Rick Witherite/KAWC/AWWSC



**Rick Witherite/KAWC/AWWSC**

06/11/2008 10:24 AM

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

I don't really think that is up to us. The LFUCG was to identify these accounts when we first started sewer billing. They send us update files monthly via the sewer tap on file. We give them access to the CBT and Service Order On files for review. We have also, in the past, sent them spreadsheets of accounts that are in area 1215 that do not have sewer charges. Finally, we did attempt a reconciliation by sending them all accounts that we are billing sewer for them to review. They should know all the addresses that we are billing sewer. If there are some missing they should notify us to research. We could go over every account that is not in area 1215 but we would have to know if it was outside the sewer service area or does not have sewer service. That would be extremely cumbersome.

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  
 Rachel Cole/KAWC/AWWSC



**Rachel Cole/KAWC/AWWSC**

06/11/2008 08:44 AM

To Rick Witherite/KAWC/AWWSC@AWW

cc Bryan Siler

Subject Fw: [REDACTED]

Along with all the other reports, seems that we need to go through each account that doesn't have sewer, to make sure that it needs to have it! Any suggestions?

\*\*\*\*\*

Rachel S. Cole  
 Southeast Region  
 Email: rcole@kawc.com  
 Ph: 859-268-6307  
 Fax: 859-335-3307

----- Forwarded by Rachel Cole/KAWC/AWWSC on 06/11/2008 08:35 AM -----



**"Candice Deininger"**  
 <cdeining@lfucg.com>

06/11/2008 07:59 AM

To <Rick.Witherite@amwater.com>

cc <Rachel.Cole@amwater.com>

Subject FW: [REDACTED]

Good morning, Rick, and a beautiful it is! Just got off the phone with Mike, and he confirmed that the church is on sewer. Let me know if you need any further information.

Candice

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

From: Candice Deininger  
 Sent: Tuesday, June 10, 2008 4:54 PM  
 To: 'Rick.Witherite@amwater.com'  
 Cc: Rachel.C [REDACTED]  
 Subject: RE: [REDACTED]

Hi, Rick. From what I'm able to see initially, yes it should be. However, I'll check with Mike Lambert in the sewer tap-on office

tomorrow when he comes in, and I'll get back to you.

Candice

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

From: Rick.Witherite@amwater.com [mailto:Rick.Witherite@amwater.com]  
Sent: Tuesday, June 10, 2008 4:17 PM  
To: Candice Deininger  
Cc: Rachel.Cole@amwater.com  
Subject: [REDACTED]

Hello,

This address has never billed sewer and there are no notes that say it is septic. I wanted to see if you could verify that this address does not have sewer service. Our special instructions say the meter sets in front

of [REDACTED]. The account is in the name of [REDACTED]. [REDACTED] know if it serves a house or th [REDACTED] an one account on [REDACTED] that is in the nam [REDACTED] e [REDACTED]. Anything you can find is [REDACTED]. Thank you.

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

**REDACTED - PRIVILEGED**

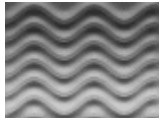
# REDACTED - PRIVILEGED

From: Rachel Cole/KAWC/AWWSC  
To: Bryan Siler  
Date: 06/12/2008 08:38 AM  
Subject: Fw: [REDACTED]

\*\*\*\*\*

Rachel S. Cole  
Southeast Region  
Email: rcole@kawc.com  
Ph: 859-268-6307  
Fax: 859-335-3307

----- Forwarded by Rachel Cole/KAWC/AWWSC on 06/12/2008 08:39 AM -----



**Rick  
Witherite/KAWC/AWWSC**  
06/12/2008 08:21 AM

To cdeining@lfucg.com  
cc Rachel.Cole@amwater.com  
Subject RE: FW [REDACTED]

That is good news. I will notate the account so there is no question in the future. Thank you for looking into this.

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  
"Candice Deininger" <cdeining@lfucg.com>



**"Candice Deininger"**  
**<cdeining@lfucg.com>**  
06/12/2008 08:18 AM

To <Rick.Witherite@amwater.com>  
cc <Rachel.Cole@amwater.com>



Subject RE: FW: [REDACTED]

Good morning, Rick. Just got off the phone with Mike at the sewer tap-on desk, and he confirmed that the old church is not on sewer. Have a good day!!

Candice

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

From: Rick.Witherite@amwater.com [mailto:Rick.Witherite@amwater.com]

Sent: Wednesday, June 11, 2008 2:45 PM

To: Candice Deininger

Cc: Rachel.Cole@amwater.com

Subject: RE: FW: [REDACTED]

Good Afternoon,

I have gotten to the bottom of this. I went out to [REDACTED] with Terry.

We found the meter for this account at the [REDACTED]

The mailbox for this location says [REDACTED] Could you check with Mike one last time to see if this [REDACTED] er? If you turn on

[REDACTED] on the left. I am going to

change the address in our system to [REDACTED] instead of the

[REDACTED] If this is verified to have sewer I will add it to the premise.

Thank again.

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

"Candice

Deininger"

&lt;cdeining@lfucg.c

To

om&gt;

&lt;Rick.Witherite@amwater.com&gt;

cc

06/11/2008 09:02

&lt;Rachel.Cole@amwater.com&gt;



Subject AM

RE: FW: [REDACTED]

Does [REDACTED] intersect with [REDACTED] If it does, then the  
bill [REDACTED] location for t [REDACTED] uld be [REDACTED] ut serves a  
location physically on [REDACTED] And is the ac [REDACTED]  
in the name of the [REDACTED] is, then someone at the [REDACTED]  
need to be contacte [REDACTED] nd out what that account serves.

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

From: Rick.Witherite@amwater.com [mailto:Rick.Witherite@amwater.com]  
Sent: Wednesday, June 11, 2008 8:18 AM  
To: Candice Deininger  
Cc: Rachel.Cole@amwater.com  
Subject: Re: FW: [REDACTED]

Good Morning,

Do you know if he confirmed sewer for this specific address or for the  
[REDACTED] tself? The church address is [REDACTED] and we are billing  
sewer on those accounts. I just want [REDACTED] re I add sewer to  
[REDACTED]

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

"Candice

Deininger"

To <cdeining@lfucg.com> <Rick.Witherite@amwater.com>  
cc 06/11/2008 07:59 <Rachel.Cole@amwater.com>  
Subject AM  
FW: [REDACTED]

Good morning, Rick, and a beautiful it is! Just got off the phone with Mike, and he confirmed that the church is on sewer. Let me know if you need any further information.

Candice

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

From: Candice Deininger  
Sent: Tuesday, June 10, 2008 4:54 PM  
To: 'Rick.Witherite@amwater.com'  
Cc: Rachel.C [REDACTED]  
Subject: RE: [REDACTED]

Hi, Rick. From what I'm able to see initially, yes it should be. However, I'll check with Mike Lambert in the sewer tap-on office tomorrow when he comes in, and I'll get back to you.

Candice

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

From: Rick.Witherite@amwater.com [mailto:Rick.Witherite@amwater.com]  
Sent: Tuesday, June 10, 2008 4:17 PM  
To: Candice Deininger  
Cc: Rach [REDACTED]  
Subject: [REDACTED]

Hello,

This address has never billed sewer and there are no notes that say it is septic. I wanted to see if you could verify that this address does not have sewer service. Our special instructions say the meter sets in front

[REDACTED] The account is in the name of [REDACTED] know if it serves a house or t [REDACTED]  
 There is more than one account on [REDACTED] that is in the name of the [REDACTED]  
 [REDACTED] Anything you can find is [REDACTED] Thank you.

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

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:15 PM -----

From: Rick Witherite/KAWC/AWWSC  
 To: Bryan Siler/KAWC/AWWSC@AWW  
 Date: 06/13/2008 10:53 AM  
 Subject: Re: Send me that [REDACTED] calculation so I can include in the Q2RF. Thanks.



[REDACTED] Usage and Revenue052008.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

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:15 PM -----

From: Keith L Cartier/KAWC/AWWSC  
 To: Bryan Siler/KAWC/AWWSC@AWW  
 Cc: Rachel Cole/KAWC/AWWSC@AWW, Rick Witherite/KAWC/AWWSC@AWW, Stacy Owens/KAWC/AWWSC@AWW  
 Date: 06/13/2008 01:00 PM  
 Subject: Re: [REDACTED] backbill and payment

What is the time frame for re-billing, and is this one to be handled the same way as [REDACTED] Obviously

we can not continue to have these errors where we have the capability to identify and do not for whatever reason. Are we now getting reports for ANY exception - on a meter by meter basis - where sewer does not match water? Is there any other report or validation we'd need to ensure all coding is correct for all meters for all accounts for Ifucg?

Will we be setting up a similar pay back account? Has anyone talked with Ifucg?

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**

06/13/2008 11:56 AM

To Keith L Cartier/KAWC/AWWSC@AWW, Rachel Cole/KAWC/AWWSC@AWW, Rick Witherite/KAWC/AWWSC@AWW

cc

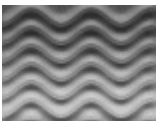
Subject [REDACTED] backbill and payment

Attached is the calculation Rick did for this account. I talked to Rick and we need to review the settlement agreement and see how far back past the 24 month period we would be responsible for. Then we can calculate how much we would need to pay.

\*\*\*\*\*

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

----- Forwarded by Bryan Siler/KAWC/AWWSC on 06/13/2008 11:05 AM -----



**Rick Witherite/KAWC/AWWSC**

06/13/2008 10:53 AM

To Bryan Siler/KAWC/AWWSC@AWW

cc

Subject Re: Send me that [REDACTED] calculation so I can include in the Q2RF. Thanks. [REDACTED]



[REDACTED] sage and Revenue052008.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

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:15 PM -----

From: Stacy Owens/KAWC/AWWSC  
 To: Rick Witherite/KAWC/AWWSC@AWW  
 Cc: Bryan Siler/KAWC/AWWSC@AWW, Keith L Cartier/KAWC/AWWSC@AWW, Rachel Cole/KAWC/AWWSC@AWW  
 Date: 06/13/2008 03:16 PM  
 Subject: Re: [REDACTED] backbill and payment

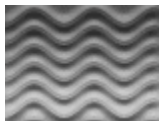
This is the first I have heard of this one. I am forwarding this to Joy Hughes who oversees the running of our mismatch reports. What date did it stop billing? I am giving Joy a call also.

\*\*\*\*\*

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.

Rick Witherite/KAWC/AWWSC



**Rick**  
**Witherite/KAWC/AWWSC**  
 06/13/2008 02:10 PM

To: Keith L Cartier/KAWC/AWWSC@AWW  
 cc: Bryan Siler/KAWC/AWWSC@AWW, Rachel Cole/KAWC/AWWSC@AWW, Stacy Owens/KAWC/AWWSC@AWW  
 Subject: Re: [REDACTED] backbill and payment 📎

I have not talked with the LFUCG about this yet. I have made sure that the account is now billing sewer correctly. I have been trying to find the cause of the error but there are no indicators. We need to review the settlement agreement and see what we may be liable for. How this is handled from here will be determined by the LFUCG's response to the situation. It may or may not be the same as [REDACTED]. We have several reports that are reviewed monthly which encompass every variable that we can think of. I will get with Bryan on Monday and we will review the agreement and dates of our obligation. I will wait to submit any information to the LFUCG until you have reviewed the facts to be presented.

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  
Keith L Cartier/KAWC/AWWSC

**Keith L  
Cartier/KAWC/AWWSC**  
06/13/2008 01:00 PM

To Bryan Siler/KAWC/AWWSC@AWW  
cc Rachel Cole/KAWC/AWWSC@AWW, Rick  
Witherite/KAWC/AWWSC@AWW, Stacy  
Owens/KAWC/AWWSC@AWW  
Subject Re: [REDACTED] backbill and payment

What is the time frame for re-billing, and is this one to be handled the same way as [REDACTED] Obviously we can not continue to have these errors where we have the capability to identify and do not for whatever reason. Are we now getting reports for ANY exception - on a meter by meter basis - where sewer does not match water? Is there any other report or validation we'd need to ensure all coding is correct for all meters for all accounts for lfucg?

Will we be setting up a similar pay back account? Has anyone talked with lfucg?

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**  
06/13/2008 11:56 AM

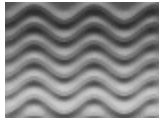
To Keith L Cartier/KAWC/AWWSC@AWW, Rachel  
Cole/KAWC/AWWSC@AWW, Rick  
Witherite/KAWC/AWWSC@AWW  
cc  
Subject [REDACTED] ackbill and payment

Attached is the calculation Rick did for this account. I talked to Rick and we need to review the settlement agreement and see how far back past the 24 month period we would be responsible for. Then we can calculate how much we would need to pay.

\*\*\*\*\*

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

----- Forwarded by Bryan Siler/KAWC/AWWSC on 06/13/2008 11:05 AM -----



**Rick  
Witherite/KAWC/AWWSC**  
06/13/2008 10:53 AM

To Bryan Siler/KAWC/AWWSC@AWW  
cc

Subject Re: Send me the [REDACTED] calculation so I can include in the Q2RF. Thanks. [REDACTED]



[REDACTED] Usage and Revenue052008.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

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:15 PM -----

From: Rick Witherite/KAWC/AWWSC  
To: Stacy Owens/KAWC/AWWSC@AWW  
Cc: Bryan Siler/KAWC/AWWSC@AWW, Keith L Cartier/KAWC/AWWSC@AWW, Rachel Cole/KAWC/AWWSC@AWW  
Date: 06/13/2008 03:27 PM  
Subject: Re: [REDACTED] backbill and payment

It stopped billing sewer altogether in 11/2003 Then it started billing sewer again on one meter only in 04/2005 I submitted a service desk ticket to find out who added the sewer service in 2005 but they could not find record of it. There are no notes on the account to indicate why it was only set up on one meter.

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  
Stacy Owens/KAWC/AWWSC

Stacy Owens/KAWC/AWWSC

06/13/2008 03:16 PM

To Rick Witherite/KAWC/AWWSC@AWW

cc Bryan Siler/KAWC/AWWSC@AWW, Keith L  
Cartier/KAWC/AWWSC@AWW, Rachel  
Cole/KAWC/AWWSC@AWW

Subject Re: [REDACTED] ackbill and payment

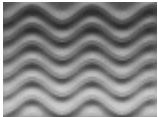
This is the first I have heard of this one. I am forwarding this to Joy Hughes who oversees the running of our mismatch reports. What date did it stop billing? I am giving Joy a call also.

\*\*\*\*\*

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.

Rick Witherite/KAWC/AWWSC



**Rick  
Witherite/KAWC/AWWSC**

06/13/2008 02:10 PM

To Keith L Cartier/KAWC/AWWSC@AWW

cc Bryan Siler/KAWC/AWWSC@AWW, Rachel  
Cole/KAWC/AWWSC@AWW, Stacy  
Owens/KAWC/AWWSC@AWW

Subject Re: [REDACTED] ackbill and payment

I have not talked with the LFUCG about this yet. I have made sure that the account is now billing sewer correctly. I have been trying to find the cause of the error but there are no indicators. We need to review the settlement agreement and see what we may be liable for. How this is handled from here will be determined by the LFUCG's response to the situation. It may or may not be the same as [REDACTED]. We have several reports that are reviewed monthly which encompass every variable that we can think of. I will get with Bryan on Monday and we will review the agreement and dates of our obligation. I will wait to submit any information to the LFUCG until you have reviewed the facts to be presented.

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  
Keith L Cartier/KAWC/AWWSC

Keith L



**Cartier/KAWC/AWWSC**

06/13/2008 01:00 PM

To Bryan Siler/KAWC/AWWSC@AWW  
cc Rachel Cole/KAWC/AWWSC@AWW, Rick Witherite/KAWC/AWWSC@AWW, Stacy Owens/KAWC/AWWSC@AWW  
Subject Re: [REDACTED] backbill and payment

What is the time frame for re-billing, and is this one to be handled the same way as [REDACTED] Obviously we can not continue to have these errors where we have the capability to identify and do not for whatever reason. Are we now getting reports for ANY exception - on a meter by meter basis - where sewer does not match water? Is there any other report or validation we'd need to ensure all coding is correct for all meters for all accounts for Ifucg?

Will we be setting up a similar pay back account? Has anyone talked with Ifucg?

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**

06/13/2008 11:56 AM

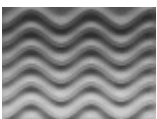
To Keith L Cartier/KAWC/AWWSC@AWW, Rachel Cole/KAWC/AWWSC@AWW, Rick Witherite/KAWC/AWWSC@AWW  
cc [REDACTED]  
Subject [REDACTED] ackbill and payment

Attached is the calculation Rick did for this account. I talked to Rick and we need to review the settlement agreement and see how far back past the 24 month period we would be responsible for. Then we can calculate how much we would need to pay.

\*\*\*\*\*

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

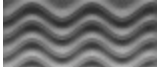
----- Forwarded by Bryan Siler/KAWC/AWWSC on 06/13/2008 11:05 AM -----



**Rick Witherite/KAWC/AWWSC**

06/13/2008 10:53 AM

To Bryan Siler/KAWC/AWWSC@AWW  
cc [REDACTED]  
Subject Re: Send me that [REDACTED] calculation so I can include in the Q2RF. Thanks.



Usage and Revenue052008.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

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:15 PM -----

From: Donna Taylor/KAWC/AWWSC  
To: Bryan Siler/KAWC/AWWSC@AWW  
Cc: Keith L Cartier/KAWC/AWWSC@AWW  
Date: 06/17/2008 08:37 AM  
Subject: Re: Fw: [REDACTED] Account Change

---

Bryan,

I can set up a query to create a local copy of the CLOG file periodically. It is a large file (974 MB), and we would have to address possible long term storage issues with Mike.

Let me know if you would like a test file.

Donna

Donna B. Taylor  
Sr. Business Reporting Analyst  
American Water  
ITS - Business Solutions  
2300 Richmond Rd.  
Lexington, KY 40502  
Voice: 859.268.6306  
Fax: 859.335.3306  
email: donna.taylor@amwater.com  
Bryan Siler/KAWC/AWWSC



**Bryan Siler/KAWC/AWWSC**

06/17/2008 08:26 AM

To Keith L Cartier/KAWC/AWWSC@AWW

cc Donna Taylor/KAWC/AWWSC@AWW



Subject Fw [REDACTED] ccount Change

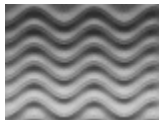
They were not able to go back far enough. A long time ago, I asked if we could dump the CLOG to a local file periodically. We weren't able to. I'll see if that is an option now.

Donna - do you know if anything has changed that would allow us to get a copy of the clog info periodically?

\*\*\*\*\*

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

----- Forwarded by Bryan Siler/KAWC/AWWSC on 06/17/2008 08:26 AM -----



**Rick**  
**Witherite/KAWC/AWWSC**  
06/17/2008 07:19 AM

To Bryan Siler/KAWC/AWWSC@AWW  
cc [REDACTED]  
Subject Re: [REDACTED] Account Change 📎

I submitted an IT service desk ticket.

Service Request Manager SERVICE REQUEST DETAIL - Windows Internet Explorer provid...

## SERVICE REQUEST DETAIL

|                |                                                                                                                                                                                                                                                 |
|----------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| ID:            | 319257                                                                                                                                                                                                                                          |
| Status:        | Closed                                                                                                                                                                                                                                          |
| Caller:        | Witherite, Richard                                                                                                                                                                                                                              |
| Description:   | I need to identify who added the sewer service to premise [REDACTED]                                                                                                                                                                            |
| Information:   | I need to identify who added the sewer service to premise [REDACTED] in March or April of 2005. I can usually do this by viewing the CLOG path but I can only see back to April 2007. Thank you.                                                |
| Creation Date: | 05/22/2008 13:29                                                                                                                                                                                                                                |
| Actual Start:  | 05/22/2008 13:29                                                                                                                                                                                                                                |
| Actual Finish: | 05/30/2008 15:19                                                                                                                                                                                                                                |
| Solution:      | 05/30/08 (JDL) CLOG data unavailable. I attempted to identify how the change was made using other info, but could not. Notified requestor. Rick said no further investigation was needed and to close the ticket.<br>05/22/08 (JDL) In Progress |
| Attachments:   |                                                                                                                                                                                                                                                 |

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  
 Bryan Siler/KAWC/AWWSC



**Bryan Siler/KAWC/AWWSC**

06/16/2008 05:09 PM

To Rick Witherite/KAWC/AWWSC@AWW

cc

Subject [REDACTED] Account Change

Rick,

Who did you ask when you asked who actually made the change to the account that added the sewer service to only one of the two meters?

Did you ever get an answer?

\*\*\*\*\*

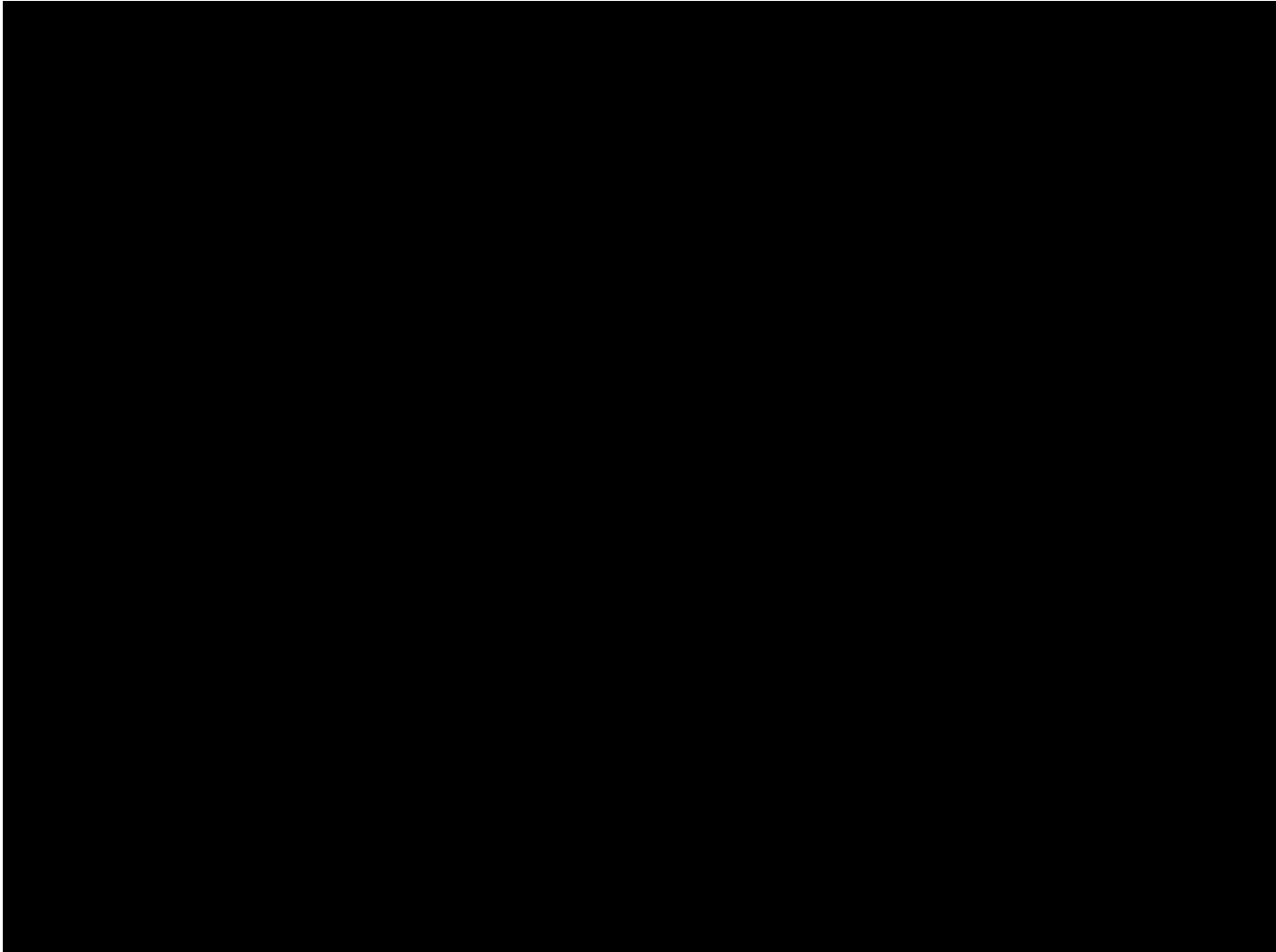
Bryan Siler  
Southeast Region  
bryan.siler@amwater.com  
Phone: (859) 268-6350  
Fax: (859) 335-3350

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:15 PM -----

From: Rick Witherite/KAWC/AWWSC  
To: Rachel Cole/KAWC/AWWSC@AWW  
Cc: Bryan Siler/KAWC/AWWSC@AWW  
Date: 06/17/2008 09:31 AM  
Subject: Re: [REDACTED]

---

They have made their first payment ahead of schedule.



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  
Rachel Cole/KAWC/AWWSC



**Rachel Cole/KAWC/AWWSC**

06/10/2008 04:28 PM

To Rick Witherite/KAWC/AWWSC@AWW  
cc Bryan Siler  
Subject Re [REDACTED]

OK. Thanks.

We'll just need to make sure they are on top of the repayment schedule. I need to know when they make the first payment so I can be sure to trace it through and find out what general ledger account it lands in.

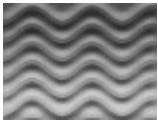
I'll have to talk with Tris

If you remember, Rochelle was real concerned that we may need to charge off. I want to be able to let her know the minute we think, that [REDACTED] might not pay. Thanks for your help.

\*\*\*\*\*

Rachel S. Cole  
Southeast Region  
Email: rcole@kawc.com  
Ph: 859-268-6307  
Fax: 859-335-3307

Rick Witherite/KAWC/AWWSC

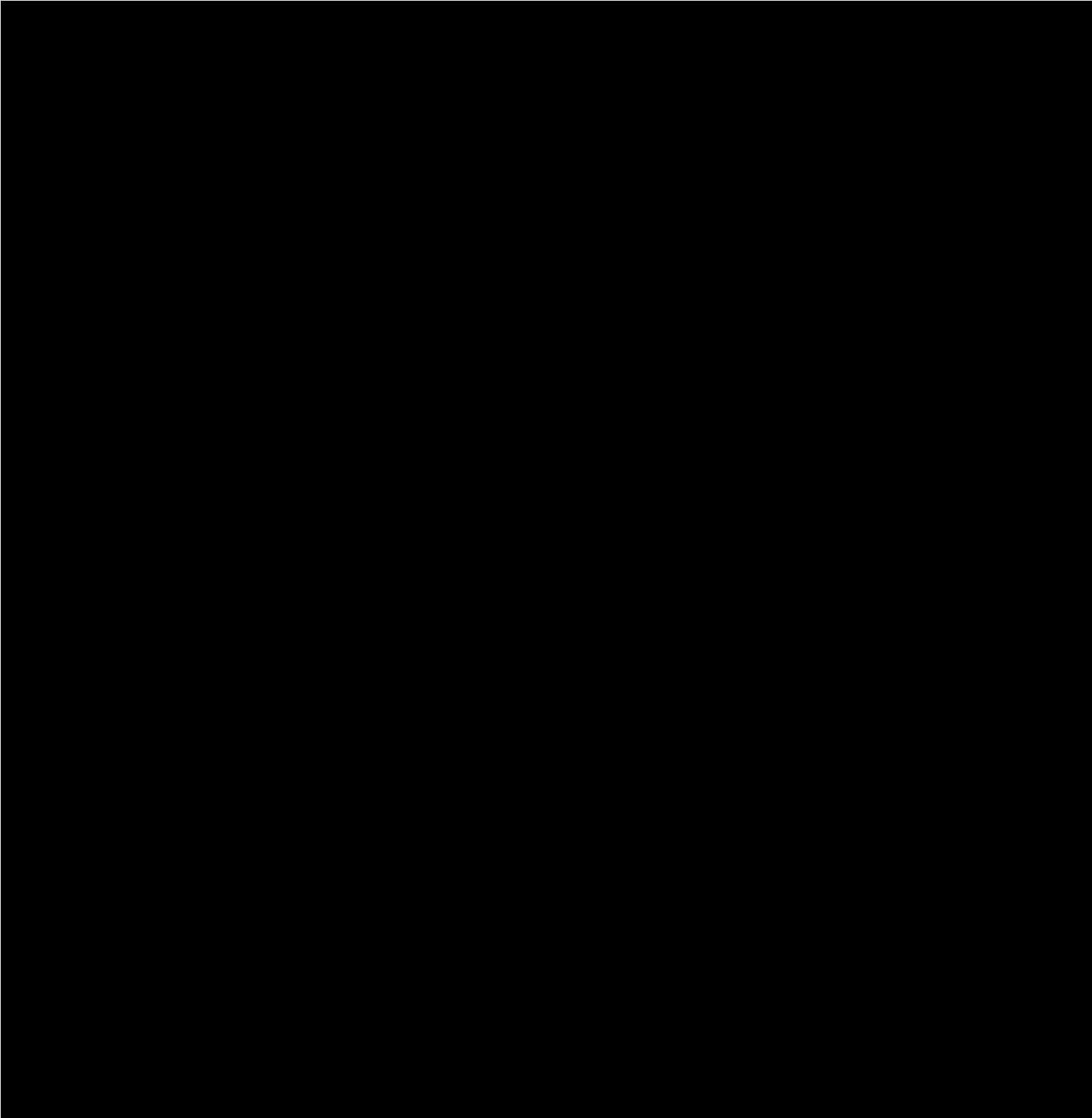


**Rick  
Witherite/KAWC/AWWSC**  
06/10/2008 04:10 PM

To Rachel Cole/KAWC/AWWSC@AWW  
cc Stacy Owens/KAWC/AWWSC@AWW  
Subject Re: [REDACTED] 

Rachel,

Here is the payment arrangement the CSR made. Their first payment is not due until 6/27 You can view this letter in the LGS path.



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  
Rachel Cole/KAWC/AWWSC



**Rachel Cole/KAWC/AWWSC**

06/10/2008 03:45 PM

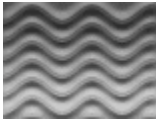
To Rick Witherite/KAWC/AWWSC@AWW  
cc Stacy Owens/KAWC/AWWSC@AWW  
Subject Re: [REDACTED]

We should call the California number if there is one and ask them if they have received the information. If so, just let them know that they are due for shut off. If they have paid today, they will be able to let you know.

\*\*\*\*\*

Rachel S. Cole  
Southeast Region  
Email: rcole@kawc.com  
Ph: 859-268-6307  
Fax: 859-335-3307

Rick Witherite/KAWC/AWWSC



**Rick Witherite/KAWC/AWWSC**

06/10/2008 03:14 PM

To Rachel Cole/KAWC/AWWSC@AWW  
cc Stacy Owens/KAWC/AWWSC@AWW  
Subject Re: [REDACTED]

I have not heard anything from the email I sent to the person that gave them the payment terms on 6/3/08. I don't think a shut off will be generated until Wednesday because they have until tomorrow to make a payment.

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  
Rachel Cole/KAWC/AWWSC



**Rachel Cole/KAWC/AWWSC**

06/10/2008 02:59 PM

To Rick Witherite/KAWC/AWWSC@AWW, Stacy Owens/KAWC/AWWSC@AWW  
cc [REDACTED]  
Subject [REDACTED]

Rick,

Has anyone made contact with [REDACTED] Has there been a shut off service order generated? I don't think I see any evidence of payment.

Rachel S. Cole  
Southeast Region  
Email: rcole@kawc.com  
Ph: 859-268-6307  
Fax: 859-335-3307

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:15 PM -----

From: Rick Witherite/KAWC/AWWSC  
To: Bryan Siler/KAWC/AWWSC@AWW  
Cc: Rachel Cole/KAWC/AWWSC@AWW  
Date: 06/18/2008 07:38 AM

Subject: [REDACTED]

The different amounts were from where they changed utility types and one did not charge taxes. Then they had to add taxes. The customer did not see any of these changes.

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  
Bryan Siler/KAWC/AWWSC



**Bryan Siler/KAWC/AWWSC**

06/17/2008 04:17 PM

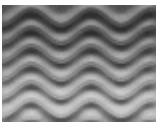
To Rick Witherite/KAWC/AWWSC@AWW  
cc Rachel Cole/KAWC/AWWSC@AWW  
Subject Re [REDACTED]

Are the differences below due to adjusting the taxes? Did they receive those bills with the different amounts?

\*\*\*\*\*

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

Rick Witherite/KAWC/AWWSC

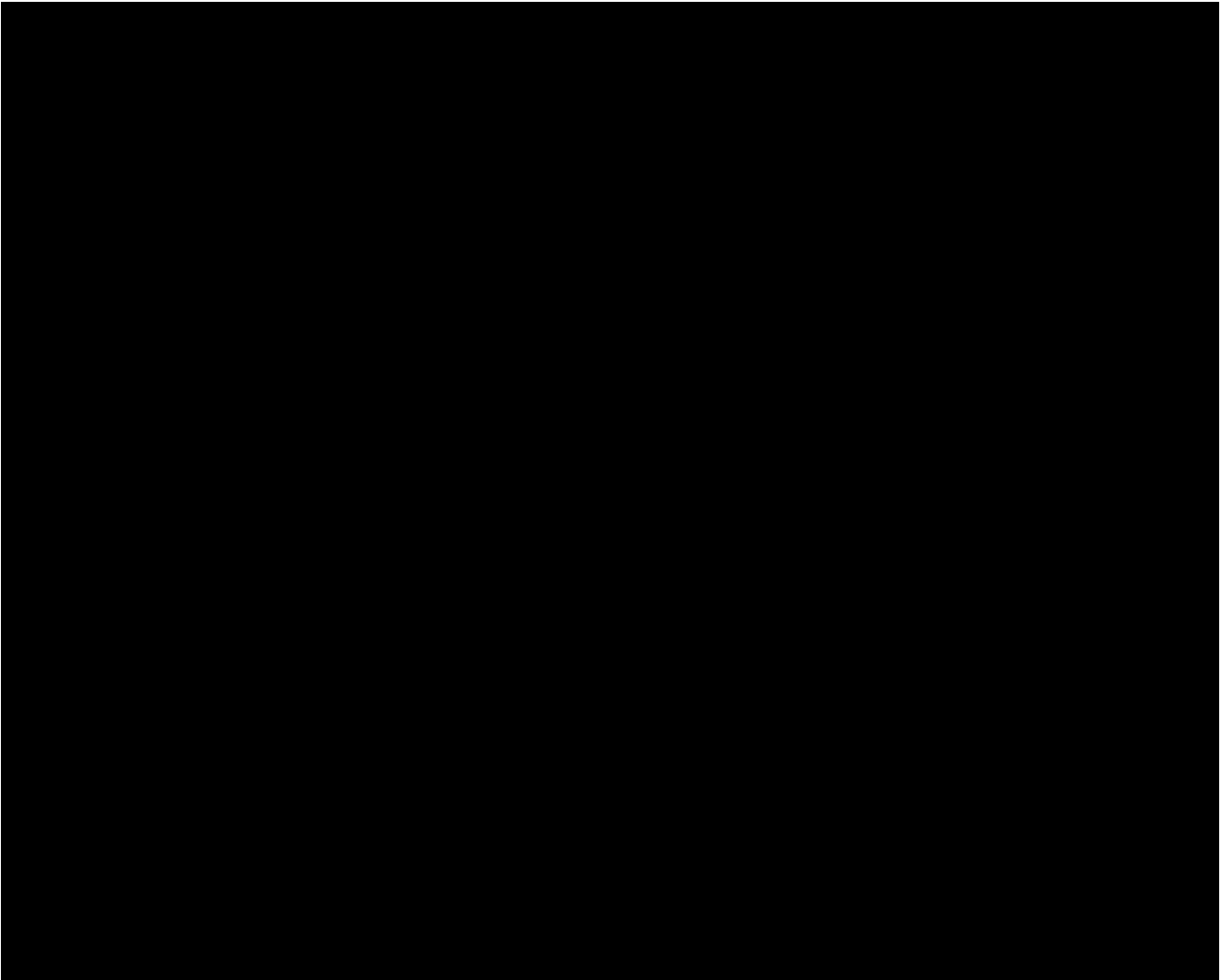


**Rick Witherite/KAWC/AWWSC**

06/17/2008 09:31 AM

To Rachel Cole/KAWC/AWWSC@AWW  
cc Bryan Siler/KAWC/AWWSC@AWW  
Subject Re [REDACTED]

They have made their first payment ahead of schedule.



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  
Rachel Cole/KAWC/AWWSC



**Rachel Cole/KAWC/AWWSC**

06/10/2008 04:28 PM

To Rick Witherite/KAWC/AWWSC@AWW

cc Bryan Siler

Subject Re [REDACTED]

OK. Thanks.

We'll just need to make sure they are on top of the repayment schedule. I need to know when they make the first payment so I can be sure to trace it through and find out what general ledger account it lands in.

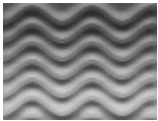
I'll have to talk with Tris

If you remember, Rochelle was real concerned that we may need to charge off. I want to be able to let her know the minute we think, that [REDACTED] ight not pay. Thanks for your help.

\*\*\*\*\*

Rachel S. Cole  
Southeast Region  
Email: rcole@kawc.com  
Ph: 859-268-6307  
Fax: 859-335-3307

Rick Witherite/KAWC/AWWSC



**Rick**  
**Witherite/KAWC/AWWSC**  
06/10/2008 04:10 PM

To Rachel Cole/KAWC/AWWSC@AWW  
cc Stacy Owens/KAWC/AWWSC@AWW  
Subject Re [REDACTED]

Rachel,

Here is the payment arrangement the CSR made. Their first payment is not due until 6/27 You can view this letter in the LGS path.

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  
Rachel Cole/KAWC/AWWSC



**Rachel Cole/KAWC/AWWSC**

06/10/2008 03:45 PM

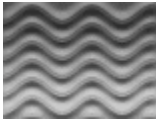
To Rick Witherite/KAWC/AWWSC@AWW  
cc Stacy Owens/KAWC/AWWSC@AWW  
Subject R [REDACTED]

We should call the California number if there is one and ask them if they have received the information. If so, just let them know that they are due for shut off. If they have paid today, they will be able to let you know.

\*\*\*\*\*

Rachel S. Cole  
Southeast Region  
Email: rcole@kawc.com  
Ph: 859-268-6307  
Fax: 859-335-3307

Rick Witherite/KAWC/AWWSC



**Rick Witherite/KAWC/AWWSC**

06/10/2008 03:14 PM

To Rachel Cole/KAWC/AWWSC@AWW  
cc Stacy Owens/KAWC/AWWSC@AWW  
Subject R [REDACTED]

I have not heard anything from the email I sent to the person that gave them the payment terms on 6/3/08. I don't think a shut off will be generated until Wednesday because they have until tomorrow to make a payment.

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  
Rachel Cole/KAWC/AWWSC



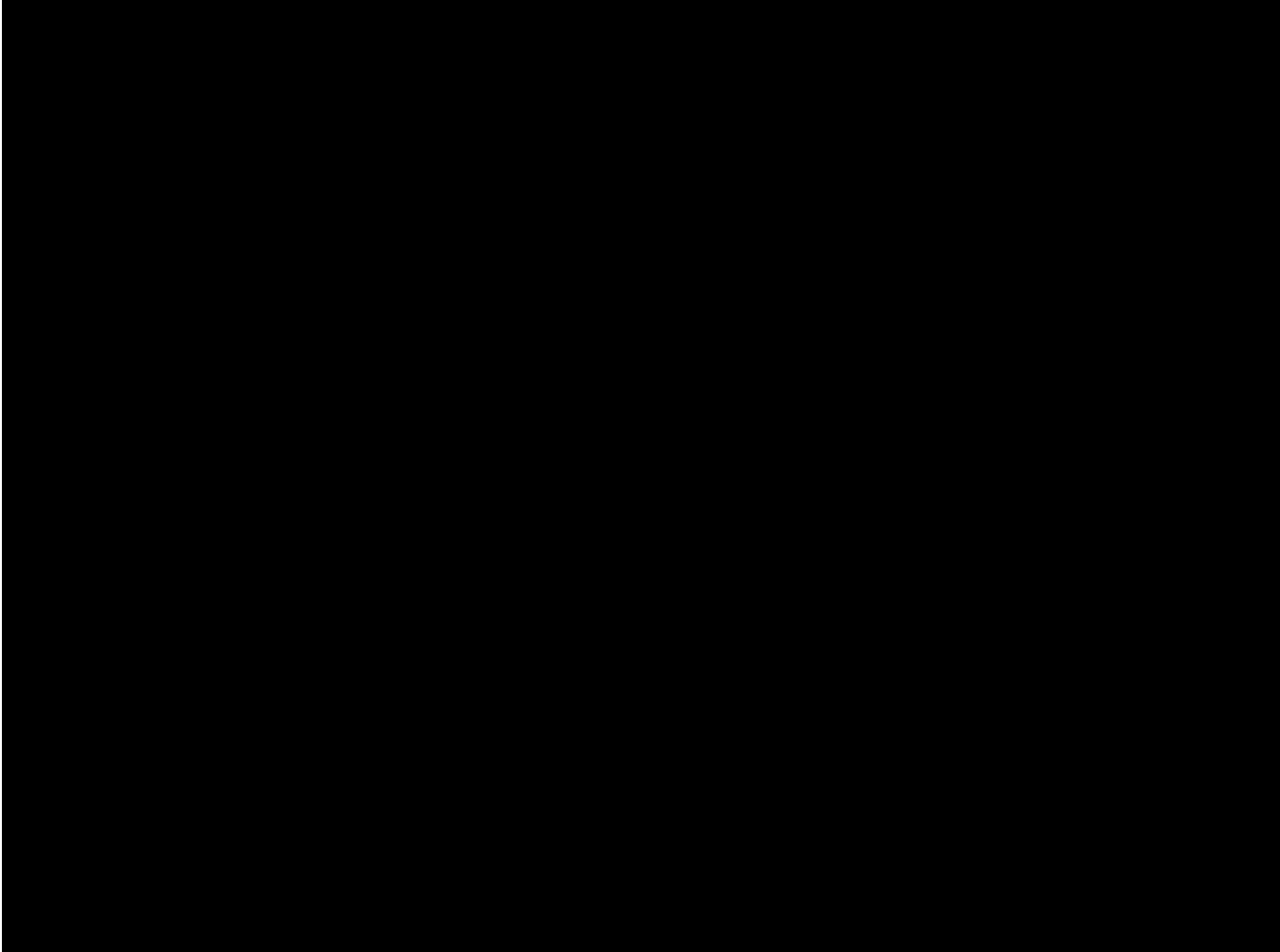
**Rachel Cole/KAWC/AWWSC**

06/10/2008 02:59 PM

To Rick Witherite/KAWC/AWWSC@AWW, Stacy Owens/KAWC/AWWSC@AWW  
cc  
Subj [REDACTED]

Rick,

Has anyone made contact with [REDACTED] Has there been a shut off service order generated? I don't think I see any evidence of payment.



Rachel S. Cole  
Southeast Region  
Email: rcole@kawc.com  
Ph: 859-268-6307  
Fax: 859-335-3307

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:15 PM -----

From: Stacy Owens/KAWC/AWWSC  
To: "Mr. Bryan Siler" <Bryan.Siler@amwater.com>, "Rick Witherite" <Rick.Witherite@amwater.com>,



Date: "Rachel Cole" <Rachel.Cole@amwater.com>  
06/20/2008 10:12 AM  
Subject: Fw: New Service Inquiry Visit

We will conduct 1/2 day of training on 6/25. Let me know if you want to be included.

Stacy Owens

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

**From:** Stacy Owens  
**Sent:** 06/02/2008 01:10 PM EDT  
**To:** Joy Hughes  
**Cc:** Angie True; Ann Luczak; Kim Hon; Rachel Cole; Trisha Etedali; Mark Walters  
**Subject:** Re: New Service Inquiry Visit

Good Afternoon Joy,

We welcome their visit and will reserve space to accommodate the training. For certain we need updated documented procedures for fire services, battery and protectus meter account set up. The regional manual does not cover specifics regarding some of the unique aspects of these account types. There are additional updates that we want to share as well some related to closing of the TAPSM orders.

Peggy, Angie and Cecily will be most heavily involved as relates to the detail but I would like others to participate in an overview.

We may need to talk prior to the visit so you all can prepare to be sure we make the most of the visit. We are certainly looking forward to it.

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.

Joy E Hughes/PAWC/AWWSC



**Joy E  
Hughes/PAWC/AWWSC**  
05/30/2008 09:40 AM

To: Stacy Owens/KAWC/AWWSC@AWW, Angie K True/KAWC/AWWSC@AWW  
cc: Rachel Cole/KAWC/AWWSC@AWW, Kim A Hon/PAWC/AWWSC@AWW, Ann M Luczak/PAWC/AWWSC@AWW, Trisha Etedali/SHARVCS/AWWSC@AWW  
Subject: New Service Inquiry Visit



Hello Stacy & Angie,

Would you be able to get together your NSI and mismatch reporting groups for SER NSI Refresher training. I have approval to bring both Ann Luczak and Kim Hon with me to our Train the Trainer meeting in Lexington on 6/24 & 6/25.

This would be a great opportunity to conduct our NSI training for Kentucky.

Let me know who can attend, and any specific items you would like to have reviewed.

We will be putting together a training agenda then for our visit.

Items we would like to go over are the following:

- SER NSI Manual - Premise creation
- M & P Document Review (do we need to update ?)
- NSI process flow
- Premise Validation Checklist
- Discuss Validation tables
- Mismatch Reports
- Scorecard
- Taxing District
- PSTAT service order

Please provide names for both Lexington and Northern. Would there be an area Kim and Ann could meet with your groups? I will be working with the FSR Training Manual team, however I will be available for any questions or comments if my assistance is required.

Thanks,

\*\* Joy \*\*

Joy E. Hughes  
Customer Advocacy Manager  
100 N Pennsylvania Ave.  
Wilkes Barre, PA 18701  
Phone:(570)-830-6561  
Cell: (570)-574-1610  
Fax:(570)-822-3783  
joy.hughes@amwater.com

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:15 PM -----

From: Joy E Hughes/PAWC/AWWSC  
To: Bryan Siler/KAWC/AWWSC@AWW  
Cc: Trisha Etedali/SHARVCS/AWWSC@AWW  
Date: 06/20/2008 10:47 AM  
Subject: Re: Premise Integrity Meeting in New Jersey

---

Bryan,

Next week my QA team for new premise set up will be conducting NSI training in the Lexington office on Tuesday 6/24, and Wednesday 6/25 you are welcome to sit in for this training, Tuesday we will meet with the Local District Premise creators to discuss the current mismatch reports, SOX issues, and changes. On Wednesday we will be instructing new users how to create premises in ORCOM.

Let me know if you would like to join us,

\*\* Joy \*\*

Joy E. Hughes  
Customer Advocacy Manager  
100 N Pennsylvania Ave.  
Wilkes Barre, PA 18701  
Phone:(570)-830-6561  
Cell: (570)-574-1610  
Fax:(570)-822-3783  
joy.hughes@amwater.com

Bryan Siler/KAWC/AWWSC



**Bryan Siler/KAWC/AWWSC**

06/18/2008 02:02 PM

To Joy E Hughes/PAWC/AWWSC@AWW

cc Trisha Etedali/SHARVCS/AWWSC@AWW

Subject Premise Integrity Meeting in New Jersey

Hello,

Trish mentioned a meeting you guys were attending regarding Premise Integrity. Soon I'll be transitioning into a role here at Kentucky American where I will be working directly with the premise setup and the sewer billing. Perhaps when Trish gets back we can discuss the meeting in a little more detail.

I look forward to it.

Thanks,

Bryan

\*\*\*\*\*

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

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:15 PM -----

From: Rick Witherite/KAWC/AWWSC  
To: Keith L Cartier/KAWC/AWWSC@AWW  
Cc: Bryan Siler/KAWC/AWWSC@AWW, Rachel Cole/KAWC/AWWSC@AWW, Stacy

Owens/KAWC/AWWSC@AWW, Jarold Jackson/KAWC/AWWSC@AWW  
Date: 06/23/2008 10:23 AM  
Subject: Fw: [REDACTED] backbill and payment

---

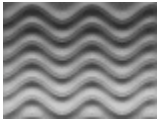
I have not heard from anyone on this other than Rachel. If there are no changes I will send this on Wednesday.

Keith,

Please let me know if I am clear to send this. I do not want to send without you approval. Thank you.

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

----- Forwarded by Rick Witherite/KAWC/AWWSC on 06/23/2008 10:22 AM -----



**Rick  
Witherite/KAWC/AWWSC**

06/16/2008 02:11 PM

To Keith L Cartier/KAWC/AWWSC

cc Bryan Siler/KAWC/AWWSC@AWW, Rachel  
Cole/KAWC/AWWSC@AWW, Stacy  
Owens/KAWC/AWWSC@AWW

Subject Re: [REDACTED] backbill and payment 

Below is the email that I intend to send to LFUCG concerning th [REDACTED] ccount. Please let me know any suggested revisions. Thank you.

Candice,

I have come across this premise that has two meters but was only billing sewer on one meter. The premise number is [REDACTED]. This account has been open since 11/95 then for some reason in 11/03 it stopped billing sewer on both meters. It then began to bill again on one meter in 04/05. I have corrected the account and verified that it is billing sewer on both meters starting with the 05/08 bill. I have attached a spreadsheet that shows the usage difference between water and sewer. We have checked our system for all accounts other than residential that have sewer usage less than water usage and did not find any more. Please let me know if LFUCG would like us to back bill this account or how to proceed. Thank you.



Premis [REDACTED].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  
Keith L Cartier/KAWC/AWWSC

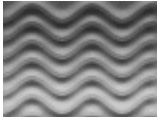
**Keith L  
Cartier/KAWC/AWWSC**

06/13/2008 02:37 PM

To Rick Witherite/KAWC/AWWSC@AWW  
cc Bryan Siler/KAWC/AWWSC@AWW, Rachel  
Cole/KAWC/AWWSC@AWW, Stacy  
Owens/KAWC/AWWSC@AWW  
Subject Re: [REDACTED] backbill and payment 📎

Thank you Rick. One thing that would be helpful to me is a list of billing variables, and the control reports we review to ensure the billings are correct.

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



**Rick  
Witherite/KAWC/AWWSC**

06/13/2008 02:10 PM

To Keith L Cartier/KAWC/AWWSC@AWW  
cc Bryan Siler/KAWC/AWWSC@AWW, Rachel  
Cole/KAWC/AWWSC@AWW, Stacy  
Owens/KAWC/AWWSC@AWW  
Subject Re: [REDACTED] backbill and payment 📎

I have not talked with the LFUCG about this yet. I have made sure that the account is now billing sewer correctly. I have been trying to find the cause of the error but there are no indicators. We need to review the settlement agreement and see what we may be liable for. How this is handled from here will be determined by the LFUCG's response to the situation. It may or may not be the same as [REDACTED]. We have several reports that are reviewed monthly which encompass every variable that we can think of. I will get with Bryan on Monday and we will review the agreement and dates of our obligation. I will wait to submit any information to the LFUCG until you have reviewed the facts to be presented.

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  
Keith L Cartier/KAWC/AWWSC

**Keith L**

**Cartier/KAWC/AWWSC**

06/13/2008 01:00 PM

To Bryan Siler/KAWC/AWWSC@AWW

cc Rachel Cole/KAWC/AWWSC@AWW, Rick Witherite/KAWC/AWWSC@AWW, Stacy Owens/KAWC/AWWSC@AWW

Subject Re: [REDACTED] backbill and payment 📎

What is the time frame for re-billing, and is this one to be handled the same way as [REDACTED] Obviously we can not continue to have these errors where we have the capability to identify and do not for whatever reason. Are we now getting reports for ANY exception - on a meter by meter basis - where sewer does not match water? Is there any other report or validation we'd need to ensure all coding is correct for all meters for all accounts for lfucg?

Will we be setting up a similar pay back account? Has anyone talked with lfucg?

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**

06/13/2008 11:56 AM

To Keith L Cartier/KAWC/AWWSC@AWW, Rachel Cole/KAWC/AWWSC@AWW, Rick Witherite/KAWC/AWWSC@AWW

cc

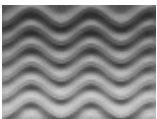
Subject [REDACTED] backbill and payment

Attached is the calculation Rick did for this account. I talked to Rick and we need to review the settlement agreement and see how far back past the 24 month period we would be responsible for. Then we can calculate how much we would need to pay.

\*\*\*\*\*

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

----- Forwarded by Bryan Siler/KAWC/AWWSC on 06/13/2008 11:05 AM -----



**Rick Witherite/KAWC/AWWSC**

06/13/2008 10:53 AM

To Bryan Siler/KAWC/AWWSC@AWW

cc

Subject Re: Send me that [REDACTED] calculation so I can include in the Q2RF. Thanks. 📎



[attachment "Premise [REDACTED] Usage and Revenue052008.xls" deleted by Rick  
Witherite/KAWC/AW

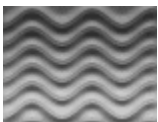
Rick Witherite  
Operations Specialist  
Kentucky American Water  
2300 Richmond Rd.  
Lexington, Ky 40502  
Office 859-268-6303  
Fax 859-268-6315  
Cell 859-537-8814  
Email Rick.Witherite@amwater.com

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:15 PM -----

From: Keith L Cartier/KAWC/AWWSC  
To: Rick Witherite/KAWC/AWWSC@AWW  
Cc: Bryan Siler/KAWC/AWWSC@AWW, Jarold Jackson/KAWC/AWWSC@AWW, Rachel  
Cole/KAWC/AWWSC@AWW, Stacy Owens/KAWC/AWWSC@AWW  
Date: 06/23/2008 01:00 PM  
Subject: Re: Fw: [REDACTED] backbill and payment

Rick,  
So I don't hold up the process, I will go with whatever Jarold, Bryan and Stacy are comfortable with.

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



**Rick**  
**Witherite/KAWC/AWWSC**  
06/23/2008 10:23 AM

To: Keith L Cartier/KAWC/AWWSC@AWW  
cc: Bryan Siler/KAWC/AWWSC@AWW, Rachel  
Cole/KAWC/AWWSC@AWW, Stacy  
Owens/KAWC/AWWSC@AWW, Jarold  
Jackson/KAWC/AWWSC@AWW  
Subject: Fw: [REDACTED] ackbill and payment

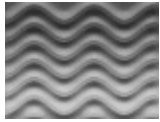
I have not heard from anyone on this other than Rachel. If there are no changes I will send this on Wednesday.

Keith,

Please let me know if I am clear to send this. I do not want to send without you approval. Thank you.

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

----- Forwarded by Rick Witherite/KAWC/AWWSC on 06/23/2008 10:22 AM -----



**Rick  
Witherite/KAWC/AWWSC**

06/16/2008 02:11 PM

To Keith L Cartier/KAWC/AWWSC

cc Bryan Siler/KAWC/AWWSC@AWW, Rachel  
Cole/KAWC/AWWSC@AWW, Stacy  
Owens/KAWC/AWWSC@AWW

Subject Re: [REDACTED] backbill and payment 📎

Below is the email that I intend to send to LFUCG concerning the [REDACTED] account. Please let me know any suggested revisions. Thank you.

Candice,

I have come across this premise that has two meters but was only billing sewer on one meter. The premise number is [REDACTED]. This account has been open since 11/95 then for some reason in 11/03 it stopped billing sewer on both meters. It then began to bill again on one meter in 04/05. I have corrected the account and verified that it is billing sewer on both meters starting with the 05/08 bill. I have attached a spreadsheet that shows the usage difference between water and sewer. We have checked our system for all accounts other than residential that have sewer usage less than water usage and did not find any more. Please let me know if LFUCG would like us to back bill this account or how to proceed. Thank you.



Premise [REDACTED].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  
Keith L Cartier/KAWC/AWWSC

Keith L



**Cartier/KAWC/AWWSC**

06/13/2008 02:37 PM

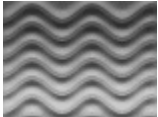
To Rick Witherite/KAWC/AWWSC@AWW

cc Bryan Siler/KAWC/AWWSC@AWW, Rachel  
Cole/KAWC/AWWSC@AWW, Stacy  
Owens/KAWC/AWWSC@AWW

Subject Re [REDACTED] ackbill and payment 📎

Thank you Rick. One thing that would be helpful to me is a list of billing variables, and the control reports we review to ensure the billings are correct.

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

**Rick  
Witherite/KAWC/AWWSC**

06/13/2008 02:10 PM

To Keith L Cartier/KAWC/AWWSC@AWW

cc Bryan Siler/KAWC/AWWSC@AWW, Rachel  
Cole/KAWC/AWWSC@AWW, Stacy  
Owens/KAWC/AWWSC@AWW

Subject Re [REDACTED] ackbill and payment 📎

I have not talked with the LFUCG about this yet. I have made sure that the account is now billing sewer correctly. I have been trying to find the cause of the error but there are no indicators. We need to review the settlement agreement and see what we may be liable for. How this is handled from here will be determined by the LFUCG's response to the situation. It may or may not be the same as [REDACTED]. We have several reports that are reviewed monthly which encompass every variable that we can think of. I will get with Bryan on Monday and we will review the agreement and dates of our obligation. I will wait to submit any information to the LFUCG until you have reviewed the facts to be presented.

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  
Keith L Cartier/KAWC/AWWSC

**Keith L  
Cartier/KAWC/AWWSC**

06/13/2008 01:00 PM

To Bryan Siler/KAWC/AWWSC@AWW

cc Rachel Cole/KAWC/AWWSC@AWW, Rick  
Witherite/KAWC/AWWSC@AWW, Stacy  
Owens/KAWC/AWWSC@AWW

Subject Re [REDACTED] ackbill and payment 📎

What is the time frame for re-billing, and is this one to be handled the same way a [REDACTED] Obviously we can not continue to have these errors where we have the capability to identify and do not for whatever reason. Are we now getting reports for ANY exception - on a meter by meter basis - where sewer does not match water? Is there any other report or validation we'd need to ensure all coding is correct for all meters for all accounts for Ifucg?

Will we be setting up a similar pay back account? Has anyone talked with Ifucg?

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**  
06/13/2008 11:56 AM

To Keith L Cartier/KAWC/AWWSC@AWW, Rachel Cole/KAWC/AWWSC@AWW, Rick Witherite/KAWC/AWWSC@AWW

cc

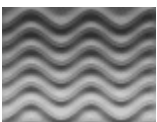
Subject [REDACTED] backbill and payment

Attached is the calculation Rick did for this account. I talked to Rick and we need to review the settlement agreement and see how far back past the 24 month period we would be responsible for. Then we can calculate how much we would need to pay.

\*\*\*\*\*

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

----- Forwarded by Bryan Siler/KAWC/AWWSC on 06/13/2008 11:05 AM -----



**Rick Witherite/KAWC/AWWSC**  
06/13/2008 10:53 AM

To Bryan Siler/KAWC/AWWSC@AWW

cc

Subject Re: Send me the [REDACTED] calculation so I can include in the Q2RF. Thanks. [REDACTED]

[attachment "Premis [REDACTED] Usage and Revenue052008.xls" deleted by Rick

Witherite/KAWC/AWWSC]

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

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:15 PM -----

From: Rick Witherite/KAWC/AWWSC  
To: cdeining@lfucg.com  
Cc: Rachel Cole/KAWC/AWWSC@AWW, Bryan Siler/KAWC/AWWSC@AWW, Jarold Jackson/KAWC/AWWSC@AWW  
Date: 06/24/2008 07:55 AM  
Subject: [REDACTED]

---

Good Morning,

I have come across this premise that has two meters but was only billing sewer on one meter. The premise number is [REDACTED] This account has been open since 11/95 then for some reason in 11/03 it stopped billing sewer on both meters. It then began to bill again on one meter in 04/05. I have corrected the account and verified that it is billing sewer on both meters starting with the 05/08 bill. I have attached a spreadsheet that shows the usage difference between water and sewer. We have checked our system for all accounts other than residential that have sewer usage less than water usage and did not find any more. If there are any questions just let me know. Thank you.



Premise [REDACTED].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



**Billing Services Correspondence 7**  
**Bryan Siler** to: Linda Bridwell

02/15/2013 05:18 PM

\*\*\*\*\*

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

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:18 PM -----

From: Rochelle Kowalski/ADMIN/CORP/AWWSC  
 To: Michael J Guntrum/PAWC/AWWSC@AWW  
 Cc: Cheryl DiSanti/PAWC/AWWSC@AWW, Dan Bickerton/WVAWC/AWWSC@AWW, Nick Rowe/KAWC/AWWSC@AWW, Peter B McChesney/PAWC/AWWSC@AWW, Syed Azamsalahuddin/ADMIN/CORP/AWWSC@AWW, Bryan Siler/KAWC/AWWSC@AWW  
 Date: 09/27/2007 10:12 PM  
 Subject: Re: KY - LFUCG Sewer & Refuse Billing Agreement Renewal - CDC Bid Approval

Is this a renewal under an existing approved transaction or a new agreement. If the latter it should be represented.

Also, please send the proposed contracts to Michael Petry - for a Finance review. Based on the size and type of contract, Finance should review, including the accounting set-up. Although I would not have categorized as a "service agreement," this category requires Finance review over \$100K. I understand that the two contracts are approx. \$1M in annual revenue. I have spoken with the Mega Process owner for Contracts and I expect that he will provide further guidance on the classification that should be used for these type of agreements.

Thanks.

Rochelle

Rochelle Kowalski  
 American Water  
 800 West Hersheypark Drive  
 Hershey, PA 17033  
 717-531-3225 (office)  
 717-531-3235 (fax)  
 717-756-8525 (mobile)  
 Michael J Guntrum/PAWC/AWWSC



**Michael J  
 Guntrum/PAWC/AWWSC**

09/27/2007 09:58 AM

To Dan Bickerton/WVAWC/AWWSC@AWW  
 cc Nick Rowe/KAWC/AWWSC@AWW, Peter B McChesney/PAWC/AWWSC@AWW, Syed Azamsalahuddin/ADMIN/CORP/AWWSC@AWW, Rochelle Kowalski/ADMIN/CORP/AWWSC@AWW, Cheryl



DiSanti/PAWC/AWWSC@AWW  
 Subject Re: KY - LFUCG Sewer & Refuse Billing Agreement Renewal  
 - CDC Bid Approval 📎

Dan,

I have looked through your documentation and spoke with you and Cheryl DiSanti about the LFUCG billing contract. Because this is a billing contract that follows the standard billing contract it has already been approved and does not need CDC approval. Unless there is a material difference between this and other billing contracts the billing contract was already approved. The contract still needs to go through the contract approval process.

Thanks

Mike

Michael J Guntrum, P.E., C.E.M.  
 PA-American Water Company  
 800 West Hershey Park Drive  
 Hershey, PA 17033  
 717-531-3328 - Phone  
 717-531-3282 - Fax  
 717-497-3844 - Mobile  
 Dan Bickerton/WVAWC/AWWSC

**Dan**  
**Bickerton/WVAWC/AWWSC**  
 09/27/2007 09:02 AM

To Nick Rowe/KAWC/AWWSC@AWW, Peter B  
 McChesney/PAWC/AWWSC@AWW, Michael J  
 Guntrum/PAWC/AWWSC@AWW, Syed  
 Azamsalahuddin/ADMIN/CORP/AWWSC

cc

Subject KY - LFUCG Sewer & Refuse Billing Agreement Renewal -  
 CDC Bid Approval

All,

I was advised last evening that Rochelle believes the above subject project should have CDC approval. Therefore, in order to obtain CDC approval prior to the expiration of the existing sewer billing and refuse billing contracts (September 30, 2007), the attached Bid Approval, ROM and Financial Model is provided and proposed for CDC action prior to October 1, 2007. I apologize for the late notice.

Mike, if you could see that this information is circulated to the appropriate parties and further indicate that there could be some minor modifications pending Nick's review of the documents.

Nick, if you have any changes to the Bid Approval proposal please advise Mike Guntrum who will pass along this information to fellow CDC members or you can contact me on my cell phone at (304) 549-9122.

Syed, if you could look over the model, make any changes you deem appropriate and forward your comments to Rochelle, Nick and I it would help me tremendously as I am in Winchester, Virginia until

10:00 am this morning then on the road to Charles Town for am 11:00 meeting.

[attachment "LFUCG Bid Approval Sept 2007.doc" deleted by Michael J Guntrum/PAWC/AWWSC]  
 [attachment "KAW LFUCG Sewer Refuse Billing Fin Model\_V0\_R0\_9.26.07.XLS" deleted by Michael J Guntrum/PAWC/AWWSC] [attachment "KAW LFUCG Billing Risk Register.xls" deleted by Michael J Guntrum/PAWC/AWWSC]

Thank you in advance for your cooperation.

Dan

---

***Daniel P. Bickerton***  
***Manager, Business Development***

American Water  
 4002 Ohio River Road  
 Huntington, WV 25702  
 (866) 583-2247 Office  
 (304) 529-1553 Fax  
 dan.bickerton@amwater.com < Please note new email address

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:18 PM -----

From: Rochelle Kowalski/ADMIN/CORP/AWWSC  
 To: Nick Rowe/KAWC/AWWSC@AWW  
 Cc: Bryan Siler/KAWC/AWWSC@AWW, Peggy Slone/KAWC/AWWSC@AWW  
 Date: 04/18/2008 07:15 PM  
 Subject: Re: LFUCG Payment - [REDACTED] Sewer Back Billing

I may be confused about the situation - but I would not think the \$86,940.67 would be on a disbursement request. Doesn't it need to be billed with only the \$30K on the disbursement request?

Rochelle

Rochelle Kowalski  
 American Water  
 800 West Hersheypark Drive  
 Hershey, PA 17033  
 717-531-3225 (office)  
 717-531-3235 (fax)  
 717-756-8525 (mobile)  
 Nick Rowe/KAWC/AWWSC

**Nick Rowe/KAWC/AWWSC**

Sent by: Peggy Slone

04/18/2008 12:49 PM

To: Rochelle Kowalski/ADMIN/CORP/AWWSC@AWW

cc: Bryan Siler/KAWC/AWWSC@AWW

Subject: Re: LFUCG Payment [REDACTED] Sewer Back Billing 

Rochelle,

Attached is a scan of the disbursement request (#168744) for your approval. Let me know if you need additional information.

[attachment "LFUCG disbursement request.pdf" deleted by Rochelle Kowalski/ADMIN/CORP/AWWSC]

\*\*\*\*\*

Nick O. Rowe  
President  
Kentucky American Water  
2300 Richmond Road  
Lexington, KY 40502  
Ph: 859 268 6333  
Fax: 859 268 6327  
Cell: 859 533 7705  
E-mail: nick.rowe@amwater.com

Bryan Siler/KAWC/AWWSC



**Bryan Siler/KAWC/AWWSC**

04/17/2008 10:14 AM

To Rochelle Kowalski/ADMIN/CORP/AWWSC@AWW  
cc Nick Rowe/KAWC/AWWSC@AWW  
Subject LFUCG Payment [REDACTED] ewer Back Billing

Rochelle,

Nick will be sending you a disbursement request to approve for this item. I just wanted to make sure you were aware of the details and had answers to any questions you might have.

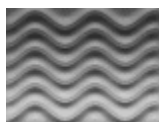
Please give me a call if you would like to discuss.

Thanks.

\*\*\*\*\*

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

----- Forwarded by Rachel Cole/KAWC/AWWSC on 04/16/2008 09:24 AM -----



**Rick  
Witherite/KAWC/AWWSC**

04/03/2008 04:01 PM

To Rachel Cole/KAWC/AWWSC@AWW  
cc [REDACTED]  
Subject R [REDACTED] ack bill letter 📎



Check these out and let me know what you think. Thanks.

[attachment "██████████ back bill letter revised 040308.doc" deleted by Rochelle Kowalski/ADMIN/CORP/AWWSC] [attachment "██████████ alculations 031908.xls" deleted by Rochelle Kowalski/ADMIN/CORP/AWWSC]

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  
Rachel Cole/KAWC/AWWSC

Rick Witherite/KAWC/AWWSC

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:18 PM -----

From: Nick Rowe/KAWC/AWWSC  
To: Rochelle Kowalski/ADMIN/CORP/AWWSC@AWW  
Cc: Bryan Siler/KAWC/AWWSC@AWW, Peggy Slone/KAWC/AWWSC@AWW  
Date: 04/18/2008 08:30 PM  
Subject: Re: LFUCG Payment - ██████████ Sewer Back Billing

No. We have to pay the city the whole amount and we have bacI-billed the 86,000. The city wants their cash up front.

Rochelle Kowalski

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

**From:** Rochelle Kowalski  
**Sent:** 04/18/2008 07:15 PM EDT  
**To:** Nick Rowe  
**Cc:** Bryan Siler; Peggy Slone  
**Subject:** Re: LFUCG Payment - ██████████ Sewer Back Billing

I may be confused about the situation - but I would not think the \$86,940.67 would be on a disbursement request. Doesn't it need to be billed with only the \$30K on the disbursement request?

Rochelle

Rochelle Kowalski



American Water  
800 West Hersheypark Drive  
Hershey, PA 17033  
717-531-3225 (office)  
717-531-3235 (fax)  
717-756-8525 (mobile)  
Nick Rowe/KAWC/AWWSC

**Nick Rowe/KAWC/AWWSC**

Sent by: Peggy Slone

04/18/2008 12:49 PM

To: Rochelle Kowalski/ADMIN/CORP/AWWSC@AWW

cc: Bryan Siler/KAWC/AWWSC@AWW

Subject: Re: LFUCG Payment - [REDACTED] Sewer Back Billing 

Rochelle,

Attached is a scan of the disbursement request (#168744) for your approval. Let me know if you need additional information.

[attachment "LFUCG disbursement request.pdf" deleted by Rochelle Kowalski/ADMIN/CORP/AWWSC]

\*\*\*\*\*

Nick O. Rowe  
President  
Kentucky American Water  
2300 Richmond Road  
Lexington, KY 40502  
Ph: 859 268 6333  
Fax: 859 268 6327  
Cell: 859 533 7705  
E-mail: nick.rowe@amwater.com

Bryan Siler/KAWC/AWWSC



**Bryan Siler/KAWC/AWWSC**

04/17/2008 10:14 AM

To: Rochelle Kowalski/ADMIN/CORP/AWWSC@AWW

cc: Nick Rowe/KAWC/AWWSC@AWW

Subject: LFUCG Payment - [REDACTED] Sewer Back Billing

Rochelle,

Nick will be sending you a disbursement request to approve for this item. I just wanted to make sure you were aware of the details and had answers to any questions you might have.

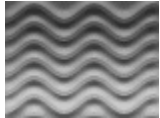
Please give me a call if you would like to discuss.

Thanks.

\*\*\*\*\*

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

----- Forwarded by Rachel Cole/KAWC/AWWSC on 04/16/2008 09:24 AM -----



**Rick  
Witherite/KAWC/AWWSC**  
04/03/2008 04:01 PM

To: Rachel Cole/KAWC/AWWSC@AWW

cc

Subject: Re: [REDACTED] back bill letter 

Check these out and let me know what you think. Thanks.

[attachment "[REDACTED] back bill letter revised 040308.doc" deleted by Rochelle Kowalski/ADMIN/CORP/AWWSC] [attachment "[REDACTED] Calculations 031908.xls" deleted by Rochelle Kowalski/ADMIN/CORP/AWWSC]

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  
Rachel Cole/KAWC/AWWSC

Rick Witherite/KAWC/AWWSC

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:18 PM -----

From: Nick Rowe/KAWC/AWWSC  
To: "Keith Cartier" <Keith.Cartier@amwater.com>, "Mr. Bryan Siler" <Bryan.Siler@amwater.com>  
Cc: "Rick Witherite" <Rick.Witherite@amwater.com>  
Date: 04/18/2008 08:34 PM  
Subject: Fw: LFUCG Payment - [REDACTED] Sewer Back Billing

Can someone tell me how I can be assured that we get our 86000 dollars from the city after we paid them

the 100,000 dollars up front. If I have no guarantee, then I agree with Rochelle  
Nick Rowe

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

**From:** Nick Rowe  
**Sent:** 04/18/2008 08:31 PM EDT  
**To:** Rochelle Kowalski  
**Cc:** Bryan Siler; Peggy Slone  
**Subject:** Re: LFUCG Payment - [REDACTED] Sewer Back Billing

No. We have to pay the city the whole amount and we have bacI-billed the 86,000. The city wants their cash up front.

Rochelle Kowalski

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

**From:** Rochelle Kowalski  
**Sent:** 04/18/2008 07:15 PM EDT  
**To:** Nick Rowe  
**Cc:** Bryan Siler; Peggy Slone  
**Subject:** Re: LFUCG Payment - [REDACTED] Sewer Back Billing

I may be confused about the situation - but I would not think the \$86,940.67 would be on a disbursement request. Doesn't it need to be billed with only the \$30K on the disbursement request?

Rochelle

Rochelle Kowalski  
American Water  
800 West Hersheypark Drive  
Hershey, PA 17033  
717-531-3225 (office)  
717-531-3235 (fax)  
717-756-8525 (mobile)  
Nick Rowe/KAWC/AWWSC

**Nick Rowe/KAWC/AWWSC**

Sent by: Peggy Slone

04/18/2008 12:49 PM

To: Rochelle Kowalski/ADMIN/CORP/AWWSC@AWW

cc: Bryan Siler/KAWC/AWWSC@AWW

Subject: Re: LFUCG Payment - [REDACTED] Sewer Back Billing 

Rochelle,

Attached is a scan of the disbursement request (#168744) for your approval. Let me know if you need additional information.

[attachment "LFUCG disbursement request.pdf" deleted by Rochelle Kowalski/ADMIN/CORP/AWWSC]

\*\*\*\*\*

Nick O. Rowe  
President  
Kentucky American Water  
2300 Richmond Road  
Lexington, KY 40502  
Ph: 859 268 6333  
Fax: 859 268 6327  
Cell: 859 533 7705  
E-mail: nick.rowe@amwater.com

Bryan Siler/KAWC/AWWSC



**Bryan Siler/KAWC/AWWSC**

04/17/2008 10:14 AM

To Rochelle Kowalski/ADMIN/CORP/AWWSC@AWW  
cc Nick Rowe/KAWC/AWWSC@AWW  
Subject LFUCG Payment - ██████████ Sewer Back Billing

Rochelle,

Nick will be sending you a disbursement request to approve for this item. I just wanted to make sure you were aware of the details and had answers to any questions you might have.

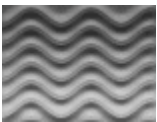
Please give me a call if you would like to discuss.

Thanks.

\*\*\*\*\*

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

----- Forwarded by Rachel Cole/KAWC/AWWSC on 04/16/2008 09:24 AM -----



**Rick  
Witherite/KAWC/AWWSC**

04/03/2008 04:01 PM

To Rachel Cole/KAWC/AWWSC@AWW  
cc  
Subject Re: ██████████ back bill letter 📎

Check these out and let me know what you think. Thanks.

[attachment ██████████ back bill letter revised 040308.doc" deleted by Rochelle Kowalski/ADMIN/CORP/AWWSC] [attachment ██████████ Calculations 031908.xls" deleted by Rochelle Kowalski/ADMIN/CORP/AWWSC]

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  
Rachel Cole/KAWC/AWWSC

Rick Witherite/KAWC/AWWSC

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:18 PM -----

From: Rochelle Kowalski/ADMIN/CORP/AWWSC  
To: Nick Rowe/KAWC/AWWSC@AWW  
Cc: Bryan Siler/KAWC/AWWSC@AWW, Peggy Slone/KAWC/AWWSC@AWW  
Date: 04/18/2008 09:32 PM  
Subject: Re: LFUCG Payment [REDACTED] Sewer Back Billing

---


I didn't realize we were paying the city first. I need to think about the account to which the \$86K should be recorded - but don't think it is the account on the disbursement request.

Rochelle

Rochelle Kowalski  
American Water  
800 West Hersheypark Drive  
Hershey, PA 17033  
717-531-3225 (office)  
717-531-3235 (fax)  
717-756-8525 (mobile)  
Nick Rowe/KAWC/AWWSC

**Nick Rowe/KAWC/AWWSC**

04/18/2008 08:31 PM

To: Rochelle Kowalski/ADMIN/CORP/AWWSC@AWW  
cc: Bryan Siler/KAWC/AWWSC@AWW, Peggy  
Slone/KAWC/AWWSC@AWW  
Subject: Re: LFUCG Payment [REDACTED] Sewer Back Billing 

No. We have to pay the city the whole amount and we have bacd-billed the 86,000. The city wants their cash up front.

Rochelle Kowalski

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

**From:** Rochelle Kowalski  
**Sent:** 04/18/2008 07:15 PM EDT  
**To:** Nick Rowe  
**Cc:** Bryan Siler; Peggy Slone  
**Subject:** Re: LFUCG Payment - [REDACTED] Sewer Back Billing

I may be confused about the situation - but I would not think the \$86,940.67 would be on a disbursement request. Doesn't it need to be billed with only the \$30K on the disbursement request?

Rochelle

Rochelle Kowalski  
American Water  
800 West Hersheypark Drive  
Hershey, PA 17033  
717-531-3225(office)  
717-531-3235 (fax)  
717-756-8525 (mobile)  
Nick Rowe/KAWC/AWWSC

**Nick Rowe/KAWC/AWWSC**

Sent by: Peggy Slone

04/18/2008 12:49 PM

To: Rochelle Kowalski/ADMIN/CORP/AWWSC@AWW

cc: Bryan Siler/KAWC/AWWSC@AWW

Subject: Re: LFUCG Payment - [REDACTED] Sewer Back Billing 

Rochelle,

Attached is a scan of the disbursement request (#168744) for your approval. Let me know if you need additional information.

[attachment "LFUCG disbursement request.pdf" deleted by Rochelle Kowalski/ADMIN/CORP/AWWSC]

\*\*\*\*\*

Nick O. Rowe  
President  
Kentucky American Water  
2300 Richmond Road  
Lexington, KY 40502  
Ph: 859 268 6333  
Fax: 859 268 6327  
Cell: 859 533 7705  
E-mail: nick.rowe@amwater.com

Bryan Siler/KAWC/AWWSC



**Bryan Siler/KAWC/AWWSC**

04/17/2008 10:14 AM

To: Rochelle Kowalski/ADMIN/CORP/AWWSC@AWW

cc: Nick Rowe/KAWC/AWWSC@AWW

Subject: LFUCG Payment - [REDACTED] Sewer Back Billing

Rochelle,

Nick will be sending you a disbursement request to approve for this item. I just wanted to make sure you were aware of the details and had answers to any questions you might have.

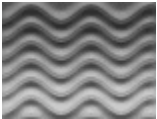
Please give me a call if you would like to discuss.

Thanks.

\*\*\*\*\*

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

----- Forwarded by Rachel Cole/KAWC/AWWSC on 04/16/2008 09:24 AM -----



**Rick  
 Witherite/KAWC/AWWSC**  
 04/03/2008 04:01 PM

To: Rachel Cole/KAWC/AWWSC@AWW

cc:

Subject: Re: [REDACTED] back bill letter 

Check these out and let me know what you think. Thanks.

[attachment " [REDACTED] back bill letter revised 040308.doc" deleted by Rochelle Kowalski/ADMIN/CORP/AWWSC] [attachment " [REDACTED] Calculations 031908.xls" deleted by Rochelle Kowalski/ADMIN/CORP/AWWSC]

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  
 Rachel Cole/KAWC/AWWSC

Rick Witherite/KAWC/AWWSC

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:18 PM -----

From: Rick Witherite/KAWC/AWWSC  
 To: Nick Rowe/KAWC/AWWSC@AWW  
 Cc: "Mr. Bryan Siler" <Bryan.Siler@amwater.com>, "Keith Cartier" <Keith.Cartier@amwater.com>  
 Date: 04/21/2008 07:16 AM  
 Subject: Re: Fw: LFUCG Payment - ██████████ Sewer Back Billing

We will not be getting the 86000 from the city. We have created a separate account in Orcom for ██████████ that will only have this charge on it. We set up this account so we would get the money back from the customer and the city would not receive any of these funds.

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  
 Nick Rowe/KAWC/AWWSC

**Nick Rowe/KAWC/AWWSC**

04/18/2008 08:36 PM

To "Keith Cartier" <Keith.Cartier@amwater.com>, "Mr. Bryan Siler" <Bryan.Siler@amwater.com>  
 cc "Rick Witherite" <Rick.Witherite@amwater.com>  
 Subject Fw: LFUCG Payment - ██████████ Sewer Back Billing

Can someone tell me how I can be assured that we get our 86000 dollars from the city after we paid them the 100,000 dollars up front. If I have no guarantee, then I agree with Rochelle

Nick Rowe

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

**From:** Nick Rowe  
**Sent:** 04/18/2008 08:31 PM EDT  
**To:** Rochelle Kowalski  
**Cc:** Bryan Siler; Peggy Slone  
**Subject:** Re: LFUCG Payment - ██████████ Sewer Back Billing

No. We have to pay the city the whole amount and we have bacl-billed the 86,000. The city wants their cash up front.

Rochelle Kowalski

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



**From:** Rochelle Kowalski  
**Sent:** 04/18/2008 07:15 PM EDT  
**To:** Nick Rowe  
**Cc:** Bryan Siler; Peggy Slone  
**Subject:** Re: LFUCG Payment - [REDACTED] Sewer Back Billing

I may be confused about the situation - but I would not think the \$86,940.67 would be on a disbursement request. Doesn't it need to be billed with only the \$30K on the disbursement request?

Rochelle

Rochelle Kowalski  
American Water  
800 West Hersheypark Drive  
Hershey, PA 17033  
717-531-3225(office)  
717-531-3235 (fax)  
717-756-8525 (mobile)  
Nick Rowe/KAWC/AWWSC

**Nick Rowe/KAWC/AWWSC**

Sent by: Peggy Slone

04/18/2008 12:49 PM

To: Rochelle Kowalski/ADMIN/CORP/AWWSC@AWW

cc: Bryan Siler/KAWC/AWWSC@AWW

Subject: Re: LFUCG Payment - [REDACTED] Sewer Back Billing 

Rochelle,

Attached is a scan of the disbursement request (#168744) for your approval. Let me know if you need additional information.

[attachment "LFUCG disbursement request.pdf" deleted by Rochelle Kowalski/ADMIN/CORP/AWWSC]

\*\*\*\*\*

Nick O. Rowe  
President  
Kentucky American Water  
2300 Richmond Road  
Lexington, KY 40502  
Ph: 859 268 6333  
Fax: 859 268 6327  
Cell: 859 533 7705  
E-mail: nick.rowe@amwater.com

Bryan Siler/KAWC/AWWSC



**Bryan Siler/KAWC/AWWSC**

04/17/2008 10:14 AM

To: Rochelle Kowalski/ADMIN/CORP/AWWSC@AWW



cc Nick Rowe/KAWC/AWWSC@AWW  
Subject LFUCG Payment - ██████████ Sewer Back Billing

Rochelle,

Nick will be sending you a disbursement request to approve for this item. I just wanted to make sure you were aware of the details and had answers to any questions you might have.

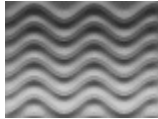
Please give me a call if you would like to discuss.

Thanks.

\*\*\*\*\*

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

----- Forwarded by Rachel Cole/KAWC/AWWSC on 04/16/2008 09:24 AM -----



**Rick**  
**Witherite/KAWC/AWWSC**  
04/03/2008 04:01 PM

To Rachel Cole/KAWC/AWWSC@AWW  
cc  
Subject Re: ██████████ back bill letter 📎

Check these out and let me know what you think. Thanks.

[attachment ██████████ back bill letter revised 040308.doc" deleted by Rochelle Kowalski/ADMIN/CORP/AWWSC] [attachmen ██████████ alculations 031908.xls" deleted by Rochelle Kowalski/ADMIN/CORP/AWWSC]

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  
Rachel Cole/KAWC/AWWSC

Rick Witherite/KAWC/AWWSC

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:18 PM -----

From: Nick Rowe/KAWC/AWWSC  
 To: Rick Witherite/KAWC/AWWSC@AWW  
 Cc: Bryan Siler/KAWC/AWWSC@AWW, Keith L Cartier/KAWC/AWWSC@AWW, "Rachel Cole" <Rachel.Cole@amwater.com>  
 Date: 04/21/2008 07:19 AM  
 Subject: Re: Fw: LFUCG Payment [REDACTED] Sewer Back Billing

Ok. I am ok with this arrangement

Rick Witherite

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

**From:** Rick Witherite  
**Sent:** 04/21/2008 07:16 AM EDT  
**To:** Nick Rowe  
**Cc:** Bryan Siler; Keith Cartier  
**Subject:** Re: Fw: LFUCG Payment - [REDACTED] Sewer Back Billing

We will not be getting the 86000 from the city. We have created a separate account in Orcom for [REDACTED] that will only have this charge on it. We set up this account so we would get the money back from the customer and the city would not receive any of these funds.

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  
 Nick Rowe/KAWC/AWWSC

**Nick Rowe/KAWC/AWWSC**

04/18/2008 08:36 PM

To "Keith Cartier" <Keith.Cartier@amwater.com>, "Mr. Bryan Siler" <Bryan.Siler@amwater.com>  
 cc "Rick Witherite" <Rick.Witherite@amwater.com>  
 Subject Fw: LFUCG Payment - [REDACTED] Sewer Back Billing

Can someone tell me how I can be assured that we get our 86000 dollars from the city after we paid them the 100,000 dollars up front. If I have no guarantee, then I agree with Rochelle

Nick Rowe

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

**From:** Nick Rowe  
**Sent:** 04/18/2008 08:31 PM EDT

**To:** Rochelle Kowalski  
**Cc:** Bryan Siler; Peggy Slone  
**Subject:** Re: LFUCG Payment - [REDACTED] Sewer Back Billing

No. We have to pay the city the whole amount and we have bacl-billed the 86,000. The city wants their cash up front.

Rochelle Kowalski

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

**From:** Rochelle Kowalski  
**Sent:** 04/18/2008 07:15 PM EDT  
**To:** Nick Rowe  
**Cc:** Bryan Siler; Peggy Slone  
**Subject:** Re: LFUCG Payment - [REDACTED] Sewer Back Billing

I may be confused about the situation - but I would not think the \$86,940.67 would be on a disbursement request. Doesn't it need to be billed with only the \$30K on the disbursement request?

Rochelle

Rochelle Kowalski  
 American Water  
 800 West Hersheypark Drive  
 Hershey, PA 17033  
 717-531-3225(office)  
 717-531-3235 (fax)  
 717-756-8525 (mobile)  
 Nick Rowe/KAWC/AWWSC

**Nick Rowe/KAWC/AWWSC**

Sent by: Peggy Slone

04/18/2008 12:49 PM

To: Rochelle Kowalski/ADMIN/CORP/AWWSC@AWW

cc: Bryan Siler/KAWC/AWWSC@AWW

Subject: Re: LFUCG Payment - [REDACTED] Sewer Back Billing 

Rochelle,

Attached is a scan of the disbursement request (#168744) for your approval. Let me know if you need additional information.

[attachment "LFUCG disbursement request.pdf" deleted by Rochelle Kowalski/ADMIN/CORP/AWWSC]

\*\*\*\*\*

Nick O. Rowe  
 President  
 Kentucky American Water  
 2300 Richmond Road  
 Lexington, KY 40502  
 Ph: 859 268 6333

Fax: 859 268 6327  
Cell: 859 533 7705  
E-mail: nick.rowe@amwater.com

Bryan Siler/KAWC/AWWSC



**Bryan Siler/KAWC/AWWSC**

04/17/2008 10:14 AM

To Rochelle Kowalski/ADMIN/CORP/AWWSC@AWW  
cc Nick Rowe/KAWC/AWWSC@AWW  
Subject LFUCG Payment [redacted] ewer Back Billing

Rochelle,

Nick will be sending you a disbursement request to approve for this item. I just wanted to make sure you were aware of the details and had answers to any questions you might have.

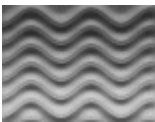
Please give me a call if you would like to discuss.

Thanks.

\*\*\*\*\*

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

----- Forwarded by Rachel Cole/KAWC/AWWSC on 04/16/2008 09:24 AM -----



**Rick  
Witherite/KAWC/AWWSC**

04/03/2008 04:01 PM

To Rachel Cole/KAWC/AWWSC@AWW  
cc [redacted]  
Subject Re: [redacted] ack bill letter 📎

Check these out and let me know what you think. Thanks.

[attachment "[redacted]ack bill letter revised 040308.doc" deleted by Rochelle Kowalski/ADMIN/CORP/AWWSC] [attachment "[redacted]alculations 031908.xls" deleted by Rochelle Kowalski/ADMIN/CORP/AWWSC]

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  
Rachel Cole/KAWC/AWWSC

Rick Witherite/KAWC/AWWSC

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:18 PM -----

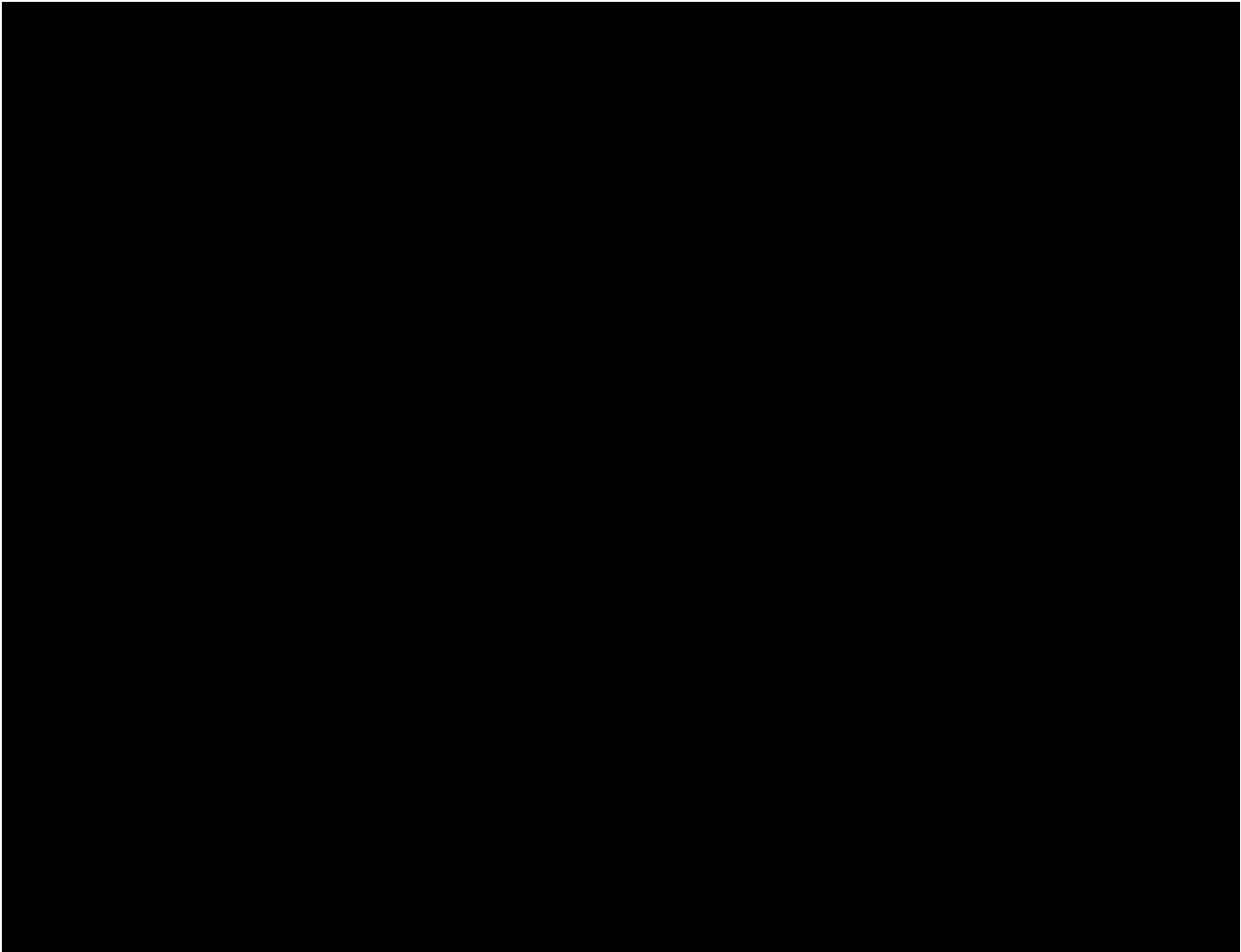
From: Rachel Cole/KAWC/AWWSC  
To: Takiyah E Myatt/SHARVCS/AWWSC@AWW  
Cc: Bryan Siler  
Date: 04/21/2008 08:43 AM  
Subject: Fw: LFUCG Payment [REDACTED] Sewer Back Billing

---

Takiyah,

I'm not sure if you can see this account on your reports yet, but we need to follow this transaction through. The revenue should be relected on LFUCG sewer revenues. Do you see it on your reports?

The cash, once collected, should flow to KAW water. We will need to journal entry this cash collection to miscellaneous AR. Give me a call and let's discuss.



Rachel S. Cole  
Southeast Region  
Email: rcole@kawc.com  
Ph: 859-268-6307  
Fax: 859-335-3307

----- Forwarded by Rachel Cole/KAWC/AWWSC on 04/21/2008 08:34 AM -----



**Bryan Siler/KAWC/AWWSC**

04/21/2008 08:31 AM

To Rachel Cole/KAWC/AWWSC@AWW

cc

Subject Fw: LFUCG Payment [REDACTED] Sewer Back Billing

FYI

\*\*\*\*\*

Bryan Siler  
Southeast Region  
bryan.siler@amwater.com

Phone: (859) 268-6350

Fax: (859) 335-3350

----- Forwarded by Bryan Siler/KAWC/AWWSC on 04/21/2008 08:32 AM -----

**Rochelle  
Kowalski/ADMIN/CORP/AWW  
SC**

04/18/2008 09:32 PM

To: Nick Rowe/KAWC/AWWSC@AWW

cc: Bryan Siler/KAWC/AWWSC@AWW, Peggy  
Slone/KAWC/AWWSC@AWW

Subject: Re: LFUCG Payment - [REDACTED] Sewer Back Billing 

I didn't realize we were paying the city first. I need to think about the account to which the \$86K should be recorded - but don't think it is the account on the disbursement request.

Rochelle

Rochelle Kowalski  
American Water  
800 West Hersheypark Drive  
Hershey, PA 17033  
717-531-3225 (office)  
717-531-3235 (fax)  
717-756-8525 (mobile)  
Nick Rowe/KAWC/AWWSC

**Nick Rowe/KAWC/AWWSC**

04/18/2008 08:31 PM

To: Rochelle Kowalski/ADMIN/CORP/AWWSC@AWW

cc: Bryan Siler/KAWC/AWWSC@AWW, Peggy  
Slone/KAWC/AWWSC@AWW

Subject: Re: LFUCG Payment - [REDACTED] Sewer Back Billing 

No. We have to pay the city the whole amount and we have bacI-billed the 86,000. The city wants their cash up front.

Rochelle Kowalski

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

**From:** Rochelle Kowalski

**Sent:** 04/18/2008 07:15 PM EDT

**To:** Nick Rowe

**Cc:** Bryan Siler; Peggy Slone

**Subject:** Re: LFUCG Payment - [REDACTED] Sewer Back Billing

I may be confused about the situation - but I would not think the \$86,940.67 would be on a disbursement request. Doesn't it need to be billed with only the \$30K on the disbursement request?

Rochelle



Rochelle Kowalski  
 American Water  
 800 West Hersheypark Drive  
 Hershey, PA 17033  
 717-531-3225(office)  
 717-531-3235 (fax)  
 717-756-8525 (mobile)  
 Nick Rowe/KAWC/AWWSC

**Nick Rowe/KAWC/AWWSC**

Sent by: Peggy Slone

04/18/2008 12:49 PM

To: Rochelle Kowalski/ADMIN/CORP/AWWSC@AWW

cc: Bryan Siler/KAWC/AWWSC@AWW

Subject: Re: LFUCG Payment - [REDACTED] Sewer Back Billing 

Rochelle,

Attached is a scan of the disbursement request (#168744) for your approval. Let me know if you need additional information.

[attachment "LFUCG disbursement request.pdf" deleted by Rochelle Kowalski/ADMIN/CORP/AWWSC]

\*\*\*\*\*

Nick O. Rowe  
 President  
 Kentucky American Water  
 2300 Richmond Road  
 Lexington, KY 40502  
 Ph: 859 268 6333  
 Fax: 859 268 6327  
 Cell: 859 533 7705  
 E-mail: nick.rowe@amwater.com

Bryan Siler/KAWC/AWWSC



**Bryan Siler/KAWC/AWWSC**

04/17/2008 10:14 AM

To: Rochelle Kowalski/ADMIN/CORP/AWWSC@AWW

cc: Nick Rowe/KAWC/AWWSC@AWW

Subject: LFUCG Payment - [REDACTED] Sewer Back Billing

Rochelle,

Nick will be sending you a disbursement request to approve for this item. I just wanted to make sure you were aware of the details and had answers to any questions you might have.

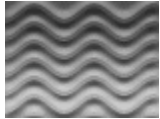
Please give me a call if you would like to discuss.

Thanks.


\*\*\*\*\*

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

----- Forwarded by Rachel Cole/KAWC/AWWSC on 04/16/2008 09:24 AM -----



**Rick**  
**Witherite/KAWC/AWWSC**  
04/03/2008 04:01 PM

To: Rachel Cole/KAWC/AWWSC@AWW  
cc  
Subject: Re: [REDACTED] back bill letter 

Check these out and let me know what you think. Thanks.

[attachment " [REDACTED] back bill letter revised 040308.doc" deleted by Rochelle Kowalski/ADMIN/CORP/AWWSC] [attachment [REDACTED] Calculations 031908.xls" deleted by Rochelle Kowalski/ADMIN/CORP/AWWSC]

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  
Rachel Cole/KAWC/AWWSC

Rick Witherite/KAWC/AWWSC

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:18 PM -----

From: Rachel Cole/KAWC/AWWSC  
To: Bryan Siler/KAWC/AWWSC@AWW  
Date: 05/06/2008 10:23 AM  
Subject: Re: New Sewer rates

---

We definitely need to make sure we discuss with Sheila and George Conroy.

\*\*\*\*\*

Rachel S. Cole  
Southeast Region  
Email: rcole@kawc.com  
Ph: 859-268-6307  
Fax: 859-335-3307

Bryan Siler/KAWC/AWWSC



**Bryan Siler/KAWC/AWWSC**

05/06/2008 10:21 AM

To Rachel Cole/KAWC/AWWSC@AWW  
cc Jarold Jackson/KAWC/AWWSC@AWW, Rick  
Witherite/KAWC/AWWSC@AWW  
Subject Re: New Sewer rates 📎

Wouldn't this elderly discount need to be attached to the account? What happens when someone with the discount moves?

\*\*\*\*\*

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

Rachel Cole/KAWC/AWWSC



**Rachel Cole/KAWC/AWWSC**

05/06/2008 09:57 AM

To Rick Witherite/KAWC/AWWSC@AWW  
cc Jarold Jackson/KAWC/AWWSC@AWW, Bryan Siler  
Subject Re: New Sewer rates 📎

Ok, please copy Jarold, Bryan and me, on the correspondence with rates. Thanks.

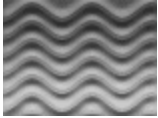
\*\*\*\*\*

Rachel S. Cole  
Southeast Region  
Email: rcole@kawc.com  
Ph: 859-268-6307  
Fax: 859-335-3307

Rick Witherite/KAWC/AWWSC



**Rick**



**Witherite/KAWC/AWWSC**

05/06/2008 09:54 AM

To Rachel Cole/KAWC/AWWSC@AWW

cc

Subject Re: New Sewer rates 📎

The way it works is that if the usage is 0-1 they are billed at the full rate. Then any usage over 1 the entire dollar amount is discounted by 30%. There is currently no way of coding accounts for this discount. There is a rate schedule that will be attached to premises that are approved by the LFUCG. Sheila Miller suggested adding a bill class for this so they can be identified. They are working on this and are supposed to get back to me.

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  
Rachel Cole/KAWC/AWWSC



**Rachel Cole/KAWC/AWWSC**

05/06/2008 09:33 AM

To Rick Witherite/KAWC/AWWSC@AWW

cc

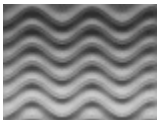
Subject Re: New Sewer rates 📎

Ok, I got it. So the elderly would only get first 100 cu ft at the full rate. The rest is discounted. How do we code accounts in the system as "elderly"?

\*\*\*\*\*

Rachel S. Cole  
Southeast Region  
Email: rcole@kawc.com  
Ph: 859-268-6307  
Fax: 859-335-3307

Rick Witherite/KAWC/AWWSC



**Rick Witherite/KAWC/AWWSC**

05/06/2008 07:02 AM

To Rachel Cole/KAWC/AWWSC@AWW

cc

Subject Re: New Sewer rates 📎

We bill in 100 cubic feet so on the bill it would say a usage of 1.

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  
 Rachel Cole/KAWC/AWWSC



**Rachel Cole/KAWC/AWWSC**

05/05/2008 04:56 PM

To Rick Witherite/KAWC/AWWSC@AWW

cc

Subject Re: New Sewer rates 📎

Rick,

Who uses more than 100 cf on any single bill? Just wondering if I'm missing something here. Looks like there's no discount for the elderly, since they would be the last people to use > 100cf.

\*\*\*\*\*

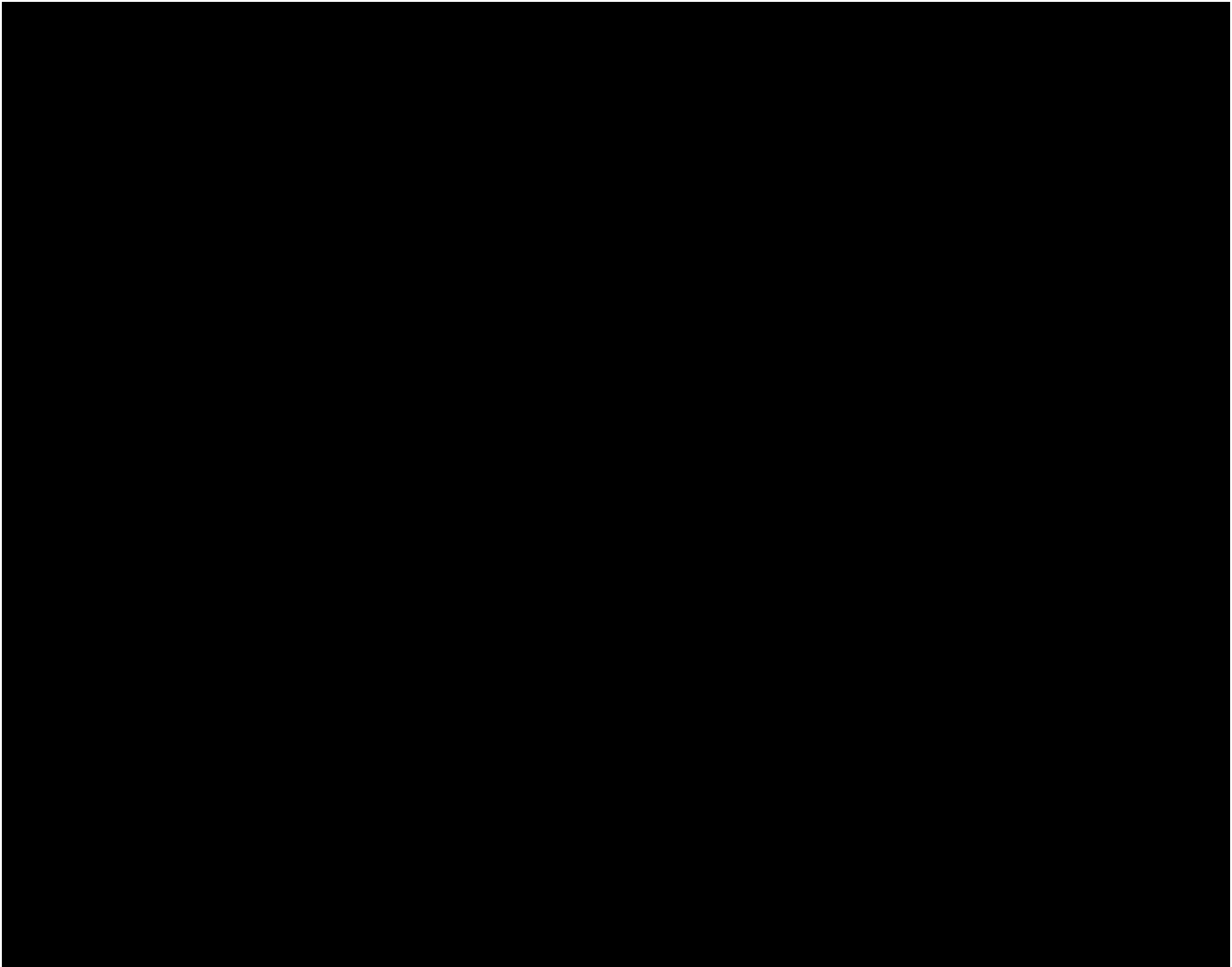
Rachel S. Cole  
 Southeast Region  
 Email: rcole@kawc.com  
 Ph: 859-268-6307  
 Fax: 859-335-3307

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:18 PM -----

From: Rick Witherite/KAWC/AWWSC  
 To: Sheila Miller/WVAWC/AWWSC@AWW, George Conroy/SHARVCS/AWWSC@AWW  
 Cc: Rachel Cole/KAWC/AWWSC@AWW, Jarold Jackson/KAWC/AWWSC@AWW, Bryan Siler/KAWC/AWWSC@AWW  
 Date: 05/06/2008 02:10 PM  
 Subject: Re: Fw: LFUCG sewer rate change

Sheila and George,

This account billed today. It has the new sewer rate but what is going on with the calculation? I know the bill is for 18 days but the water did not bill any less than the full usage of 1. If the usage is 1 should the sewer bill not be \$3.50? Please explain. Thank you.



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  
Sheila Miller/WVAWC/AWWSC



**Sheila  
Miller/WVAWC/AWWSC**

05/05/2008 11:09 AM

To Rick Witherite/KAWC/AWWSC@AWW

cc

Subject Fw: LFUCG sewer rate change

See George's e-mail below. We are having the batches from last week recalculated to be sure there is no proration. Can you contact Nikole McKeever and have them cancel/rebill that batch from last week that was pulled on 4/30 with a 5/1 bill date? Hopefully this will take care of the proration problem.

Sheila Miller  
 Manager Rates & Regulation  
 American Water Works Service Company  
 Southeast 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 05/05/2008 11:02 AM -----



**George**  
**Conroy/SHARVCS/AWWSC**  
 05/05/2008 10:59 AM

To Sheila Miller/WVAWC/AWWSC@AWW, Mike Miller/WVAWC/AWWSC@AWW, Sean P Ireland/ADMIN/CORP/AWWSC@AWW, Tammy T MacLaughlin/CALLCTR/CORP/AWWSC@AWW, Karen H Cooper/CALLCTR/CORP/AWWSC@AWW, Karen K Roney/CALLCTR/CORP/AWWSC@AWW, Nikole L McKeever/CALLCTR/CORP/AWWSC@AWW  
 cc Basil J D'Antonio/SHARVCS/AWWSC@AWW, Lori O'Malley/SHARVCS/AWWSC@AWW  
 Subject LFUCG sewer rate change

Folks,

The new LFUCG rates were revised to 3/15/08 instead of 4/1/08 to avoid proration on the bills. Please see Sheila's email for more information.

**Please have regional rates personnel test sample bills in production to assure they are correct before releasing to the customer. Once production testing has been completed, please sign, date, and remit the SSC-Rate Change forms back to me.**

I'll forward the forms in another email. I need to have them signed.

Thanks

-----  
 George Conroy  
 Int. Financial Analyst - Rates and Regulation  
 American Water Shared Services Center  
 131 Woodcrest Road  
 Cherry Hill, NJ 08003  
 (856) 310-5773 (Phone)  
 (856) 672-2878 (Fax)  
 george.conroy@amwater.com

----- Forwarded by George Conroy/SHARVCS/AWWSC on 05/05/2008 10:17 AM -----



**Sheila**  
**Miller/WVAWC/AWWSC**  
 05/02/2008 08:10 AM

To George Conroy/SHARVCS/AWWSC@AWW  
 cc  
 Subject Re: LFUCG sewer rate change 📎

Yes we are requesting that the bills be held. If 3/15 is a problem we can go back to 3/25. Let me know.

Sheila Miller  
 Manager Rates & Regulation  
 American Water Works Service Company  
 Southeast Region  
 PO Box 1906  
 Charleston, WV 25327-1906  
 phone: (304)353-6317  
 fax: (304)353-6332  
 Sheila.Miller@amwater.com  
 George Conroy/SHARVCS/AWWSC



**George  
 Conroy/SHARVCS/AWWSC**

05/01/2008 04:28 PM

To Sheila Miller/WVAWC/AWWSC@AWW  
 cc Basil J D'Antonio/SHARVCS/AWWSC@AWW, Nikole L  
 McKeever/CALLCTR/CORP/AWWSC@AWW  
 Subject Re: LFUCG sewer rate change 📎

Sheila

I will start making the changes. Are you requesting bills be held until this is resolved?

Nikole,

Will going back to 3/15 affect any cancel rebills done prior to 5/1?

-----  
 George Conroy  
 Int. Financial Analyst - Rates and Regulation  
 American Water Shared Services Center  
 131 Woodcrest Road  
 Cherry Hill, NJ 08003  
 (856) 310-5773 (Phone)  
 (856) 672-2878 (Fax)  
 george.conroy@amwater.com  
 Sheila Miller/WVAWC/AWWSC



**Sheila  
 Miller/WVAWC/AWWSC**

05/01/2008 04:22 PM

To George Conroy/SHARVCS/AWWSC@AWW  
 cc Basil J D'Antonio/SHARVCS/AWWSC@AWW  
 Subject LFUCG sewer rate change

George,

I left you a message and called Basil to discuss this issue with the LFUCG sewer rate change. They would like the bills to have no proration so I am sending you another template with the date back to March 15 in order to be sure there are no discrepancies. Mike is not here today but I will get the form to you first thing in the morning. We have notified the call center to hold today's bills along with tomorrow's. Rick Witherite talked with Nikole McKeever regarding the cancel/rebill for yesterday's batch with today's date.

[attachment "LFUCG 050108 rate change template revised 3.xls" deleted by Rick Witherite/KAWC/AWWSC]



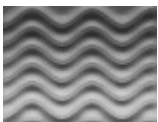
Sheila Miller  
 Manager Rates & Regulation  
 American Water Works Service Company  
 Southeast Region  
 PO Box 1906  
 Charleston, WV 25327-1906  
 phone: (304)353-6317  
 fax: (304)353-6332  
 Sheila.Miller@amwater.com

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:18 PM -----

From: Sheila Miller/WVAWC/AWWSC  
 To: Rick Witherite/KAWC/AWWSC@AWW  
 Cc: Bryan Siler/KAWC/AWWSC@AWW, George Conroy/SHARVCS/AWWSC@AWW, Jarold Jackson/KAWC/AWWSC@AWW, Rachel Cole/KAWC/AWWSC@AWW  
 Date: 05/06/2008 02:38 PM  
 Subject: Re: Fw: LFUCG sewer rate change

Since the bill was less than 30 days, the usage was prorated (assuming that the usage would be more than 1 CCF if the bill had been for the full 30 days) - 1 CCF divided by 30 days times 18 days equals .599 or rounded up to .60 for the first block and then the .40 falls into the second block.

Sheila Miller  
 Manager Rates & Regulation  
 American Water Works Service Company  
 Southeast Region  
 PO Box 1906  
 Charleston, WV 25327-1906  
 phone: (304)353-6317  
 fax: (304)353-6332  
 Sheila.Miller@amwater.com  
 Rick Witherite/KAWC/AWWSC



**Rick  
 Witherite/KAWC/AWWSC**  
 05/06/2008 02:10 PM

To: Sheila Miller/WVAWC/AWWSC@AWW, George Conroy/SHARVCS/AWWSC@AWW  
 cc: Rachel Cole/KAWC/AWWSC@AWW, Jarold Jackson/KAWC/AWWSC@AWW, Bryan Siler/KAWC/AWWSC@AWW  
 Subject: Re: Fw: LFUCG sewer rate change 📎

Sheila and George,

This account billed today. It has the new sewer rate but what is going on with the calculation? I know the bill is for 18 days but the water did not bill any less than the full usage of 1. If the usage is 1 should the sewer bill not be \$3.50? Please explain. Thank you.



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  
Sheila Miller/WVAWC/AWWSC



**Sheila  
Miller/WVAWC/AWWSC**

05/05/2008 11:09 AM

To Rick Witherite/KAWC/AWWSC@AWW

cc

Subject Fw: LFUCG sewer rate change

See George's e-mail below. We are having the batches from last week recalculated to be sure there is no proration. Can you contact Nikole McKeever and have them cancel/rebill that batch from last week that was pulled on 4/30 with a 5/1 bill date? Hopefully this will take care of the proration problem.

Sheila Miller  
 Manager Rates & Regulation  
 American Water Works Service Company  
 Southeast 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 05/05/2008 11:02 AM -----



**George**  
**Conroy/SHARVCS/AWWSC**  
 05/05/2008 10:59 AM

To Sheila Miller/WVAWC/AWWSC@AWW, Mike Miller/WVAWC/AWWSC@AWW, Sean P Ireland/ADMIN/CORP/AWWSC@AWW, Tammy T MacLaughlin/CALLCTR/CORP/AWWSC@AWW, Karen H Cooper/CALLCTR/CORP/AWWSC@AWW, Karen K Roney/CALLCTR/CORP/AWWSC@AWW, Nikole L McKeever/CALLCTR/CORP/AWWSC@AWW  
 cc Basil J D'Antonio/SHARVCS/AWWSC@AWW, Lori O'Malley/SHARVCS/AWWSC@AWW  
 Subject LFUCG sewer rate change

Folks,

The new LFUCG rates were revised to 3/15/08 instead of 4/1/08 to avoid proration on the bills. Please see Sheila's email for more information.

**Please have regional rates personnel test sample bills in production to assure they are correct before releasing to the customer. Once production testing has been completed, please sign, date, and remit the SSC-Rate Change forms back to me.**

I'll forward the forms in another email. I need to have them signed.

Thanks

-----  
 George Conroy  
 Int. Financial Analyst - Rates and Regulation  
 American Water Shared Services Center  
 131 Woodcrest Road  
 Cherry Hill, NJ 08003  
 (856) 310-5773 (Phone)  
 (856) 672-2878 (Fax)  
 george.conroy@amwater.com

----- Forwarded by George Conroy/SHARVCS/AWWSC on 05/05/2008 10:17 AM -----



**Sheila**  
**Miller/WVAWC/AWWSC**  
 05/02/2008 08:10 AM

To George Conroy/SHARVCS/AWWSC@AWW  
 cc  
 Subject Re: LFUCG sewer rate change 📎

Yes we are requesting that the bills be held. If 3/15 is a problem we can go back to 3/25. Let me know.

Sheila Miller  
 Manager Rates & Regulation  
 American Water Works Service Company  
 Southeast Region  
 PO Box 1906  
 Charleston, WV 25327-1906  
 phone: (304)353-6317  
 fax: (304)353-6332  
 Sheila.Miller@amwater.com  
 George Conroy/SHARVCS/AWWSC



**George**  
**Conroy/SHARVCS/AWWSC**  
 05/01/2008 04:28 PM

To Sheila Miller/WVAWC/AWWSC@AWW  
 cc Basil J D'Antonio/SHARVCS/AWWSC@AWW, Nikole L  
 McKeever/CALLCTR/CORP/AWWSC@AWW  
 Subject Re: LFUCG sewer rate change 📎

Sheila

I will start making the changes. Are you requesting bills be held until this is resolved?

Nikole,

Will going back to 3/15 affect any cancel rebills done prior to 5/1?

-----  
 George Conroy  
 Int. Financial Analyst - Rates and Regulation  
 American Water Shared Services Center  
 131 Woodcrest Road  
 Cherry Hill, NJ 08003  
 (856) 310-5773 (Phone)  
 (856) 672-2878 (Fax)  
 george.conroy@amwater.com  
 Sheila Miller/WVAWC/AWWSC



**Sheila**  
**Miller/WVAWC/AWWSC**  
 05/01/2008 04:22 PM

To George Conroy/SHARVCS/AWWSC@AWW  
 cc Basil J D'Antonio/SHARVCS/AWWSC@AWW  
 Subject LFUCG sewer rate change

George,

I left you a message and called Basil to discuss this issue with the LFUCG sewer rate change. They would like the bills to have no proration so I am sending you another template with the date back to March 15 in order to be sure there are no discrepancies. Mike is not here today but I will get the form to you first thing in the morning. We have notified the call center to hold today's bills along with tomorrow's. Rick Witherite talked with Nikole McKeever regarding the cancel/rebill for yesterday's batch with today's date.

[attachment "LFUCG 050108 rate change template revised 3.xls" deleted by Rick Witherite/KAWC/AWWSC]

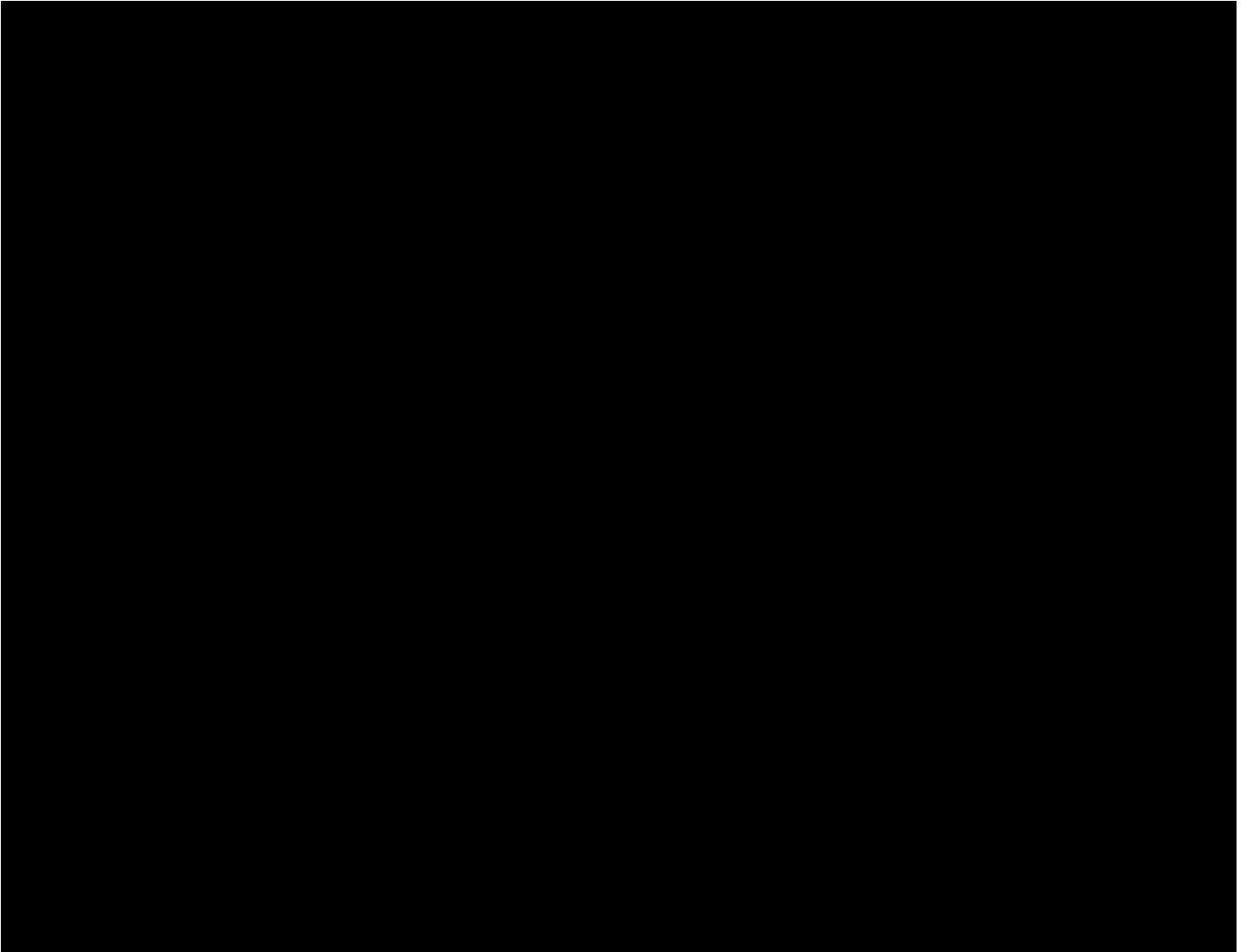
Sheila Miller  
Manager Rates & Regulation  
American Water Works Service Company  
Southeast Region  
PO Box 1906  
Charleston, WV 25327-1906  
phone: (304)353-6317  
fax: (304)353-6332  
Sheila.Miller@amwater.com

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:18 PM -----

From: Rick Witherite/KAWC/AWWSC  
To: Sheila Miller/WVAWC/AWWSC@AWW  
Cc: Bryan Siler/KAWC/AWWSC@AWW, George Conroy/SHARSVCS/AWWSC@AWW, Jarold Jackson/KAWC/AWWSC@AWW, Rachel Cole/KAWC/AWWSC@AWW  
Date: 05/06/2008 03:20 PM  
Subject: Re: Fw: LFUCG sewer rate change

---

Here is an account that billed today for 0 usage. It should have a charge of \$3.50 for all usage from 0-100cf for sewer.



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  
Sheila Miller/WVAWC/AWWSC



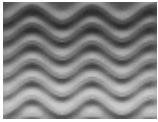
**Sheila  
Miller/WVAWC/AWWSC**  
05/06/2008 02:38 PM

To Rick Witherite/KAWC/AWWSC@AWW  
cc Bryan Siler/KAWC/AWWSC@AWW, George  
Conroy/SHARVCS/AWWSC@AWW, Jarold  
Jackson/KAWC/AWWSC@AWW, Rachel  
Cole/KAWC/AWWSC@AWW  
Subject Re: Fw: LFUCG sewer rate change 📎

Since the bill was less than 30 days, the usage was prorated (assuming that the usage would be more

than 1 CCF if the bill had been for the full 30 days) - 1 CCF divided by 30 days times 18 days equals .599 or rounded up to .60 for the first block and then the .40 falls into the second block.

Sheila Miller  
Manager Rates & Regulation  
American Water Works Service Company  
Southeast Region  
PO Box 1906  
Charleston, WV 25327-1906  
phone: (304)353-6317  
fax: (304)353-6332  
Sheila.Miller@amwater.com  
Rick Witherite/KAWC/AWWSC



**Rick**  
**Witherite/KAWC/AWWSC**  
05/06/2008 02:10 PM

To Sheila Miller/WVAWC/AWWSC@AWW, George  
Conroy/SHARVCS/AWWSC@AWW  
cc Rachel Cole/KAWC/AWWSC@AWW, Jarold  
Jackson/KAWC/AWWSC@AWW, Bryan  
Siler/KAWC/AWWSC@AWW  
Subject Re: Fw: LFUCG sewer rate change 📎

Sheila and George,

This account billed today. It has the new sewer rate but what is going on with the calculation? I know the bill is for 18 days but the water did not bill any less than the full usage of 1. If the usage is 1 should the sewer bill not be \$3.50? Please explain. Thank you.





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  
Sheila Miller/WVAWC/AWWSC



**Sheila  
Miller/WVAWC/AWWSC**

05/05/2008 11:09 AM

To Rick Witherite/KAWC/AWWSC@AWW

cc

Subject Fw: LFUCG sewer rate change

See George's e-mail below. We are having the batches from last week recalculated to be sure there is no proration. Can you contact Nikole McKeever and have them cancel/rebill that batch from last week that was pulled on 4/30 with a 5/1 bill date? Hopefully this will take care of the proration problem.

Sheila Miller  
 Manager Rates & Regulation  
 American Water Works Service Company  
 Southeast 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 05/05/2008 11:02 AM -----



**George  
 Conroy/SHARVCS/AWWSC**

05/05/2008 10:59 AM

To Sheila Miller/WVAWC/AWWSC@AWW, Mike  
 Miller/WVAWC/AWWSC@AWW, Sean P  
 Ireland/ADMIN/CORP/AWWSC@AWW, Tammy T  
 MacLaughlin/CALLCTR/CORP/AWWSC@AWW, Karen H  
 Cooper/CALLCTR/CORP/AWWSC@AWW, Karen K  
 Roney/CALLCTR/CORP/AWWSC@AWW, Nikole L  
 McKeever/CALLCTR/CORP/AWWSC@AWW  
 cc Basil J D'Antonio/SHARVCS/AWWSC@AWW, Lori  
 O'Malley/SHARVCS/AWWSC@AWW  
 Subject LFUCG sewer rate change

Folks,

The new LFUCG rates were revised to 3/15/08 instead of 4/1/08 to avoid proration on the bills. Please see Sheila's email for more information.

**Please have regional rates personnel test sample bills in production to assure they are correct before releasing to the customer. Once production testing has been completed, please sign, date, and remit the SSC-Rate Change forms back to me.**

I'll forward the forms in another email. I need to have them signed.

Thanks

-----  
 George Conroy  
 Int. Financial Analyst - Rates and Regulation  
 American Water Shared Services Center  
 131 Woodcrest Road  
 Cherry Hill, NJ 08003  
 (856) 310-5773 (Phone)  
 (856) 672-2878 (Fax)  
 george.conroy@amwater.com

----- Forwarded by George Conroy/SHARVCS/AWWSC on 05/05/2008 10:17 AM -----



**Sheila  
 Miller/WVAWC/AWWSC**

05/02/2008 08:10 AM

To George Conroy/SHARVCS/AWWSC@AWW  
 cc  
 Subject Re: LFUCG sewer rate change 📎

Yes we are requesting that the bills be held. If 3/15 is a problem we can go back to 3/25. Let me know.

Sheila Miller  
 Manager Rates & Regulation  
 American Water Works Service Company  
 Southeast Region  
 PO Box 1906  
 Charleston, WV 25327-1906  
 phone: (304)353-6317  
 fax: (304)353-6332  
 Sheila.Miller@amwater.com  
 George Conroy/SHARVCS/AWWSC



**George**  
**Conroy/SHARVCS/AWWSC**  
 05/01/2008 04:28 PM

To Sheila Miller/WVAWC/AWWSC@AWW  
 cc Basil J D'Antonio/SHARVCS/AWWSC@AWW, Nikole L  
 McKeever/CALLCTR/CORP/AWWSC@AWW  
 Subject Re: LFUCG sewer rate change 📎

Sheila

I will start making the changes. Are you requesting bills be held until this is resolved?

Nikole,

Will going back to 3/15 affect any cancel rebills done prior to 5/1?

-----  
 George Conroy  
 Int. Financial Analyst - Rates and Regulation  
 American Water Shared Services Center  
 131 Woodcrest Road  
 Cherry Hill, NJ 08003  
 (856) 310-5773 (Phone)  
 (856) 672-2878 (Fax)  
 george.conroy@amwater.com  
 Sheila Miller/WVAWC/AWWSC



**Sheila**  
**Miller/WVAWC/AWWSC**  
 05/01/2008 04:22 PM

To George Conroy/SHARVCS/AWWSC@AWW  
 cc Basil J D'Antonio/SHARVCS/AWWSC@AWW  
 Subject LFUCG sewer rate change

George,

I left you a message and called Basil to discuss this issue with the LFUCG sewer rate change. They would like the bills to have no proration so I am sending you another template with the date back to March 15 in order to be sure there are no discrepancies. Mike is not here today but I will get the form to you first thing in the morning. We have notified the call center to hold today's bills along with tomorrow's. Rick Witherite talked with Nikole McKeever regarding the cancel/rebill for yesterday's batch with today's date.

[attachment "LFUCG 050108 rate change template revised 3.xls" deleted by Rick Witherite/KAWC/AWWSC]

Sheila Miller  
Manager Rates & Regulation  
American Water Works Service Company  
Southeast Region  
PO Box 1906  
Charleston, WV 25327-1906  
phone: (304)353-6317  
fax: (304)353-6332  
Sheila.Miller@amwater.com

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:18 PM -----

From: Rick Witherite/KAWC/AWWSC  
To: Bryan Siler/KAWC/AWWSC@AWW, Rachel Cole/KAWC/AWWSC@AWW  
Date: 05/06/2008 03:29 PM  
Subject: Ordinance of new sewer rates

---



LFUCG Ordinance rate increase 030508.pdf

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

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:18 PM -----

From: Sheila Miller/WVAWC/AWWSC  
To: Rick Witherite/KAWC/AWWSC@AWW, Bryan Siler/KAWC/AWWSC@AWW  
Date: 05/06/2008 03:46 PM  
Subject: LFUCG

---

We are going to send in a request to have the base charge added to the rate schedules. I have already sent it to George.

Sheila Miller  
Manager Rates & Regulation  
American Water Works Service Company  
Southeast Region  
PO Box 1906  
Charleston, WV 25327-1906  
phone: (304)353-6317  
fax: (304)353-6332  
Sheila.Miller@amwater.com

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:18 PM -----

From: Rachel Cole/KAWC/AWWSC  
 To: Sheila Miller/WVAWC/AWWSC@AWW, George Conroy/SHARVCS/AWWSC@AWW  
 Cc: Bryan Siler, Rick Witherite/KAWC/AWWSC@AWW, Jarold Jackson/KAWC/AWWSC@AWW  
 Date: 05/06/2008 06:51 PM  
 Subject: testing of sewer rates

---

Sheila and George,

Would you have time to discuss the sewer rates implemented as of May 1?

- We know that the effective read date for the new rates in the system, is currently March 15.
- The May 1 bills, which were posted on 4/30, were billed at the old rate and mailed on May 1 because the Call Center posted the batch on 4/30/08.
- The May 2 bills were sent on May 6, but we noticed that the partial bills, were not calculated with the flat rate of \$3.50 as stated in the ordinance. I believe George will fix.
- What about long bills and short bills?
- What about zero usage bills?
- What about bills with credit adjustments?
- A significant amount of college students will be moving out in May or June, so we would like to understand how the partial bills will be calculated.
- How will the senior discount work? Will we attach to the account by a rate code or utility type?
- The CBT report, the report that LFUCG relies on, for sewer and landfill information does not have anything by rate code. If LFUCG were to be able to glean the information on their own, they would refer to the CBT.
- Can we discuss the alternatives for implementing this senior discount rate?
- I assume May 5 and 6 bills were mailed as scheduled, with the same "pro rated" issues as the May 2 bills.
- Should we hold the May 7 bills until pro rated issue is changed?

Please let me know when we can get on a conference call. Thanks.

\*\*\*\*\*

Rachel S. Cole  
 Southeast Region  
 Email: rcole@kawc.com  
 Ph: 859-268-6307  
 Fax: 859-335-3307

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:18 PM -----

From: Rachel Cole/KAWC/AWWSC  
 To: George Conroy/SHARVCS/AWWSC@AWW  
 Cc: Sheila Miller/WVAWC/AWWSC@AWW, Bryan Siler, Rick Witherite/KAWC/AWWSC@AWW, Jarold Jackson/KAWC/AWWSC@AWW, Cheryl DiSanti/PAWC/AWWSC@AWW, Keith L Cartier/KAWC/AWWSC@AWW  
 Date: 05/07/2008 08:28 AM  
 Subject: Re: testing of sewer rates

---

George,

I agree with you that there should be a standard form and going forward, we will be more proactive with any rate changes. Also, please send the documentation of costs associated with the LFUCG sewer rate

changes.

Cheryl,

Would you mind sending us your rate change form?

Thanks.

\*\*\*\*\*

Rachel S. Cole  
Southeast Region  
Email: rcole@kawc.com  
Ph: 859-268-6307  
Fax: 859-335-3307

George Conroy/SHARVCS/AWWSC



**George  
Conroy/SHARVCS/AWWSC**  
05/07/2008 08:11 AM

To Rachel Cole/KAWC/AWWSC@AWW  
cc Sheila Miller/WVAWC/AWWSC@AWW  
Subject Re: testing of sewer rates 📎

Rachel,

I think we should have had this conference call back in March when the new rates were sent in. I read the ordinance paragraph yesterday - it is poorly written and doesn't mention the billing of a minimum charge the way I am reading it. It also does not specify anything about not prorating the charges.

You might want to design a standard form that these contract customers can use to submit the rate change information to you in the future. It will help clarify issues like prorating bills and the minimum charge issue that we have been dealing with. It will also serve as backup in case there are questions after the new rates go into effect. Cheryl DiSanti in PA is using a self-designed form with her managed contracts.

As far as your questions below:

- zero usage bills will get the new minimum charges
- senior discount is a rate schedule that will be placed on the customer's account manually.

Let me know when the call will be.

Thanks  
gmc

-----  
George Conroy  
Int. Financial Analyst - Rates and Regulation  
American Water Shared Services Center  
131 Woodcrest Road  
Cherry Hill, NJ 08003  
(856) 310-5773 (Phone)  
(856) 672-2878 (Fax)  
george.conroy@amwater.com  
Rachel Cole/KAWC/AWWSC





Rachel Cole/KAWC/AWWSC

05/06/2008 06:51 PM

To: Sheila Miller/WVAWC/AWWSC@AWW, George Conroy/SHARVCS/AWWSC@AWW  
 cc: Bryan Siler, Rick Witherite/KAWC/AWWSC@AWW, Jarold Jackson/KAWC/AWWSC@AWW  
 Subject: testing of sewer rates

Sheila and George,

Would you have time to discuss the sewer rates implemented as of May 1?

- We know that the effective read date for the new rates in the system, is currently March 15.
- The May 1 bills, which were posted on 4/30, were billed at the old rate and mailed on May 1 because the Call Center posted the batch on 4/30/08.
- The May 2 bills were sent on May 6, but we noticed that the partial bills, were not calculated with the flat rate of \$3.50 as stated in the ordinance. I believe George will fix.
- What about long bills and short bills?
- What about zero usage bills?
- What about bills with credit adjustments?
- A significant amount of college students will be moving out in May or June, so we would like to understand how the partial bills will be calculated.
- How will the senior discount work? Will we attach to the account by a rate code or utility type?
- The CBT report, the report that LFUCG relies on, for sewer and landfill information does not have anything by rate code. If LFUCG were to be able to glean the information on their own, they would refer to the CBT.
- Can we discuss the alternatives for implementing this senior discount rate?
- I assume May 5 and 6 bills were mailed as scheduled, with the same "pro rated" issues as the May 2 bills.
- Should we hold the May 7 bills until pro rated issue is changed?

Please let me know when we can get on a conference call. Thanks.

\*\*\*\*\*

Rachel S. Cole  
 Southeast Region  
 Email: rcole@kawc.com  
 Ph: 859-268-6307  
 Fax: 859-335-3307

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:18 PM -----

From: Rick Witherite/KAWC/AWWSC  
 To: Sheila Miller/WVAWC/AWWSC@AWW  
 Cc: Rachel Cole/KAWC/AWWSC@AWW, Bryan Siler/KAWC/AWWSC@AWW  
 Date: 05/07/2008 09:51 AM  
 Subject: Re: Fw: LFUCG Bills

The calculation looks fine. I am not sure the LFUCG would like the wording on the bill of minimum charge. It is what it is though, if that is the only way it works. The only other thing is that this rate

schedule should convert to the non residential rate of \$4.25 because it is a commercial account. Was the rate used only for test or is this how it will actually bill when put into production?

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  
 Sheila Miller/WVAWC/AWWSC



**Sheila  
 Miller/WVAWC/AWWSC**  
 05/07/2008 09:39 AM

To Rick Witherite/KAWC/AWWSC@AWW, Rachel  
 Cole/KAWC/AWWSC@AWW  
 cc

Subject Fw: LFUCG Bills

Below is a test bill with the minimum charge set up. In order to do this George had to have the first block bill at \$0.00 with a minimum charge of \$3.50. and then after the first CCF the rest of the usage falls into the second block. Take a look and let me know if this is OK - the wording on the bill will be minimum charge \$3.50. There is a test bill with 10 CCF and one with zero usage.

Sheila Miller  
 Manager Rates & Regulation  
 American Water Works Service Company  
 Southeast 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 05/07/2008 09:39 AM -----



**George  
 Conroy/SHARVCS/AWWSC**  
 05/07/2008 09:33 AM

To Sheila Miller/WVAWC/AWWSC@AWW  
 cc Basil J D'Antonio/SHARVCS/AWWSC@AWW

Subject LFUCG Bills

Sheila,

I modified rate G1B90 to what you see below. I changed the base charge description to minimum charge and I ran test bills at 10 and no usage. Take a look and let me know if they will work.



**Rate Schedule Maintenance (RATE) - CAS2105 - Kentucky Am (KYQA) Quality assura...**

File Edit Functions Go Path Help

Path: [ ] Rate Schedule: [G1B90] Res Mon LFUCG SCH B

Watr Lhrq/Meter [Averaging]

Rate Sch List | Rate Sch Entry1 | **Rate Sch Entry2** | Rate Sch Entry3 | Rate Sch Desc | Rate Adj List | Supplmnt Sewr 1

Utility Type: [2] O&M Wastewater Service

Effective Date: [03/15/08] [17] Expiration Date: [ ] [17]

Billing Class: [1] Rate Revenue Type: [R2110]

Rate Description: [Res Mon LFUCG SCH B] Bill Description: [ ]

|             | Limit         | Rate        |
|-------------|---------------|-------------|
| Rate Step 1 | [1.00]        | [ ]         |
| Rate Step 2 | [99999999.99] | [2.6400000] |
| Rate Step 3 | [ ]           | [ ]         |
| Rate Step 4 | [ ]           | [ ]         |
| Rate Step 5 | [ ]           | [ ]         |
| Rate Step 6 | [ ]           | [ ]         |
| Rate Step 7 | [ ]           | [ ]         |
| Rate Step 8 | [ ]           | [ ]         |

Base Charge: [3.50] Base Chg Rev Type: [ ] Base Charge Pqm: [ ]

OK Cancel

Rate Schedule Maintenance (RATE) - CIS2117 - Kentucky Am (KYQA) Quality assura...

File Edit Functions Go Path Help

Path [ ] Rate Schedule [G1B90] Res Mon LFUCG SCH B

Watr Chrg/Meter [Averaging]

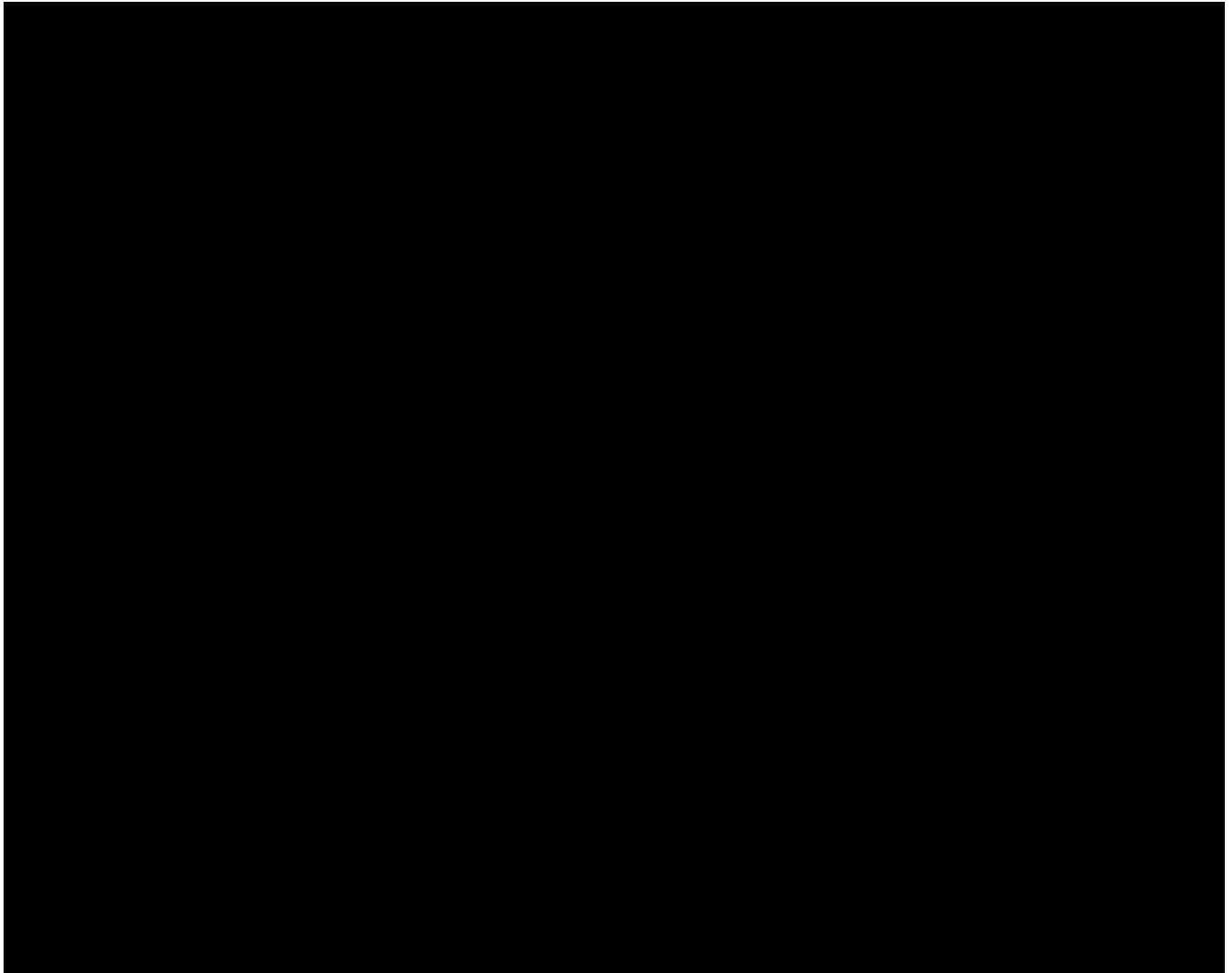
Rate Sch List | Rate Sch Entry1 | Rate Sch Entry2 | Rate Sch Entry3 | Rate Sch Desc | Rate Adj List | Supplmnt Sewr 1

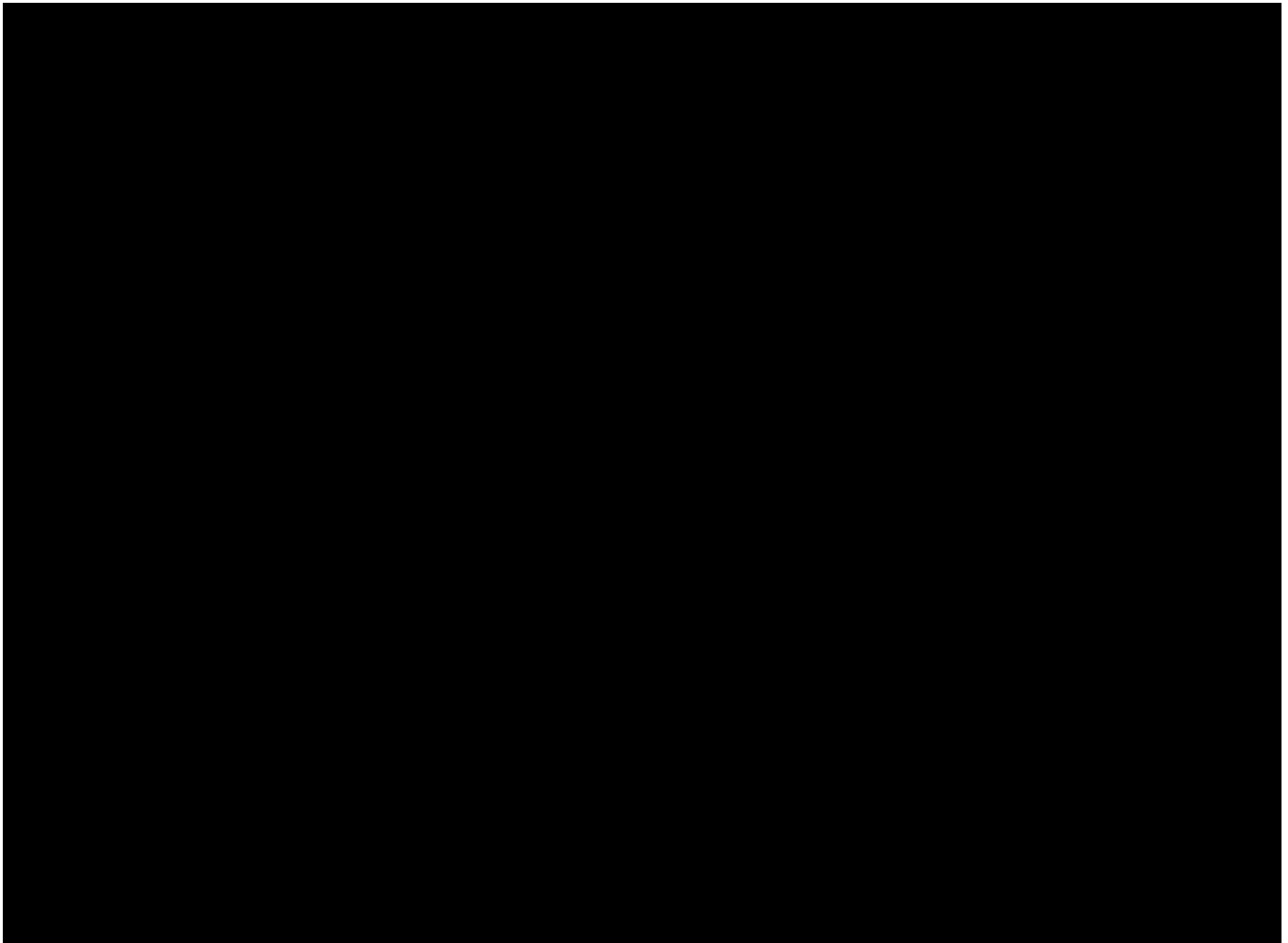
|                      |         |                        |                |            |
|----------------------|---------|------------------------|----------------|------------|
| Utility Type         | [2]     | O&M Wastewater Service | Effective Date | [03/15/08] |
| Rate Step Desc Type  | [SUSE]  | Sewer Usage            |                |            |
| Basic Chg Desc Type  | [MNCHG] | Minimum Charge         |                |            |
| Minimum Desc Type    | [ ]     |                        |                |            |
| Est Description Type | [ ]     |                        |                |            |
| Discount Desc Type   | [ ]     |                        |                |            |
| Horsepower Desc Type | [ ]     |                        |                |            |
| Bill KVA Desc Type   | [ ]     |                        |                |            |
| Demand Desc Type     | [ ]     |                        |                |            |
| Firm Demand Desc Typ | [ ]     |                        |                |            |
| Controlled Dmd Desc  | [ ]     |                        |                |            |
| Annual Dmd Desc Type | [ ]     |                        |                |            |
| Interrupt Cr Desc    | [ ]     |                        |                |            |
| Failure to Curtail   | [ ]     |                        |                |            |

E-LTS V2HTMG

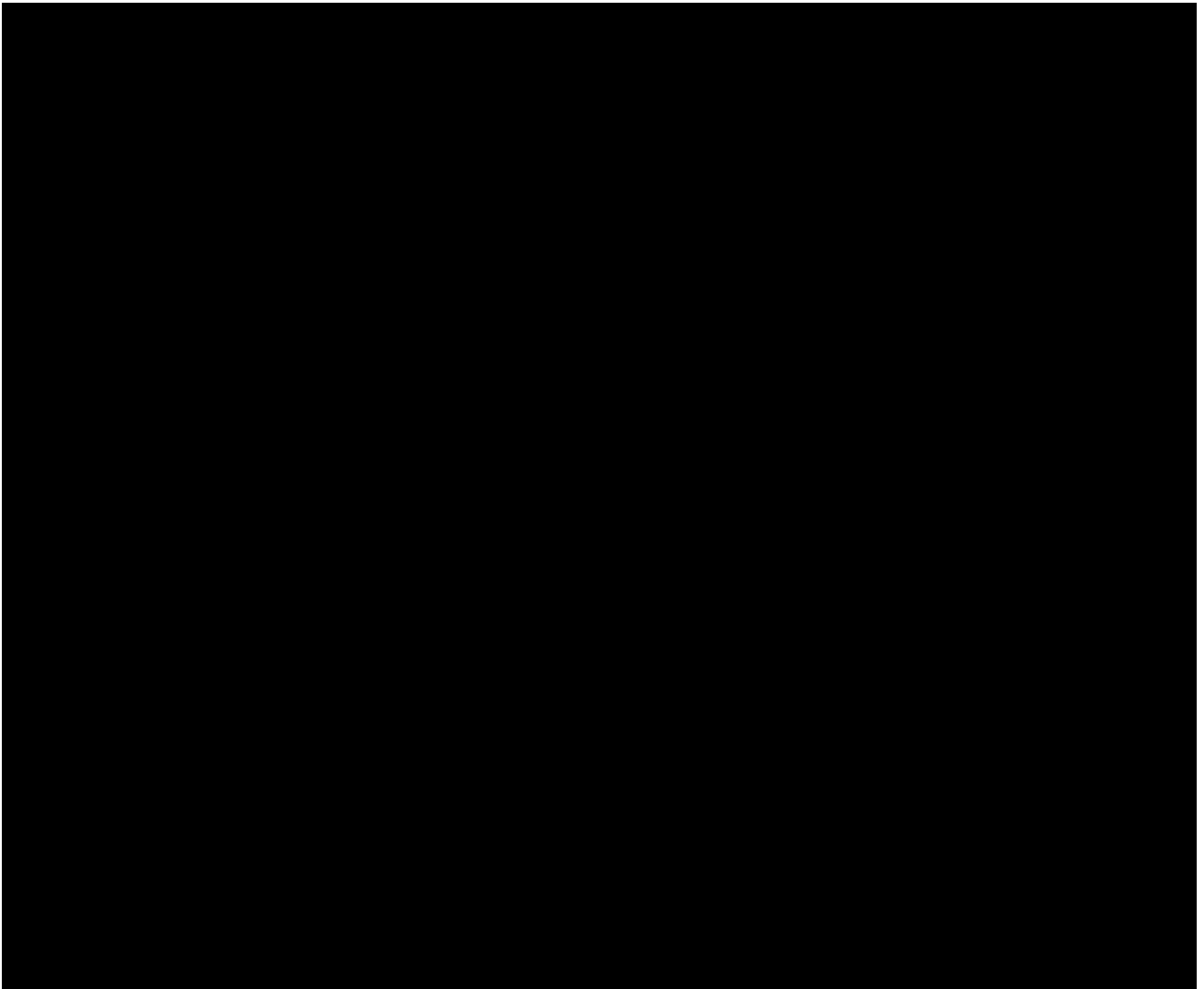
OK Cancel

Usage of 10 - bills the \$3.50 as minimum charge 1@\$0.00 and 9@\$2.64





No Usage - bills the \$3.50 as minimum charge





setups.

gmc

-----  
George Conroy  
Int. Financial Analyst - Rates and Regulation  
American Water Shared Services Center  
131 Woodcrest Road  
Cherry Hill, NJ 08003  
(856) 310-5773 (Phone)  
(856) 672-2878 (Fax)  
george.conroy@amwater.com

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:18 PM -----

From: Nikole L McKeever/CALLCTR/CORP/AWWSC  
To: Rick Witherite/KAWC/AWWSC@AWW, Rachel Cole/KAWC/AWWSC@AWW  
Cc: Bob J Perkins/CALLCTR/CORP/AWWSC@AWW, Bryan Siler/KAWC/AWWSC@AWW, George Conroy/SHARSVCS/AWWSC@AWW, Karen K Roney/CALLCTR/CORP/AWWSC@AWW, Mary E Moniodes/CALLCTR/CORP/AWWSC@AWW, Sheila Miller/WVAWC/AWWSC@AWW, Tammy T MacLaughlin/CALLCTR/CORP/AWWSC@AWW, Tracy R Bauswell/CALLCTR/CORP/AWWSC@AWW, Vanessa A Conrad/CALLCTR/CORP/AWWSC@AWW  
Date: 05/07/2008 09:54 AM

Subject: Re: Fw: LFUCG - Incorrect Charges Posted for Billing Dated 5/1/08 due to Rate Change

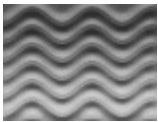
Rick,

Thank you for the follow up, based on your email below we will not proceed with any correction to the KY accounts that posted with a bill date of 5/1/08.

Thanks,

Nikole McKeever  
Billing Group Supervisor CSC  
618-433-4504 Office  
618-792-5351 Cell  
Fax: 618- 433-4180

Rick Witherite/KAWC/AWWSC



**Rick**  
**Witherite/KAWC/AWWSC**  
05/05/2008 02:42 PM

To: Nikole L McKeever/CALLCTR/CORP/AWWSC@AWW, Sheila Miller/WVAWC/AWWSC@AWW, George Conroy/SHARVCS/AWWSC@AWW  
cc: Bryan Siler/KAWC/AWWSC@AWW, Tracy R Bauswell/CALLCTR/CORP/AWWSC@AWW, Bob J Perkins/CALLCTR/CORP/AWWSC@AWW, Vanessa A Conrad/CALLCTR/CORP/AWWSC@AWW, Mary E Moniodes/CALLCTR/CORP/AWWSC@AWW, Karen K Roney/CALLCTR/CORP/AWWSC@AWW, Tammy T MacLaughlin/CALLCTR/CORP/AWWSC@AWW  
Subject: Fw: LFUCG - Incorrect Charges Posted for Billing Dated 5/1/08 due to Rate Change

Nikole,

Here is the email from LFUCG confirming the actions they wish to be taken. Per their request please do not cancel and rebill the May 1 bills.  
Thank you.

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

----- Forwarded by Rick Witherite/KAWC/AWWSC on 05/05/2008 03:41 PM -----



**"William O'Mara"**  
**<billo@lfucg.com>**  
05/05/2008 03:39 PM

To: <Rick.Witherite@amwater.com>, "Candice Deininger"  
<cdeining@lfucg.com>  
cc



<Rachel.Cole@amwater.com>,  
<Jarold.Jackson@amwater.com>, "Kyna Koch"  
<kkoch@lfucg.com>  
Subject RE: LFUCG - Incorrect Charges Posted for Billing Dated  
5/1/08 due to Rate Change

Rick-

This is to confirm our discussion from this morning that LFUCG does not want any rebill of the 5/1/08 sewer user fees. It is my understanding these bills have already been mailed.

It is my understanding that 5/02/08 bills are on hold and will be issued with the sewer user fee calculated at the new rates for the entire bill. We agree with this action.

If you have any questions or need clarification, please contact me immediately.

Thanks

Bill O

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

From: Rick.Witherite@amwater.com [mailto:Rick.Witherite@amwater.com]  
Sent: Monday, May 05, 2008 7:13 AM  
To: William O'Mara; Candice Deininger  
Cc: Rachel.Cole@amwater.com; Jarold.Jackson@amwater.com  
Subject: Fw: LFUCG - Incorrect Charges Posted for Billing Dated 5/1/08 due to Rate Change

Bill,

Good Morning. Please see the email below. The attachment is a letter that will go out to customers who were billed on 5/1/08. Please review this letter and let me know if you would prefer any changes in verbiage. Thank you.

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

----- Forwarded by Rick Witherite/KAWC/AWWS on 05/05/2008 07:08 AM

-----

Nikole L

McKeever/CALLCTR/



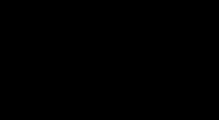
To CORP/AWWSA  
Rick Witherite/KAWC/AWWSA@AWW

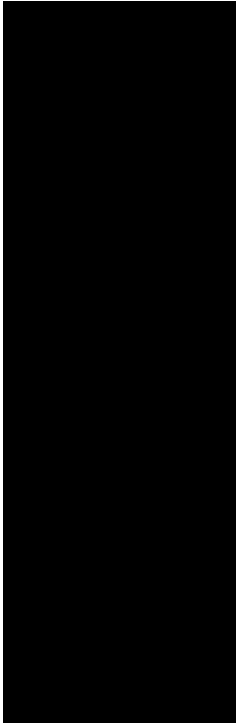
cc 05/02/2008 05:58  
PM Tracy R  
Bauswell/CALLCTR/CORP/AWWSA@AWW,  
Bob J  
Perkins/CALLCTR/CORP/AWWSA@AWW,  
Vanessa A  
Mary Conrad/CALLCTR/CORP/AWWSA@AWW,  
Moniodes/CALLCTR/CORP/AWWSA@AWW,  
E  
Karen K  
Tammy Roney/CALLCTR/CORP/AWWSA@AWW,  
T  
MacLaughlin/CALLCTR/CORP/AWWSA@AWW

Subject LFUCG - Incorrect Charges Posted  
for Billing Dated 5/1/08 due to  
Rate Change

Rick,

Per our conversation we have identified the Kentucky routes that posted with a bill date of 5/1/08. The rate change information was received in billing on 5/1/08 the routes listed below were processed on 4/30/08 therefore the LFUCG charges associated with the billing statements were calculated with the old LFUCG rate.





In order to accurately calculate the charges the billing statements will need to be canceled and rebilled, at which time the system will pick up the charges from the new rate.

Canceling of the statements will require customer notification. I have attached below letter verbiage that will need to be reviewed and approved by the communications team. Please feel free to utilize the letter below as a starting point and make any changes you deem necessary.

Please confirm you would like to proceed with canceling the billing statements and the billing team will ensure the routes above are selected for cancelation, there are approximately 5600 customers affected. Once you have received final approval of the letter a ticket will need to be sent to the Help Desk to have the letter placed into LGS and attached to the accounts contained within the routes listed above.

(See attached file: LFUCG - Rate Change - Cancel Letter.doc)

If you have questions please feel free to contact myself or Tracy Bauswell.

Thanks,

Nikole McKeever  
Billing Group Supervisor CSC  
618-433-4504 Office  
618-792-5351 Cell

Fax: 618- 433-4180

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:18 PM -----

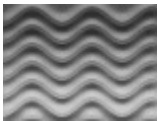
From: Sheila Miller/WVAWC/AWWSC  
 To: Rick Witherite/KAWC/AWWSC@AWW  
 Cc: Bryan Siler/KAWC/AWWSC@AWW, Rachel Cole/KAWC/AWWSC@AWW, George Conroy/SHARVCS/AWWSC@AWW  
 Date: 05/07/2008 09:58 AM  
 Subject: Re: Fw: LFUCG Bills

Although the test bill was a commercial account, the rate schedule was G1B90 which is a residential rate schedule. It was just used for testing purposes. I have attached the original template and those with \$4.25 in the first block originally will have a minimum charge of \$4.25 except for G4M4A which was agreed that it would have the residential rates and thus it will be \$3.50. Let me know if you have any other adjustments. I checked out this account in production and it actually has G2B90 attached to it so it would bill at the \$4.25 minimum.



LFUCG 050108 rate change template revised 4.xls

Sheila Miller  
 Manager Rates & Regulation  
 American Water Works Service Company  
 Southeast Region  
 PO Box 1906  
 Charleston, WV 25327-1906  
 phone: (304)353-6317  
 fax: (304)353-6332  
 Sheila.Miller@amwater.com  
 Rick Witherite/KAWC/AWWSC



**Rick  
 Witherite/KAWC/AWWSC**  
 05/07/2008 09:51 AM

To: Sheila Miller/WVAWC/AWWSC@AWW  
 cc: Rachel Cole/KAWC/AWWSC@AWW, Bryan Siler/KAWC/AWWSC@AWW  
 Subject: Re: Fw: LFUCG Bills

The calculation looks fine. I am not sure the LFUCG would like the wording on the bill of minimum charge. It is what it is though, if that is the only way it works. The only other thing is that this rate schedule should convert to the non residential rate of \$4.25 because it is a commercial account. Was the rate used only for test or is this how it will actually bill when put into production?

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  
Sheila Miller/WVAWC/AWWSC



**Sheila  
Miller/WVAWC/AWWSC**

05/07/2008 09:39 AM

To Rick Witherite/KAWC/AWWSC@AWW, Rachel  
Cole/KAWC/AWWSC@AWW

cc

Subject Fw: LFUCG Bills

Below is a test bill with the minimum charge set up. In order to do this George had to have the first block bill at \$0.00 with a minimum charge of \$3.50. and then after the first CCF the rest of the usage falls into the second block. Take a look and let me know if this is OK - the wording on the bill will be minimum charge \$3.50. There is a test bill with 10 CCF and one with zero usage.

Sheila Miller  
Manager Rates & Regulation  
American Water Works Service Company  
Southeast 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 05/07/2008 09:39 AM -----



**George  
Conroy/SHARVCS/AWWSC**

05/07/2008 09:33 AM

To Sheila Miller/WVAWC/AWWSC@AWW

cc Basil J D'Antonio/SHARVCS/AWWSC@AWW

Subject LFUCG Bills

Sheila,

I modified rate G1B90 to what you see below. I changed the base charge description to minimum charge and I ran test bills at 10 and no usage. Take a look and let me know if they will work.

**Rate Schedule Maintenance (RATE) - CAS2105 - Kentucky Am (KYQA) Quality assura...**

File Edit Functions Go Path Help

Path: [ ] Rate Schedule: [G1B90] Res Mon LFUCG SCH B

Watr Lhrq/Meter [Averaging]

Rate Sch List | Rate Sch Entry1 | Rate Sch Entry2 | Rate Sch Entry3 | Rate Sch Desc | Rate Adj List | Supplmnt Sewr 1

Utility Type: [2] O&M Wastewater Service

Effective Date: [03/15/08] [17] Expiration Date: [ ] [17]

Billing Class: [1] Rate Revenue Type: [R2110]

Rate Description: [Res Mon LFUCG SCH B] Bill Description: [ ]

|             | Limit         | Rate        |
|-------------|---------------|-------------|
| Rate Step 1 | [1.00]        | [ ]         |
| Rate Step 2 | [99999999.99] | [2.6400000] |
| Rate Step 3 | [ ]           | [ ]         |
| Rate Step 4 | [ ]           | [ ]         |
| Rate Step 5 | [ ]           | [ ]         |
| Rate Step 6 | [ ]           | [ ]         |
| Rate Step 7 | [ ]           | [ ]         |
| Rate Step 8 | [ ]           | [ ]         |

Base Charge: [ ] 3.50

Base Chg Rev Type: [ ]

Base Charge Pqm: [ ]

OK Cancel

Rate Schedule Maintenance (RATE) - CIS2117 - Kentucky Am (KYQA) Quality assura...

File Edit Functions Go Path Help

Path [ ] Rate Schedule [G1B90] Res Mon LFUCG SCH B

Watr Lhrq/Meter [Averaging]

Rate Sch List | Rate Sch Entry1 | Rate Sch Entry2 | Rate Sch Entry3 | Rate Sch Desc | Rate Adj List | Supplmnt Sewr 1

Utility Type [2] O&M Wastewater Service Effective Date [03/15/08]

Rate Step Desc Type [SUSE] Sewer Usage

Basic Chq Desc Type [MNCHG] Minimum Charge

Minimum Desc Type [ ]

Est Description Type [ ]

Discount Desc Type [ ]

Horsepower Desc Type [ ]

Bill KVA Desc Type [ ]

Demand Desc Type [ ]

Firm Demand Desc Typ [ ]

Controlled Dmd Desc [ ]

Annual Dmd Desc Type [ ]

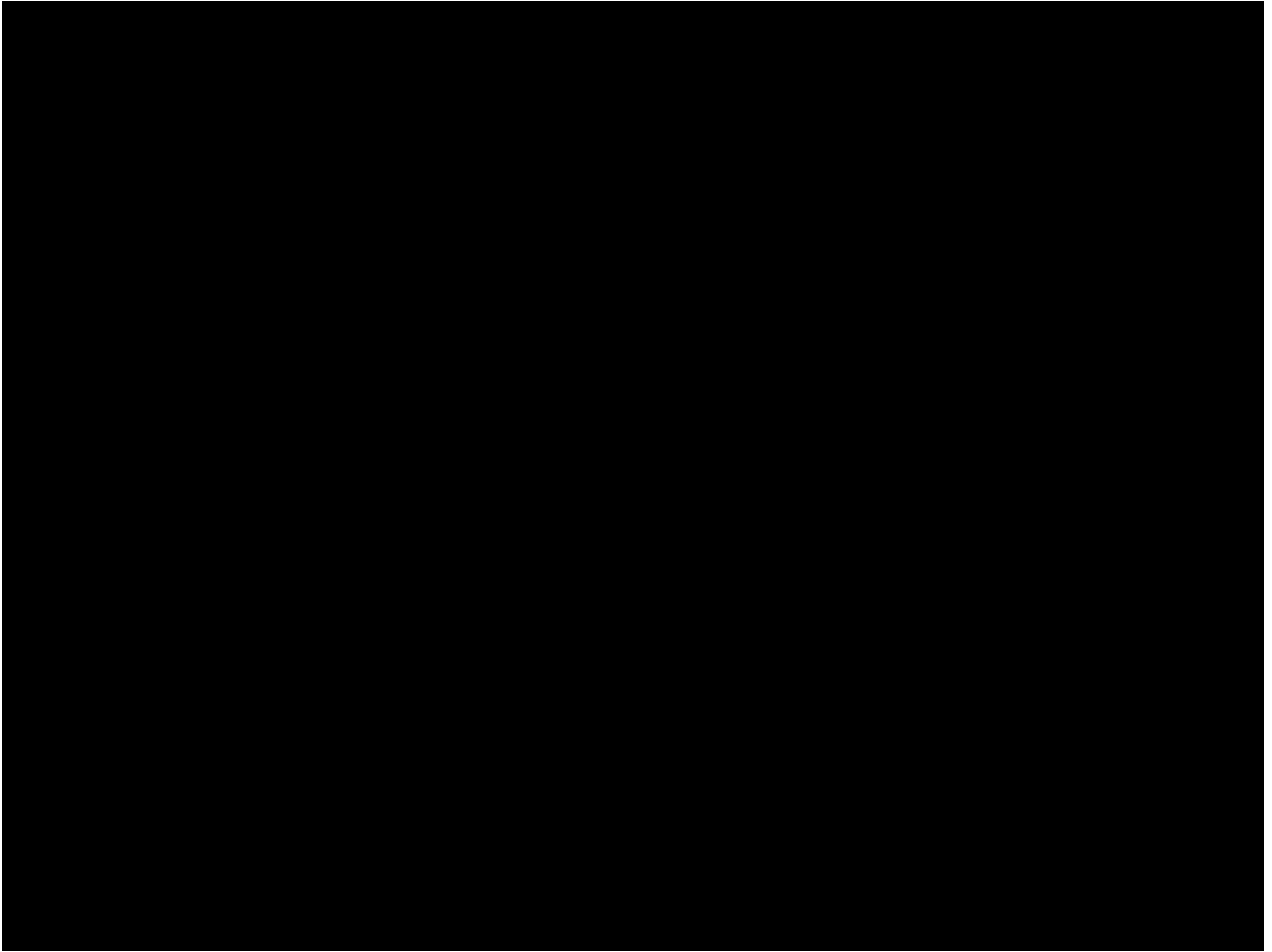
Interrupt Cr Desc [ ]

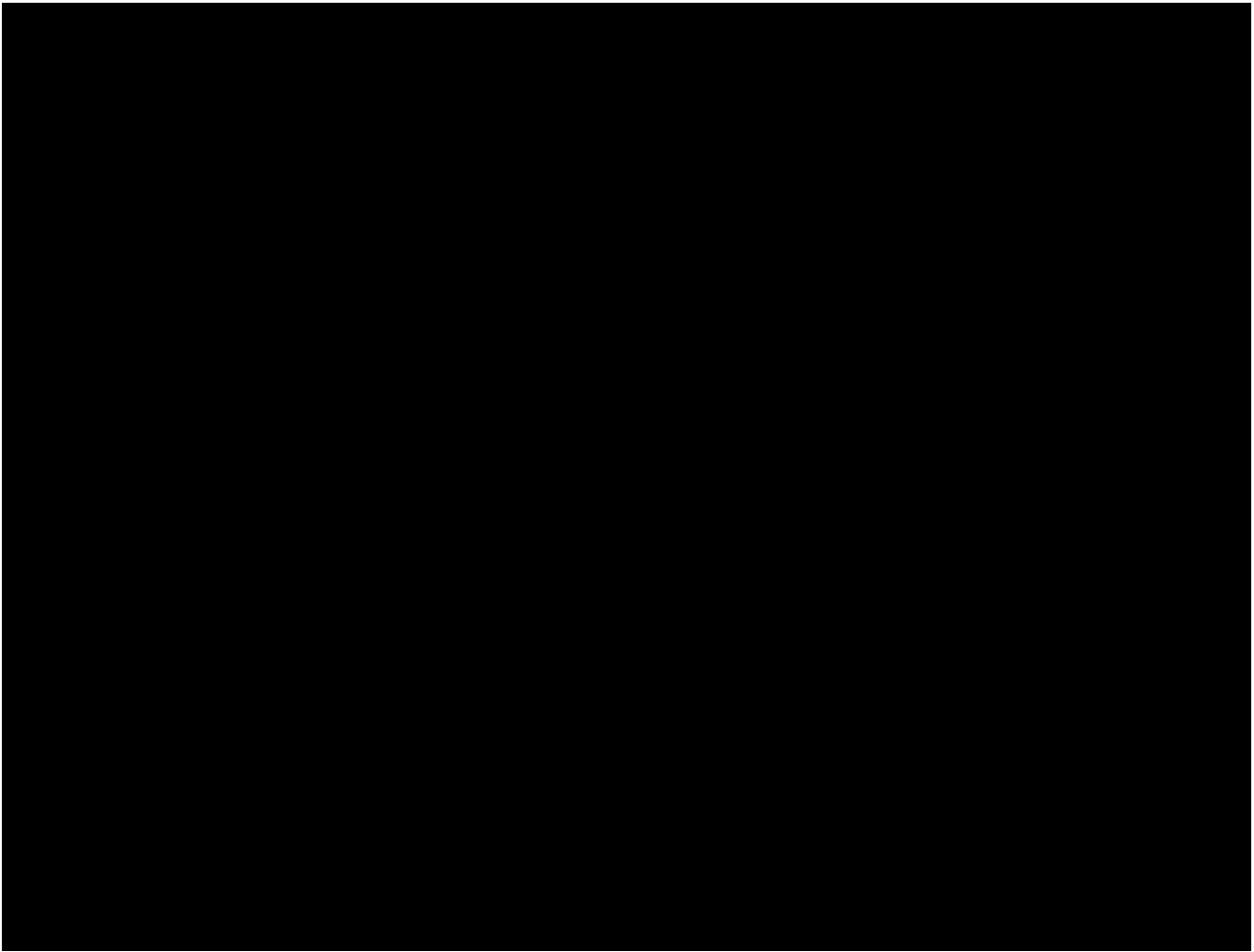
Failure to Curtail [ ]

E-LTS VCHTING

OK Cancel

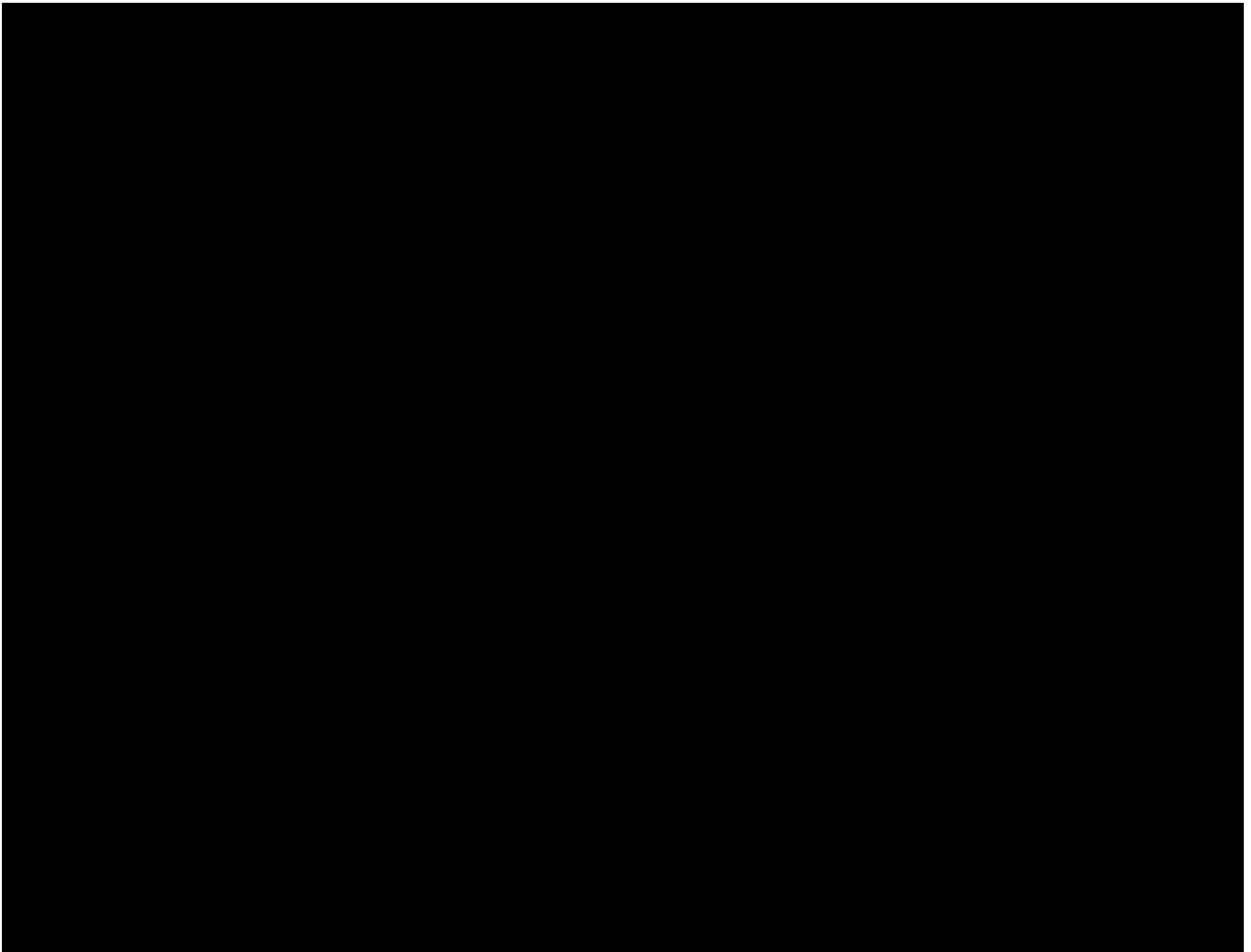
Usage of 10 - bills the \$3.50 as minimum charge 1@\$0.00 and 9@\$2.64

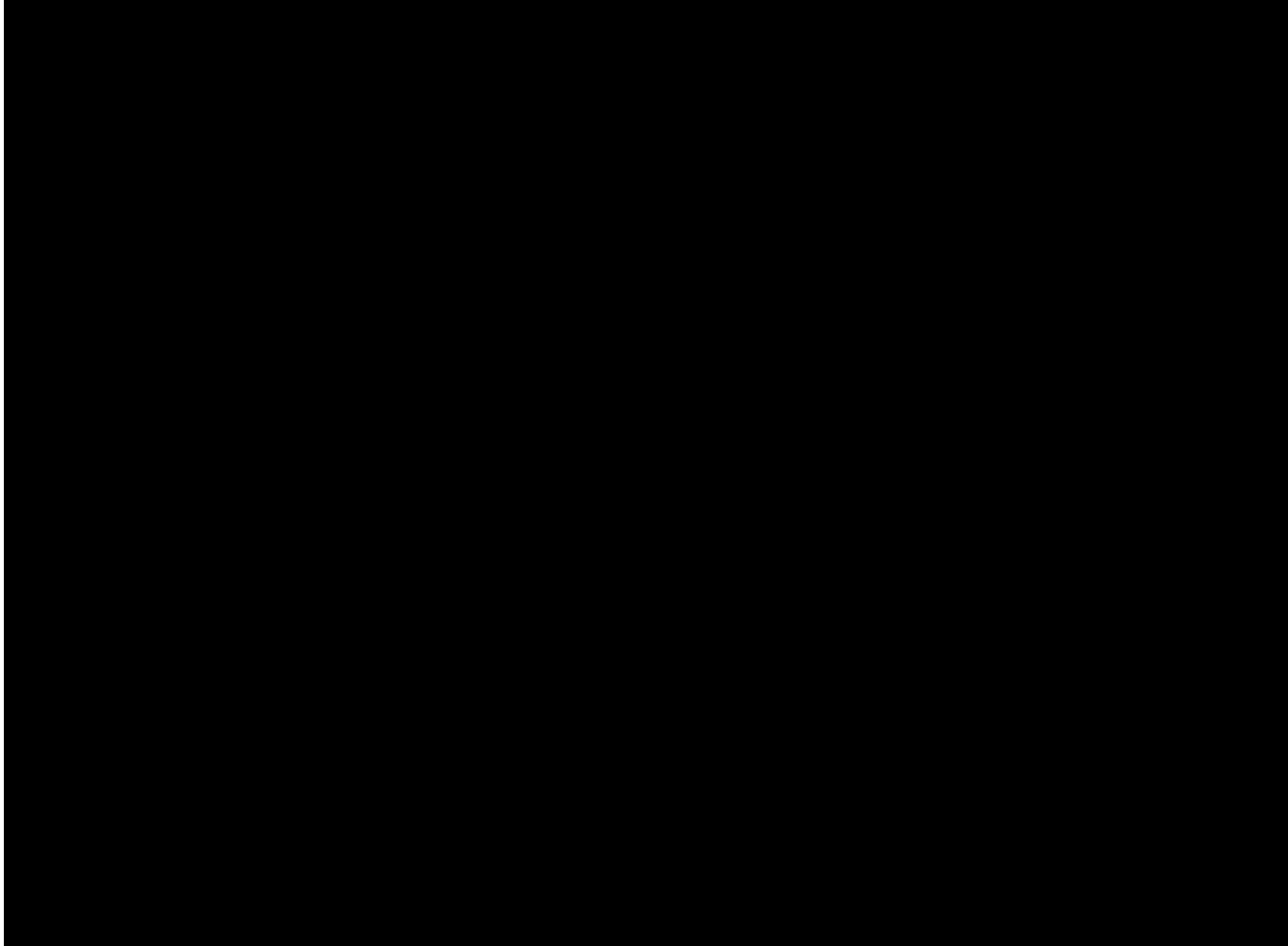




No Usage - bills the \$3.50 as minimum charge







If so, I'll make the changes to the remaining rates and correct the template you sent to reflect the new setups.

gmc

-----  
George Conroy  
Int. Financial Analyst - Rates and Regulation  
American Water Shared Services Center  
131 Woodcrest Road  
Cherry Hill, NJ 08003  
(856) 310-5773 (Phone)  
(856) 672-2878 (Fax)  
george.conroy@amwater.com

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:18 PM -----

From: Rachel Cole/KAWC/AWWSC  
To: Sheila Miller/WVAWC/AWWSC@AWW  
Cc: Bryan Siler  
Date: 05/07/2008 10:09 AM  
Subject: Re: LFUCG

---

Sheila,

I thought George could at least guesstimate hours and dates of changes made. We need to be able to have something, anything, that documents that there was a lot of work involved in this process. It helps us to support our argument that we need a standard form filled out, the documentation and instruction of the ordinance needs to be clearer, more communication with LFUCG needs to happen before implementation date, etc....

Ok, so what other changes need to happen? Is the base rate, the only change at this point? Will that change, cover all scenarios? Will we have the base rate change accomplished today?

Since the ordinance is subject to interpretation, can you tell me what we have programmed in the system or would it be better to discuss over the phone?

\*\*\*\*\*


Rachel S. Cole  
Southeast Region  
Email: rcole@kawc.com  
Ph: 859-268-6307  
Fax: 859-335-3307

Sheila Miller/WVAWC/AWWSC



**Sheila  
Miller/WVAWC/AWWSC**  
05/07/2008 09:02 AM

To Rachel Cole/KAWC/AWWSC@AWW  
cc

Subject Re: LFUCG 

The problem is we did not track the time that we have spent on all of these changes. I discussed it with Mike about setting up a work order to track the costs and he decided not to do that. However, it has become nightmare with the complete overhaul of their rate structure. We had a similar situation in Tennessee last year and it took three months to get the rates just as they wanted them. However, the three months was prior to actual billing - they had an enormous overhaul to their set up as well.

The problem with the minimum bill was the fact that it was not detailed in the ordinance - we usually see something like "no customer will be billed for less than \$\_\_\_" or "there will be a minimum charge of \$\_\_\_" so it was not clear in their wording. We should have that change in rather quickly though.


Sheila Miller  
Manager Rates & Regulation  
American Water Works Service Company  
Southeast Region  
PO Box 1906  
Charleston, WV 25327-1906  
phone: (304)353-6317  
fax: (304)353-6332  
Sheila.Miller@amwater.com  
Rachel Cole/KAWC/AWWSC



**Rachel Cole/KAWC/AWWSC**  
05/07/2008 08:56 AM

To Sheila Miller/WVAWC/AWWSC@AWW  
cc Rick Witherite/KAWC/AWWSC@AWW



Subject Re: LFUCG 

Just wondered if we could have those costs so we could be sure to let them know (at the right time) that this is a service that they are getting, which was really not included in the contract. Although the contract is silent, it shouldn't be silent for rate changes such as the recent ones. I personally believe we should bill them anyway, but it's probably not a good time. Under other circumstances, we should bill them even if the contract is silent, because these changes were not routine changes.

Historically, the rate changes were only annual CPI increases so they've never been a problem.

\*\*\*\*\*

Rachel S. Cole  
Southeast Region  
Email: rcole@kawc.com  
Ph: 859-268-6307  
Fax: 859-335-3307

Sheila Miller/WVAWC/AWWSC



**Sheila  
Miller/WVAWC/AWWSC**  
05/07/2008 08:31 AM

To Rachel Cole/KAWC/AWWSC@AWW

cc

Subject LFUCG

We did not track the costs associated with the LFUCG rate change. Mike said because it was not spelled out in the contract that we could not bill them for the extra cost of the senior discount.

Sheila Miller  
Manager Rates & Regulation  
American Water Works Service Company  
Southeast Region  
PO Box 1906  
Charleston, WV 25327-1906  
phone: (304)353-6317  
fax: (304)353-6332  
Sheila.Miller@amwater.com

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:18 PM -----

From: Rick Witherite/KAWC/AWWSC  
To: Sheila Miller/WVAWC/AWWSC@AWW  
Cc: Bryan Siler/KAWC/AWWSC@AWW, George Conroy/SHARVCS/AWWSC@AWW, Rachel Cole/KAWC/AWWSC@AWW  
Date: 05/07/2008 10:15 AM  
Subject: Re: Fw: LFUCG Bills

O.K. I see. We are also going to need test bills as outlined in Rachel's email from yesterday. We need to

see short bills with and without usage and long bills with and without usage. On the spreadsheet you just sent, is it accurate to have the base charge field populated and the 1st block field?

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  
 Sheila Miller/WVAWC/AWWSC



**Sheila  
 Miller/WVAWC/AWWSC**

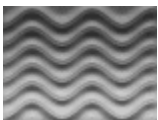
05/07/2008 09:58 AM

To Rick Witherite/KAWC/AWWSC@AWW  
 cc Bryan Siler/KAWC/AWWSC@AWW, Rachel  
 Cole/KAWC/AWWSC@AWW, George  
 Conroy/SHARVCS/AWWSC@AWW  
 Subject Re: Fw: LFUCG Bills 📎

Although the test bill was a commercial account, the rate schedule was G1B90 which is a residential rate schedule. It was just used for testing purposes. I have attached the original template and those with \$4.25 in the first block originally will have a minimum charge of \$4.25 except for G4M4A which was agreed that it would have the residential rates and thus it will be \$3.50. Let me know if you have any other adjustments. I checked out this account in production and it actually has G2B90 attached to it so it would bill at the \$4.25 minimum.

[attachment "LFUCG 050108 rate change template revised 4.xls" deleted by Rick Witherite/KAWC/AWWSC]

Sheila Miller  
 Manager Rates & Regulation  
 American Water Works Service Company  
 Southeast Region  
 PO Box 1906  
 Charleston, WV 25327-1906  
 phone: (304)353-6317  
 fax: (304)353-6332  
 Sheila.Miller@amwater.com  
 Rick Witherite/KAWC/AWWSC



**Rick  
 Witherite/KAWC/AWWSC**

05/07/2008 09:51 AM

To Sheila Miller/WVAWC/AWWSC@AWW  
 cc Rachel Cole/KAWC/AWWSC@AWW, Bryan  
 Siler/KAWC/AWWSC@AWW  
 Subject Re: Fw: LFUCG Bills 📎

The calculation looks fine. I am not sure the LFUCG would like the wording on the bill of minimum charge. It is what it is though, if that is the only way it works. The only other thing is that this rate schedule should convert to the non residential rate of \$4.25 because it is a commercial account. Was the rate used only for test or is this how it will actually bill when put into production?

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  
 Sheila Miller/WVAWC/AWWSC



**Sheila  
 Miller/WVAWC/AWWSC**

05/07/2008 09:39 AM

To Rick Witherite/KAWC/AWWSC@AWW, Rachel  
 Cole/KAWC/AWWSC@AWW  
 cc

Subject Fw: LFUCG Bills

Below is a test bill with the minimum charge set up. In order to do this George had to have the first block bill at \$0.00 with a minimum charge of \$3.50. and then after the first CCF the rest of the usage falls into the second block. Take a look and let me know if this is OK - the wording on the bill will be minimum charge \$3.50. There is a test bill with 10 CCF and one with zero usage.

Sheila Miller  
 Manager Rates & Regulation  
 American Water Works Service Company  
 Southeast 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 05/07/2008 09:39 AM -----



**George  
 Conroy/SHARVCS/AWWSC**

05/07/2008 09:33 AM

To Sheila Miller/WVAWC/AWWSC@AWW

cc Basil J D'Antonio/SHARVCS/AWWSC@AWW

Subject LFUCG Bills

Sheila,

I modified rate G1B90 to what you see below. I changed the base charge description to minimum charge and I ran test bills at 10 and no usage. Take a look and let me know if they will work.

**Rate Schedule Maintenance (RATE) - CAS2105 - Kentucky Am (KYQA) Quality assura...**

File Edit Functions Go Path Help

Path: [ ] Rate Schedule: [G1B90] Res Mon LFUCG SCH B

Watr Lhrq/Meter [Averaging]

Rate Sch List | Rate Sch Entry1 | Rate Sch Entry2 | Rate Sch Entry3 | Rate Sch Desc | Rate Adj List | Supplmnt Sewr 1

Utility Type: [2] O&M Wastewater Service

Effective Date: [03/15/08] [17] Expiration Date: [ ] [17]

Billing Class: [1] Rate Revenue Type: [R2110]

Rate Description: [Res Mon LFUCG SCH B] Bill Description: [ ]

|             | Limit         | Rate        |
|-------------|---------------|-------------|
| Rate Step 1 | [1.00]        | [ ]         |
| Rate Step 2 | [99999999.99] | [2.6400000] |
| Rate Step 3 | [ ]           | [ ]         |
| Rate Step 4 | [ ]           | [ ]         |
| Rate Step 5 | [ ]           | [ ]         |
| Rate Step 6 | [ ]           | [ ]         |
| Rate Step 7 | [ ]           | [ ]         |
| Rate Step 8 | [ ]           | [ ]         |

Base Charge: [3.50] Base Chg Rev Type: [ ] Base Charge Pqm: [ ]

OK Cancel

Rate Schedule Maintenance (RATE) - CIS2117 - Kentucky Am (KYQA) Quality assura...

File Edit Functions Go Path Help

Path [ ] Rate Schedule [G1B90] Res Mon LFUCG SCH B

Watr Chrg/Meter [Averaging]

Rate Sch List | Rate Sch Entry1 | Rate Sch Entry2 | Rate Sch Entry3 | Rate Sch Desc | Rate Adj List | Supplmnt Sewr 1

Utility Type [2] O&M Wastewater Service Effective Date [03/15/08]

Rate Step Desc Type [SUSE] Sewer Usage

Basic Chg Desc Type [MNCHG] Minimum Charge

Minimum Desc Type [ ]

Est Description Type [ ]

Discount Desc Type [ ]

Horsepower Desc Type [ ]

Bill KVA Desc Type [ ]

Demand Desc Type [ ]

Firm Demand Desc Typ [ ]

Controlled Dmd Desc [ ]

Annual Dmd Desc Type [ ]

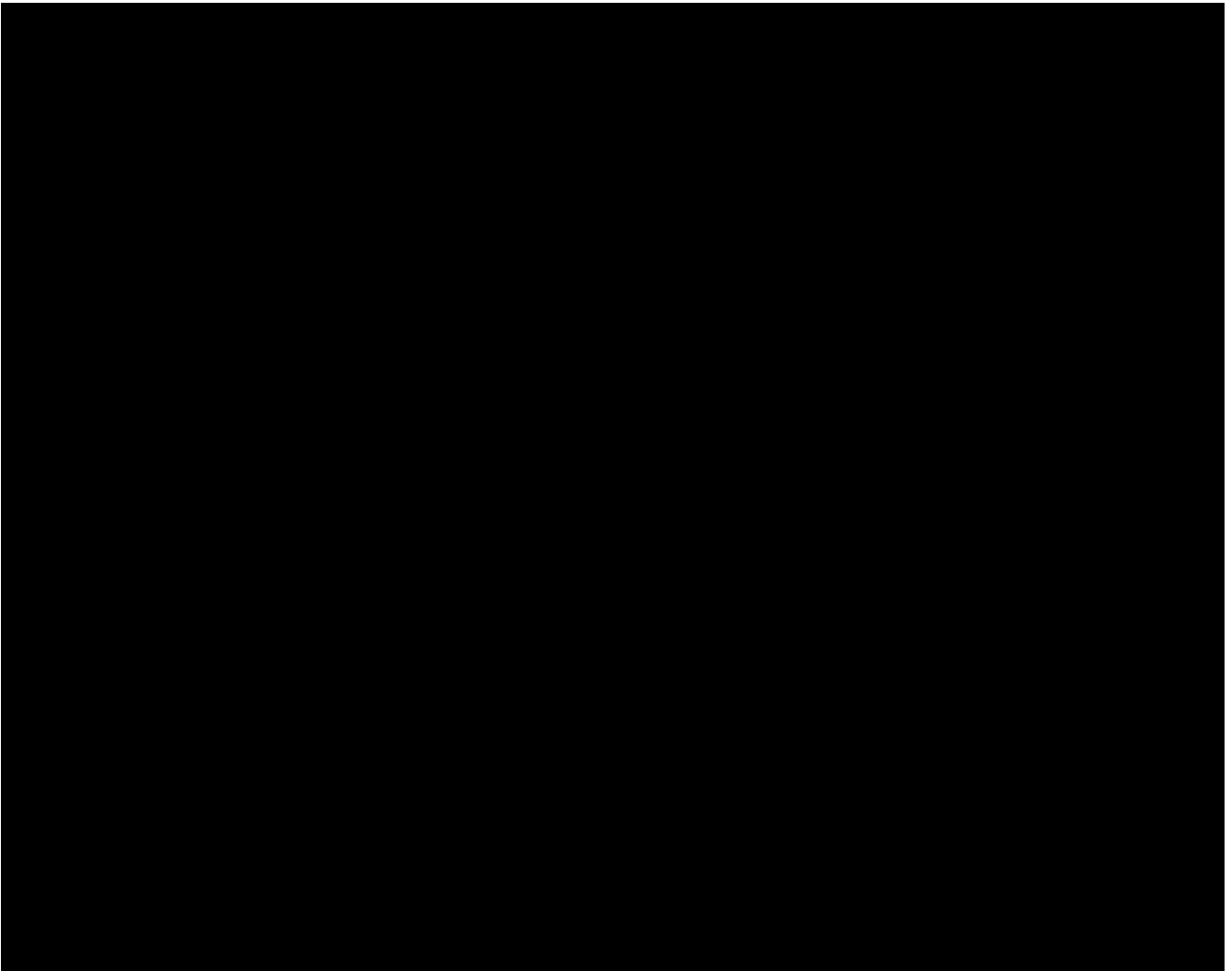
Interrupt Cr Desc [ ]

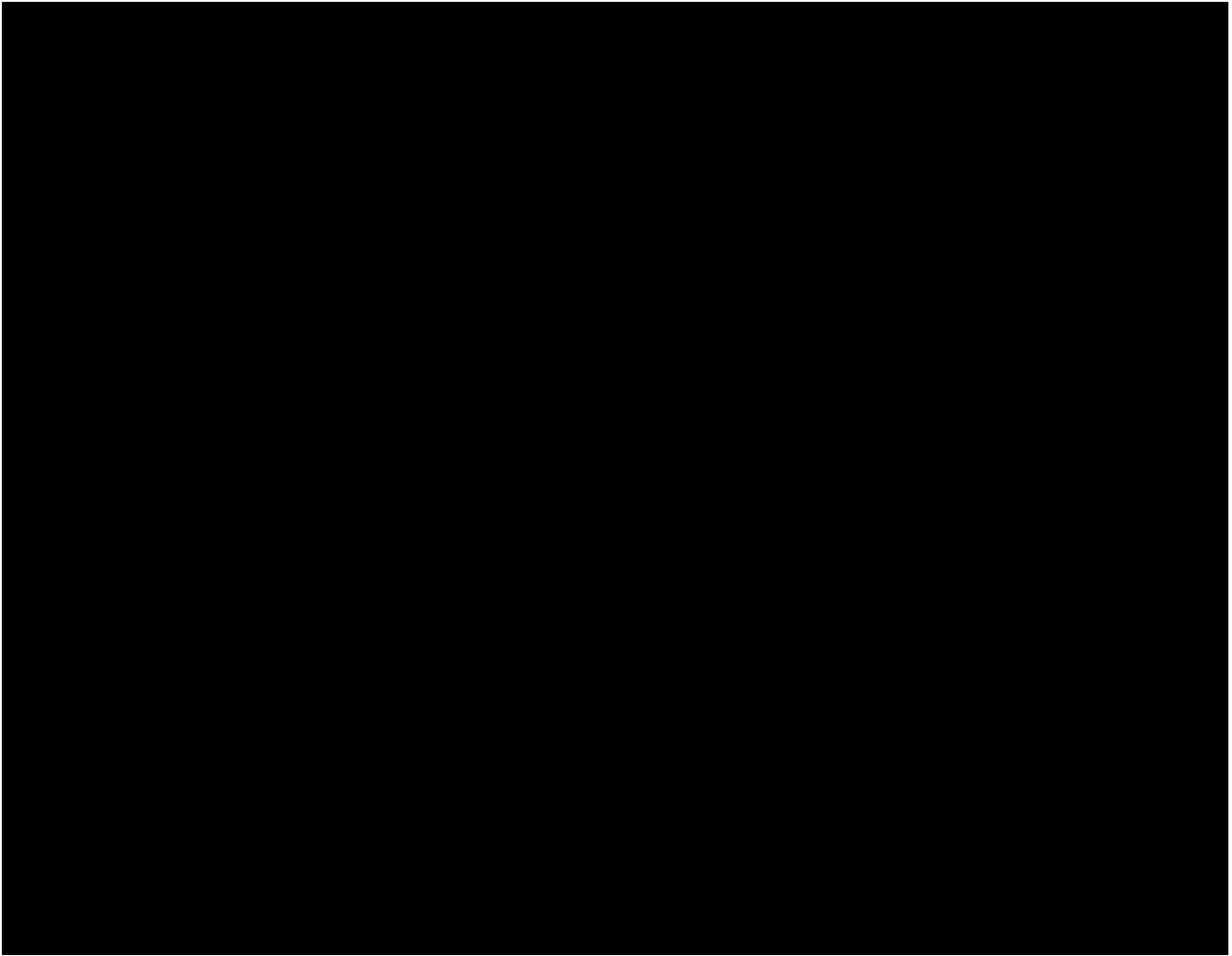
Failure to Curtail [ ]

*E-LTS VCHTING* [OK] [Cancel]

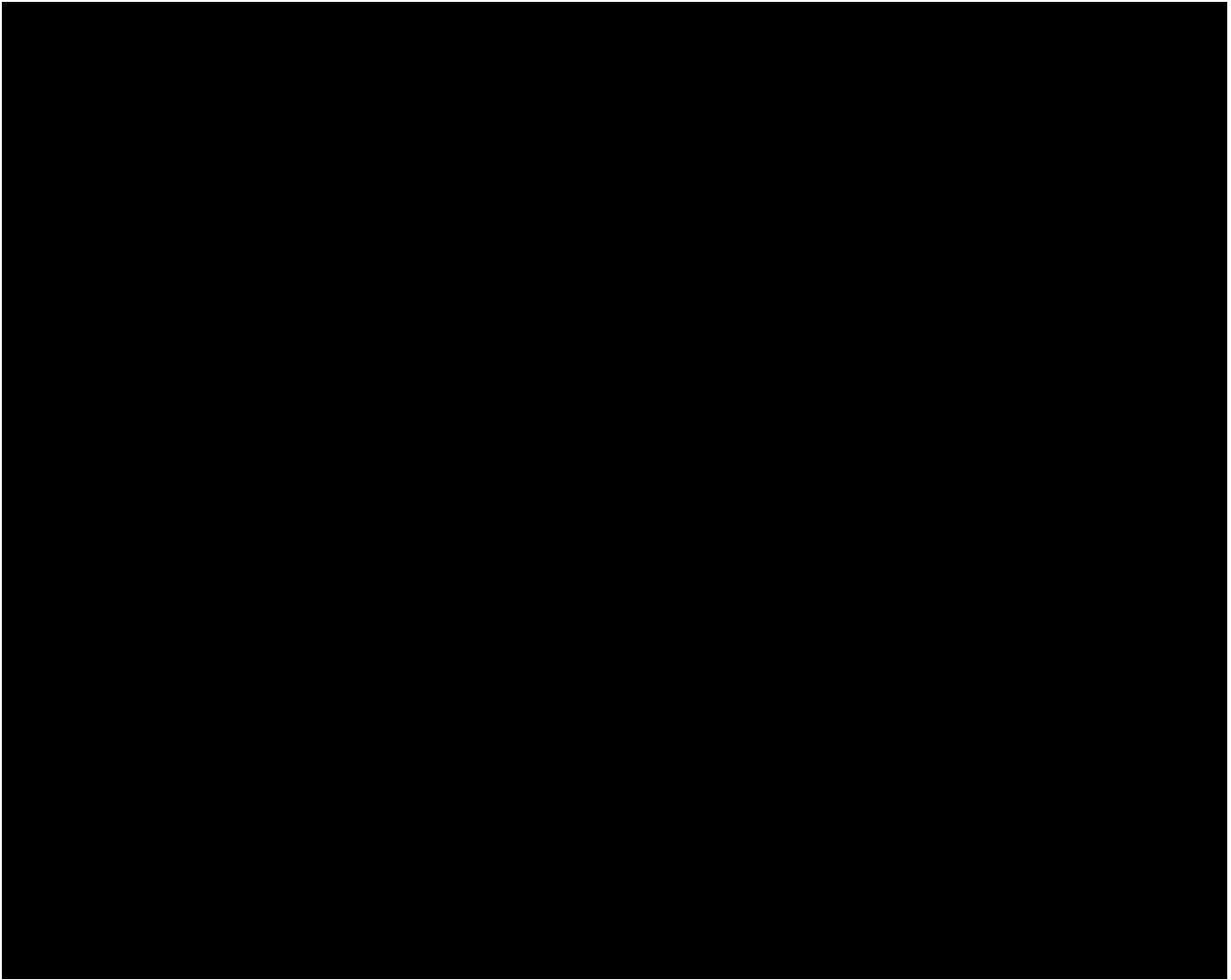
Usage of 10 - bills the \$3.50 as minimum charge 1@\$0.00 and 9@\$2.64

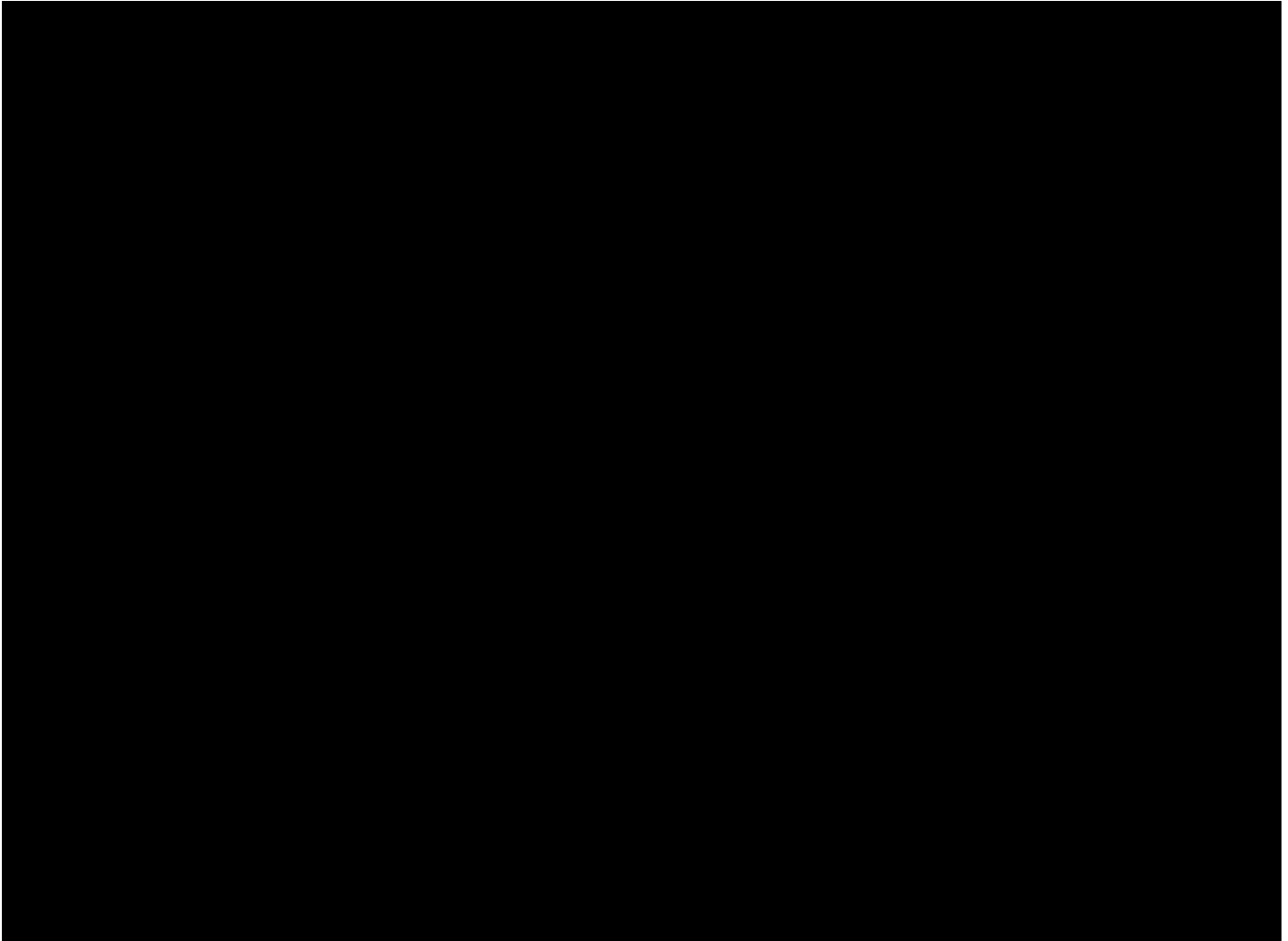






No Usage - bills the \$3.50 as minimum charge





If so, I'll make the changes to the remaining rates and correct the template you sent to reflect the new setups.

gmc

-----  
George Conroy  
Int. Financial Analyst - Rates and Regulation  
American Water Shared Services Center  
131 Woodcrest Road  
Cherry Hill, NJ 08003  
(856) 310-5773 (Phone)  
(856) 672-2878 (Fax)  
george.conroy@amwater.com

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:18 PM -----

From: Rick Witherite/KAWC/AWWSC  
To: Sheila Miller/WVAWC/AWWSC@AWW  
Cc: Bryan Siler/KAWC/AWWSC@AWW, George Conroy/SHARVCS/AWWSC@AWW, Rachel Cole/KAWC/AWWSC@AWW  
Date: 05/07/2008 10:27 AM  
Subject: Re: Fw: LFUCG Bills

---

I agree. I was just thinking that the LFUCG was probably expecting the lines not to change. So if there was no usage it would show the calculation and the total of \$3.50. The extra line of minimum charge draws attention and the line of 0 x 3.50 for the first unit may be perceived as confusing to the customer.

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  
Sheila Miller/WVAWC/AWWSC



**Sheila  
Miller/WVAWC/AWWSC**

05/07/2008 10:21 AM

To George Conroy/SHARVCS/AWWSC@AWW  
cc Bryan Siler/KAWC/AWWSC@AWW, Rachel  
Cole/KAWC/AWWSC@AWW, Rick  
Witherite/KAWC/AWWSC@AWW  
Subject Re: Fw: LFUCG Bills 📎

I think "minimum charge" is the most accurate. Rick and Rachel - what do you think?

Sheila Miller  
Manager Rates & Regulation  
American Water Works Service Company  
Southeast Region  
PO Box 1906  
Charleston, WV 25327-1906  
phone: (304)353-6317  
fax: (304)353-6332  
Sheila.Miller@amwater.com  
George Conroy/SHARVCS/AWWSC



**George  
Conroy/SHARVCS/AWWSC**

05/07/2008 10:19 AM

To Sheila Miller/WVAWC/AWWSC@AWW  
cc Bryan Siler/KAWC/AWWSC@AWW, Rachel  
Cole/KAWC/AWWSC@AWW, Rick  
Witherite/KAWC/AWWSC@AWW  
Subject Re: Fw: LFUCG Bills 📎

What explanation do you want on the base charge? I have the option of attaching any of the descriptions below

Bill Description List

Bill Description List

| Type  | Description   |
|-------|---------------|
| ALLOW | Allowance     |
| WBASE | Basic Service |
| CALC  | Calculated    |
| EST   | Estimated     |
| HYDT  | Fire Hydrant  |

Sort Position to Description

OK Cancel Help

Bill Description List

Bill Description List

| Type  | Description          |
|-------|----------------------|
| FIRE  | Fire Service         |
| 12FRN | Franchise Fee        |
| 12KRA | KRA Withdrawal Fee   |
| MCHRG | Meter Service Charge |
| MNCHG | Minimum Charge       |

Sort Position to Description

OK Cancel Help

Bill Description List

Bill Description List

| Type  | Description                   |
|-------|-------------------------------|
| PRHYD | Private Hydrant Charge        |
| PBHYD | Public Hydrant Charge         |
| RRFND | Rate Adj 12-01-04 to 02-27-05 |
| 12RCN | Reconnect Fee                 |
| TEST  | Res Disc 30%                  |

Sort      Position to Description

OK    Cancel    Help

Bill Description List

Bill Description List

| Type  | Description          |
|-------|----------------------|
| REST  | Return of Estimate   |
| 12NST | Returned Check       |
| SCHOL | School Tax           |
| SBASE | Sewer Service Charge |
| SUSE  | Sewer Usage          |

Sort      Position to Description

OK    Cancel    Help

Bill Description List

Bill Description List

| Type  | Description            |
|-------|------------------------|
| SURCH | Surcharge              |
| 12EXS | Swr Exclusion Credit   |
| 12ESS | Swr Extra Strength Chg |
| USE   | Use                    |
| BULK  | Water Loading          |

Sort      Position to Description

OK    Cancel    Help

Bill Description List

Bill Description List

| Type  | Description                  |
|-------|------------------------------|
| USAGE | Water Usage                  |
| 100CF | Water Volume                 |
| 100G  | Water Volume                 |
| 1000G | Water Volume                 |
| F6M1E | 10" Priv 06/01/07 - 06/30/07 |

Sort      Position to Description

OK    Cancel    Help



Bill Description List

Bill Description List

| Type  | Description                  |
|-------|------------------------------|
| F6M1F | 12" Priv 06/01/07 - 06/30/07 |
| F6M1G | 14" Priv 06/01/07 - 06/30/07 |
| F6M1H | 16" Priv 06/01/07 - 06/30/07 |
| F6M1A | 2" Priv 06/01/07 - 06/30/07  |
| F6M1B | 4" Priv 06/01/07 - 06/30/07  |

Sort Position to Description

OK Cancel Help

Bill Description List

Bill Description List

| Type  | Description                 |
|-------|-----------------------------|
| F6M1C | 6" Priv 06/01/07 - 06/30/07 |
| F6M1D | 8" Priv 06/01/07 - 06/30/07 |

Sort Position to Description

OK Cancel Help


George Conroy  
 Int. Financial Analyst - Rates and Regulation  
 American Water Shared Services Center  
 131 Woodcrest Road  
 Cherry Hill, NJ 08003  
 (856) 310-5773 (Phone)  
 (856) 672-2878 (Fax)  
 george.conroy@amwater.com  
 Sheila Miller/WVAWC/AWWSC



Sheila  
 Miller/WVAWC/AWWSC  
 05/07/2008 09:58 AM

To Rick Witherite/KAWC/AWWSC@AWW  
 cc Bryan Siler/KAWC/AWWSC@AWW, Rachel  
 Cole/KAWC/AWWSC@AWW, George  
 Conroy/SHARSVCS/AWWSC@AWW



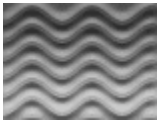
Subject Re: Fw: LFUCG Bills 

Although the test bill was a commercial account, the rate schedule was G1B90 which is a residential rate schedule. It was just used for testing purposes. I have attached the original template and those with \$4.25 in the first block originally will have a minimum charge of \$4.25 except for G4M4A which was agreed that it would have the residential rates and thus it will be \$3.50. Let me know if you have any other adjustments. I checked out this account in production and it actually has G2B90 attached to it so it would bill at the \$4.25 minimum.




LFUCG 050108 rate change template revised 4.xls

Sheila Miller  
 Manager Rates & Regulation  
 American Water Works Service Company  
 Southeast Region  
 PO Box 1906  
 Charleston, WV 25327-1906  
 phone: (304)353-6317  
 fax: (304)353-6332  
 Sheila.Miller@amwater.com  
 Rick Witherite/KAWC/AWWSC



**Rick  
 Witherite/KAWC/AWWSC**  
 05/07/2008 09:51 AM

To Sheila Miller/WVAWC/AWWSC@AWW  
 cc Rachel Cole/KAWC/AWWSC@AWW, Bryan  
 Siler/KAWC/AWWSC@AWW  
 Subject Re: Fw: LFUCG Bills 

The calculation looks fine. I am not sure the LFUCG would like the wording on the bill of minimum charge. It is what it is though, if that is the only way it works. The only other thing is that this rate schedule should convert to the non residential rate of \$4.25 because it is a commercial account. Was the rate used only for test or is this how it will actually bill when put into production?

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  
 Sheila Miller/WVAWC/AWWSC



**Sheila  
 Miller/WVAWC/AWWSC**  
 05/07/2008 09:39 AM

To Rick Witherite/KAWC/AWWSC@AWW, Rachel  
 Cole/KAWC/AWWSC@AWW  
 cc



Subject Fw: LFUCG Bills

Below is a test bill with the minimum charge set up. In order to do this George had to have the first block bill at \$0.00 with a minimum charge of \$3.50. and then after the first CCF the rest of the usage falls into the second block. Take a look and let me know if this is OK - the wording on the bill will be minimum charge \$3.50. There is a test bill with 10 CCF and one with zero usage.

Sheila Miller  
Manager Rates & Regulation  
American Water Works Service Company  
Southeast 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 05/07/2008 09:39 AM -----



**George**  
**Conroy/SHARVCS/AWWSC**  
05/07/2008 09:33 AM

To Sheila Miller/WVAWC/AWWSC@AWW  
cc Basil J D'Antonio/SHARVCS/AWWSC@AWW  
Subject LFUCG Bills

Sheila,

I modified rate G1B90 to what you see below. I changed the base charge description to minimum charge and I ran test bills at 10 and no usage. Take a look and let me know if they will work.

**Rate Schedule Maintenance (RATE) - CAS2105 - Kentucky Am (KYQA) Quality assura...**

File Edit Functions Go Path Help

Path: [ ] Rate Schedule: [G1B90] Res Mon LFUCG SCH B

Watr Lhrq/Meter [Averaging]

Rate Sch List | Rate Sch Entry1 | Rate Sch Entry2 | Rate Sch Entry3 | Rate Sch Desc | Rate Adj List | Supplmnt Sewr 1

Utility Type: [2] O&M Wastewater Service

Effective Date: [03/15/08] [17] Expiration Date: [ ] [17]

Billing Class: [1] Rate Revenue Type: [R2110]

Rate Description: [Res Mon LFUCG SCH B] Bill Description: [ ]

|             | Limit         | Rate        |
|-------------|---------------|-------------|
| Rate Step 1 | [1.00]        | [ ]         |
| Rate Step 2 | [99999999.99] | [2.6400000] |
| Rate Step 3 | [ ]           | [ ]         |
| Rate Step 4 | [ ]           | [ ]         |
| Rate Step 5 | [ ]           | [ ]         |
| Rate Step 6 | [ ]           | [ ]         |
| Rate Step 7 | [ ]           | [ ]         |
| Rate Step 8 | [ ]           | [ ]         |

Base Charge: [ ] 3.50

Base Chg Rev Type: [ ]

Base Charge Pqm: [ ]

OK Cancel

Rate Schedule Maintenance (RATE) - CIS2117 - Kentucky Am (KYQA) Quality assura...

File Edit Functions Go Path Help

Path [ ] Rate Schedule [G1B90] Res Mon LFUCG SCH B

Watr Chrg/Meter [Averaging]

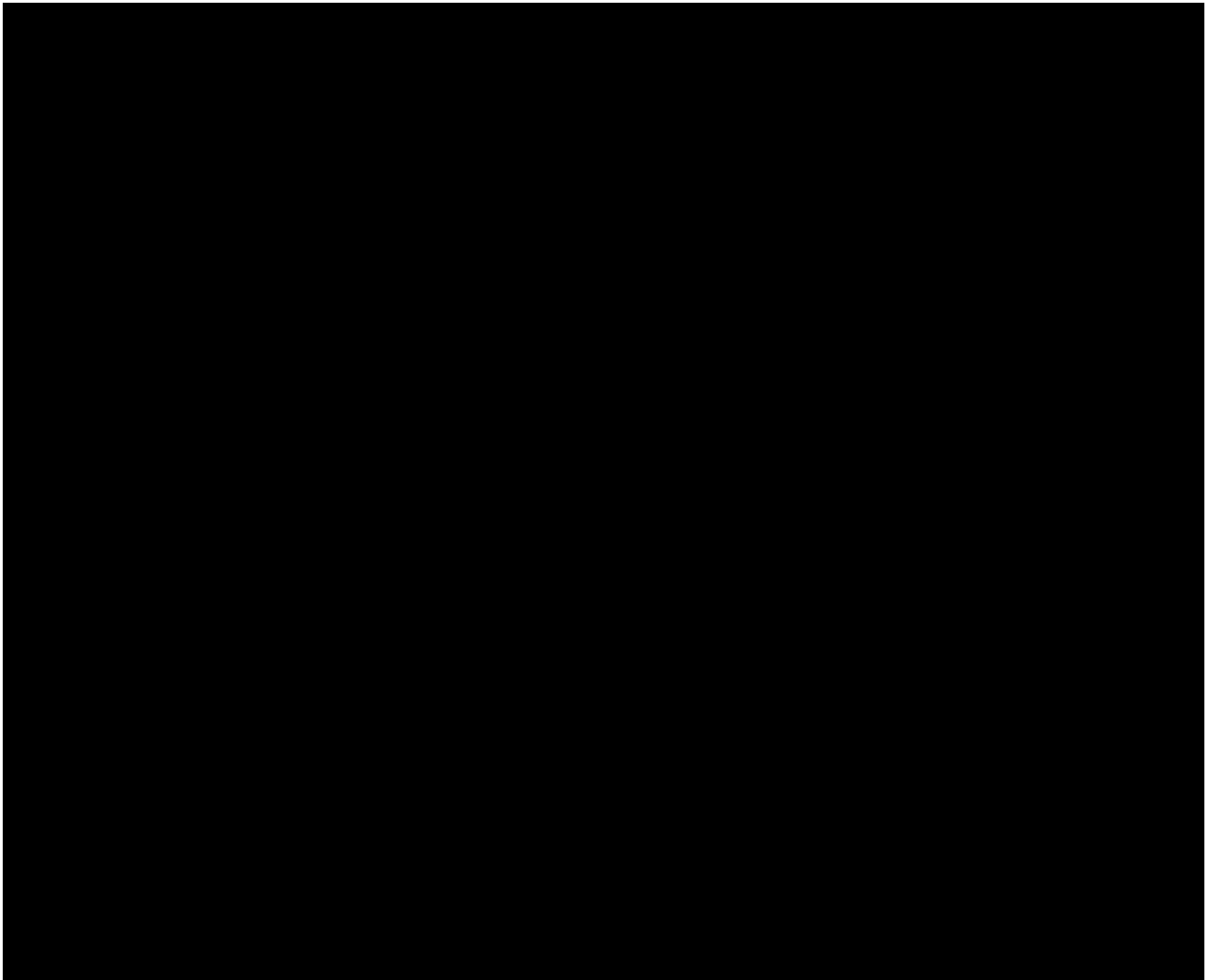
Rate Sch List | Rate Sch Entry1 | Rate Sch Entry2 | Rate Sch Entry3 | Rate Sch Desc | Rate Adj List | Supplmnt Sewr 1

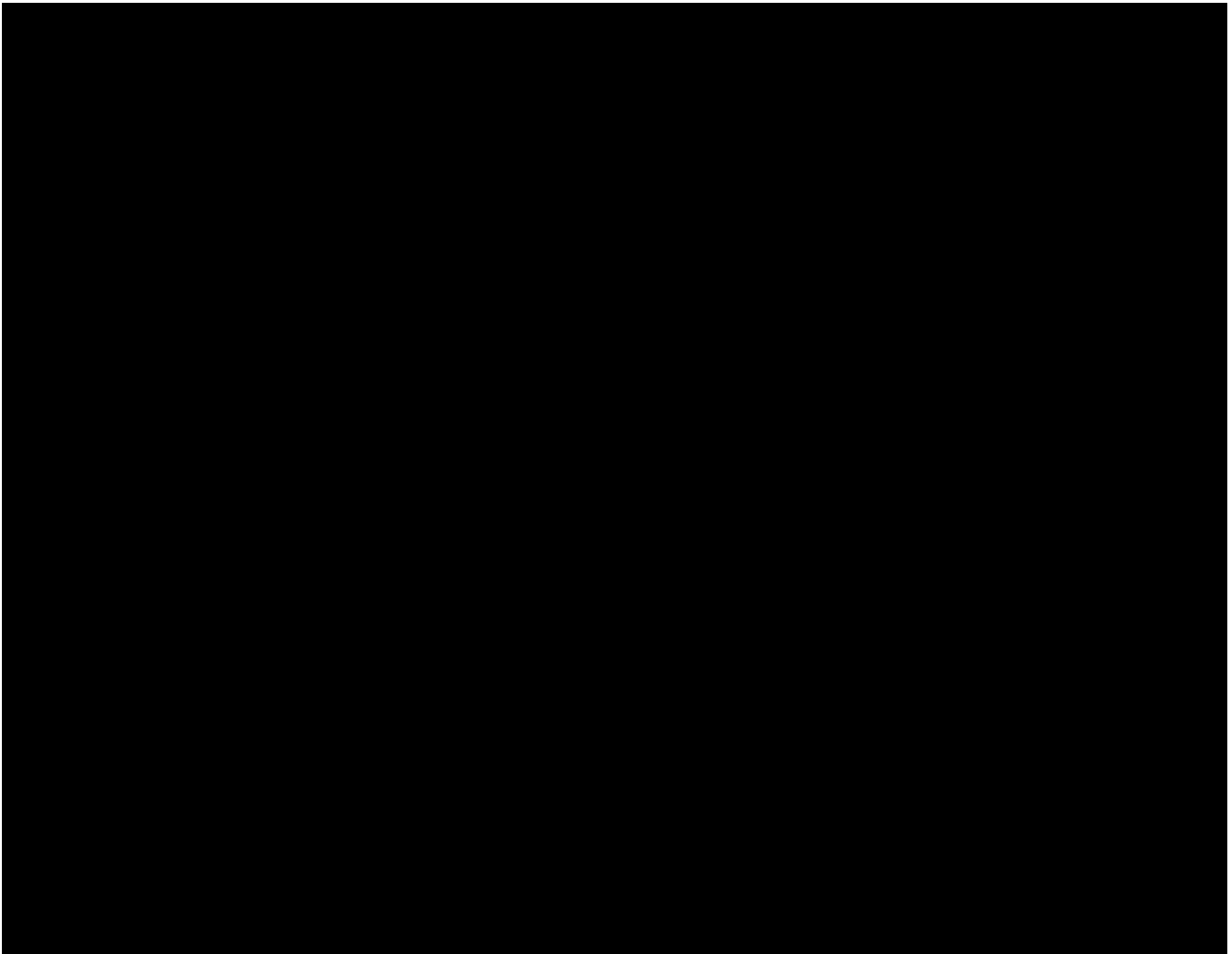
|                      |         |                        |                |            |
|----------------------|---------|------------------------|----------------|------------|
| Utility Type         | [2]     | O&M Wastewater Service | Effective Date | [03/15/08] |
| Rate Step Desc Type  | [SUSE]  | Sewer Usage            |                |            |
| Basic Chg Desc Type  | [MNCHG] | Minimum Charge         |                |            |
| Minimum Desc Type    | [ ]     |                        |                |            |
| Est Description Type | [ ]     |                        |                |            |
| Discount Desc Type   | [ ]     |                        |                |            |
| Horsepower Desc Type | [ ]     |                        |                |            |
| Bill KVA Desc Type   | [ ]     |                        |                |            |
| Demand Desc Type     | [ ]     |                        |                |            |
| Firm Demand Desc Typ | [ ]     |                        |                |            |
| Controlled Dmd Desc  | [ ]     |                        |                |            |
| Annual Dmd Desc Type | [ ]     |                        |                |            |
| Interrupt Cr Desc    | [ ]     |                        |                |            |
| Failure to Curtail   | [ ]     |                        |                |            |

E-LTS VCHTING

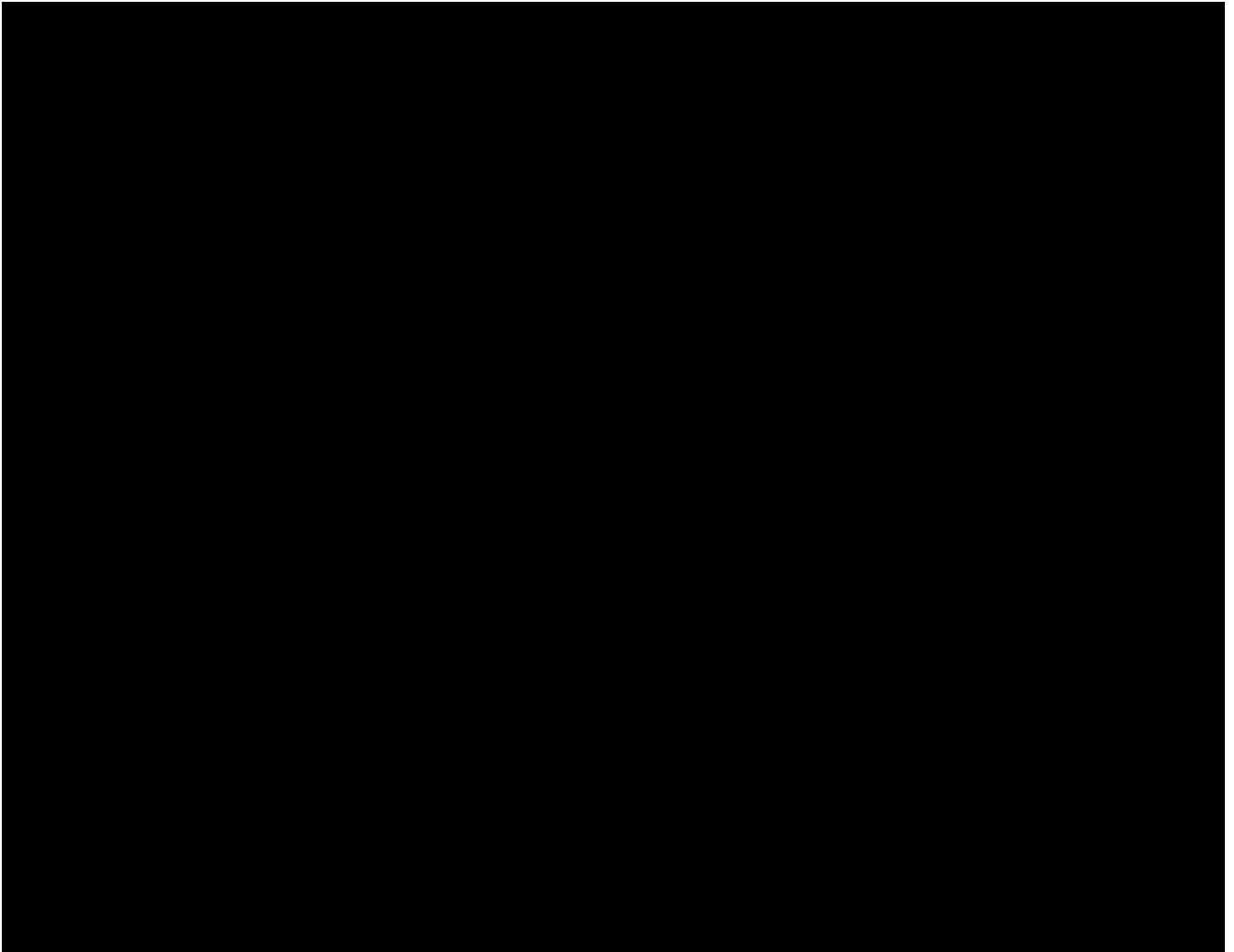
OK Cancel

Usage of 10 - bills the \$3.50 as minimum charge 1@\$0.00 and 9@\$2.64

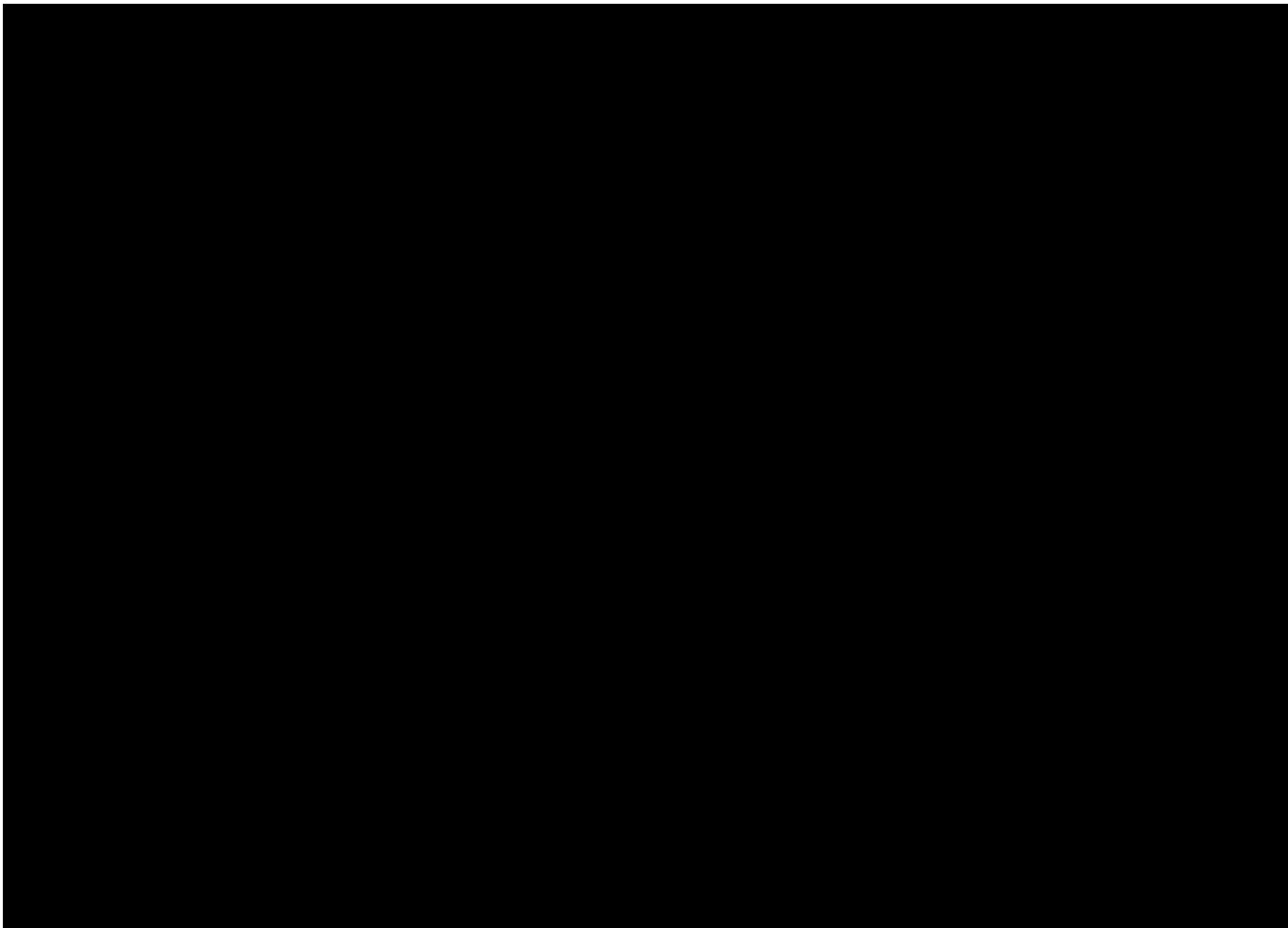




No Usage - bills the \$3.50 as minimum charge







If so, I'll make the changes to the remaining rates and correct the template you sent to reflect the new setups.

gmc

-----  
George Conroy  
Int. Financial Analyst - Rates and Regulation  
American Water Shared Services Center  
131 Woodcrest Road  
Cherry Hill, NJ 08003  
(856) 310-5773 (Phone)  
(856) 672-2878 (Fax)  
george.conroy@amwater.com

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:18 PM -----

From: Rachel Cole/KAWC/AWWSC  
To: Sheila Miller/WVAWC/AWWSC@AWW  
Cc: Bryan Siler/KAWC/AWWSC@AWW, George Conroy/SHARVCS/AWWSC@AWW, Rick Witherite/KAWC/AWWSC@AWW

Date: 05/07/2008 10:33 AM  
Subject: Re: Fw: LFUCG Bills

---

I agree.


\*\*\*\*\*

Rachel S. Cole  
Southeast Region  
Email: rcole@kawc.com  
Ph: 859-268-6307  
Fax: 859-335-3307

Sheila Miller/WVAWC/AWWSC



**Sheila  
Miller/WVAWC/AWWSC**  
05/07/2008 10:21 AM

To George Conroy/SHARVCS/AWWSC@AWW  
cc Bryan Siler/KAWC/AWWSC@AWW, Rachel  
Cole/KAWC/AWWSC@AWW, Rick  
Witherite/KAWC/AWWSC@AWW  
Subject Re: Fw: LFUCG Bills 

I think "minimum charge" is the most accurate. Rick and Rachel - what do you think?

Sheila Miller  
Manager Rates & Regulation  
American Water Works Service Company  
Southeast Region  
PO Box 1906  
Charleston, WV 25327-1906  
phone: (304)353-6317  
fax: (304)353-6332  
Sheila.Miller@amwater.com  
George Conroy/SHARVCS/AWWSC



**George  
Conroy/SHARVCS/AWWSC**  
05/07/2008 10:19 AM

To Sheila Miller/WVAWC/AWWSC@AWW  
cc Bryan Siler/KAWC/AWWSC@AWW, Rachel  
Cole/KAWC/AWWSC@AWW, Rick  
Witherite/KAWC/AWWSC@AWW  
Subject Re: Fw: LFUCG Bills 

What explanation do you want on the base charge? I have the option of attaching any of the descriptions below

Bill Description List

Bill Description List

| Type  | Description   |
|-------|---------------|
| ALLOW | Allowance     |
| WBASE | Basic Service |
| CALC  | Calculated    |
| EST   | Estimated     |
| HYDT  | Fire Hydrant  |

Sort Position to Description

OK Cancel Help

Bill Description List

Bill Description List

| Type  | Description          |
|-------|----------------------|
| FIRE  | Fire Service         |
| 12FRN | Franchise Fee        |
| 12KRA | KRA Withdrawal Fee   |
| MCHRG | Meter Service Charge |
| MNCHG | Minimum Charge       |

Sort Position to Description

OK Cancel Help

Bill Description List

Bill Description List

| Type  | Description                   |
|-------|-------------------------------|
| PRHYD | Private Hydrant Charge        |
| PBHYD | Public Hydrant Charge         |
| RRFND | Rate Adj 12-01-04 to 02-27-05 |
| 12RCN | Reconnect Fee                 |
| TEST  | Res Disc 30%                  |

Sort      Position to Description

OK    Cancel    Help

Bill Description List

Bill Description List

| Type  | Description          |
|-------|----------------------|
| REST  | Return of Estimate   |
| 12NST | Returned Check       |
| SCHOL | School Tax           |
| SBASE | Sewer Service Charge |
| SUSE  | Sewer Usage          |

Sort      Position to Description

OK    Cancel    Help

Bill Description List

Bill Description List

| Type  | Description            |
|-------|------------------------|
| SURCH | Surcharge              |
| 12EXS | Swr Exclusion Credit   |
| 12ESS | Swr Extra Strength Chg |
| USE   | Use                    |
| BULK  | Water Loading          |

Sort      Position to Description

OK    Cancel    Help

Bill Description List

Bill Description List

| Type  | Description                  |
|-------|------------------------------|
| USAGE | Water Usage                  |
| 100CF | Water Volume                 |
| 100G  | Water Volume                 |
| 1000G | Water Volume                 |
| F6M1E | 10" Priv 06/01/07 - 06/30/07 |

Sort      Position to Description

OK    Cancel    Help

Bill Description List

Bill Description List

| Type  | Description                  |
|-------|------------------------------|
| F6M1F | 12" Priv 06/01/07 - 06/30/07 |
| F6M1G | 14" Priv 06/01/07 - 06/30/07 |
| F6M1H | 16" Priv 06/01/07 - 06/30/07 |
| F6M1A | 2" Priv 06/01/07 - 06/30/07  |
| F6M1B | 4" Priv 06/01/07 - 06/30/07  |

Sort Position to Description

OK Cancel Help

Bill Description List

Bill Description List

| Type  | Description                 |
|-------|-----------------------------|
| F6M1C | 6" Priv 06/01/07 - 06/30/07 |
| F6M1D | 8" Priv 06/01/07 - 06/30/07 |

Sort Position to Description


OK Cancel Help

George Conroy  
 Int. Financial Analyst - Rates and Regulation  
 American Water Shared Services Center  
 131 Woodcrest Road  
 Cherry Hill, NJ 08003  
 (856) 310-5773 (Phone)  
 (856) 672-2878 (Fax)  
 george.conroy@amwater.com  
 Sheila Miller/WVAWC/AWWSC

 Sheila  
 Miller/WVAWC/AWWSC  
 05/07/2008 09:58 AM

To Rick Witherite/KAWC/AWWSC@AWW  
 cc Bryan Siler/KAWC/AWWSC@AWW, Rachel  
 Cole/KAWC/AWWSC@AWW, George  
 Conroy/SHARSVCS/AWWSC@AWW



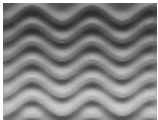
Subject Re: Fw: LFUCG Bills 

Although the test bill was a commercial account, the rate schedule was G1B90 which is a residential rate schedule. It was just used for testing purposes. I have attached the original template and those with \$4.25 in the first block originally will have a minimum charge of \$4.25 except for G4M4A which was agreed that it would have the residential rates and thus it will be \$3.50. Let me know if you have any other adjustments. I checked out this account in production and it actually has G2B90 attached to it so it would bill at the \$4.25 minimum.




LFUCG 050108 rate change template revised 4.xls

Sheila Miller  
 Manager Rates & Regulation  
 American Water Works Service Company  
 Southeast Region  
 PO Box 1906  
 Charleston, WV 25327-1906  
 phone: (304)353-6317  
 fax: (304)353-6332  
 Sheila.Miller@amwater.com  
 Rick Witherite/KAWC/AWWSC



**Rick  
 Witherite/KAWC/AWWSC**  
 05/07/2008 09:51 AM

To Sheila Miller/WVAWC/AWWSC@AWW  
 cc Rachel Cole/KAWC/AWWSC@AWW, Bryan  
 Siler/KAWC/AWWSC@AWW  
 Subject Re: Fw: LFUCG Bills 

The calculation looks fine. I am not sure the LFUCG would like the wording on the bill of minimum charge. It is what it is though, if that is the only way it works. The only other thing is that this rate schedule should convert to the non residential rate of \$4.25 because it is a commercial account. Was the rate used only for test or is this how it will actually bill when put into production?

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  
 Sheila Miller/WVAWC/AWWSC



**Sheila  
 Miller/WVAWC/AWWSC**  
 05/07/2008 09:39 AM

To Rick Witherite/KAWC/AWWSC@AWW, Rachel  
 Cole/KAWC/AWWSC@AWW  
 cc



Subject Fw: LFUCG Bills

Below is a test bill with the minimum charge set up. In order to do this George had to have the first block bill at \$0.00 with a minimum charge of \$3.50. and then after the first CCF the rest of the usage falls into the second block. Take a look and let me know if this is OK - the wording on the bill will be minimum charge \$3.50. There is a test bill with 10 CCF and one with zero usage.

Sheila Miller  
Manager Rates & Regulation  
American Water Works Service Company  
Southeast 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 05/07/2008 09:39 AM -----



**George**  
**Conroy/SHARVCS/AWWSC**  
05/07/2008 09:33 AM

To Sheila Miller/WVAWC/AWWSC@AWW  
cc Basil J D'Antonio/SHARVCS/AWWSC@AWW  
Subject LFUCG Bills

Sheila,

I modified rate G1B90 to what you see below. I changed the base charge description to minimum charge and I ran test bills at 10 and no usage. Take a look and let me know if they will work.



**Rate Schedule Maintenance (RATE) - CAS2105 - Kentucky Am (KYQA) Quality assura...**

File Edit Functions Go Path Help

Path: [ ] Rate Schedule: [G1B90] Res Mon LFUCG SCH B

Watr Lhrq/Meter [Averaging]

Rate Sch List | Rate Sch Entry1 | Rate Sch Entry2 | Rate Sch Entry3 | Rate Sch Desc | Rate Adj List | Supplmnt Sewr 1

Utility Type: [2] O&M Wastewater Service

Effective Date: [03/15/08] [17] Expiration Date: [ ] [17]

Billing Class: [1] Rate Revenue Type: [R2110]

Rate Description: [Res Mon LFUCG SCH B] Bill Description: [ ]

|             | Limit         | Rate        |
|-------------|---------------|-------------|
| Rate Step 1 | [1.00]        | [ ]         |
| Rate Step 2 | [99999999.99] | [2.6400000] |
| Rate Step 3 | [ ]           | [ ]         |
| Rate Step 4 | [ ]           | [ ]         |
| Rate Step 5 | [ ]           | [ ]         |
| Rate Step 6 | [ ]           | [ ]         |
| Rate Step 7 | [ ]           | [ ]         |
| Rate Step 8 | [ ]           | [ ]         |

Base Charge: [3.50] Base Chq Rev Type: [ ] Base Charge Pqm: [ ]

OK Cancel

Rate Schedule Maintenance (RATE) - CIS2117 - Kentucky Am (KYQA) Quality assura...

File Edit Functions Go Path Help

Path [ ] Rate Schedule [G1B90] Res Mon LFUCG SCH B

Watr Chrg/Meter [Averaging]

Rate Sch List | Rate Sch Entry1 | Rate Sch Entry2 | Rate Sch Entry3 | Rate Sch Desc | Rate Adj List | Supplmnt Sewr 1

Utility Type [2] O&M Wastewater Service Effective Date [03/15/08]

Rate Step Desc Type [SUSE] Sewer Usage

Basic Chq Desc Type [MNCHG] Minimum Charge

Minimum Desc Type [ ]

Est Description Type [ ]

Discount Desc Type [ ]

Horsepower Desc Type [ ]

Bill KVA Desc Type [ ]

Demand Desc Type [ ]

Firm Demand Desc Typ [ ]

Controlled Dmd Desc [ ]

Annual Dmd Desc Type [ ]

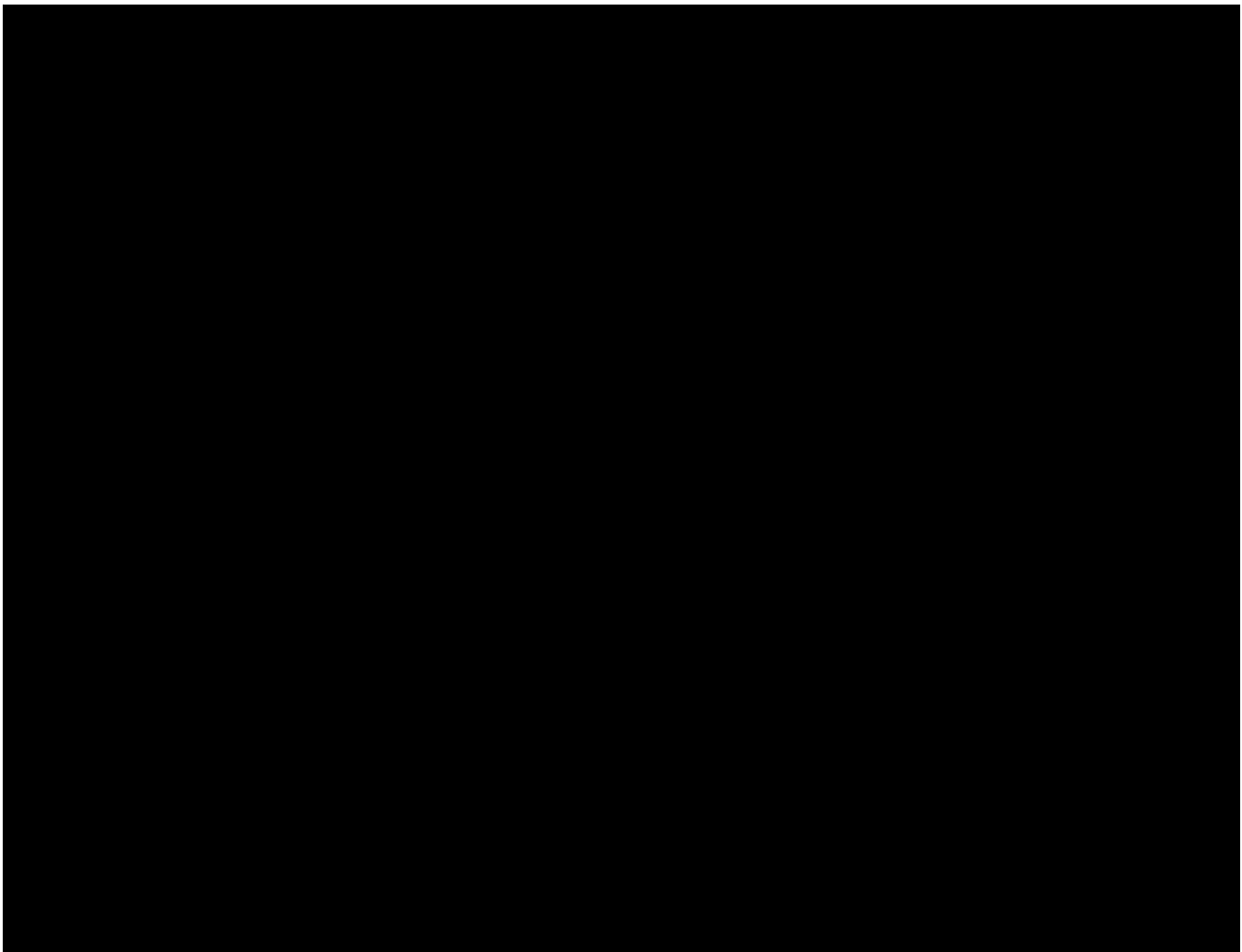
Interrupt Cr Desc [ ]

Failure to Curtail [ ]

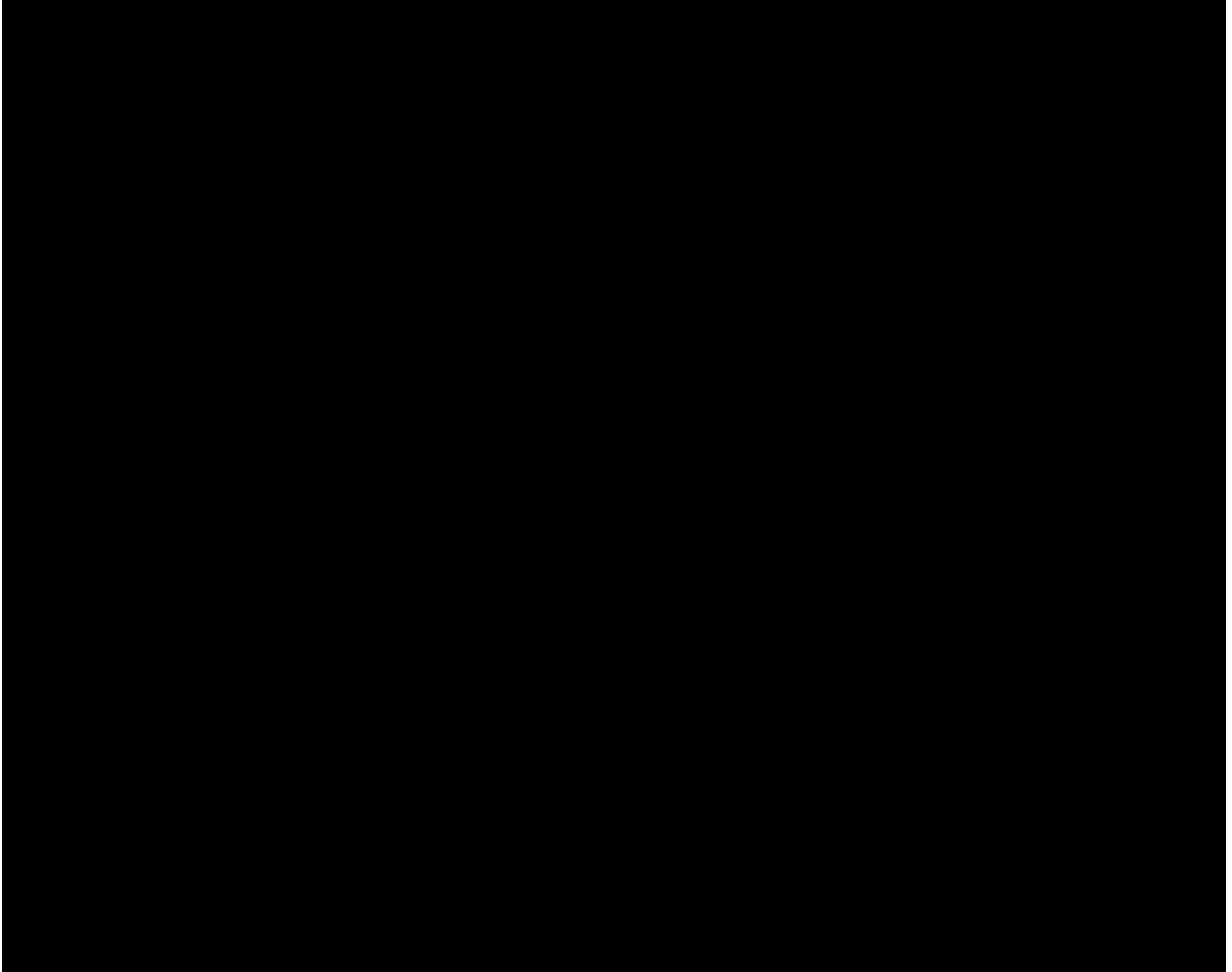
*E-LTS VCHTING* [OK] [Cancel]

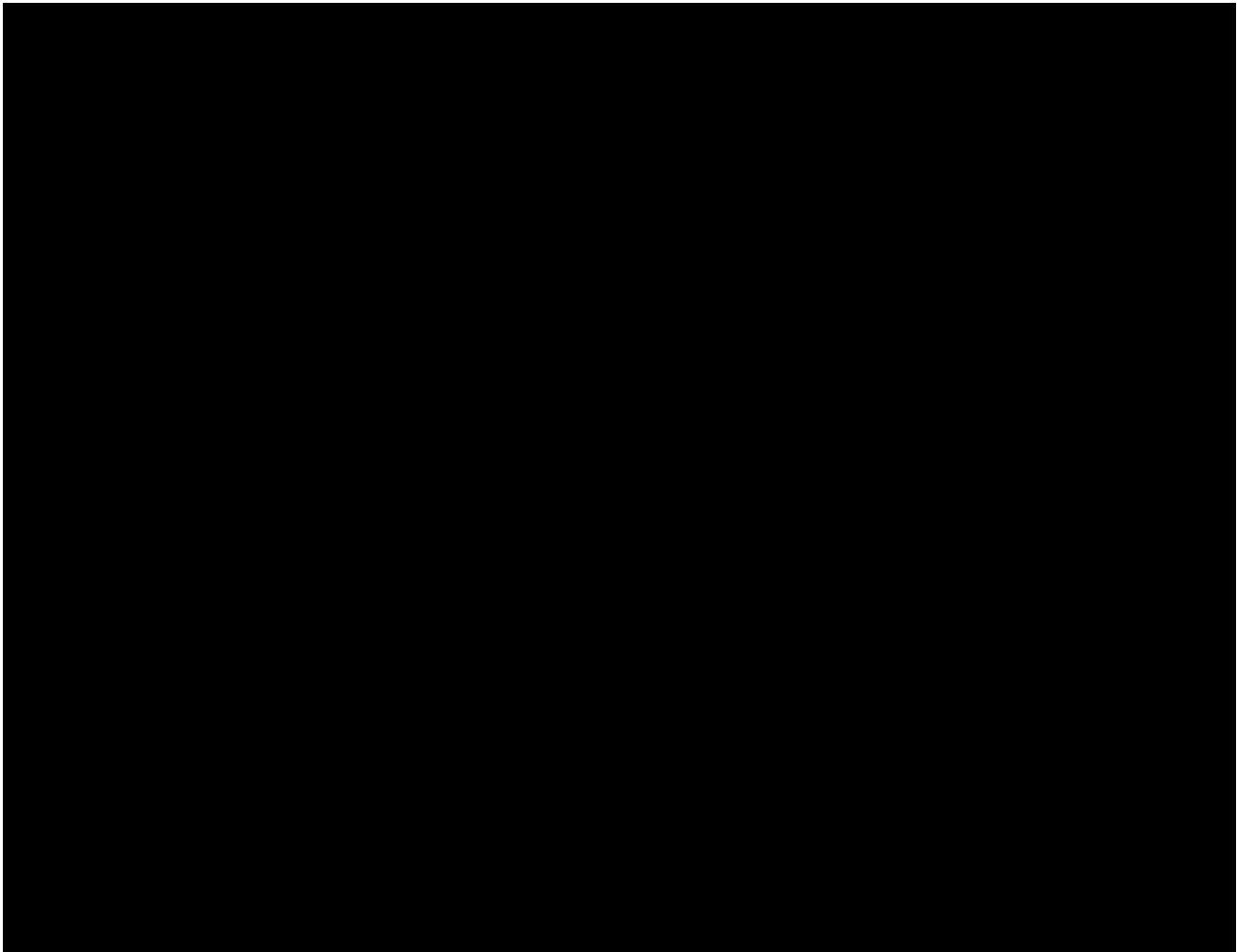
Usage of 10 - bills the \$3.50 as minimum charge 1@\$0.00 and 9@\$2.64





No Usage - bills the \$3.50 as minimum charge





If so, I'll make the changes to the remaining rates and correct the template you sent to reflect the new setups.

gmc

-----  
George Conroy  
Int. Financial Analyst - Rates and Regulation  
American Water Shared Services Center  
131 Woodcrest Road  
Cherry Hill, NJ 08003  
(856) 310-5773 (Phone)  
(856) 672-2878 (Fax)  
george.conroy@amwater.com

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:18 PM -----

From: Rick Witherite/KAWC/AWWSC  
To: Sheila Miller/WVAWC/AWWSC@AWW  
Cc: Rachel Cole/KAWC/AWWSC@AWW, Bryan Siler/KAWC/AWWSC@AWW  
Date: 05/07/2008 10:34 AM

Subject: Re: Fw: LFUCG Bills

---

Yes, I would like him to do a test on each I mentioned below.  
short bills with and without usage and long bills with and without usage.

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  
Sheila Miller/WVAWC/AWWSC




**Sheila  
Miller/WVAWC/AWWSC**

05/07/2008 10:18 AM

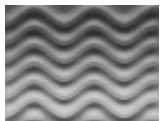
To Rick Witherite/KAWC/AWWSC@AWW

cc

Subject Re: Fw: LFUCG Bills 

That template was the one I sent to George yesterday when he was trying to figure out how to get it to work. I am going to send him one with the first block all zeros and the base charge field populated. I just wanted to send you this one so you could see that the rate schedules will have a minimum of \$3.50 and \$4.25 depending upon the schedule. I told George yesterday to let me know how it would be set up so we could get the template correct in the future. Do you want me to have George do a test will that is less than a 30 day billing period?

Sheila Miller  
Manager Rates & Regulation  
American Water Works Service Company  
Southeast Region  
PO Box 1906  
Charleston, WV 25327-1906  
phone: (304)353-6317  
fax: (304)353-6332  
Sheila.Miller@amwater.com  
Rick Witherite/KAWC/AWWSC




**Rick  
Witherite/KAWC/AWWSC**

05/07/2008 10:15 AM

To Sheila Miller/WVAWC/AWWSC@AWW

cc Bryan Siler/KAWC/AWWSC@AWW, George  
Conroy/SHARVCS/AWWSC@AWW, Rachel  
Cole/KAWC/AWWSC@AWW

Subject Re: Fw: LFUCG Bills 

O.K. I see. We are also going to need test bills as outlined in Rachel's email from yesterday. We need to see short bills with and without usage and long bills with and without usage. On the spreadsheet you just sent, is it accurate to have the base charge field populated and the 1st block field?

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  
 Sheila Miller/WVAWC/AWWSC



**Sheila  
 Miller/WVAWC/AWWSC**

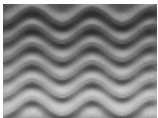
05/07/2008 09:58 AM

To Rick Witherite/KAWC/AWWSC@AWW  
 cc Bryan Siler/KAWC/AWWSC@AWW, Rachel  
 Cole/KAWC/AWWSC@AWW, George  
 Conroy/SHARVCS/AWWSC@AWW  
 Subject Re: Fw: LFUCG Bills 

Although the test bill was a commercial account, the rate schedule was G1B90 which is a residential rate schedule. It was just used for testing purposes. I have attached the original template and those with \$4.25 in the first block originally will have a minimum charge of \$4.25 except for G4M4A which was agreed that it would have the residential rates and thus it will be \$3.50. Let me know if you have any other adjustments. I checked out this account in production and it actually has G2B90 attached to it so it would bill at the \$4.25 minimum.


[attachment "LFUCG 050108 rate change template revised 4.xls" deleted by Rick Witherite/KAWC/AWWSC]

Sheila Miller  
 Manager Rates & Regulation  
 American Water Works Service Company  
 Southeast Region  
 PO Box 1906  
 Charleston, WV 25327-1906  
 phone: (304)353-6317  
 fax: (304)353-6332  
 Sheila.Miller@amwater.com  
 Rick Witherite/KAWC/AWWSC



**Rick  
 Witherite/KAWC/AWWSC**

05/07/2008 09:51 AM

To Sheila Miller/WVAWC/AWWSC@AWW  
 cc Rachel Cole/KAWC/AWWSC@AWW, Bryan  
 Siler/KAWC/AWWSC@AWW  
 Subject Re: Fw: LFUCG Bills 

The calculation looks fine. I am not sure the LFUCG would like the wording on the bill of minimum charge. It is what it is though, if that is the only way it works. The only other thing is that this rate



schedule should convert to the non residential rate of \$4.25 because it is a commercial account. Was the rate used only for test or is this how it will actually bill when put into production?

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  
 Sheila Miller/WVAWC/AWWSC



**Sheila  
 Miller/WVAWC/AWWSC**  
 05/07/2008 09:39 AM

To Rick Witherite/KAWC/AWWSC@AWW, Rachel  
 Cole/KAWC/AWWSC@AWW  
 cc

Subject Fw: LFUCG Bills

Below is a test bill with the minimum charge set up. In order to do this George had to have the first block bill at \$0.00 with a minimum charge of \$3.50. and then after the first CCF the rest of the usage falls into the second block. Take a look and let me know if this is OK - the wording on the bill will be minimum charge \$3.50. There is a test bill with 10 CCF and one with zero usage.

Sheila Miller  
 Manager Rates & Regulation  
 American Water Works Service Company  
 Southeast 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 05/07/2008 09:39 AM -----



**George  
 Conroy/SHARVCS/AWWSC**  
 05/07/2008 09:33 AM

To Sheila Miller/WVAWC/AWWSC@AWW  
 cc Basil J D'Antonio/SHARVCS/AWWSC@AWW

Subject LFUCG Bills

Sheila,

I modified rate G1B90 to what you see below. I changed the base charge description to minimum charge and I ran test bills at 10 and no usage. Take a look and let me know if they will work.

**Rate Schedule Maintenance (RATE) - CAS2105 - Kentucky Am (KYQA) Quality assura...**

File Edit Functions Go Path Help

Path: [ ] Rate Schedule: [G1B90] Res Mon LFUCG SCH B

Watr Lhrq/Meter [Averaging]

Rate Sch List | Rate Sch Entry1 | Rate Sch Entry2 | Rate Sch Entry3 | Rate Sch Desc | Rate Adj List | Supplmnt Sewr 1

Utility Type: [2] O&M Wastewater Service

Effective Date: [03/15/08] [17] Expiration Date: [ ] [17]

Billing Class: [1] Rate Revenue Type: [R2110]

Rate Description: [Res Mon LFUCG SCH B] Bill Description: [ ]

|             | Limit         | Rate        |
|-------------|---------------|-------------|
| Rate Step 1 | [1.00]        | [ ]         |
| Rate Step 2 | [99999999.99] | [2.6400000] |
| Rate Step 3 | [ ]           | [ ]         |
| Rate Step 4 | [ ]           | [ ]         |
| Rate Step 5 | [ ]           | [ ]         |
| Rate Step 6 | [ ]           | [ ]         |
| Rate Step 7 | [ ]           | [ ]         |
| Rate Step 8 | [ ]           | [ ]         |

Base Charge: [3.50] Base Chg Rev Type: [ ] Base Charge Pqm: [ ]

OK Cancel

Rate Schedule Maintenance (RATE) - CIS2117 - Kentucky Am (KYQA) Quality assura...

File Edit Functions Go Path Help

Path [ ] Rate Schedule [G1B90] Res Mon LFUCG SCH B

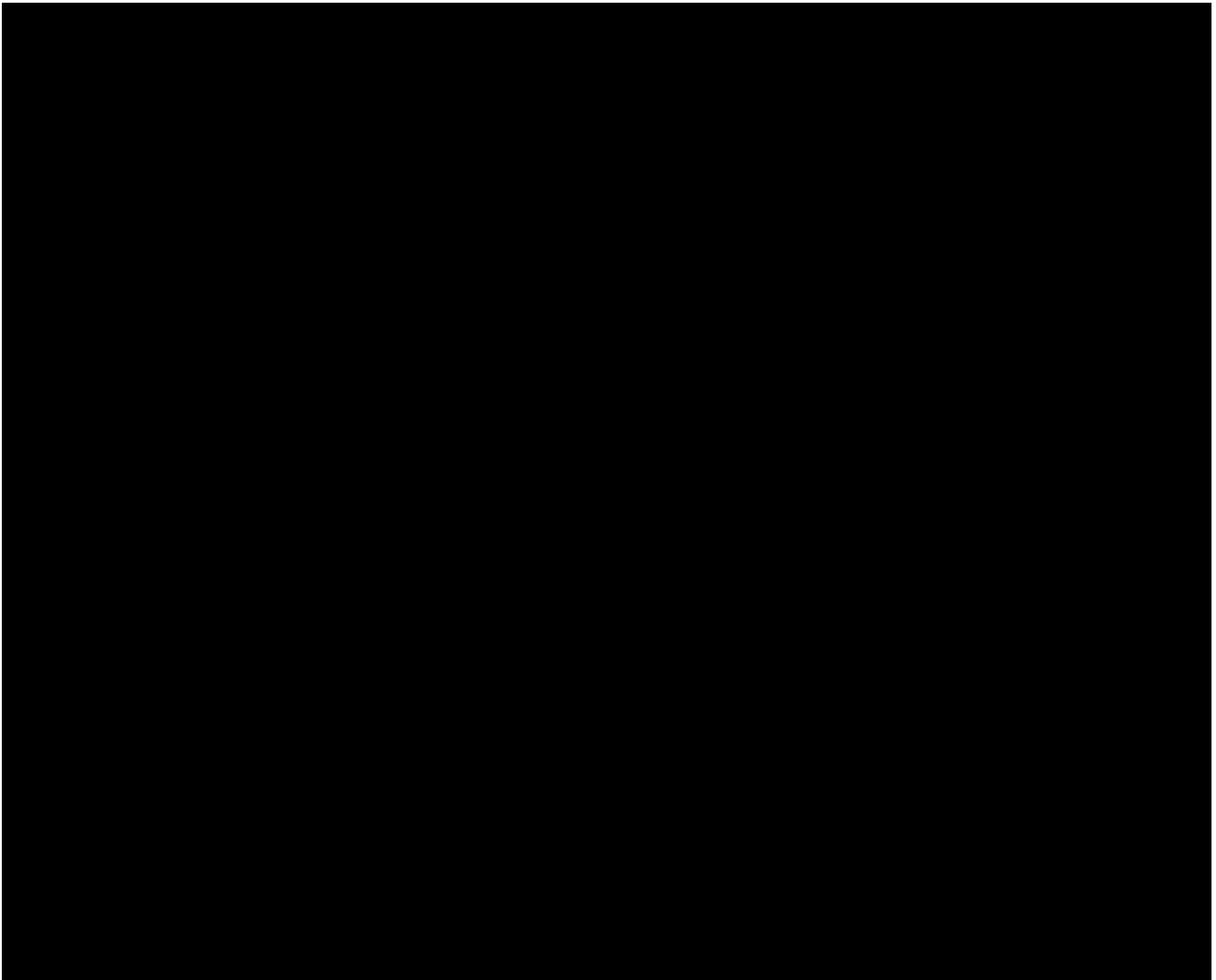
Watr Lhrg/Meter [Averaging]

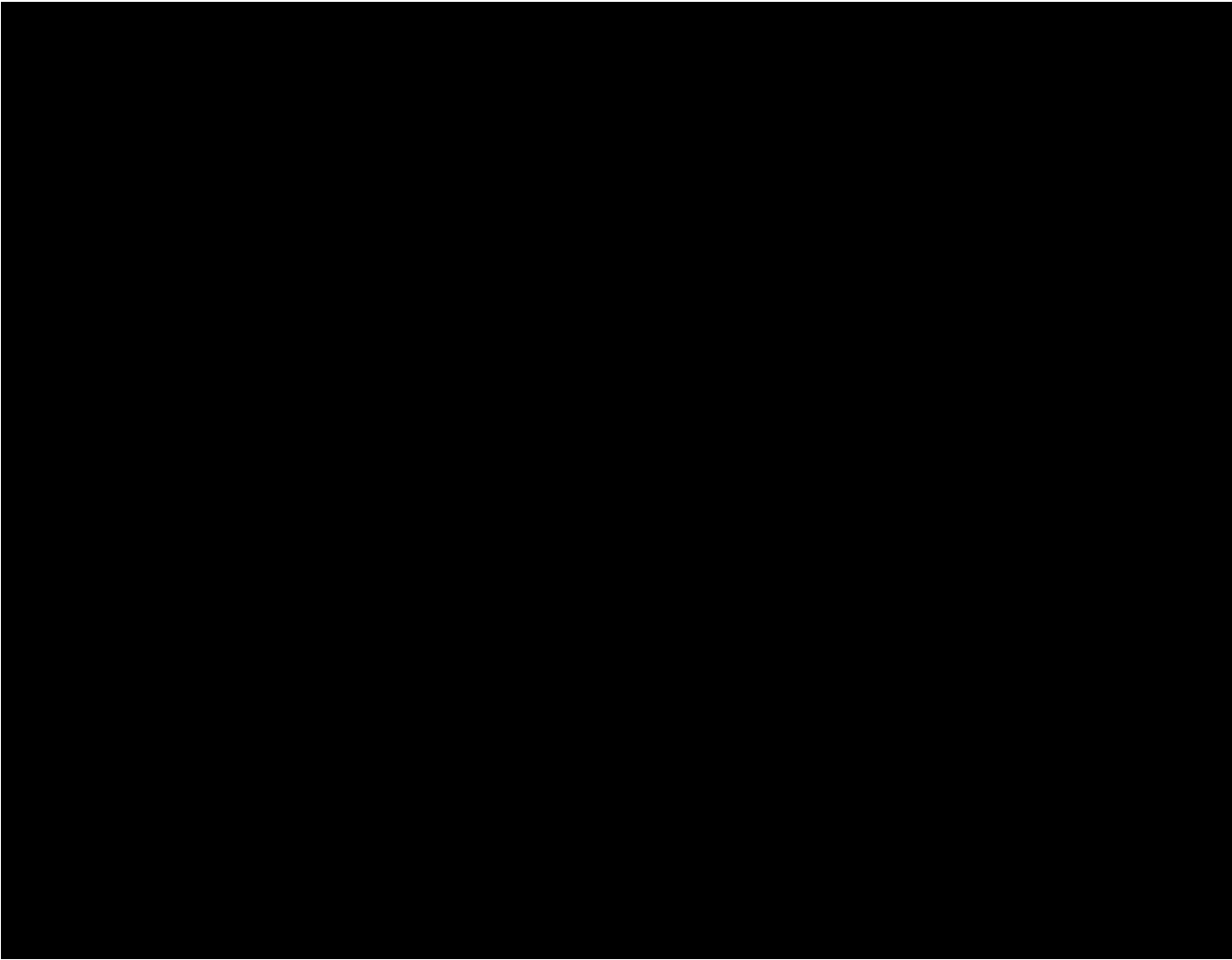
Rate Sch List | Rate Sch Entry1 | Rate Sch Entry2 | Rate Sch Entry3 | Rate Sch Desc | Rate Adj List | Supplmnt Sewr 1

|                      |         |                        |                |            |
|----------------------|---------|------------------------|----------------|------------|
| Utility Type         | [2]     | O&M Wastewater Service | Effective Date | [03/15/08] |
| Rate Step Desc Type  | [SUSE]  | Sewer Usage            |                |            |
| Basic Chg Desc Type  | [MNCHG] | Minimum Charge         |                |            |
| Minimum Desc Type    | [ ]     |                        |                |            |
| Est Description Type | [ ]     |                        |                |            |
| Discount Desc Type   | [ ]     |                        |                |            |
| Horsepower Desc Type | [ ]     |                        |                |            |
| Bill KVA Desc Type   | [ ]     |                        |                |            |
| Demand Desc Type     | [ ]     |                        |                |            |
| Firm Demand Desc Typ | [ ]     |                        |                |            |
| Controlled Dmd Desc  | [ ]     |                        |                |            |
| Annual Dmd Desc Type | [ ]     |                        |                |            |
| Interrupt Cr Desc    | [ ]     |                        |                |            |
| Failure to Curtail   | [ ]     |                        |                |            |

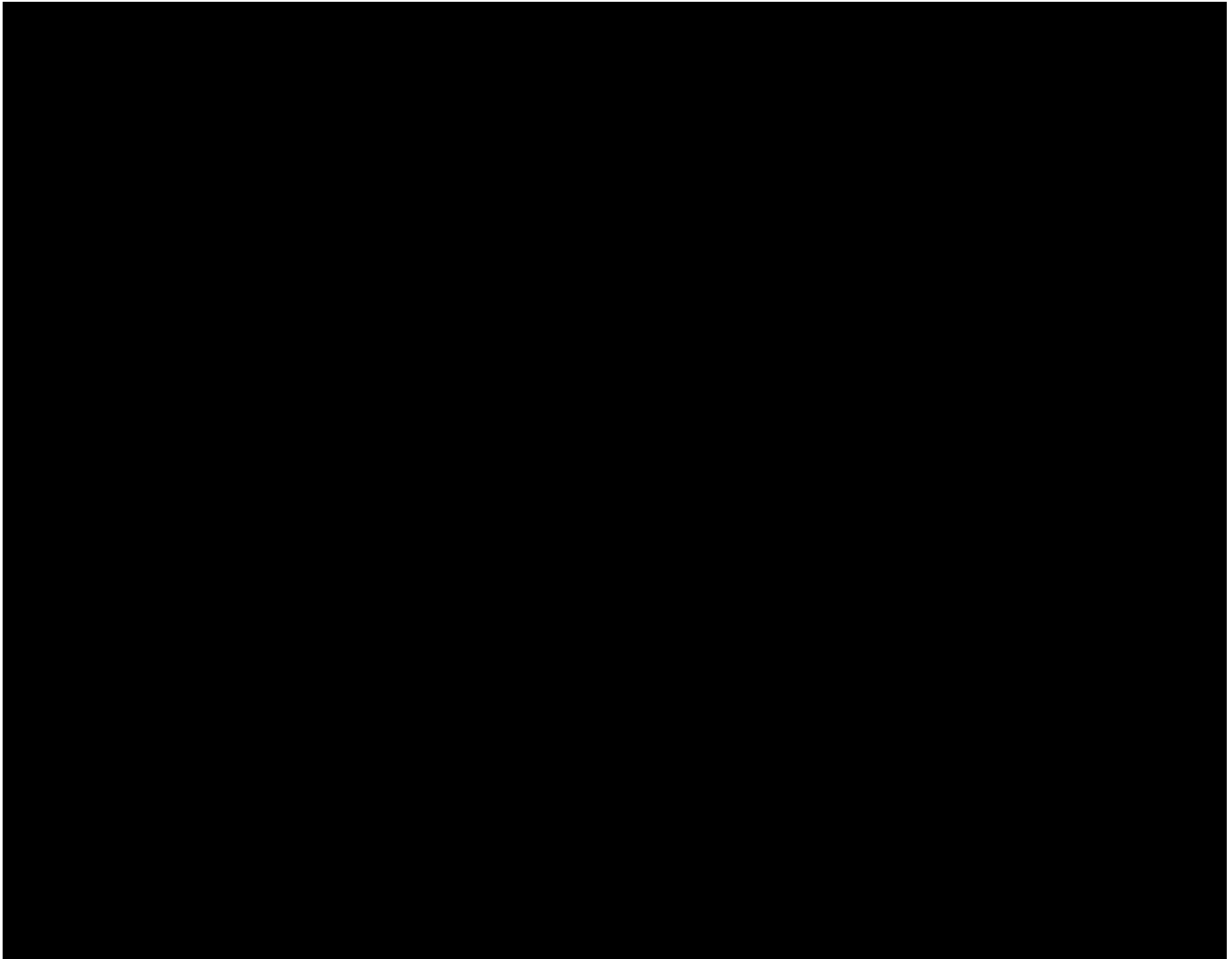
*E-LTS VCHTING* [OK] [Cancel]

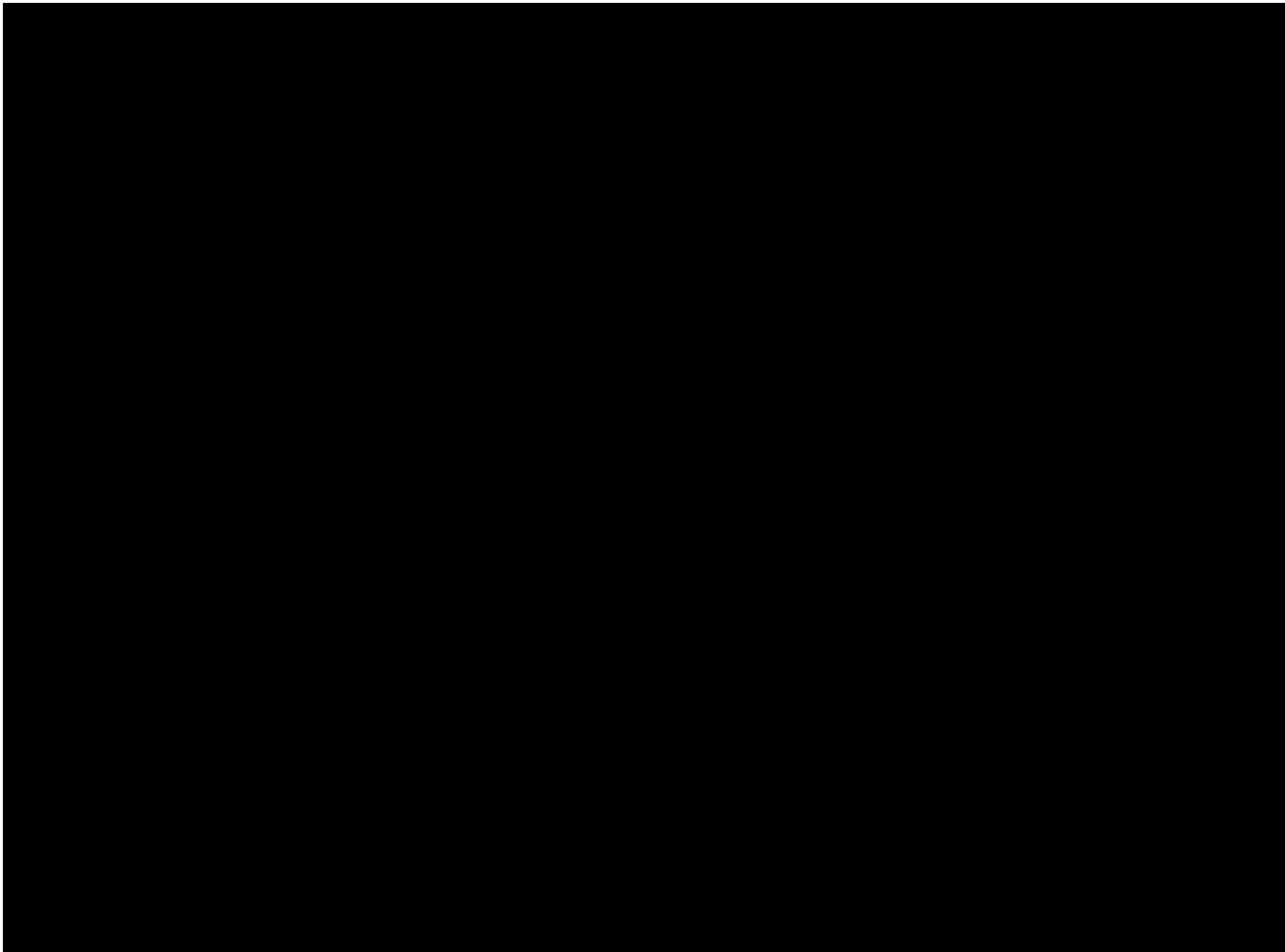
Usage of 10 - bills the \$3.50 as minimum charge 1@\$0.00 and 9@\$2.64





No Usage - bills the \$3.50 as minimum charge





If so, I'll make the changes to the remaining rates and correct the template you sent to reflect the new setups.

gmc

-----  
George Conroy  
Int. Financial Analyst - Rates and Regulation  
American Water Shared Services Center  
131 Woodcrest Road  
Cherry Hill, NJ 08003  
(856) 310-5773 (Phone)  
(856) 672-2878 (Fax)  
george.conroy@amwater.com

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:18 PM -----

From: George Conroy/SHARVCS/AWWSC  
To: Rick Witherite/KAWC/AWWSC@AWW  
Cc: Bryan Siler/KAWC/AWWSC@AWW, Rachel Cole/KAWC/AWWSC@AWW, Sheila Miller/WVAWC/AWWSC@AWW

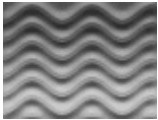
Date: 05/07/2008 10:34 AM  
Subject: Re: Fw: LFUCG Bills

---

Rick,

I think the only way to change the lines is with a bill print modification which would have to be done by the ORCOM software vendor at an additional charge. If you feel strongly about it, you can submit an ITS work order and have them investigate how much it would cost to do the custom bill print modifications.

-----  
George Conroy  
Int. Financial Analyst - Rates and Regulation  
American Water Shared Services Center  
131 Woodcrest Road  
Cherry Hill, NJ 08003  
(856) 310-5773 (Phone)  
(856) 672-2878 (Fax)  
george.conroy@amwater.com  
Rick Witherite/KAWC/AWWSC



**Rick**  
**Witherite/KAWC/AWWSC**  
05/07/2008 10:26 AM

To: Sheila Miller/WVAWC/AWWSC@AWW  
cc: Bryan Siler/KAWC/AWWSC@AWW, George  
Conroy/SHARVCS/AWWSC@AWW, Rachel  
Cole/KAWC/AWWSC@AWW  
Subject: Re: Fw: LFUCG Bills 📎

I agree. I was just thinking that the LFUCG was probably expecting the lines not to change. So if there was no usage it would show the calculation and the total of \$3.50. The extra line of minimum charge draws attention and the line of 0 x 3.50 for the first unit may be perceived as confusing to the customer.

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  
Sheila Miller/WVAWC/AWWSC



**Sheila**  
**Miller/WVAWC/AWWSC**  
05/07/2008 10:21 AM

To: George Conroy/SHARVCS/AWWSC@AWW  
cc: Bryan Siler/KAWC/AWWSC@AWW, Rachel  
Cole/KAWC/AWWSC@AWW, Rick  
Witherite/KAWC/AWWSC@AWW  
Subject: Re: Fw: LFUCG Bills 📎

I think "minimum charge" is the most accurate. Rick and Rachel - what do you think?



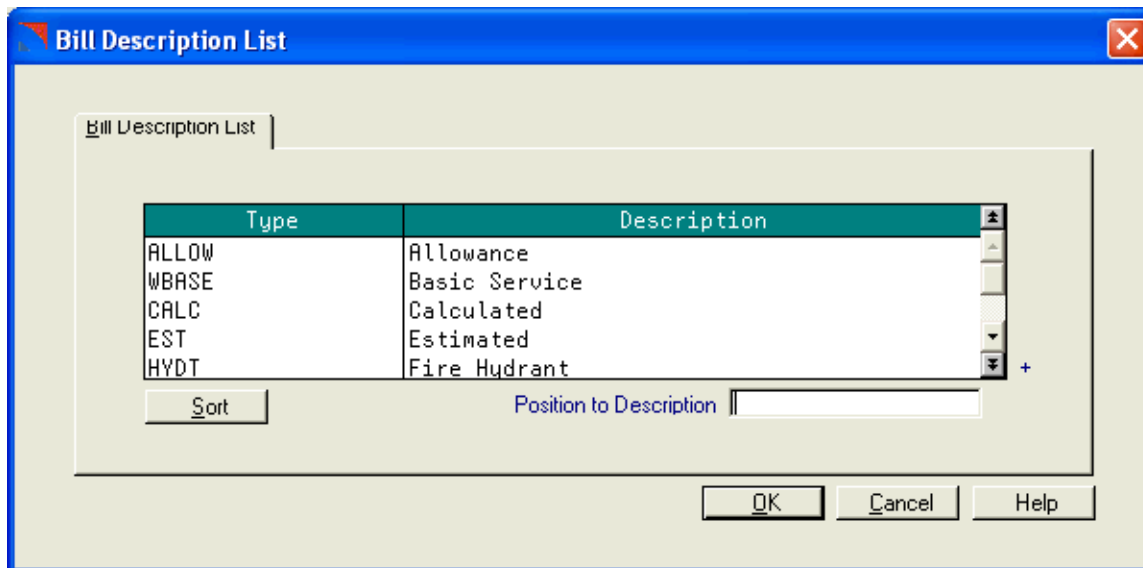
Sheila Miller  
Manager Rates & Regulation  
American Water Works Service Company  
Southeast Region  
PO Box 1906  
Charleston, WV 25327-1906  
phone: (304)353-6317  
fax: (304)353-6332  
Sheila.Miller@amwater.com  
George Conroy/SHARVCS/AWWSC



**George**  
**Conroy/SHARVCS/AWWSC**  
05/07/2008 10:19 AM

To Sheila Miller/WVAWC/AWWSC@AWW  
cc Bryan Siler/KAWC/AWWSC@AWW, Rachel  
Cole/KAWC/AWWSC@AWW, Rick  
Witherite/KAWC/AWWSC@AWW  
Subject Re: Fw: LFUCG Bills 📎

What explanation do you want on the base charge? I have the option of attaching any of the descriptions below



Bill Description List

Bill Description List

| Type  | Description          |
|-------|----------------------|
| FIRE  | Fire Service         |
| 12FRN | Franchise Fee        |
| 12KRA | KRA Withdrawal Fee   |
| MCHRG | Meter Service Charge |
| MNCHG | Minimum Charge       |

Sort      Position to Description

OK    Cancel    Help

Bill Description List

Bill Description List

| Type  | Description                   |
|-------|-------------------------------|
| PRHYD | Private Hydrant Charge        |
| PBHYD | Public Hydrant Charge         |
| RRFND | Rate Adj 12-01-04 to 02-27-05 |
| 12RCN | Reconnect Fee                 |
| TEST  | Res Disc 30%                  |

Sort      Position to Description

OK    Cancel    Help

Bill Description List

Bill Description List

| Type  | Description          |
|-------|----------------------|
| REST  | Return of Estimate   |
| 12NST | Returned Check       |
| SCHOL | School Tax           |
| SBASE | Sewer Service Charge |
| SUSE  | Sewer Usage          |

Sort      Position to Description

OK    Cancel    Help

Bill Description List

Bill Description List

| Type  | Description            |
|-------|------------------------|
| SURCH | Surcharge              |
| 12EXS | Swr Exclusion Credit   |
| 12ESS | Swr Extra Strength Chg |
| USE   | Use                    |
| BULK  | Water Loading          |

Sort      Position to Description

OK    Cancel    Help

Bill Description List

Bill Description List

| Type  | Description                  |
|-------|------------------------------|
| USAGE | Water Usage                  |
| 100CF | Water Volume                 |
| 100G  | Water Volume                 |
| 1000G | Water Volume                 |
| F6M1E | 10" Priv 06/01/07 - 06/30/07 |

Sort      Position to Description

OK    Cancel    Help

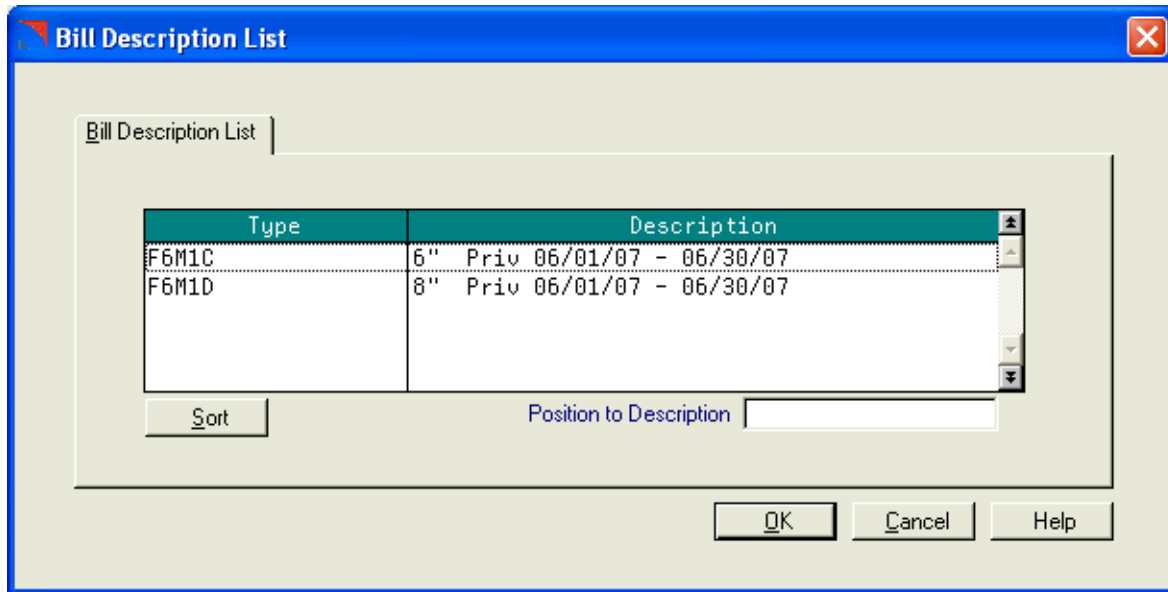
Bill Description List

Bill Description List

| Type  | Description                  |
|-------|------------------------------|
| F6M1F | 12" Priv 06/01/07 - 06/30/07 |
| F6M1G | 14" Priv 06/01/07 - 06/30/07 |
| F6M1H | 16" Priv 06/01/07 - 06/30/07 |
| F6M1A | 2" Priv 06/01/07 - 06/30/07  |
| F6M1B | 4" Priv 06/01/07 - 06/30/07  |

Sort      Position to Description

OK    Cancel    Help



-----  
 George Conroy  
 Int. Financial Analyst - Rates and Regulation  
 American Water Shared Services Center  
 131 Woodcrest Road  
 Cherry Hill, NJ 08003  
 (856) 310-5773 (Phone)  
 (856) 672-2878 (Fax)  
 george.conroy@amwater.com  
 Sheila Miller/WVAWC/AWWSC



**Sheila  
 Miller/WVAWC/AWWSC**  
 05/07/2008 09:58 AM

To Rick Witherite/KAWC/AWWSC@AWW  
 cc Bryan Siler/KAWC/AWWSC@AWW, Rachel  
 Cole/KAWC/AWWSC@AWW, George  
 Conroy/SHARVCS/AWWSC@AWW  
 Subject Re: Fw: LFUCG Bills

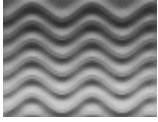
Although the test bill was a commercial account, the rate schedule was G1B90 which is a residential rate schedule. It was just used for testing purposes. I have attached the original template and those with \$4.25 in the first block originally will have a minimum charge of \$4.25 except for G4M4A which was agreed that it would have the residential rates and thus it will be \$3.50. Let me know if you have any other adjustments. I checked out this account in production and it actually has G2B90 attached to it so it would bill at the \$4.25 minimum.



LFUCG 050108 rate change template revised 4.xls

Sheila Miller  
 Manager Rates & Regulation  
 American Water Works Service Company  
 Southeast Region

PO Box 1906  
 Charleston, WV 25327-1906  
 phone: (304)353-6317  
 fax: (304)353-6332  
 Sheila.Miller@amwater.com  
 Rick Witherite/KAWC/AWWSC




**Rick  
 Witherite/KAWC/AWWSC**

05/07/2008 09:51 AM

To Sheila Miller/WVAWC/AWWSC@AWW

cc Rachel Cole/KAWC/AWWSC@AWW, Bryan  
 Siler/KAWC/AWWSC@AWW

Subject Re: Fw: LFUCG Bills 

The calculation looks fine. I am not sure the LFUCG would like the wording on the bill of minimum charge. It is what it is though, if that is the only way it works. The only other thing is that this rate schedule should convert to the non residential rate of \$4.25 because it is a commercial account. Was the rate used only for test or is this how it will actually bill when put into production?

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  
 Sheila Miller/WVAWC/AWWSC



**Sheila  
 Miller/WVAWC/AWWSC**

05/07/2008 09:39 AM

To Rick Witherite/KAWC/AWWSC@AWW, Rachel  
 Cole/KAWC/AWWSC@AWW

cc

Subject Fw: LFUCG Bills

Below is a test bill with the minimum charge set up. In order to do this George had to have the first block bill at \$0.00 with a minimum charge of \$3.50. and then after the first CCF the rest of the usage falls into the second block. Take a look and let me know if this is OK - the wording on the bill will be minimum charge \$3.50. There is a test bill with 10 CCF and one with zero usage.

Sheila Miller  
 Manager Rates & Regulation  
 American Water Works Service Company  
 Southeast 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 05/07/2008 09:39 AM -----



**George Conroy**  
SHARVCS/AWWSC

05/07/2008 09:33 AM

To: Sheila Miller/WVAWC/AWWSC@AWW

cc: Basil J D'Antonio/SHARVCS/AWWSC@AWW

Subject: LFUCG Bills

Sheila,

I modified rate G1B90 to what you see below. I changed the base charge description to minimum charge and I ran test bills at 10 and no usage. Take a look and let me know if they will work.

**Rate Schedule Maintenance (RATE) - CAS2105 - Kentucky Am (KYQA) Quality assura...**

File Edit Functions Go Path Help

Path: [ ] Rate Schedule: G1B90 Res Mon LFUCG SCH B

Water Lhr/Meter Averaging

Rate Sch List Rate Sch Entry1 Rate Sch Entry2 Rate Sch Entry3 Rate Sch Desc Rate Adj List Supplmnt Sewr 1

Utility Type: 2 O&M Wastewater Service

Effective Date: 03/15/08 17 Expiration Date: 17

Billing Class: 1 Rate Revenue Type: R2110

Rate Description: Res Mon LFUCG SCH B Bill Description: [ ]

|             | Limit       | Rate      |
|-------------|-------------|-----------|
| Rate Step 1 | 1.00        |           |
| Rate Step 2 | 99999999.99 | 2.6400000 |
| Rate Step 3 |             |           |
| Rate Step 4 |             |           |
| Rate Step 5 |             |           |
| Rate Step 6 |             |           |
| Rate Step 7 |             |           |
| Rate Step 8 |             |           |

Base Charge: 3.50

Base Chg Rev Type: [ ]

Base Charge Pgm: [ ]

OK Cancel

Rate Schedule Maintenance (RATE) - CIS2117 - Kentucky Am (KYQA) Quality assura...

File Edit Functions Go Path Help

Path [ ] Rate Schedule [G1B90] Res Mon LFUCG SCH B

Watr Chrg/Meter [Averaging]

Rate Sch List | Rate Sch Entry1 | Rate Sch Entry2 | Rate Sch Entry3 | Rate Sch Desc | Rate Adj List | Supplmnt Sewr 1

Utility Type [2] O&M Wastewater Service Effective Date [03/15/08]

Rate Step Desc Type [SUSE] Sewer Usage

Basic Chg Desc Type [MNCHG] Minimum Charge

Minimum Desc Type [ ]

Est Description Type [ ]

Discount Desc Type [ ]

Horsepower Desc Type [ ]

Bill KVA Desc Type [ ]

Demand Desc Type [ ]

Firm Demand Desc Typ [ ]

Controlled Dmd Desc [ ]

Annual Dmd Desc Type [ ]

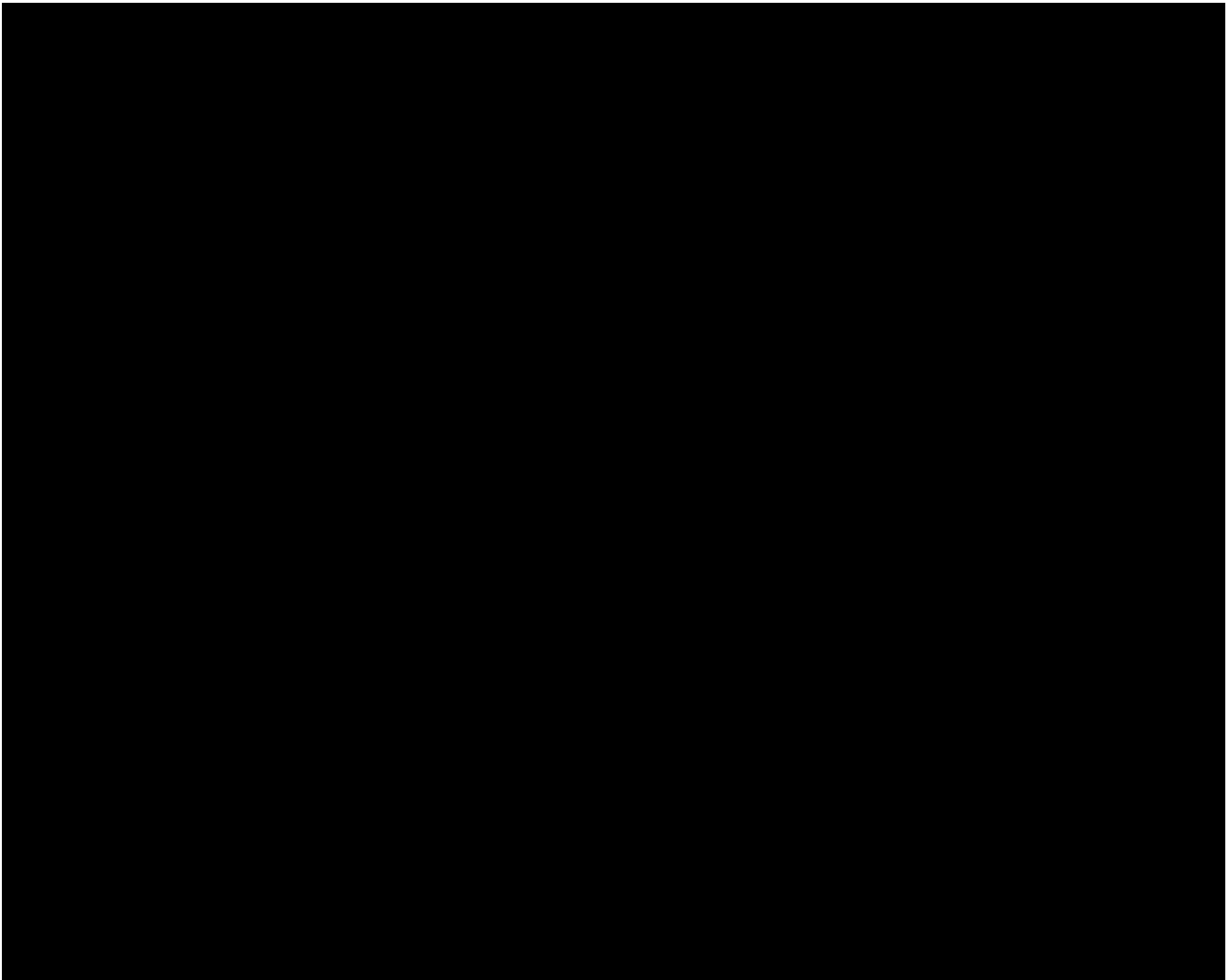
Interrupt Cr Desc [ ]

Failure to Curtail [ ]

*E-LTS VCHTING* [OK] [Cancel]

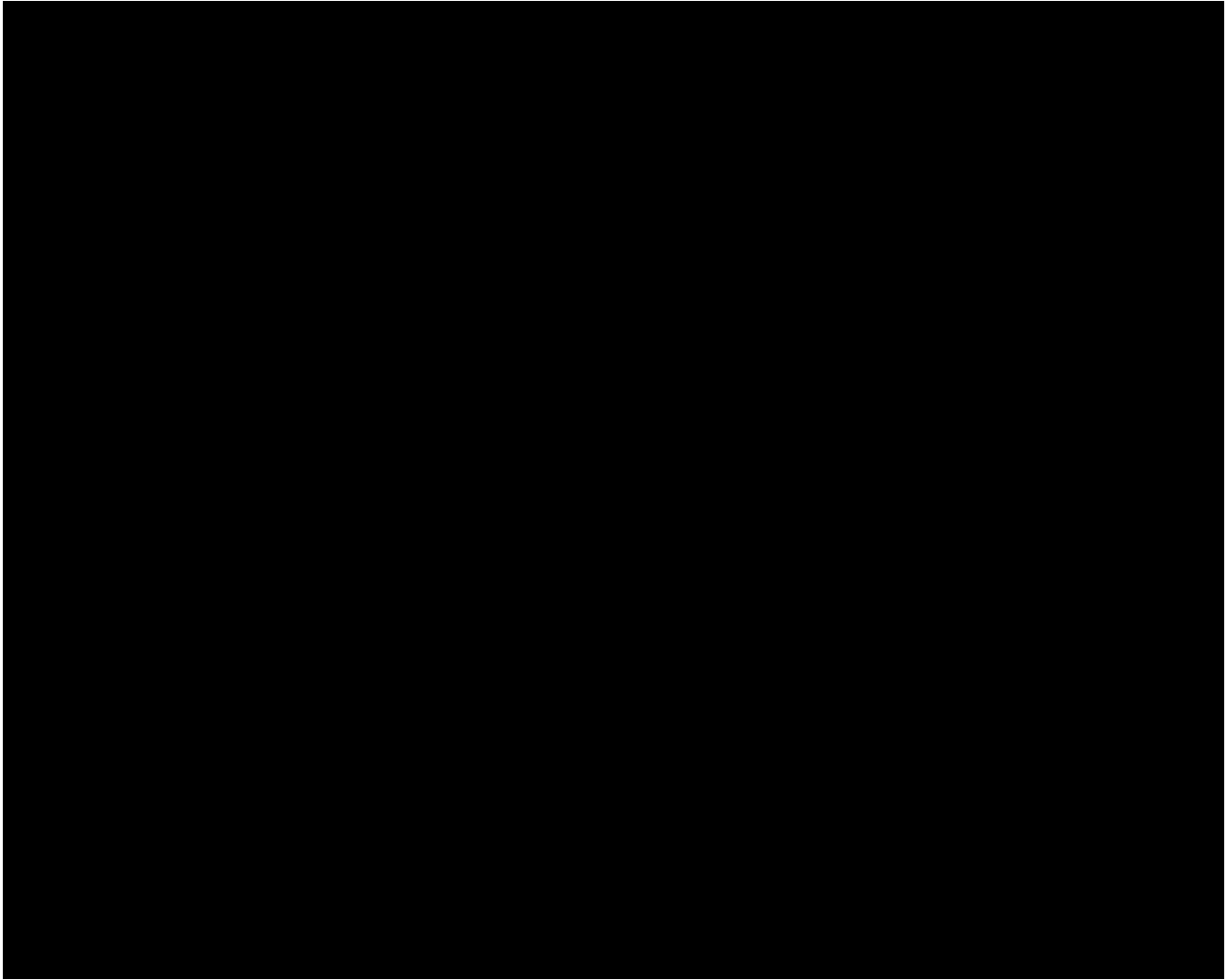
Usage of 10 - bills the \$3.50 as minimum charge 1@\$0.00 and 9@\$2.64

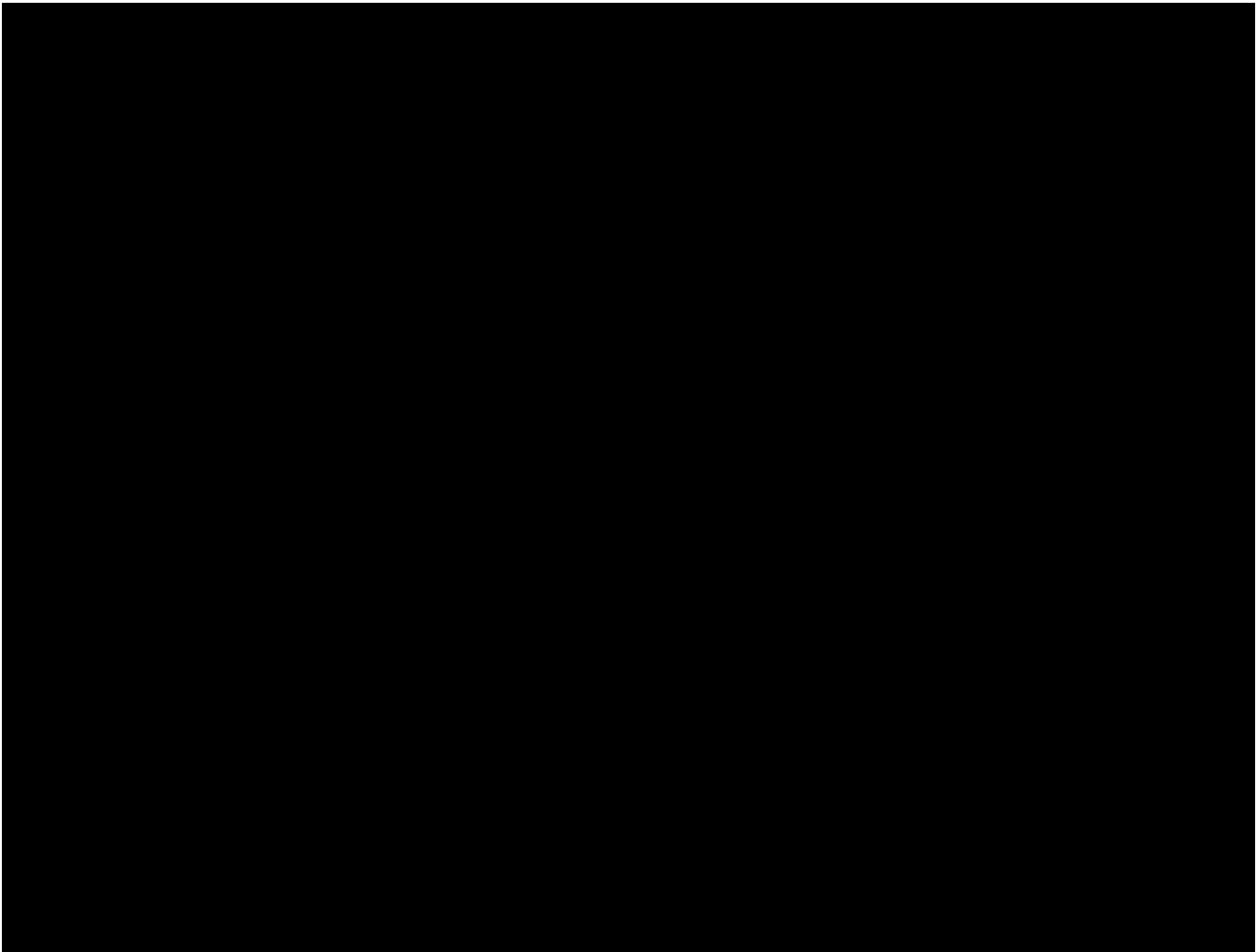






No Usage - bills the \$3.50 as minimum charge





If so, I'll make the changes to the remaining rates and correct the template you sent to reflect the new setups.

gmc

-----  
George Conroy  
Int. Financial Analyst - Rates and Regulation  
American Water Shared Services Center  
131 Woodcrest Road  
Cherry Hill, NJ 08003  
(856) 310-5773 (Phone)  
(856) 672-2878 (Fax)  
george.conroy@amwater.com

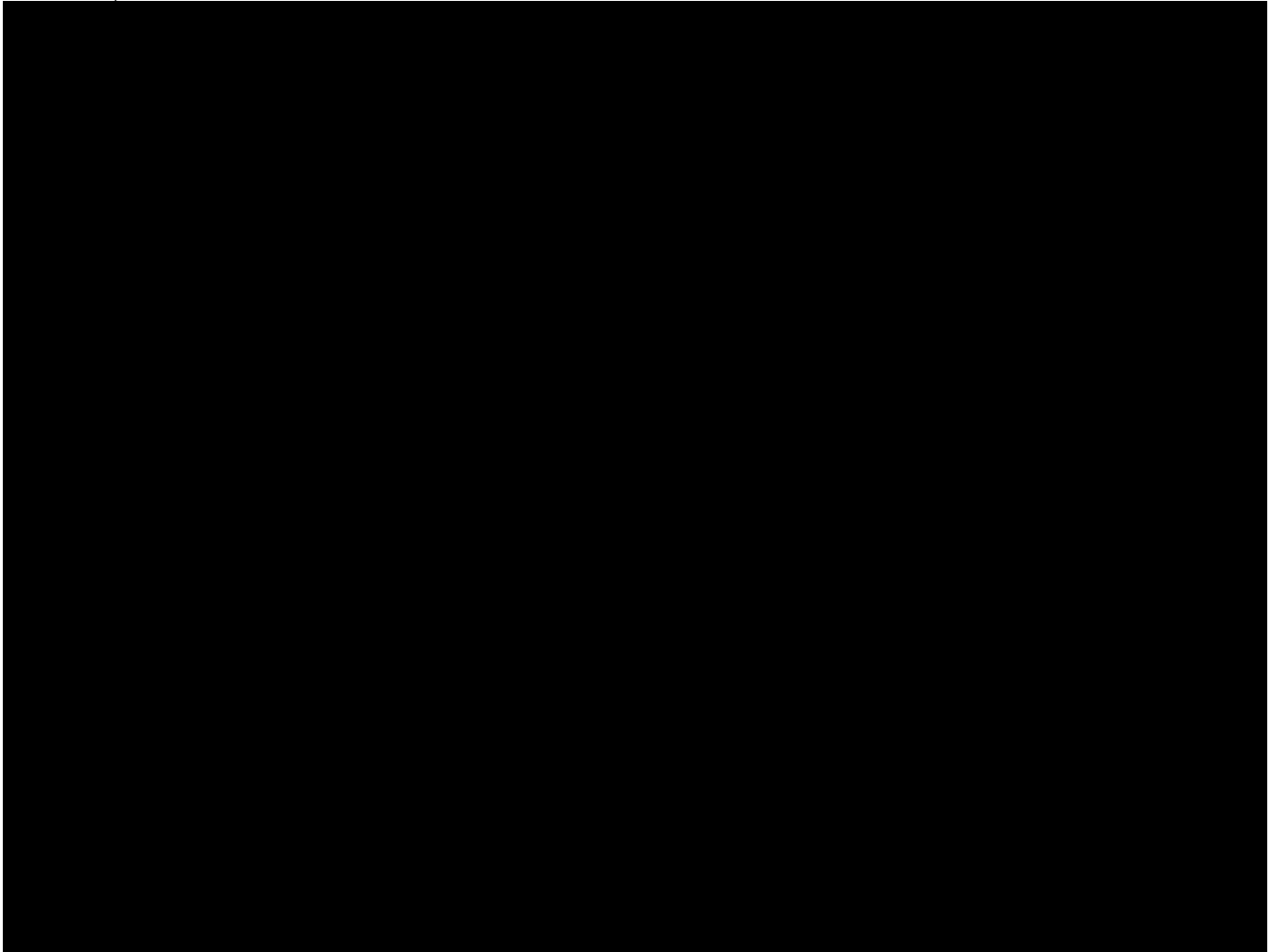
----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:18 PM -----

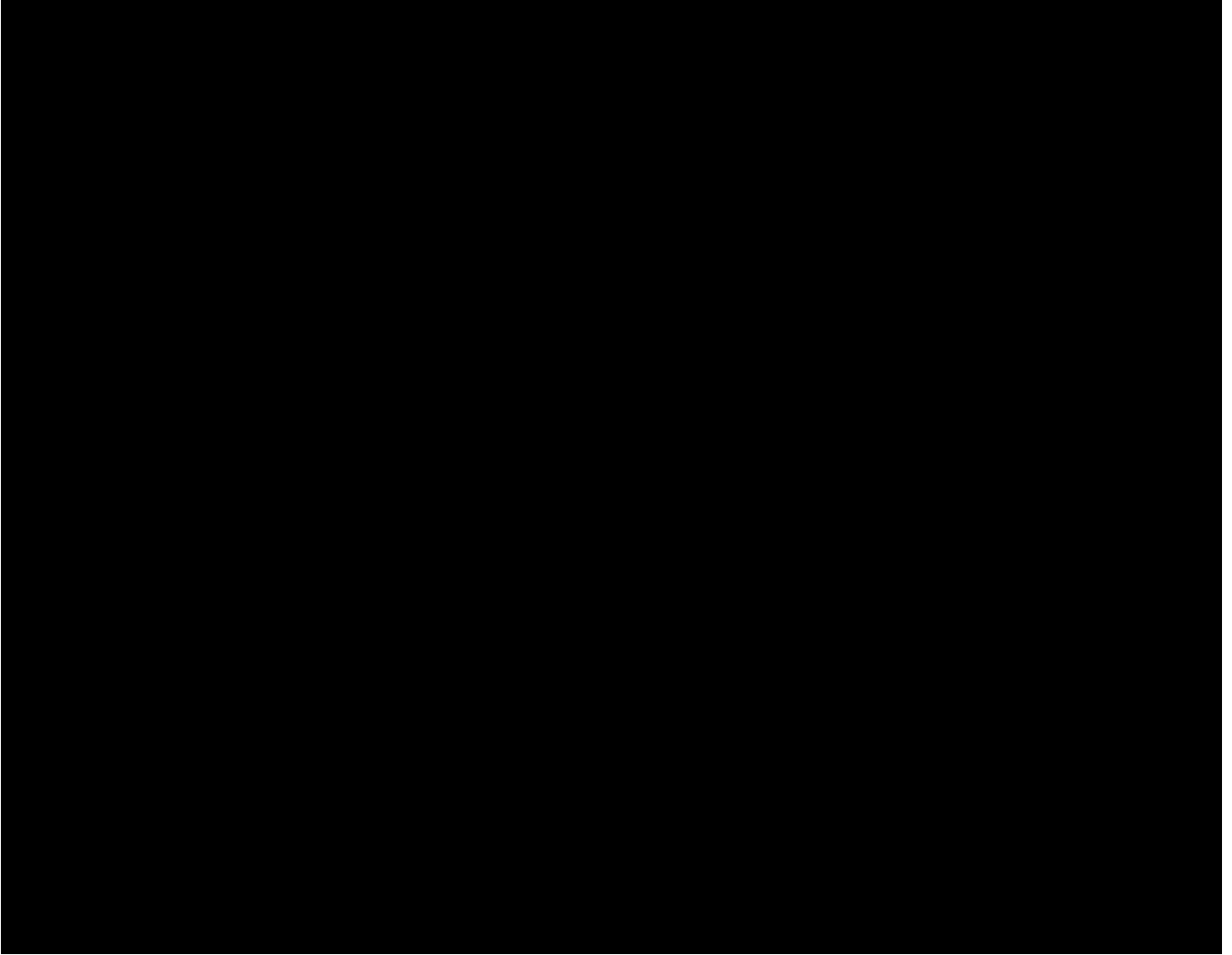
From: George Conroy/SHARVCS/AWWSC  
To: Sheila Miller/WVAWC/AWWSC@AWW  
Cc: Bryan Siler/KAWC/AWWSC@AWW, Rachel Cole/KAWC/AWWSC@AWW, Rick

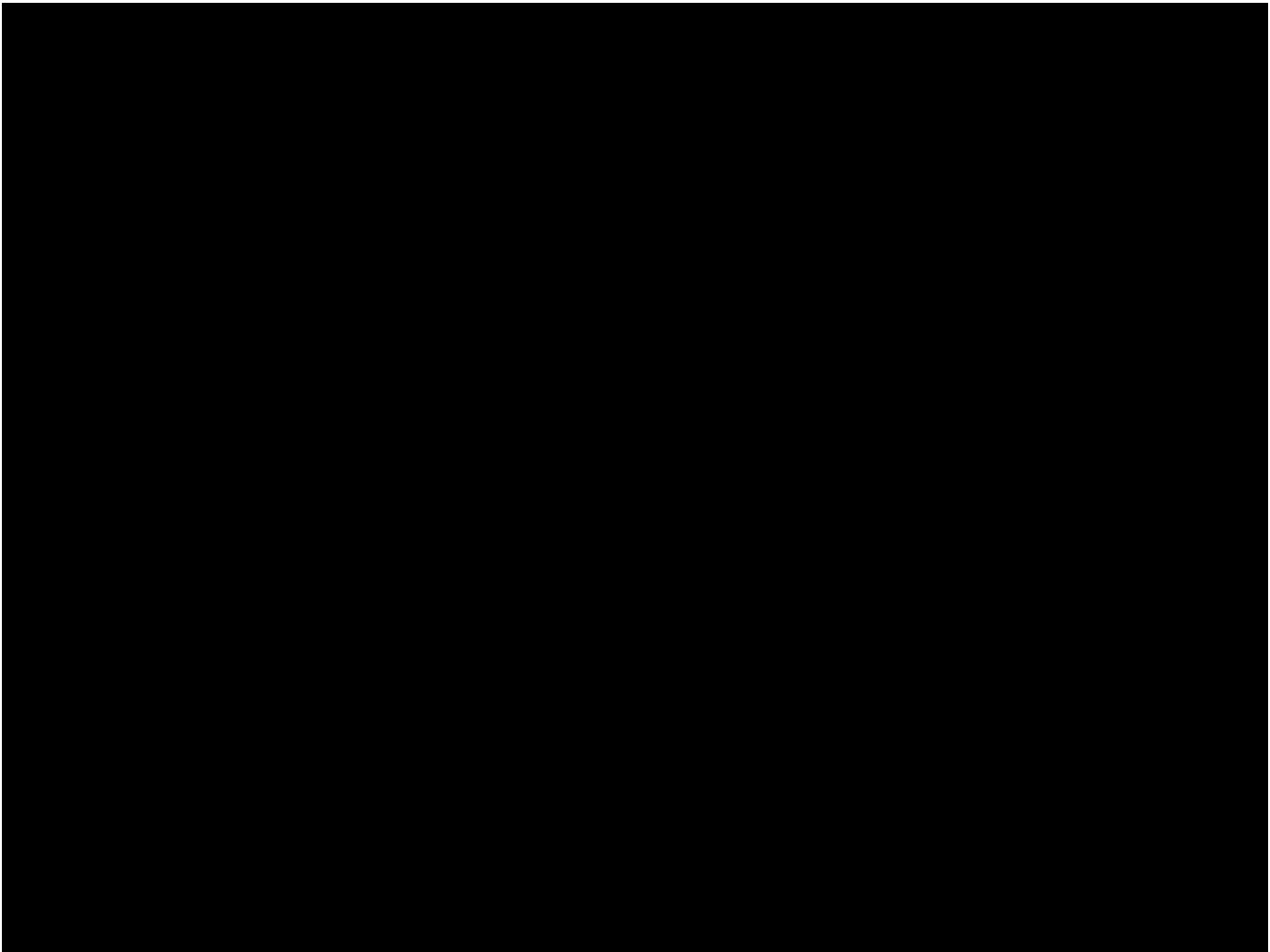
Date: Witherite/KAWC/AWWSC@AWW  
05/07/2008 11:05 AM  
Subject: Re: Fw: LFUCG Bills

---

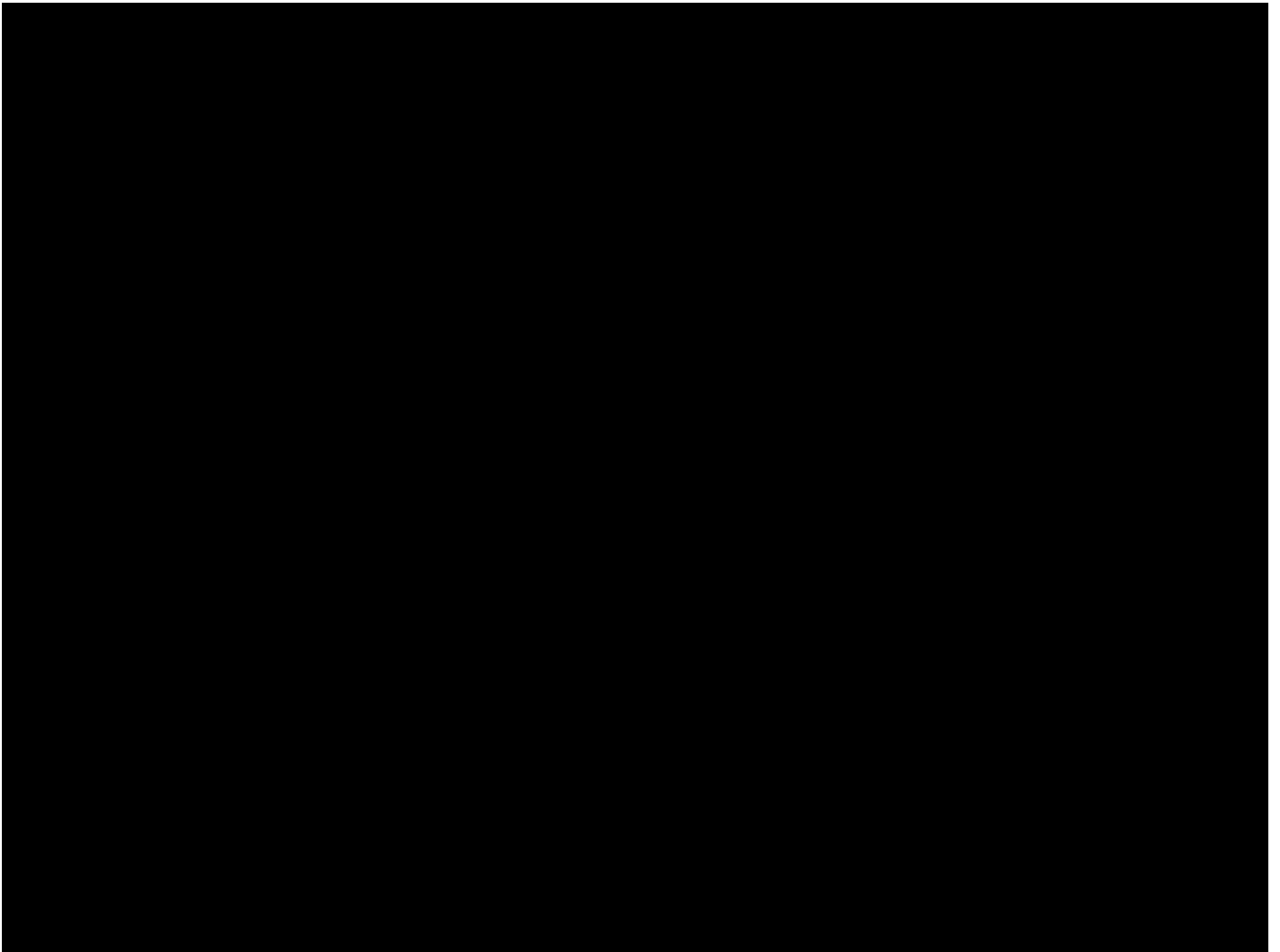
15 Day bill - usage of 10  
Bills 1/2 of \$3.50 minimum  
Bills \$0.00 x .5



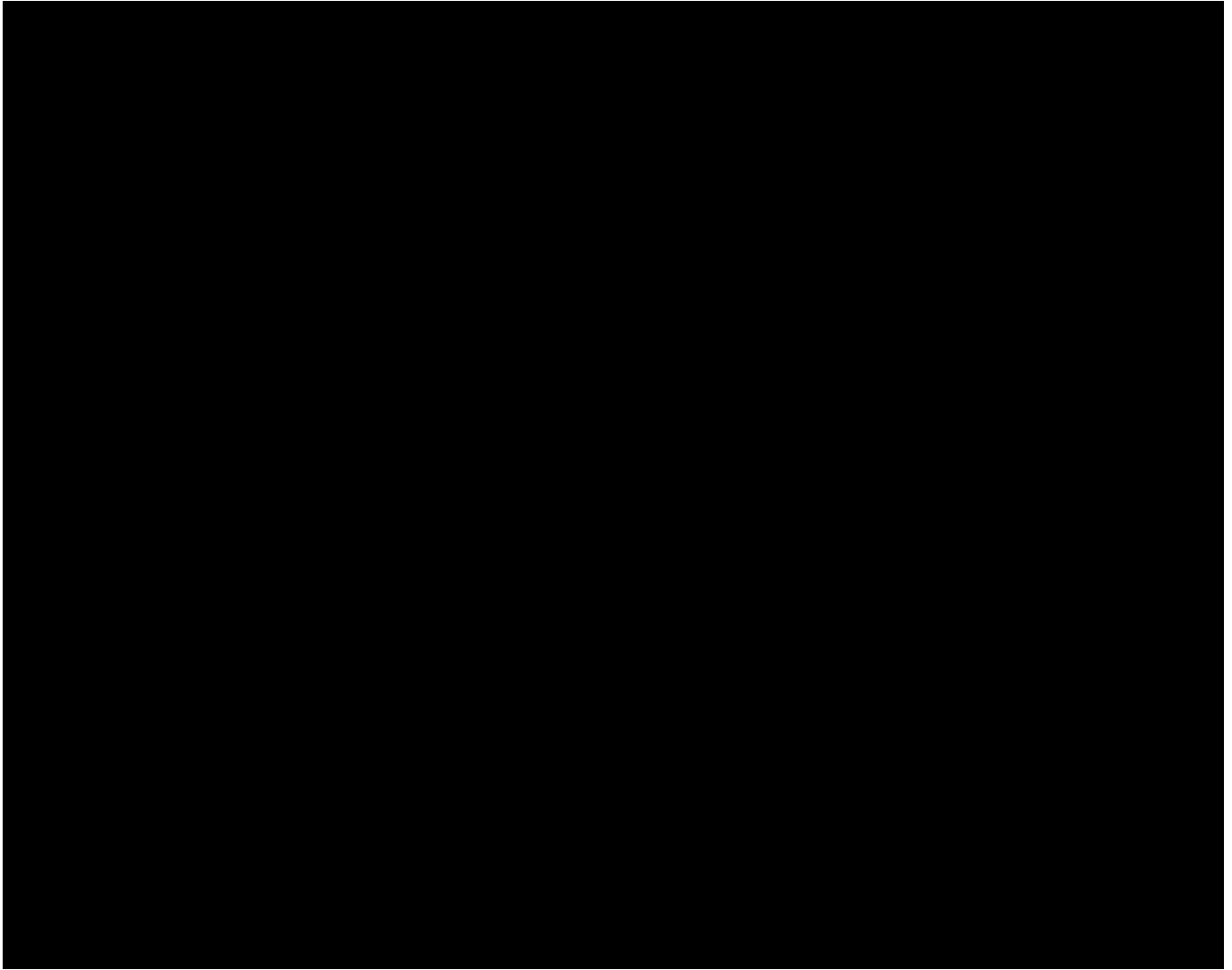


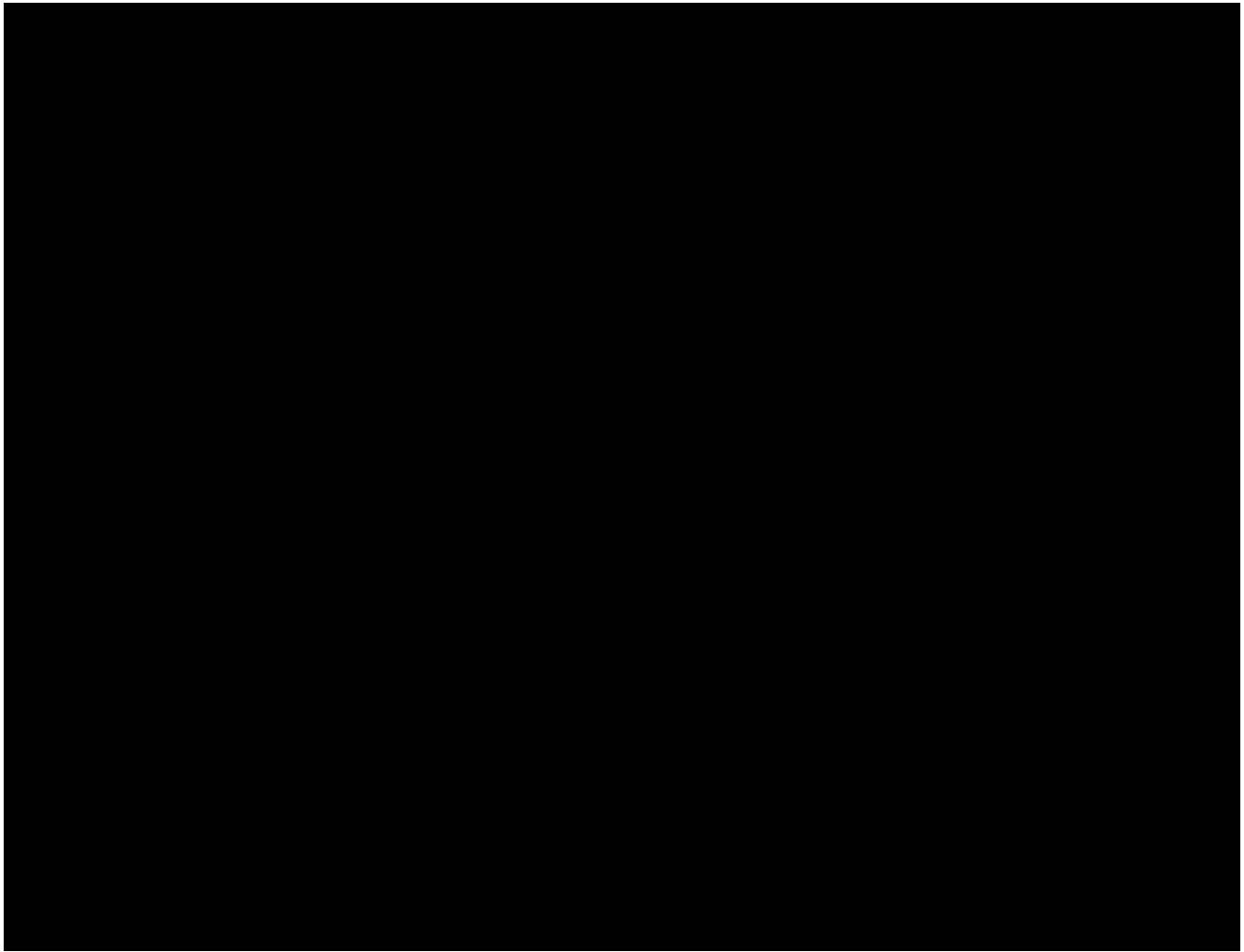


15 Day bill - usage of 0  
Bills 1/2 of \$3.50 minimum

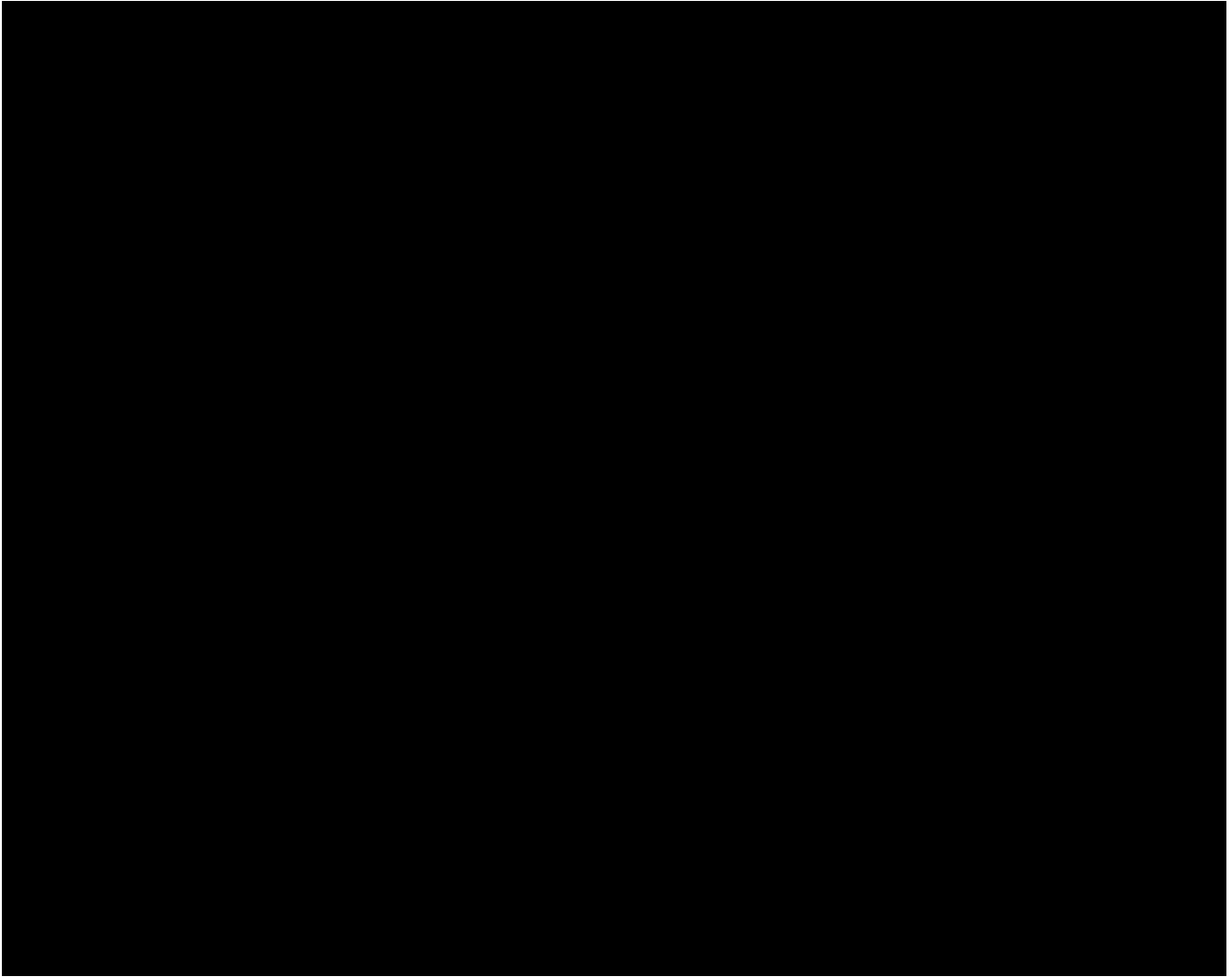


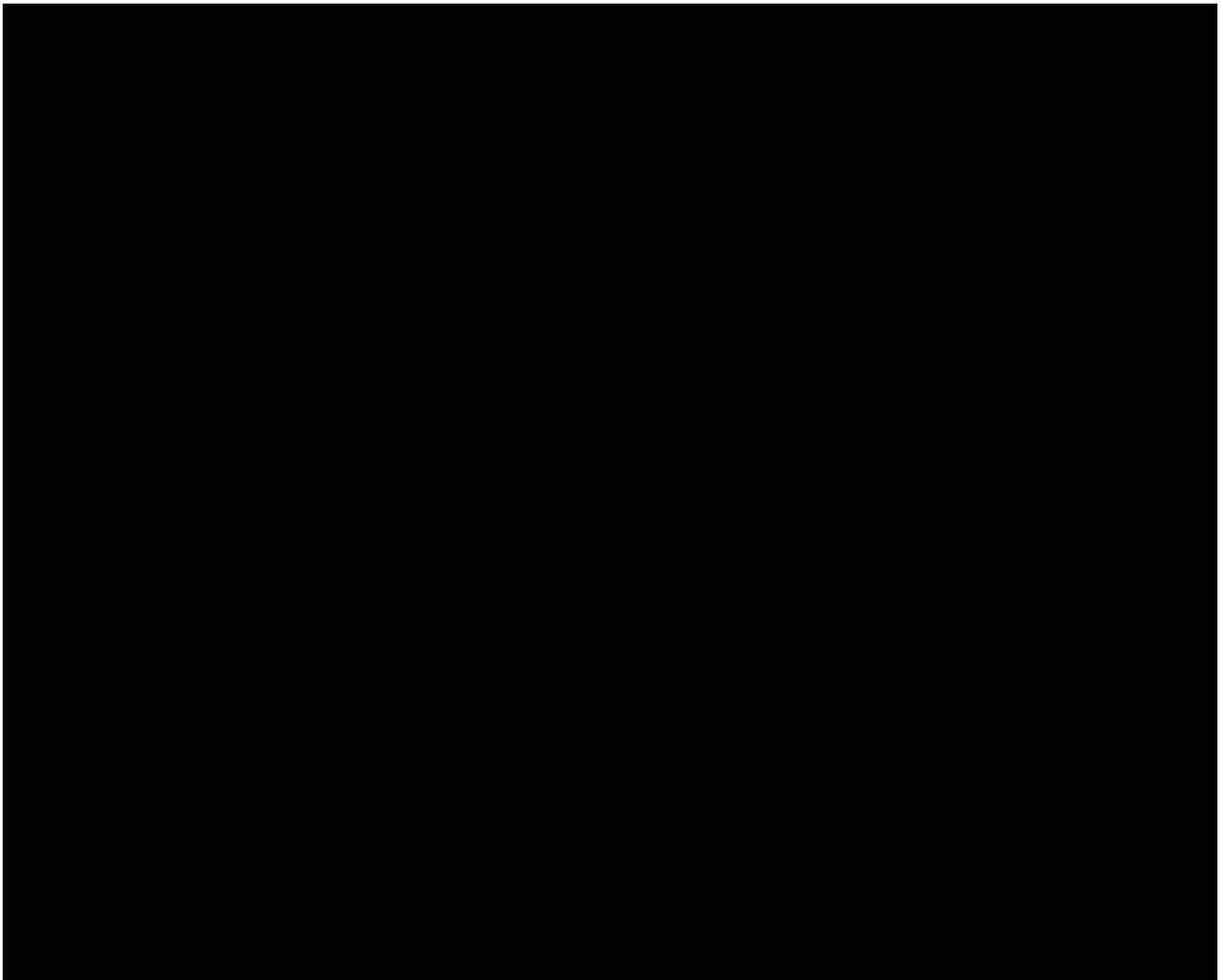


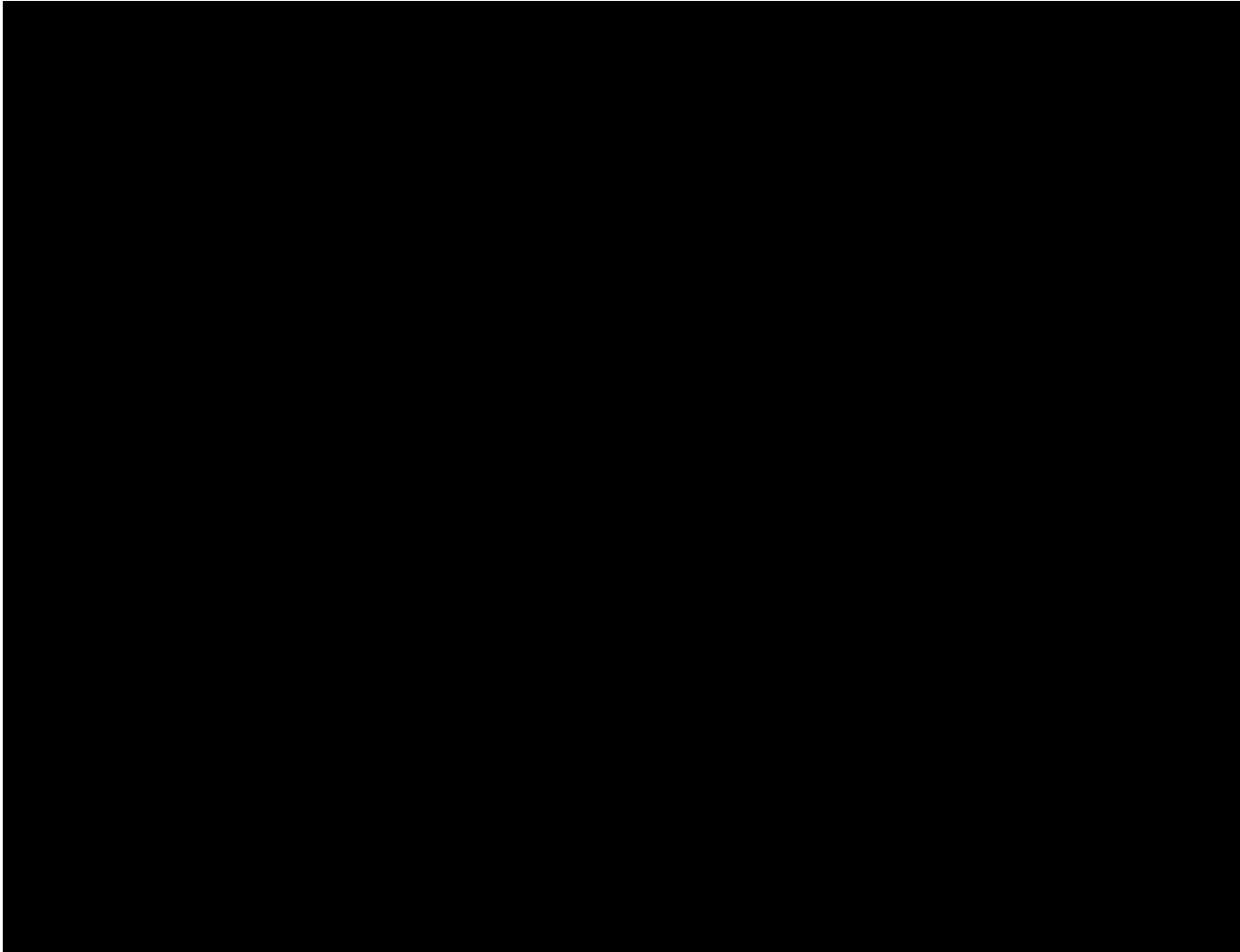




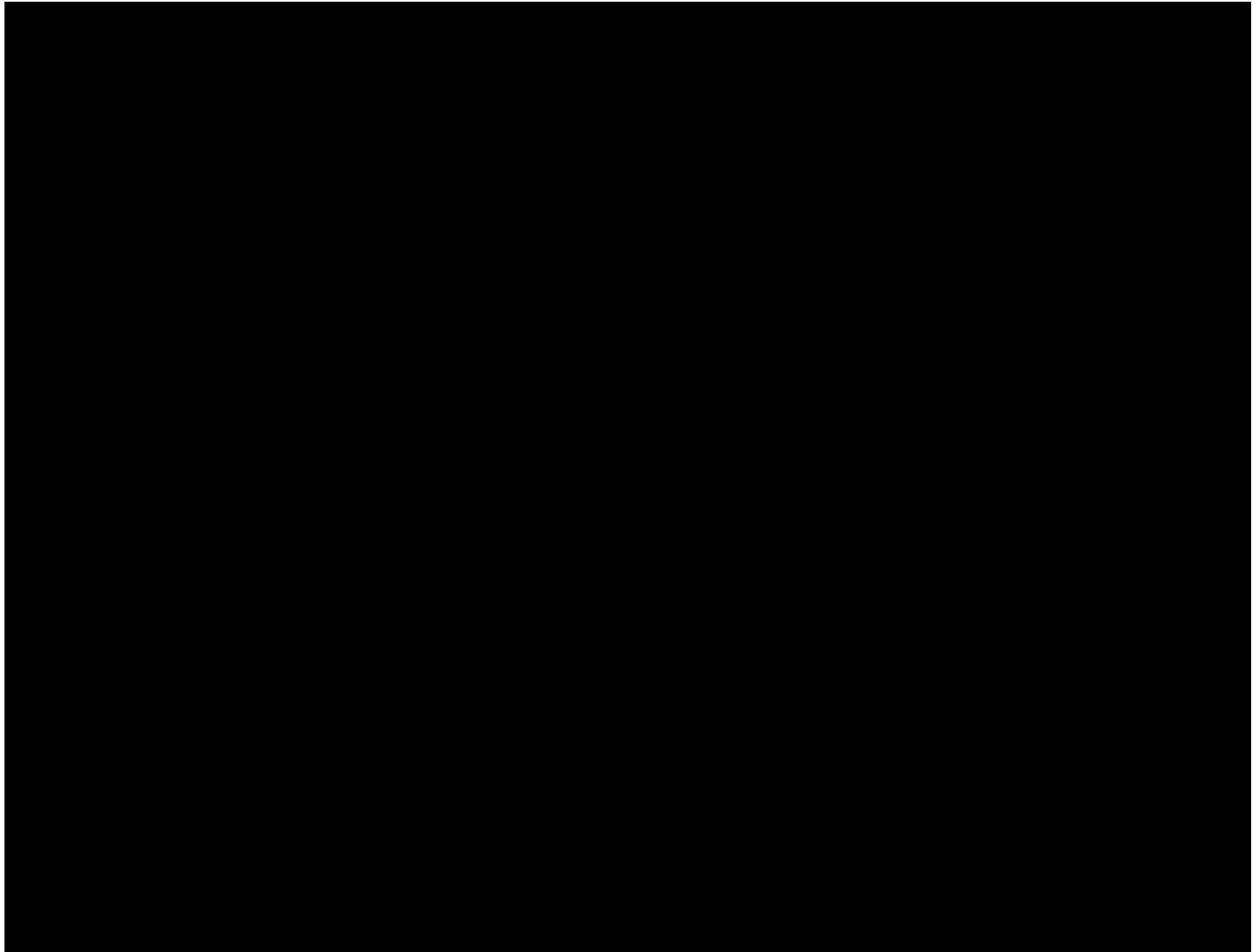
45 Day bill - usage of 10  
Bills 1.5x the \$3.50 minimum  
Bills \$0.00 x 1.5  
Bills \$2.64 x 8.5



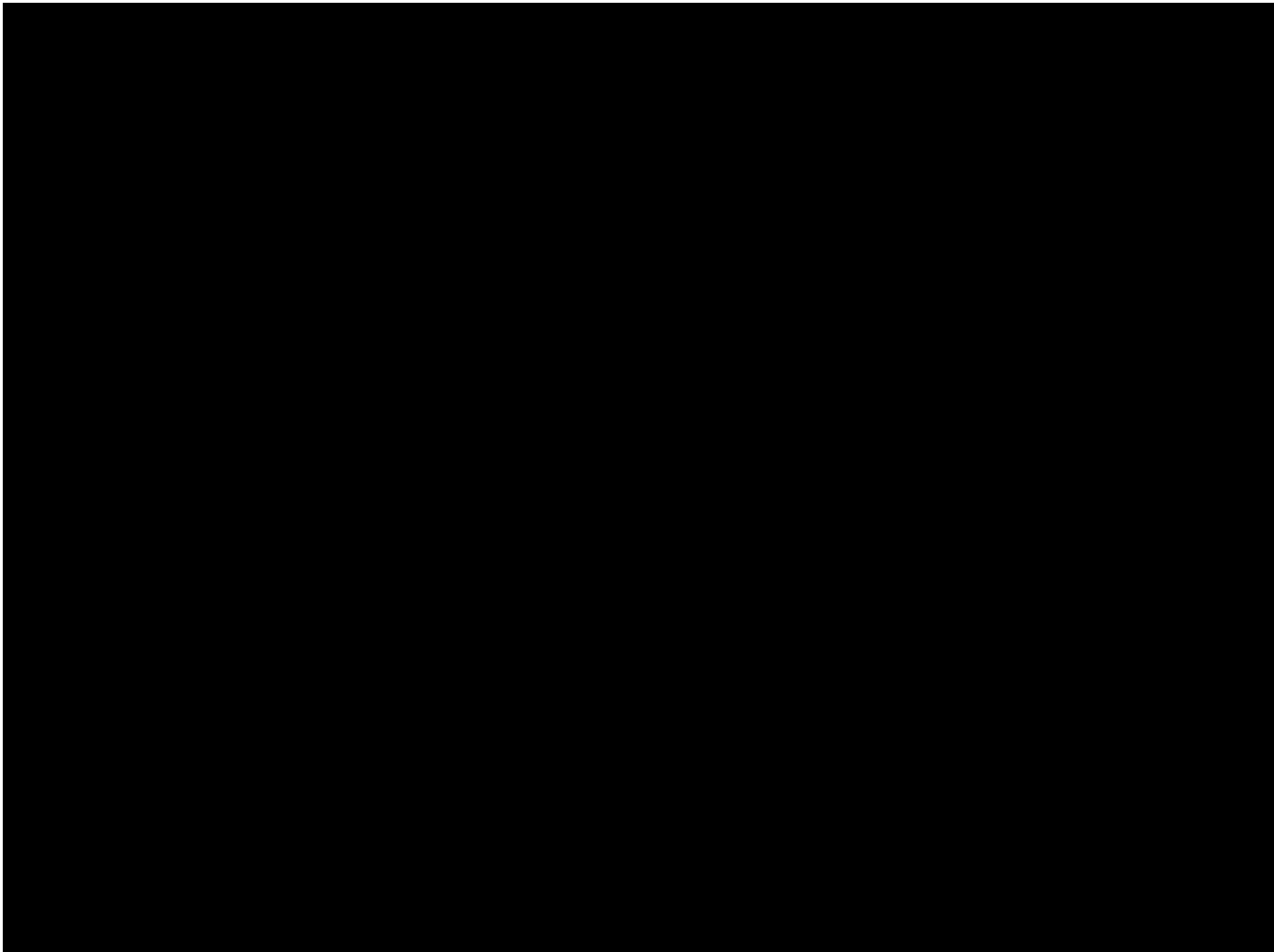




45 Day bill - usage of 0  
Bills 1.5x the \$3.50 minimum







George Conroy  
Int. Financial Analyst - Rates and Regulation  
American Water Shared Services Center  
131 Woodcrest Road  
Cherry Hill, NJ 08003  
(856) 310-5773 (Phone)  
(856) 672-2878 (Fax)  
george.conroy@amwater.com  
----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:18 PM -----

From: George Conroy/SHARVCS/AWWSC  
To: Rachel Cole/KAWC/AWWSC@AWW  
Cc: Bryan Siler/KAWC/AWWSC@AWW, Rick Witherite/KAWC/AWWSC@AWW, Sheila Miller/WVAWC/AWWSC@AWW  
Date: 05/07/2008 11:34 AM  
Subject: Re: Fw: LFUCG Bills

---

No. ORCOM is setup to prorate by default.

-----  
George Conroy  
Int. Financial Analyst - Rates and Regulation  
American Water Shared Services Center  
131 Woodcrest Road  
Cherry Hill, NJ 08003  
(856) 310-5773 (Phone)



(856) 672-2878 (Fax)  
george.conroy@amwater.com  
Rachel Cole/KAWC/AWWSC



**Rachel Cole/KAWC/AWWSC**

05/07/2008 11:27 AM

To George Conroy/SHARVCS/AWWSC@AWW  
cc Bryan Siler/KAWC/AWWSC@AWW, Rick  
Wetherite/KAWC/AWWSC@AWW, Sheila  
Miller/WVAWC/AWWSC@AWW  
Subject Re: Fw: LFUCG Bills 📎

Nope, don't want that...so proration can't be avoided on the first cubic foot?

\*\*\*\*\*

Rachel S. Cole  
Southeast Region  
Email: rcole@kawc.com  
Ph: 859-268-6307  
Fax: 859-335-3307

George Conroy/SHARVCS/AWWSC



**George  
Conroy/SHARVCS/AWWSC**

05/07/2008 11:12 AM

To Rachel Cole/KAWC/AWWSC@AWW  
cc Bryan Siler/KAWC/AWWSC@AWW, Rick  
Wetherite/KAWC/AWWSC@AWW, Sheila  
Miller/WVAWC/AWWSC@AWW  
Subject Re: Fw: LFUCG Bills 📎

A fixed charge would bill even if usage was over 1

-----  
George Conroy  
Int. Financial Analyst - Rates and Regulation  
American Water Shared Services Center  
131 Woodcrest Road  
Cherry Hill, NJ 08003  
(856) 310-5773 (Phone)  
(856) 672-2878 (Fax)  
george.conroy@amwater.com  
Rachel Cole/KAWC/AWWSC



**Rachel Cole/KAWC/AWWSC**

05/07/2008 11:10 AM

To George Conroy/SHARVCS/AWWSC@AWW  
cc Bryan Siler/KAWC/AWWSC@AWW, Rick  
Wetherite/KAWC/AWWSC@AWW, Sheila  
Miller/WVAWC/AWWSC@AWW  
Subject Re: Fw: LFUCG Bills 📎

Can the minimum bill be programmed as a fixed charge? (no proration)

\*\*\*\*\*

Rachel S. Cole  
Southeast Region  
Email: rcole@kawc.com  
Ph: 859-268-6307  
Fax: 859-335-3307

George Conroy/SHARVCS/AWWSC



**George  
Conroy/SHARVCS/AWWSC**

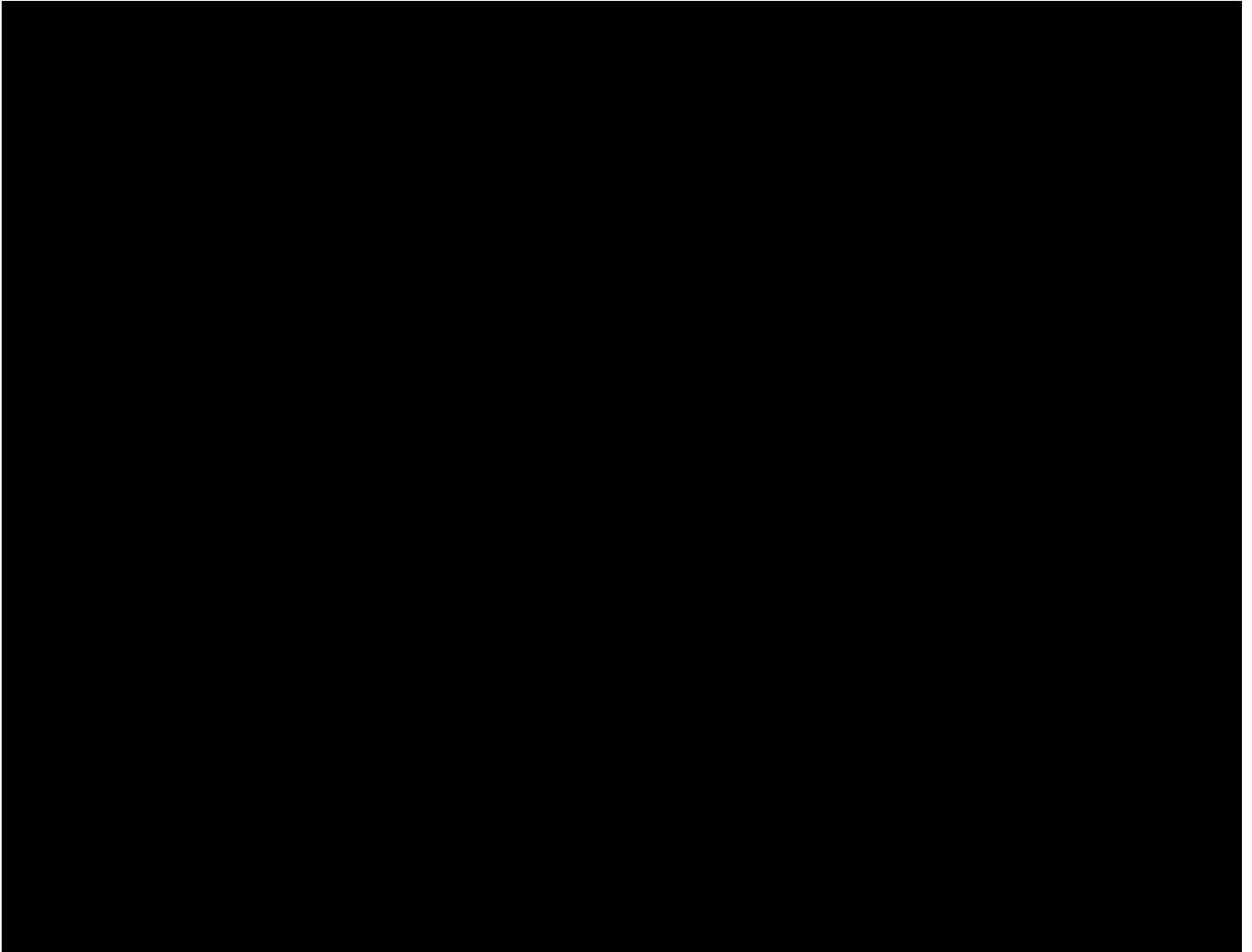
05/07/2008 11:05 AM

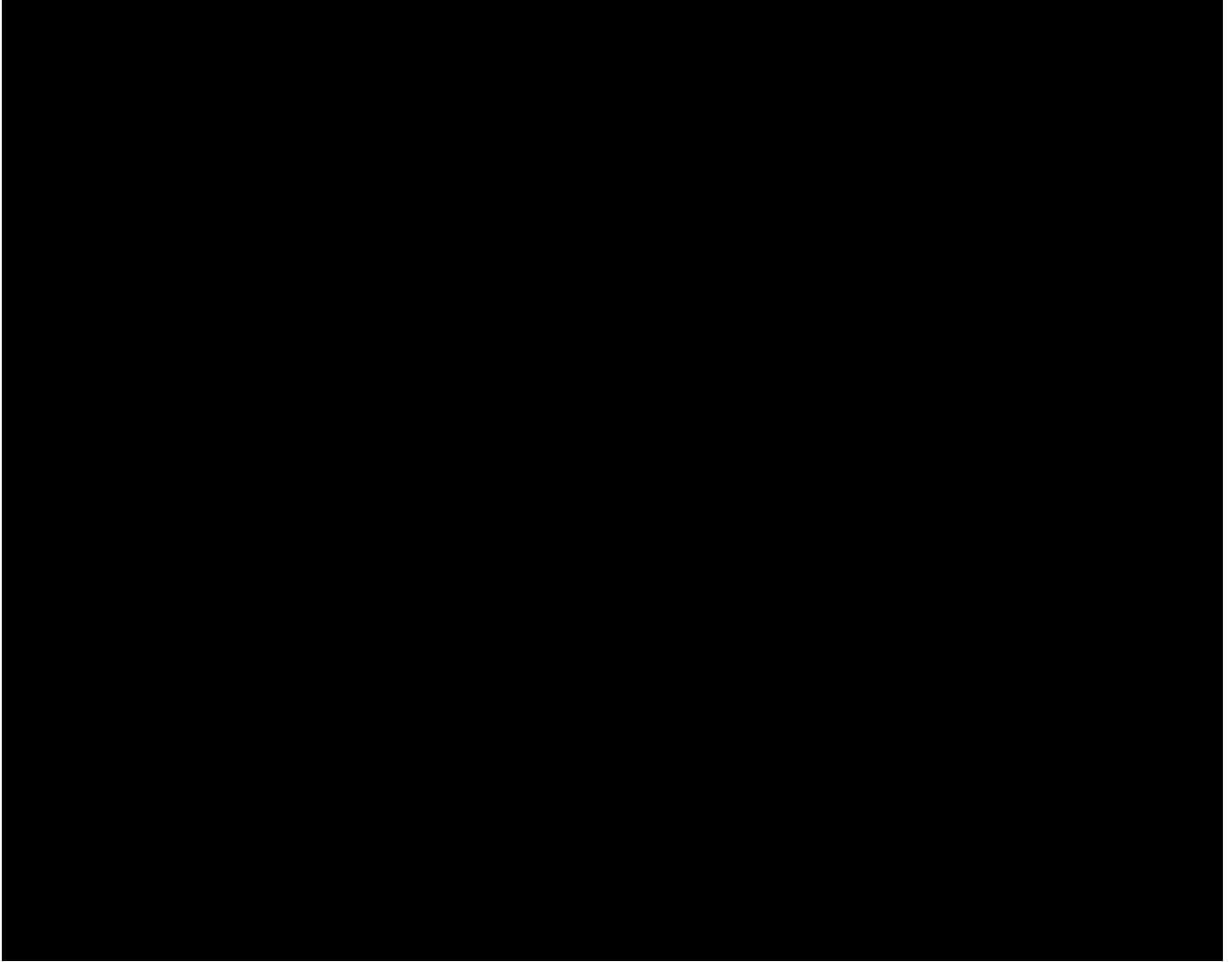
To Sheila Miller/WVAWC/AWWSC@AWW

cc Bryan Siler/KAWC/AWWSC@AWW, Rachel  
Cole/KAWC/AWWSC@AWW, Rick  
Witherite/KAWC/AWWSC@AWW

Subject Re: Fw: LFUCG Bills 📎

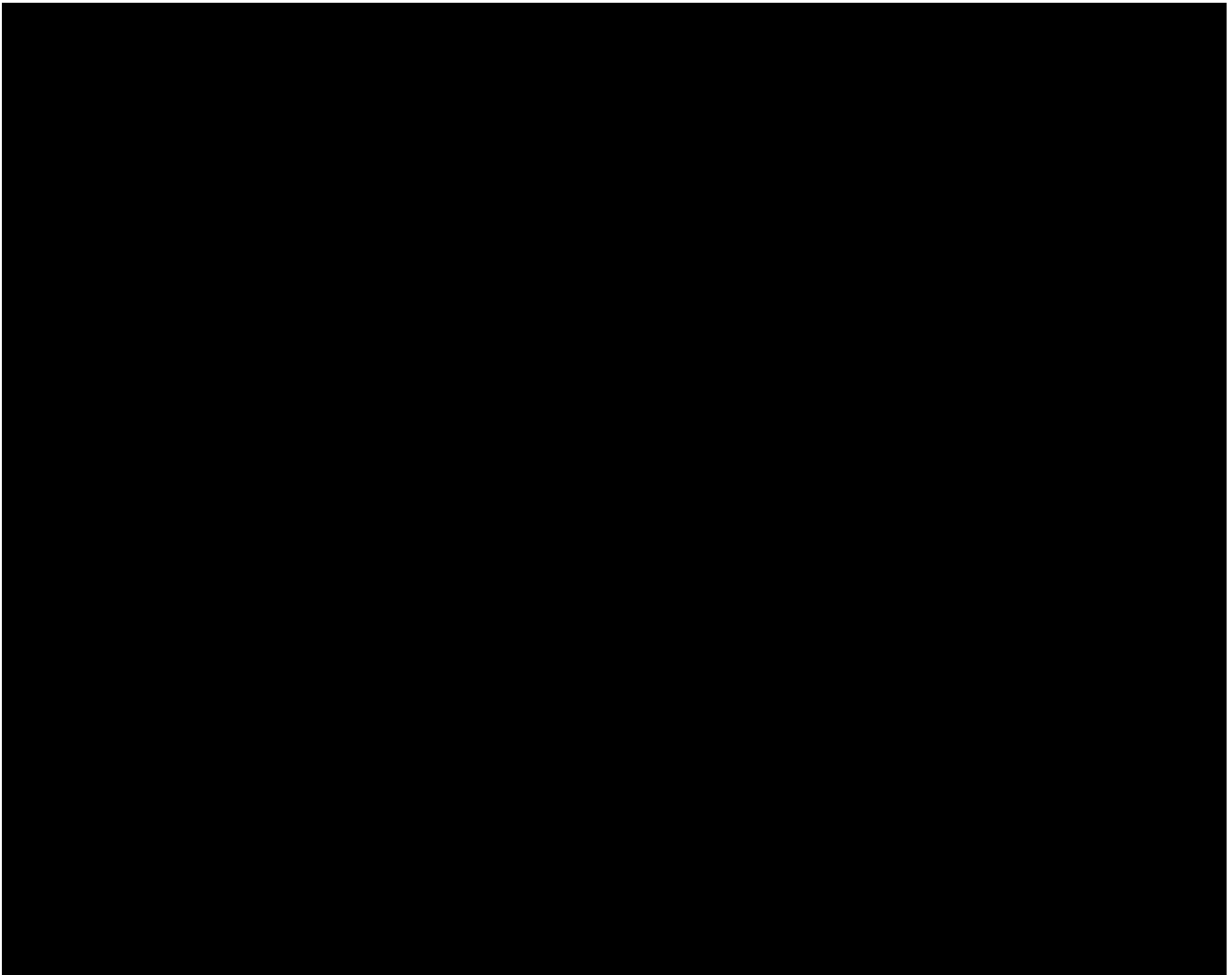
15 Day bill - usage of 10  
Bills 1/2 of \$3.50 minimum  
Bills \$0.00 x .5  
Bills \$2.64 x 9.5

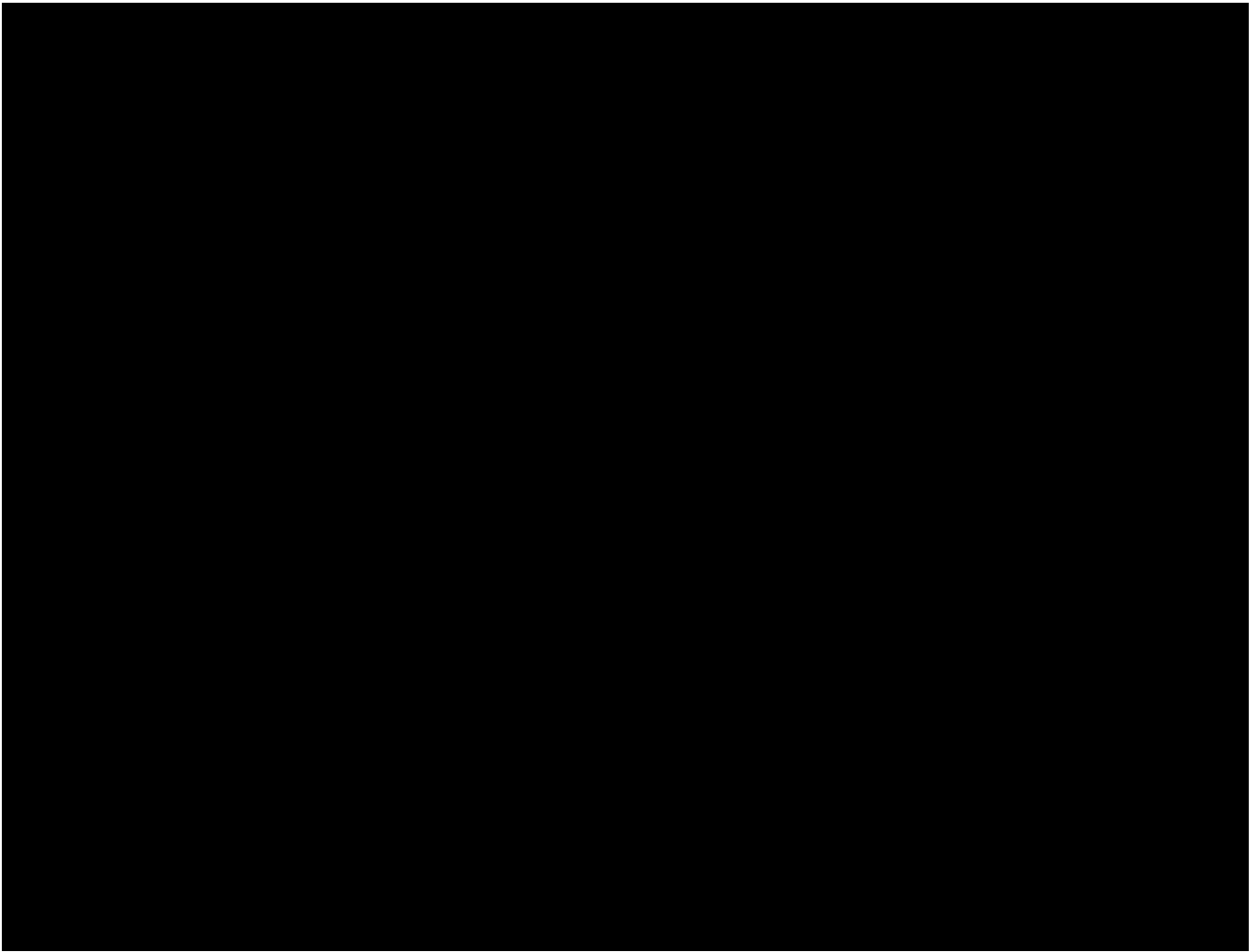


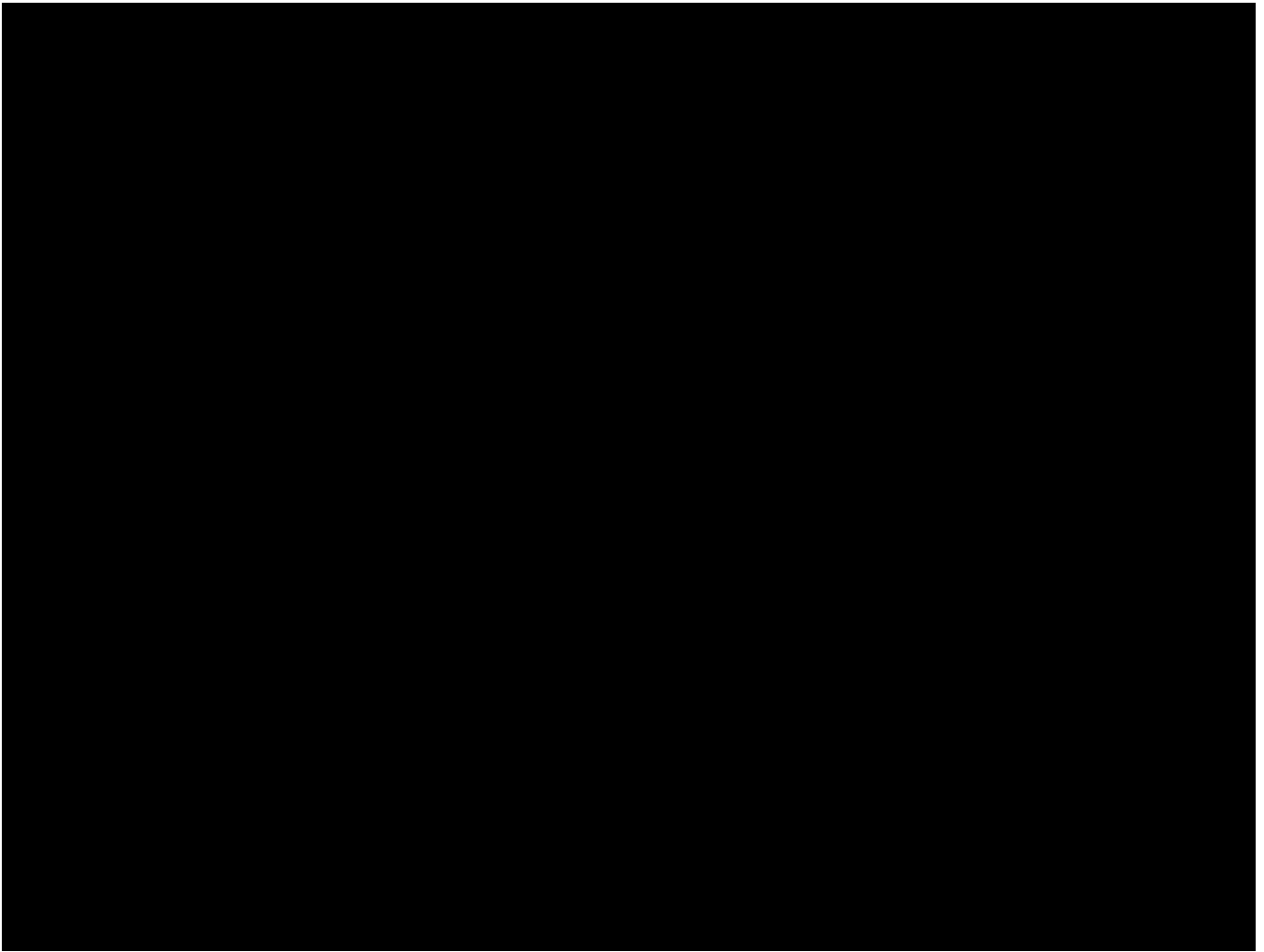




15 Day bill - usage of 0  
Bills 1/2 of \$3.50 minimum

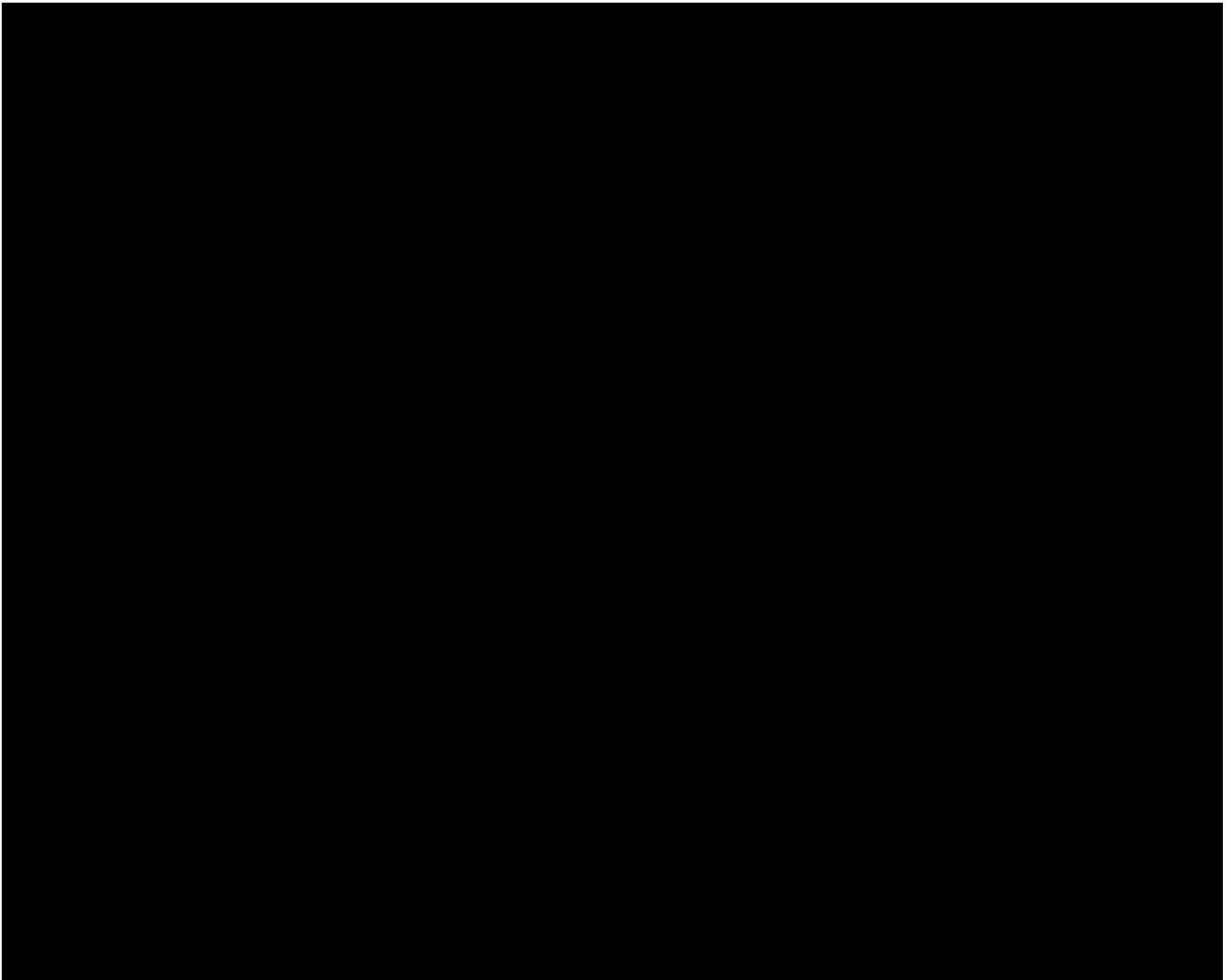


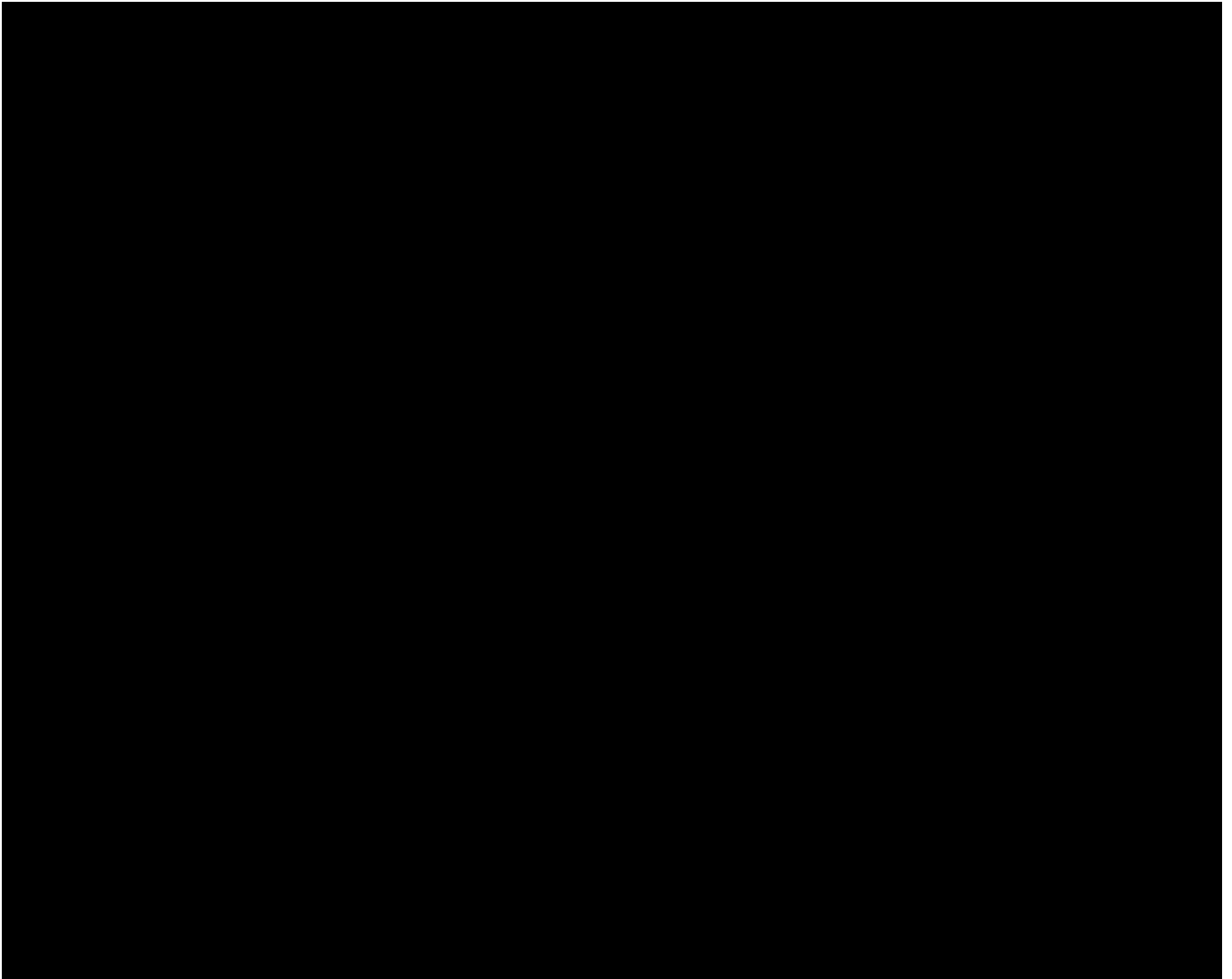


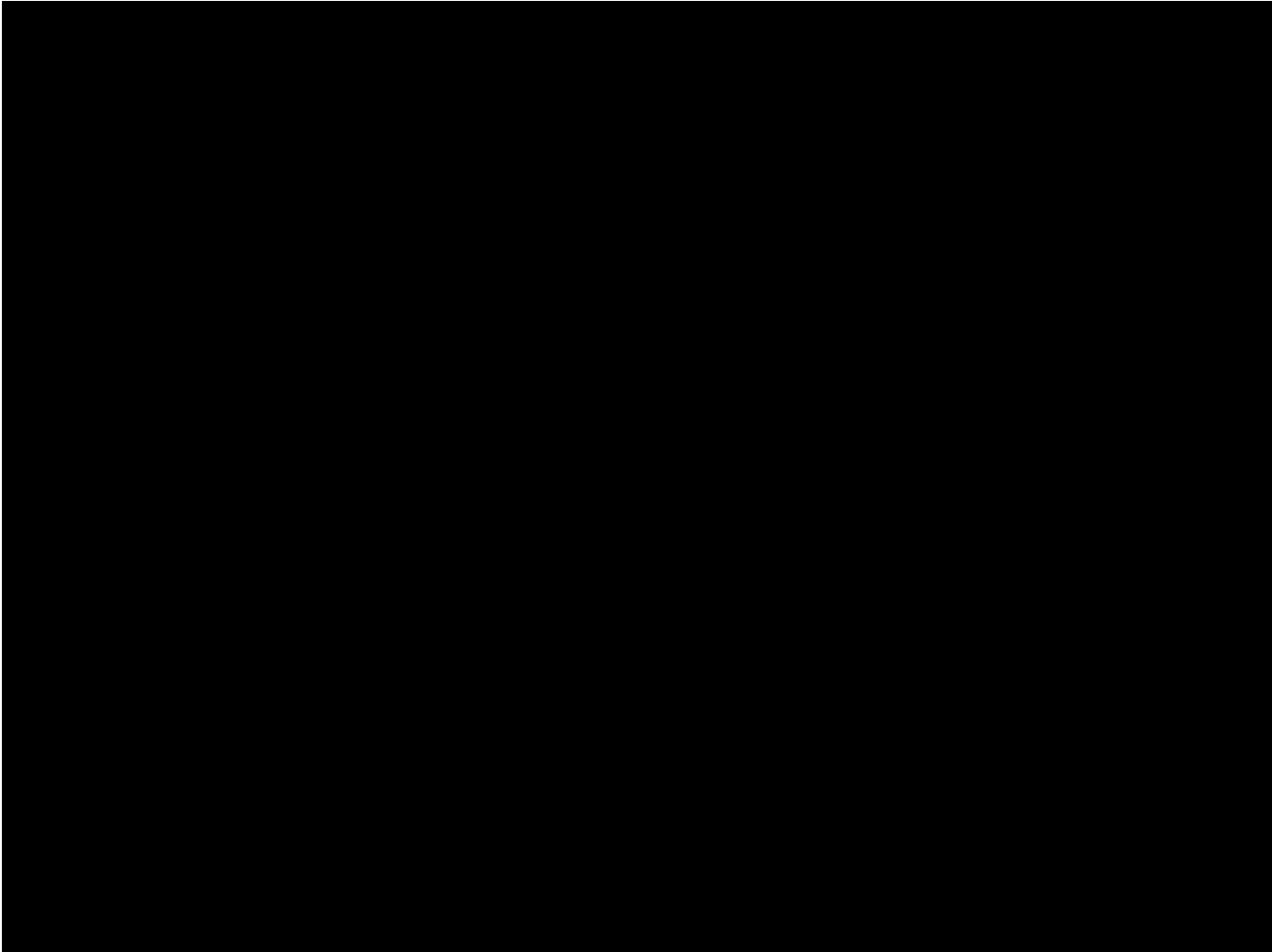


45 Day bill - usage of 10  
Bills 1.5x the \$3.50 minimum  
Bills \$0.00 x 1.5  
Bills \$2.64 x 8.5

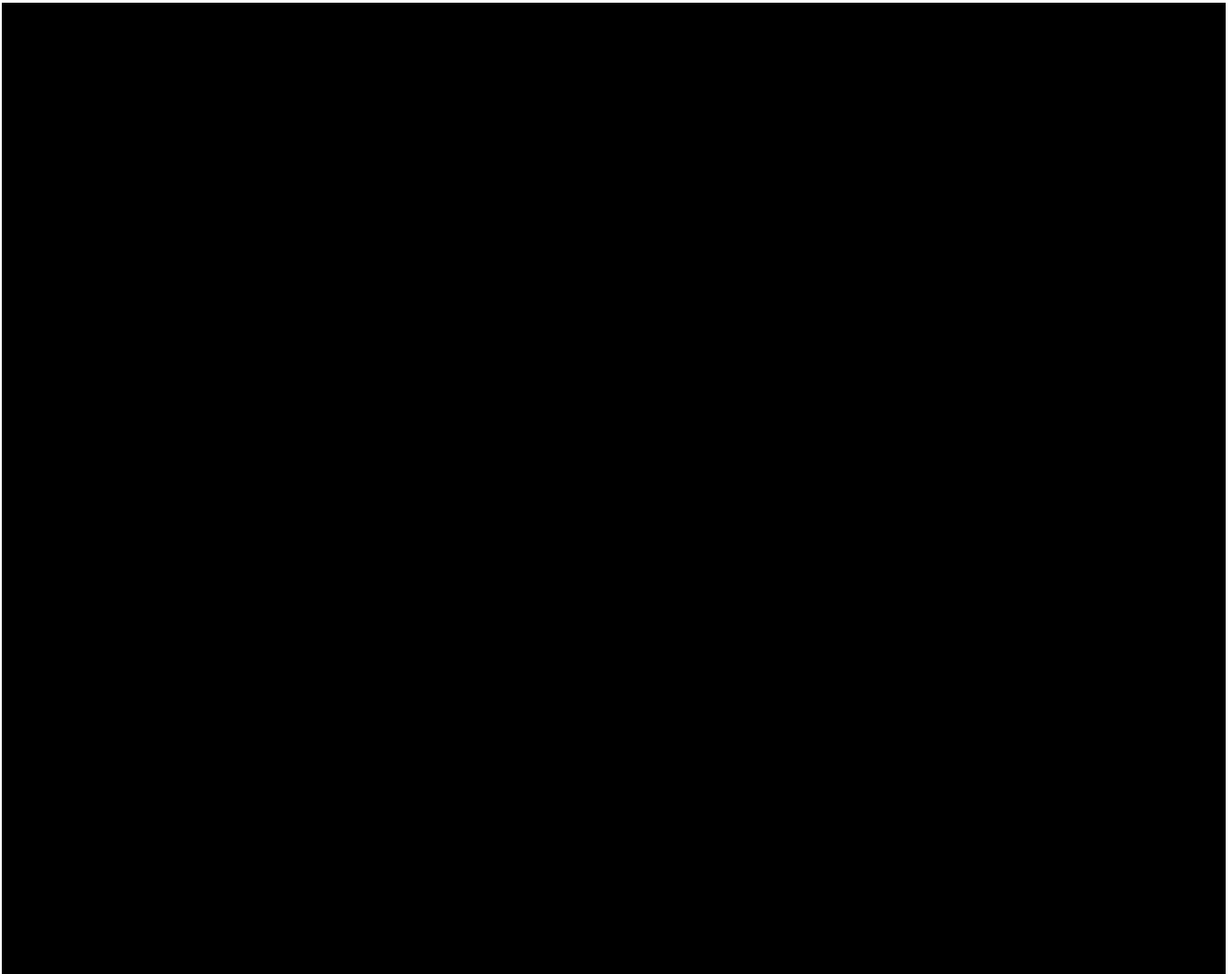




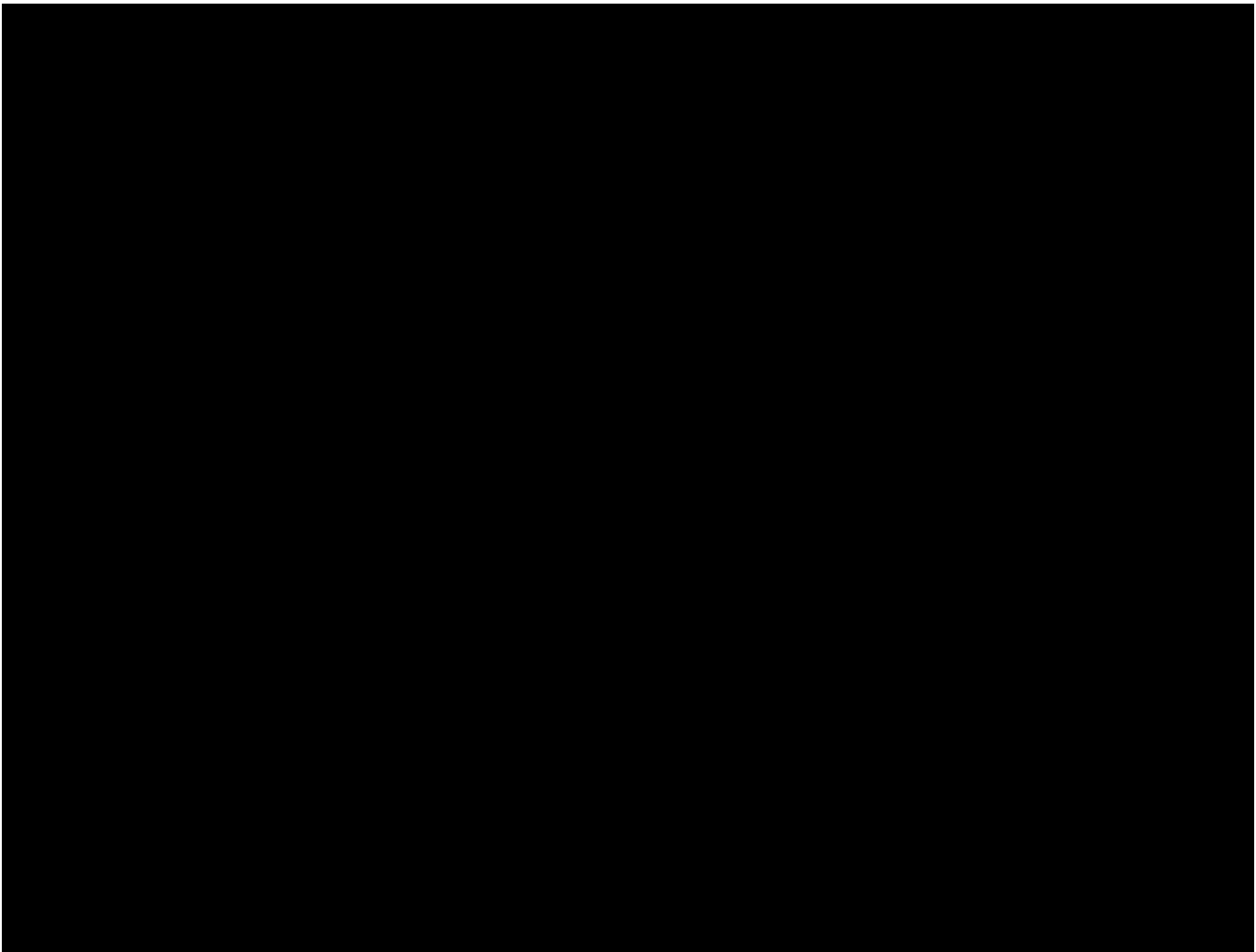




45 Day bill - usage of 0  
Bills 1.5x the \$3.50 minimum







George Conroy  
Int. Financial Analyst - Rates and Regulation  
American Water Shared Services Center  
131 Woodcrest Road  
Cherry Hill, NJ 08003  
(856) 310-5773 (Phone)  
(856) 672-2878 (Fax)  
george.conroy@amwater.com

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:18 PM -----

From: Sheila Miller/WVAWC/AWWSC  
To: Rachel Cole/KAWC/AWWSC@AWW, Rick Witherite/KAWC/AWWSC@AWW, Bryan Siler/KAWC/AWWSC@AWW  
Date: 05/07/2008 12:06 PM  
Subject: LFUCG

---

Do you want George to add this minimum to the other rate schedules and move on or would you like something else done for this LFUCG rate change?

Sheila Miller

Manager Rates & Regulation  
 American Water Works Service Company  
 Southeast Region  
 PO Box 1906  
 Charleston, WV 25327-1906  
 phone: (304)353-6317  
 fax: (304)353-6332  
 Sheila.Miller@amwater.com

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:18 PM -----

From: Rachel Cole/KAWC/AWWSC  
 To: Rick Witherite/KAWC/AWWSC@AWW, Bryan Siler  
 Date: 05/07/2008 12:39 PM  
 Subject: zero usage bills -not too many

---

| Count of Utility Amount    | Bill Date |          |          |          | Grand Total |
|----------------------------|-----------|----------|----------|----------|-------------|
|                            | 20080501  | 20080502 | 20080505 | 20080506 |             |
| Unit of measure 100 cu ft. |           |          |          |          |             |
| -                          | 27        | 2        | 6        | 3        | 38          |
| 0.99                       | 417       | 34       | 50       | 1191     | 1692        |
| 1.99                       | 630       | 22       | 23       | 2069     | 2744        |
| Grand Total                | 1,074.00  | 58.00    | 79.00    | 3,263.00 | 4474        |

---

| Customer<br>Number | Account<br>Number | Premise<br>Number | Account Name | Bill Date | Revenue<br>Date | Utility<br>Code | Reven<br>ue<br>Code | Utility<br>Amount |
|--------------------|-------------------|-------------------|--------------|-----------|-----------------|-----------------|---------------------|-------------------|
|--------------------|-------------------|-------------------|--------------|-----------|-----------------|-----------------|---------------------|-------------------|



Rachel S. Cole  
Southeast Region  
Email: rcole@kawc.com  
Ph: 859-268-6307  
Fax: 859-335-3307

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:18 PM -----

From: Rochelle Kowalski/ADMIN/CORP/AWWSC  
To: Nick Rowe/KAWC/AWWSC@AWW, Rachel Cole/KAWC/AWWSC@AWW  
Cc: Keith L Cartier/KAWC/AWWSC@AWW, Bryan Siler/KAWC/AWWSC@AWW  
Date: 05/07/2008 01:06 PM  
Subject: [REDACTED] isbursement

I approve the revised [REDACTED] Disbursement Request for the \$117K. Since I am not set-up in JDE as an approval, please proceed with the approval of this request.

Thanks.

Rochelle



Rochelle Kowalski  
 American Water  
 800 West Hersheypark Drive  
 Hershey, PA 17033  
 717-531-3225(office)  
 717-531-3235 (fax)  
 717-756-8525 (mobile)

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:18 PM -----

From: Bryan Siler/KAWC/AWWSC  
 To: Rachel Cole/KAWC/AWWSC@AWW  
 Cc: bsiler@kawc.com, Rick Witherite/KAWC/AWWSC@AWW  
 Date: 05/07/2008 01:37 PM  
 Subject: Re: zero usage bills -not too many

Those almost all see to be credit adjustments. Were there any regular bills that had zero usage?

\*\*\*\*\*

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

Rachel Cole/KAWC/AWWSC



**Rachel Cole/KAWC/AWWSC**

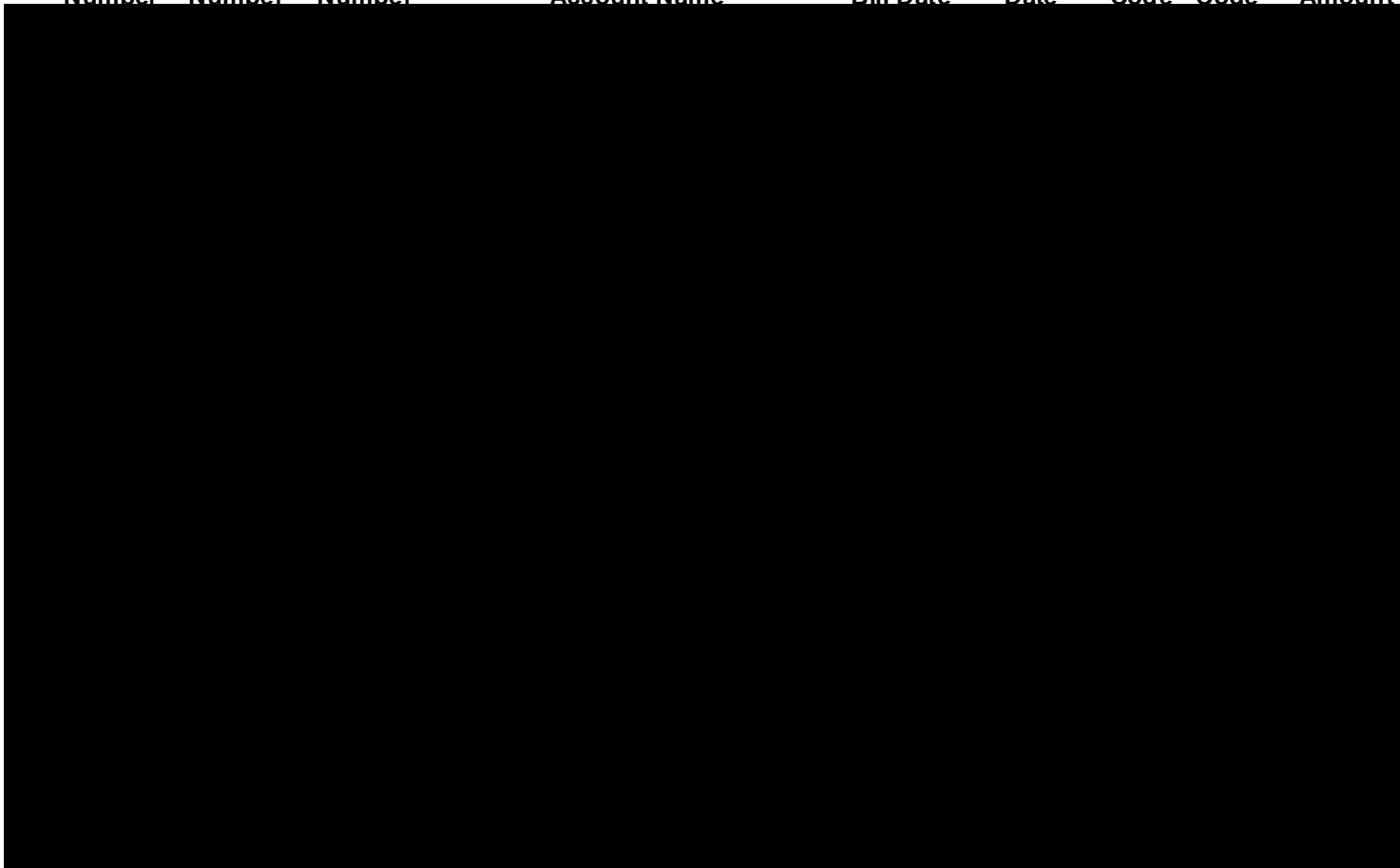
05/07/2008 12:39 PM

To: Rick Witherite/KAWC/AWWSC@AWW, Bryan Siler  
 cc

Subject: zero usage bills -not too many

| Count of Utility Amount    | Bill Date       |              |              |                 |             |
|----------------------------|-----------------|--------------|--------------|-----------------|-------------|
| Unit of measure 100 cu ft. | 20080501        | 20080502     | 20080505     | 20080506        | Grand Total |
| -                          | 27              | 2            | 6            | 3               | 38          |
| 0.99                       | 417             | 34           | 50           | 1191            | 1692        |
| 1.99                       | 630             | 22           | 23           | 2069            | 2744        |
| <b>Grand Total</b>         | <b>1,074.00</b> | <b>58.00</b> | <b>79.00</b> | <b>3,263.00</b> | <b>4474</b> |

| Customer<br>Number | Account<br>Number | Premise<br>Number | Account Name | Bill Date | Revenue<br>Date | Utility<br>Code | Reven<br>ue<br>Code | Utility<br>Amount |
|--------------------|-------------------|-------------------|--------------|-----------|-----------------|-----------------|---------------------|-------------------|
|--------------------|-------------------|-------------------|--------------|-----------|-----------------|-----------------|---------------------|-------------------|



\*\*\*\*\*

Rachel S. Cole  
Southeast Region  
Email: rcole@kawc.com  
Ph: 859-268-6307  
Fax: 859-335-3307

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:18 PM -----

From: Sheila Miller/WVAWC/AWWSC  
To: Bryan Siler/KAWC/AWWSC@AWW  
Cc: Rachel Cole/KAWC/AWWSC@AWW, Rick Witherite/KAWC/AWWSC@AWW  
Date: 05/07/2008 01:44 PM  
Subject: Re: LFUCG

No - I meant add the minimum charge (as it prorates on short and long bills) to the other rate schedules and recalculate the batches from yesterday and today. Rachel said to hold off because a decision has not been made yet. We tested the minimum bill with short and long bills (15 and 45 days) with zero and 10 CCF and it prorates. Rachel did not want it added as a fixed charge. The proration of the minimum bill cannot be removed without a modification to the system as I understand it from George Conroy. That would require re-programming.


At this point we are just waiting to see what you all want to do... Rachel said to wait and I am assuming you all are discussing...

Sheila Miller  
Manager Rates & Regulation  
American Water Works Service Company  
Southeast Region  
PO Box 1906  
Charleston, WV 25327-1906  
phone: (304)353-6317  
fax: (304)353-6332  
Sheila.Miller@amwater.com  
Bryan Siler/KAWC/AWWSC



**Bryan Siler/KAWC/AWWSC**

05/07/2008 01:38 PM

To Sheila Miller/WVAWC/AWWSC@AWW  
cc Rachel Cole/KAWC/AWWSC@AWW, Rick  
Witherite/KAWC/AWWSC@AWW  
Subject Re: LFUCG 

Move on to other tests?

\*\*\*\*\*

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

Sheila Miller/WVAWC/AWWSC



**Sheila  
Miller/WVAWC/AWWSC**

05/07/2008 12:06 PM

To Rachel Cole/KAWC/AWWSC@AWW, Rick  
Witherite/KAWC/AWWSC@AWW, Bryan  
Siler/KAWC/AWWSC@AWW  
cc  
Subject LFUCG

Do you want George to add this minimum to the other rate schedules and move on or would you like something else done for this LFUCG rate change?

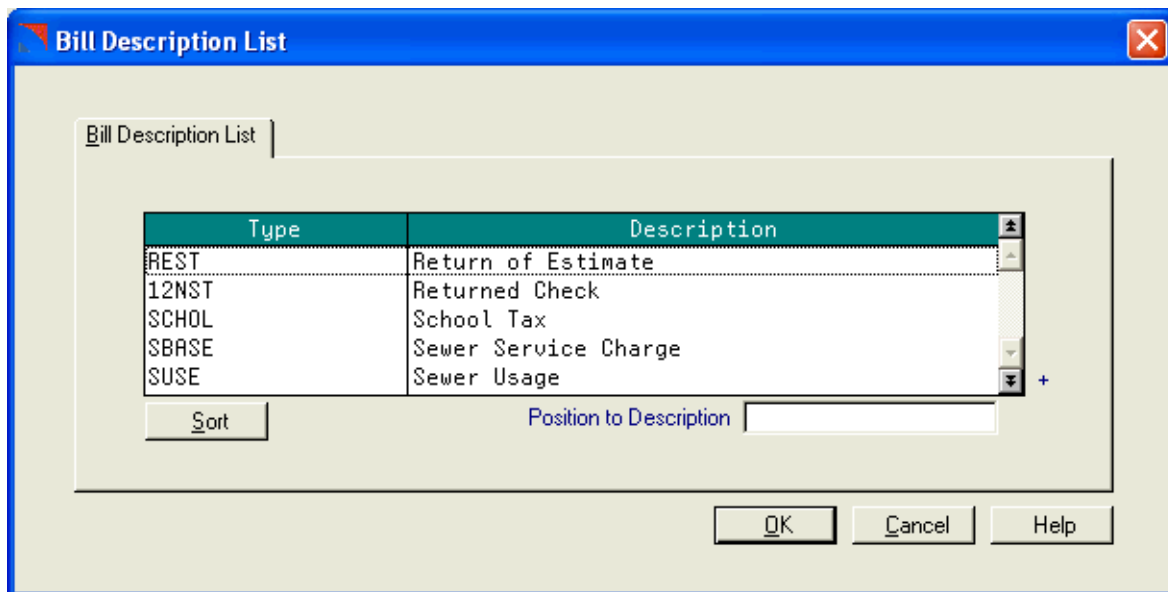
Sheila Miller  
Manager Rates & Regulation  
American Water Works Service Company  
Southeast Region  
PO Box 1906  
Charleston, WV 25327-1906

phone: (304)353-6317  
 fax: (304)353-6332  
 Sheila.Miller@amwater.com

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:18 PM -----

From: Rick Witherite/KAWC/AWWSC  
 To: Sheila Miller/WVAWC/AWWSC@AWW, George Conroy/SHARVCS/AWWSC@AWW  
 Cc: Bryan Siler/KAWC/AWWSC@AWW, Rachel Cole/KAWC/AWWSC@AWW  
 Date: 05/07/2008 02:15 PM  
 Subject: Re: LFUCG

We don't want to recalculate anything. We would like to have a call today as soon as each of you are available. We would like the description changed from "Minimum charge" to "Sewer Usage". Also we need to know how adjustments are going to calculate so please do a test on this. Please send us copies of the test bills for each of the tests that were completed so far. We want to discuss how the discounted residential rate is going to calculate and how the accounts are going to be identified.



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  
 Sheila Miller/WVAWC/AWWSC



**Sheila  
 Miller/WVAWC/AWWSC**  
 05/07/2008 01:44 PM

To Bryan Siler/KAWC/AWWSC@AWW  
 cc Rachel Cole/KAWC/AWWSC@AWW, Rick  
 Witherite/KAWC/AWWSC@AWW  
 Subject Re: LFUCG



No - I meant add the minimum charge (as it prorates on short and long bills) to the other rate schedules and recalculate the batches from yesterday and today. Rachel said to hold off because a decision has not been made yet. We tested the minimum bill with short and long bills (15 and 45 days) with zero and 10 CCF and it prorates. Rachel did not want it added as a fixed charge. The proration of the minimum bill cannot be removed without a modification to the system as I understand it from George Conroy. That would require re-programming.


At this point we are just waiting to see what you all want to do... Rachel said to wait and I am assuming you all are discussing...

Sheila Miller  
Manager Rates & Regulation  
American Water Works Service Company  
Southeast Region  
PO Box 1906  
Charleston, WV 25327-1906  
phone: (304)353-6317  
fax: (304)353-6332  
Sheila.Miller@amwater.com  
Bryan Siler/KAWC/AWWSC



**Bryan Siler/KAWC/AWWSC**

05/07/2008 01:38 PM

To Sheila Miller/WVAWC/AWWSC@AWW  
cc Rachel Cole/KAWC/AWWSC@AWW, Rick  
Witherite/KAWC/AWWSC@AWW  
Subject Re: LFUCG 

Move on to other tests?

\*\*\*\*\*

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

Sheila Miller/WVAWC/AWWSC



**Sheila  
Miller/WVAWC/AWWSC**

05/07/2008 12:06 PM

To Rachel Cole/KAWC/AWWSC@AWW, Rick  
Witherite/KAWC/AWWSC@AWW, Bryan  
Siler/KAWC/AWWSC@AWW  
cc  
Subject LFUCG

Do you want George to add this minimum to the other rate schedules and move on or would you like something else done for this LFUCG rate change?

Sheila Miller  
 Manager Rates & Regulation  
 American Water Works Service Company  
 Southeast Region  
 PO Box 1906  
 Charleston, WV 25327-1906  
 phone: (304)353-6317  
 fax: (304)353-6332  
 Sheila.Miller@amwater.com

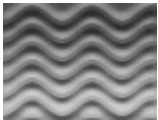
----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:18 PM -----

From: Sheila Miller/WVAWC/AWWSC  
 To: Rick Witherite/KAWC/AWWSC@AWW  
 Cc: Bryan Siler/KAWC/AWWSC@AWW, George Conroy/SHARVCS/AWWSC@AWW, Rachel Cole/KAWC/AWWSC@AWW  
 Date: 05/07/2008 02:19 PM  
 Subject: Re: LFUCG

---

I am available anytime this afternoon.

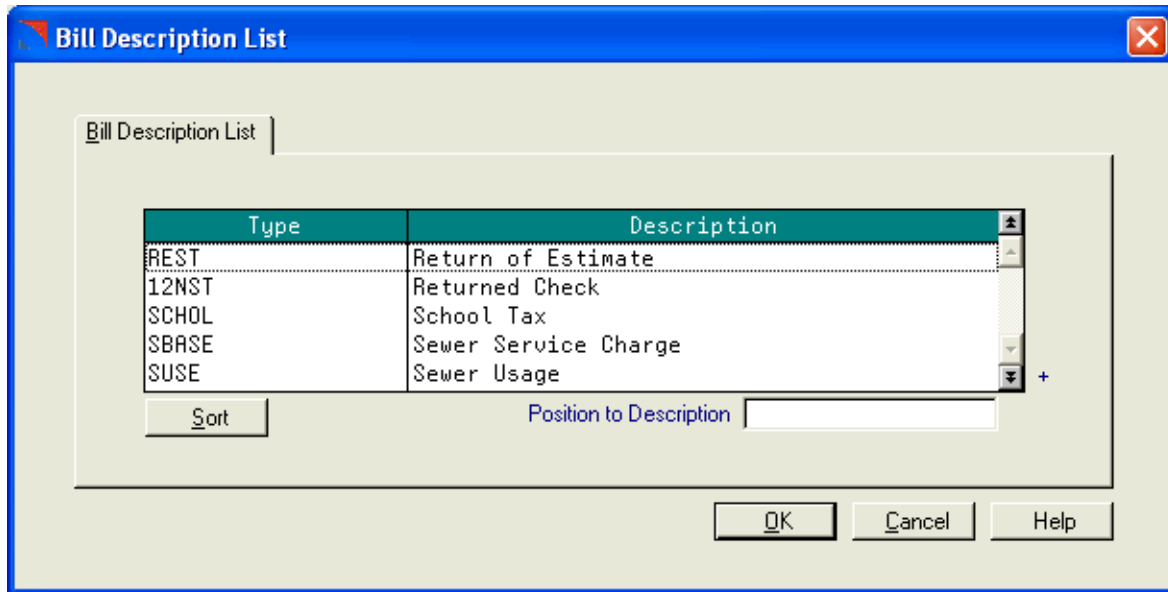
Sheila Miller  
 Manager Rates & Regulation  
 American Water Works Service Company  
 Southeast Region  
 PO Box 1906  
 Charleston, WV 25327-1906  
 phone: (304)353-6317  
 fax: (304)353-6332  
 Sheila.Miller@amwater.com  
 Rick Witherite/KAWC/AWWSC



**Rick  
 Witherite/KAWC/AWWSC**  
 05/07/2008 02:15 PM

To: Sheila Miller/WVAWC/AWWSC@AWW, George Conroy/SHARVCS/AWWSC@AWW  
 cc: Bryan Siler/KAWC/AWWSC@AWW, Rachel Cole/KAWC/AWWSC@AWW  
 Subject: Re: LFUCG 📎

We don't want to recalculate anything. We would like to have a call today as soon as each of you are available. We would like the description changed from "Minimum charge" to "Sewer Usage". Also we need to know how adjustments are going to calculate so please do a test on this. Please send us copies of the test bills for each of the tests that were completed so far. We want to discuss how the discounted residential rate is going to calculate and how the accounts are going to be identified.



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  
 Sheila Miller/WVAWC/AWWSC



**Sheila  
 Miller/WVAWC/AWWSC**  
 05/07/2008 01:44 PM

To Bryan Siler/KAWC/AWWSC@AWW  
 cc Rachel Cole/KAWC/AWWSC@AWW, Rick  
 Witherite/KAWC/AWWSC@AWW  
 Subject Re: LFUCG 📎

No - I meant add the minimum charge (as it prorates on short and long bills) to the other rate schedules and recalculate the batches from yesterday and today. Rachel said to hold off because a decision has not been made yet. We tested the minimum bill with short and long bills (15 and 45 days) with zero and 10 CCF and it prorates. Rachel did not want it added as a fixed charge. The proration of the minimum bill cannot be removed without a modification to the system as I understand it from George Conroy. That would require re-programming.

At this point we are just waiting to see what you all want to do... Rachel said to wait and I am assuming you all are discussing...


Sheila Miller  
 Manager Rates & Regulation  
 American Water Works Service Company  
 Southeast Region  
 PO Box 1906  
 Charleston, WV 25327-1906

phone: (304)353-6317  
fax: (304)353-6332  
Sheila.Miller@amwater.com  
Bryan Siler/KAWC/AWWSC



**Bryan Siler/KAWC/AWWSC**

05/07/2008 01:38 PM

To Sheila Miller/WVAWC/AWWSC@AWW  
cc Rachel Cole/KAWC/AWWSC@AWW, Rick  
Witherite/KAWC/AWWSC@AWW  
Subject Re: LFUCG 

Move on to other tests?

\*\*\*\*\*

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

Sheila Miller/WVAWC/AWWSC



**Sheila  
Miller/WVAWC/AWWSC**

05/07/2008 12:06 PM

To Rachel Cole/KAWC/AWWSC@AWW, Rick  
Witherite/KAWC/AWWSC@AWW, Bryan  
Siler/KAWC/AWWSC@AWW  
cc  
Subject LFUCG

Do you want George to add this minimum to the other rate schedules and move on or would you like something else done for this LFUCG rate change?

Sheila Miller  
Manager Rates & Regulation  
American Water Works Service Company  
Southeast Region  
PO Box 1906  
Charleston, WV 25327-1906  
phone: (304)353-6317  
fax: (304)353-6332  
Sheila.Miller@amwater.com

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:18 PM -----



From: Rick Witherite/KAWC/AWWSC  
To: Sheila Miller/WVAWC/AWWSC@AWW  
Cc: George Conroy/SHARVCS/AWWSC@AWW, Rachel Cole/KAWC/AWWSC@AWW, Bryan Siler/KAWC/AWWSC@AWW  
Date: 05/07/2008 02:25 PM  
Subject: Re: test bills

---

We would like test bills of what was done today, short and long bills, 0 usage, etc.

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  
Sheila Miller/WVAWC/AWWSC



Sheila  
Miller/WVAWC/AWWSC  
05/07/2008 02:21 PM

To Rick Witherite/KAWC/AWWSC@AWW  
cc George Conroy/SHARVCS/AWWSC@AWW  
Subject test bills

I sent you the test bills as we were doing them all along. Prior to moving to production, you had sent them to the LFUCG for them to review as well. Do you need me to send you the e-mails with these test bills again?

Sheila Miller  
Manager Rates & Regulation  
American Water Works Service Company  
Southeast Region  
PO Box 1906  
Charleston, WV 25327-1906  
phone: (304)353-6317  
fax: (304)353-6332  
Sheila.Miller@amwater.com

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:18 PM -----

From: George Conroy/SHARVCS/AWWSC  
To: Rick Witherite/KAWC/AWWSC@AWW  
Cc: Bryan Siler/KAWC/AWWSC@AWW, Rachel Cole/KAWC/AWWSC@AWW, Sheila Miller/WVAWC/AWWSC@AWW  
Date: 05/07/2008 02:33 PM  
Subject: Re: LFUCG

---

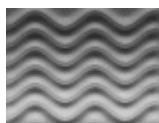
Rick,

I'll make the change to the base charge description and re-do the bills I did this morning. I am not clear as to the adjustments you are talking about for more test bills. Please be more specific. Hopefully, I can create them in the test environment

I believe I sent sample bills showing the low income discount rate before. I am not sure how those accounts will be identified, but it will probably be a manual process at the local level.

I am available this afternoon until 4:30 Eastern for a call.

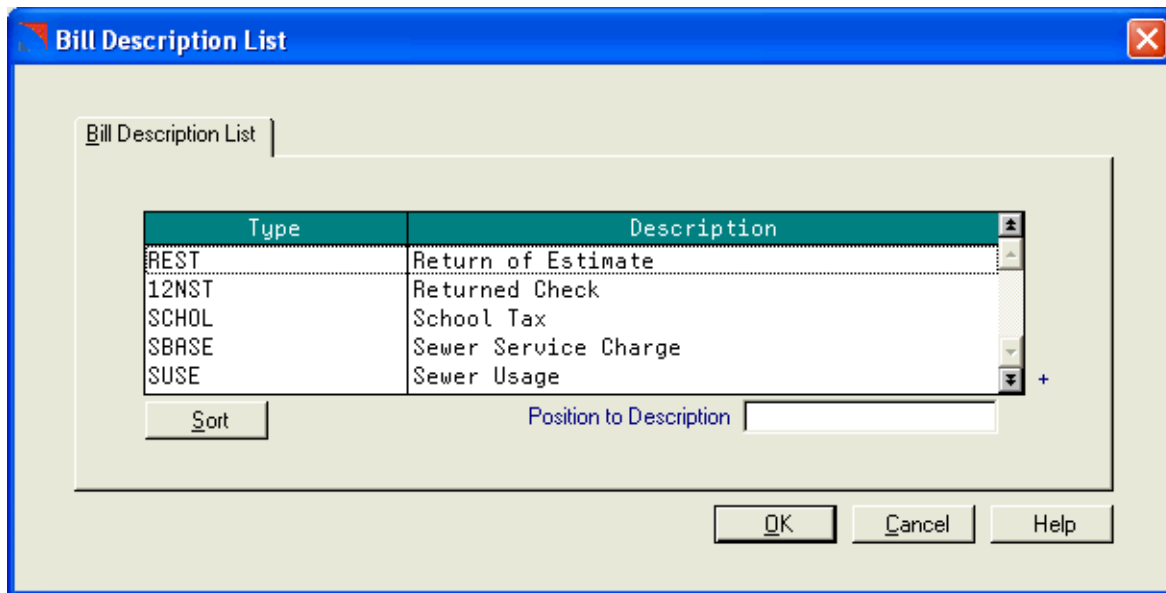
-----  
 George Conroy  
 Int. Financial Analyst - Rates and Regulation  
 American Water Shared Services Center  
 131 Woodcrest Road  
 Cherry Hill, NJ 08003  
 (856) 310-5773 (Phone)  
 (856) 672-2878 (Fax)  
 george.conroy@amwater.com  
 Rick Witherite/KAWC/AWWSC



**Rick**  
**Witherite/KAWC/AWWSC**  
 05/07/2008 02:15 PM

To: Sheila Miller/WVAWC/AWWSC@AWW, George  
 Conroy/SHARVCS/AWWSC@AWW  
 cc: Bryan Siler/KAWC/AWWSC@AWW, Rachel  
 Cole/KAWC/AWWSC@AWW  
 Subject: Re: LFUCG

We don't want to recalculate anything. We would like to have a call today as soon as each of you are available. We would like the description changed from "Minimum charge" to "Sewer Usage". Also we need to know how adjustments are going to calculate so please do a test on this. Please send us copies of the test bills for each of the tests that were completed so far. We want to discuss how the discounted residential rate is going to calculate and how the accounts are going to be identified.




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  
 Sheila Miller/WVAWC/AWWSC



**Sheila  
 Miller/WVAWC/AWWSC**  
 05/07/2008 01:44 PM

To Bryan Siler/KAWC/AWWSC@AWW  
 cc Rachel Cole/KAWC/AWWSC@AWW, Rick  
 Witherite/KAWC/AWWSC@AWW  
 Subject Re: LFUCG 


No - I meant add the minimum charge (as it prorates on short and long bills) to the other rate schedules and recalculate the batches from yesterday and today. Rachel said to hold off because a decision has not been made yet. We tested the minimum bill with short and long bills (15 and 45 days) with zero and 10 CCF and it prorates. Rachel did not want it added as a fixed charge. The proration of the minimum bill cannot be removed without a modification to the system as I understand it from George Conroy. That would require re-programming.

At this point we are just waiting to see what you all want to do... Rachel said to wait and I am assuming you all are discussing...

Sheila Miller  
 Manager Rates & Regulation  
 American Water Works Service Company  
 Southeast Region  
 PO Box 1906  
 Charleston, WV 25327-1906  
 phone: (304)353-6317  
 fax: (304)353-6332  
 Sheila.Miller@amwater.com  
 Bryan Siler/KAWC/AWWSC



**Bryan Siler/KAWC/AWWSC**  
 05/07/2008 01:38 PM

To Sheila Miller/WVAWC/AWWSC@AWW  
 cc Rachel Cole/KAWC/AWWSC@AWW, Rick  
 Witherite/KAWC/AWWSC@AWW  
 Subject Re: LFUCG 

Move on to other tests?

\*\*\*\*\*

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

Sheila Miller/WVAWC/AWWSC



**Sheila  
Miller/WVAWC/AWWSC**

05/07/2008 12:06 PM

To Rachel Cole/KAWC/AWWSC@AWW, Rick  
Witherite/KAWC/AWWSC@AWW, Bryan  
Siler/KAWC/AWWSC@AWW

cc

Subject LFUCG

Do you want George to add this minimum to the other rate schedules and move on or would you like something else done for this LFUCG rate change?

Sheila Miller  
Manager Rates & Regulation  
American Water Works Service Company  
Southeast Region  
PO Box 1906  
Charleston, WV 25327-1906  
phone: (304)353-6317  
fax: (304)353-6332  
Sheila.Miller@amwater.com

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:18 PM -----

From: George Conroy/SHARVCS/AWWSC  
To: Rick Witherite/KAWC/AWWSC@AWW  
Cc: Bryan Siler/KAWC/AWWSC@AWW, Rachel Cole/KAWC/AWWSC@AWW, Sheila  
Miller/WVAWC/AWWSC@AWW  
Date: 05/07/2008 02:49 PM  
Subject: Test Bills

---

Rick,

Here are the test bills as you requested.



LFUCG Test Bills.pdf

---

George Conroy  
Int. Financial Analyst - Rates and Regulation  
American Water Shared Services Center  
131 Woodcrest Road  
Cherry Hill, NJ 08003  
(856) 310-5773 (Phone)  
(856) 672-2878 (Fax)  
george.conroy@amwater.com  
George Conroy/SHARVCS/AWWSC



**George  
Conroy/SHARVCS/AWWSC**

05/07/2008 02:33 PM

To Rick Witherite/KAWC/AWWSC

cc Bryan Siler/KAWC/AWWSC@AWW, Rachel  
Cole/KAWC/AWWSC@AWW, Sheila  
Miller/WVAWC/AWWSC@AWW

Subject Re: LFUCG 📎

Rick,

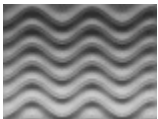
I'll make the change to the base charge description and re-do the bills I did this morning. I am not clear as to the adjustments you are talking about for more test bills. Please be more specific. Hopefully, I can create them in the test environment

I believe I sent sample bills showing the low income discount rate before. I am not sure how those accounts will be identified, but it will probably be a manual process at the local level.

I am available this afternoon until 4:30 Eastern for a call.

---

George Conroy  
Int. Financial Analyst - Rates and Regulation  
American Water Shared Services Center  
131 Woodcrest Road  
Cherry Hill, NJ 08003  
(856) 310-5773 (Phone)  
(856) 672-2878 (Fax)  
george.conroy@amwater.com  
Rick Witherite/KAWC/AWWSC



**Rick  
Witherite/KAWC/AWWSC**

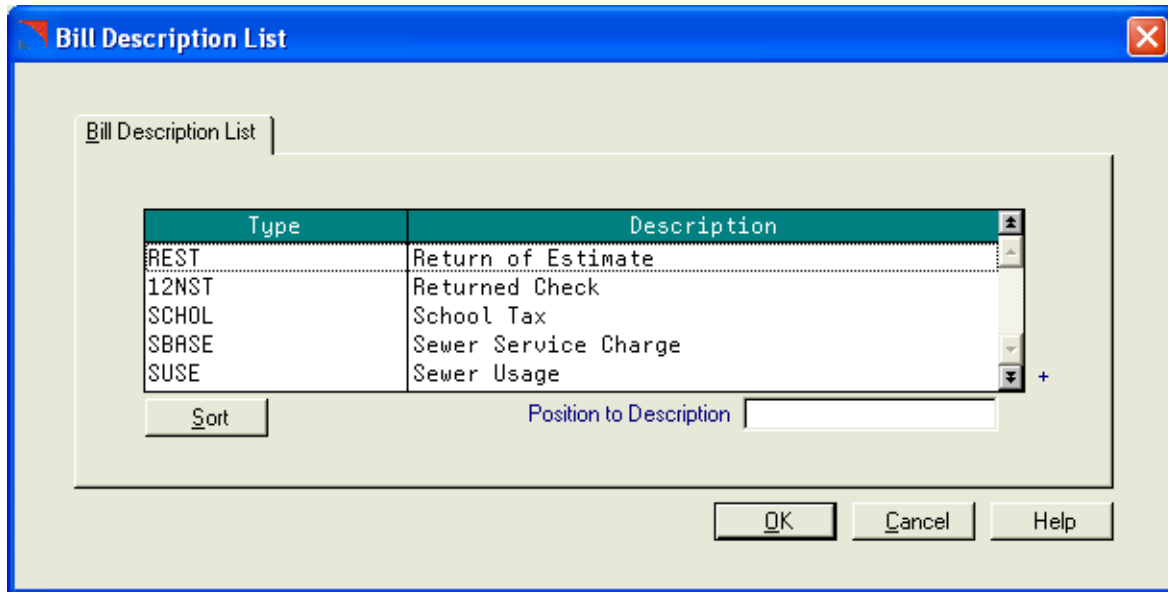
05/07/2008 02:15 PM

To Sheila Miller/WVAWC/AWWSC@AWW, George  
Conroy/SHARVCS/AWWSC@AWW

cc Bryan Siler/KAWC/AWWSC@AWW, Rachel  
Cole/KAWC/AWWSC@AWW

Subject Re: LFUCG 📎

We don't want to recalculate anything. We would like to have a call today as soon as each of you are available. We would like the description changed from "Minimum charge" to "Sewer Usage". Also we need to know how adjustments are going to calculate so please do a test on this. Please send us copies of the test bills for each of the tests that were completed so far. We want to discuss how the discounted residential rate is going to calculate and how the accounts are going to be identified.



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  
 Sheila Miller/WVAWC/AWWSC



**Sheila  
 Miller/WVAWC/AWWSC**  
 05/07/2008 01:44 PM

To Bryan Siler/KAWC/AWWSC@AWW  
 cc Rachel Cole/KAWC/AWWSC@AWW, Rick  
 Witherite/KAWC/AWWSC@AWW  
 Subject Re: LFUCG 📎

No - I meant add the minimum charge (as it prorates on short and long bills) to the other rate schedules and recalculate the batches from yesterday and today. Rachel said to hold off because a decision has not been made yet. We tested the minimum bill with short and long bills (15 and 45 days) with zero and 10 CCF and it prorates. Rachel did not want it added as a fixed charge. The proration of the minimum bill cannot be removed without a modification to the system as I understand it from George Conroy. That would require re-programming.

At this point we are just waiting to see what you all want to do... Rachel said to wait and I am assuming you all are discussing...


Sheila Miller  
 Manager Rates & Regulation  
 American Water Works Service Company  
 Southeast Region  
 PO Box 1906  
 Charleston, WV 25327-1906

phone: (304)353-6317  
fax: (304)353-6332  
Sheila.Miller@amwater.com  
Bryan Siler/KAWC/AWWSC



**Bryan Siler/KAWC/AWWSC**

05/07/2008 01:38 PM

To Sheila Miller/WVAWC/AWWSC@AWW  
cc Rachel Cole/KAWC/AWWSC@AWW, Rick  
Witherite/KAWC/AWWSC@AWW  
Subject Re: LFUCG 

Move on to other tests?

\*\*\*\*\*

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

Sheila Miller/WVAWC/AWWSC



**Sheila  
Miller/WVAWC/AWWSC**

05/07/2008 12:06 PM

To Rachel Cole/KAWC/AWWSC@AWW, Rick  
Witherite/KAWC/AWWSC@AWW, Bryan  
Siler/KAWC/AWWSC@AWW  
cc  
Subject LFUCG

Do you want George to add this minimum to the other rate schedules and move on or would you like something else done for this LFUCG rate change?

Sheila Miller  
Manager Rates & Regulation  
American Water Works Service Company  
Southeast Region  
PO Box 1906  
Charleston, WV 25327-1906  
phone: (304)353-6317  
fax: (304)353-6332  
Sheila.Miller@amwater.com

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:18 PM -----

From: George Conroy/SHARVCS/AWWSC  
 To: Sheila Miller/WVAWC/AWWSC@AWW  
 Cc: Rick Witherite/KAWC/AWWSC@AWW, Bryan Siler/KAWC/AWWSC@AWW, Rachel Cole/KAWC/AWWSC@AWW  
 Date: 05/07/2008 04:37 PM  
 Subject: Additional LFUCG test bills

---

Folks,

Here are the other bills you requested.

I understand you wanted to see a credit adjustment on the bill. I have never done that, but if someone is knowledgeable about it and willing to walk me through it, I will see if I have access rights to do that in the test environment.



LFUCG Test Bills 2.pdf

---

George Conroy  
 Int. Financial Analyst - Rates and Regulation  
 American Water Shared Services Center  
 131 Woodcrest Road  
 Cherry Hill, NJ 08003  
 (856) 310-5773 (Phone)  
 (856) 672-2878 (Fax)  
 george.conroy@amwater.com  
 Sheila Miller/WVAWC/AWWSC



**Sheila  
 Miller/WVAWC/AWWSC**

05/07/2008 03:17 PM

To: George Conroy/SHARVCS/AWWSC@AWW  
 cc  
 Subject: LFUCG test bills

Rachel tried to connect you into a call she just had that included Rick Witherite, Byran Siler and myself. They want the following test bills:

- zero usage on the residential rate schedule (normal 30 day bill)
- a commercial rate schedule the following senarios: zero usage and one with 10 ccf on normal 30 day bill
  - 15 day bill with zero usage and one with 10 CCF
  - 45 day bill with zero usage and one with 10 CCF
- rate schedule G1C30 with the same senarios as the commercial above

Sheila Miller



Manager Rates & Regulation  
American Water Works Service Company  
Southeast Region  
PO Box 1906  
Charleston, WV 25327-1906  
phone: (304)353-6317  
fax: (304)353-6332  
Sheila.Miller@amwater.com

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:18 PM -----

From: George Conroy/SHARVCS/AWWSC  
To: Bryan Siler/KAWC/AWWSC@AWW  
Cc: Rachel Cole/KAWC/AWWSC@AWW, Rick Witherite/KAWC/AWWSC@AWW, Sheila Miller/WVAWC/AWWSC@AWW  
Date: 05/08/2008 08:27 AM  
Subject: Re: Additional LFUCG test bills

Bryan,

I looked at the screen containing the meter charge minimums and there is no description option to change the "Cycle Minimum" designation. If you wish, I can put a service desk ticket in to have ITS look into a way to change it.

Rate Schedule Maintenance (RATE) - CIS2161 - Kentucky Am (KYQA) Quality assuran...

File Edit Functions Go Path Help

Path

Watr Chrg/Meter | Watr Chrg Entry

Utility Type 2 O&M Wastewater Service

Rate Schedule G1C30 Res Mo LFUCG SCH C 30% Disc

Effective Date 3/15/2008

Meter Size 5/8" Meter

Base Charge

Minimum Charge 3.50

Delete

E-CIS V5R1M8

OK Cancel

For the low income bills you requested at 1 and 2 usage, do you want 15, 30 or 45 days?

To All: Should the low income rate work the same as the other rates? Should the minimum charge be \$2.45 (70% of \$3.50)? If so, I can set it up like the other rates with the first block of zero, a base charge of \$2.45 and the second block at \$1.848. It would then follow the same billing pattern as the other rates and I can change the base charge description to Res Disc 30%.

Please advise.

Thanks  
gmc

-----  
George Conroy  
Int. Financial Analyst - Rates and Regulation  
American Water Shared Services Center  
131 Woodcrest Road  
Cherry Hill, NJ 08003  
(856) 310-5773 (Phone)  
(856) 672-2878 (Fax)  
george.conroy@amwater.com  
Bryan Siler/KAWC/AWWSC



**Bryan Siler/KAWC/AWWSC**

05/07/2008 05:25 PM

To: George Conroy/SHARVCS/AWWSC@AWW  
cc: Rachel Cole/KAWC/AWWSC@AWW, Rick  
Witherite/KAWC/AWWSC@AWW, Sheila  
Miller/WVAWC/AWWSC@AWW  
Subject: Re: Additional LFUCG test bills 📎

Thank you. Two questions...

1) The low income bills have different descriptions. Cycle Minimum and Res Disc 30%. Can these be more similar? I don't know what that might be because the zero usage bills would be the full amount with no discount.

2) Can we get a low income bill with a usage of 1 and a usage of 2?

Thank you.

\*\*\*\*\*

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

George Conroy/SHARVCS/AWWSC



**George  
Conroy/SHARVCS/AWWSC**

05/07/2008 04:37 PM

To: Sheila Miller/WVAWC/AWWSC@AWW  
cc: Rick Witherite/KAWC/AWWSC@AWW, Bryan  
Siler/KAWC/AWWSC@AWW, Rachel



Cole/KAWC/AWWSC@AWW  
Subject: Additional LFUCG test bills 📎

Folks,

Here are the other bills you requested.

I understand you wanted to see a credit adjustment on the bill. I have never done that, but if someone is knowledgeable about it and willing to walk me through it, I will see if I have access rights to do that in the test environment.

[attachment "LFUCG Test Bills 2.pdf" deleted by Bryan Siler/KAWC/AWWSC]

-----  
George Conroy  
Int. Financial Analyst - Rates and Regulation  
American Water Shared Services Center  
131 Woodcrest Road  
Cherry Hill, NJ 08003  
(856) 310-5773 (Phone)  
(856) 672-2878 (Fax)  
george.conroy@amwater.com  
Sheila Miller/WVAWC/AWWSC



**Sheila  
Miller/WVAWC/AWWSC**  
05/07/2008 03:17 PM

To: George Conroy/SHARVCS/AWWSC@AWW  
cc  
Subject: LFUCG test bills

Rachel tried to connect you into a call she just had that included Rick Witherite, Bryan Siler and myself. They want the following test bills:

- zero usage on the residential rate schedule (normal 30 day bill)
- a commercial rate schedule the following scenarios: zero usage and one with 10 ccf on normal 30 day bill

15 day bill with zero usage and one with 10 CCF  
45 day bill with zero usage and one with 10 CCF

- rate schedule G1C30 with the same scenarios as the commercial above

Sheila Miller  
Manager Rates & Regulation  
American Water Works Service Company  
Southeast Region  
PO Box 1906

Charleston, WV 25327-1906  
phone: (304)353-6317  
fax: (304)353-6332  
Sheila.Miller@amwater.com

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:18 PM -----

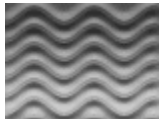
From: Sheila Miller/WVAWC/AWWSC  
To: George Conroy/SHARVCS/AWWSC@AWW  
Cc: Rick Witherite/KAWC/AWWSC@AWW, Bryan Siler/KAWC/AWWSC@AWW, Rachel Cole/KAWC/AWWSC@AWW  
Date: 05/08/2008 08:33 AM  
Subject: Fw: Bill Calculations

If you scan below to the e-mail from Rick dated 4/21, he indicated that the 30% discount applied to both tiers unless the usage was 0-1CCF. We had to make this change and add the meter charge in order for it to work that way. You had entered a ticket to get the 1", 1 1/2" and 2" meters loaded with the \$3.50.

Rick - let me know if this is incorrect but I think this is working correctly for the senior discount.


Sheila Miller  
Manager Rates & Regulation  
American Water Works Service Company  
Southeast 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 05/08/2008 08:32 AM -----



**Rick**  
**Witherite/KAWC/AWWSC**  
04/23/2008 09:12 AM

To: Sheila Miller/WVAWC/AWWSC@AWW  
cc

Subject: Re: Fw: Bill Calculations 

Residential customers can have up to a 2" meter. I know we have some with 1" meters but we would have to query to see if there are any with 1 1/2" or 2" meters. There should be very few if any but it is possible. Then, more than likely, if they have a larger meter they probably would not qualify for the discount anyway.

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  
Sheila Miller/WVAWC/AWWSC



**Sheila  
Miller/WVAWC/AWWSC**

04/23/2008 09:02 AM

To Rick Witherite/KAWC/AWWSC@AWW

cc

Subject Fw: Bill Calculations

George is having some problems getting the 30% discount rate to work for the LFUCG rate change. Will this only be for 5/8" meters? See below.

Sheila Miller  
Manager Rates & Regulation  
American Water Works Service Company  
Southeast 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 04/23/2008 09:02 AM -----




**George  
Conroy/SHARVCS/AWWSC**

04/23/2008 08:36 AM

To Sheila Miller/WVAWC/AWWSC@AWW

cc Basil J D'Antonio/SHARVCS/AWWSC@AWW

Subject Re: Fw: Bill Calculations 

Sheila,

I had to add the \$3.50 in the meter charge minimum screen to get the bill to work the way you wanted. I could only input the minimum for the 5/8" rate - there are no other sizes correct?

The bill calculates correctly, but I can't get it to drop the \$2.45 x 1.0 next to the cycle minimum or usage total of 2 when I put in usage of 1.

The bill for usage over 1 ccf is fine.

**Rate Schedule Maintenance (RATE) - CAS2105 - Kentucky Am (KYQA) Quality assura...**

File Edit Functions Go Path Help

Path: [ ] Rate Schedule: [G1C30] Res Mo LFUCG SCH C 30% Disc

Watr Lhrq/Meter [Averaging]

Rate Sch List | Rate Sch Entry1 | **Rate Sch Entry2** | Rate Sch Entry3 | Rate Sch Desc | Rate Adj List | Supplmnt Sewr 1

Utility Type: [2] O&M Wastewater Service

Effective Date: [04/01/08] [17] Expiration Date: [ ] [17]

Billing Class: [1] Rate Revenue Type: [R2110]

Rate Description: [Res Mo LFUCG SCH C 30% Disc] Bill Description: [ ]

|             | Limit         | Rate        |
|-------------|---------------|-------------|
| Rate Step 1 | [1.00]        | [2.4500000] |
| Rate Step 2 | [99999999.99] | [1.8480000] |
| Rate Step 3 | [ ]           | [ ]         |
| Rate Step 4 | [ ]           | [ ]         |
| Rate Step 5 | [ ]           | [ ]         |
| Rate Step 6 | [ ]           | [ ]         |
| Rate Step 7 | [ ]           | [ ]         |
| Rate Step 8 | [ ]           | [ ]         |

Base Charge: [ ] Base Chq Rev Type: [ ] Base Charge Pqm: [ ]

OK Cancel

Rate Schedule Maintenance (RATE) - CIS2160 - Kentucky Am (KYQA) Quality assura...

File Edit View Functions Go Path Help

Path

Supplmnt Sewr 1 | Watr Chrg/Meter | Averaging |

Utility Type 2 O&M Wastewater Service

Rate Schedule G1C30 Res Mo LFUCG SCH C 30% Disc Effective Date 4/01/2008

| Meter Size | Description |
|------------|-------------|
| 5/8        | 5/8" Meter  |

Refresh Add Select Delete

E-LIS V2HTMG

OK Cancel

Rate Schedule Maintenance (RATE) - CIS2161 - Kentucky Am (KYQA) Quality assura...

File Edit Functions Go Path Help

Path

Watr Chrg/Meter | Watr Lhrg Entry

Utility Type 2 O&M Wastewater Service

Rate Schedule G1C30 Res Mo LFUCG SCH C 30% Disc

Effective Date 4/01/2008

Meter Size 5/8" Meter

Base Charge

Minimum Charge 3.50

Delete

E-LIS VCHTING

OK Cancel

I'll have to put in a service desk ticket to address those two issues.

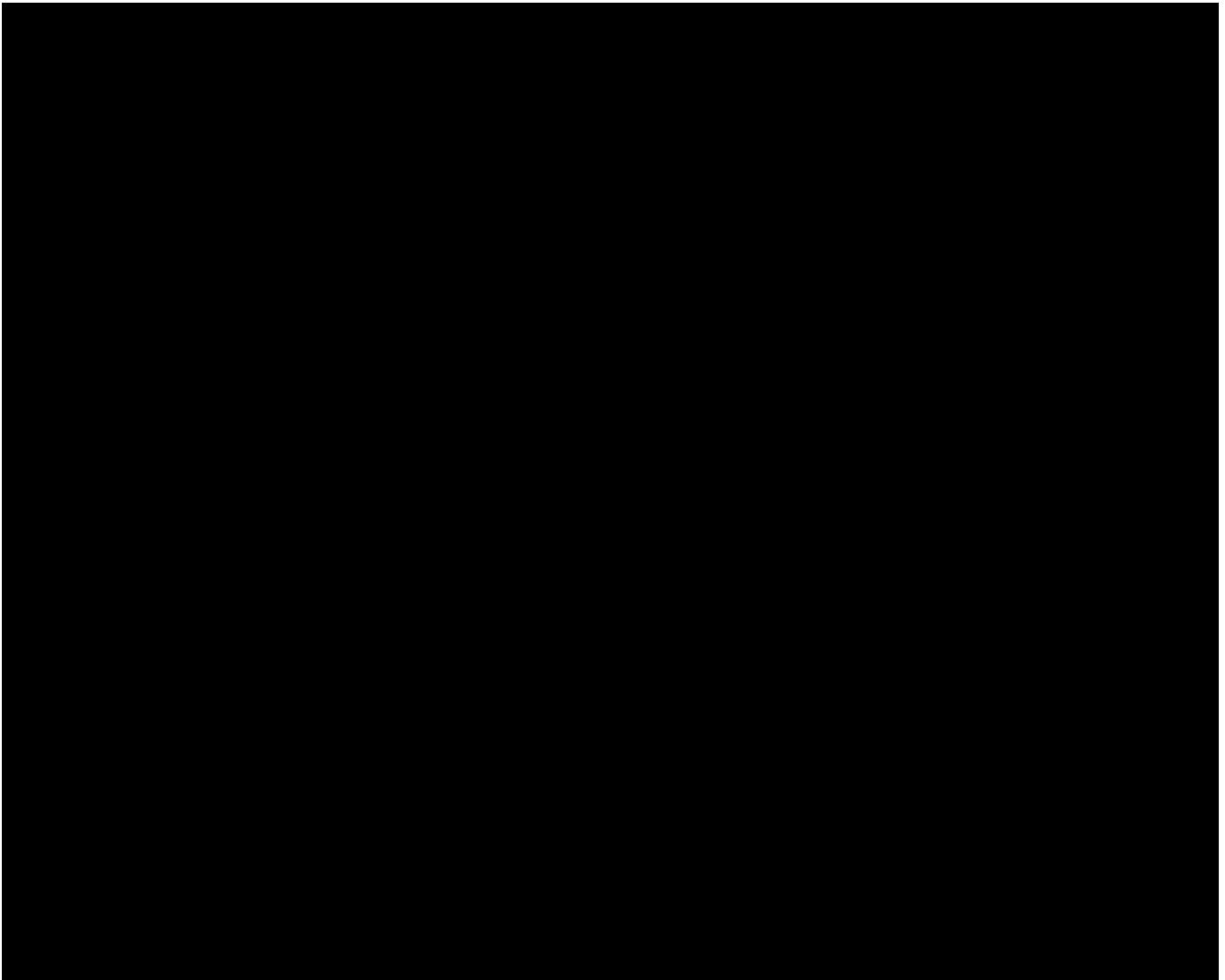
Let me know if you have further changes or concerns

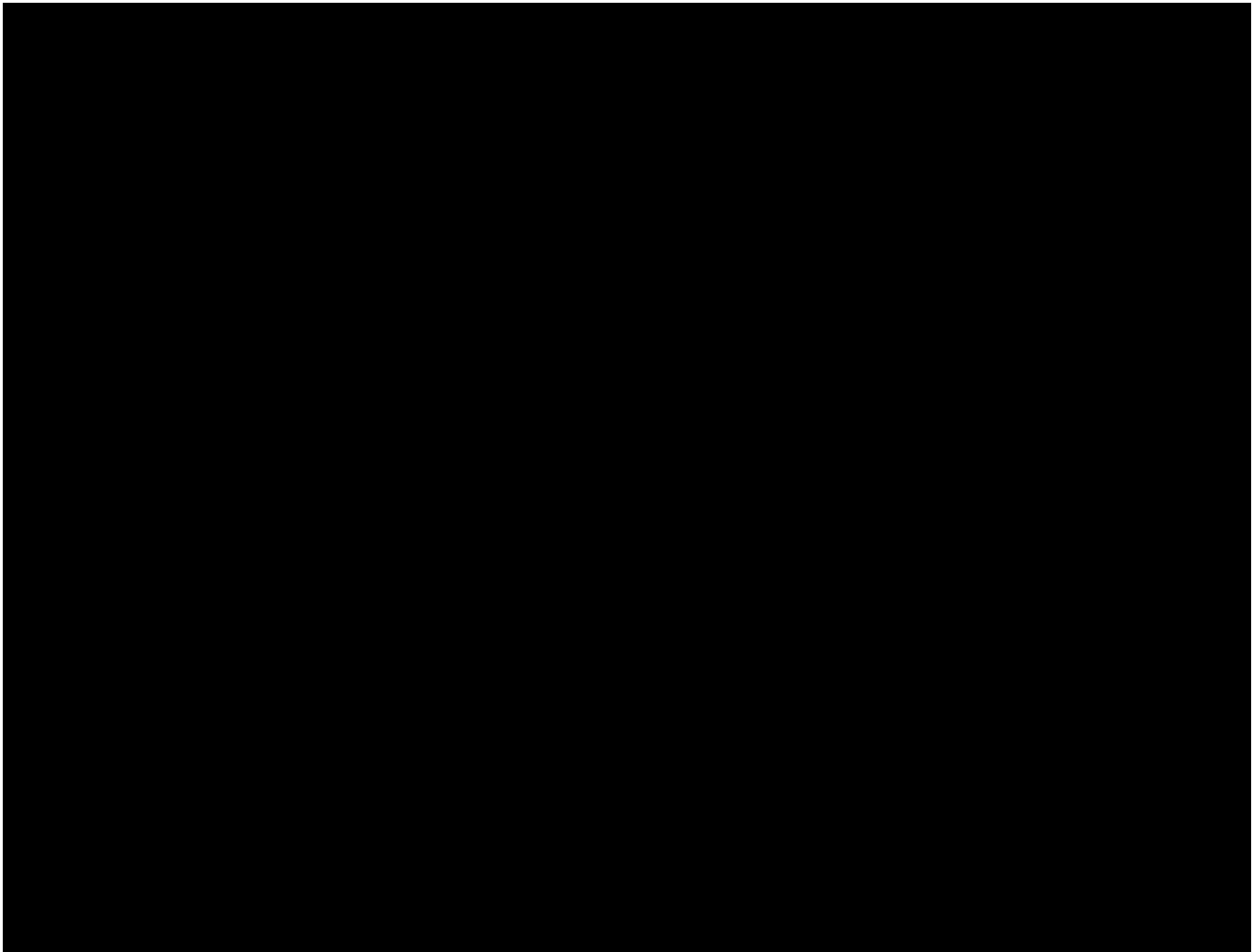
Thanks

gmc

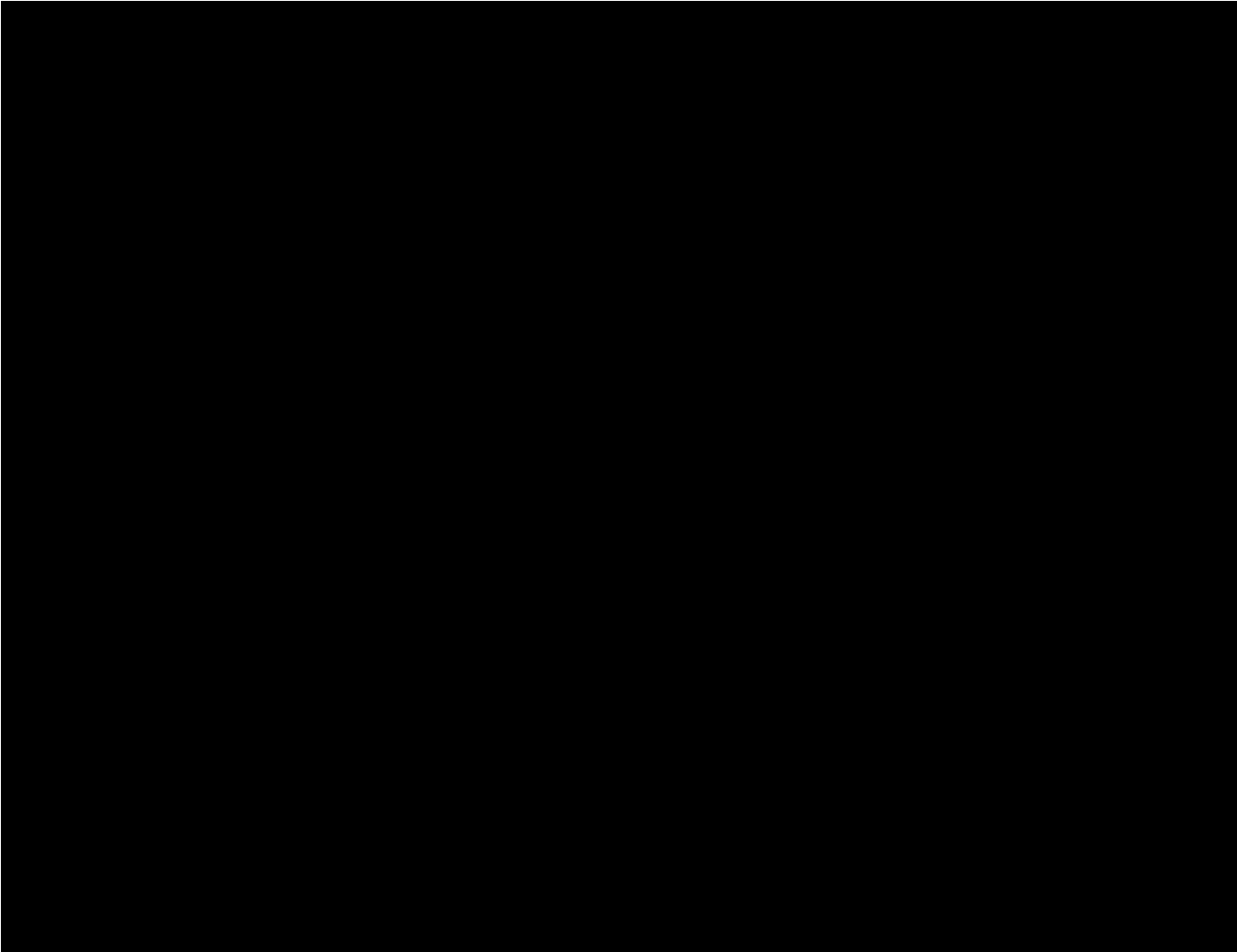
Usage of 1 CCF







Usage of 10 CCF




George Conroy  
Int. Financial Analyst - Rates and Regulation  
American Water Shared Services Center  
131 Woodcrest Road  
Cherry Hill, NJ 08003  
(856) 310-5773 (Phone)  
(856) 672-2878 (Fax)  
george.conroy@amwater.com  
Sheila Miller/WVAWC/AWWSC



**Sheila  
Miller/WVAWC/AWWSC**  
04/21/2008 11:34 AM

To George Conroy/SHARVCS/AWWSC@AWW  
cc

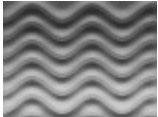
Subject Re: Fw: Bill Calculations 

It looks like we need to make one more change to the LFUCG rates. They want the senior discount applicable to both tiers unless the usage is equal to or less than 1CCF. The only way I know to load that on the template is using a base charge of \$3.50 (the original first block rate). Please change this and run a test bill with 1 CCF and one with over 1 CCF and we can make sure it calculates correctly. The rate schedule to change is G1C30 (highlighted in blue).



LFUCG 050108 rate change template revised 2.xls

Sheila Miller  
 Manager Rates & Regulation  
 American Water Works Service Company  
 Southeast Region  
 PO Box 1906  
 Charleston, WV 25327-1906  
 phone: (304)353-6317  
 fax: (304)353-6332  
 Sheila.Miller@amwater.com  
 Rick Witherite/KAWC/AWWSC



**Rick  
 Witherite/KAWC/AWWSC**  
 04/21/2008 11:12 AM

To Sheila Miller/WVAWC/AWWSC@AWW  
 cc

Subject Fw: Bill Calculations

Sheila,

For the senior discount of 30% on residential accounts, is it possible to reduce the entire amount by 30% and not just the second tier if the usage is over 1? See the email below. According to the ordinance the entire amount gets the discount unless the usage is 1 or less, then it is billed at the full rate of the first tier. The ordinance says "or the amount of the rate for the first unit of usage, whichever is greater." This is Section 3 (c) Let me know if this is possible. Thanks.

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

----- Forwarded by Rick Witherite/KAWC/AWWSC on 04/21/2008 11:06 AM -----



**"Candice Deining"**  
 <cdeining@lfucg.com>  
 04/21/2008 10:54 AM

To <Rick.Witherite@amwater.com>  
 cc "William O'Mara" <billo@lfucg.com>

Subject RE: Bill Calculations

Good morning, Rick. Thanks for letting me know that the first bill was with the 30% discount - since there was no indication on the account, I had no way of knowing.

This calculation needs to be corrected to reflect a 30% reduction of the sewer billing, not a 30% reduction in the second tier of the billing rate as is shown on the sample bill.

Kindly let us know if you have any questions.

Candice

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

From: Rick.Witherite@amwater.com [mailto:Rick.Witherite@amwater.com]  
Sent: Thursday, April 17, 2008 9:41 AM  
To: Candice Deininger  
Cc: William O'Mara  
Subject: RE: Bill Calculations

Hello,

The first one is an example of the new residential rate with the senior discount. It bills the first ccf at the full rate and the rest of the usage at the 30% discount. This account does not currently get a discount they just used it for example.

The second one I have taken care of. I had Donna run a query of all premises that had a number of apts or units attached to it and were billing on schedule c. I sorted these by class and found some were listed as residential. These accounts billed sewer correctly due to their rate schedule but I have changed their bill class to commercial so they will convert correctly in May. There were only a total of 15 premises.

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

"Candice

Deininger"

<cdeining@lfucg.c

To

om>

<Rick.Witherite@amwater.com>

cc


04/17/2008 09:29

"William O'Mara"

<billo@lfucg.com>

AM  
Subject

RE: Bill Calculations

Good morning, Rick. I've gone through the sample bills, but there are two  
I question: 

The first one, a single-family residence, with a usage of 20 ccf; the first  
ccf was billed correctly at \$3.20; the remaining 19 ccf was billed at \$1.848/ccf - it should be billed at \$2.64 - for a total sewer charge of \$53.66.

The second one, a four-unit apartment building, shows it as a residential  
account on the sample bill but current OAM class is commercial. According  
to current PVA records, this location is still listed as a four-unit apartment building and commercial. Please see screenshot below.

(Embedded image moved to file: pic03430.jpg)

The sample bill has it being billed as residential, but it should be billed  
as commercial.

Kindly let me know if you have any questions . . . and thanks for sending  
these along for our review.

Candice

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

From: Rick.Witherite@amwater.com [mailto:Rick.Witherite@amwater.com]  
Sent: Wednesday, April 16, 2008 9:54 AM  
To: Candice Deininger  
Cc: William O'Mara  
Subject: RE: Bill Calculations

Good Morning,

Here are some example bills for review. I have looked at them and they

all  
appear to be correct. Please review and let me know if you have any  
questions. Thank you.

(See attached file: DOC080416.pdf)

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

To "Candice  
Deininger"  
<cdeining@lfucg.c  
om> <Rick.Witherite@amwater.com>  
cc 04/03/2008 10:49 AM "Bill O'Mara" <billo@lfucg.com>  
Subject RE: Bill Calculations

Thanks very much, Rick!

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

From: Rick.Witherite@amwater.com [mailto:Rick.Witherite@amwater.com]  
Sent: Thursday, April 03, 2008 10:45 AM  
To: Candice Deininger  
Cc: Bill O'Mara  
Subject: RE: Bill Calculations

I requested that they send some for review.

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

"Candice  
Deininger"  
<cdeining@lfucg.c  
om>  
<Rick.Witherite@amwater.com>  
cc  
04/03/2008 10:41 AM "Bill O'Mara" <billo@lfucg.com>  
Subject  
RE: Bill Calculations

Good morning, Rick, and thank you. Would it be possible to get some of the re-calculated bills to look at?

Candice

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

From: Rick.Witherite@amwater.com [mailto:Rick.Witherite@amwater.com]  
Sent: Thursday, April 03, 2008 10:34 AM  
To: Candice Deininger  
Cc: Bill O'Mara  
Subject: Re: Bill Calculations

Good Morning,

The rates department is working on this to make sure there is no proration. The schedule C will no longer be in affect on May 1 billings and they will be billed at the nonresidential rate. The rates department also informed me that the rates will be tested in the test environment and again in production each day before bills are released.



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

"Candice  
Deininger"  
<cdeining@lfucg.c  
om>  
<Rick.Witherite@amwater.com>  
cc 03/18/2008 08:52 "Bill O'Mara" <billo@lfucg.com>  
Subject AM  
Bill Calculations

Good morning, Rick. I've gone over the sample bills showing the new sewer calculations you recently sent from your rates department. I verified with Bill that the intent of the ordinance was to calculate all usage at the new rates for all bills issued May 1 and after, thereby eliminating the need for proration. Please see Section 6 of the ordinance that reads, "That this ordinance shall become effective for bill [sic] issued on and after May 1, 2008." In addition, since there is no longer a Schedule C (used for sewer calculations of multi-family dwellings), we want to make sure that those accounts currently using this schedule are billed at the new Schedule

B rates that apply to all non-residential accounts. If you have any questions, please let me know. Otherwise, please pass along this information to your rates department to recalculate the sample bills. Thanks very much, Rick, and have a good day.

Candice Deininger  
 LFUCG Division of Revenue  
 200 E. Main St., Lexington, KY 40507  
 Telephone: 859-258-3364  
 Fax: 859-258-3352  
 cdeining@lfucg.com

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:18 PM -----

From: Rick Witherite/KAWC/AWWSC  
 To: Rachel Cole/KAWC/AWWSC@AWW, Bryan Siler/KAWC/AWWSC@AWW  
 Date: 05/08/2008 09:18 AM  
 Subject: Fw: Rate change for Managed Contract in KY

I looked back at my emails to make sure I wasn't crazy. The last email shows that I sent George a spreadsheet of how the rates were supposed to be set up.

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

----- Forwarded by Rick Witherite/KAWC/AWWSC on 05/08/2008 09:19 AM -----



**Cheryl**  
**DiSanti/PAWC/AWWSC**  
 01/15/2008 02:16 PM

To: Rick Witherite/KAWC/AWWSC@AWW  
 cc: Joe Pignio/IS/CORP/AWWSC@AWW  
 Subject: Fw: Rate change for Managed Contract in KY

Rick, you may need to enter another ticket for an SQL to change the current rates over.  
 Cheryl

-----  
 Cheryl DiSanti  
 Southeast Region Major Customer Account Manager  
 American Water  
 300 Galley Rd  
 McMurray, PA 15317  
 Office - 724-873-3665  
 Cell - 412-559-2497  
 Fax - 724-743-3129

----- Forwarded by Cheryl DiSanti/PAWC/AWWSC on 01/15/2008 02:17 PM -----



**George  
Conroy/SHARVCS/AWWSC**  
01/15/2008 07:53 AM

To Sean P Ireland/ADMIN/CORP/AWWSC@AWW, Sheila  
Miller/WVAWC/AWWSC@AWW  
cc Rick Witherite/KAWC/AWWSC@AWW, Cheryl  
DiSanti/PAWC/AWWSC@AWW, Jarold  
Jackson/KAWC/AWWSC@AWW  
Subject Re: Rate change for Managed Contract in KY 

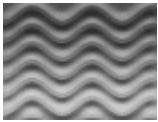
Sean and Sheila,

Can you work with Rick and forward the necessary approved SSC-Rate Change form and backup documents.

Thanks

gmc

Rick Witherite/KAWC/AWWSC



**Rick  
Witherite/KAWC/AWWSC**  
01/14/2008 04:29 PM

To George Conroy/SHARVCS/AWWSC@AWW  
cc Cheryl DiSanti/PAWC/AWWSC@AWW, Jarold  
Jackson/KAWC/AWWSC@AWW  
Subject Rate change for Managed Contract in KY

George,

I submitted an IT service desk ticket to add 3 sewer rates for our managed contract. IT contacted me today and advised to contact you. Here is the scenario and you can stop reading now if I am contacting the wrong person and point me in the right direction. The LFUCG here in Lexington is changing the way they bill their customers. We need to create 3 sewer rates that will be used only in area 1215. Please see attached spreadsheet for how they will calculate. These three will be used to replace the multiple ones we have now. Basically they will have two rates, one for residential customers and one for all others. The third would be for residential customers that qualify for a senior discount. The LFUCG would like to have these new rates go into affect on the April 1 billings. Thank you for your help and please contact me with any questions.



New LFUCG rates 011407.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

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:18 PM -----

From: Rick Witherite/KAWC/AWWSC  
To: Bryan Siler/KAWC/AWWSC@AWW  
Date: 05/08/2008 09:19 AM  
Subject: Re: Additional LFUCG test bills

---

What about industrial and OPA?

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

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:18 PM -----

From: Sheila Miller/WVAWC/AWWSC  
To: George Conroy/SHARVCS/AWWSC@AWW  
Cc: Rick Witherite/KAWC/AWWSC@AWW, Bryan Siler/KAWC/AWWSC@AWW, Rachel Cole/KAWC/AWWSC@AWW  
Date: 05/08/2008 09:21 AM  
Subject: LFUCG test bills

---

I have reviewed the test bills sent yesterday evening and they appear to be calculating correctly.

Sheila Miller  
Manager Rates & Regulation  
American Water Works Service Company  
Southeast Region  
PO Box 1906  
Charleston, WV 25327-1906  
phone: (304)353-6317  
fax: (304)353-6332  
Sheila.Miller@amwater.com

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:18 PM -----

From: George Conroy/SHARVCS/AWWSC  
To: Bryan Siler/KAWC/AWWSC@AWW  
Cc: Rachel Cole/KAWC/AWWSC@AWW, Rick Witherite/KAWC/AWWSC@AWW, Sheila Miller/WVAWC/AWWSC@AWW, Basil J D'Antonio/SHARVCS/AWWSC@AWW  
Date: 05/08/2008 10:29 AM  
Subject: Re: Fw: LFUCG

---

Bryan,

We have SOX controls in place to verify the input and testing of the rates that we change in the ORCOM test system. Once the new rates are moved to production, the regional rates group also verifies that they are setup correctly in production before bills are sent out.

The situation we are dealing with LFUCG centers around the poorly worded and interpreted ordinance, not the input of the rates into ORCOM. I have input and tested 4 sets of LFUCG rates into the ORCOM system starting in March. All of them were input, tested, reviewed and moved to production exactly as received. It was only after they went into production that I was notified that the LFUCG wanted them not to prorate, or that they needed base charges or minimums, etc.

Unfortunately, I am not allowed to interpret the rate tariffs, just make the changes that I am given and test them. You have my word that I will do everything in my power to assure that all the LFUCG rates are entered into the system correctly.

-----  
George Conroy  
Int. Financial Analyst - Rates and Regulation  
American Water Shared Services Center  
131 Woodcrest Road  
Cherry Hill, NJ 08003  
(856) 310-5773 (Phone)  
(856) 672-2878 (Fax)  
george.conroy@amwater.com  
Bryan Siler/KAWC/AWWSC



**Bryan Siler/KAWC/AWWSC**

05/08/2008 09:51 AM

To George Conroy/SHARVCS/AWWSC@AWW  
cc Rachel Cole/KAWC/AWWSC@AWW, Rick  
Witherite/KAWC/AWWSC@AWW, Sheila  
Miller/WVAWC/AWWSC@AWW  
Subject Fw: LFUCG

George,

Can you provide the verifications that all schedule A and schedule B rates are set up correctly in the test environment and that they would be correct in the production environment?

\*\*\*\*\*

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

----- Forwarded by Bryan Siler/KAWC/AWWSC on 05/08/2008 09:50 AM -----



**Sheila  
Miller/WVAWC/AWWSC**

05/08/2008 09:43 AM

To Bryan Siler/KAWC/AWWSC@AWW  
cc George Conroy/SHARVCS/AWWSC@AWW, Rachel  
Cole/KAWC/AWWSC@AWW, Rick  
Witherite/KAWC/AWWSC@AWW  
Subject Re: Fw: LFUCG 📎

Yes but if you want me to verify the setup that George does, I do not have access to the test environment and I can only check once they are moved to production.


Sheila Miller  
Manager Rates & Regulation  
American Water Works Service Company

Southeast Region  
PO Box 1906  
Charleston, WV 25327-1906  
phone: (304)353-6317  
fax: (304)353-6332  
Sheila.Miller@amwater.com  
Bryan Siler/KAWC/AWWSC



**Bryan Siler/KAWC/AWWSC**

05/08/2008 09:41 AM

To Sheila Miller/WVAWC/AWWSC@AWW  
cc George Conroy/SHARVCS/AWWSC@AWW, Rachel Cole/KAWC/AWWSC@AWW, Rick Witherite/KAWC/AWWSC@AWW  
Subject Re: Fw: LFUCG 

Seems like it would be better to verify that in the test environment. If it goes to production and something is missed, does that mean it has to be fixed in the test environment and then moved to production again? Is that a time consuming process?

\*\*\*\*\*

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

Sheila Miller/WVAWC/AWWSC



**Sheila Miller/WVAWC/AWWSC**

05/08/2008 09:37 AM

To Bryan Siler/KAWC/AWWSC@AWW  
cc George Conroy/SHARVCS/AWWSC@AWW, Rachel Cole/KAWC/AWWSC@AWW, Rick Witherite/KAWC/AWWSC@AWW  
Subject Re: Fw: LFUCG 

Once the rates are moved to production we will review each rate schedule and provide you with screen prints to be sure the set up is accurate. This will be done before we have the batches recalculated that we are holding. We do not have access to the test environment but can review them in production.


Sheila Miller  
Manager Rates & Regulation  
American Water Works Service Company  
Southeast Region  
PO Box 1906  
Charleston, WV 25327-1906  
phone: (304)353-6317  
fax: (304)353-6332  
Sheila.Miller@amwater.com

Bryan Siler/KAWC/AWWSC



**Bryan Siler/KAWC/AWWSC**

05/08/2008 09:34 AM

To George Conroy/SHARVCS/AWWSC@AWW  
cc Rick Witherite/KAWC/AWWSC@AWW, Rachel Cole/KAWC/AWWSC@AWW, Sheila Miller/WVAWC/AWWSC@AWW  
Subject Re: Fw: LFUCG 

George,

This file isn't what we need. This appears to just indicate what it should be. We need to know, after each change is made and before going into production, that all of the schedules have been updated correctly.

\*\*\*\*\*

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

George Conroy/SHARVCS/AWWSC



**George Conroy/SHARVCS/AWWSC**

05/08/2008 09:28 AM

To Bryan Siler/KAWC/AWWSC@AWW  
cc  
Subject Fw: LFUCG

Bryan,

You can use Sheila's template below as the proof of the commercial rate restructure.

-----  
George Conroy  
Int. Financial Analyst - Rates and Regulation  
American Water Shared Services Center  
131 Woodcrest Road  
Cherry Hill, NJ 08003  
(856) 310-5773 (Phone)  
(856) 672-2878 (Fax)  
george.conroy@amwater.com

----- Forwarded by George Conroy/SHARVCS/AWWSC on 05/08/2008 09:29 AM -----



**Sheila Miller/WVAWC/AWWSC**

05/06/2008 03:45 PM

To George Conroy/SHARVCS/AWWSC@AWW  
cc Basil J D'Antonio/SHARVCS/AWWSC@AWW  
Subject LFUCG



WELL it has come to my attention that the LFUCG wants a base charge on their rates... So we have to hold the billing and have rates changed AGAIN! Attached is a new template (number 4) and the rate change request form. Let me know when this change has been made and we will have the bills recalculated...



LFUCG 050108 rate change template revised 4.xls LFUCG rate change request base charge.pdf

Sheila Miller  
 Manager Rates & Regulation  
 American Water Works Service Company  
 Southeast Region  
 PO Box 1906  
 Charleston, WV 25327-1906  
 phone: (304)353-6317  
 fax: (304)353-6332  
 Sheila.Miller@amwater.com

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:18 PM -----

From: Rachel Cole/KAWC/AWWSC  
 To: cdeining@lfucg.com, bomara@lfucg.com  
 Cc: Sheila Miller/WVAWC/AWWSC@AWW, Rick Witherite/KAWC/AWWSC@AWW, Bryan Siler  
 Date: 05/08/2008 12:17 PM  
 Subject: Fw: Additional LFUCG test bills

Candice,

Please review and let us know what you think. We are asking IT to take off the calculation description on the bills that include "Cyc;e Minimum" (those are circled). We are also asking them to review the low income bill for 45 days with a usage of 2.

Please let us know if we should release the bills for May 7 and 8. We'll need to know as soon as possible so that we can let our billing people know. Thanks!

\*\*\*\*\*

Rachel S. Cole  
 Southeast Region  
 Email: rcole@kawc.com  
 Ph: 859-268-6307  
 Fax: 859-335-3307

----- Forwarded by Rachel Cole/KAWC/AWWSC on 05/08/2008 11:58 AM -----



**George  
 Conroy/SHARVCS/AWWSC**  
 05/08/2008 11:08 AM

To: Bryan Siler/KAWC/AWWSC@AWW  
 cc: Rachel Cole/KAWC/AWWSC@AWW, Rick  
 Witherite/KAWC/AWWSC@AWW, Sheila





Miller/WVAWC/AWWSC@AWW  
Subject Re: Additional LFUCG test bills

Bryan,

Here are the additional test bills you requested.



LFUCG Test Bills 3.pdf

-----  
George Conroy  
Int. Financial Analyst - Rates and Regulation  
American Water Shared Services Center  
131 Woodcrest Road  
Cherry Hill, NJ 08003  
(856) 310-5773 (Phone)  
(856) 672-2878 (Fax)  
george.conroy@amwater.com  
Bryan Siler/KAWC/AWWSC

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:18 PM -----

From: Rachel Cole/KAWC/AWWSC  
To: Rick Witherite/KAWC/AWWSC@AWW, Bryan Siler  
Date: 05/08/2008 12:19 PM  
Subject: Fw: Batches Posted from 5/1/08

\*\*\*\*\*

Rachel S. Cole  
Southeast Region  
Email: rcole@kawc.com  
Ph: 859-268-6307  
Fax: 859-335-3307

----- Forwarded by Rachel Cole/KAWC/AWWSC on 05/08/2008 12:20 PM -----



Nikole L  
McKeever/CALLCTR/CORP/A  
WWSC

05/08/2008 10:58 AM

To Rachel Cole/KAWC/AWWSC@AWW  
cc  
Subject Fw: Batches Posted from 5/1/08

Rachel,

I apologize for not getting this to you yesterday. Below is a breakdown of the billing that has been

processed since 5/1/08.

| Batch ID | Read Date | Bill Date | # of accounts |
|----------|-----------|-----------|---------------|
| 12001    | 4/28/08   | 5/1/08    | 5486          |
| 12002    | 4/29/08   | 5/2/08    | 5593          |
| 12005    | 4/30/08   | 5/5/08    | 6211          |
| 12006    | 5/1/08    | 5/6/08    | 6742          |
| 12008    | 5/1/08    | 5/6/08    | 59            |
| 12009    | 5/1/08    | 5/6/08    | 24            |
| 12010    | 5/1/08    | 5/6/08    | 311           |
| 12012    | 5/1/08    | 5/6/08    | 34            |
| 12013    | 5/1/08    | 5/6/08    | 5             |
| 12014    | 5/1/08    | 5/6/08    | 11            |

Thanks,

Nikole McKeever  
Billing Group Supervisor CSC  
618-433-4504 Office  
618-792-5351 Cell  
Fax: 618- 433-4180

----- Forwarded by Nikole L McKeever/CALLCTR/CORP/AWWSC on 05/08/2008 09:57 AM -----



**Bob J  
Perkins/CALLCTR/CORP/AW  
WSC**

05/08/2008 08:25 AM

To: Nikole L McKeever/CALLCTR/CORP/AWWSC@AWW  
cc: Tracy R Bauswell/CALLCTR/CORP/AWWSC@AWW,  
Vanessa A Conrad/CALLCTR/CORP/AWWSC@AWW  
Subject: Re: Batches Posted from 5/1/08 📎

Nikole

These are the batches that have been posted so far since 5/1/08

| Batch ID | Read Date | Bill Date | # of accounts |
|----------|-----------|-----------|---------------|
| 12001    | 4/28/08   | 5/1/08    | 5486          |
| 12002    | 4/29/08   | 5/2/08    | 5593          |
| 12005    | 4/30/08   | 5/5/08    | 6211          |
| 12006    | 5/1/08    | 5/6/08    | 6742          |
| 12008    | 5/1/08    | 5/6/08    | 59            |
| 12009    | 5/1/08    | 5/6/08    | 24            |
| 12010    | 5/1/08    | 5/6/08    | 311           |
| 12012    | 5/1/08    | 5/6/08    | 34            |
| 12013    | 5/1/08    | 5/6/08    | 5             |
| 12014    | 5/1/08    | 5/6/08    | 11            |

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

Nikole L McKeever/CALLCTR/CORP/AWWSC



**Nikole L  
McKeever/CALLCTR/CORP/A  
WWSC**

05/08/2008 08:12 AM

To Tracy R Bauswell/CALLCTR/CORP/AWWSC@AWW, Bob J  
Perkins/CALLCTR/CORP/AWWSC@AWW, Vanessa A  
Conrad/CALLCTR/CORP/AWWSC@AWW

cc

Subject Batches Posted from 5/1/08

Team,

Can you please provide me a list of KY batches that have posted with a bill date of 5/1/08 to current, please include the number of accounts and the date posted.

Thanks,

Nikole McKeever  
Billing Group Supervisor CSC  
618-433-4504 Office  
618-792-5351 Cell  
Fax: 618- 433-4180

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:18 PM -----

From: Rick Witherite/KAWC/AWWSC  
To: KAWC - Notes Users  
Date: 05/08/2008 12:24 PM  
Subject: Out of the office Friday 5/9 - Friday 5/16 Back on Monday 5/19

---

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

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:18 PM -----

From: Sheila Miller/WVAWC/AWWSC  
 To: Rachel Cole/KAWC/AWWSC@AWW, Bryan Siler/KAWC/AWWSC@AWW  
 Cc: George Conroy/SHARVCS/AWWSC@AWW  
 Date: 05/08/2008 12:32 PM  
 Subject: LFUCG rates

If there are only questions with the senior discount set up, and all is in agreement that the other rates are calculating correctly, could we not go ahead and set up the other rates and move them to production so we could recalculate the bills from Tues thru today? The senior discount rate schedule is not attached to any premise yet so we could still work on that one. We have three days of billing that we are now holding.

Sheila Miller  
 Manager Rates & Regulation  
 American Water Works Service Company  
 Southeast Region  
 PO Box 1906  
 Charleston, WV 25327-1906  
 phone: (304)353-6317  
 fax: (304)353-6332  
 Sheila.Miller@amwater.com

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:18 PM -----

From: Rachel Cole/KAWC/AWWSC  
 To: Sheila Miller/WVAWC/AWWSC@AWW  
 Cc: Bryan Siler/KAWC/AWWSC@AWW, George Conroy/SHARVCS/AWWSC@AWW, Rick Witherite/KAWC/AWWSC@AWW  
 Date: 05/08/2008 12:40 PM  
 Subject: Re: LFUCG rates

Yes, we are in agreement that we will send out the bills that are being held, upon verification from LFUCG. We spoke with them LFUCG morning, and they seemed to be on the same page with us. I just want them to let us know, if they have any issues with the proration of the long and short bills. If not, we will go ahead and mail them out. Do you have a time deadline? (We're not holding bills due to the senior discount, but don't release until we let you know.)

\*\*\*\*\*

Rachel S. Cole  
 Southeast Region  
 Email: rcole@kawc.com  
 Ph: 859-268-6307  
 Fax: 859-335-3307

Sheila Miller/WVAWC/AWWSC



**Sheila  
 Miller/WVAWC/AWWSC**  
 05/08/2008 12:32 PM

To Rachel Cole/KAWC/AWWSC@AWW, Bryan  
 Siler/KAWC/AWWSC@AWW  
 cc George Conroy/SHARVCS/AWWSC@AWW  
 Subject LFUCG rates

If there are only questions with the senior discount set up, and all is in agreement that the other rates are calculating correctly, could we not go ahead and set up the other rates and move them to production so we could recalculate the bills from Tues thru today? The senior discount rate schedule is not attached to any premise yet so we could still work on that one. We have three days of billing that we are now holding.

Sheila Miller  
Manager Rates & Regulation  
American Water Works Service Company  
Southeast Region  
PO Box 1906  
Charleston, WV 25327-1906  
phone: (304)353-6317  
fax: (304)353-6332  
Sheila.Miller@amwater.com

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:18 PM -----

From: "Candice Deininger" <cdeining@lfucg.com>  
To: <Rachel.Cole@amwater.com>, <bomara@lfucg.com>  
Cc: <Sheila.Miller@amwater.com>, <Rick.Witherite@amwater.com>, <Bryan.Siler@amwater.com>  
Date: 05/08/2008 12:56 PM  
Subject: RE: Additional LFUCG test bills

---

Hi, Rachel, and thank you for sending these along. So, we are still waiting for sample bills for: low income/30 days/1 ccf; low income/45 days/1 ccf; low income/45 days/2 ccf. These were the bills that indicated a ticket has been submitted for correction.

Quick question about those bills that are either short or long . . . the billed sewer amount is prorated based on the number of days, just like the water meter charge, but the water charge is a straight-line calculation - usage x rate. What facet in the billing program kicks in the day proration for sewer usage?

Thank you much!

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

From: Rachel.Cole@amwater.com [mailto:Rachel.Cole@amwater.com]  
Sent: Thursday, May 08, 2008 12:17 PM  
To: Candice Deininger; bomara@lfucg.com  
Cc: Sheila.Miller@amwater.com; Rick.Witherite@amwater.com;  
Bryan.Siler@amwater.com  
Subject: Fw: Additional LFUCG test bills

Candice,

Please review and let us know what you think. We are asking IT to take off the calculation description on the bills that include "Cyc;e Minimum" (those are circled). We are also asking them to review the low income bill for 45 days with a usage of 2.

Please let us know if we should release the bills for May 7 and 8.

We'll need to know as soon as possible so that we can let our billing people know. Thanks!

\*\*\*\*\*

Rachel S. Cole  
Southeast Region  
Email: rcole@kawc.com  
Ph: 859-268-6307  
Fax: 859-335-3307

----- Forwarded by Rachel Cole/KAWC/AWWSC on 05/08/2008 11:58 AM -----

George  
Conroy/SHARVCS/A  
WWSC

To Bryan Siler/KAWC/AWWSC@AWW

05/08/2008 11:08

cc AM Rachel Cole/KAWC/AWWSC@AWW, Rick  
Wetherite/KAWC/AWWSC@AWW, Sheila  
Miller/WVAWC/AWWSC@AWW

Subject Re: Additional LFUCG test bills  
(Document link: Rachel Cole)

Bryan,

Here are the additional test bills you requested.

(See attached file: LFUCG Test Bills 3.pdf)

-----  
George Conroy  
Int. Financial Analyst - Rates and Regulation  
American Water Shared Services Center

131 Woodcrest Road  
Cherry Hill, NJ 08003  
(856) 310-5773 (Phone)  
(856) 672-2878 (Fax)  
george.conroy@amwater.com

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:18 PM -----

From: George Conroy/SHARSVCS/AWWSC  
To: Bryan Siler/KAWC/AWWSC@AWW, Rachel Cole/KAWC/AWWSC@AWW, Rick  
Witherite/KAWC/AWWSC@AWW, Sheila Miller/WVAWC/AWWSC@AWW  
Date: 05/08/2008 02:06 PM  
Subject: Additional LFUCG Bills

---

Here are the residential bills at 100 usage for 15, 30 and 45 days.



LFUCG Test Bills 4.pdf

Also, on the low income 45 day bill with usage of 2. ORCOM is prorating the bill correctly. The minimum sewer bill is \$5.25 or \$3.50 x 1.5. Since the customer does not meet the minimum figure of \$5.25 after the proration, the system adds the \$0.65 necessary to bring them to the minimum of \$5.25. The low income rate is setup differently than the other LFUCG rates. It is setup as a true minimum charge, not a zero first block charge and then a base amount. That is why even though the customer had usage over 1 it still applied the minimum charge.

As soon as LFUCG approves, please advise when I can begin changing the rates to the new setups that Sheila sent me with the base charges. It will take a couple of days to get them in and moved to production.

I will be sending an email to Paul Clark shortly asking for a status on the LFUCG bill print situation regarding the low income rate.

Thanks  
gmc

-----  
George Conroy  
Int. Financial Analyst - Rates and Regulation  
American Water Shared Services Center  
131 Woodcrest Road  
Cherry Hill, NJ 08003  
(856) 310-5773 (Phone)  
(856) 672-2878 (Fax)  
george.conroy@amwater.com

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:18 PM -----

From: George Conroy/SHARSVCS/AWWSC  
To: Joseph D Lindsay/SERVCO/AWWSC@AWW, Paul T Clark/IS/CORP/AWWSC@AWW  
Cc: Bryan Siler/KAWC/AWWSC@AWW, Rachel Cole/KAWC/AWWSC@AWW, Rick  
Witherite/KAWC/AWWSC@AWW, Sheila Miller/WVAWC/AWWSC@AWW  
Date: 05/08/2008 02:09 PM  
Subject: Fw: Service Call Ticket 312859 in regards to "General Service Request" has been created.

---

Joe or Paul,

Can you give me a status on this service desk ticket. We are planning to move KY rates into production soon and wanted to know when Alliance would have the fix for this.

Please advise

Thanks

gmc

-----  
 George Conroy  
 Int. Financial Analyst - Rates and Regulation  
 American Water Shared Services Center  
 131 Woodcrest Road  
 Cherry Hill, NJ 08003  
 (856) 310-5773 (Phone)  
 (856) 672-2878 (Fax)  
 george.conroy@amwater.com

----- Forwarded by George Conroy/SHARVCS/AWWSC on 05/08/2008 02:09 PM -----



**George  
 Conroy/SHARVCS/AWWSC**

04/23/2008 04:57 PM

To orcom

cc Joseph D Lindsay/SERVCO/AWWSC@AWW

Subject Fw: Service Call Ticket 312859 in regards to "General Service Request" has been created.

-----  
 George Conroy  
 Int. Financial Analyst - Rates and Regulation  
 American Water Shared Services Center  
 131 Woodcrest Road  
 Cherry Hill, NJ 08003  
 (856) 310-5773 (Phone)  
 (856) 672-2878 (Fax)  
 george.conroy@amwater.com

----- Forwarded by George Conroy/SHARVCS/AWWSC on 04/23/2008 04:58 PM -----



**"American Water Service  
 Desk"  
 <awservicedesk@amwater.co  
 m>**

04/23/2008 04:56 PM

To <GConroy@amwater.com>

cc

Subject Service Call Ticket 312859 in regards to "General Service Request" has been created.

Your Service Call has been opened, and the details of the request are listed below.

Ticket Number: 312859

Reported On: April 23, 2008 16:56

Description: I need a bill print fix for KY-AM ORCOM customers using a new wastewater rate G1C30 that I created in ORCOM. The minimum charge bill print detail is incorrect for the new rate as well as the total usage on the



customer bill print and bill display screen. A sample bill can be found in the KYQA environment in bill batch 12031 account [REDACTED]. I also need to be able to add meter sizes of [REDACTED] meters to the minimum charge screen as I have done for 5/8. At present only the 5/8" shows as an option on that screen. These rates are scheduled to move to production on 5/1/08. I would need these changes completed by then.

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 server desk at 1.866.777.8426 Opt #1. When calling the service desk, please refer to ticket number 312859.

This message has been generated automatically.  
Please do not reply to this message.

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:18 PM -----

From: George Conroy/SHARVCS/AWWSC  
To: Bryan Siler/KAWC/AWWSC@AWW, Rachel Cole/KAWC/AWWSC@AWW, Rick Witherite/KAWC/AWWSC@AWW, Sheila Miller/WVAWC/AWWSC@AWW  
Cc: Paul T Clark/IS/CORP/AWWSC@AWW  
Date: 05/08/2008 02:48 PM  
Subject: Re: Fw: Service Call Ticket 312859 in regards to "General Service Request" has been created.

Folks,

I just had two phone conversations with Paul Clark regarding the low income bill print issues.

The software vendor, Alliance Data Systems, can fix the bill print issue and remove the detail printing next to cycle minimum. It will cause the usage detail information to be omitted from any other rates that use cycle minimum in KY. (Not a problem - there probably are none, and if there are, the detail is wrong on those as well). Paul also said that he can change the description from cycle minimum to something else - What would you like (subject to character limits)?

Paul also said that he can add the minimums for 1", 1-1/2", and 2" meter sizes to rate GIC30 as well. The fix will take about 1 week to implement.

Example:

```

-----Current Wastewater Charges--
Res Disc 30% ($ 2.45000 x      1.00)      2.45
Cycle Minimum                      1.05

Total Use Billed                    1.00      3.50

```

Please advise what the description to replace cycle minimum should be.

Thanks

gmc

-----  
George Conroy  
Int. Financial Analyst - Rates and Regulation  
American Water Shared Services Center  
131 Woodcrest Road  
Cherry Hill, NJ 08003

(856) 310-5773 (Phone)  
(856) 672-2878 (Fax)  
george.conroy@amwater.com  
George Conroy/SHARVCS/AWWSC



**George  
Conroy/SHARVCS/AWWSC**  
05/08/2008 02:09 PM

To Joe Lindsay, Paul T Clark/IS/CORP/AWWSC  
cc Bryan Siler/KAWC/AWWSC@AWW, Rachel  
Cole/KAWC/AWWSC@AWW, Rick  
Witherite/KAWC/AWWSC@AWW, Sheila  
Miller/WVAWC/AWWSC@AWW  
Subject Fw: Service Call Ticket 312859 in regards to "General  
Service Request" has been created.

Joe or Paul,

Can you give me a status on this service desk ticket. We are planning to move KY rates into production soon and wanted to know when Alliance would have the fix for this.

Please advise  
Thanks  
gmc

-----  
George Conroy  
Int. Financial Analyst - Rates and Regulation  
American Water Shared Services Center  
131 Woodcrest Road  
Cherry Hill, NJ 08003  
(856) 310-5773 (Phone)  
(856) 672-2878 (Fax)  
george.conroy@amwater.com

----- Forwarded by George Conroy/SHARVCS/AWWSC on 05/08/2008 02:09 PM -----



**George  
Conroy/SHARVCS/AWWSC**  
04/23/2008 04:57 PM

To orcom  
cc Joseph D Lindsay/SERVCO/AWWSC@AWW  
Subject Fw: Service Call Ticket 312859 in regards to "General  
Service Request" has been created.

-----  
George Conroy  
Int. Financial Analyst - Rates and Regulation  
American Water Shared Services Center  
131 Woodcrest Road  
Cherry Hill, NJ 08003  
(856) 310-5773 (Phone)  
(856) 672-2878 (Fax)  
george.conroy@amwater.com

----- Forwarded by George Conroy/SHARVCS/AWWSC on 04/23/2008 04:58 PM -----



**"American Water Service**



Desk"  
 <aw servicedesk@amwater.com>  
 m>

04/23/2008 04:56 PM

To <GConroy@amwater.com>  
 cc

Subject Service Call Ticket 312859 in regards to "General Service Request" has been created.

Your Service Call has been opened, and the details of the request are listed below.

Ticket Number: 312859

Reported On: April 23, 2008 16:56

Description: I need a bill print fix for KY-AM ORCOM customers using a new wastewater rate G1C30 that I created in ORCOM. The minimum charge bill print detail is incorrect for the new rate as well as the total usage on the customer bill print and bill display screen. A sample bill can be found in the KYQA environment in bill batch 12031 account [REDACTED]. I also need to be able to add meter sizes of [REDACTED] to the minimum charge screen as I have done for 5/8. At present only the 5/8" shows as a option on that screen. These rates are scheduled to move to production on 5/1/08. I would need these changes completed by then.

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 server desk at 1.866.777.8426 Opt #1. When calling the service desk, please refer to ticket number 312859.

This message has been generated automatically.  
 Please do not reply to this message.

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:18 PM -----

From: George Conroy/SHARSVCS/AWWSC  
 To: Rachel Cole/KAWC/AWWSC@AWW  
 Cc: Bryan Siler/KAWC/AWWSC@AWW, Rick Witherite/KAWC/AWWSC@AWW, Sheila Miller/WVAWC/AWWSC@AWW  
 Date: 05/08/2008 02:52 PM  
 Subject: Re: LFUCG rates

Please notify me as soon as you have LFUCG approval so I can begin inputting the revised rates.

Thanks

-----  
 George Conroy  
 Int. Financial Analyst - Rates and Regulation  
 American Water Shared Services Center  
 131 Woodcrest Road  
 Cherry Hill, NJ 08003  
 (856) 310-5773 (Phone)  
 (856) 672-2878 (Fax)  
 george.conroy@amwater.com

Rachel Cole/KAWC/AWWSC



**Rachel Cole/KAWC/AWWSC**

05/08/2008 12:40 PM

To Sheila Miller/WVAWC/AWWSC@AWW

cc Bryan Siler/KAWC/AWWSC@AWW, George Conroy/SHARVCS/AWWSC@AWW, Rick Witherite/KAWC/AWWSC@AWW

Subject Re: LFUCG rates 📎

Yes, we are in agreement that we will send out the bills that are being held, upon verification from LFUCG. We spoke with them LFUCG morning, and they seemed to be on the same page with us. I just want them to let us know, if they have any issues with the proration of the long and short bills. If not, we will go ahead and mail them out. Do you have a time deadline? (We're not holding bills due to the senior discount, but don't release until we let you know.)

\*\*\*\*\*

Rachel S. Cole  
Southeast Region  
Email: rcole@kawc.com  
Ph: 859-268-6307  
Fax: 859-335-3307

Sheila Miller/WVAWC/AWWSC



**Sheila Miller/WVAWC/AWWSC**

05/08/2008 12:32 PM

To Rachel Cole/KAWC/AWWSC@AWW, Bryan Siler/KAWC/AWWSC@AWW

cc George Conroy/SHARVCS/AWWSC@AWW

Subject LFUCG rates

If there are only questions with the senior discount set up, and all is in agreement that the other rates are calculating correctly, could we not go ahead and set up the other rates and move them to production so we could recalculate the bills from Tues thru today? The senior discount rate schedule is not attached to any premise yet so we could still work on that one. We have three days of billing that we are now holding.

Sheila Miller  
Manager Rates & Regulation  
American Water Works Service Company  
Southeast Region  
PO Box 1906  
Charleston, WV 25327-1906  
phone: (304)353-6317  
fax: (304)353-6332  
Sheila.Miller@amwater.com

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:18 PM -----

From: Rachel Cole/KAWC/AWWSC  
To: "Candice Deininger" <cdeining@lfucg.com>@AWX  
Cc: bomara@lfucg.com, Bryan.Siler@amwater.com, Rick.Witherite@amwater.com, Sheila Miller/WVAWC/AWWSC@AWW  
Date: 05/08/2008 02:56 PM  
Subject: RE: Additional LFUCG test bills

---

Candice,

I spoke with the programmer and he confirmed, that due to the different rate blocks, the system has to prorate the usage to the different tiers. With water, there is only one rate charged per cubic foot and proration is not necessary.

Also, we want to ensure that everyone understands and agrees on the changes in the first set of test bills sent this morning. ( the second set references the senior rate discount) The first set of testing affects all the bills that we are holding at this time. When you send your confirmation, we will be able to apply the changes to production and recalculate all those bills.

Please confirm whether we are able to release those bills tomorrow. No rush at this point, so please continue to review and ask questions. Thanks.

\*\*\*\*\*

Rachel S. Cole  
Southeast Region  
Email: rcole@kawc.com  
Ph: 859-268-6307  
Fax: 859-335-3307

"Candice Deininger" <cdeining@lfucg.com>



**"Candice Deininger"**  
**<cdeining@lfucg.com>**  
05/08/2008 12:57 PM

To <Rachel.Cole@amwater.com>, <bomara@lfucg.com>  
cc <Sheila.Miller@amwater.com>,  
<Rick.Witherite@amwater.com>,  
<Bryan.Siler@amwater.com>  
Subject RE: Additional LFUCG test bills

Hi, Rachel, and thank you for sending these along. So, we are still waiting for sample bills for: low income/30 days/1 ccf; low income/45 days/1 ccf; low income/45 days/2 ccf. These were the bills that indicated a ticket has been submitted for correction.

Quick question about those bills that are either short or long . . . the billed sewer amount is prorated based on the number of days, just like the water meter charge, but the water charge is a straight-line calculation - usage x rate. What facet in the billing program kicks in the day proration for sewer usage?

Thank you much!

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

From: Rachel.Cole@amwater.com [mailto:Rachel.Cole@amwater.com]

Sent: Thursday, May 08, 2008 12:17 PM  
To: Candice Deininger; bomara@lfucg.com  
Cc: Sheila.Miller@amwater.com; Rick.Witherite@amwater.com;  
Bryan.Siler@amwater.com  
Subject: Fw: Additional LFUCG test bills

Candice,

Please review and let us know what you think. We are asking IT to take off the calculation description on the bills that include "Cyclic Minimum" (those are circled). We are also asking them to review the low income bill for 45 days with a usage of 2.

Please let us know if we should release the bills for May 7 and 8. We'll need to know as soon as possible so that we can let our billing people know. Thanks!

\*\*\*\*\*

Rachel S. Cole  
Southeast Region  
Email: rcole@kawc.com  
Ph: 859-268-6307  
Fax: 859-335-3307

----- Forwarded by Rachel Cole/KAWC/AWWSC on 05/08/2008 11:58 AM -----

George  
Conroy/SHARVCS/A  
WWSC

To

Bryan Siler/KAWC/AWWSC@AWW

05/08/2008 11:08

cc

AM  
Rachel Cole/KAWC/AWWSC@AWW, Rick  
Witherite/KAWC/AWWSC@AWW, Sheila  
Miller/WVAWC/AWWSC@AWW

Subject

Re: Additional LFUCG test bills  
(Document link: Rachel Cole)

Bryan,

Here are the additional test bills you requested.

(See attached file: LFUCG Test Bills 3.pdf)

-----  
 George Conroy  
 Int. Financial Analyst - Rates and Regulation  
 American Water Shared Services Center  
 131 Woodcrest Road  
 Cherry Hill, NJ 08003  
 (856) 310-5773 (Phone)  
 (856) 672-2878 (Fax)  
 george.conroy@amwater.com

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:18 PM -----

From: Rachel Cole/KAWC/AWWSC  
 To: "William O'Mara" <billo@lfucg.com>@AWX  
 Cc: "Candice Deininger" <cdeining@lfucg.com>, "Kyna Koch" <kkoch@lfucg.com>, Rick  
 Witherite/KAWC/AWWSC@AWW, Bryan Siler, Keith L Cartier/KAWC/AWWSC@AWW, Sheila  
 Miller/WVAWC/AWWSC@AWW  
 Date: 05/09/2008 10:57 AM  
 Subject: Re: Sewer user rate calculations

---

Bill,

Thank you for your response. We will go ahead and apply the programming changes to include the \$3.50 minimum charge on zero usage bills and prorate the \$3.50 minimum charge for the first 100 cubic feet on bills less than or more than 30 days.

\*\*\*\*\*

Rachel S. Cole  
 Southeast Region  
 Email: rcole@kawc.com  
 Ph: 859-268-6307  
 Fax: 859-335-3307

"William O'Mara" <billo@lfucg.com>



"William O'Mara"  
 <billo@lfucg.com>  
 05/09/2008 10:44 AM

To <Rick.Witherite@amwater.com>,  
 <Rachel.Cole@amwater.com>



cc "Candice Deininger" <cdeining@lfucg.com>, "Kyna Koch"  
<kkoch@lfucg.com>  
Subject Sewer user rate calculations

Rick & Rachel-

Based on our discussion yesterday I understand that KAWC is presenting these billing calculation and presentation for the new sewer user rates that were effective for all bills generated as of May 1, 2008.

KAWC issued the May 1 bills using the previous sewer user fee rates. Bills generated May 2,5, and 6 used the new rate except for zero usage, where no charge was applied. Bills from May 7 & 8 are currently held pending our review of the calculation. The bills now charge the minimum \$3.50 for zero usage. These bills prorate the \$3.50 minimum charge for the first 100 cubic feet of water usage for periods less than or more than 30 days. KAWC states this is the only billing option without a significant programming change.

So I understand LFUCG's option is to accept these calculations or request a major programming change after the new rates have been instituted.

At this juncture, LFUCG accepts the new rate calculations as presented.

Still to be determined is the proper calculation of the 30% discount program. KAWC is still testing and will furnish final test bills for this discount program. I understand KAWC is investigating the establishment of a separate rate schedule approach for this program to assist in monthly reporting.

Bill O'Mara

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

From: Rick.Witherite@amwater.com [mailto:Rick.Witherite@amwater.com]  
Sent: Thursday, May 08, 2008 10:09 AM  
To: William O'Mara  
Cc: Candice Deininger  
Subject: RE: On vacation this Friday and next week

Here are some test bills to look at. We can go over these on the call.

(See attached file: LFUCG Test Bills 2008-0508.pdf)

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



"William O'Mara"  
<billo@lfucg.com>

To 05/08/2008 09:33 AM <Rick.Witherite@amwater.com>  
cc

Subject RE: On vacation this Friday and  
next week

That will work.

Bill O

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

From: Rick.Witherite@amwater.com [mailto:Rick.Witherite@amwater.com]

Sent: Thursday, May 08, 2008 8:21 AM

To: William O'Mara

Cc: Candice Deininger; Rachel.Cole@amwater.com

Subject: RE: On vacation this Friday and next week

Bill,

I know your in a meeting now, hopefully you will get this before 10am.  
Can

we move the call to 10:30am? Rachel will be in another meeting until  
then.

Sorry for the change.

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

"William O'Mara"  
<billo@lfucg.com>

To 05/08/2008 07:39 <Rick.Witherite@amwater.com>

cc AM

"Candice Deininger"  
<cdeining@lfucg.com>,  
<Rachel.Cole@amwater.com>

Subject RE: On vacation this Friday and  
next week

Rick-  
Let's look at 10:00am this morning. I have 8 & 9a meetings already  
scheduled.

Bill O

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

From: Rick.Witherite@amwater.com [mailto:Rick.Witherite@amwater.com]  
Sent: Thursday, May 08, 2008 7:08 AM  
To: William O'Mara  
Cc: Candice Deininger; Rachel.Cole@amwater.com  
Subject: RE: On vacation this Friday and next week

Good Morning,

I am sorry I did not get back to you yesterday. I spent the day on the phone and on email with the rates department. Rachel and I would like to have a call with you and Candice. Please let me know a good time for you and I will call you in your office or wherever convenient. Thank you.

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

"William O'Mara"  
<billo@lfucg.com>

To 05/07/2008 08:38 AM "Candice Deininger"  
<cdeining@lfucg.com>,  
<Rick.Witherite@amwater.com>

cc

Subject RE: On vacation this Friday and  
next week

Rick-

Hope you have vacation plans all made and in place. Will we have the May 2nd and forward bills finished before you leave? If not, who will notify us when they are ready?

Also, any word on the check request you have pending for LFUCG?

Thanks-  
Bill O

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

From: Candice Deininger  
Sent: Wednesday, May 07, 2008 7:59 AM  
To: 'Rick.Witherite@amwater.com'  
Cc: Rebecca Burke; Lynne Cross; William O'Mara  
Subject: RE: On vacation this Friday and next week

Hi, Rick, and thank you!

Candice

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

From: Rick.Witherite@amwater.com [mailto:Rick.Witherite@amwater.com]  
Sent: Wednesday, May 07, 2008 7:12 AM  
To: Candice Deininger  
Cc: Rebecca Burke; Lynne Cross  
Subject: On vacation this Friday and next week

Good Morning,

I just wanted to let you know I will be on vacation all next week and this Friday. As always you can contact Cheryl Disanti if needed and also Rachel Cole here in Lexington. I wanted to give you some notice in case you needed anything before I go. Thanks.

Cheryl 724-873-3665

Rachel 859-268-6307

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

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:17 PM -----

From: Rachel Cole/KAWC/AWWSC  
To: Sheila Miller/WVAWC/AWWSC@AWW, George Conroy/SHARVCS/AWWSC@AWW  
Cc: Rick Witherite/KAWC/AWWSC@AWW, Bryan Siler  
Date: 05/09/2008 03:55 PM  
Subject: LFUCG senior discount

---

Sheila,

We discussed with LFUCG, how this information was going to be retrieved from the system. Bill Omara referenced this rate schedule on his email. We also discussed possibly creating a new bill class so that it could be identified on the CBT.

The bill class can't be attached to utility codes so each account can only have one bill class. This is probably not a good option.

What about the rate schedule B? Why can't we use that same type of programming? Is it because the ordinance mandates a charge of \$3.50 on zero usage? If that's the only drawback, I don't think there are going to be very many accounts with zero usage.

\*\*\*\*\*

Rachel S. Cole  
Southeast Region  
Email: rcole@kawc.com  
Ph: 859-268-6307  
Fax: 859-335-3307

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:17 PM -----

From: Rachel Cole/KAWC/AWWSC  
To: Sheila Miller/WVAWC/AWWSC@AWW  
Cc: Bryan Siler  
Date: 05/12/2008 02:19 PM  
Subject: Holding bills

---

Sheila,

Do you know if we finished testing from production?

\*\*\*\*\*

Rachel S. Cole  
Southeast Region  
Email: rcole@kawc.com  
Ph: 859-268-6307  
Fax: 859-335-3307

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:17 PM -----

From: Sheila Miller/WVAWC/AWWSC  
To: Rachel Cole/KAWC/AWWSC@AWW  
Cc: Bryan Siler/KAWC/AWWSC@AWW, Sean P Ireland/ADMIN/CORP/AWWSC@AWW  
Date: 05/12/2008 02:21 PM  
Subject: Re: Holding bills

---

Sean is working on that now. He has finished 3 of the 7 batches that were held and recalculated. So far everything is calculating properly.

Sheila Miller

Manager Rates & Regulation  
American Water Works Service Company  
Southeast Region  
PO Box 1906  
Charleston, WV 25327-1906  
phone: (304)353-6317  
fax: (304)353-6332  
Sheila.Miller@amwater.com  
Rachel Cole/KAWC/AWWSC



**Rachel Cole/KAWC/AWWSC**

05/12/2008 02:19 PM

To: Sheila Miller/WVAWC/AWWSC@AWW  
cc: Bryan Siler  
Subject: Holding bills

Sheila,

Do you know if we finished testing from production?

\*\*\*\*\*

Rachel S. Cole  
Southeast Region  
Email: rcole@kawc.com  
Ph: 859-268-6307  
Fax: 859-335-3307

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:17 PM -----

From: Bryan Siler/KAWC/AWWSC  
To: Sean P Ireland/ADMIN/CORP/AWWSC@AWW, George Conroy/SHARVCS/AWWSC@AWW,  
Sheila Miller/WVAWC/AWWSC@AWW  
Cc: Rachel Cole/KAWC/AWWSC@AWW, Rick Witherite/KAWC/AWWSC@AWW  
Date: 05/12/2008 05:41 PM  
Subject: Please continue to hold all bills currently being held.

---

\*\*\*\*\*

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

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:17 PM -----

From: Sean P Ireland/ADMIN/CORP/AWWSC  
To: Bryan Siler/KAWC/AWWSC@AWW, Rachel Cole/KAWC/AWWSC@AWW  
Date: 05/12/2008 05:58 PM  
Subject: LFUCG

---

Here are the copies of the two accounts that we discussed using multiple meters



lfucg sewer multiple meter.pdf



lfucg sewer multiple meter2.pdf

Thanks

Sean P. Ireland

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:17 PM -----

From: Bryan Siler/KAWC/AWWSC  
 To: Keith L Cartier/KAWC/AWWSC@AWW  
 Cc: Rachel Cole/KAWC/AWWSC@AWW, Rick Witherite/KAWC/AWWSC@AWW  
 Date: 05/12/2008 06:16 PM  
 Subject: Fw: Please continue to hold all bills currently being held.

FYI - We are continuing to hold bills pending a response from LFUCG.

An issue came up tonight regarding the way the minimum charges were being billed. Rachel and I tried to get in touch with the city but we couldn't reach them. We thought it would be best to hold the bills one more day to get their input. Everything may be fine, we just want to hear it from them.

We will get in touch with them in the morning and know where we are headed then.

If you have any questions please feel free to call.

\*\*\*\*\*

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

----- Forwarded by Bryan Siler/KAWC/AWWSC on 05/12/2008 06:13 PM -----



**Bryan Siler/KAWC/AWWSC**

05/12/2008 05:41 PM

To: Sean P Ireland/ADMIN/CORP/AWWSC@AWW, George Conroy/SHARVCS/AWWSC@AWW, Sheila Miller/WVAWC/AWWSC@AWW  
 cc: Rachel Cole/KAWC/AWWSC@AWW, Rick Witherite/KAWC/AWWSC@AWW  
 Subject: Please continue to hold all bills currently being held.

\*\*\*\*\*

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

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:17 PM -----

From: Sheila Miller/WVAWC/AWWSC  
To: Rachel Cole/KAWC/AWWSC@AWW, Bryan Siler/KAWC/AWWSC@AWW  
Cc: Sean P Ireland/ADMIN/CORP/AWWSC@AWW  
Date: 05/13/2008 09:55 AM  
Subject: Fw: LFUCG

---

I don't know how long this may take to get this corrected. I had Bob call into Donna to see if she could run a report to see how many accounts in area 1215 have multiple meters. Sean left you a message to that regard and you were already in your meeting. Get with Sean on this today as I am reviewing data requests with Mike on the TN rate filing. We got them yesterday and it is going to take a while to get through them. Hopefully they are looking into this ticket today.

Sheila Miller  
Manager Rates & Regulation  
American Water Works Service Company  
Southeast 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 05/13/2008 09:54 AM -----



George  
Conroy/SHARVCS/AWWSC  
05/13/2008 09:51 AM

To: Sheila Miller/WVAWC/AWWSC@AWW  
cc  
Subject: Re: LFUCG 📎

I don't have a quick answer on that one. Paul Clark or Kim Nye will have to work their magic to come up with a solution to this one. May have to be another wholesale restructure.

-----  
George Conroy  
Int. Financial Analyst - Rates and Regulation  
American Water Shared Services Center  
131 Woodcrest Road  
Cherry Hill, NJ 08003  
(856) 310-5773 (Phone)  
(856) 672-2878 (Fax)  
george.conroy@amwater.com  
Sheila Miller/WVAWC/AWWSC





**Sheila  
Miller/WVAWC/AWWSC**  
05/13/2008 09:38 AM

To: George Conroy/SHARVCS/AWWSC@AWW  
cc  
Subject: LFUCG

Sean put in a ticket yesterday on the multiple meter base charge problem. If you have any ideas on this one let us know. Aren't there other companies that bill a base charge like that with multiple meters? Is there a way to set it up on a separate rate schedule to bill correctly? I am having a report run that details the number of accounts affected by this. At some point we are going to have to release some bills...

Sheila Miller  
Manager Rates & Regulation  
American Water Works Service Company  
Southeast Region  
PO Box 1906  
Charleston, WV 25327-1906  
phone: (304)353-6317  
fax: (304)353-6332  
Sheila.Miller@amwater.com

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:17 PM -----

From: Rachel Cole/KAWC/AWWSC  
To: Sheila Miller/WVAWC/AWWSC@AWW  
Cc: Bryan Siler/KAWC/AWWSC@AWW, Sean P Ireland/ADMIN/CORP/AWWSC@AWW  
Date: 05/13/2008 10:46 AM  
Subject: Re: Fw: LFUCG

Sheila and Sean,

We can identify the accounts with multiple meters and then hold those accounts in an exception batch. The rest of the bills can be sent through.

\*\*\*\*\*

Rachel S. Cole  
Southeast Region  
Email: rcole@kawc.com  
Ph: 859-268-6307  
Fax: 859-335-3307

Sheila Miller/WVAWC/AWWSC



**Sheila  
Miller/WVAWC/AWWSC**  
05/13/2008 09:55 AM

To: Rachel Cole/KAWC/AWWSC@AWW, Bryan  
Siler/KAWC/AWWSC@AWW  
cc: Sean P Ireland/ADMIN/CORP/AWWSC@AWW  
Subject: Fw: LFUCG

I don't know how long this may take to get this corrected. I had Bob call into Donna to see if she could run a report to see how many accounts in area 1215 have multiple meters. Sean left you a message to that regard and you were already in your meeting. Get with Sean on this today as I am reviewing data requests with Mike on the TN rate filing. We got them yesterday and it is going to take a while to get through them. Hopefully they are looking into this ticket today.

Sheila Miller  
 Manager Rates & Regulation  
 American Water Works Service Company  
 Southeast 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 05/13/2008 09:54 AM -----




**George  
 Conroy/SHARVCS/AWWSC**

05/13/2008 09:51 AM

To Sheila Miller/WVAWC/AWWSC@AWW

cc

Subject Re: LFUCG 

I don't have a quick answer on that one. Paul Clark or Kim Nye will have to work their magic to come up with a solution to this one. May have to be another wholesale restructure.

-----  
 George Conroy  
 Int. Financial Analyst - Rates and Regulation  
 American Water Shared Services Center  
 131 Woodcrest Road  
 Cherry Hill, NJ 08003  
 (856) 310-5773 (Phone)  
 (856) 672-2878 (Fax)  
 george.conroy@amwater.com  
 Sheila Miller/WVAWC/AWWSC



**Sheila  
 Miller/WVAWC/AWWSC**

05/13/2008 09:38 AM

To George Conroy/SHARVCS/AWWSC@AWW

cc

Subject LFUCG

Sean put in a ticket yesterday on the multiple meter base charge problem. If you have any ideas on this one let us know. Aren't there other companies that bill a base charge like that with multiple meters? Is there a way to set it up on a separate rate schedule to bill correctly? I am having a report run that details the number of accounts affected by this. At some point we are going to have to release some bills...

Sheila Miller  
 Manager Rates & Regulation  
 American Water Works Service Company

Southeast Region  
PO Box 1906  
Charleston, WV 25327-1906  
phone: (304)353-6317  
fax: (304)353-6332  
Sheila.Miller@amwater.com

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:17 PM -----

From: Donna Taylor/KAWC/AWWSC  
To: Robert Shiltz/IS/CORP/AWWSC@AWW  
Cc: Sheila Miller/WVAWC/AWWSC@AWW, Rachel Cole/KAWC/AWWSC@AWW, Bryan Siler  
Date: 05/13/2008 10:58 AM  
Subject: Added Route Number to Master Account file

---



KY - Master Accounts with Battery Meters - Area Code 1215 - With Route Number.xls

Donna B. Taylor  
Sr. Business Reporting Analyst  
American Water  
ITS - Business Solutions  
2300 Richmond Rd.  
Lexington, KY 40502  
Voice: 859.268.6306  
Fax: 859.335.3306  
email:donna.taylor@amwater.com

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:17 PM -----

From: Sheila Miller/WVAWC/AWWSC  
To: Rachel Cole/KAWC/AWWSC@AWW, Bryan Siler/KAWC/AWWSC@AWW  
Date: 05/13/2008 11:01 AM  
Subject: Fw: New Rate Schedule

---


How do you handle other customers with a sprinkler??

Sheila Miller  
Manager Rates & Regulation  
American Water Works Service Company  
Southeast 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 05/13/2008 11:02 AM -----



**George  
Conroy/SHARVCS/AWWSC**  
05/13/2008 10:52 AM

To: Angie K True/KAWC/AWWSC@AWW  
cc: Sheila Miller/WVAWC/AWWSC@AWW, Sean P  
Ireland/ADMIN/CORP/AWWSC@AWW  
Subject: Re: New Rate Schedule 



**Angie,**

All requests for new rates need to come from the regional rates groups. Sheila Miller or Sean Ireland should be able to help you with your request. If the rate needs to be created, Sheila and Sean will have to create a rate change package and have it approved and sent to me to create the new rate.

**Sheila or Sean,**

Can you work with Angie to determine if a new rate needs to be setup.

Thanks

gmc

---

George Conroy  
Int. Financial Analyst - Rates and Regulation  
American Water Shared Services Center  
131 Woodcrest Road  
Cherry Hill, NJ 08003  
(856) 310-5773 (Phone)  
(856) 672-2878 (Fax)  
george.conroy@amwater.com  
Angie K True/KAWC/AWWSC



**Angie K True/KAWC/AWWSC**

05/13/2008 10:38 AM

To George Conroy/SHARVCS/AWWSC@AWW

cc

Subject New Rate Schedule

Hi,

IT gave me your name and said you could help me. We currently have a new customer that installed a lawn sprinkler, but we do not have a rate schedule for this. I am from the Northern Division of KY AM and we have never had anyone to install a sprinkler system. Can you help me? Let me know if you need any information from me.

Thank you,  
Angie

Angela True,  
Operations Clerk  
Kentucky American Water-Northern Division  
102 North Main St  
Owenton KY 40359  
Email: atrue@kawc.com  
Ph: 502-484-5118  
Fax: 502-484-1265

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:17 PM -----

From: Rachel Cole/KAWC/AWWSC  
 To: Stacy Owens/KAWC/AWWSC@AWW, David A Ward/AZAWC/AWWSC@AWW  
 Cc: Bryan Siler  
 Date: 05/13/2008 11:23 AM  
 Subject: multiple meter

Stacy,

Why would these accounts not have the same amount of meters for each utility code?

| Count of Sequence Number |                |              | Utility Code |             |
|--------------------------|----------------|--------------|--------------|-------------|
| Area Code                | Account Number | Route Number | 2 W          | Grand Total |
|                          |                | 60600        | 1            | 1           |
|                          |                | 50500        | 14           | 17          |
|                          |                | 50500        | 2            | 2           |
|                          |                | 50500        | 2            | 2           |
|                          |                | 80808        | 1            | 1           |
|                          |                | 50500        | 2            | 2           |

\*\*\*\*\*

Rachel S. Cole  
 Southeast Region  
 Email: rcole@kawc.com  
 Ph: 859-268-6307  
 Fax: 859-335-3307

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:17 PM -----

From: Rachel Cole/KAWC/AWWSC  
 To: Sean P Ireland/ADMIN/CORP/AWWSC@AWW  
 Cc: Bryan Siler, Rick Witherite/KAWC/AWWSC@AWW, Sheila Miller/WVAWC/AWWSC@AWW, Robert Shiltz/IS/CORP/AWWSC@AWW  
 Date: 05/13/2008 11:34 AM  
 Subject: accounts to hold

Sean,

Please request that these accounts be held in an exception batch and send the other bills on.



KY - Master Accounts with Battery Meters - Area Code 1215 - With Route Number.xls  
 \*\*\*\*\*

Rachel S. Cole  
 Southeast Region  
 Email: rcole@kawc.com  
 Ph: 859-268-6307  
 Fax: 859-335-3307

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:17 PM -----

From: Bryan Siler/KAWC/AWWSC  
To: William A Tierno/IS/CORP/AWWSC@AWW  
Cc: Rachel Cole/KAWC/AWWSC@AWW, Keith L Cartier/KAWC/AWWSC@AWW  
Date: 05/13/2008 11:39 AM  
Subject: Online Account Manager - Please Help

---

William,

We have a situation in Kentucky regarding the OAM access. Apparently it has been down for a week. Our client is very upset.

Also, we are experiencing other sewer billing issues and these are compounding into a serious issue.

Can you give me a call just so I can get some OAM details to pass along? It would be very helpful on our end.

Thank you in advance.

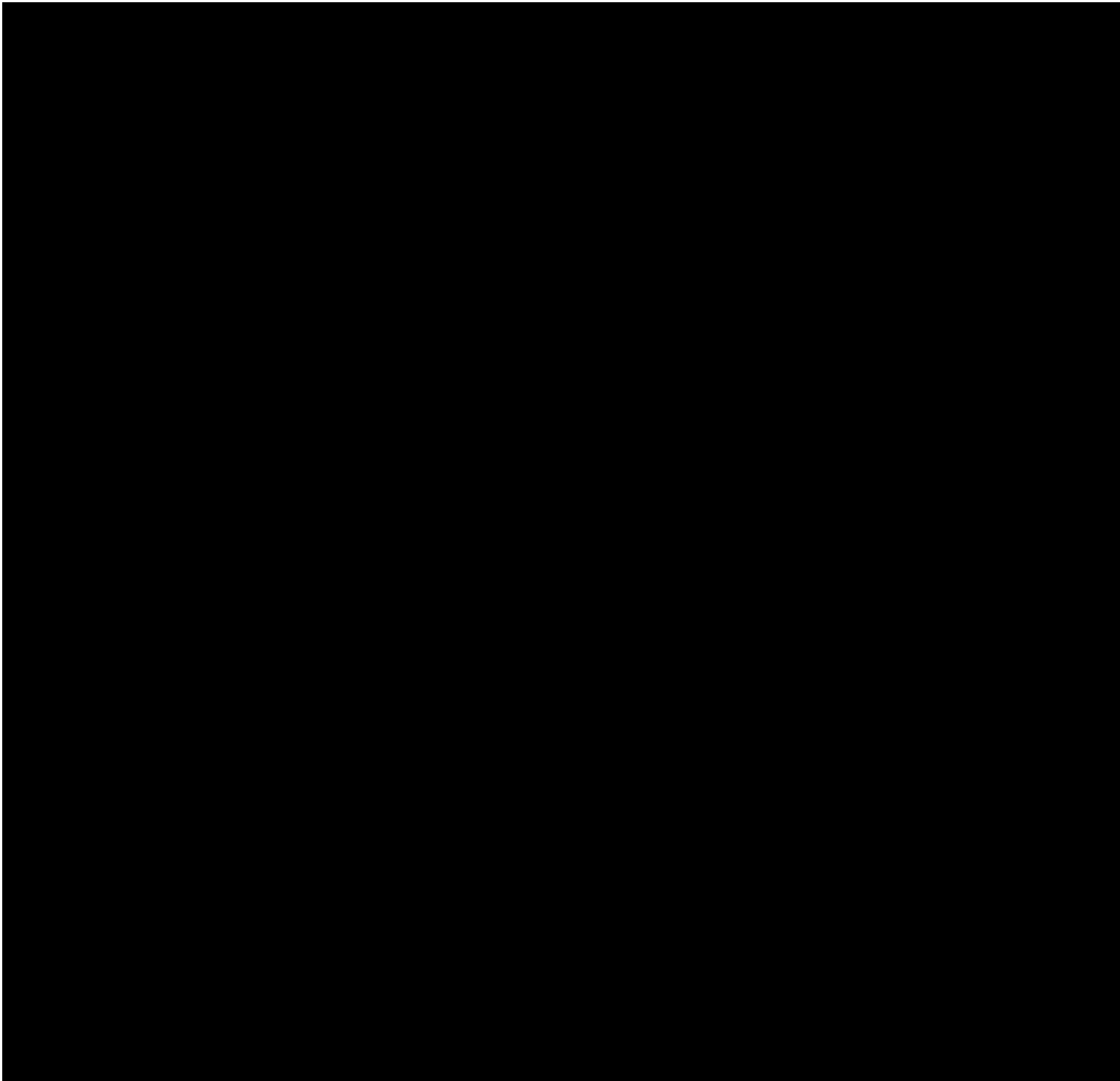
\*\*\*\*\*

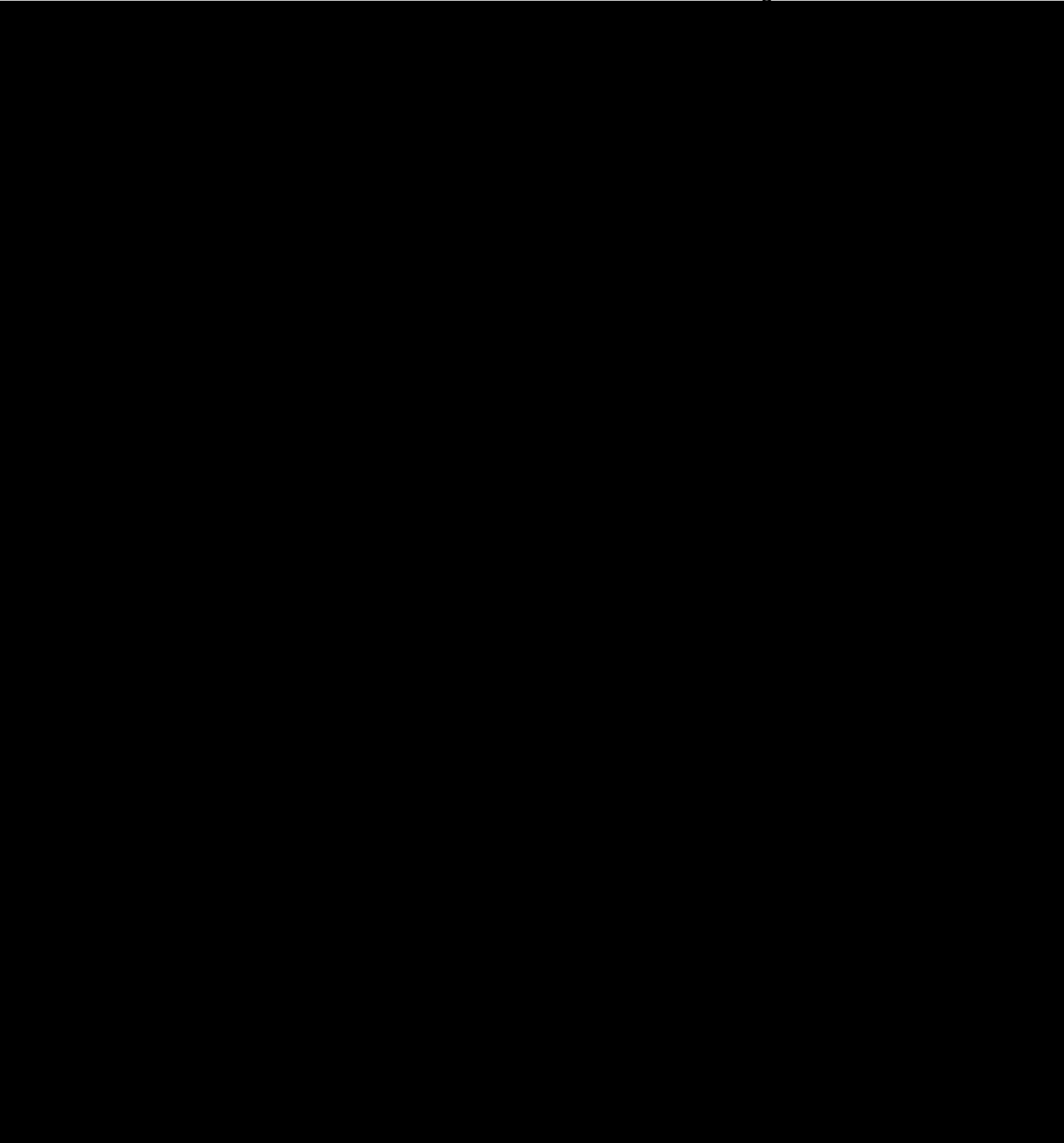
Bryan Siler  
Southeast Region  
bryan.siler@amwater.com  
Phone: (859) 268-6350  
Fax: (859) 335-3350

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:17 PM -----

From: Donna Taylor/KAWC/AWWSC  
To: Bryan Siler  
Date: 05/13/2008 12:15 PM  
Subject: Add These to the List

---





Donna B. Taylor  
Sr. Business Reporting Analyst  
American Water  
ITS - Business Solutions  
2300 Richmond Rd.



Lexington, KY 40502

Voice: 859.268.6306

Fax: 859.335.3306

email:donna.taylor@amwater.com

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:17 PM -----

From: Bryan Siler/KAWC/AWWSC  
 To: Keith L Cartier/KAWC/AWWSC@AWW  
 Cc: Rachel Cole/KAWC/AWWSC@AWW, Rick Witherite/KAWC/AWWSC@AWW, Stacy Owens/KAWC/AWWSC@AWW  
 Date: 05/13/2008 12:19 PM  
 Subject: LFUCG - Just spoke to Candice (Billing and Online Account Manager issues)

---

I just spoke to Candice about following up with the OAM access.

LFUCG does not have access to the online account manager - it has been down for about a week. The call center is referring sewer related calls to the LFUCG and they do not have the information to answer the calls. This is very frustrating to them. Furthermore, the accounts that are being held should bill tomorrow and there will be approximately 32,000 bills with sewer increases and the potential exist for a flood of calls. Candice is concerned about this "flood".

I spoke to William (Bill) Tierno. He said they have all of the issues with OAM fixed except one last technical glitch with access. They are working on that now. I asked that, if the OAM is not available by mid-afternoon today, we get the data files sent to us so we could send them to the LFUCG today. Some files have been sent to people already - I guess we didn't know this was an option for LFUCG. When we get them, we may have to add something for Candice to be able to look up the information by premise.

I have also asked Stacy if it is possible to temporarily stop referring the sewer related calls to the LFUCG until the OAM data is available to them. I don't know if this is something we can or would want to do but Candice asked about it.

More to come...

\*\*\*\*\*

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

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:17 PM -----

From: Rachel Cole/KAWC/AWWSC  
 To: Donna Taylor/KAWC/AWWSC@AWW  
 Cc: Bryan Siler/KAWC/AWWSC@AWW, Rick Witherite/KAWC/AWWSC@AWW  
 Date: 05/13/2008 01:35 PM  
 Subject: Re: Fw: Add These to the List

---

Donna,

How were these accounts found? I thought we were already running a query on water accounts with no sewer?

\*\*\*\*\*

Rachel S. Cole  
 Southeast Region

Email: rcole@kawc.com  
Ph: 859-268-6307  
Fax: 859-335-3307

Bryan Siler/KAWC/AWWSC



**Bryan Siler/KAWC/AWWSC**

05/13/2008 12:21 PM

To Rachel Cole/KAWC/AWWSC@AWW, Rick  
Witherite/KAWC/AWWSC@AWW  
cc

Subject Fw: Add These to the List

Water with no sewer???

\*\*\*\*\*

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

----- Forwarded by Bryan Siler/KAWC/AWWSC on 05/13/2008 12:23 PM -----

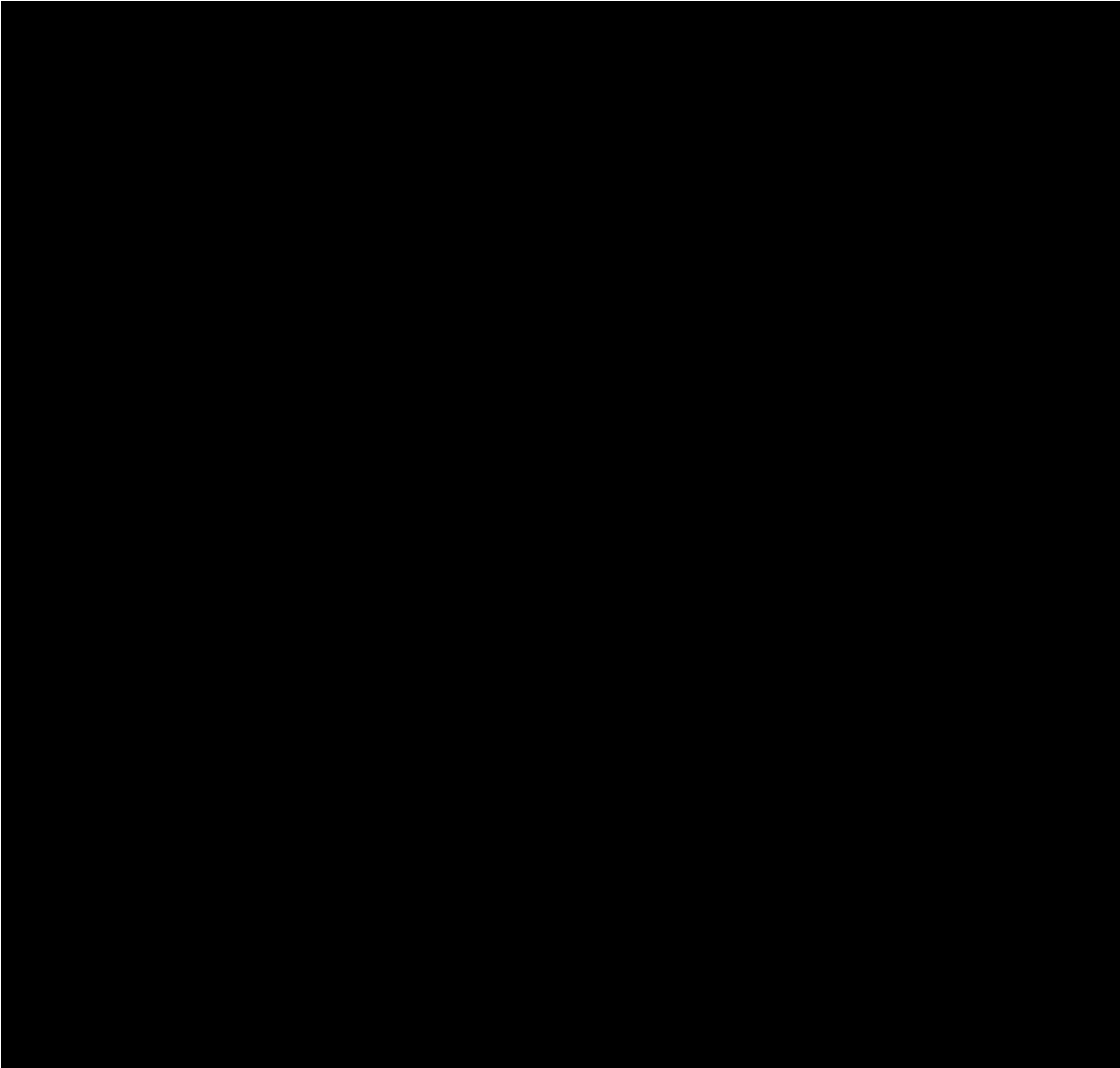


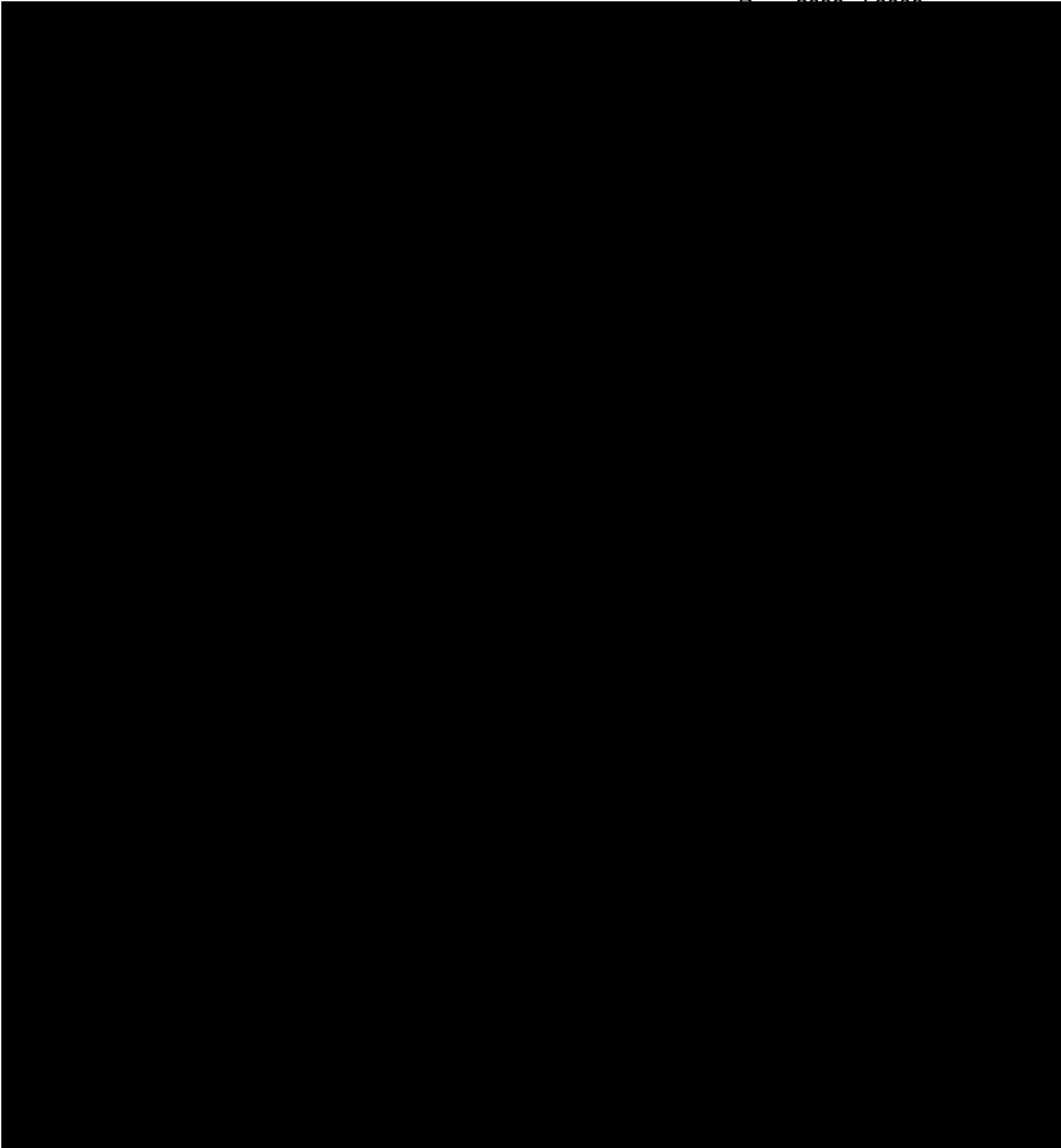
**Donna Taylor/KAWC/AWWSC**

05/13/2008 12:15 PM

To Bryan Siler  
cc

Subject Add These to the List





Donna B. Taylor  
Sr. Business Reporting Analyst  
American Water  
ITS - Business Solutions  
2300 Richmond Rd.

Lexington, KY 40502  
Voice: 859.268.6306  
Fax: 859.335.3306  
email:donna.taylor@amwater.com

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:17 PM -----

From: "Candice Deininger" <cdeining@lfucg.com>  
To: <Bryan.Siler@amwater.com>  
Cc: "William O'Mara" <billo@lfucg.com>  
Date: 05/13/2008 01:39 PM  
Subject: OAM

---

Hi, Bryan . . . is OAM up company wide? Just wondering because I was able to log on KAWC and access records. Or are these the records you indicated you were trying to get for us? Either way, it's great – thank you!!

Candice Deininger  
LFUCG Division of Revenue  
200 E. Main St., Lexington, KY 40507  
Telephone: 859-258-3364  
Fax: 859-258-3352  
cdeining@lfucg.com

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:17 PM -----

From: Keith L Cartier/KAWC/AWWSC  
To: Bryan Siler/KAWC/AWWSC@AWW  
Cc: Rachel Cole/KAWC/AWWSC@AWW, Rick Witherite/KAWC/AWWSC@AWW, Stacy Owens/KAWC/AWWSC@AWW, Jarold Jackson/KAWC/AWWSC@AWW  
Date: 05/13/2008 01:44 PM  
Subject: Re: LFUCG - Just spoke to Candice (Billing and Online Account Manager issues)

---

Rick,  
You need to be on top of the coordination with the customer service center and IT on this. What is the precise message the call center reps should be giving, and what is our commitment back to LFUCG on repair of that access? I'd like an update from you on this and if you're not getting satisfaction from the call center, let me know and I'll talk with Glen.

On the billing issues, I'd like you to set up something for rates to tell us why the number of items we're seeing in production were not vetted in testing. It is unacceptable to hold bills for five days and continue to uncover issues after the fact - that is what the testing is for. Please coordinate with the rate people, and then with Peggy to set up an hour so the rates folks can review what went wrong here and what steps need to be in place to prevent this type of re-occurrence.

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

 Bryan Siler/KAWC/AWWSC



05/13/2008 12:19 PM

To: Keith L Cartier/KAWC/AWWSC@AWW

cc: Rachel Cole/KAWC/AWWSC@AWW, Rick  
Witherite/KAWC/AWWSC@AWW, Stacy  
Owens/KAWC/AWWSC@AWWSubject: LFUCG - Just spoke to Candice (Billing and Online Account  
Manager issues)

I just spoke to Candice about following up with the OAM access.

LFUCG does not have access to the online account manager - it has been down for about a week. The call center is referring sewer related calls to the LFUCG and they do not have the information to answer the calls. This is very frustrating to them. Furthermore, the accounts that are being held should bill tomorrow and there will be approximately 32,000 bills with sewer increases and the potential exist for a flood of calls. Candice is concerned about this "flood".

I spoke to William (Bill) Tierno. He said they have all of the issues with OAM fixed except one last technical glitch with access. They are working on that now. I asked that, if the OAM is not available by mid-afternoon today, we get the data files sent to us so we could send them to the LFUCG today. Some files have been sent to people already - I guess we didn't know this was an option for LFUCG. When we get them, we may have to add something for Candice to be able to look up the information by premise.

I have also asked Stacy if it is possible to temporarily stop referring the sewer related calls to the LFUCG until the OAM data is available to them. I don't know if this is something we can or would want to do but Candice asked about it.

More to come...

\*\*\*\*\*

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

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:17 PM -----

From: Sheila Miller/WVAWC/AWWSC  
To: George Conroy/SHARVCS/AWWSC@AWW  
Cc: Sean P Ireland/ADMIN/CORP/AWWSC@AWW, Rachel Cole/KAWC/AWWSC@AWW, Bryan  
Siler/KAWC/AWWSC@AWW, Rick Witherite/KAWC/AWWSC@AWW  
Date: 05/13/2008 01:45 PM  
Subject: LFUCG rates - multiple meters

Attached is a template and rate request form for the rate schedule and fixed charge set up for residential and commercial accounts with multiple meters in regard to the LFUCG sewer billing. According to Kim Nye, we can utilize the fixed charge and it will not apply the base charge to each meter. Please set this up and test to see if this will work properly with multiple meters. We found some [REDACTED] accounts with 47 meters and do not want to bill the base charge 47 times. The c [REDACTED] orange. On the fixed charge tab, I did not know what rate group to assign this to.



LFUCG 050108 rate change template revised 6 w sewer multi meters.xls Rate change request form LFUCG mult meters.pdf

Once this is set up and tested, Kentucky will have to manually attach the new rate schedule and fixed charge code to the applicable customer premises.

Sheila Miller  
Manager Rates & Regulation  
American Water Works Service Company  
Southeast Region  
PO Box 1906  
Charleston, WV 25327-1906  
phone: (304)353-6317  
fax: (304)353-6332  
Sheila.Miller@amwater.com

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:17 PM -----

From: Bryan Siler/KAWC/AWWSC  
To: Sheila Miller/WVAWC/AWWSC@AWW  
Cc: George Conroy/SHARVCS/AWWSC@AWW, Rachel Cole/KAWC/AWWSC@AWW, Rick Witherite/KAWC/AWWSC@AWW, Sean P Ireland/ADMIN/CORP/AWWSC@AWW  
Date: 05/13/2008 01:55 PM  
Subject: Re: LFUCG rates - multiple meters

Will this be for all customers that pay sewer or just residential and commercial? I understand Schedule A is residential and Schedule B is commercial and other.

Will these have to be manually applied to each account? Each new account? Changed if the # of meters changes?

\*\*\*\*\*

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

Sheila Miller/WVAWC/AWWSC



Sheila Miller/WVAWC/AWWSC  
05/13/2008 01:45 PM

To: George Conroy/SHARVCS/AWWSC@AWW  
cc: Sean P Ireland/ADMIN/CORP/AWWSC@AWW, Rachel Cole/KAWC/AWWSC@AWW, Bryan Siler/KAWC/AWWSC@AWW, Rick Witherite/KAWC/AWWSC@AWW  
Subject: LFUCG rates - multiple meters

Attached is a template and rate request form for the rate schedule and fixed charge set up for residential

and commercial accounts with multiple meters in regard to the LFUCG sewer billing. According to Kim Nye, we can utilize the fixed charge and it will not apply the base charge to each up and test to see if this will work properly with multiple meters. We found some accounts with 47 meters and do not want to bill the base charge 47 times. The orange. On the fixed charge tab, I did not know what rate group to assign this to.

[attachment "LFUCG 050108 rate change template revised 6 w sewer multi meters.xls" deleted by Bryan Siler/KAWC/AWWSC] [attachment "Rate change request form LFUCG mult meters.pdf" deleted by Bryan Siler/KAWC/AWWSC]

Once this is set up and tested, Kentucky will have to manually attach the new rate schedule and fixed charge code to the applicable customer premises.

Sheila Miller  
 Manager Rates & Regulation  
 American Water Works Service Company  
 Southeast Region  
 PO Box 1906  
 Charleston, WV 25327-1906  
 phone: (304)353-6317  
 fax: (304)353-6332  
 Sheila.Miller@amwater.com

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:17 PM -----

From: Sheila Miller/WVAWC/AWWSC  
 To: Bryan Siler/KAWC/AWWSC@AWW  
 Date: 05/13/2008 02:00 PM  
 Subject: Re: LFUCG rates - multiple meters

Schedule A is for residential and Schedule B is for all other. These will have to manually be attached to the accounts unless Donna can run an sql to do that for you and I am not sure if she can add the fixed charge with an sql or not. If new premises are added with multiple accounts, they will have to have these rate schedules attached at the set up. If the number of meters change from multiple to one, I am not sure how it would bill but I think we could test it and see. Anyway this is how Kim Nye suggested we set it up.

Sheila Miller  
 Manager Rates & Regulation  
 American Water Works Service Company  
 Southeast Region  
 PO Box 1906  
 Charleston, WV 25327-1906  
 phone: (304)353-6317  
 fax: (304)353-6332  
 Sheila.Miller@amwater.com  
 Bryan Siler/KAWC/AWWSC



**Bryan Siler/KAWC/AWWSC**

05/13/2008 01:55 PM

To: Sheila Miller/WVAWC/AWWSC@AWW  
 cc: George Conroy/SHARVCS/AWWSC@AWW, Rachel Cole/KAWC/AWWSC@AWW, Rick Witherite/KAWC/AWWSC@AWW, Sean P Ireland/ADMIN/CORP/AWWSC@AWW  
 Subject: Re: LFUCG rates - multiple meters 📎





Will this be for all customers that pay sewer or just residential and commercial? I understand Schedule A is residential and Schedule B is commercial and other.

Will these have to be manually applied to each account? Each new account? Changed if the # of meters changes?

\*\*\*\*\*

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

Sheila Miller/WVAWC/AWWSC



**Sheila  
 Miller/WVAWC/AWWSC**

05/13/2008 01:45 PM

To George Conroy/SHARVCS/AWWSC@AWW  
 cc Sean P Ireland/ADMIN/CORP/AWWSC@AWW, Rachel  
 Cole/KAWC/AWWSC@AWW, Bryan  
 Siler/KAWC/AWWSC@AWW, Rick  
 Witherite/KAWC/AWWSC@AWW  
 Subject LFUCG rates - multiple meters

Attached is a template and rate request form for the rate schedule and fixed charge set up for residential and commercial accounts with multiple meters in regard to the LFUCG sewer billing. According to Kim Nye, we can utilize the fixed charge and it will not apply the base charge to each meter. Please set this up and test to see if this will work properly with multiple meters. We found some [REDACTED] accounts with 47 meters and do not want to bill the base charge 47 times. The [REDACTED] orange. On the fixed charge tab, I did not know what rate group to assign this to.

[attachment "LFUCG 050108 rate change template revised 6 w sewer multi meters.xls" deleted by Bryan Siler/KAWC/AWWSC] [attachment "Rate change request form LFUCG mult meters.pdf" deleted by Bryan Siler/KAWC/AWWSC]

Once this is set up and tested, Kentucky will have to manually attach the new rate schedule and fixed charge code to the applicable customer premises.

Sheila Miller  
 Manager Rates & Regulation  
 American Water Works Service Company  
 Southeast Region  
 PO Box 1906  
 Charleston, WV 25327-1906  
 phone: (304)353-6317  
 fax: (304)353-6332

Sheila.Miller@amwater.com

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:17 PM -----

From: Donna Taylor/KAWC/AWWSC  
To: Rachel Cole/KAWC/AWWSC@AWW  
Cc: Bryan Siler/KAWC/AWWSC@AWW, Rick Witherite/KAWC/AWWSC@AWW  
Date: 05/13/2008 02:36 PM  
Subject: Re: Fw: Add These to the List

These are not accounts billing water and no sewer. They are accounts that have multiple meters with a WX (Water-Regular Service 100CF) service type when it should be one of the master service types such as WR (Water-Master Service 100CF). The original query only looked for master service types and these two accounts were missed because they are coded incorrectly. However, these two accounts appear to be billing correctly but someone should check them out to make sure.

I found them from Bryan's request to look at all accounts with a sequence #2. This produced a list which included these two accounts.

Donna

Donna B. Taylor  
Sr. Business Reporting Analyst  
American Water  
ITS - Business Solutions  
2300 Richmond Rd.  
Lexington, KY 40502  
Voice: 859.268.6306  
Fax: 859.335.3306  
email:donna.taylor@amwater.com  
Rachel Cole/KAWC/AWWSC



**Rachel Cole/KAWC/AWWSC**

05/13/2008 01:35 PM

To: Donna Taylor/KAWC/AWWSC@AWW  
cc: Bryan Siler/KAWC/AWWSC@AWW, Rick Witherite/KAWC/AWWSC@AWW  
Subject: Re: Fw: Add These to the List 📎

Donna,

How were these accounts found? I thought we were already running a query on water accounts with no sewer?

\*\*\*\*\*

Rachel S. Cole  
Southeast Region  
Email: rcole@kawc.com  
Ph: 859-268-6307  
Fax: 859-335-3307

Bryan Siler/KAWC/AWWSC



**Bryan Siler/KAWC/AWWSC**

05/13/2008 12:21 PM

To Rachel Cole/KAWC/AWWSC@AWW, Rick  
Witherite/KAWC/AWWSC@AWW

cc

Subject Fw: Add These to the List

Water with no sewer???

\*\*\*\*\*

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

----- Forwarded by Bryan Siler/KAWC/AWWSC on 05/13/2008 12:23 PM -----



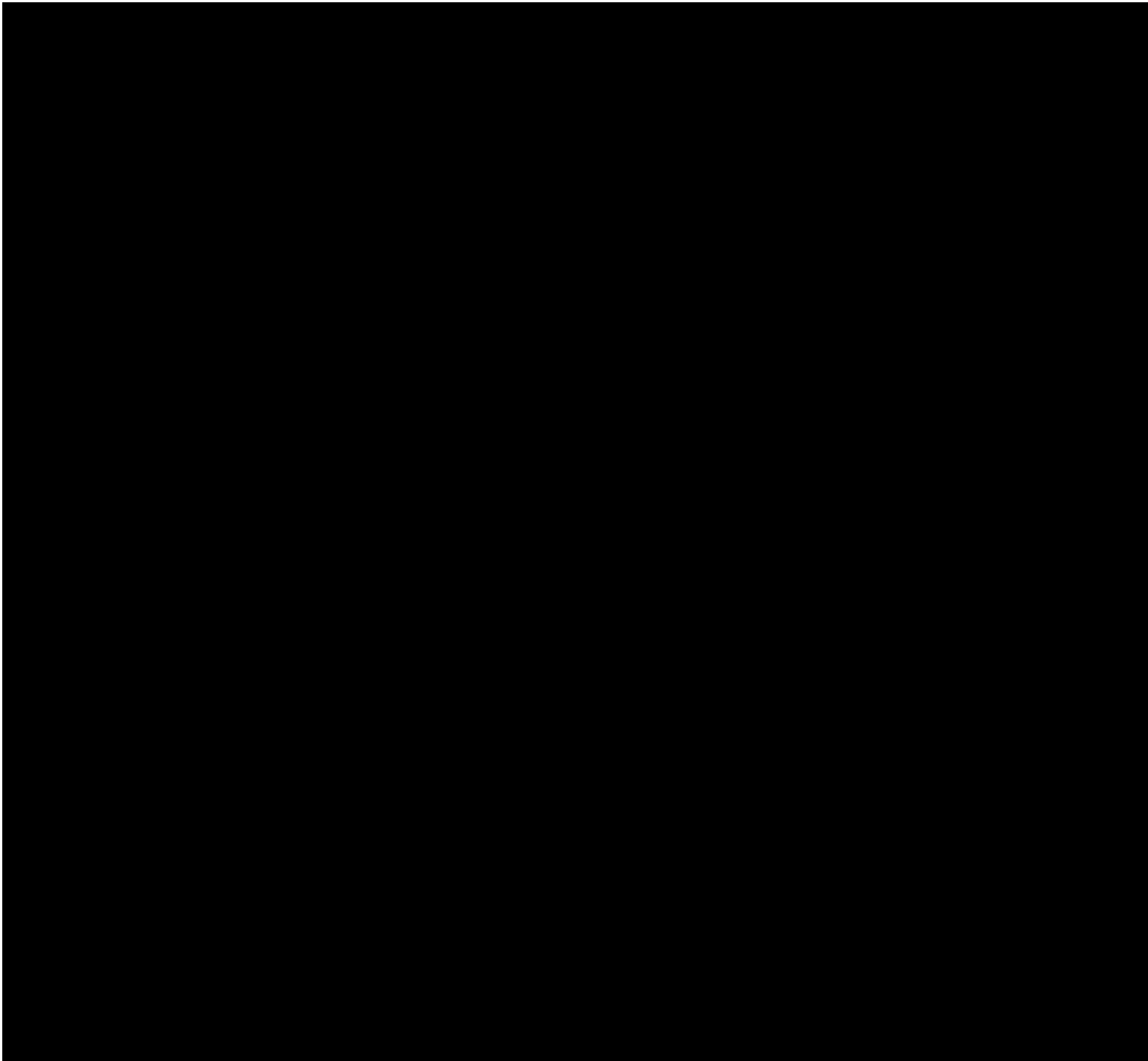
**Donna Taylor/KAWC/AWWSC**

05/13/2008 12:15 PM

To Bryan Siler

cc

Subject Add These to the List



Donna B. Taylor  
Sr. Business Reporting Analyst  
American Water  
ITS - Business Solutions  
2300 Richmond Rd.

Lexington, KY 40502  
 Voice: 859.268.6306  
 Fax: 859.335.3306  
 email:donna.taylor@amwater.com

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:17 PM -----

From: Donna Taylor/KAWC/AWWSC  
 To: Bryan Siler/KAWC/AWWSC@AWW  
 Cc: Rachel Cole/KAWC/AWWSC@AWW, Rick Witherite/KAWC/AWWSC@AWW  
 Date: 05/13/2008 02:38 PM  
 Subject: Re: Fw: LFUCG rates - multiple meters

Unfortunately I do not have the access to run sql's and update records. You might want to submit a ticket to see if you can get someone in Hershey to do that or they will have to be attached manually.

Donna

Donna B. Taylor  
 Sr. Business Reporting Analyst  
 American Water  
 ITS - Business Solutions  
 2300 Richmond Rd.  
 Lexington, KY 40502  
 Voice: 859.268.6306  
 Fax: 859.335.3306  
 email:donna.taylor@amwater.com  
 Bryan Siler/KAWC/AWWSC



**Bryan Siler/KAWC/AWWSC**

05/13/2008 02:01 PM

To Rachel Cole/KAWC/AWWSC@AWW, Rick  
 Witherite/KAWC/AWWSC@AWW, Donna  
 Taylor/KAWC/AWWSC@AWW

cc

Subject Fw: LFUCG rates - multiple meters

FYI

----- Forwarded by Bryan Siler/KAWC/AWWSC on 05/13/2008 02:02 PM -----



**Sheila  
 Miller/WVAWC/AWWSC**

05/13/2008 02:00 PM

To Bryan Siler/KAWC/AWWSC@AWW

cc

Subject Re: LFUCG rates - multiple meters 📎

Schedule A is for residential and Schedule B is for all other. These will have to manually be attached to the accounts unless Donna can run an sql to do that for you and I am not sure if she can add the fixed charge with an sql or not. If new premises are added with multiple accounts, they will have to have these rate schedules attached at the set up. If the number of meters change from multiple to one, I am not sure

how it would bill but I think we could test it and see. Anyway this is how Kim Nye suggested we set it up.

Sheila Miller  
Manager Rates & Regulation  
American Water Works Service Company  
Southeast Region  
PO Box 1906  
Charleston, WV 25327-1906  
phone: (304)353-6317  
fax: (304)353-6332  
Sheila.Miller@amwater.com  
Bryan Siler/KAWC/AWWSC



**Bryan Siler/KAWC/AWWSC**

05/13/2008 01:55 PM

To Sheila Miller/WVAWC/AWWSC@AWW

cc George Conroy/SHARVCS/AWWSC@AWW, Rachel Cole/KAWC/AWWSC@AWW, Rick Witherite/KAWC/AWWSC@AWW, Sean P Ireland/ADMIN/CORP/AWWSC@AWW

Subject Re: LFUCG rates - multiple meters 📎

Will this be for all customers that pay sewer or just residential and commercial? I understand Schedule A is residential and Schedule B is commercial and other.

Will these have to be manually applied to each account? Each new account? Changed if the # of meters changes?

\*\*\*\*\*

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

Sheila Miller/WVAWC/AWWSC



**Sheila Miller/WVAWC/AWWSC**

05/13/2008 01:45 PM

To George Conroy/SHARVCS/AWWSC@AWW

cc Sean P Ireland/ADMIN/CORP/AWWSC@AWW, Rachel Cole/KAWC/AWWSC@AWW, Bryan Siler/KAWC/AWWSC@AWW, Rick Witherite/KAWC/AWWSC@AWW

Subject LFUCG rates - multiple meters

Attached is a template and rate request form for the rate schedule and fixed charge set up for residential and commercial accounts with multiple meters in regard to the LFUCG sewer billing. According to Kim

Nye, we can utilize the fixed charge and it will not apply the base charge to each meter. Please set this up and test to see if this will work properly with multiple meters. We found some [REDACTED] accounts with 47 meters and do not want to bill the base charge 47 times. The changes are in pale orange. On the fixed charge tab, I did not know what rate group to assign this to.

[attachment "LFUCG 050108 rate change template revised 6 w sewer multi meters.xls" deleted by Bryan Siler/KAWC/AWWSC] [attachment "Rate change request form LFUCG mult meters.pdf" deleted by Bryan Siler/KAWC/AWWSC]

Once this is set up and tested, Kentucky will have to manually attach the new rate schedule and fixed charge code to the applicable customer premises.

Sheila Miller  
 Manager Rates & Regulation  
 American Water Works Service Company  
 Southeast Region  
 PO Box 1906  
 Charleston, WV 25327-1906  
 phone: (304)353-6317  
 fax: (304)353-6332  
 Sheila.Miller@amwater.com

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:17 PM -----

From: Stacy Owens/KAWC/AWWSC  
 To: Bryan Siler/KAWC/AWWSC@AWW  
 Cc: Keith L Cartier/KAWC/AWWSC@AWW, Rachel Cole/KAWC/AWWSC@AWW, Rick Witherite/KAWC/AWWSC@AWW  
 Date: 05/13/2008 03:26 PM  
 Subject: Re: LFUCG - Just spoke to Candice (Billing and Online Account Manager issues)

I have reached out to the Call Center regarding call volume. Any bills are sent tomorrow most likely they will not be received by customers for a couple of days. I would hope that these issues are resolved by then. If not I will work with the CSC to determine what we can reasonably do should call volume become unmanageable for them.

Has communication provided anything to the Call Center regarding the increase? I can follow up on that as well unless someone knows. I have been totally out of the loop on this. Let me know if you need anything from me.

\*\*\*\*\*

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.

Bryan Siler/KAWC/AWWSC





**Bryan Siler/KAWC/AWWSC**

05/13/2008 12:19 PM

To: Keith L Cartier/KAWC/AWWSC@AWW

cc: Rachel Cole/KAWC/AWWSC@AWW, Rick  
Witherite/KAWC/AWWSC@AWW, Stacy  
Owens/KAWC/AWWSC@AWW

Subject: LFUCG - Just spoke to Candice (Billing and Online Account  
Manager issues)

I just spoke to Candice about following up with the OAM access.

LFUCG does not have access to the online account manager - it has been down for about a week. The call center is referring sewer related calls to the LFUCG and they do not have the information to answer the calls. This is very frustrating to them. Furthermore, the accounts that are being held should bill tomorrow and there will be approximately 32,000 bills with sewer increases and the potential exist for a flood of calls. Candice is concerned about this "flood".

I spoke to William (Bill) Tierno. He said they have all of the issues with OAM fixed except one last technical glitch with access. They are working on that now. I asked that, if the OAM is not available by mid-afternoon today, we get the data files sent to us so we could send them to the LFUCG today. Some files have been sent to people already - I guess we didn't know this was an option for LFUCG. When we get them, we may have to add something for Candice to be able to look up the information by premise.

I have also asked Stacy if it is possible to temporarily stop referring the sewer related calls to the LFUCG until the OAM data is available to them. I don't know if this is something we can or would want to do but Candice asked about it.

More to come...

\*\*\*\*\*

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

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:17 PM -----

From: Mary E Moniodes/CALLCTR/CORP/AWWSC  
To: stacy.owens@amwater.com, Bryan Siler/KAWC/AWWSC@AWW  
Date: 05/13/2008 03:46 PM  
Subject: Fw: UPDATE: Online Account Manager (OAM) is currently available for all states

Mary Moniodes  
Business Services Regional Liaison  
Office: 724-654-4188  
Cell: 618-791-3134  
Fax: 724-654-3094  
mary.moniodes@amwater.com

----- Forwarded by Mary E Moniodes/CALLCTR/CORP/AWWSC on 05/13/2008 02:46 PM -----

**AW ITS Announcements**





Sent by: Edith M Spiering

05/13/2008 01:34 PM

To CSC - Call Handling, CSC - Operations and Performance, CSC - Time Critical Supervisors, ITS - Business Solutions, Michael W Shanko/IS/CORP/AWWSC@AWW, CSC - Pensacola, specialaccts@amwater.com

cc AWW - Security Department, AW - SD Dept, ITS - Change Management Group/AWWSC@AWW, David S Derr/PAWC/AWWSC@AWW, Tom Herrmann/CALLCTR/CORP/AWWSC@AWW, Karen H Cooper/CALLCTR/CORP/AWWSC@AWW, NER - FRCC@AWW, SER - FRCC, CR - FRCC, CSC - Time Critical, CSC - Team Supervisors - Call Handling, Emily A Ashworth/SERVCO/AWWSC@AWW

Subject UPDATE: Online Account Manager (OAM) is currently available for all states

Online Account Manager is now live and fully functional. You may reach out to customers to let them know the system is available.

The site functions as before with one exception. When customers choose a download option we have proactively added a second log-in screen as an additional security measure. a print of that screen is available below. Customers will use the same user name and password. They will have the same access as before to their own data.

We appreciate your patience.



Missouri American Water  
535 N. New Ballas Road  
St. Louis, MO 63141  
866-430-0820

Founded in  
the largest  
States water

http://businesspartners.amwater.com/AWW/MOPR/Usage Data/UdRcvrs/STCRL/Usage Data Files/20080501/UsuDtaRpt.zip



David S Derr - Calend...



\\pas009\AWWPR\w...



Customer Service - Mi...



Put Your

# AW Service Desk

## The following is a communication from the American Water Service Desk.

Access to OAM websites has been proactively placed on hold for users in all states. You will be notified when the sites are available.

Please notify any Business Liaisons not listed in this communication.

**PLEASE do not reply to this email.**

If you have any problems or questions, please contact the Service Desk at 866-777-8426 option #1

Thank you,

American Water Service Desk  
866.777.8426 option #1  
<http://sdonline/>  
<http://intranet.amwater.net/news/notifications/index.html>

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:17 PM -----

From: Mary E Moniodes/CALLCTR/CORP/AWWSC  
To: Stacy Owens/KAWC/AWWSC@AWW  
Cc: Bryan Siler/KAWC/AWWSC@AWW  
Date: 05/13/2008 03:51 PM  
Subject: Re: Fw: LFUCG - Just spoke to Candice (Billing and Online Account Manager issues)

Hi Stacy,

OAM is up and running now so LFUCG should not be having any more issues accessing customer accounts.

We have sent a reminder to the CSRs with regard to when they should refer a customer to contact LFUCG so hopefully the unnecessary calls to LFUCG should cease.

Please let me know if LFUCG is still experiencing issues.

Thank you.

Mary Moniodes  
 Business Services Regional Liaison  
 Office: 724-654-4188  
 Cell: 618-791-3134  
 Fax: 724-654-3094  
 mary.moniodes@amwater.com

Stacy Owens/KAWC/AWWSC

**Stacy Owens/KAWC/AWWSC**

05/13/2008 02:16 PM

To CSC - Business Services Coordinators/AWWSC@AWW  
 cc Mary E Moniodes/CALLCTR/CORP/AWWSC@AWW  
 Subject Fw: LFUCG - Just spoke to Candice (Billing and Online Account Manager issues)

Please advise.

\*\*\*\*\*

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.

----- Forwarded by Stacy Owens/KAWC/AWWSC on 05/13/2008 03:16 PM -----



**Bryan Siler/KAWC/AWWSC**

05/13/2008 12:19 PM

To Keith L Cartier/KAWC/AWWSC@AWW  
 cc Rachel Cole/KAWC/AWWSC@AWW, Rick Witherite/KAWC/AWWSC@AWW, Stacy Owens/KAWC/AWWSC@AWW  
 Subject LFUCG - Just spoke to Candice (Billing and Online Account Manager issues)

I just spoke to Candice about following up with the OAM access.

LFUCG does not have access to the online account manager - it has been down for about a week. The call center is referring sewer related calls to the LFUCG and they do not have the information to answer the calls. This is very frustrating to them. Furthermore, the accounts that are being held should bill tomorrow and there will be approximately 32,000 bills with sewer increases and the potential exist for a flood of calls. Candice is concerned about this "flood".

I spoke to William (Bill) Tierno. He said they have all of the issues with OAM fixed except one last technical glitch with access. They are working on that now. I asked that, if the OAM is not available by mid-afternoon today, we get the data files sent to us so we could send them to the LFUCG today. Some

files have been sent to people already - I guess we didn't know this was an option for LFUCG. When we get them, we may have to add something for Candice to be able to look up the information by premise.

I have also asked Stacy if it is possible to temporarily stop referring the sewer related calls to the LFUCG until the OAM data is available to them. I don't know if this is something we can or would want to do but Candice asked about it.

More to come...

\*\*\*\*\*

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

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:17 PM -----

From: Cheryl DiSanti/PAWC/AWWSC  
To: Bryan Siler/KAWC/AWWSC@AWW  
Date: 05/13/2008 04:01 PM  
Subject: Out of Office

Cheryl DiSanti/HERSHY/PAWC/AWWSC is out of the office.

---

I will be out of the office starting 05/12/2008 and will not return until 05/14/2008.

You can try my cell if you need me. 412-559-2497

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:17 PM -----

From: "Candice Deininger" <cdeining@lfucg.com>  
To: <Bryan.Siler@amwater.com>  
Date: 05/13/2008 04:27 PM  
Subject: FW: OAM offline temporarily

---

Hi, Bryan, and thank you for your emails and message.

Rick sent this email last week. I, along with other business partners, received subsequent emails beginning yesterday from Cheryl DiSanti advising us of the status (I can forward those emails if you'd like along with one from Stacy Owens requesting that Barbara Bowman at Georgetown be included as well). Numerous attempts at logging in starting last week and continuing yesterday produced responses of 'page had expired' or a message that American Water had taken down Online Account Manager to perform maintenance.

Kindly let me know if you need anything further. Again, thanks very much for your assistance - have a good evening!

Candice

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

From: Rick.Witherite@amwater.com [mailto:Rick.Witherite@amwater.com]  
Sent: Wednesday, May 07, 2008 8:22 AM

To: Candice Deininger  
 Cc: Rebecca Burke; Lynne Cross  
 Subject: OAM offline temporarily

Hello,

I just received an email that said OAM is currently unavailable for all states. As soon as it's back up I will notify you. Sorry for the inconvenience.

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

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:17 PM -----

From: Stacy Owens/KAWC/AWWSC  
 To: Mary E Moniodes/CALLCTR/CORP/AWWSC@AWW  
 Cc: Bryan Siler/KAWC/AWWSC@AWW  
 Date: 05/13/2008 04:31 PM  
 Subject: Re: Fw: LFUCG - Just spoke to Candice (Billing and Online Account Manager issues)

Thanks!

\*\*\*\*\*

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.

Mary E Moniodes/CALLCTR/CORP/AWWSC



**Mary E  
 Moniodes/CALLCTR/CORP/A  
 WWSC**

05/13/2008 03:51 PM

To Stacy Owens/KAWC/AWWSC@AWW  
 cc Bryan Siler/KAWC/AWWSC@AWW  
 Subject Re: Fw: LFUCG - Just spoke to Candice (Billing and Online Account Manager issues) 

Hi Stacy,

OAM is up and running now so LFUCG should not be having any more issues accessing customer accounts.

We have sent a reminder to the CSRs with regard to when they should refer a customer to contact LFUCG so hopefully the unnecessary calls to LFUCG should cease.

Please let me know if LFUCG is still experiencing issues.

Thank you.

Mary Moniodes  
Business Services Regional Liaison  
Office: 724-654-4188  
Cell: 618-791-3134  
Fax: 724-654-3094  
mary.moniodes@amwater.com

Stacy Owens/KAWC/AWWSC

**Stacy Owens/KAWC/AWWSC**

05/13/2008 02:16 PM

To CSC - Business Services Coordinators/AWWSC@AWW  
cc Mary E Moniodes/CALLCTR/CORP/AWWSC@AWW  
Subject Fw: LFUCG - Just spoke to Candice (Billing and Online Account Manager issues)

Please advise.

\*\*\*\*\*

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.

----- Forwarded by Stacy Owens/KAWC/AWWSC on 05/13/2008 03:16 PM -----



**Bryan Siler/KAWC/AWWSC**

05/13/2008 12:19 PM

To Keith L Cartier/KAWC/AWWSC@AWW  
cc Rachel Cole/KAWC/AWWSC@AWW, Rick Witherite/KAWC/AWWSC@AWW, Stacy Owens/KAWC/AWWSC@AWW  
Subject LFUCG - Just spoke to Candice (Billing and Online Account Manager issues)

I just spoke to Candice about following up with the OAM access.

LFUCG does not have access to the online account manager - it has been down for about a week. The call center is referring sewer related calls to the LFUCG and they do not have the information to answer the calls. This is very frustrating to them. Furthermore, the accounts that are being held should bill



tomorrow and there will be approximately 32,000 bills with sewer increases and the potential exist for a flood of calls. Candice is concerned about this "flood".

I spoke to William (Bill) Tierno. He said they have all of the issues with OAM fixed except one last technical glitch with access. They are working on that now. I asked that, if the OAM is not available by mid-afternoon today, we get the data files sent to us so we could send them to the LFUCG today. Some files have been sent to people already - I guess we didn't know this was an option for LFUCG. When we get them, we may have to add something for Candice to be able to look up the information by premise.

I have also asked Stacy if it is possible to temporarily stop referring the sewer related calls to the LFUCG until the OAM data is available to them. I don't know if this is something we can or would want to do but Candice asked about it.

More to come...

\*\*\*\*\*

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

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:17 PM -----

From: Sheila Miller/WVAWC/AWWSC  
To: George Conroy/SHARVCS/AWWSC@AWW  
Cc: Sean P Ireland/ADMIN/CORP/AWWSC@AWW, Rachel Cole/KAWC/AWWSC@AWW, Bryan Siler/KAWC/AWWSC@AWW  
Date: 05/14/2008 11:53 AM  
Subject: Fw: LFUCG exception bills

Can you give us an estimate of how long it may take to enter the new rate schedule and fixed charges that I sent to you yesterday for the LFUCG multiple meter customers?

Sheila Miller  
Manager Rates & Regulation  
American Water Works Service Company  
Southeast 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 05/14/2008 11:52 AM -----



**Rachel Cole/KAWC/AWWSC**

05/14/2008 11:51 AM

To: Sean P Ireland/ADMIN/CORP/AWWSC@AWW  
cc: Bryan Siler/KAWC/AWWSC@AWW, Sheila Miller/WVAWC/AWWSC@AWW  
Subject: Re: LFUCG exception bills 📎

Sean,

How long do you anticipate it will take to implement the new programming and test it?

\*\*\*\*\*

Rachel S. Cole  
Southeast Region  
Email: rcole@kawc.com  
Ph: 859-268-6307  
Fax: 859-335-3307

Bryan Siler/KAWC/AWWSC



**Bryan Siler/KAWC/AWWSC**

05/14/2008 11:48 AM

To Rachel Cole/KAWC/AWWSC@AWW  
cc Sean P Ireland/ADMIN/CORP/AWWSC@AWW  
Subject Re: LFUCG exception bills

Will this need to be done every day?

\*\*\*\*\*

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

Rachel Cole/KAWC/AWWSC



**Rachel Cole/KAWC/AWWSC**

05/14/2008 11:32 AM

To Sean P Ireland/ADMIN/CORP/AWWSC@AWW  
cc Bryan Siler/KAWC/AWWSC@AWW  
Subject Re: LFUCG exception bills

Sean,

I pulled in the next route and there weren't many accounts on it.

[attachment "KY - Master Accounts with Battery Meters - Area Code 1215 - With Route Number.xls" deleted by Bryan Siler/KAWC/AWWSC]

Would you also check the 2 accounts below? Thanks.

Rachel Cole/KAWC/AWWSC

Bryan Siler/KAWC/AWWSC



----- Forwarded by Bryan Siler/KAWC/AWWSC on 05/13/2008 12:23 PM -----



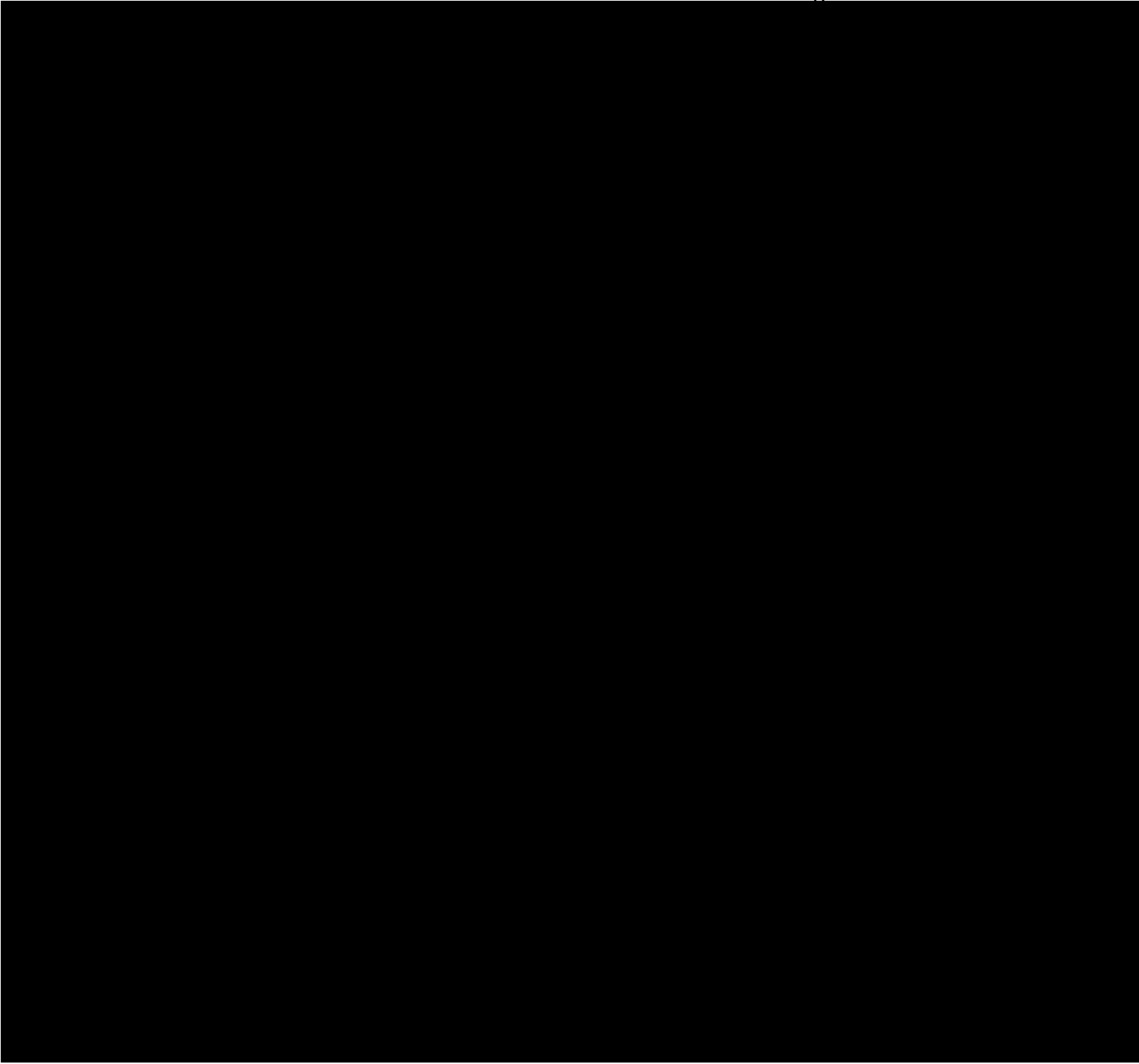
**Donna Taylor/KAWC/AWWSC**

05/13/2008 12:15 PM

To Bryan Siler

cc

Subject Add These to the List



These are not accounts billing water and no sewer. They are accounts that have multiple meters with a WX (Water-Regular Service 100CF) service type when it should be one of the master service types such as WR (Water-Master Service 100CF). The original query only looked for master service types and these two accounts were missed because they are coded incorrectly. However, these two accounts appear to be billing correctly but someone should check them out to make sure.

I found them from Bryan's request to look at all accounts with a sequence #2. This produced a list which included these two accounts.

Donna

Donna B. Taylor  
Sr. Business Reporting Analyst  
American Water  
ITS - Business Solutions  
2300 Richmond Rd.  
Lexington, KY 40502  
Voice: 859.268.6306  
Fax: 859.335.3306  
email: donna.taylor@amwater.com  
Rachel Cole/KAWC/AWWSC

Bryan Siler/KAWC/AWWSC



Sean P Ireland/ADMIN/CORP/AWWSC

Sean P. Ireland

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:17 PM -----

From: George Conroy/SHARVCS/AWWSC  
To: Sheila Miller/WVAWC/AWWSC@AWW  
Cc: Bryan Siler/KAWC/AWWSC@AWW, Rachel Cole/KAWC/AWWSC@AWW, Sean P Ireland/ADMIN/CORP/AWWSC@AWW  
Date: 05/14/2008 01:00 PM  
Subject: Re: Fw: LFUCG exception bills

---

Probably Monday the 19th

-----  
George Conroy  
Int. Financial Analyst - Rates and Regulation  
American Water Shared Services Center  
131 Woodcrest Road  
Cherry Hill, NJ 08003  
(856) 310-5773 (Phone)

(856) 672-2878 (Fax)  
george.conroy@amwater.com  
Sheila Miller/WVAWC/AWWSC



**Sheila Miller/WVAWC/AWWSC**

05/14/2008 11:52 AM

To George Conroy/SHARVCS/AWWSC@AWW  
cc Sean P Ireland/ADMIN/CORP/AWWSC@AWW, Rachel Cole/KAWC/AWWSC@AWW, Bryan Siler/KAWC/AWWSC@AWW  
Subject Fw: LFUCG exception bills

Can you give us an estimate of how long it may take to enter the new rate schedule and fixed charges that I sent to you yesterday for the LFUCG multiple meter customers?

Sheila Miller  
Manager Rates & Regulation  
American Water Works Service Company  
Southeast 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 05/14/2008 11:52 AM -----



**Rachel Cole/KAWC/AWWSC**

05/14/2008 11:51 AM

To Sean P Ireland/ADMIN/CORP/AWWSC@AWW  
cc Bryan Siler/KAWC/AWWSC@AWW, Sheila Miller/WVAWC/AWWSC@AWW  
Subject Re: LFUCG exception bills

Sean,

How long do you anticipate it will take to implement the new programming and test it?

\*\*\*\*\*

Rachel S. Cole  
Southeast Region  
Email: rcole@kawc.com  
Ph: 859-268-6307  
Fax: 859-335-3307

Bryan Siler/KAWC/AWWSC



**Bryan Siler/KAWC/AWWSC**

05/14/2008 11:48 AM

To Rachel Cole/KAWC/AWWSC@AWW  
cc Sean P Ireland/ADMIN/CORP/AWWSC@AWW  
Subject Re: LFUCG exception bills



Will this need to be done every day?

\*\*\*\*\*

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

Rachel Cole/KAWC/AWWSC



**Rachel Cole/KAWC/AWWSC**

05/14/2008 11:32 AM

To Sean P Ireland/ADMIN/CORP/AWWSC@AWW  
cc Bryan Siler/KAWC/AWWSC@AWW  
Subject Re: LFUCG exception bills 📎

Sean,

I pulled in the next route and there weren't many accounts on it.

[attachment "KY - Master Accounts with Battery Meters - Area Code 1215 - With Route Number.xls"  
deleted by Bryan Siler/KAWC/AWWSC]

Would you also check the 2 accounts below? Thanks.

Rachel Cole/KAWC/AWWSC

Bryan Siler/KAWC/AWWSC



----- Forwarded by Bryan Siler/KAWC/AWWSC on 05/13/2008 12:23 PM -----

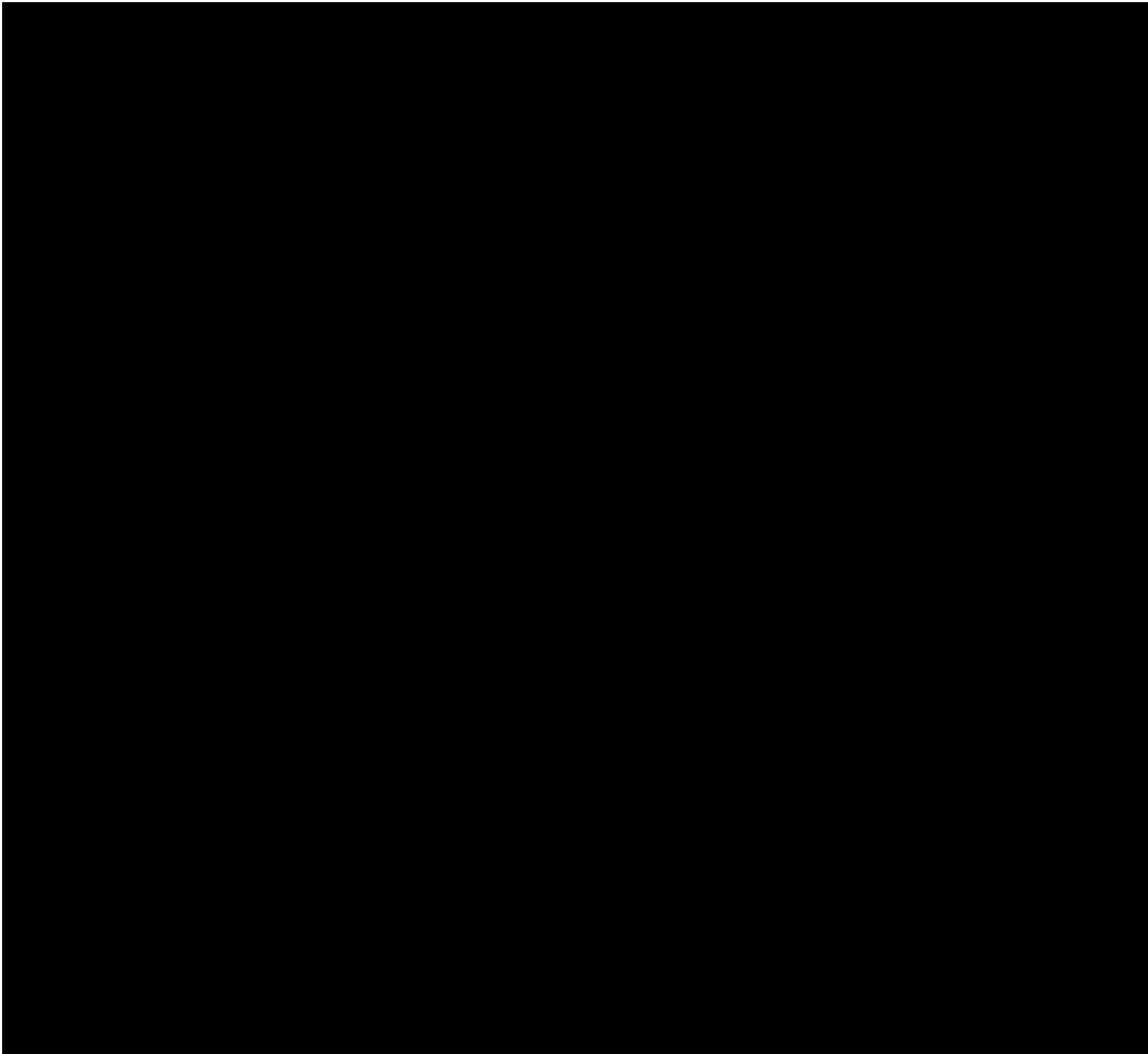


**Donna Taylor/KAWC/AWWSC**

05/13/2008 12:15 PM

To Bryan Siler  
cc  
Subject Add These to the List





These are not accounts billing water and no sewer. They are accounts that have multiple meters with a WX (Water-Regular Service 100CF) service type when it should be one of the master service types such as WR (Water-Master Service 100CF). The original query only looked for master service types and these two accounts were missed because they are coded incorrectly. However, these two accounts appear to be billing correctly but someone should check them out to make sure.

I found them from Bryan's request to look at all accounts with a sequence #2. This produced a list which included these two accounts.

Donna

Donna B. Taylor  
Sr. Business Reporting Analyst  
American Water  
ITS - Business Solutions  
2300 Richmond Rd.  
Lexington, KY 40502  
Voice: 859.268.6306  
Fax: 859.335.3306  
email: donna.taylor@amwater.com  
Rachel Cole/KAWC/AWWSC

Bryan Siler/KAWC/AWWSC



Sean P Ireland/ADMIN/CORP/AWWSC

Sean P. Ireland

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:17 PM -----

From: Rachel Cole/KAWC/AWWSC  
To: Stacy Owens/KAWC/AWWSC@AWW, Donna Taylor/KAWC/AWWSC@AWW  
Cc: Bryan Siler/KAWC/AWWSC@AWW, Mark A Walters/KAWC/AWWSC@AWW, Sheila Miller/WVAWC/AWWSC@AWW  
Date: 05/14/2008 05:46 PM  
Subject: Re: Fw: More LFUCG Questions

---

Stacy and Donna,

Tomorrow is pretty full and in the meantime, we're holding all these bills with multiple meters.

Donna,

Could you run the same query with the rate schedules attached to each account? From the example

below, I think the rates group wants to try two different rate schedules on these types of accounts. Do we have that kind of setup already?

\*\*\*\*\*

Rachel S. Cole  
Southeast Region  
Email: rcole@kawc.com  
Ph: 859-268-6307  
Fax: 859-335-3307

Stacy Owens/KAWC/AWWSC

**Stacy Owens/KAWC/AWWSC**

05/14/2008 05:32 PM

To Rachel Cole/KAWC/AWWSC@AWW  
cc Bryan Siler/KAWC/AWWSC@AWW, Mark A Walters/KAWC/AWWSC@AWW, Sheila Miller/WVAWC/AWWSC@AWW  
Subject Re: Fw: More LFUCG Questions 📎

Let me know when.

\*\*\*\*\*

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.

Rachel Cole/KAWC/AWWSC



**Rachel Cole/KAWC/AWWSC**

05/14/2008 05:26 PM

To Stacy Owens/KAWC/AWWSC@AWW, Mark A Walters/KAWC/AWWSC@AWW  
cc Bryan Siler, Sheila Miller/WVAWC/AWWSC@AWW  
Subject Fw: More LFUCG Questions

We need to have a discussion about this.

\*\*\*\*\*

Rachel S. Cole  
Southeast Region  
Email: rcole@kawc.com  
Ph: 859-268-6307  
Fax: 859-335-3307

----- Forwarded by Rachel Cole/KAWC/AWWSC on 05/14/2008 05:26 PM -----



**Sheila  
Miller/WVAWC/AWWSC**  
05/14/2008 05:22 PM

To: Rachel Cole/KAWC/AWWSC@AWW  
cc  
Subject: Fw: More LFUCG Questions

We need to know the current rate schedules attached to those accounts with multiple meters. See below. If there are different rate schedules, one may have the base charge and the other a fixed charge and still get billed twice! I am so confused right now...

Sheila Miller  
Manager Rates & Regulation  
American Water Works Service Company  
Southeast 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 05/14/2008 05:21 PM -----

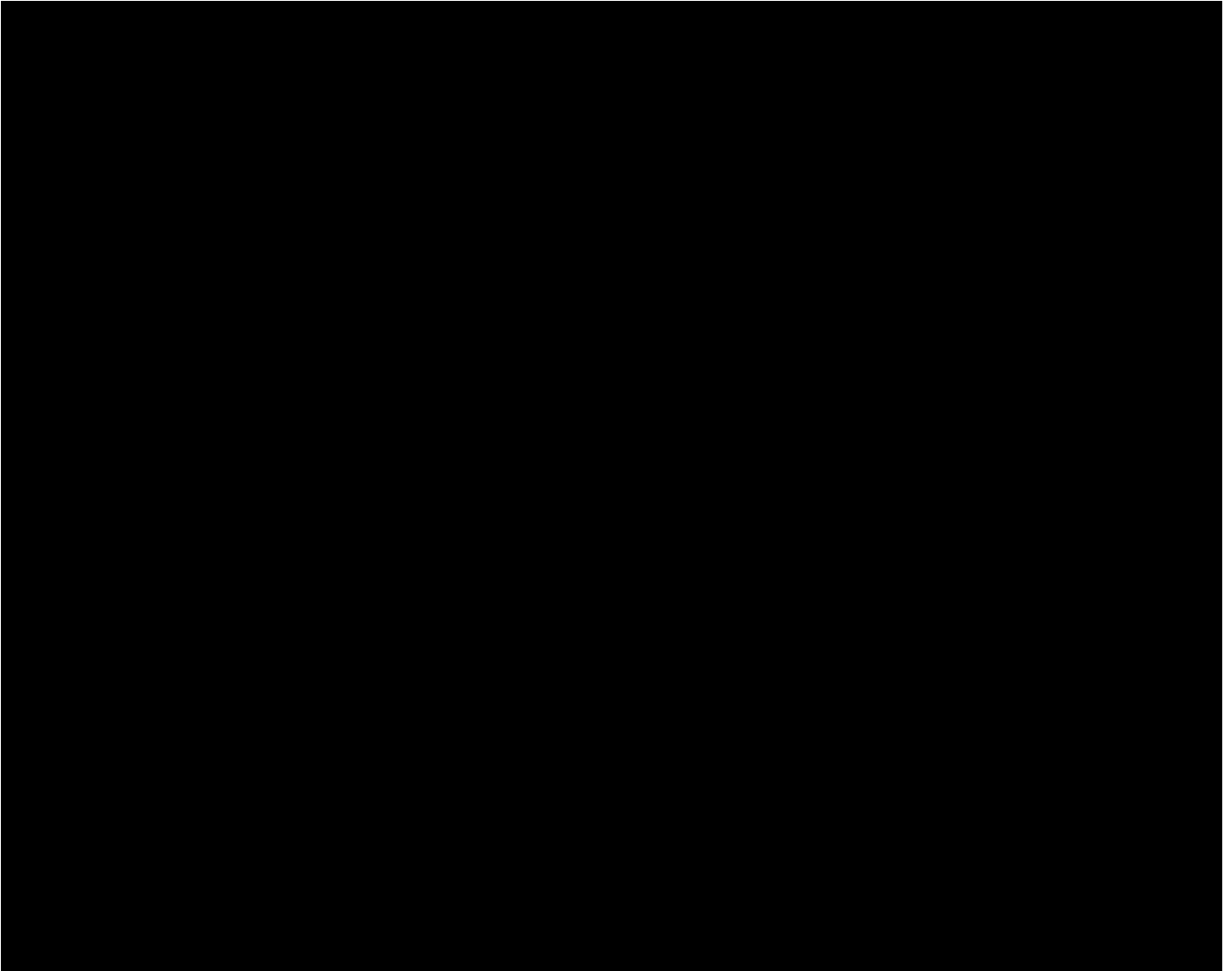


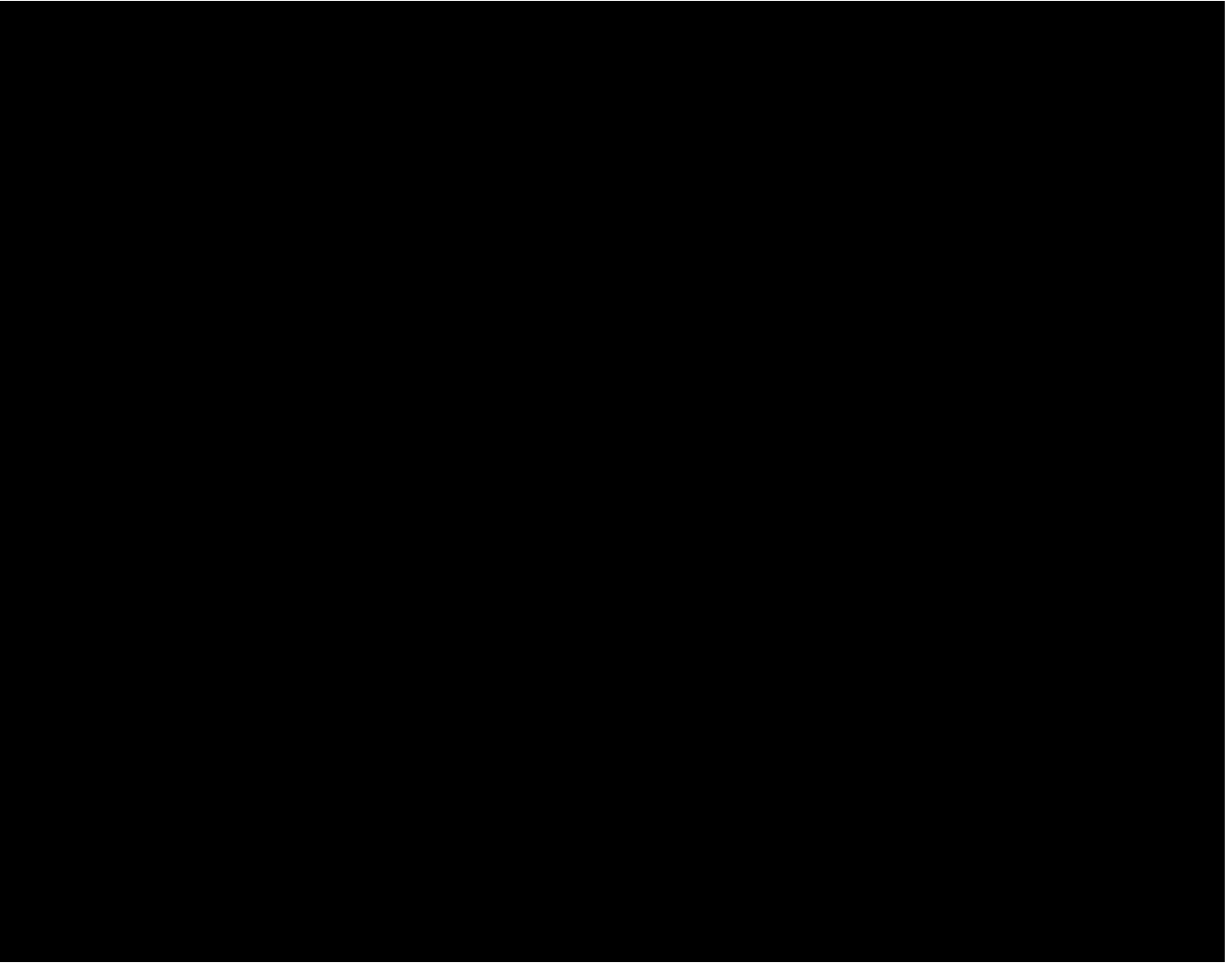
**George  
Conroy/SHARVCS/AWWSC**  
05/14/2008 04:54 PM

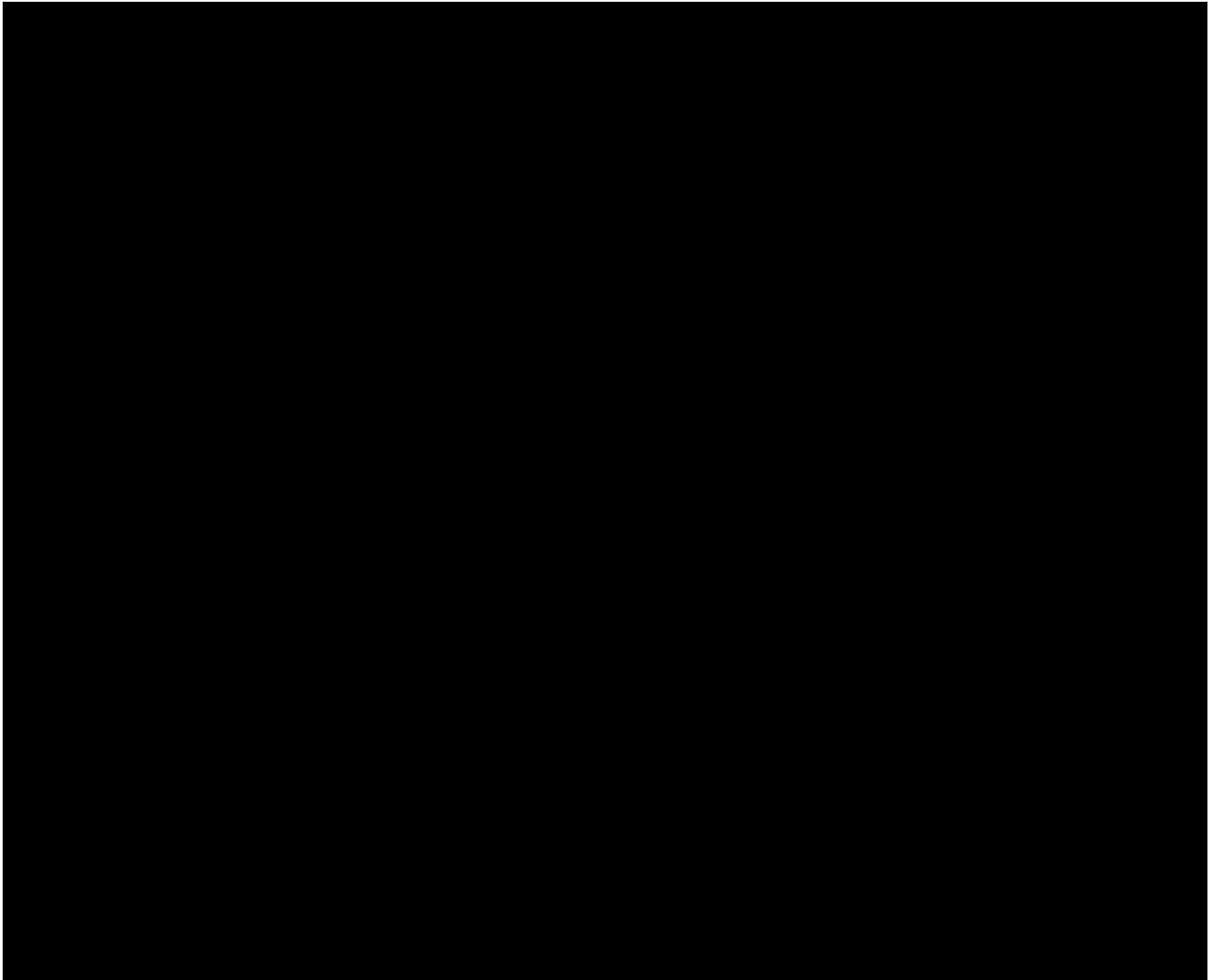
To: Sheila Miller/WVAWC/AWWSC@AWW, Sean P  
Ireland/ADMIN/CORP/AWWSC@AWW  
cc  
Subject: More LFUCG Questions

Sheila and Sean,

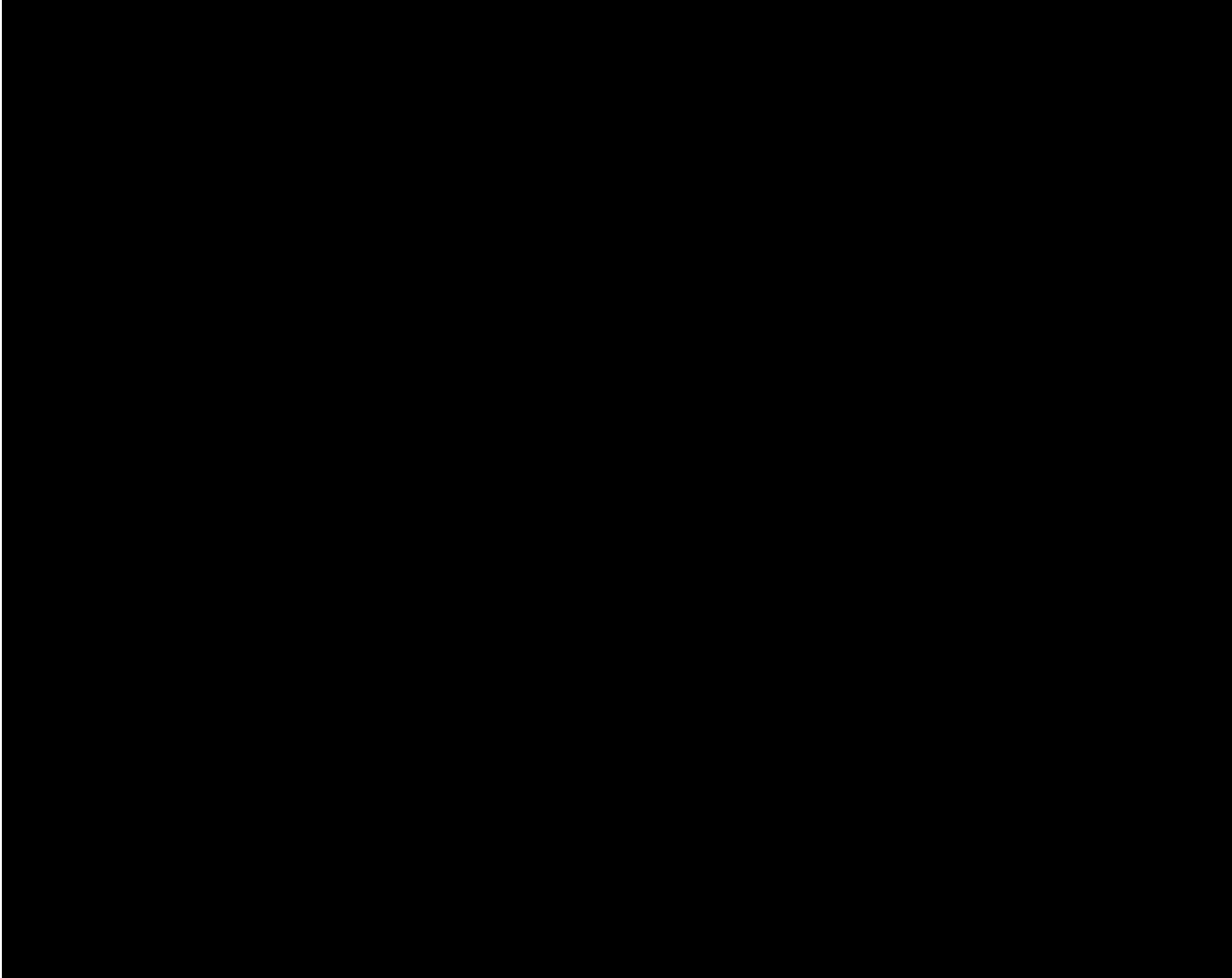
Here is a bill I mocked up for a commercial customer with two sewer rates - one of them a battery rate G2MEC. I changed the existing sewer rate G2M4E to G2MFB and added the new fixed charge LFBCC. They are still getting billed for both minimums because the battery rate has the base charge in it also. What do you want to do here? Do you not add the fixed charge on battery setups?











Thanks  
gmc

---

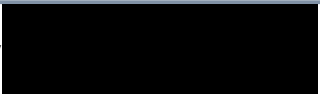
George Conroy  
Int. Financial Analyst - Rates and Regulation  
American Water Shared Services Center  
131 Woodcrest Road  
Cherry Hill, NJ 08003  
(856) 310-5773 (Phone)  
(856) 672-2878 (Fax)  
george.conroy@amwater.com

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:17 PM -----

From: Sheila Miller/WVAWC/AWWSC  
To: George Conroy/SHARVCS/AWWSC@AWW, Rachel Cole/KAWC/AWWSC@AWW, Rick  
Witherite/KAWC/AWWSC@AWW  
Cc: Sean P Ireland/ADMIN/CORP/AWWSC@AWW, Bryan Siler/KAWC/AWWSC@AWW  
Date: 05/15/2008 08:23 AM  
Subject: Re: LFUCG

---

I am not sure how there meters are set up but I looked at one account yesterday



[REDACTED] with 47 meters and each one is set up with rate schedule G4MCC - it does not look like there is a master and battery set up. So my thought was if they were all set up like this, and the rate schedule was all the same for each meter as it is now with no base charge but a fixed charge on the account, it may bill correctly - as long as the system did not deduct one CCF from each meter reading.

However, we do this, someone at Kentucky will have to manually change the rate schedules - whether it be one with a base charge and all others without, and/or attach the fixed charge to the account. I asked Rachel to have Donna run a report of the accounts with multiple meters to see what the rate schedule is one each one.

The other thing is as long as the battery rate schedules are attached to only accounts with multiple meters we may be ok if we remove the base charge and then assign another rate schedule to the other meters. However, if that is not the case, then there may be accounts that have these battery rate schedules (and no other meters on the account) and will not get billed the base charge and should. I just don't know how they are all set up on the accounts.

Rachel - what do you think?

Sheila Miller  
Manager Rates & Regulation  
American Water Works Service Company  
Southeast Region  
PO Box 1906  
Charleston, WV 25327-1906  
phone: (304)353-6317  
fax: (304)353-6332  
Sheila.Miller@amwater.com  
George Conroy/SHARVCS/AWWSC



George  
Conroy/SHARVCS/AWWSC  
05/15/2008 08:05 AM

To: Sheila Miller/WVAWC/AWWSC@AWW  
cc: Rachel Cole/KAWC/AWWSC@AWW  
Subject: Re: LFUCG 📎

Sheila,

I sent you an email last night regarding the battery rates. I believe that the battery meter rate will always have another sewer rate on an account with it. **Is that a true statement?** If so, I think you need to remove the base charges from all of the battery rates. That will fix the billing on multiple setups where there are two sewer rates and one is the battery rate. You would also not need the fixed charge.

On setups where there are multiple rates and none of the sewer rates is a battery rate, your new rates will produce the desired effect. All the sewer rates will be changed to the new rates and the **fixed charge will be added to the premise**. This will cause the 3.50 or 4.25 to be billed once, and all usage over 1 will be at the correct rate.

Question - instead of using the fixed charge, what if you leave one rate with the base charge on the multiple accounts, and change all the other rates to the new rates without the base charge. Then the base charge will only be billed once, and the usage should bill correctly without the need for a fixed charge.

Let me know what you think. I'll mock up some bills to see if this works.

-----  
George Conroy  
Int. Financial Analyst - Rates and Regulation  
American Water Shared Services Center  
131 Woodcrest Road  
Cherry Hill, NJ 08003  
(856) 310-5773 (Phone)  
(856) 672-2878 (Fax)  
george.conroy@amwater.com  
Sheila Miller/WVAWC/AWWSC



**Sheila  
Miller/WVAWC/AWWSC**

05/14/2008 10:52 PM

To Rachel Cole/KAWC/AWWSC@AWW, George  
Conroy/SHARVCS/AWWSC@AWW

cc

Subject LFUCG

George - can you test a bill where two or more meters on the account have the same code of G2MFB to see if it calculates usage over 1 CCF correctly. The fixed charge is not attached to the rate schedule but to the premise - is that correct George (**Yes**)? If that is the case, it would be charged only once and if the usage calculates anything over 1CCF in the next block it should work. If it reduces 1CCF for each meter then it won't. If this works then we could have accounts with multiple meters utilize the same rate schedule for each meter and attach the fixed charge to the account. If it does not work then it is back to the drawing board.

Rachel,

When we talked earlier I was thinking that the fixed charge was attached to the rate schedule but I do not think it works that way.

Just a thought...

Sheila Miller  
Manager Rates & Regulation  
American Water Works Service Company  
Southeast Region  
PO Box 1906  
Charleston, WV 25327-1906  
phone: (304)353-6317  
fax: (304)353-6332  
Sheila.Miller@amwater.com

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:17 PM -----

From: George Conroy/SHARVCS/AWWSC  
To: Sheila Miller/WVAWC/AWWSC@AWW  
Cc: Bryan Siler/KAWC/AWWSC@AWW, Rachel Cole/KAWC/AWWSC@AWW, Rick  
Witherite/KAWC/AWWSC@AWW, Sean P Ireland/ADMIN/CORP/AWWSC@AWW  
Date: 05/15/2008 08:49 AM  
Subject: Re: LFUCG

See comments in **bold**

---

George Conroy  
 Int. Financial Analyst - Rates and Regulation  
 American Water Shared Services Center  
 131 Woodcrest Road  
 Cherry Hill, NJ 08003  
 (856) 310-5773 (Phone)  
 (856) 672-2878 (Fax)  
 george.conroy@amwater.com  
 Sheila Miller/WVAWC/AWWSC



**Sheila  
 Miller/WVAWC/AWWSC**  
 05/15/2008 08:23 AM

To George Conroy/SHARSVCS/AWWSC@AWW, Rachel  
 Cole/KAWC/AWWSC@AWW, Rick  
 Witherite/KAWC/AWWSC@AWW  
 cc Sean P Ireland/ADMIN/CORP/AWWSC@AWW, Bryan  
 Siler/KAWC/AWWSC@AWW  
 Subject Re: LFUCG 

I am not sure how there meters are set up but I looked at one account yesterday - University of Kentucky - account 100258 with 47 meters and each one is set up with rate schedule G4MCC - it does not look like there is a master and battery set up. So my thought was if they were all set up like this, and the rate schedule was all the same for each meter as it is now with no base charge but a fixed charge on the account, it may bill correctly - as long as the system did not deduct one CCF from each meter reading. **(I think that will work - I can test it)**

However, we do this, someone at Kentucky will have to manually change the rate schedules - whether it be one with a base charge and all others without, and/or attach the fixed charge to the account. I asked Rachel to have Donna run a report of the accounts with multiple meters to see what the rate schedule is one each one. **(They will have to manually change something any way we go )**

The other thing is as long as the battery rate schedules are attached to only accounts with multiple meters we may be ok if we remove the base charge and then assign another rate schedule to the other meters. However, if that is not the case, then there may be accounts that have these battery rate schedules (and no other meters on the account) and will not get billed the base charge and should. I just don't know how they are all set up on the accounts. **(I have never seen this , but I am not an expert on battery setups . I have always seen them on accounts with multiple rates . Is there someone who knows for sure ?)**

Rachel - what do you think?

Sheila Miller  
 Manager Rates & Regulation  
 American Water Works Service Company  
 Southeast Region  
 PO Box 1906  
 Charleston, WV 25327-1906  
 phone: (304)353-6317  
 fax: (304)353-6332  
 Sheila.Miller@amwater.com  
 George Conroy/SHARSVCS/AWWSC



**George  
Conroy/SHARVCS/AWWSC**

05/15/2008 08:05 AM

To Sheila Miller/WVAWC/AWWSC@AWW

cc Rachel Cole/KAWC/AWWSC@AWW

Subject Re: LFUCG 

Sheila,

I sent you an email last night regarding the battery rates. I believe that the battery meter rate will always have another sewer rate on an account with it. **Is that a true statement?** If so, I think you need to remove the base charges from all of the battery rates. That will fix the billing on multiple setups where there are two sewer rates and one is the battery rate. You would also not need the fixed charge.

On setups where there are multiple rates and none of the sewer rates is a battery rate, your new rates will produce the desired effect. All the sewer rates will be changed to the new rates and the **fixed charge will be added to the premise**. This will cause the 3.50 or 4.25 to be billed once, and all usage over 1 will be at the correct rate.

Question - instead of using the fixed charge, what if you leave one rate with the base charge on the multiple accounts, and change all the other rates to the new rates without the base charge. Then the base charge will only be billed once, and the usage should bill correctly without the need for a fixed charge.

Let me know what you think. I'll mock up some bills to see if this works.

-----  
George Conroy  
Int. Financial Analyst - Rates and Regulation  
American Water Shared Services Center  
131 Woodcrest Road  
Cherry Hill, NJ 08003  
(856) 310-5773 (Phone)  
(856) 672-2878 (Fax)  
george.conroy@amwater.com  
Sheila Miller/WVAWC/AWWSC



**Sheila  
Miller/WVAWC/AWWSC**

05/14/2008 10:52 PM

To Rachel Cole/KAWC/AWWSC@AWW, George  
Conroy/SHARVCS/AWWSC@AWW

cc

Subject LFUCG

George - can you test a bill where two or more meters on the account have the same code of G2MFB to see if it calculates usage over 1 CCF correctly. The fixed charge is not attached to the rate schedule but to the premise - is that correct George (**Yes**)? If that is the case, it would be charged only once and if the usage calculates anything over 1CCF in the next block it should work. If it reduces 1CCF for each meter then it won't. If this works then we could have accounts with multiple meters utilize the same rate schedule for each meter and attach the fixed charge to the account. If it does not work then it is back to the drawing board.

Rachel,

When we talked earlier I was thinking that the fixed charge was attached to the rate schedule but I do not think it works that way.

Just a thought...

Sheila Miller  
Manager Rates & Regulation  
American Water Works Service Company  
Southeast Region  
PO Box 1906  
Charleston, WV 25327-1906  
phone: (304)353-6317  
fax: (304)353-6332  
Sheila.Miller@amwater.com

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:17 PM -----

From: Sean P Ireland/ADMIN/CORP/AWWSC  
To: Rachel Cole/KAWC/AWWSC@AWW, Bryan Siler/KAWC/AWWSC@AWW  
Date: 05/15/2008 10:33 AM  
Subject: LFUCG bill batch 12016

---

Could you please send me a list of customers with multiple meters that will need to be placed into the exception batch from today's bill batch - 12016? thanks

Sean P. Ireland

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:17 PM -----

From: Stacy Owens/KAWC/AWWSC  
To: Bryan Siler/KAWC/AWWSC@AWW  
Date: 05/15/2008 11:34 AM  
Subject: Re: Fw: LFUCG

---

Yes, we need to talk. I am not following their thinking and am not seeing an issue.

\*\*\*\*\*

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.

Bryan Siler/KAWC/AWWSC



**Bryan Siler/KAWC/AWWSC**

05/15/2008 08:51 AM

To Stacy Owens/KAWC/AWWSC@AWW

cc

Subject Fw: LFUCG

FYI

\*\*\*\*\*

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

----- Forwarded by Bryan Siler/KAWC/AWWSC on 05/15/2008 08:52 AM -----



**George Conroy/SHARVCS/AWWSC**

05/15/2008 08:49 AM

To Sheila Miller/WVAWC/AWWSC@AWW

cc Bryan Siler/KAWC/AWWSC@AWW, Rachel Cole/KAWC/AWWSC@AWW, Rick Witherite/KAWC/AWWSC@AWW, Sean P Ireland/ADMIN/CORP/AWWSC@AWW

Subject Re: LFUCG 📎

See comments in **bold**

-----  
George Conroy  
Int. Financial Analyst - Rates and Regulation  
American Water Shared Services Center  
131 Woodcrest Road  
Cherry Hill, NJ 08003  
(856) 310-5773 (Phone)  
(856) 672-2878 (Fax)  
george.conroy@amwater.com  
Sheila Miller/WVAWC/AWWSC



**Sheila Miller/WVAWC/AWWSC**

05/15/2008 08:23 AM

To George Conroy/SHARVCS/AWWSC@AWW, Rachel Cole/KAWC/AWWSC@AWW, Rick Witherite/KAWC/AWWSC@AWW

cc Sean P Ireland/ADMIN/CORP/AWWSC@AWW, Bryan Siler/KAWC/AWWSC@AWW

Subject Re: LFUCG 📎

I am not sure how there meters are set up but I looked at one account yesterday



account [REDACTED] with 47 meters and each one is set up with rate schedule G4MCC - it does not look like there is [REDACTED] and battery set up. So my thought was if they were all set up like this, and the rate schedule was all the same for each meter as it is now with no base charge but a fixed charge on the account, it may bill correctly - as long as the system did not deduct one CCF from each meter reading. **(I think that will work - I can test it)**

However, we do this, someone at Kentucky will have to manually change the rate schedules - whether it be one with a base charge and all others without, and/or attach the fixed charge to the account. I asked Rachel to have Donna run a report of the accounts with multiple meters to see what the rate schedule is one each one. **(They will have to manually change something any way we go )**

The other thing is as long as the battery rate schedules are attached to only accounts with multiple meters we may be ok if we remove the base charge and then assign another rate schedule to the other meters. However, if that is not the case, then there may be accounts that have these battery rate schedules (and no other meters on the account) and will not get billed the base charge and should. I just don't know how they are all set up on the accounts. **(I have never seen this , but I am not an expert on battery setups . I have always seen them on accounts with multiple rates . Is there someone who knows for sure ?)**

Rachel - what do you think?

Sheila Miller  
 Manager Rates & Regulation  
 American Water Works Service Company  
 Southeast Region  
 PO Box 1906  
 Charleston, WV 25327-1906  
 phone: (304)353-6317  
 fax: (304)353-6332  
 Sheila.Miller@amwater.com  
 George Conroy/SHARVCS/AWWSC



George  
 Conroy/SHARVCS/AWWSC  
 05/15/2008 08:05 AM

To: Sheila Miller/WVAWC/AWWSC@AWW  
 cc: Rachel Cole/KAWC/AWWSC@AWW  
 Subject: Re: LFUCG 📎

Sheila,

I sent you an email last night regarding the battery rates. I believe that the battery meter rate will always have another sewer rate on an account with it. **Is that a true statement?** If so, I think you need to remove the base charges from all of the battery rates. That will fix the billing on multiple setups where there are two sewer rates and one is the battery rate. You would also not need the fixed charge.

On setups where there are multiple rates and none of the sewer rates is a battery rate, your new rates will produce the desired effect. All the sewer rates will be changed to the new rates and the **fixed charge will be added to the premise**. This will cause the 3.50 or 4.25 to be billed once, and all usage over 1 will be at the correct rate.

Question - instead of using the fixed charge, what if you leave one rate with the base charge on the multiple accounts, and change all the other rates to the new rates without the base charge. Then the base charge will only be billed once, and the usage should bill correctly without the need for a fixed charge.



Let me know what you think. I'll mock up some bills to see if this works.

---

George Conroy  
Int. Financial Analyst - Rates and Regulation  
American Water Shared Services Center  
131 Woodcrest Road  
Cherry Hill, NJ 08003  
(856) 310-5773 (Phone)  
(856) 672-2878 (Fax)  
george.conroy@amwater.com  
Sheila Miller/WVAWC/AWWSC



**Sheila  
Miller/WVAWC/AWWSC**

05/14/2008 10:52 PM

To Rachel Cole/KAWC/AWWSC@AWW, George  
Conroy/SHARVCS/AWWSC@AWW

cc

Subject LFUCG

George - can you test a bill where two or more meters on the account have the same code of G2MFB to see if it calculates usage over 1 CCF correctly. The fixed charge is not attached to the rate schedule but to the premise - is that correct George (**Yes**)? If that is the case, it would be charged only once and if the usage calculates anything over 1CCF in the next block it should work. If it reduces 1CCF for each meter then it won't. If this works then we could have accounts with multiple meters utilize the same rate schedule for each meter and attach the fixed charge to the account. If it does not work then it is back to the drawing board.

Rachel,

When we talked earlier I was thinking that the fixed charge was attached to the rate schedule but I do not think it works that way.

Just a thought...

Sheila Miller  
Manager Rates & Regulation  
American Water Works Service Company  
Southeast Region  
PO Box 1906  
Charleston, WV 25327-1906  
phone: (304)353-6317  
fax: (304)353-6332  
Sheila.Miller@amwater.com

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:17 PM -----

From: "Candice Deininger" <cdeining@lfucg.com>  
To: <Bryan.Siler@amwater.com>

Date: 05/15/2008 12:19 PM  
Subject: RE: OAM access

---

Good afternoon, Bryan. Everything seems to be working fine for both Rebecca and me. I appreciate your follow-up - thank you!! Have a good evening!

Candice

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

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]  
Sent: Thursday, May 15, 2008 12:15 PM  
To: Candice Deininger  
Subject: OAM access

Candice,

Just wanted to make sure your access to OAM is fine and that you are able to get the information you need.

If not, or if you have any questions, please let me know.

\*\*\*\*\*

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

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:17 PM -----

From: Sean P Ireland/ADMIN/CORP/AWWSC  
To: Bryan Siler/KAWC/AWWSC@AWW  
Date: 05/15/2008 12:26 PM  
Subject: Re: LFUCG bill batch 12016

---

These accounts are in batch 12015, yesterday's batch, not 12016. Can you get the one's from 12016 and e-mail them to me. thanks

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:17 PM -----

From: Sean P Ireland/ADMIN/CORP/AWWSC  
To: Bryan Siler/KAWC/AWWSC@AWW  
Date: 05/15/2008 01:37 PM  
Subject: Re: LFUCG bill batch 12016

---

Yesterday I sent my contacts the complete list and they said they would go through and pull any account that were on the entire list. I just though I could help them out and sent specific accounts for them to hold. Could you send my route 12 and I will see if the accounts in route 12 are in batch 12016? Thanks

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:17 PM -----

From: Stacy Owens/KAWC/AWWSC  
To: Bryan Siler/KAWC/AWWSC@AWW

Date: 05/15/2008 01:56 PM  
Subject: Fw: Talking Points Regarding Increase

---

I have not heard back, do you mind following up?

\*\*\*\*\*

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.

----- Forwarded by Stacy Owens/KAWC/AWWSC on 05/15/2008 01:57 PM -----

**Stacy Owens/KAWC/AWWSC**

05/15/2008 12:50 PM

To "Candice Deininger" <cdeining@lfucg.com>@AWX

cc

Subject Talking Points Regarding Increase 

Hello Candice,

Can you resend talking points regarding the sewer rate increase? We checked the LFUCG web-site and found that the information has not been updated. With Rick out I just need to be sure the CSRs are able to answer the basic questions to avoid that flood of calls you were concerned about.

As soon as I get that I will forward to communications to develop a Q & A.

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.

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:17 PM -----

From: Brian F Wright/KAWC/AWWSC  
To: Stacy Owens/KAWC/AWWSC@AWW, Bryan Siler/KAWC/AWWSC@AWW  
Cc: Raymond R Golden/KAWC/AWWSC@AWW  
Date: 05/15/2008 02:12 PM  
Subject: Sewer rate increase statement

---

In response to the call you are receiving about the higher sewer rates on our bills, here is a statement you

can read to customers explaining that they need to call LFUCG.

As of May 1, LFUCG ordered that residential customers would be charged \$3.50 for up to 100 cubic feet of sewer usage, with additional fees for usage over 100 cubic feet. Sewer fees are determined by LFUCG. Kentucky American Water only provides billing services. For more information on the sewer fee increase, you will need to call LFUCG by dialing 311. That's LexCall.

Same is attached.



Statement To customers about sewer bill rates rising.doc

Brian Wright  
External Affairs Manager  
Kentucky American Water  
2300 Richmond Road  
Lexington, KY 40502  
Brian.F.Wright@amwater.com  
Office 859-268-6328  
Cell 859-221-0212

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:17 PM -----

From: Sheila Miller/WVAWC/AWWSC  
To: Rachel Cole/KAWC/AWWSC@AWW, Bryan Siler/KAWC/AWWSC@AWW, Rick Witherite/KAWC/AWWSC@AWW  
Cc: Sean P Ireland/ADMIN/CORP/AWWSC@AWW, George Conroy/SHARVCS/AWWSC@AWW  
Date: 05/15/2008 02:20 PM  
Subject: Fw: LFUCG test bills

---

Have you all had an opportunity to discuss this yet? I guess we need to know how to proceed.

Sheila Miller  
Manager Rates & Regulation  
American Water Works Service Company  
Southeast 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 05/15/2008 02:21 PM -----



**Sheila  
Miller/WVAWC/AWWSC**  
05/15/2008 09:24 AM

To: George Conroy/SHARVCS/AWWSC  
cc: Rachel Cole/KAWC/AWWSC@AWW, Sean P Ireland/ADMIN/CORP/AWWSC@AWW  
Subject: Re: LFUCG test bills 📎

There are other accounts that have several meters like this one. I have not reviewed them to see if they are all set up with the same rate schedule though. I would like to keep this as consistent as possible for the multiple metered accounts.

It looks like we have two options - set up one battery meter on each multiple metered account with the old rate schedule which would have the base charge and set up all other meters on the account with the new rate schedule G1MFA or G2MFB (depending upon the customer classification) and no fixed charge on the account.

or

Remove the base charge off the battery rate schedules and attach a fixed charge to the account. This would work as long as those battery rate schedules are not used on single metered accounts and they should not be.

Is this how you see it? If so, which would be easier from both the set up from your end George and the manual set up of the accounts from Kentucky (Rachel). If we use the second option, we would not need the new rate schedules that you are currently testing. Then my next question, which rate schedule are the battery ones - just the ones with Btry in the description? And are these the ones attached to the accounts?

Sheila Miller  
Manager Rates & Regulation  
American Water Works Service Company  
Southeast Region  
PO Box 1906  
Charleston, WV 25327-1906  
phone: (304)353-6317  
fax: (304)353-6332  
Sheila.Miller@amwater.com  
George Conroy/SHARVCS/AWWSC



**George  
Conroy/SHARVCS/AWWSC**  
05/15/2008 09:08 AM

To: Sheila Miller/WVAWC/AWWSC@AWW  
cc: Rachel Cole/KAWC/AWWSC@AWW, Sean P  
Ireland/ADMIN/CORP/AWWSC@AWW  
Subject: Re: LFUCG test bills 📎

I am with you on everything but [REDACTED] That one I thought would require the fixed charge. All the battery rates would have the base charge removed, and then the fixed charge would bill the base charge only once. I didn't think you wanted to change the rate schedules from battery to regular. If you do, though, you could setup as you mentioned and avoid the fixed charge.

I'll do whatever you wish.

-----  
George Conroy  
Int. Financial Analyst - Rates and Regulation  
American Water Shared Services Center  
131 Woodcrest Road  
Cherry Hill, NJ 08003  
(856) 310-5773 (Phone)  
(856) 672-2878 (Fax)

george.conroy@amwater.com  
Sheila Miller/WVAWC/AWWSC



**Sheila  
Miller/WVAWC/AWWSC**  
05/15/2008 08:57 AM

To: George Conroy/SHARVCS/AWWSC@AWW  
cc: Rachel Cole/KAWC/AWWSC@AWW, Sean P  
Ireland/ADMIN/CORP/AWWSC@AWW  
Subject: Re: LFUCG test bills 📎

This will work as long as the set up is correct for each account with multiple meters. Someone will have to review each account and correct the rate schedule; however they will have to do that anyway regardless of what we do. It looks like any account with a multiple meter would have to have one of the old rate schedules attached that has the base charge and all the other meters on the account would have to be one of the new rate schedules - either G1MFA or G2MFB for all others and no fixed charge added to the account. Is that correct? So the [REDACTED] account would have the first meter attached to G4MCC and the other 46 to G2MFB - right??

Sheila Miller  
Manager Rates & Regulation  
American Water Works Service Company  
Southeast Region  
PO Box 1906  
Charleston, WV 25327-1906  
phone: (304)353-6317  
fax: (304)353-6332  
Sheila.Miller@amwater.com  
George Conroy/SHARVCS/AWWSC



**George  
Conroy/SHARVCS/AWWSC**  
05/15/2008 08:40 AM

To: Sheila Miller/WVAWC/AWWSC@AWW, Rachel  
Cole/KAWC/AWWSC@AWW, Sean P  
Ireland/ADMIN/CORP/AWWSC@AWW  
cc  
Subject: LFUCG test bills

Folks,

[REDACTED] had two sewer rates - one being a battery minimum. I took the base charge off the battery minimum rate and left the other rate alone. Bill looks good - What do you think?

**Rate Schedule Maintenance (RATE) - CAS2105 - Kentucky Am (KYQA) Quality assura...**

File Edit Functions Go Path Help

Path: [ ] Rate Schedule: [G2MEC] Com Mo Swr LFUCG SCH E C-Batry

Watr Lhrq/Meter [Averaging]

Rate Sch List | Rate Sch Entry1 | Rate Sch Entry2 | Rate Sch Entry3 | Rate Sch Desc | Rate Adj List | Supplmnt Sewr 1

Utility Type: [2] O&M Wastewater Service

Effective Date: [03/15/08] [17] Expiration Date: [ ] [17]

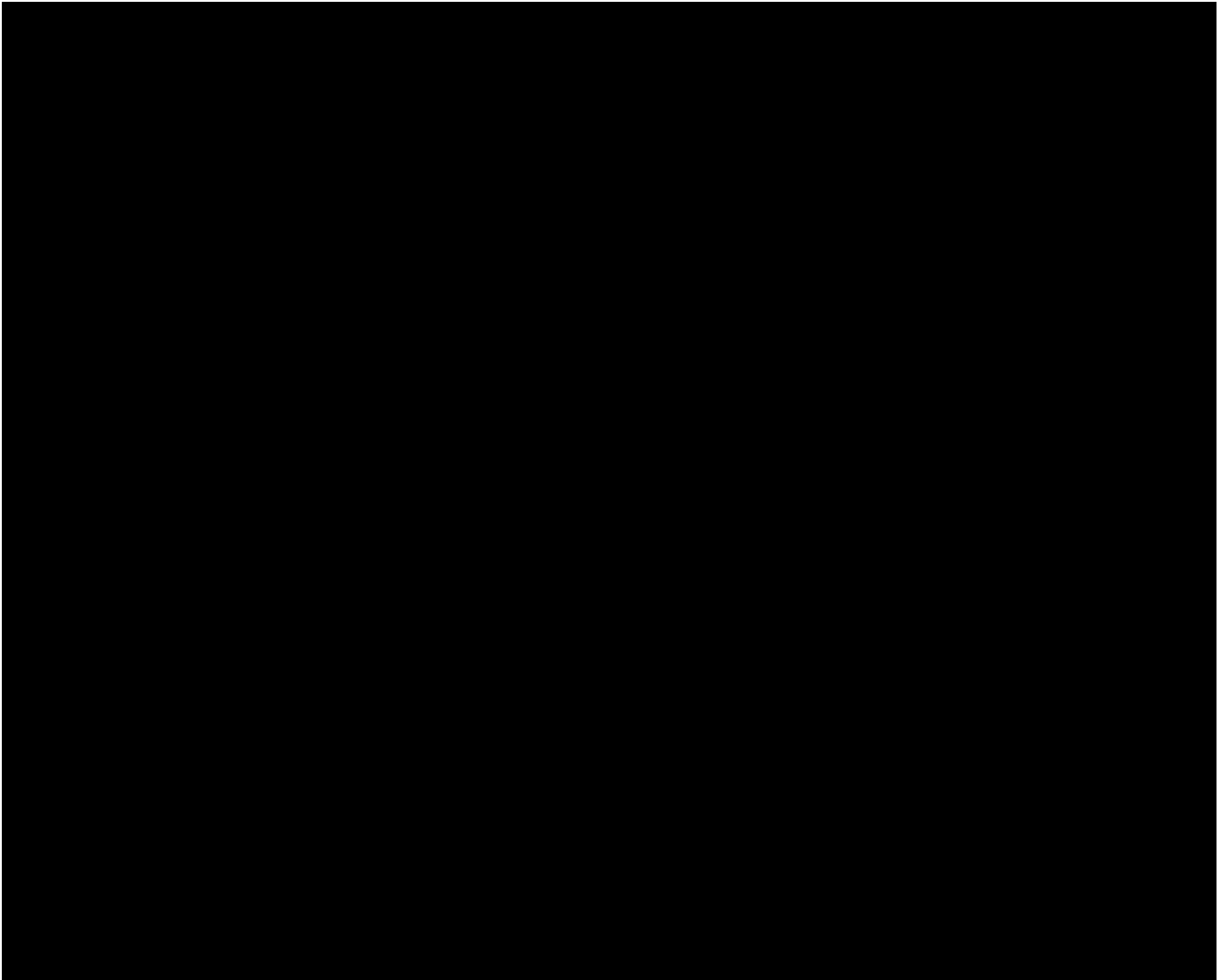
Billing Class: [2] Rate Revenue Type: [R2210]

Rate Description: [Com Mo Swr LFUCG SCH E C-B.] Bill Description: [ ]

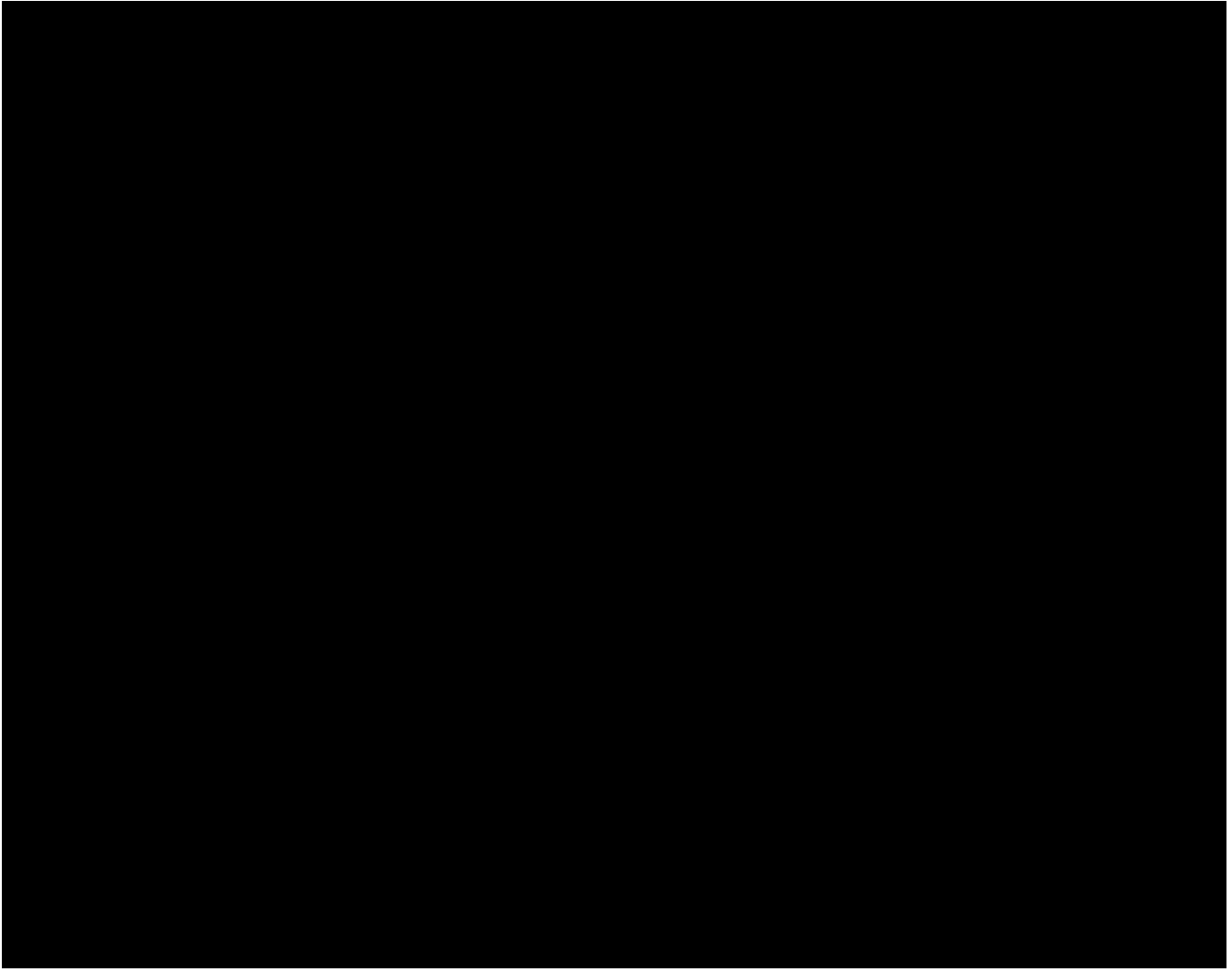
Limit Rate

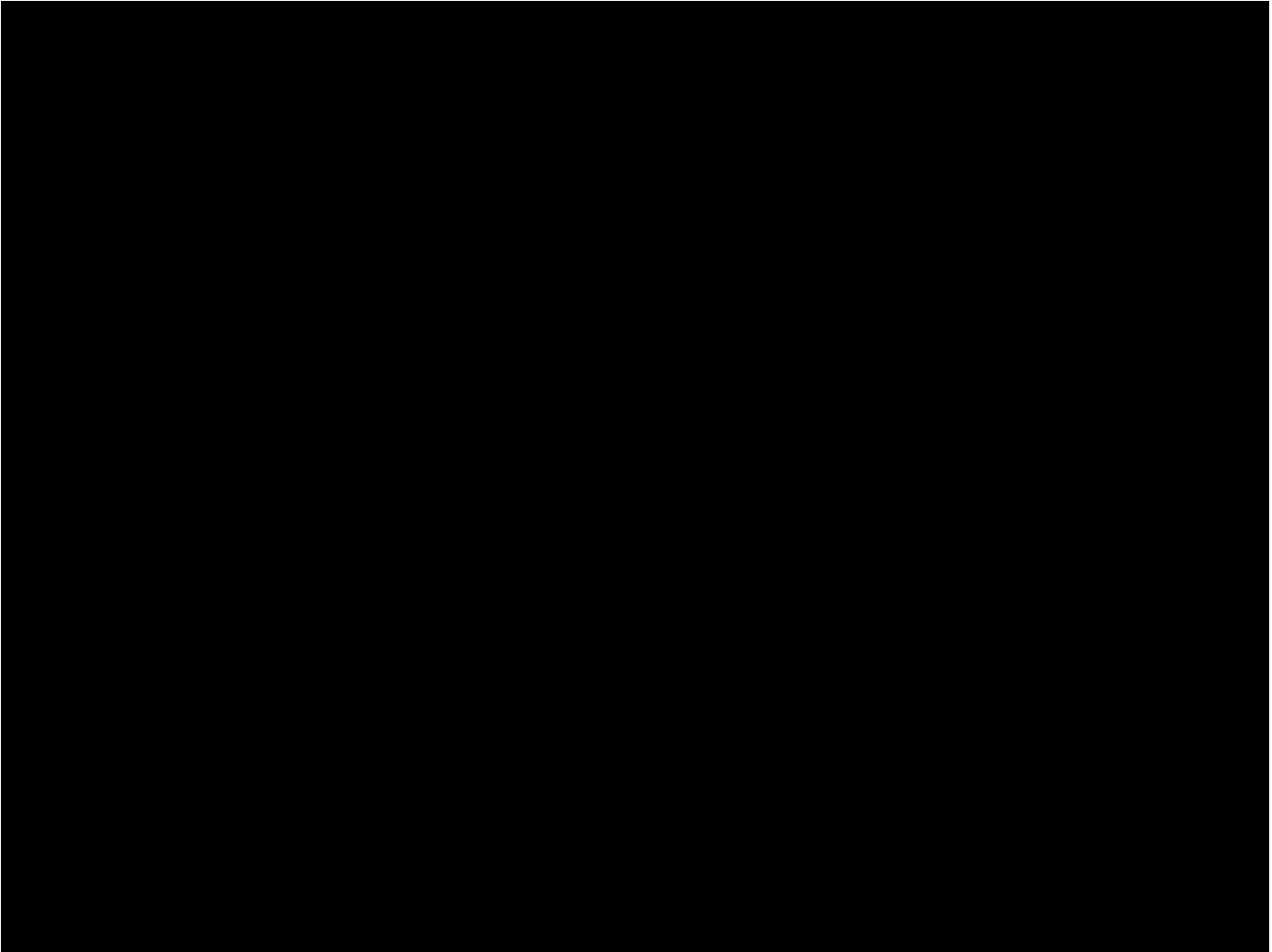
|             |               |             |                   |     |
|-------------|---------------|-------------|-------------------|-----|
| Rate Step 1 | [1.00]        | [ ]         | Base Charge       | [ ] |
| Rate Step 2 | [99999999.99] | [3.2000000] | Base Chq Rev Type | [ ] |
| Rate Step 3 | [ ]           | [ ]         | Base Charge Pqm   | [ ] |
| Rate Step 4 | [ ]           | [ ]         |                   |     |
| Rate Step 5 | [ ]           | [ ]         |                   |     |
| Rate Step 6 | [ ]           | [ ]         |                   |     |
| Rate Step 7 | [ ]           | [ ]         |                   |     |
| Rate Step 8 | [ ]           | [ ]         |                   |     |

OK Cancel



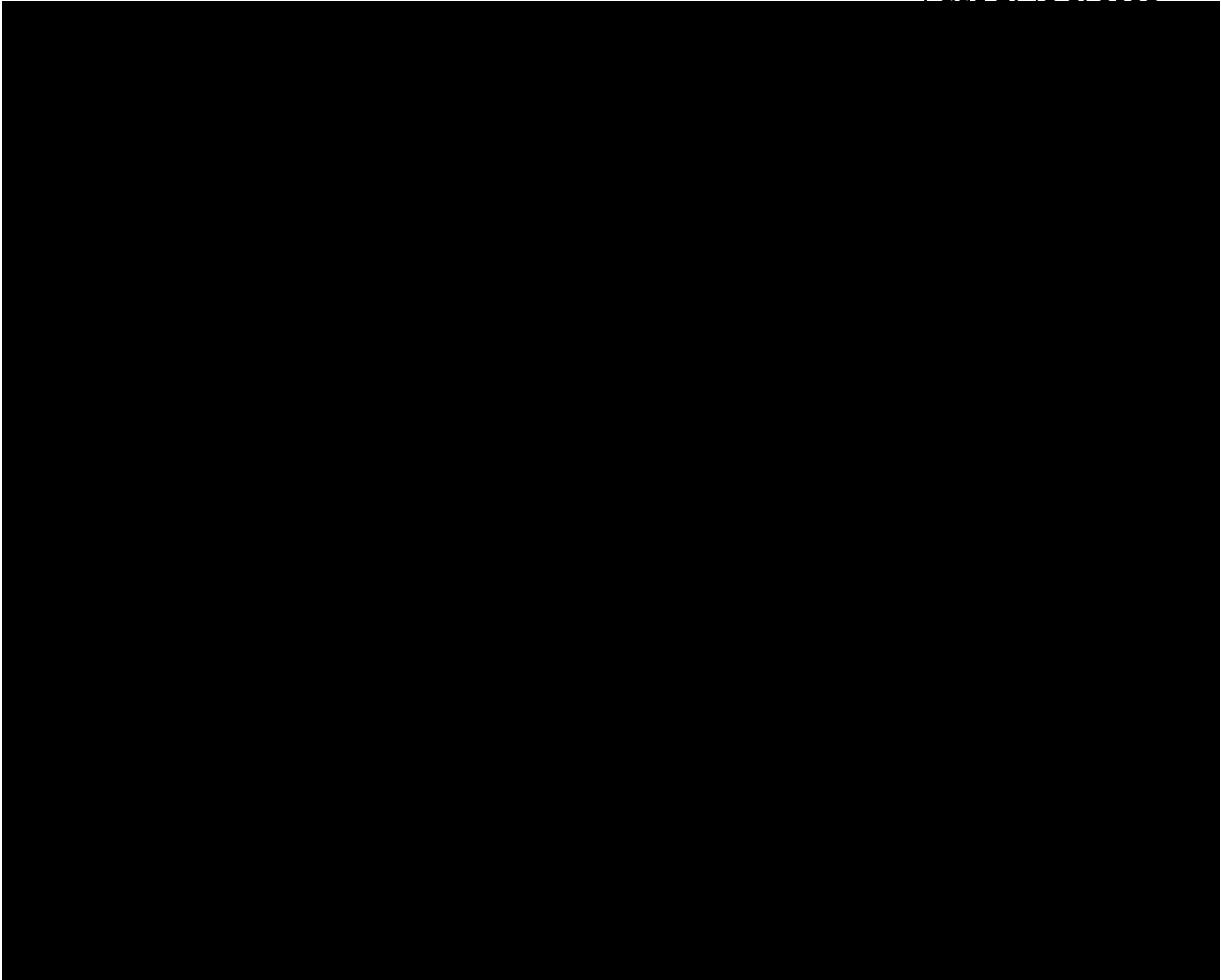


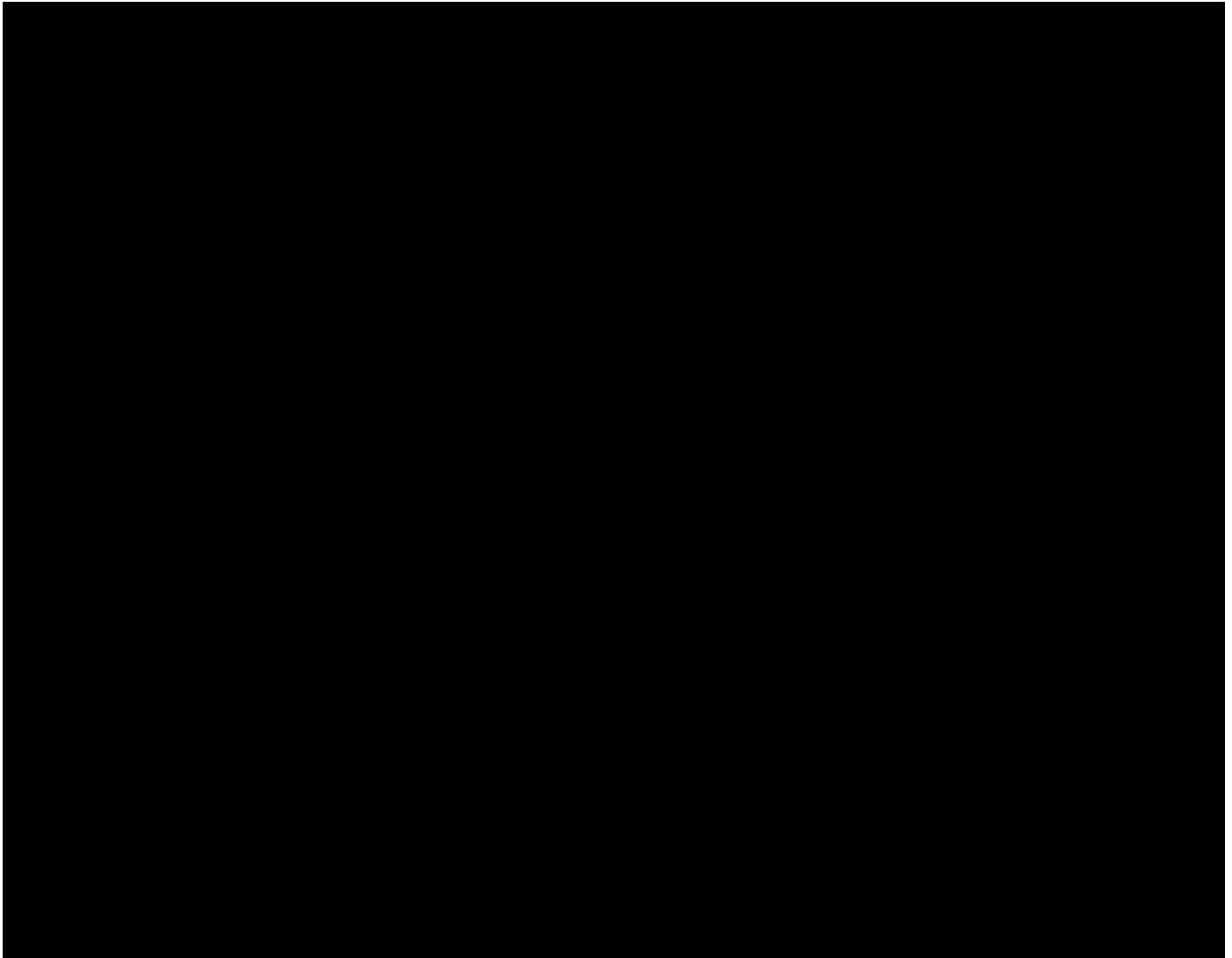


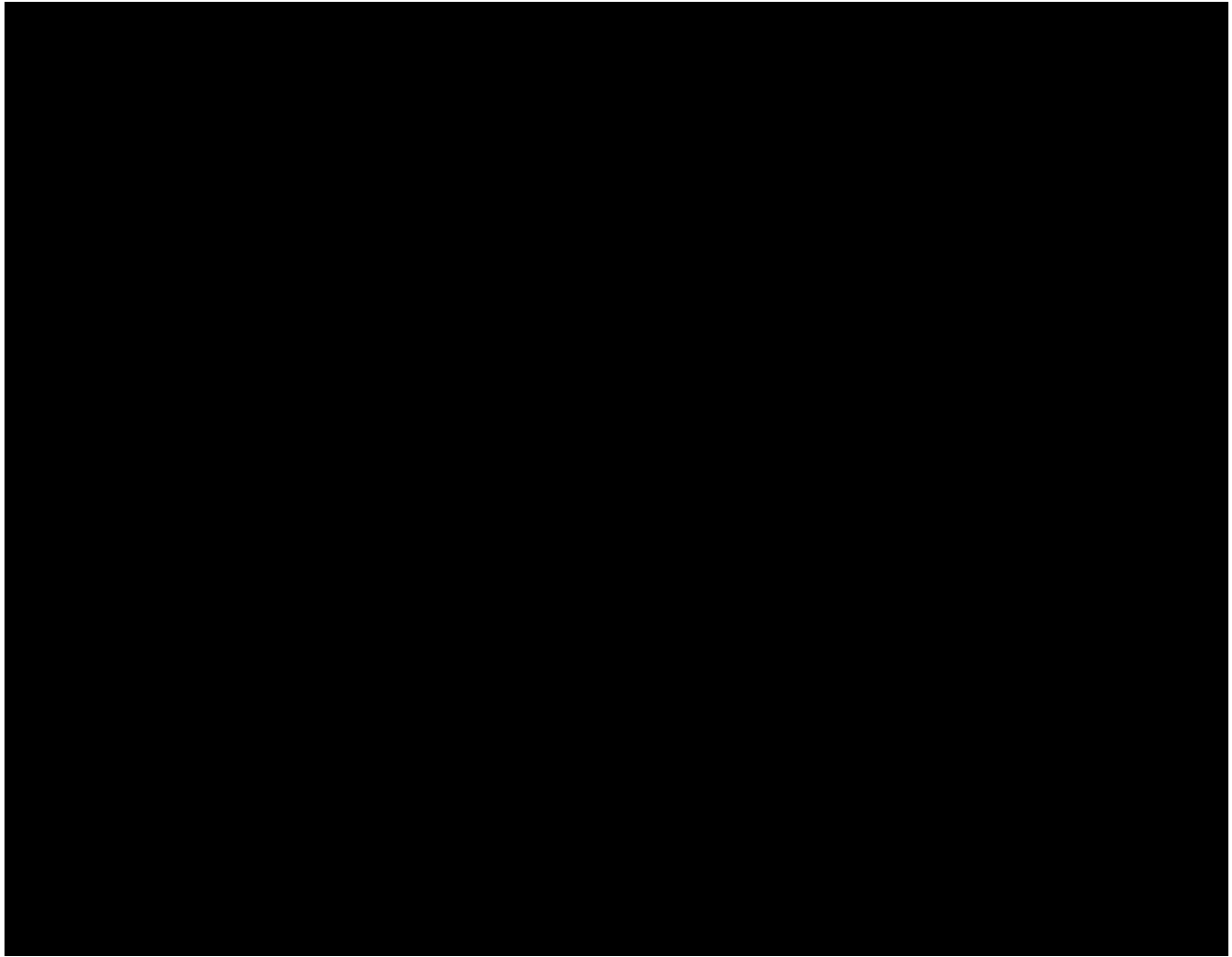


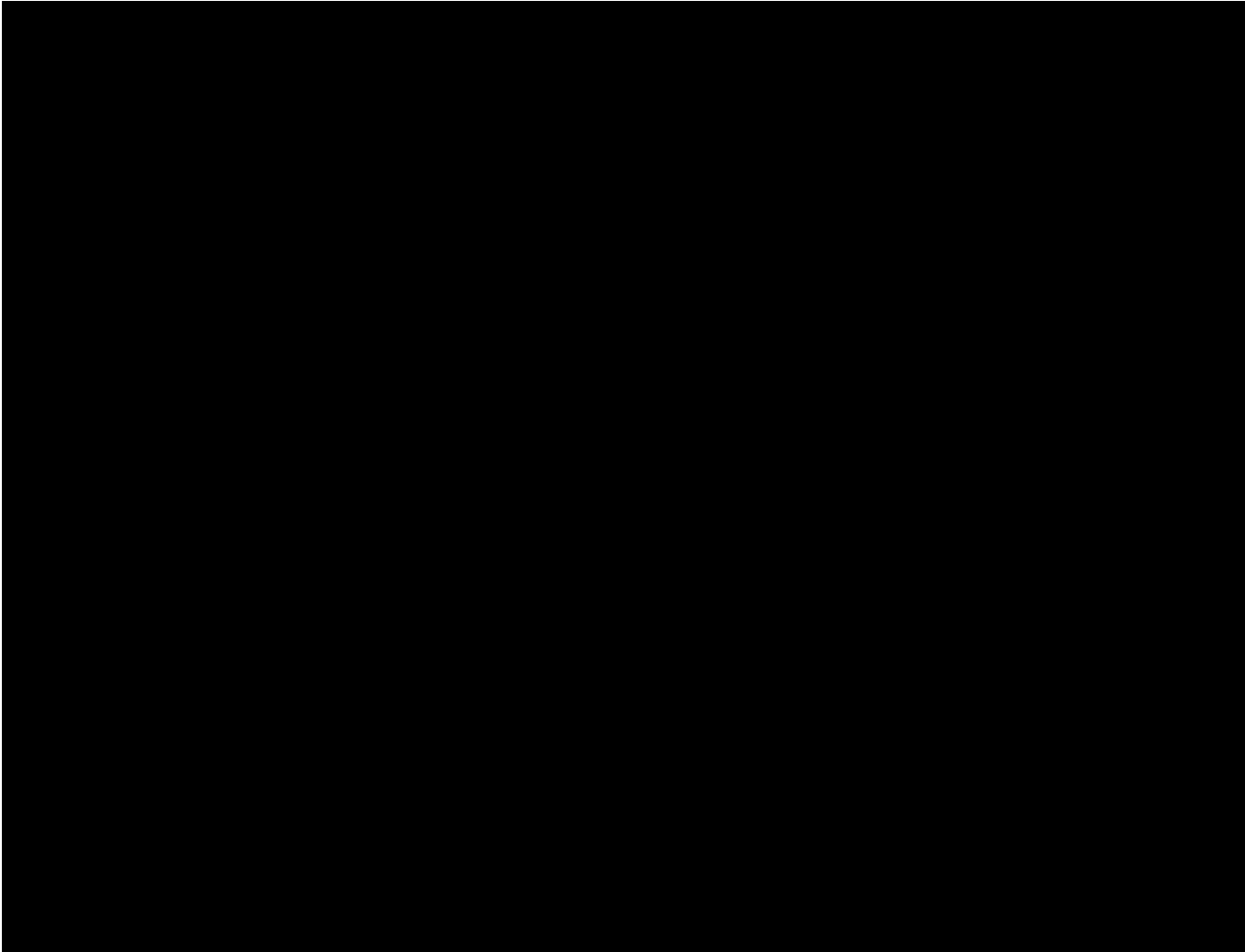
**Test Case 2**

Account [REDACTED] Has 4 sewers no battery rate. I kept one rate as G4M4E and converted the other three to G2MFB. No fixed charge needs to be added and bill calculates correctly - What do you think?









Let me know what you want to do.

Thanks

gmc

---

George Conroy  
Int. Financial Analyst - Rates and Regulation  
American Water Shared Services Center  
131 Woodcrest Road  
Cherry Hill, NJ 08003  
(856) 310-5773 (Phone)  
(856) 672-2878 (Fax)  
george.conroy@amwater.com

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:17 PM -----

From: Stacy Owens/KAWC/AWWSC  
To: Brian F Wright/KAWC/AWWSC@AWW  
Cc: Bryan Siler/KAWC/AWWSC@AWW, Raymond R Golden/KAWC/AWWSC@AWW  
Date: 05/15/2008 03:05 PM  
Subject: Re: Sewer rate increase statement

---

Thanks a lot Brian. I will forward on to the CSC and our team who deals with customers locally.

\*\*\*\*\*

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.

Brian F Wright/KAWC/AWWSC



**Brian F  
 Wright/KAWC/AWWSC**  
 05/15/2008 02:12 PM

To Stacy Owens/KAWC/AWWSC@AWW, Bryan  
 Siler/KAWC/AWWSC@AWW  
 cc Raymond R Golden/KAWC/AWWSC@AWW

Subject Sewer rate increase statement

In response to the call you are receiving about the higher sewer rates on our bills, here is a statement you can read to customers explaining that they need to call LFUCG.

As of May 1, LFUCG ordered that residential customers would be charged \$3.50 for up to 100 cubic feet of sewer usage, with additional fees for usage over 100 cubic feet. Sewer fees are determined by LFUCG. Kentucky American Water only provides billing services. For more information on the sewer fee increase, you will need to call LFUCG by dialing 311. That's LexCall.

Same is attached.

[attachment "Statement To customers about sewer bill rates rising.doc" deleted by Stacy Owens/KAWC/AWWSC]

Brian Wright  
 External Affairs Manager  
 Kentucky American Water  
 2300 Richmond Road  
 Lexington, KY 40502  
 Brian.F.Wright@amwater.com  
 Office 859-268-6328  
 Cell 859-221-0212

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:17 PM -----

From: Rachel Cole/KAWC/AWWSC  
 To: Donna Taylor/KAWC/AWWSC@AWW  
 Cc: Bryan Siler

Date: 05/15/2008 05:58 PM  
Subject: Fw: LFUCG test bills

Donna,

Would you please run the query for multiple meter accounts and attach the rate schedules and usage to each meter? As you can tell from the email string below, we have some issues to work out. I think Sheila wants to have a separate rate schedule for these accounts so that it has a fixed charge. She said that a fixed charge is attached to the premise so each account should only have one \$4.25 base rate. Do you agree?

\*\*\*\*\*

Rachel S. Cole  
Southeast Region  
Email: rcole@kawc.com  
Ph: 859-268-6307  
Fax: 859-335-3307

----- Forwarded by Rachel Cole/KAWC/AWWSC on 05/15/2008 05:58 PM -----



**Sheila  
Miller/WVAWC/AWWSC**  
05/15/2008 05:39 PM


To Rachel Cole/KAWC/AWWSC@AWW  
cc  
Subject Fw: LFUCG test bills

Sheila Miller  
Manager Rates & Regulation  
American Water Works Service Company  
Southeast 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 05/15/2008 05:41 PM -----



**Sheila  
Miller/WVAWC/AWWSC**  
05/15/2008 09:24 AM

To George Conroy/SHARVCS/AWWSC  
cc Rachel Cole/KAWC/AWWSC@AWW, Sean P  
Ireland/ADMIN/CORP/AWWSC@AWW  
Subject Re: LFUCG test bills 

There are other accounts that have several meters like this one. I have not reviewed them to see if they are all set up with the same rate schedule though. I would like to keep this as consistent as possible for the multiple metered accounts.

It looks like we have two options - set up one battery meter on each multiple metered account with the old rate schedule which would have the base charge and set up all other meters on the account with the new rate schedule G1MFA or G2MFB (depending upon the customer classification) and no fixed charge on the account.



or

Remove the base charge off the battery rate schedules and attach a fixed charge to the account. This would work as long as those battery rate schedules are not used on single metered accounts and they should not be.

Is this how you see it? If so, which would be easier from both the set up from your end George and the manual set up of the accounts from Kentucky (Rachel). If we use the second option, we would not need the new rate schedules that you are currently testing. Then my next question, which rate schedule are the battery ones - just the ones with Btry in the description? And are these the ones attached to the accounts?

Sheila Miller  
 Manager Rates & Regulation  
 American Water Works Service Company  
 Southeast Region  
 PO Box 1906  
 Charleston, WV 25327-1906  
 phone: (304)353-6317  
 fax: (304)353-6332  
 Sheila.Miller@amwater.com  
 George Conroy/SHARVCS/AWWSC



**George  
 Conroy/SHARVCS/AWWSC**

05/15/2008 09:08 AM

To Sheila Miller/WVAWC/AWWSC@AWW

cc Rachel Cole/KAWC/AWWSC@AWW, Sean P  
 Ireland/ADMIN/CORP/AWWSC@AWW

Subject Re: LFUCG test bills 📎

I am with you on everything but [REDACTED] That one I thought would require the fixed charge. All the battery rates would have the base charge removed, and then the fixed charge would bill the base charge only once. I didn't think you wanted to change the rate schedules from battery to regular. If you do, though, you could setup as you mentioned and avoid the fixed charge.

I'll do whatever you wish.

-----  
 George Conroy  
 Int. Financial Analyst - Rates and Regulation  
 American Water Shared Services Center  
 131 Woodcrest Road  
 Cherry Hill, NJ 08003  
 (856) 310-5773 (Phone)  
 (856) 672-2878 (Fax)  
 george.conroy@amwater.com  
 Sheila Miller/WVAWC/AWWSC



**Sheila  
 Miller/WVAWC/AWWSC**

05/15/2008 08:57 AM

To George Conroy/SHARVCS/AWWSC@AWW

cc Rachel Cole/KAWC/AWWSC@AWW, Sean P  
 Ireland/ADMIN/CORP/AWWSC@AWW

Subject Re: LFUCG test bills 📎



This will work as long as the set up is correct for each account with multiple meters. Someone will have to review each account and correct the rate schedule; however they will have to do that anyway regardless of what we do. It looks like any account with a multiple meter would have to have one of the old rate schedules attached that has the base charge and all the other meters on the account would have to be one of the new rate schedules - either G1MFA or G2MFB for all others and no fixed charge added to the account. Is that correct? So the [REDACTED] account would have the first meter attached to G4MCC and the other 46 to G2MFB - right??

Sheila Miller  
Manager Rates & Regulation  
American Water Works Service Company  
Southeast Region  
PO Box 1906  
Charleston, WV 25327-1906  
phone: (304)353-6317  
fax: (304)353-6332  
Sheila.Miller@amwater.com  
George Conroy/SHARVCS/AWWSC



**George  
Conroy/SHARVCS/AWWSC**  
05/15/2008 08:40 AM

To Sheila Miller/WVAWC/AWWSC@AWW, Rachel  
Cole/KAWC/AWWSC@AWW, Sean P  
Ireland/ADMIN/CORP/AWWSC@AWW

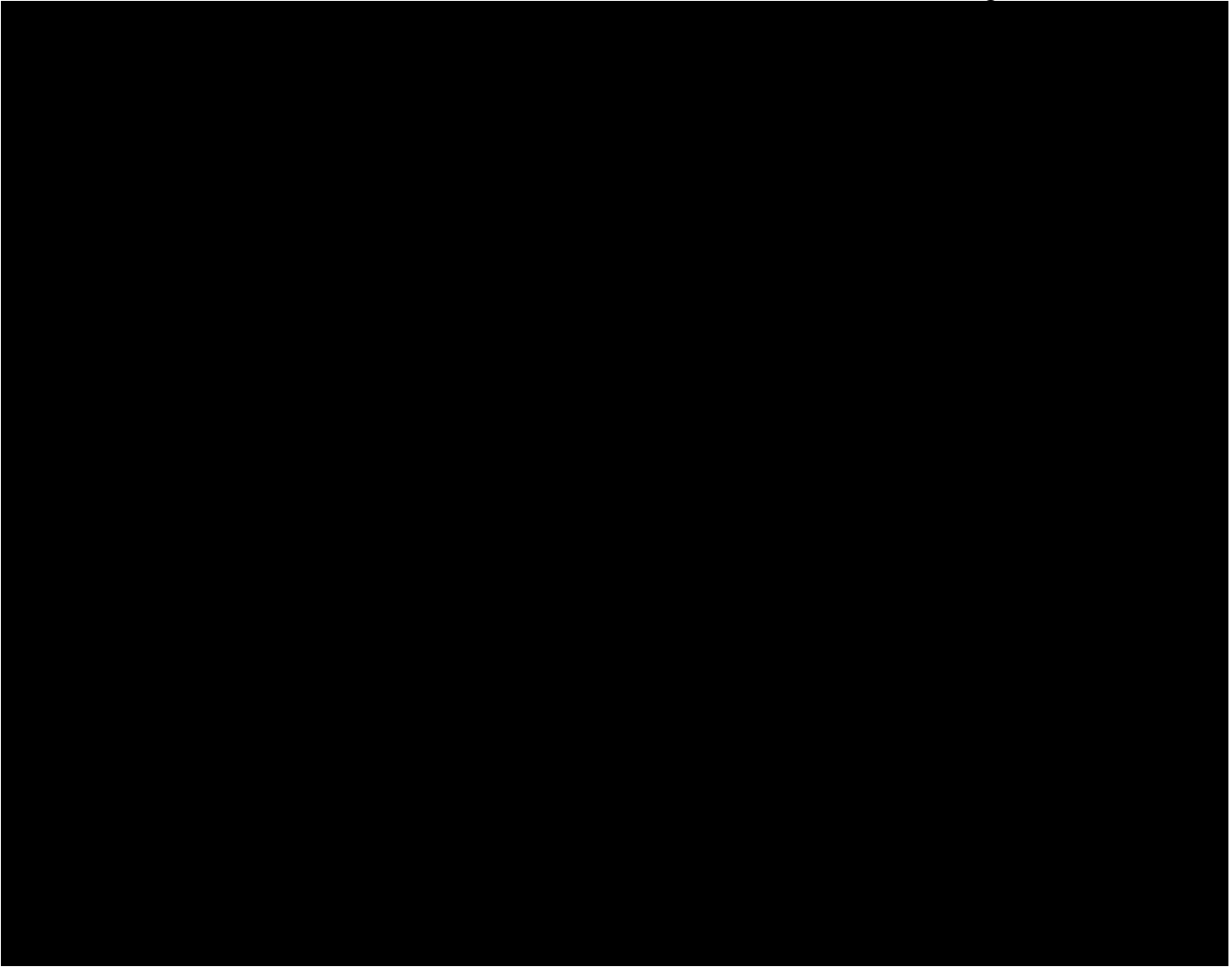
cc

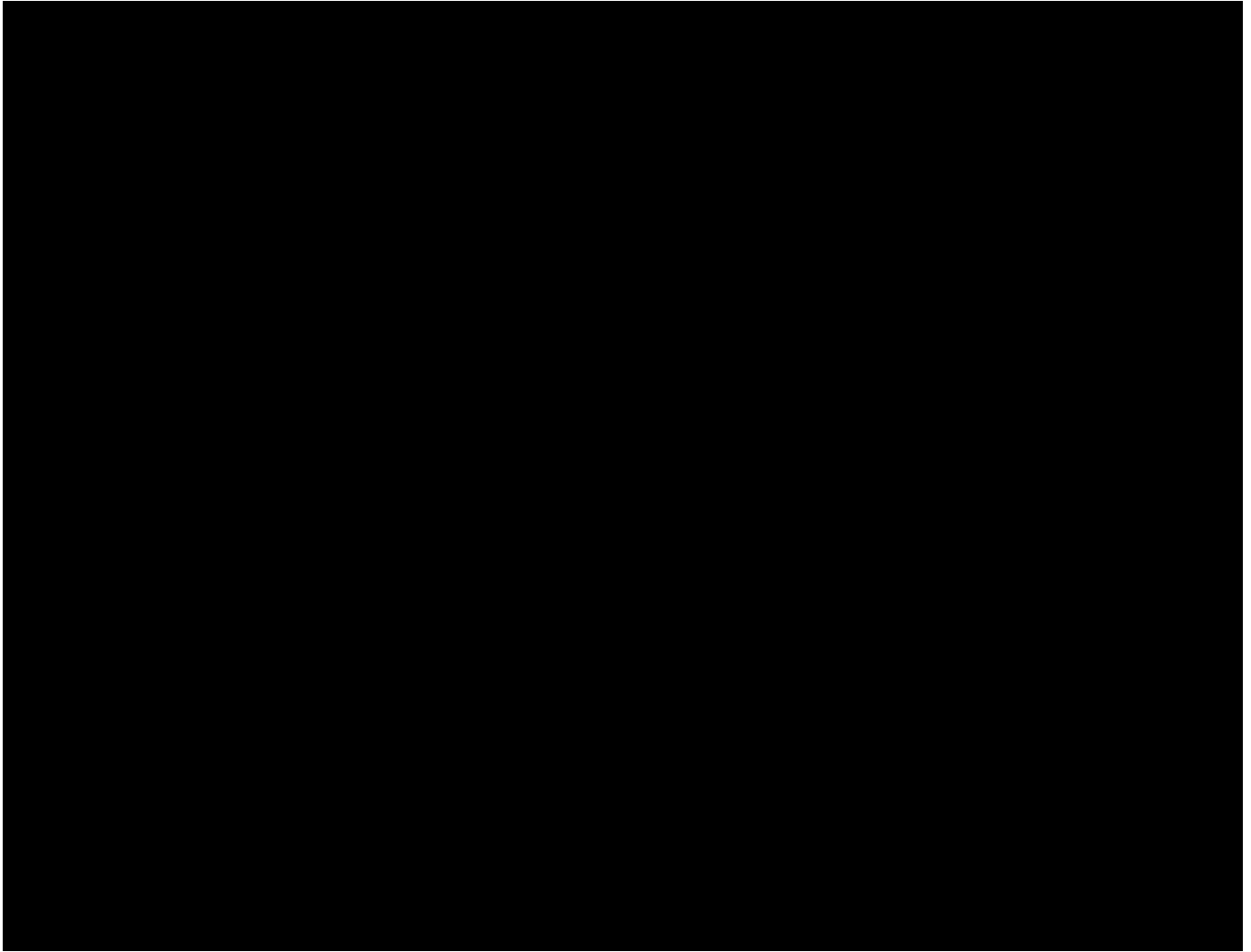
Subject LFUCG test bills

Folks,

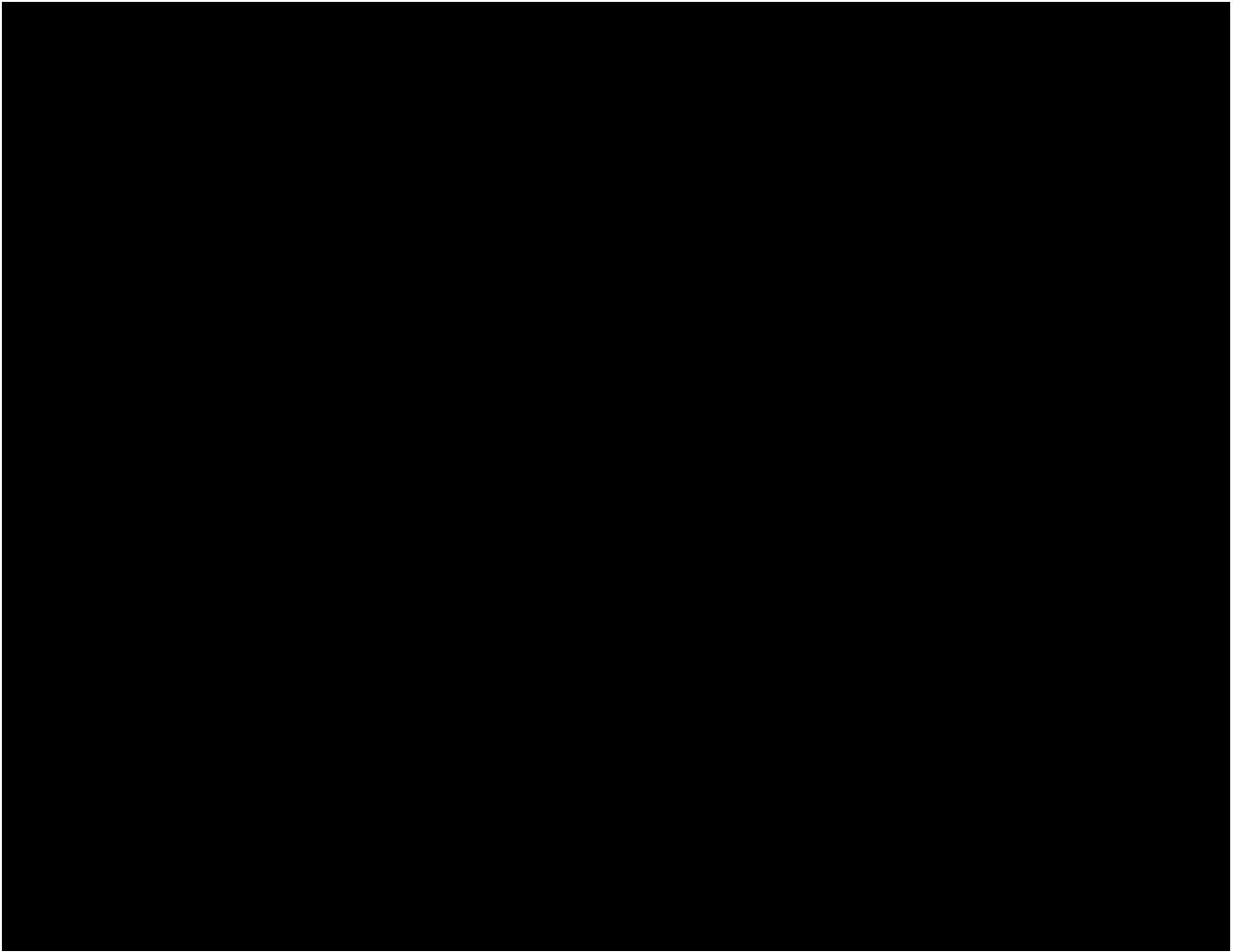
**Test cas**

Account [REDACTED] had two sewer rates - one being a battery minimum. I took the base charge off the battery minimum rate and left the other rate alone. Bill looks good - What do you think?



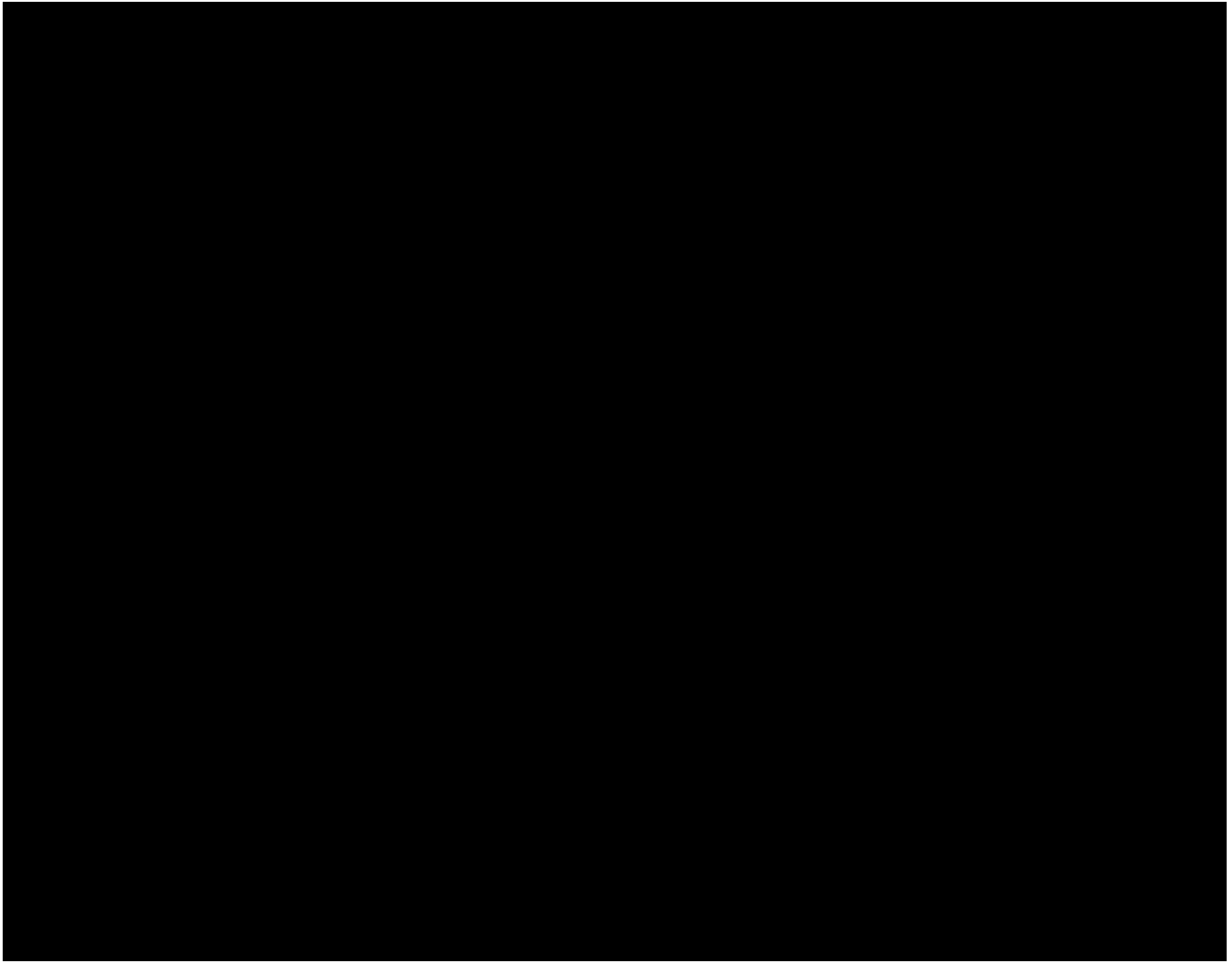


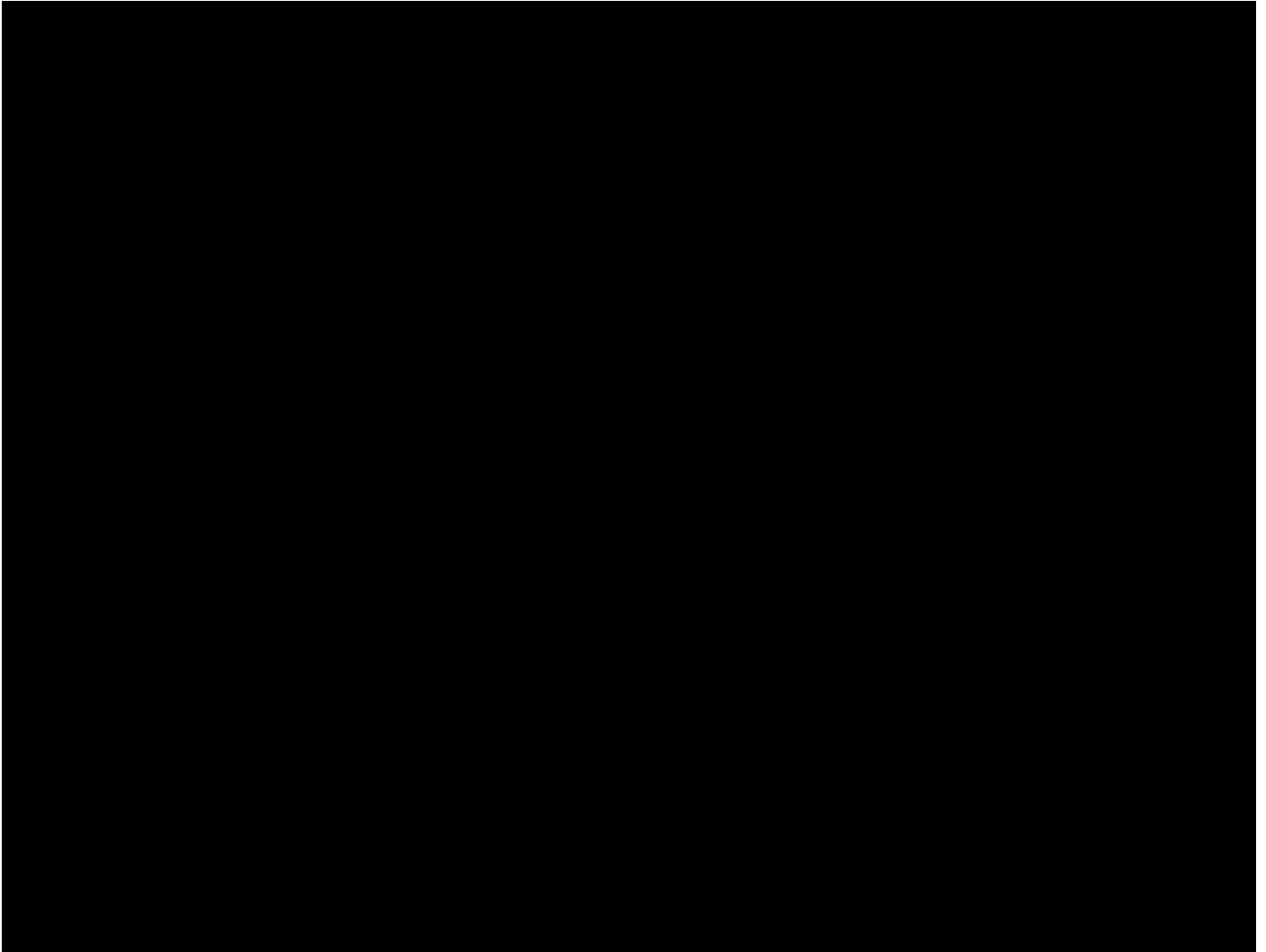




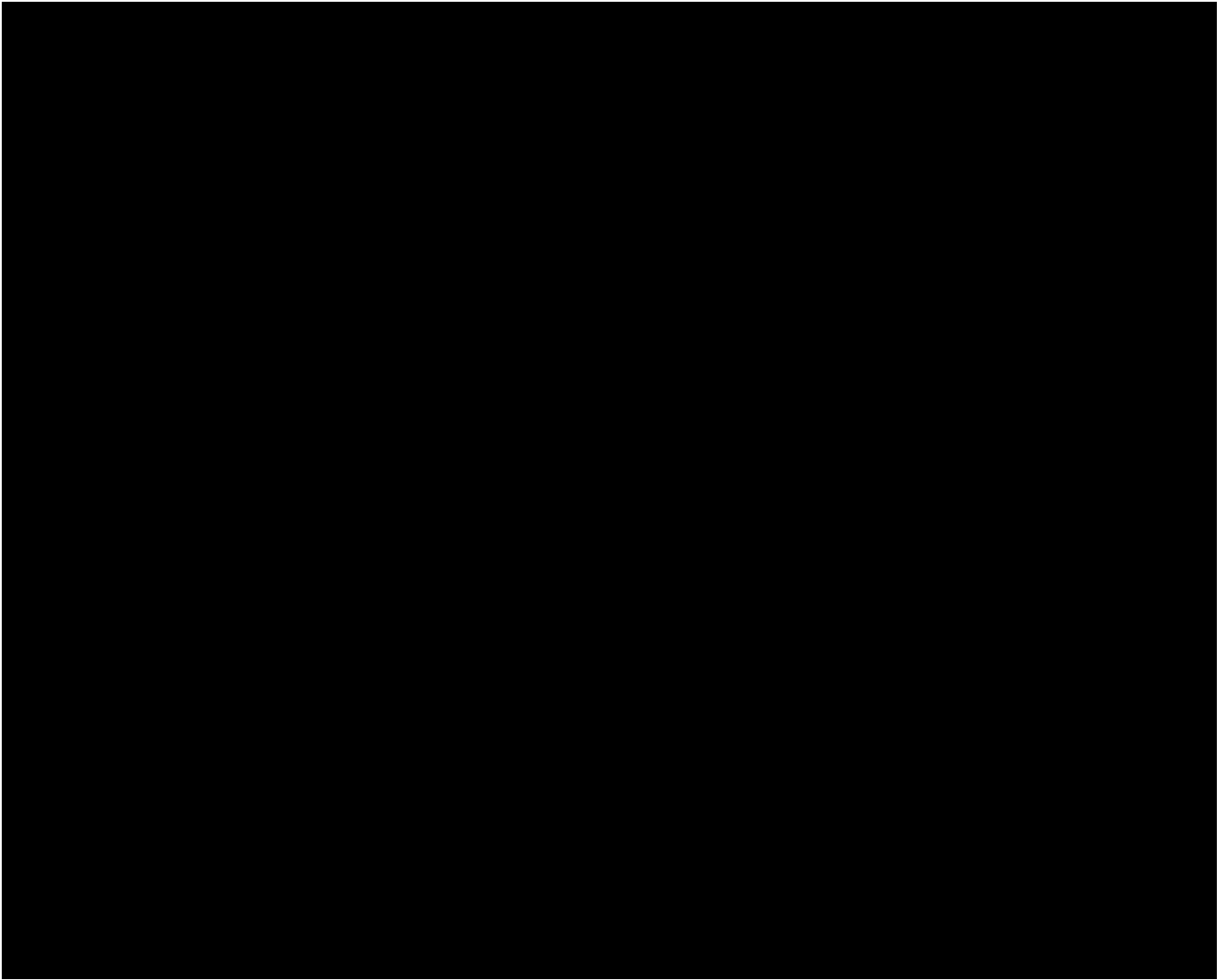
**Test Case 2**

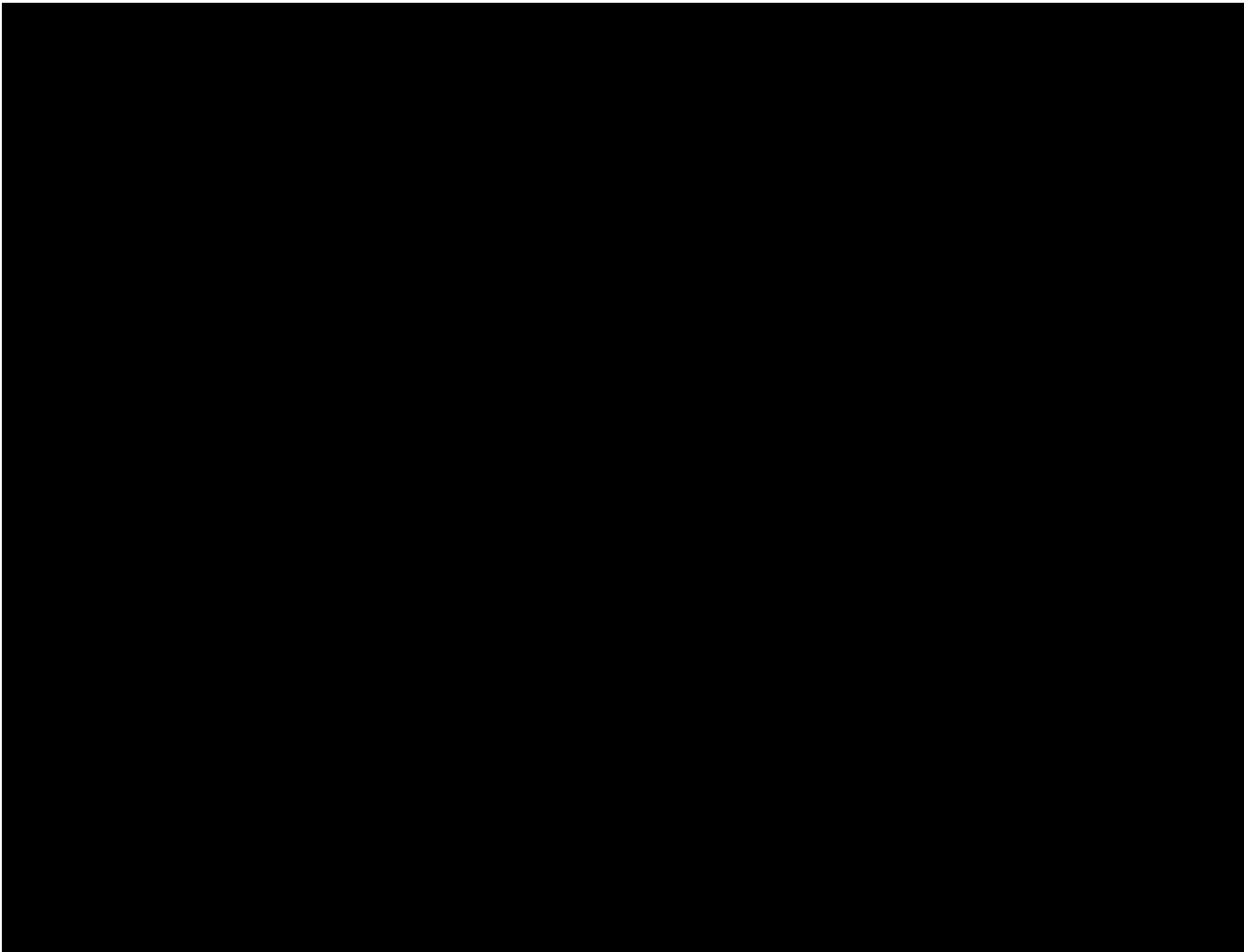
Account [REDACTED] Has 4 sewers no battery rate. I kept one rate as G4M4E and converted the other three to G2MFB. No fixed charge needs to be added and bill calculates correctly - What do you think?











Let me know what you want to do.

Thanks

gmc

---

George Conroy  
Int. Financial Analyst - Rates and Regulation  
American Water Shared Services Center  
131 Woodcrest Road  
Cherry Hill, NJ 08003  
(856) 310-5773 (Phone)  
(856) 672-2878 (Fax)  
george.conroy@amwater.com

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:17 PM -----

From: Sean P Ireland/ADMIN/CORP/AWWSC  
To: Rachel Cole/KAWC/AWWSC@AWW, Bryan Siler/KAWC/AWWSC@AWW  
Date: 05/16/2008 08:00 AM  
Subject: LFUCG

---

Could you please e-mail me the list of accounts with multiple meters that need to be placed into the exception batch today? thanks

Sean P. Ireland

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:17 PM -----

From: Sheila Miller/WVAWC/AWWSC  
 To: George Conroy/SHARVCS/AWWSC@AWW  
 Cc: Rachel Cole/KAWC/AWWSC@AWW, Bryan Siler/KAWC/AWWSC@AWW, Rick  
 Witherite/KAWC/AWWSC@AWW  
 Date: 05/16/2008 08:17 AM  
 Subject: Re: LFUCG

I spoke with Rachel last night and Kentucky was going to discuss it this morning. I will let you know as soon as I hear something from them.

Sheila Miller  
 Manager Rates & Regulation  
 American Water Works Service Company  
 Southeast Region  
 PO Box 1906  
 Charleston, WV 25327-1906  
 phone: (304)353-6317  
 fax: (304)353-6332  
 Sheila.Miller@amwater.com  
 George Conroy/SHARVCS/AWWSC



**George  
 Conroy/SHARVCS/AWWSC**  
 05/16/2008 08:05 AM

To: Sheila Miller/WVAWC/AWWSC@AWW  
 cc

Subject: LFUCG

Sheila,

Any news on LFUCG? The sooner I can change the rates, the sooner the held bills can be released. At this point, a rate move on Monday does not look promising.

-----  
 George Conroy  
 Int. Financial Analyst - Rates and Regulation  
 American Water Shared Services Center  
 131 Woodcrest Road  
 Cherry Hill, NJ 08003  
 (856) 310-5773 (Phone)  
 (856) 672-2878 (Fax)  
 george.conroy@amwater.com

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:17 PM -----

From: Sean P Ireland/ADMIN/CORP/AWWSC  
 To: Bryan Siler/KAWC/AWWSC@AWW  
 Date: 05/16/2008 08:22 AM  
 Subject: Re: LFUCG

yes the second batch was. thanks

Sean

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:17 PM -----

From: Rachel Cole/KAWC/AWWSC  
To: Donna Taylor/KAWC/AWWSC@AWW  
Cc: Bryan Siler  
Date: 05/16/2008 08:31 AM  
Subject: Fw: LFUCG

---

Hi Donna,


We'll wait until you run your query to make a final decision. They're waiting on us to let them know, whether the fixed charge option will work. What's your recommendation?  
\*\*\*\*\*

Rachel S. Cole  
Southeast Region  
Email: rcole@kawc.com  
Ph: 859-268-6307  
Fax: 859-335-3307

----- Forwarded by Rachel Cole/KAWC/AWWSC on 05/16/2008 08:31 AM -----



**Sheila  
Miller/WVAWC/AWWSC**  
05/16/2008 08:16 AM

To: George Conroy/SHARVCS/AWWSC@AWW  
cc: Rachel Cole/KAWC/AWWSC@AWW, Bryan Siler/KAWC/AWWSC@AWW, Rick Witherite/KAWC/AWWSC@AWW  
Subject: Re: LFUCG 

I spoke with Rachel last night and Kentucky was going to discuss it this morning. I will let you know as soon as I hear something from them.

Sheila Miller  
Manager Rates & Regulation  
American Water Works Service Company  
Southeast Region  
PO Box 1906  
Charleston, WV 25327-1906  
phone: (304)353-6317  
fax: (304)353-6332  
Sheila.Miller@amwater.com  
George Conroy/SHARVCS/AWWSC



**George  
Conroy/SHARVCS/AWWSC**  
05/16/2008 08:05 AM

To: Sheila Miller/WVAWC/AWWSC@AWW  
cc:  
Subject: LFUCG



Sheila,

Any news on LFUCG? The sooner I can change the rates, the sooner the held bills can be released. At this point, a rate move on Monday does not look promising.

---

George Conroy  
Int. Financial Analyst - Rates and Regulation  
American Water Shared Services Center  
131 Woodcrest Road  
Cherry Hill, NJ 08003  
(856) 310-5773 (Phone)  
(856) 672-2878 (Fax)  
george.conroy@amwater.com

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:17 PM -----

From: Donna Taylor/KAWC/AWWSC  
To: Rachel Cole/KAWC/AWWSC@AWW  
Cc: Bryan Siler  
Date: 05/16/2008 10:34 AM  
Subject: Re: Fw: LFUCG test bills

---

Rachel,

Attached are two spreadsheets related to the billing of LFUCG master accounts for May 2008. One is a summary total billed (usage in 1000 gallons), and the other has individual metered usage by meter (100 CF). Look these over and let me know if you have questions.

Regarding the fixed charge, I think Sheila is correct that the charge would only be billed one time per account. But, I think someone responsible for setting up the rates would know more definitely.

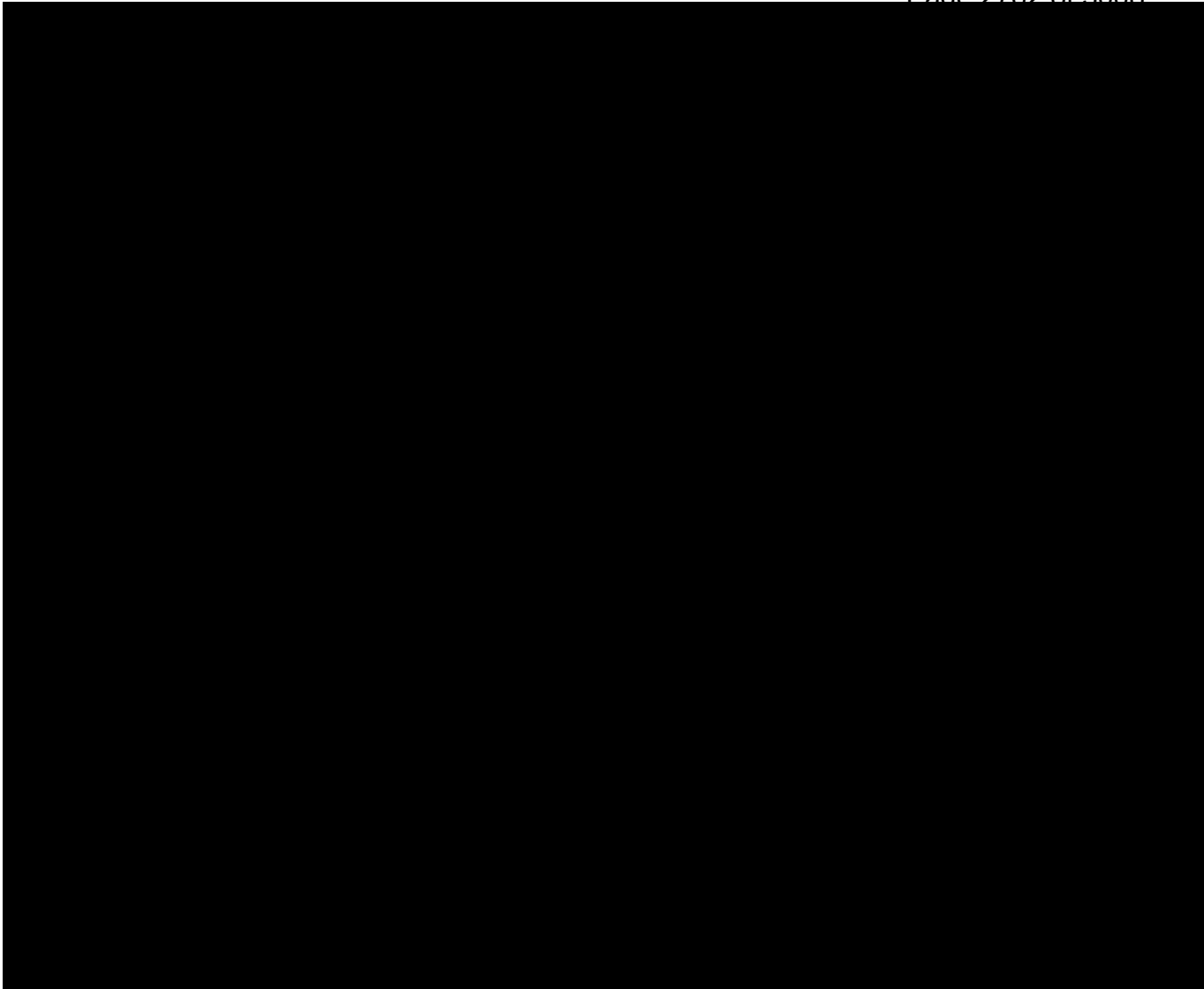


KY - Master Accounts Billed May 1 - May 16 - Water and Sewer Total Bill.xls



KY - Master Accounts Billed May 1 - May 16 - Water and Sewer - Usage by Meter.xls

While checking the accounts on the spreadsheet I did see one that was charged the \$4.25 for the 1st 100CF. See screen shot.



Donna B. Taylor  
Sr. Business Reporting Analyst  
American Water  
ITS - Business Solutions  
2300 Richmond Rd.  
Lexington, KY 40502  
Voice: 859.268.6306  
Fax: 859.335.3306  
email: donna.taylor@amwater.com  
Rachel Cole/KAWC/AWWSC



**Rachel Cole/KAWC/AWWSC**

05/15/2008 05:58 PM

To Donna Taylor/KAWC/AWWSC@AWW  
cc Bryan Siler  
Subject Fw: LFUCG test bills

Donna,

Would you please run the query for multiple meter accounts and attach the rate schedules and usage to

each meter? As you can tell from the email string below, we have some issues to work out. I think Sheila wants to have a separate rate schedule for these accounts so that it has a fixed charge. She said that a fixed charge is attached to the premise so each account should only have one \$4.25 base rate. Do you agree?

\*\*\*\*\*

Rachel S. Cole  
Southeast Region  
Email: rcole@kawc.com  
Ph: 859-268-6307  
Fax: 859-335-3307

----- Forwarded by Rachel Cole/KAWC/AWWSC on 05/15/2008 05:58 PM -----



**Sheila  
Miller/WVAWC/AWWSC**  
05/15/2008 05:39 PM

To Rachel Cole/KAWC/AWWSC@AWW  
cc  
Subject Fw: LFUCG test bills

Sheila Miller  
Manager Rates & Regulation  
American Water Works Service Company  
Southeast 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 05/15/2008 05:41 PM -----



**Sheila  
Miller/WVAWC/AWWSC**  
05/15/2008 09:24 AM

To George Conroy/SHARVCS/AWWSC  
cc Rachel Cole/KAWC/AWWSC@AWW, Sean P  
Ireland/ADMIN/CORP/AWWSC@AWW  
Subject Re: LFUCG test bills 📎

There are other accounts that have several meters like this one. I have not reviewed them to see if they are all set up with the same rate schedule though. I would like to keep this as consistent as possible for the multiple metered accounts.

It looks like we have two options - set up one battery meter on each multiple metered account with the old rate schedule which would have the base charge and set up all other meters on the account with the new rate schedule G1MFA or G2MFB (depending upon the customer classification) and no fixed charge on the account.

or

Remove the base charge off the battery rate schedules and attach a fixed charge to the account. This would work as long as those battery rate schedules are not used on single metered accounts and they should not be.

Is this how you see it? If so, which would be easier from both the set up from your end George and the manual set up of the accounts from Kentucky (Rachel). If we use the second option, we would not need the new rate schedules that you are currently testing. Then my next question, which rate schedule are the battery ones - just the ones with Btry in the description? And are these the ones attached to the accounts?

Sheila Miller  
 Manager Rates & Regulation  
 American Water Works Service Company  
 Southeast Region  
 PO Box 1906  
 Charleston, WV 25327-1906  
 phone: (304)353-6317  
 fax: (304)353-6332  
 Sheila.Miller@amwater.com  
 George Conroy/SHARVCS/AWWSC



**George  
 Conroy/SHARVCS/AWWSC**

05/15/2008 09:08 AM

To Sheila Miller/WVAWC/AWWSC@AWW

cc Rachel Cole/KAWC/AWWSC@AWW, Sean P  
 Ireland/ADMIN/CORP/AWWSC@AWW

Subject Re: LFUCG test bills 📎

I am with you on everything but [REDACTED] That one I thought would require the fixed charge. All the battery rates would have the base charge removed, and then the fixed charge would bill the base charge only once. I didn't think you wanted to change the rate schedules from battery to regular. If you do, though, you could setup as you mentioned and avoid the fixed charge.

I'll do whatever you wish.

-----  
 George Conroy  
 Int. Financial Analyst - Rates and Regulation  
 American Water Shared Services Center  
 131 Woodcrest Road  
 Cherry Hill, NJ 08003  
 (856) 310-5773 (Phone)  
 (856) 672-2878 (Fax)  
 george.conroy@amwater.com  
 Sheila Miller/WVAWC/AWWSC



**Sheila  
 Miller/WVAWC/AWWSC**

05/15/2008 08:57 AM

To George Conroy/SHARVCS/AWWSC@AWW

cc Rachel Cole/KAWC/AWWSC@AWW, Sean P  
 Ireland/ADMIN/CORP/AWWSC@AWW

Subject Re: LFUCG test bills 📎

This will work as long as the set up is correct for each account with multiple meters. Someone will have to review each account and correct the rate schedule; however they will have to do that anyway regardless of what we do. It looks like any account with a multiple meter would have to have one of the old rate schedules attached that has the base charge and all the other meters on the account would have to be



one of the new rate schedules - either G1MFA for residential or G2MFB for all others and no fixed charge added to the account. Is that correct? So the [REDACTED] account would have the first meter attached to G4MCC and the other 46 to G2MFB - right??

Sheila Miller  
Manager Rates & Regulation  
American Water Works Service Company  
Southeast Region  
PO Box 1906  
Charleston, WV 25327-1906  
phone: (304)353-6317  
fax: (304)353-6332  
Sheila.Miller@amwater.com  
George Conroy/SHARVCS/AWWSC



**George  
Conroy/SHARVCS/AWWSC**  
05/15/2008 08:40 AM

To Sheila Miller/WVAWC/AWWSC@AWW, Rachel  
Cole/KAWC/AWWSC@AWW, Sean P  
Ireland/ADMIN/CORP/AWWSC@AWW

cc

Subject LFUCG test bills

Folks,

**Test case 1**

[REDACTED] had two sewer rates - one being a battery minimum. I took the base charge off the battery minimum rate and left the other rate alone. Bill looks good - What do you think?

**Rate Schedule Maintenance (RATE) - CAS2105 - Kentucky Am (KYQA) Quality assura...**

File Edit Functions Go Path Help

Path: [ ] Rate Schedule: [G2MEC] Com Mo Swr LFUCG SCH E C-Batry

Watr Lhrq/Meter [Averaging]

Rate Sch List | Rate Sch Entry1 | Rate Sch Entry2 | Rate Sch Entry3 | Rate Sch Desc | Rate Adj List | Supplmnt Sewr 1

Utility Type: [2] O&M Wastewater Service

Effective Date: [03/15/08] [17] Expiration Date: [ ] [17]

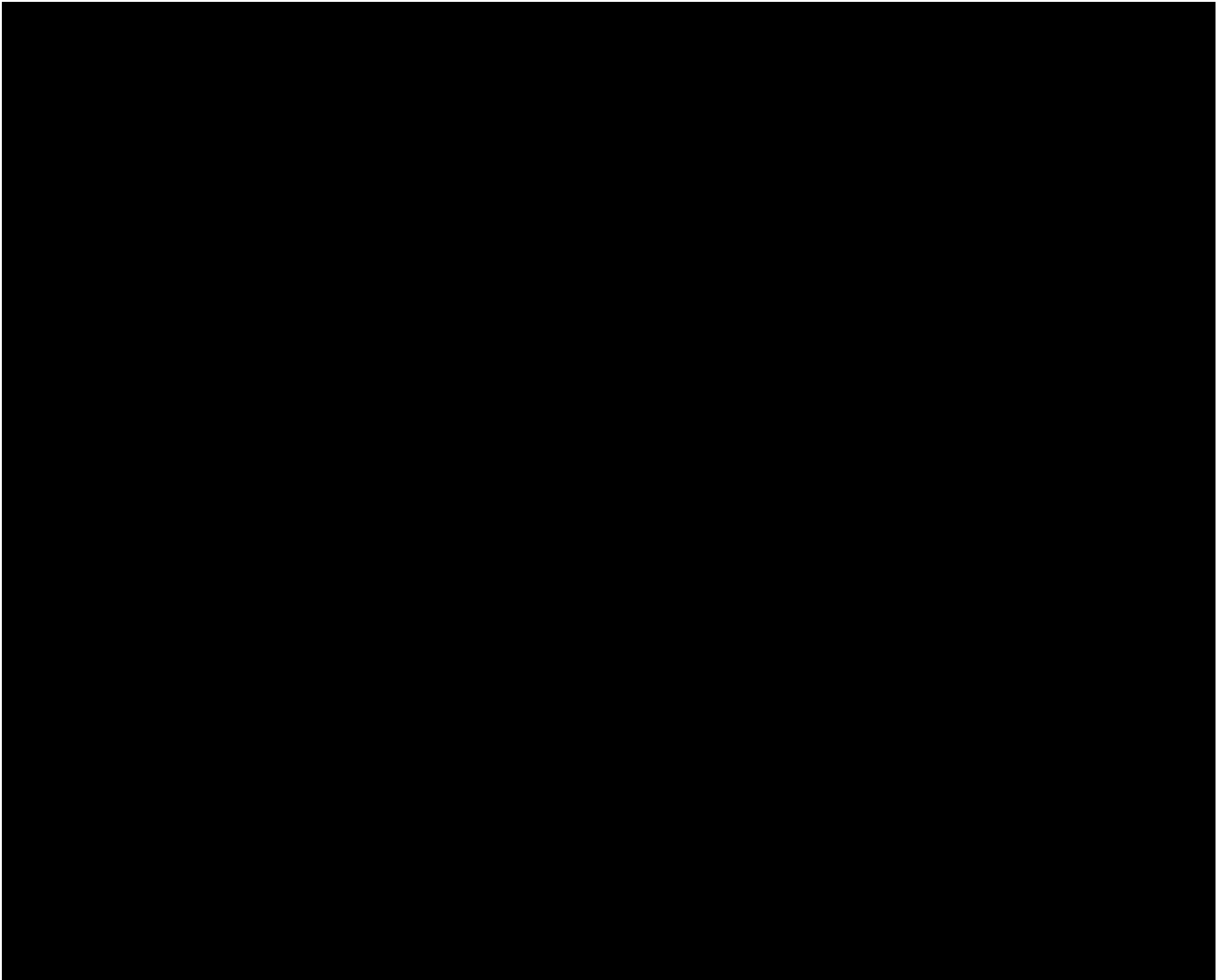
Billing Class: [2] Rate Revenue Type: [R2210]

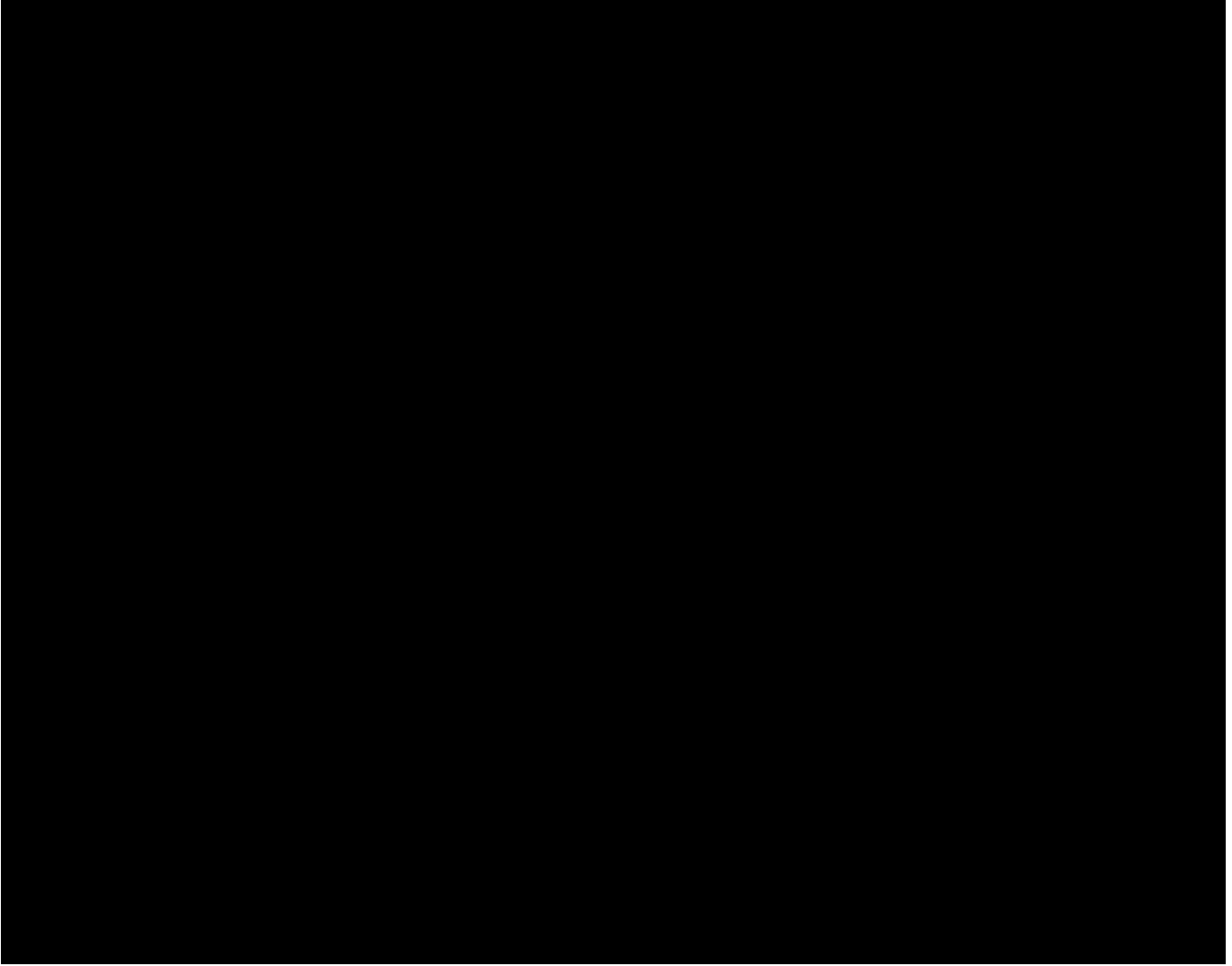
Rate Description: [Com Mo Swr LFUCG SCH E C-B.] Bill Description: [ ]

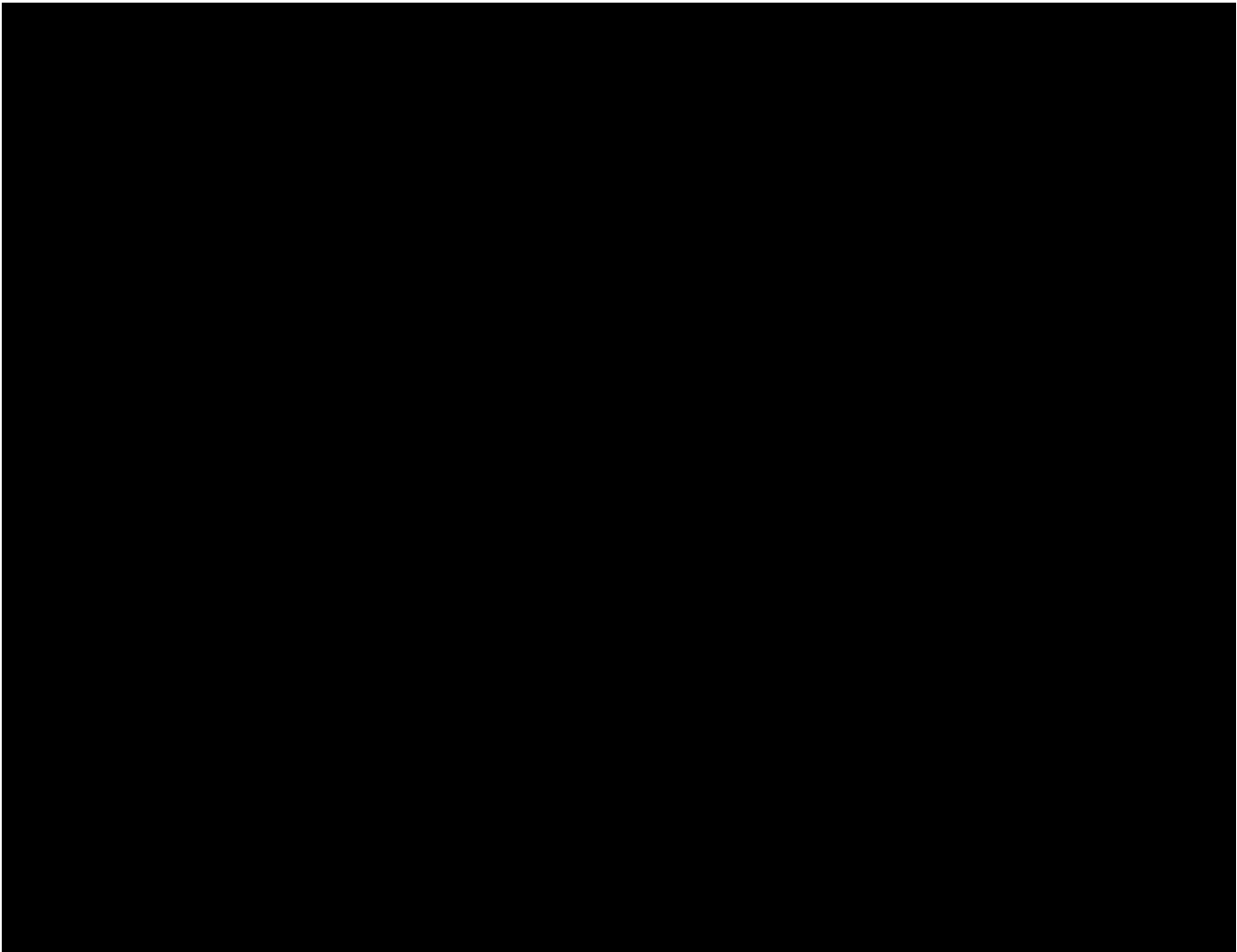
Limit Rate

|             |               |             |                   |     |
|-------------|---------------|-------------|-------------------|-----|
| Rate Step 1 | [1.00]        | [ ]         | Base Charge       | [ ] |
| Rate Step 2 | [99999999.99] | [3.2000000] | Base Chg Rev Type | [ ] |
| Rate Step 3 | [ ]           | [ ]         | Base Charge Pqm   | [ ] |
| Rate Step 4 | [ ]           | [ ]         |                   |     |
| Rate Step 5 | [ ]           | [ ]         |                   |     |
| Rate Step 6 | [ ]           | [ ]         |                   |     |
| Rate Step 7 | [ ]           | [ ]         |                   |     |
| Rate Step 8 | [ ]           | [ ]         |                   |     |

OK Cancel

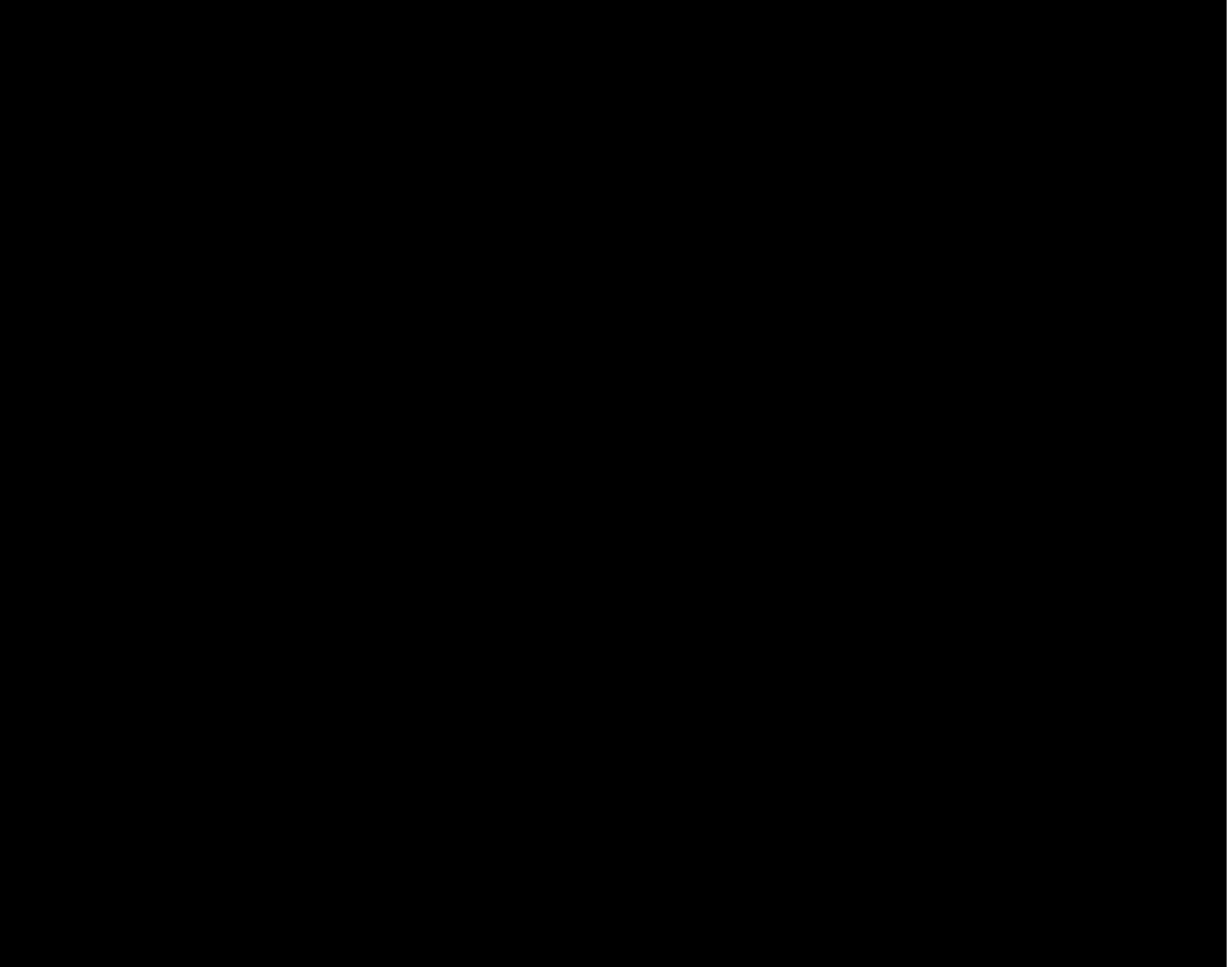


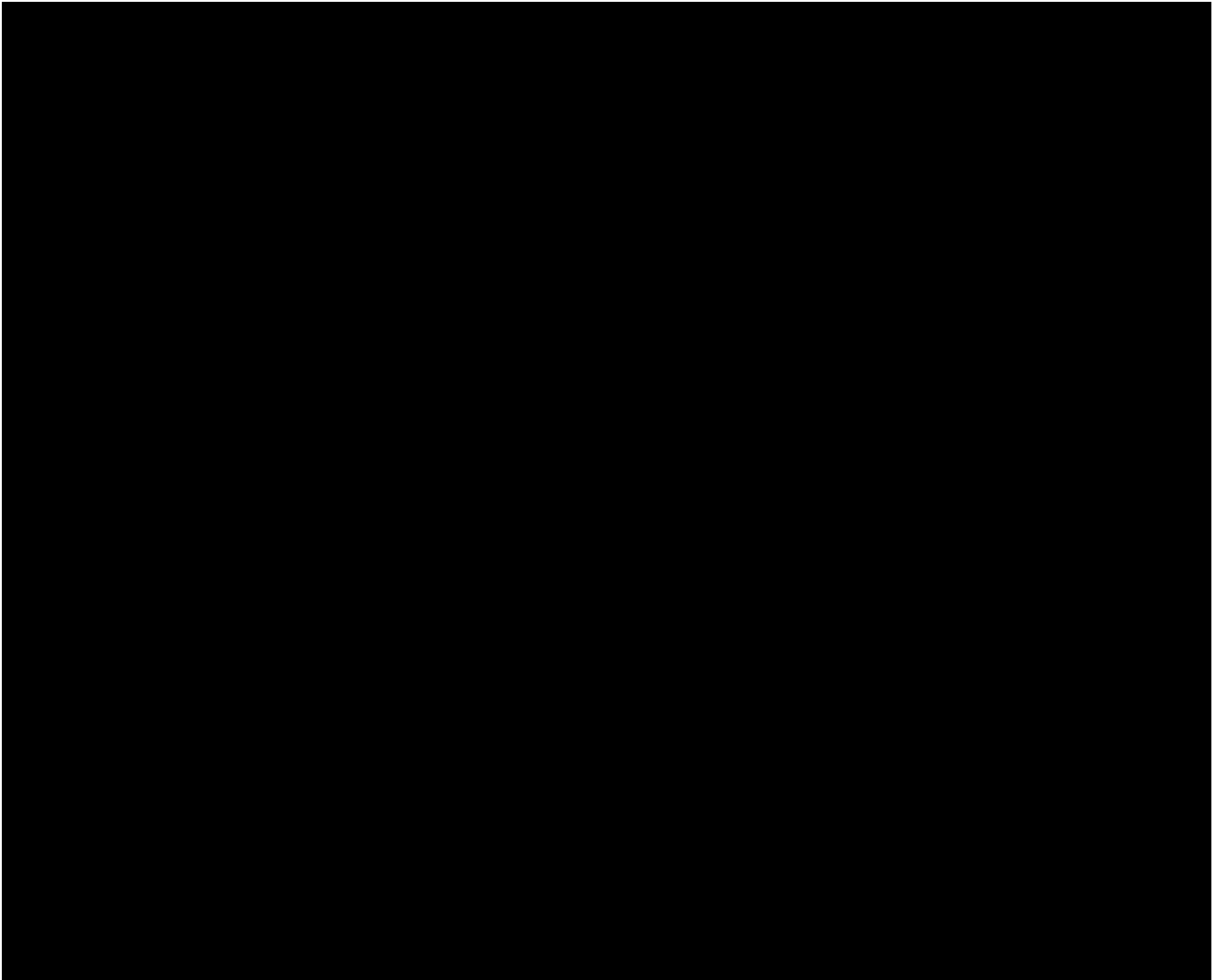


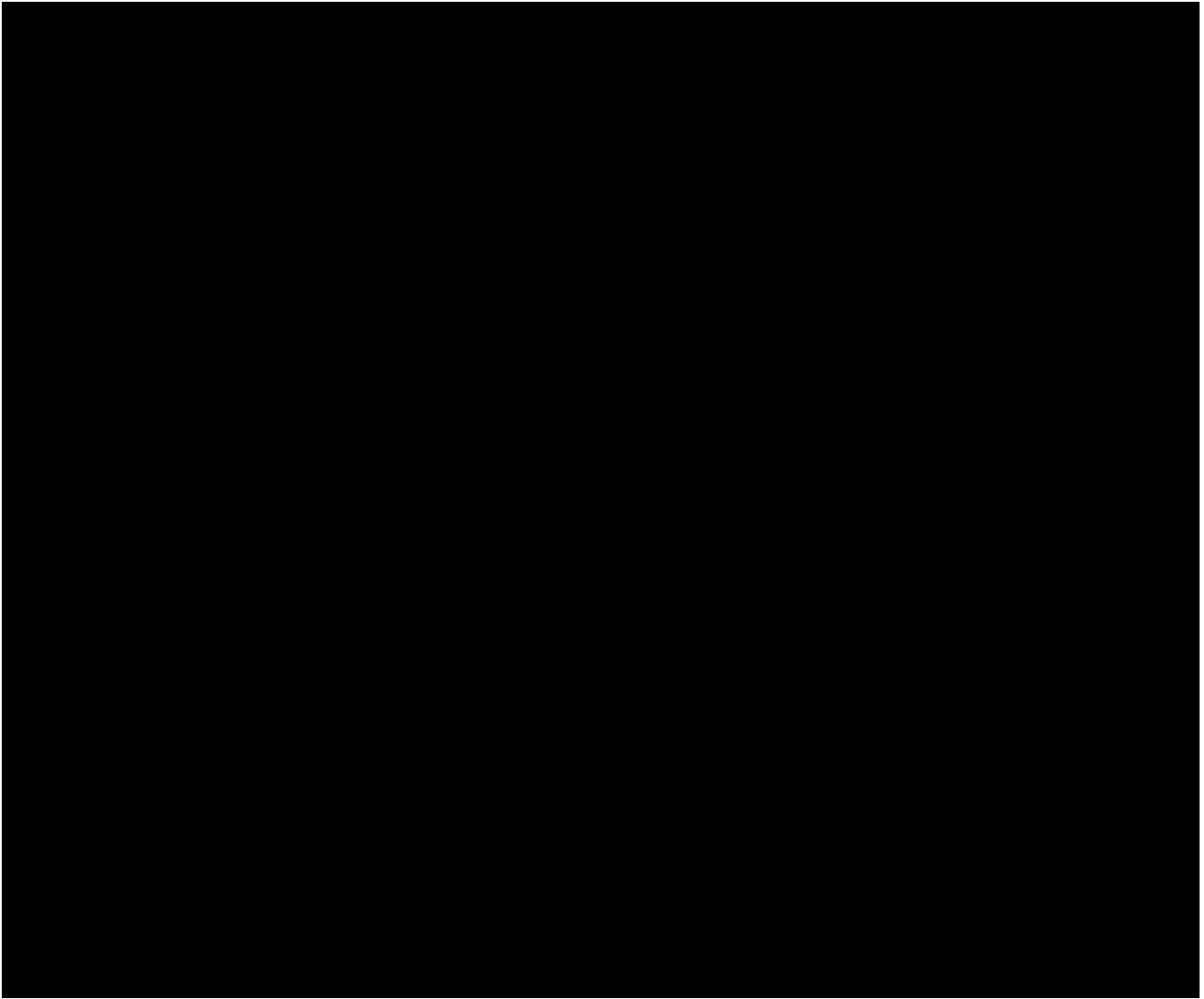


**Test Case 2**

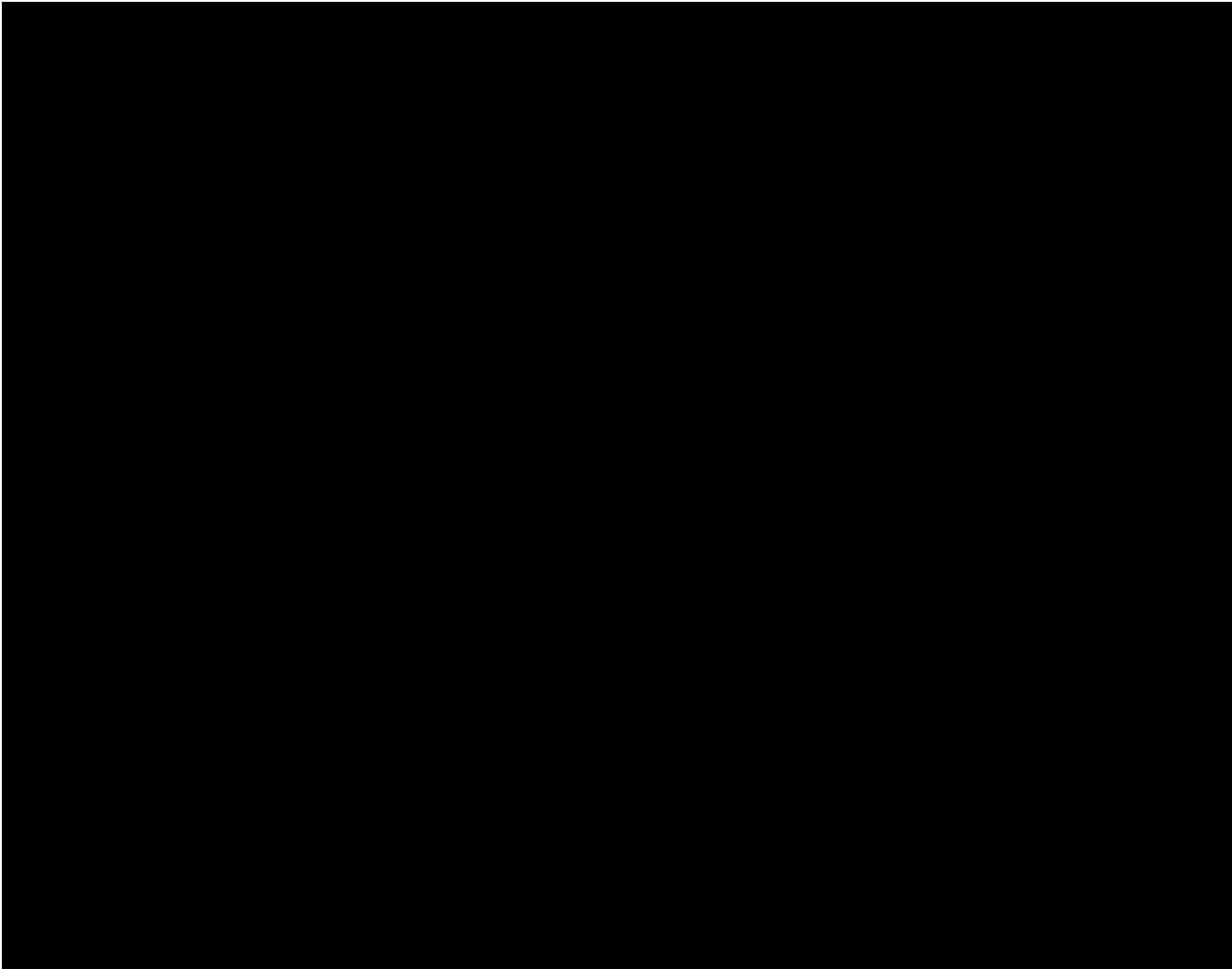
Account [REDACTED] - Has 4 sewers no battery rate. I kept one rate as G4M4E and converted the other three to G2MFB. No fixed charge needs to be added and bill calculates correctly - What do you think?











Let me know what you want to do.

Thanks

gmc

---

George Conroy  
Int. Financial Analyst - Rates and Regulation  
American Water Shared Services Center  
131 Woodcrest Road  
Cherry Hill, NJ 08003  
(856) 310-5773 (Phone)  
(856) 672-2878 (Fax)  
george.conroy@amwater.com

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:17 PM -----

From: Sheila Miller/WVAWC/AWWSC  
To: Bryan Siler/KAWC/AWWSC@AWW, Rachel Cole/KAWC/AWWSC@AWW  
Date: 05/19/2008 09:07 AM  
Subject: Fw: LFUCG Multiple Meter Test Bill

---

Do you want to see anymore test bills?

Sheila Miller  
 Manager Rates & Regulation  
 American Water Works Service Company  
 Southeast 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 05/19/2008 09:08 AM -----



**George**  
**Conroy/SHARVCS/AWWSC**  
 05/19/2008 08:44 AM

To Sheila Miller/WVAWC/AWWSC@AWW  
 cc Bryan Siler/KAWC/AWWSC@AWW, Rachel Cole/KAWC/AWWSC@AWW, Sean P Ireland/ADMIN/CORP/AWWSC@AWW, Stacy Owens/KAWC/AWWSC@AWW  
 Subject Re: LFUCG Multiple Meter Test Bill 📎

OK,

One new rate, no fixed charges. I'll get it setup and put the ticket in to move asap. Do you need to see anymore test bills?

-----  
 George Conroy  
 Int. Financial Analyst - Rates and Regulation  
 American Water Shared Services Center  
 131 Woodcrest Road  
 Cherry Hill, NJ 08003  
 (856) 310-5773 (Phone)  
 (856) 672-2878 (Fax)  
 george.conroy@amwater.com  
 Sheila Miller/WVAWC/AWWSC



**Sheila**  
**Miller/WVAWC/AWWSC**  
 05/16/2008 05:35 PM

To George Conroy/SHARVCS/AWWSC@AWW  
 cc Rachel Cole/KAWC/AWWSC@AWW, Bryan Siler/KAWC/AWWSC@AWW, Stacy Owens/KAWC/AWWSC@AWW, Sean P Ireland/ADMIN/CORP/AWWSC@AWW  
 Subject Re: LFUCG Multiple Meter Test Bill 📎

I think we only need the one rate schedule set up - G2MFB and this looks fine. Stacy Owens said there would be no residential accounts with more than one meter. Kentucky prefers this since it shows the sewer usage (base charge) amount under the wastewater calculation. They will have to change the rate schedules on the multi-metered accounts manually and have those bills in exception batches recalculated. Let me know when this has been set up and moved to production so Kentucky can proceed to change the rate schedules on the accounts. Once that is done Sean can have those bills recalculated.



LFUCG 050108 rate change template revised 6 w sewer multi meters.xls

Sheila Miller  
Manager Rates & Regulation  
American Water Works Service Company  
Southeast Region  
PO Box 1906  
Charleston, WV 25327-1906  
phone: (304)353-6317  
fax: (304)353-6332  
Sheila.Miller@amwater.com  
George Conroy/SHARVCS/AWWSC




**George  
Conroy/SHARVCS/AWWSC**

05/16/2008 04:51 PM

To Sheila Miller/WVAWC/AWWSC@AWW

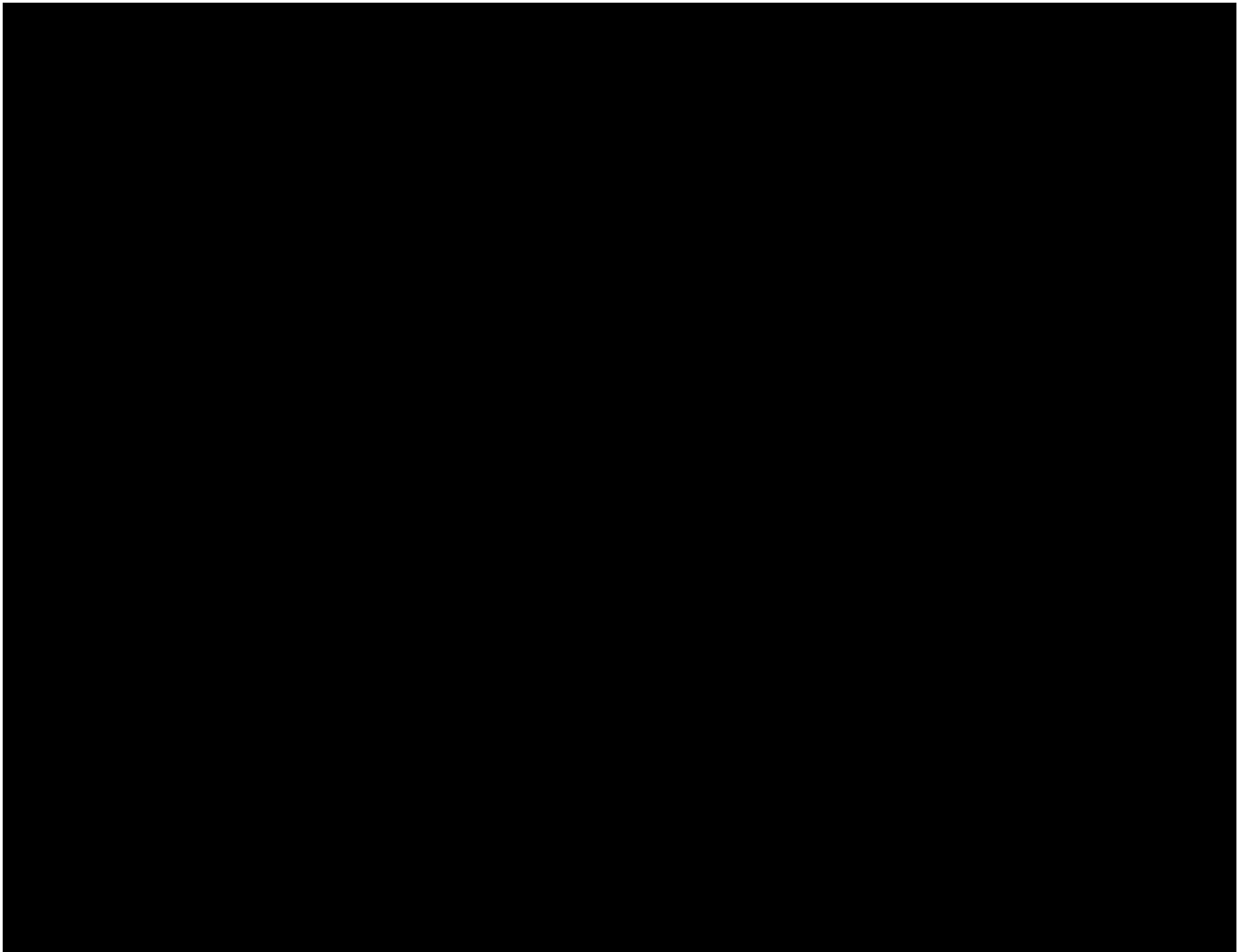
cc Bryan Siler/KAWC/AWWSC@AWW, Rachel  
Cole/KAWC/AWWSC@AWW, Stacy  
Owens/KAWC/AWWSC@AWW

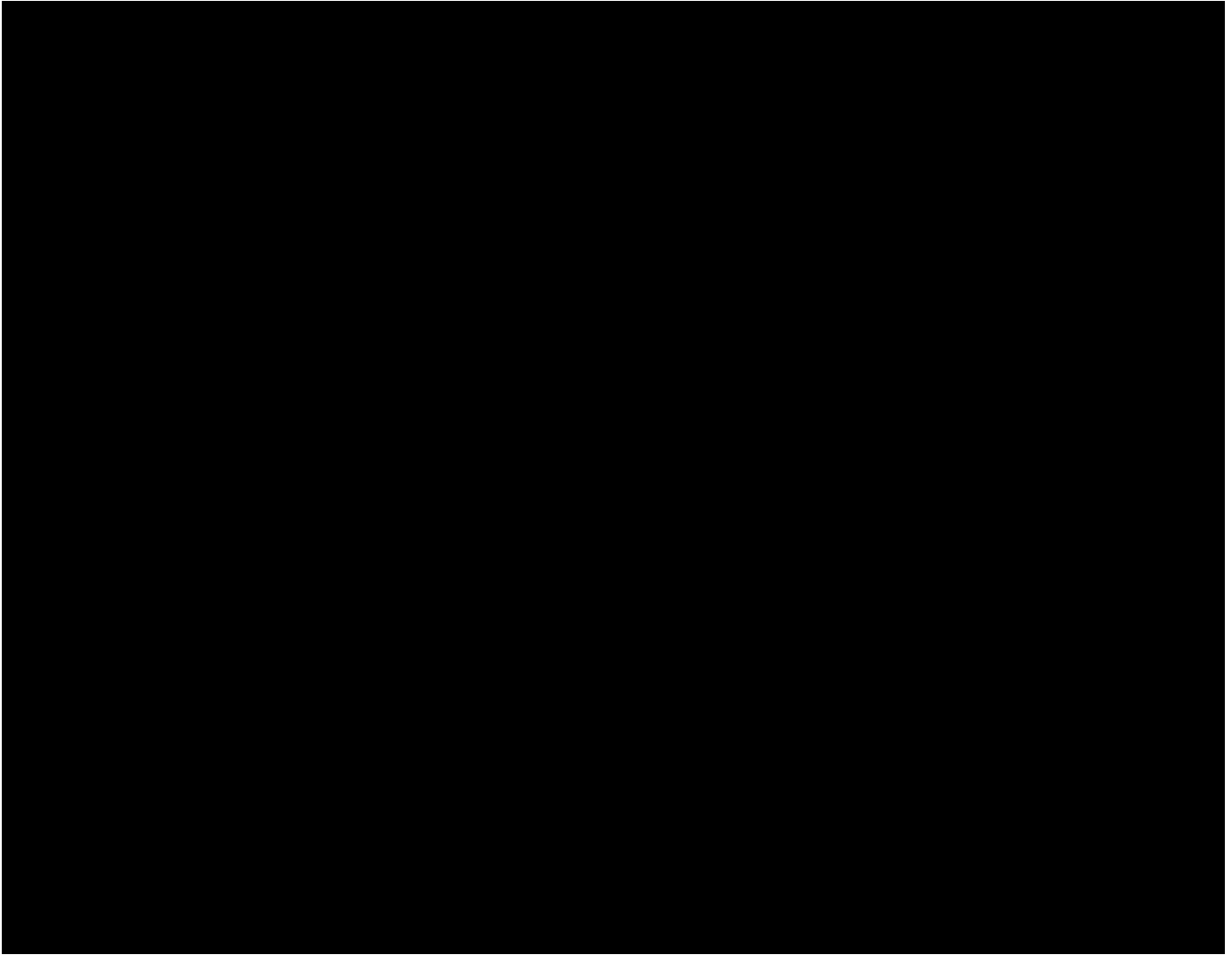
Subject Re: LFUCG Multiple Meter Test Bill 

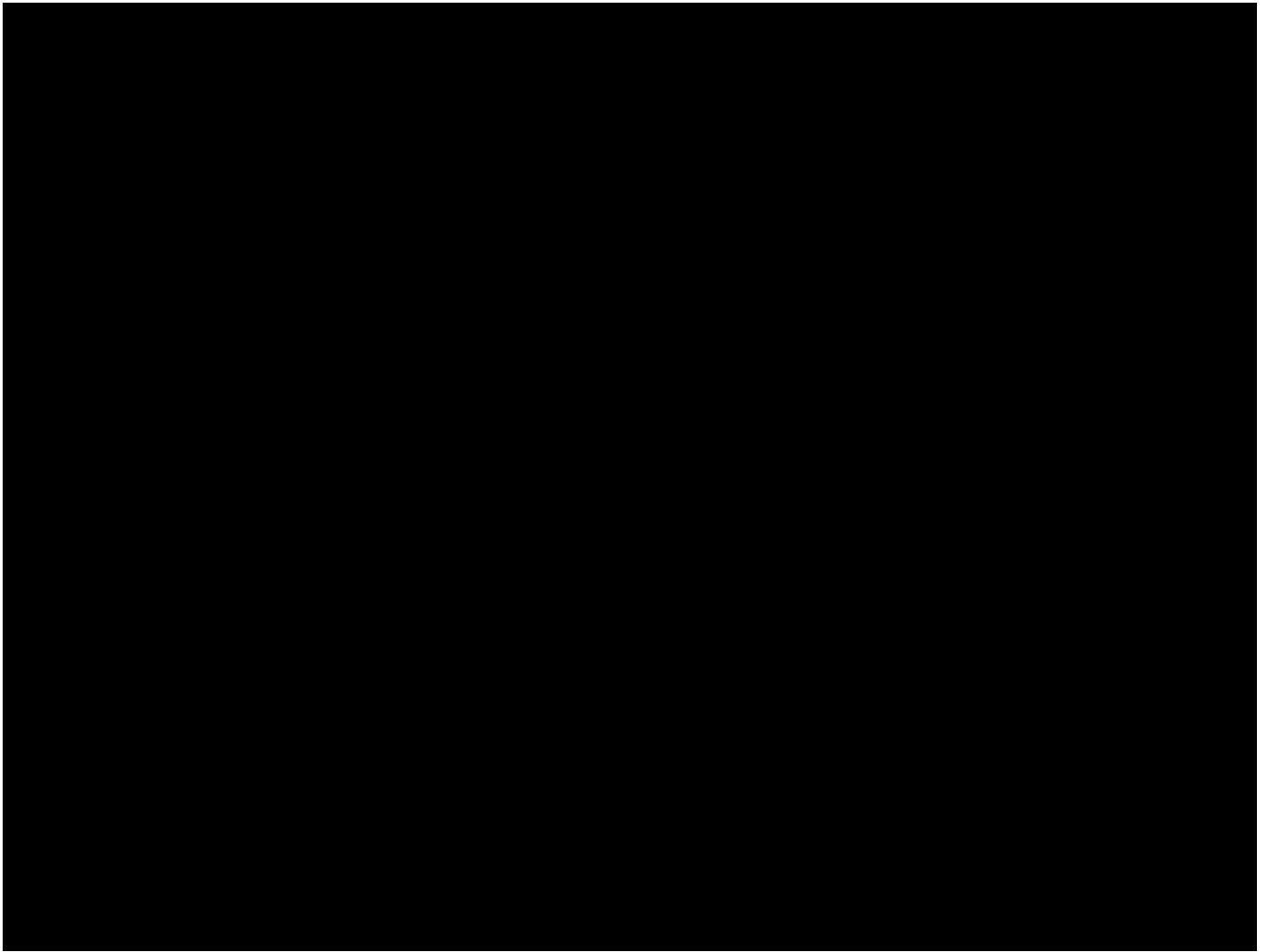
Sheila,

I reran the bill for the same customer changing the one rate back to G2M4E and deleting the fixed charge. I ran a zero bill and a usage of 1CCF on both water rates. Please see screens below.

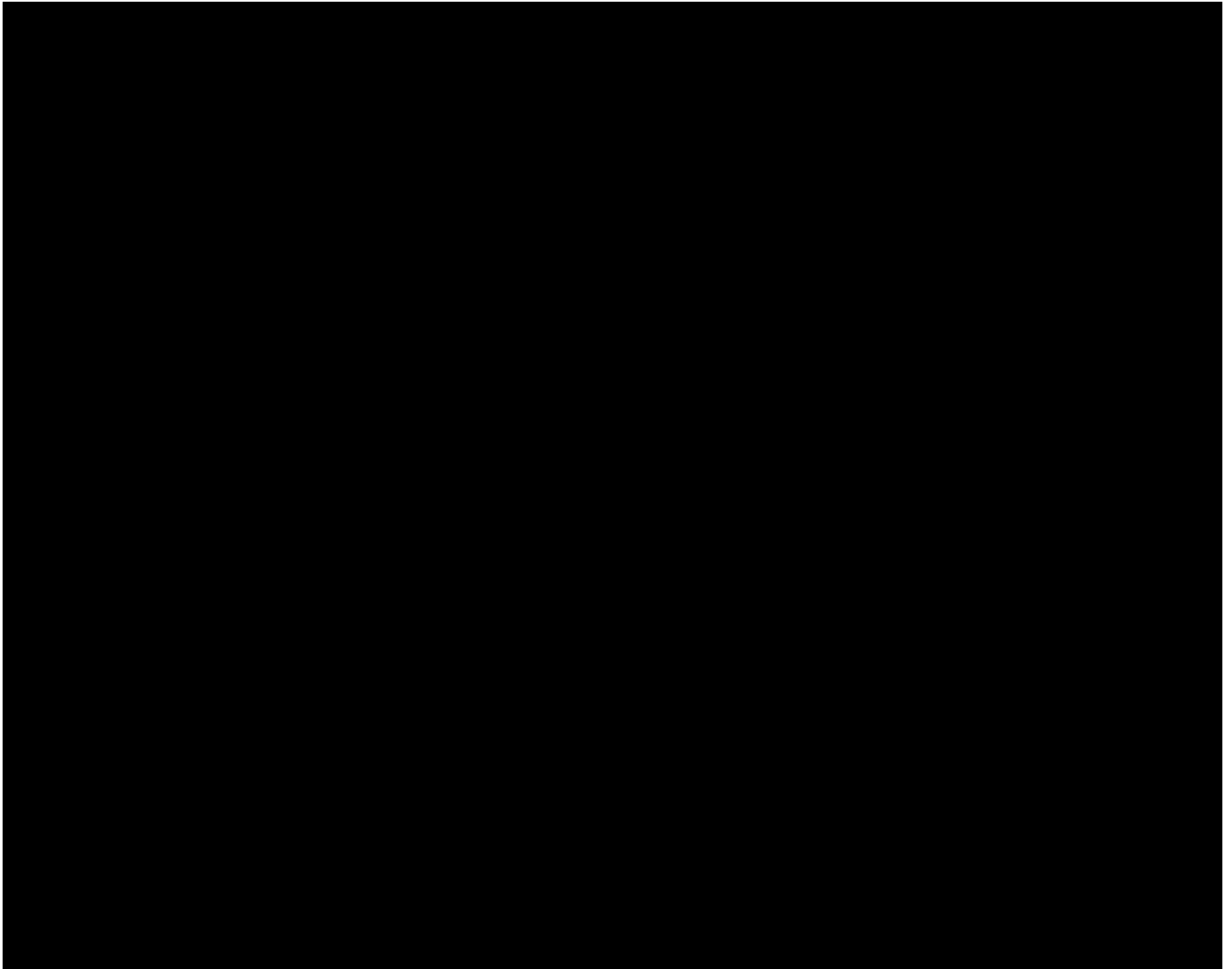
Usage of Zero

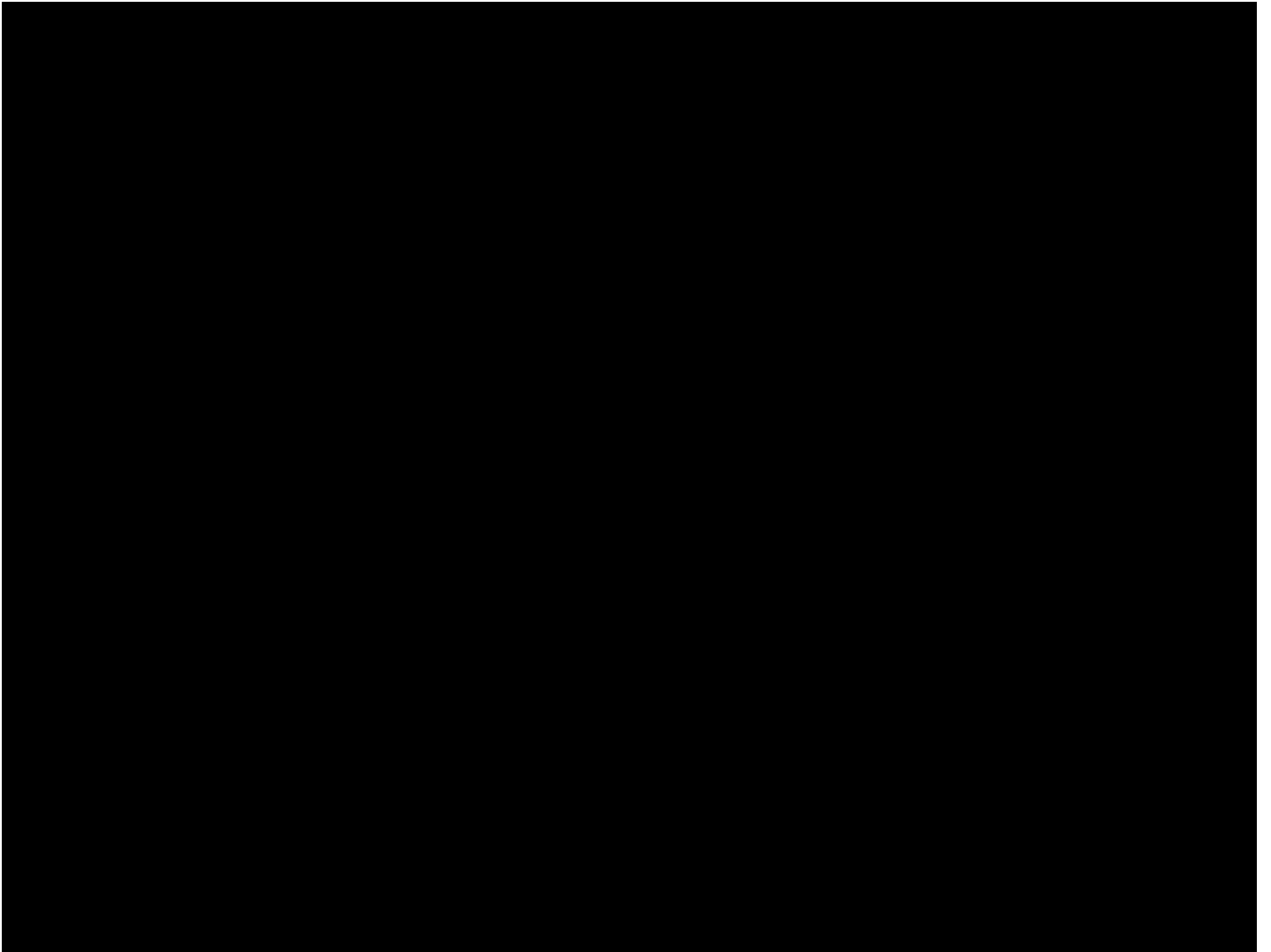




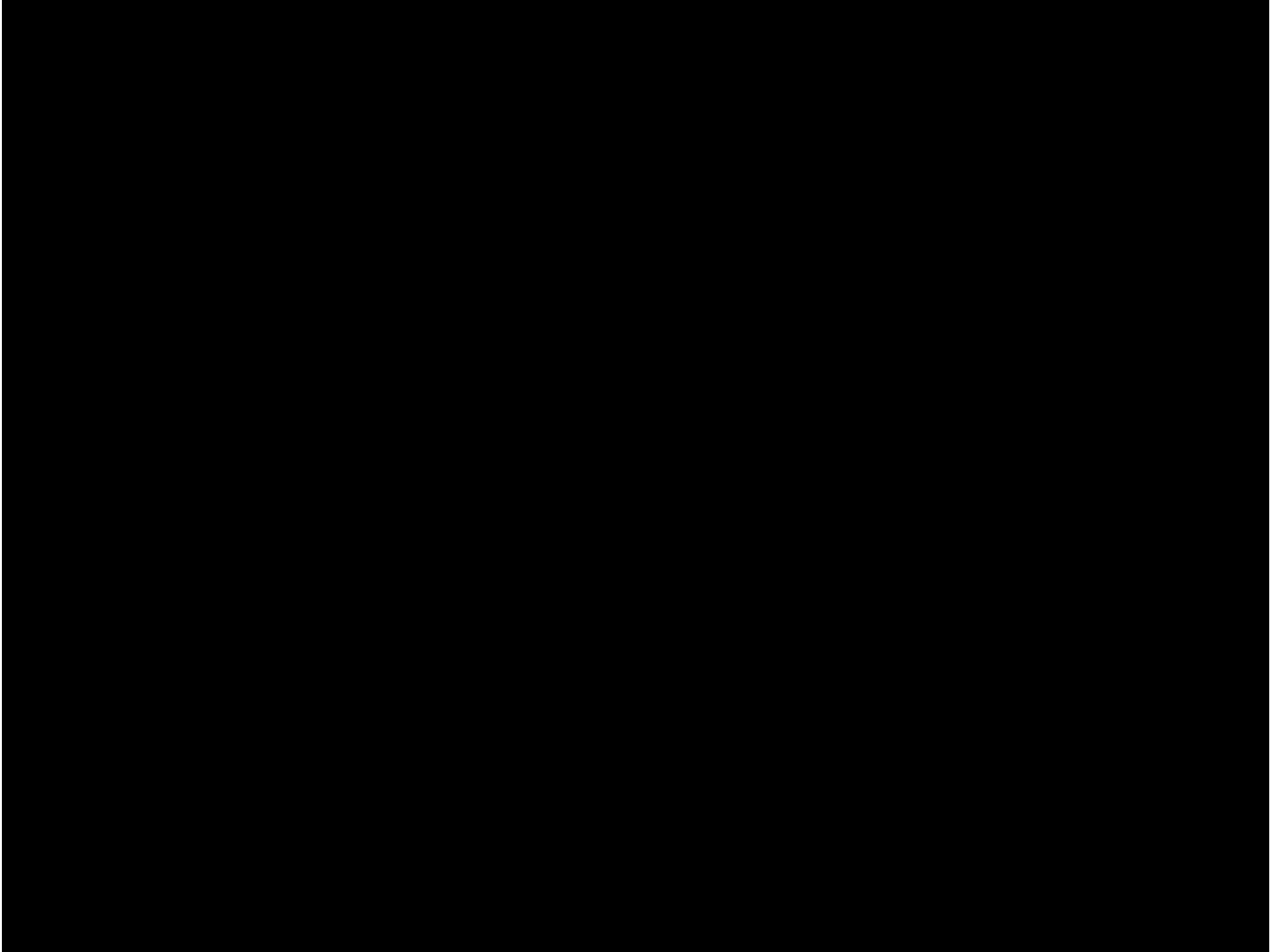


Usage of 1 - Rate A2M4M - linked to rate G2M4E

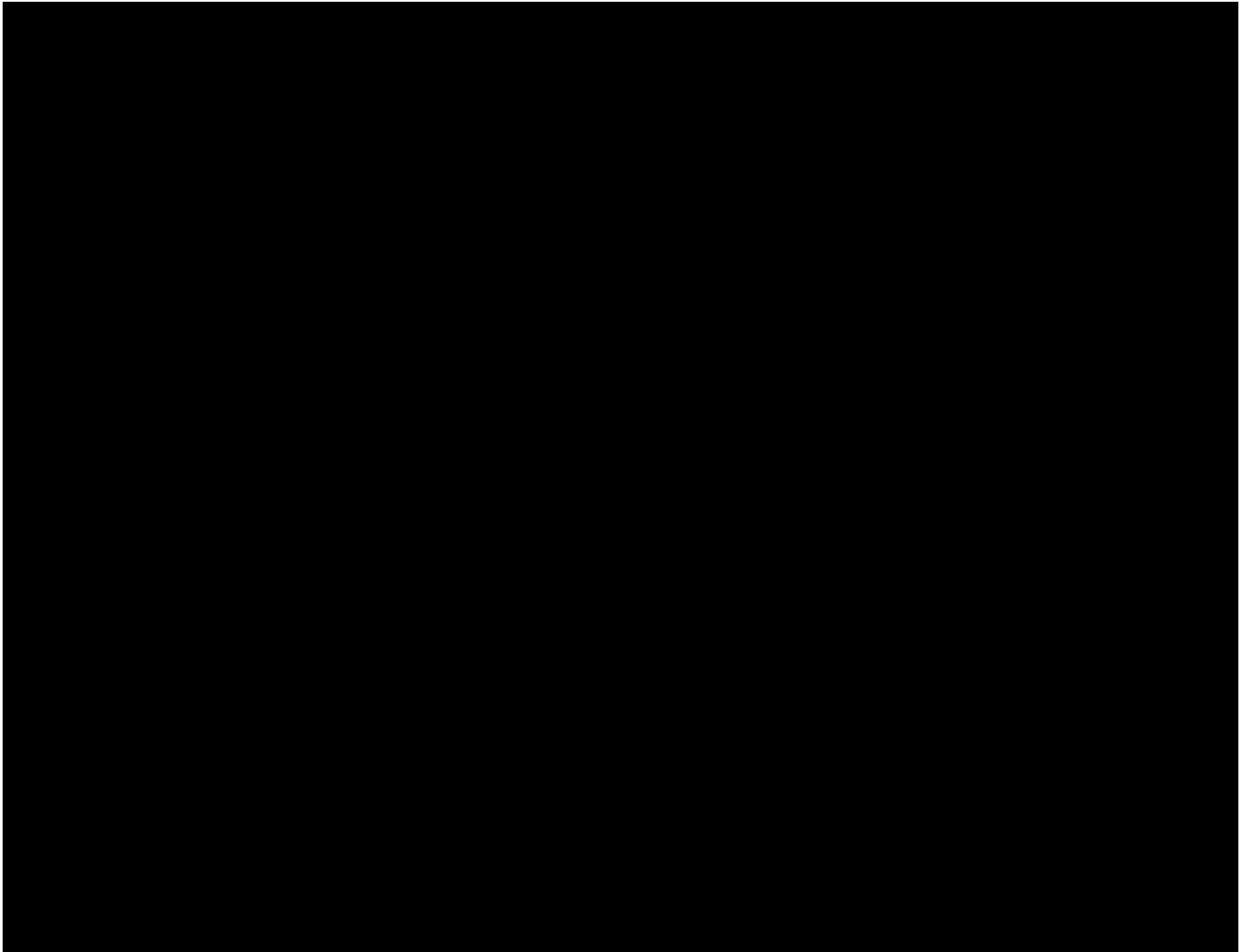


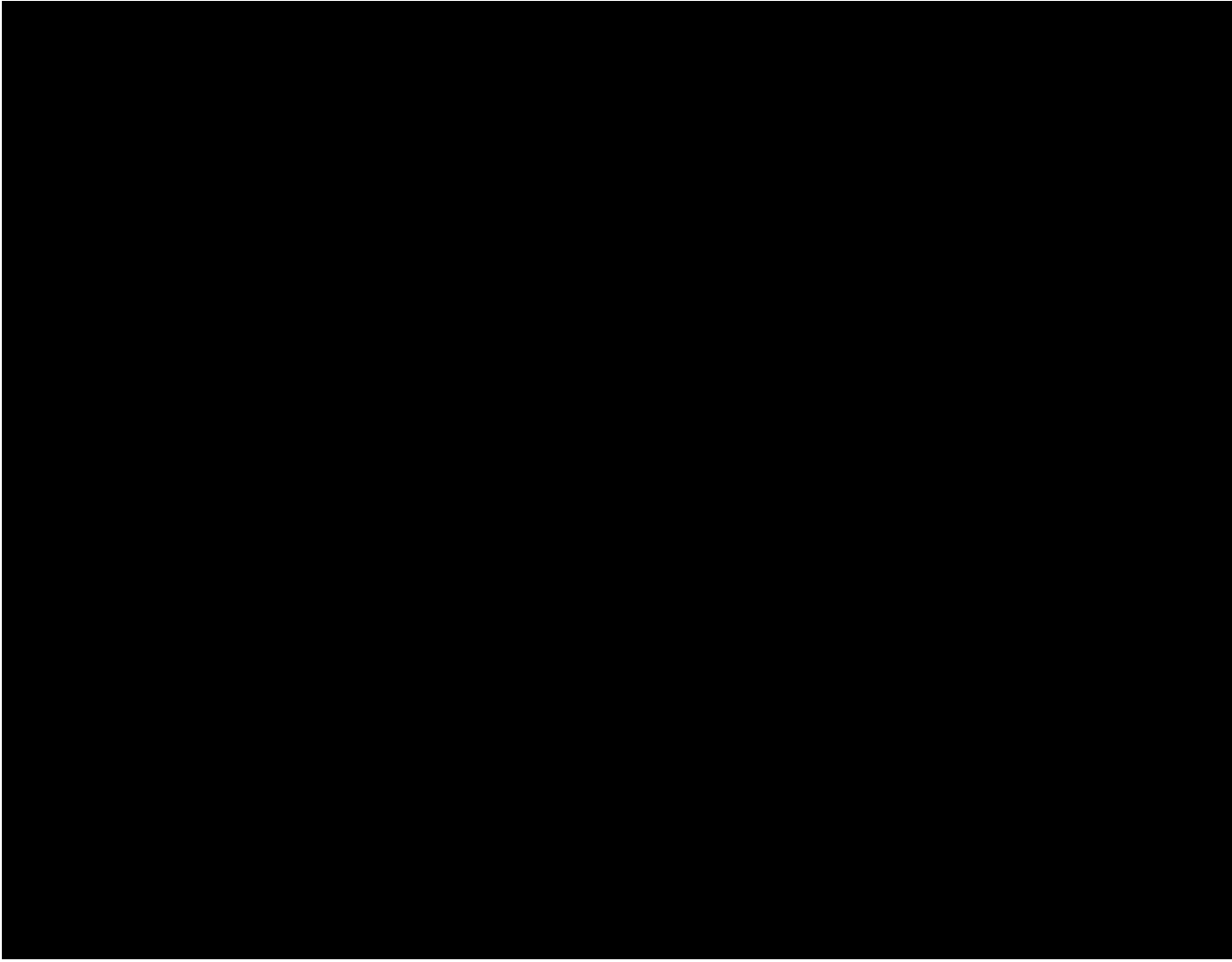


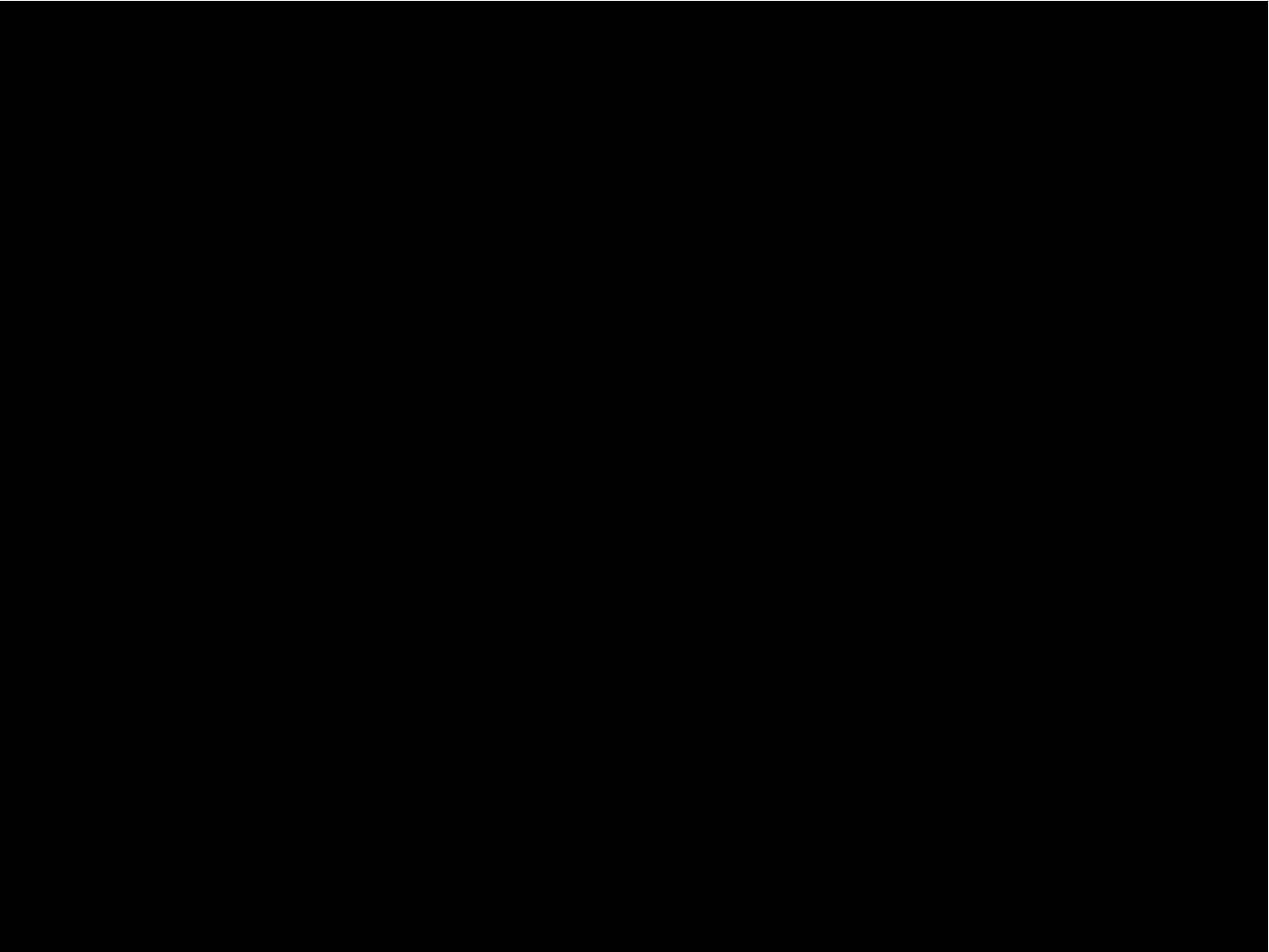




Usage of 1 - Rate A2M4C - linked to rate G2MFB







George Conroy  
Int. Financial Analyst - Rates and Regulation  
American Water Shared Services Center  
131 Woodcrest Road  
Cherry Hill, NJ 08003  
(856) 310-5773 (Phone)  
(856) 672-2878 (Fax)  
george.conroy@amwater.com  
Sheila Miller/WVAWC/AWWSC



**Sheila  
Miller/WVAWC/AWWSC**  
05/16/2008 04:22 PM

To George Conroy/SHARVCS/AWWSC@AWW  
cc

Subject Re: LFUCG Multiple Meter Test Bill 

Can you run a test with 0 CCF and 1 CCF using the G2MFB and another rate schedule without a fixed charge? Kentucky wants to see this and then I think we will use your method and they can change the rate schedules on the multi-metered accounts.

Sheila Miller  
Manager Rates & Regulation

American Water Works Service Company  
 Southeast Region  
 PO Box 1906  
 Charleston, WV 25327-1906  
 phone: (304)353-6317  
 fax: (304)353-6332  
 Sheila.Miller@amwater.com  
 George Conroy/SHARVCS/AWWSC



**George  
 Conroy/SHARVCS/AWWSC**

05/16/2008 04:03 PM

To Sheila Miller/WVAWC/AWWSC@AWW

cc

Subject Re: LFUCG Multiple Meter Test Bill 

Sheila,

If they leave on one rate with a base charge and change the others to the non-base charge rates, the base charge will show up in the wastewater section as before.

Also, to answer Rachel's question. If the account has zero usage, the base charge would still bill anyway, so you would not need the fixed charge.

Let me know what you wish to do.

Thanks

gmc

-----  
 George Conroy  
 Int. Financial Analyst - Rates and Regulation  
 American Water Shared Services Center  
 131 Woodcrest Road  
 Cherry Hill, NJ 08003  
 (856) 310-5773 (Phone)  
 (856) 672-2878 (Fax)  
 george.conroy@amwater.com  
 Sheila Miller/WVAWC/AWWSC




**Sheila  
 Miller/WVAWC/AWWSC**

05/16/2008 03:30 PM

To George Conroy/SHARVCS/AWWSC@AWW

cc Bryan Siler/KAWC/AWWSC@AWW, Rachel  
 Cole/KAWC/AWWSC@AWW, Stacy  
 Owens/KAWC/AWWSC@AWW

Subject Re: LFUCG Multiple Meter Test Bill 

It was thought that the multi-metered accounts were using the battery meter rate schedules and this would be the easiest way to fix the accounts. If they are using various rate schedules then either method could be used as the rate schedules are going to have to be changed anyway and they could just change one rate schedule on each account.

Rachel & Bryan,

What do you wish to do now??

George,

If they leave the base charge and change one rate schedule per account, will the amount show up under the wastewater area rather than as the LFUCG Comm Base charge??

Sheila Miller  
Manager Rates & Regulation  
American Water Works Service Company  
Southeast Region  
PO Box 1906  
Charleston, WV 25327-1906  
phone: (304)353-6317  
fax: (304)353-6332  
Sheila.Miller@amwater.com  
George Conroy/SHARVCS/AWWSC



**George  
Conroy/SHARVCS/AWWSC**

05/16/2008 03:10 PM

To Sheila Miller/WVAWC/AWWSC@AWW, Rachel  
Cole/KAWC/AWWSC@AWW, Bryan  
Siler/KAWC/AWWSC@AWW, Stacy  
Owens/KAWC/AWWSC@AWW

cc

Subject LFUCG Multiple Meter Test Bill

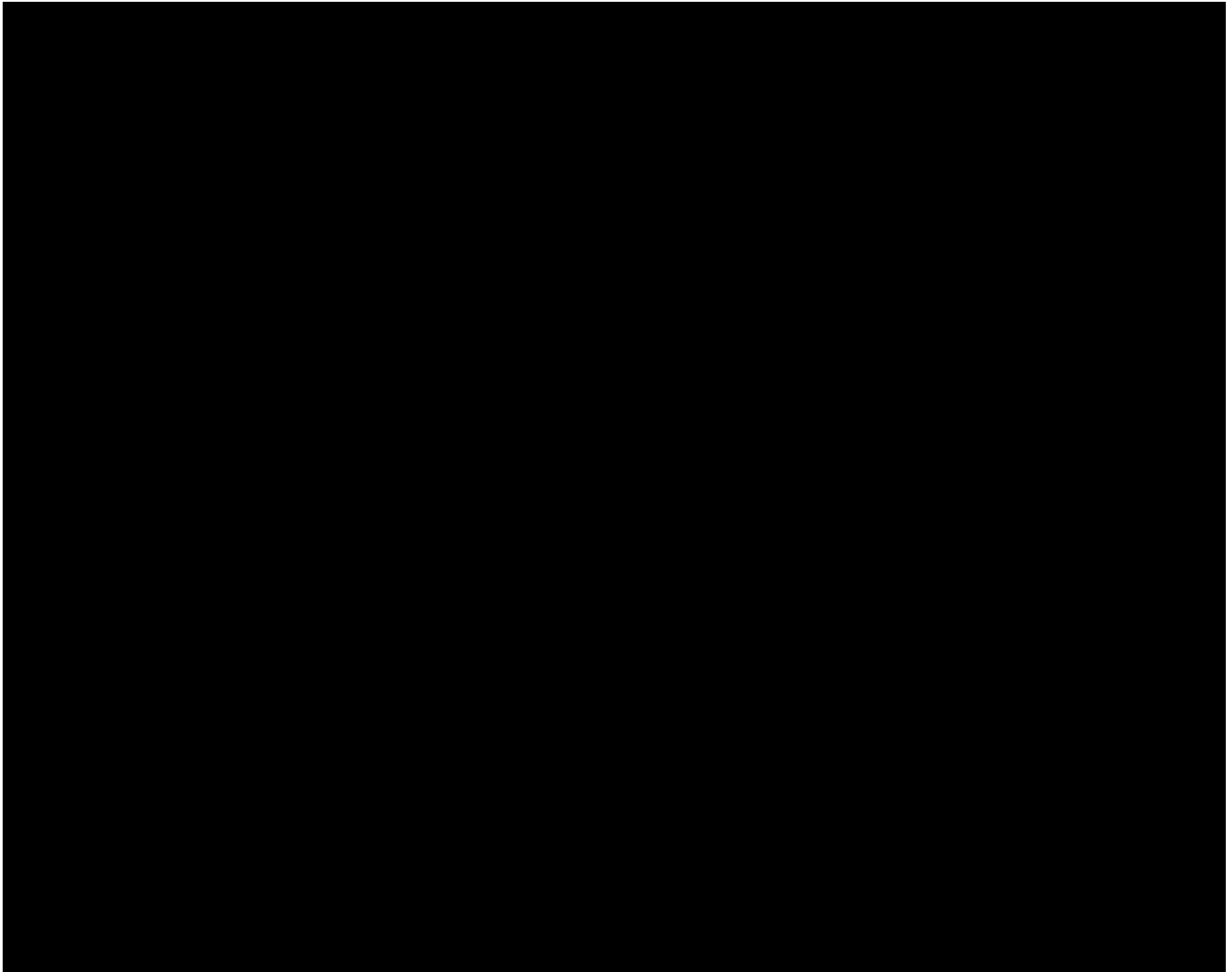
Folks,

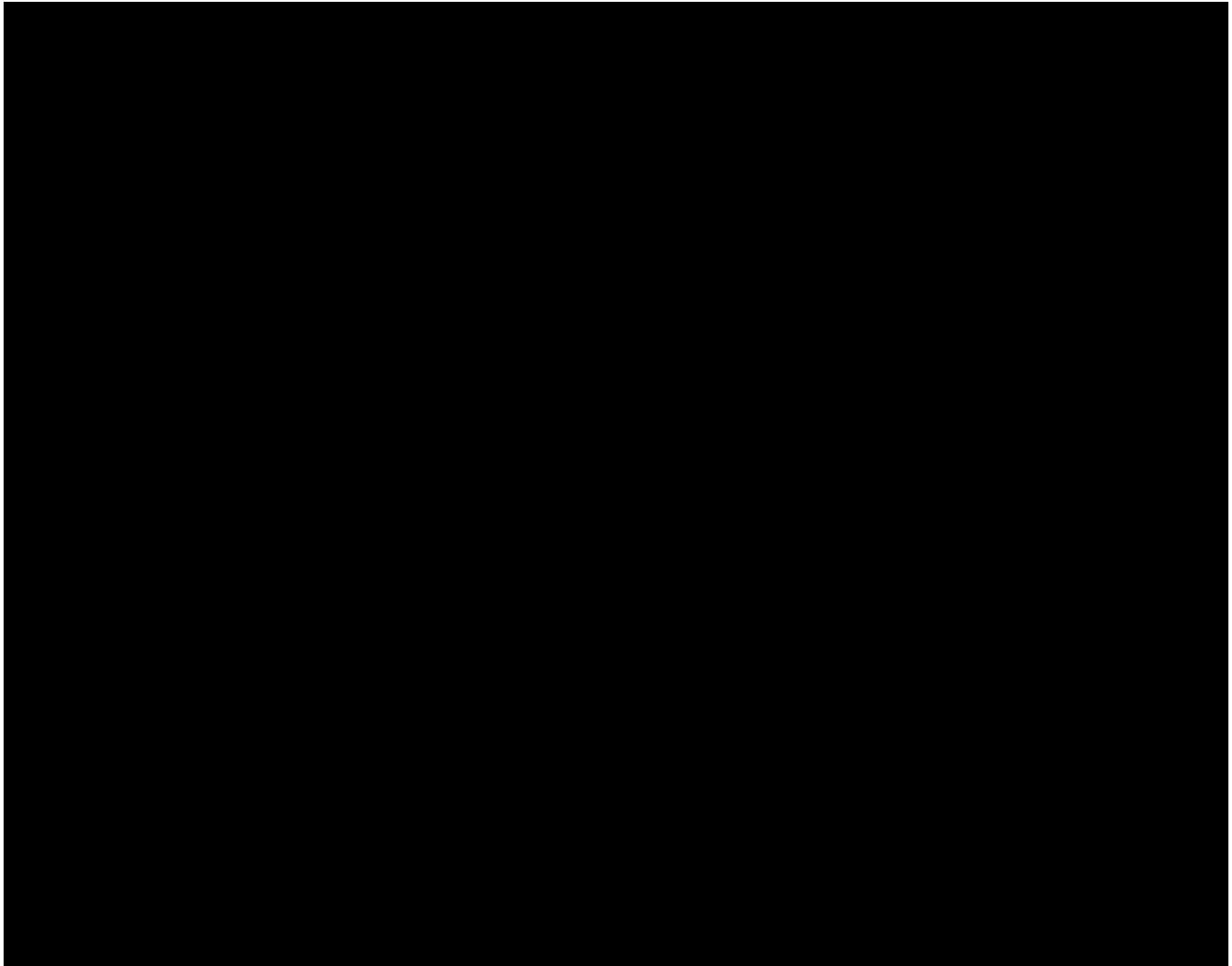
Here is the test bill you requested. The customer originally had 2 sewer meters both using G2M4E. I converted both sewer rates to G2MFB as you requested and added the new fixed charge of LFBC. Please see the screens below. The bill calculates correctly and the fixed charge shows as LFUCG Comm Base Charge.

I am a little confused though. You could have just changed one of the two sewer rates to G2MFB and not added the fixed charge and the bill would have been the same. I am not sure why we are adding the fixed charge if its not necessary.

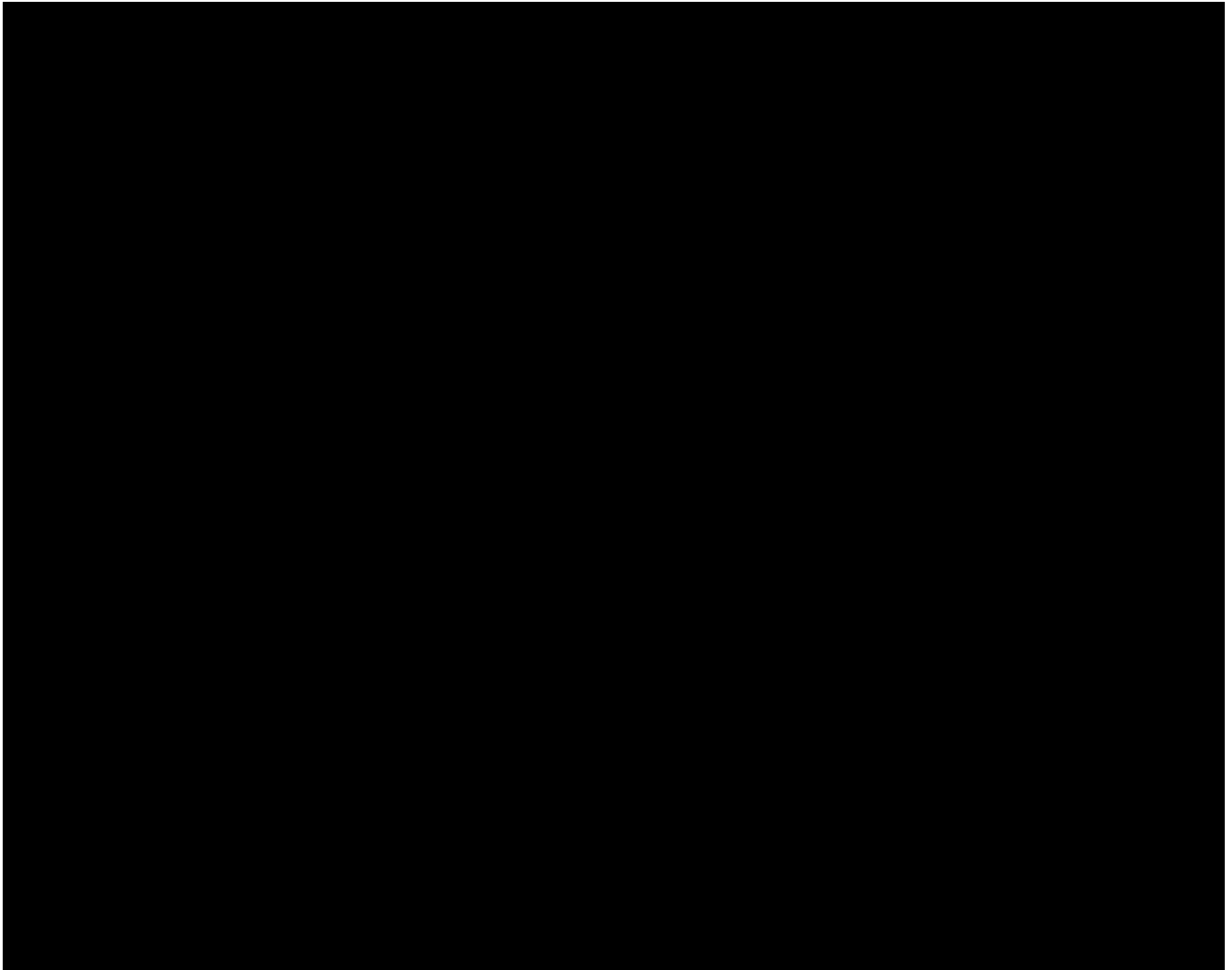
Please review and get back to me with your decision.

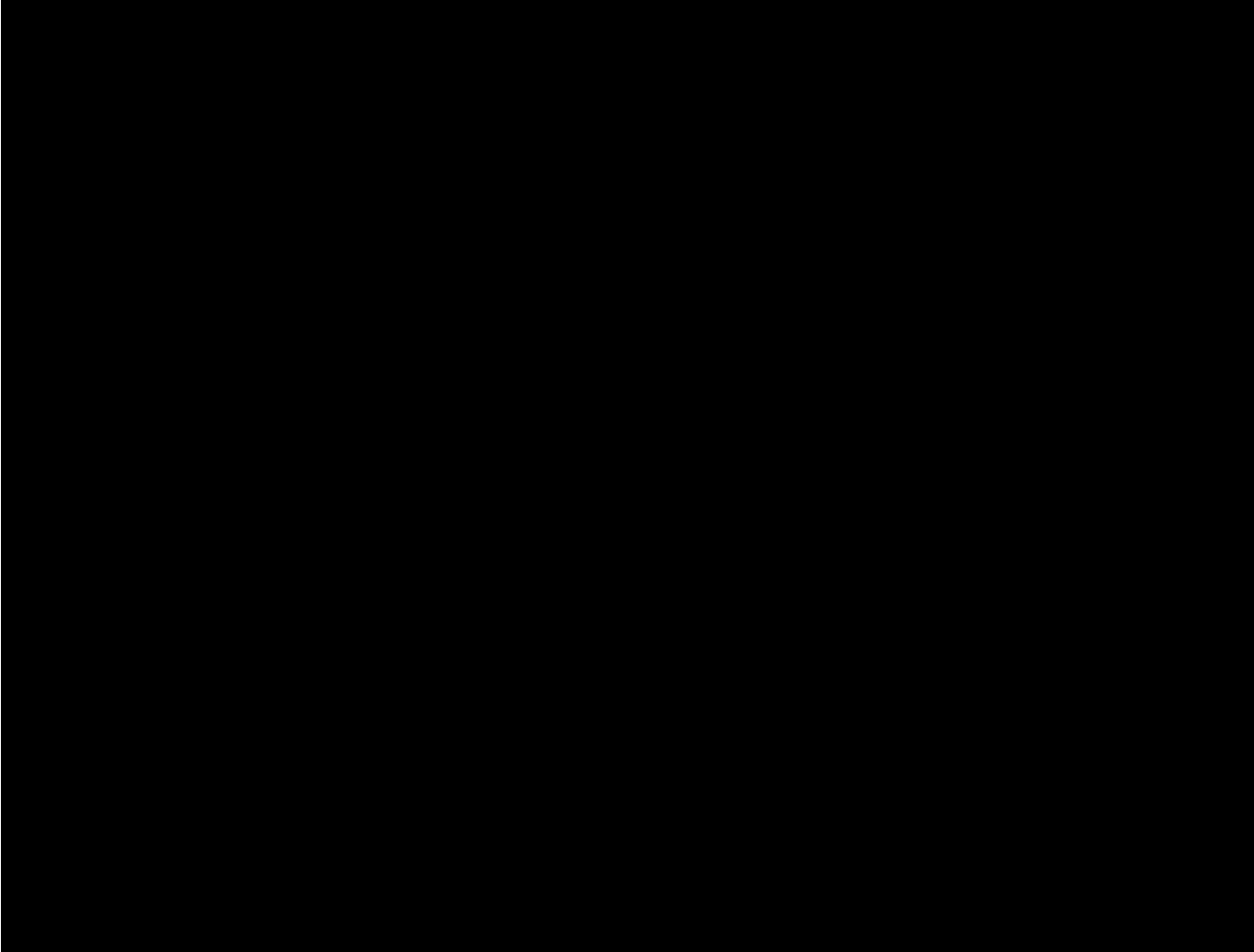
Thanks  
gmc











George Conroy  
Int. Financial Analyst - Rates and Regulation  
American Water Shared Services Center  
131 Woodcrest Road  
Cherry Hill, NJ 08003  
(856) 310-5773 (Phone)  
(856) 672-2878 (Fax)  
george.conroy@amwater.com

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:17 PM -----

From: Sheila Miller/WVAWC/AWWSC  
To: Bryan Siler/KAWC/AWWSC@AWW  
Date: 05/19/2008 09:29 AM  
Subject: Re: Fw: LFUCG Multiple Meter Test Bill

---

I can't think of any other scenarios. The test bills below would reflect the change.


Sheila Miller

Manager Rates & Regulation  
American Water Works Service Company  
Southeast Region  
PO Box 1906  
Charleston, WV 25327-1906  
phone: (304)353-6317  
fax: (304)353-6332  
Sheila.Miller@amwater.com  
Bryan Siler/KAWC/AWWSC



**Bryan Siler/KAWC/AWWSC**

05/19/2008 09:19 AM

To Sheila Miller/WVAWC/AWWSC@AWW, George  
Conroy/SHARVCS/AWWSC@AWW  
cc Rachel Cole/KAWC/AWWSC@AWW  
Subject Re: Fw: LFUCG Multiple Meter Test Bill 

The bills below look ok. Do you know of another scenario that should be tested?

If what George mentions below ("One new rate, no fixed charges.") is exactly the same as the test bills below then it should be ok.

\*\*\*\*\*

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

Sheila Miller/WVAWC/AWWSC



**Sheila  
Miller/WVAWC/AWWSC**

05/19/2008 09:07 AM

To Bryan Siler/KAWC/AWWSC@AWW, Rachel  
Cole/KAWC/AWWSC@AWW  
cc  
Subject Fw: LFUCG Multiple Meter Test Bill

Do you want to see anymore test bills?

Sheila Miller  
Manager Rates & Regulation  
American Water Works Service Company  
Southeast 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 05/19/2008 09:08 AM -----



**George  
Conroy/SHARVCS/AWWSC**

05/19/2008 08:44 AM

To Sheila Miller/WVAWC/AWWSC@AWW

cc Bryan Siler/KAWC/AWWSC@AWW, Rachel  
Cole/KAWC/AWWSC@AWW, Sean P  
Ireland/ADMIN/CORP/AWWSC@AWW, Stacy  
Owens/KAWC/AWWSC@AWW

Subject Re: LFUCG Multiple Meter Test Bill

OK,

One new rate, no fixed charges. I'll get it setup and put the ticket in to move asap. Do you need to see anymore test bills?

-----  
George Conroy  
Int. Financial Analyst - Rates and Regulation  
American Water Shared Services Center  
131 Woodcrest Road  
Cherry Hill, NJ 08003  
(856) 310-5773 (Phone)  
(856) 672-2878 (Fax)  
george.conroy@amwater.com  
Sheila Miller/WVAWC/AWWSC



**Sheila  
Miller/WVAWC/AWWSC**

05/16/2008 05:35 PM

To George Conroy/SHARVCS/AWWSC@AWW

cc Rachel Cole/KAWC/AWWSC@AWW, Bryan  
Siler/KAWC/AWWSC@AWW, Stacy  
Owens/KAWC/AWWSC@AWW, Sean P  
Ireland/ADMIN/CORP/AWWSC@AWW

Subject Re: LFUCG Multiple Meter Test Bill

I think we only need the one rate schedule set up - G2MFB and this looks fine. Stacy Owens said there would be no residential accounts with more than one meter. Kentucky prefers this since it shows the sewer usage (base charge) amount under the wastewater calculation. They will have to change the rate schedules on the multi-metered accounts manually and have those bills in exception batches recalculated. Let me know when this has been set up and moved to production so Kentucky can proceed to change the rate schedules on the accounts. Once that is done Sean can have those bills recalculated.

[attachment "LFUCG 050108 rate change template revised 6 w sewer multi meters.xls" deleted by Bryan Siler/KAWC/AWWSC]

Sheila Miller  
Manager Rates & Regulation  
American Water Works Service Company  
Southeast Region  
PO Box 1906  
Charleston, WV 25327-1906  
phone: (304)353-6317  
fax: (304)353-6332

Sheila.Miller@amwater.com  
George Conroy/SHARVCS/AWWSC

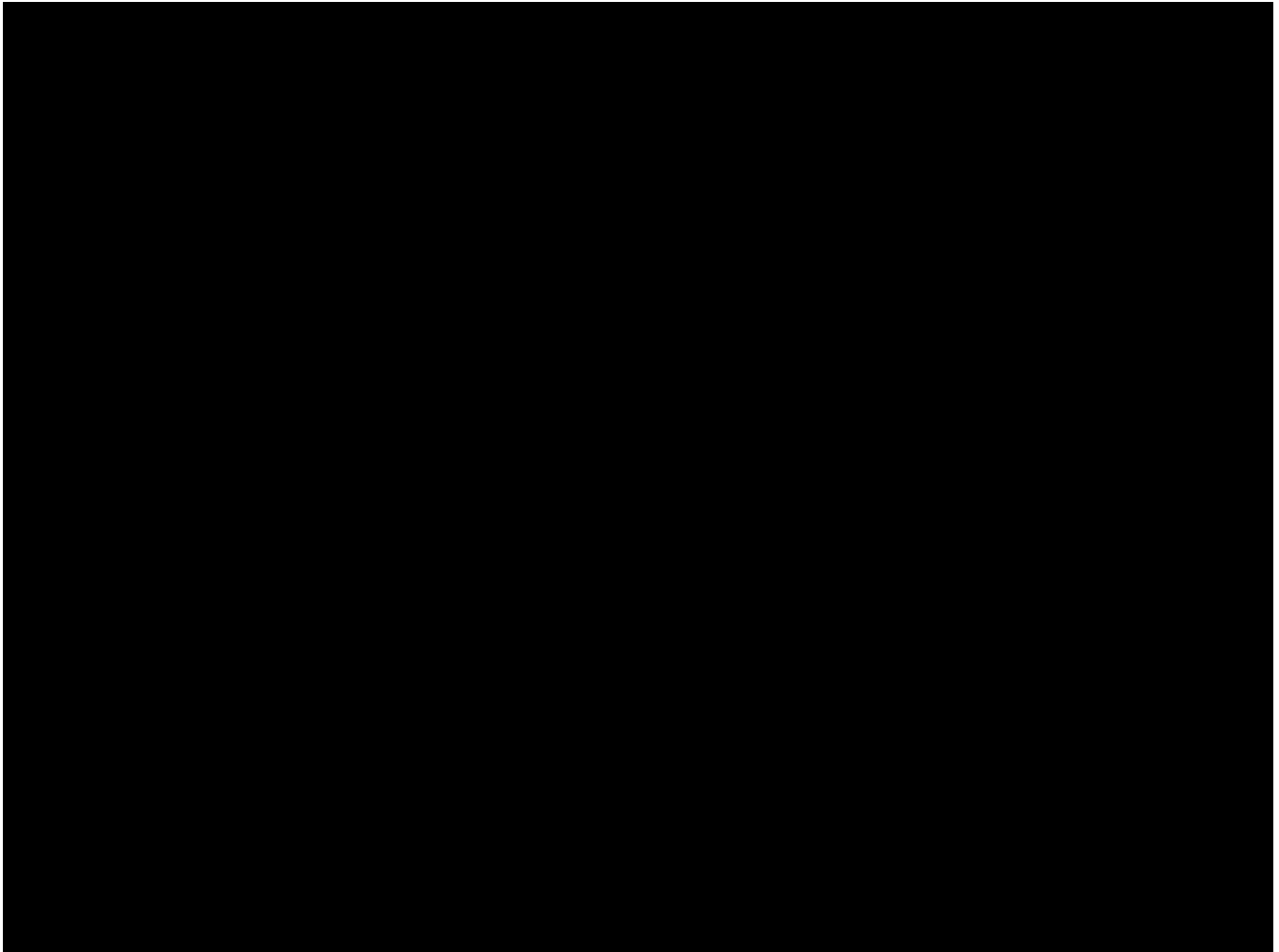


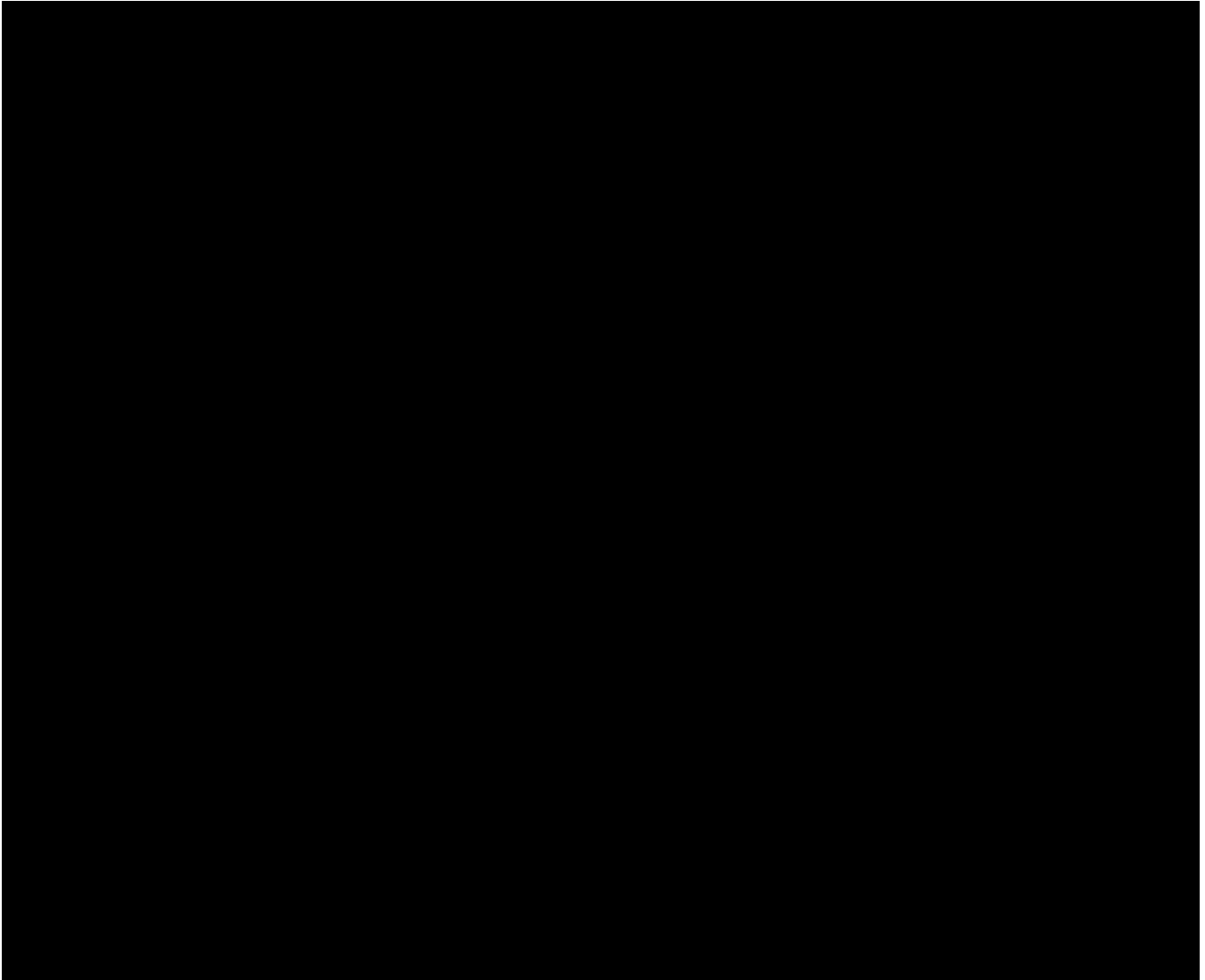
**George  
Conroy/SHARVCS/AWWSC**  
05/16/2008 04:51 PM

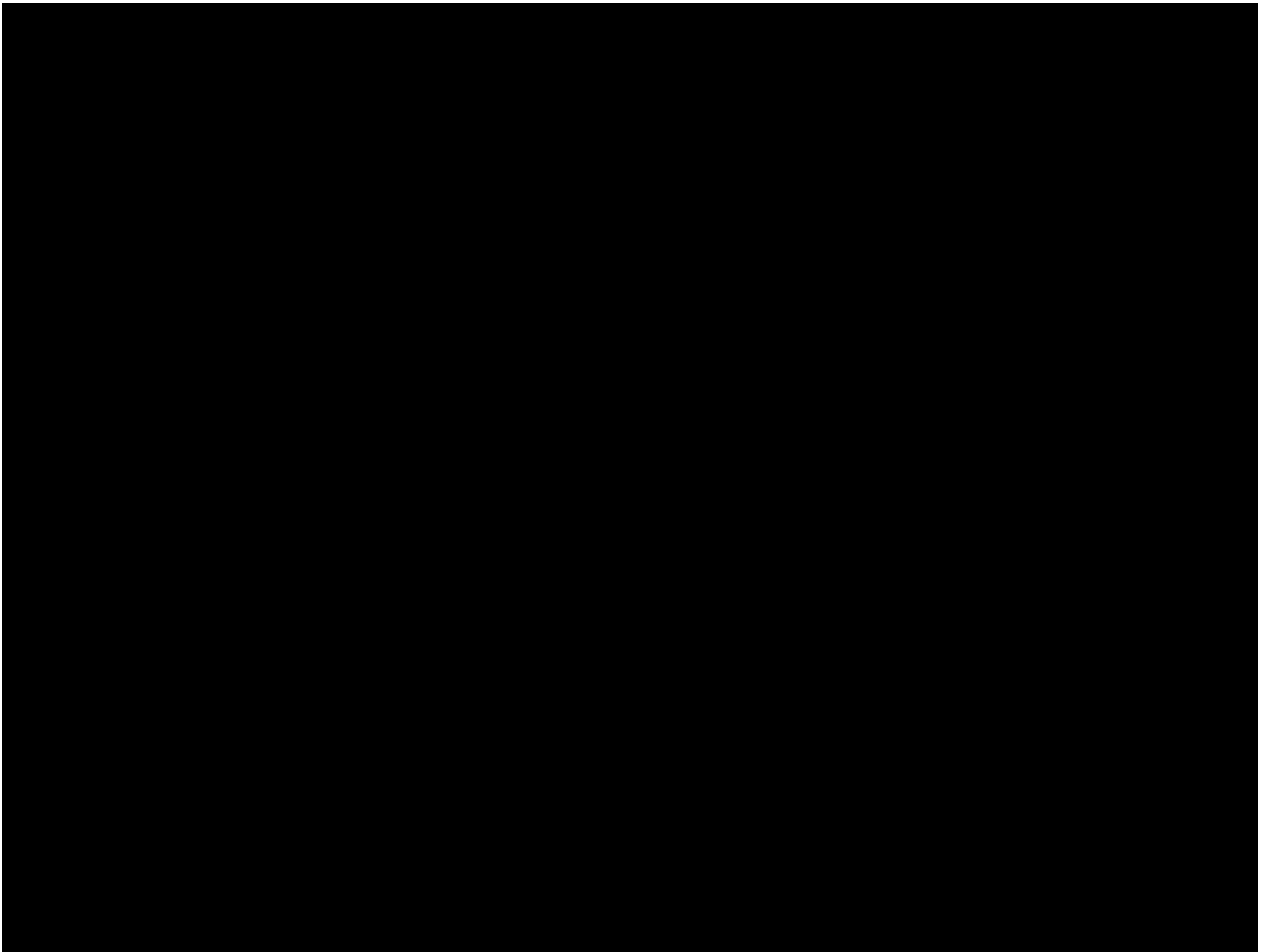
To Sheila Miller/WVAWC/AWWSC@AWW  
cc Bryan Siler/KAWC/AWWSC@AWW, Rachel  
Cole/KAWC/AWWSC@AWW, Stacy  
Owens/KAWC/AWWSC@AWW  
Subject Re: LFUCG Multiple Meter Test Bill 📎

Sheila,

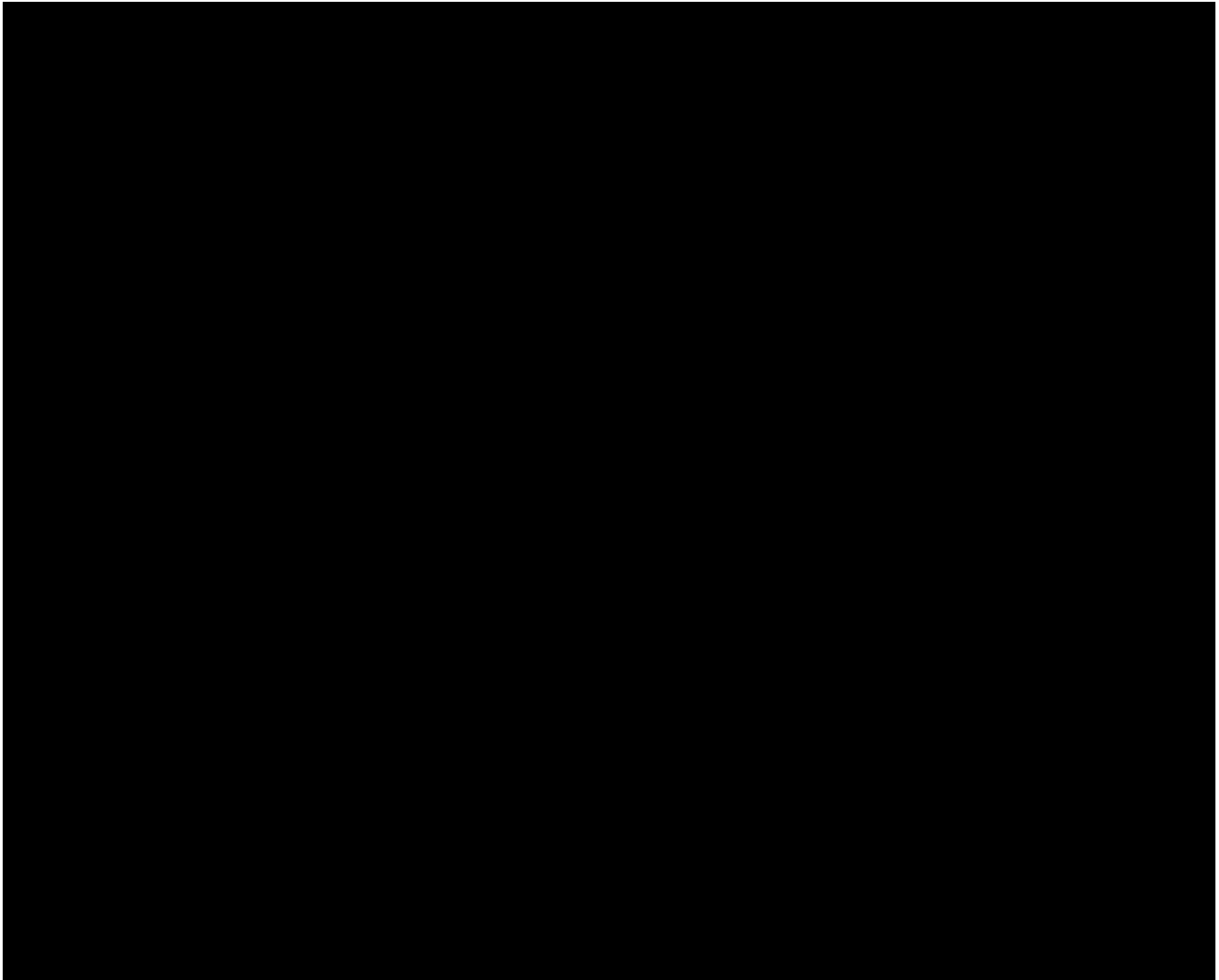
I reran the bill for the same customer changing the one rate back to G2M4E and deleting the fixed charge. I ran a zero bill and a usage of 1CCF on both water rates. Please see screens below.



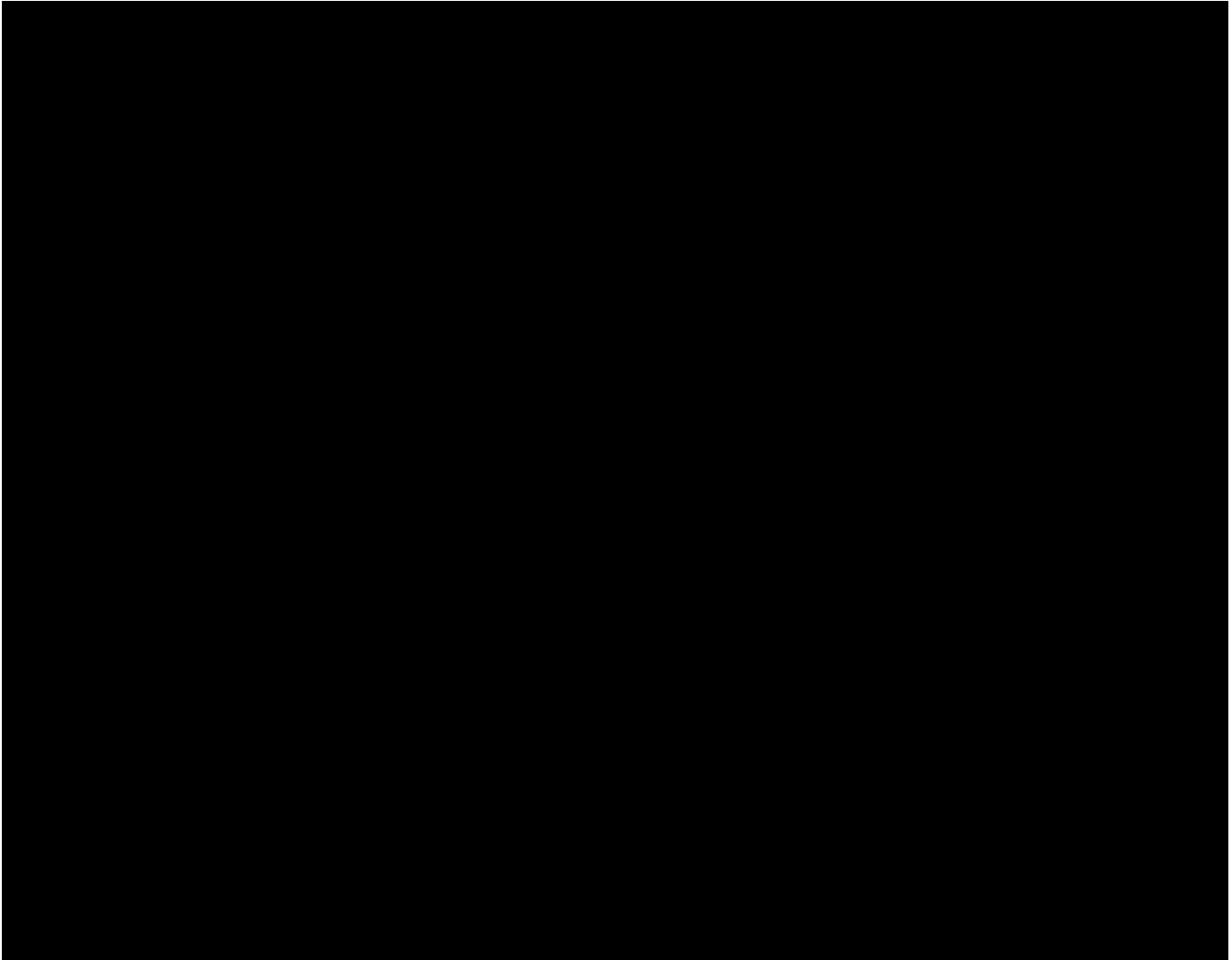


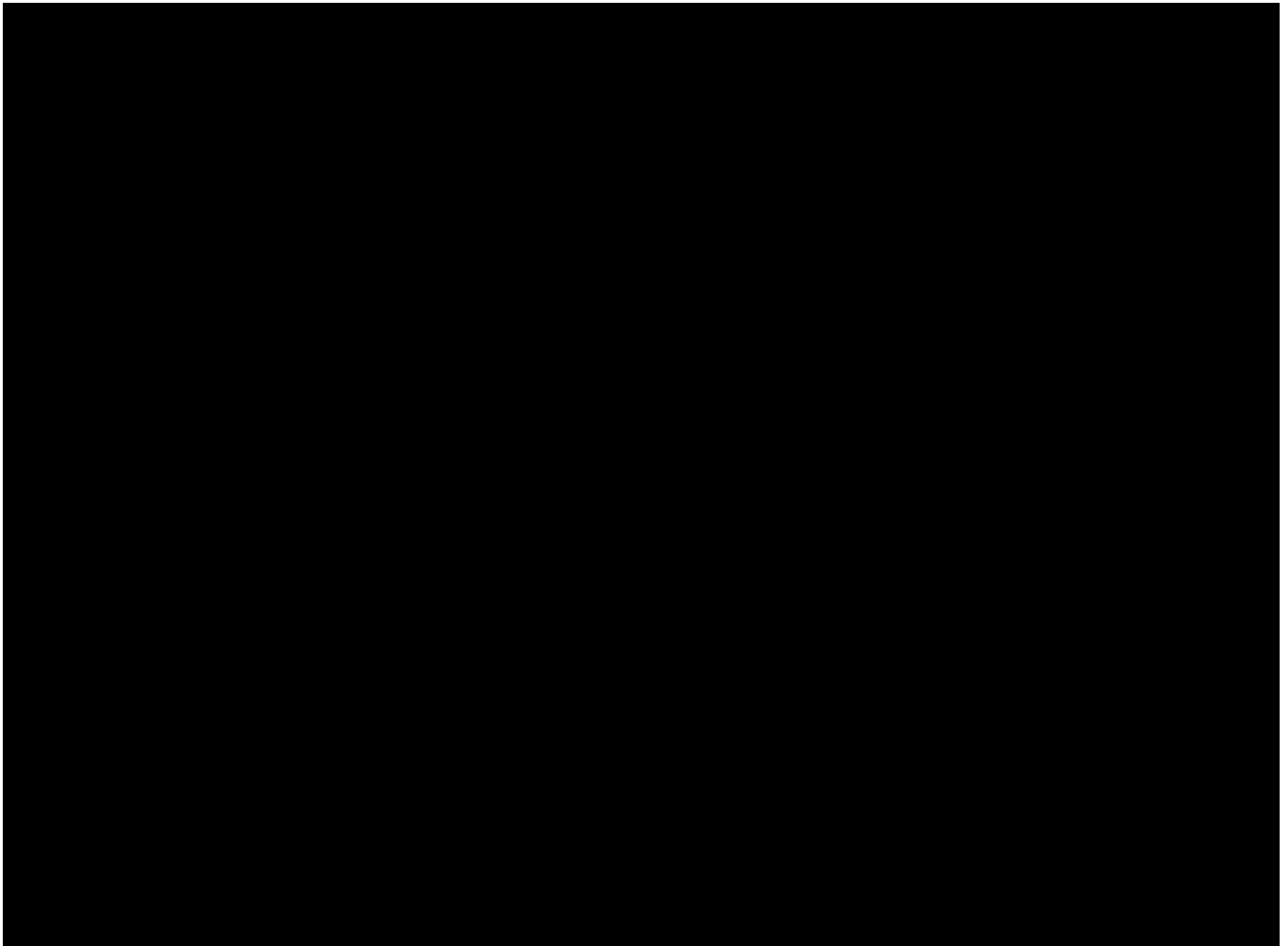


Usage of 1 - Rate A2M4M - linked to rate G2M4E

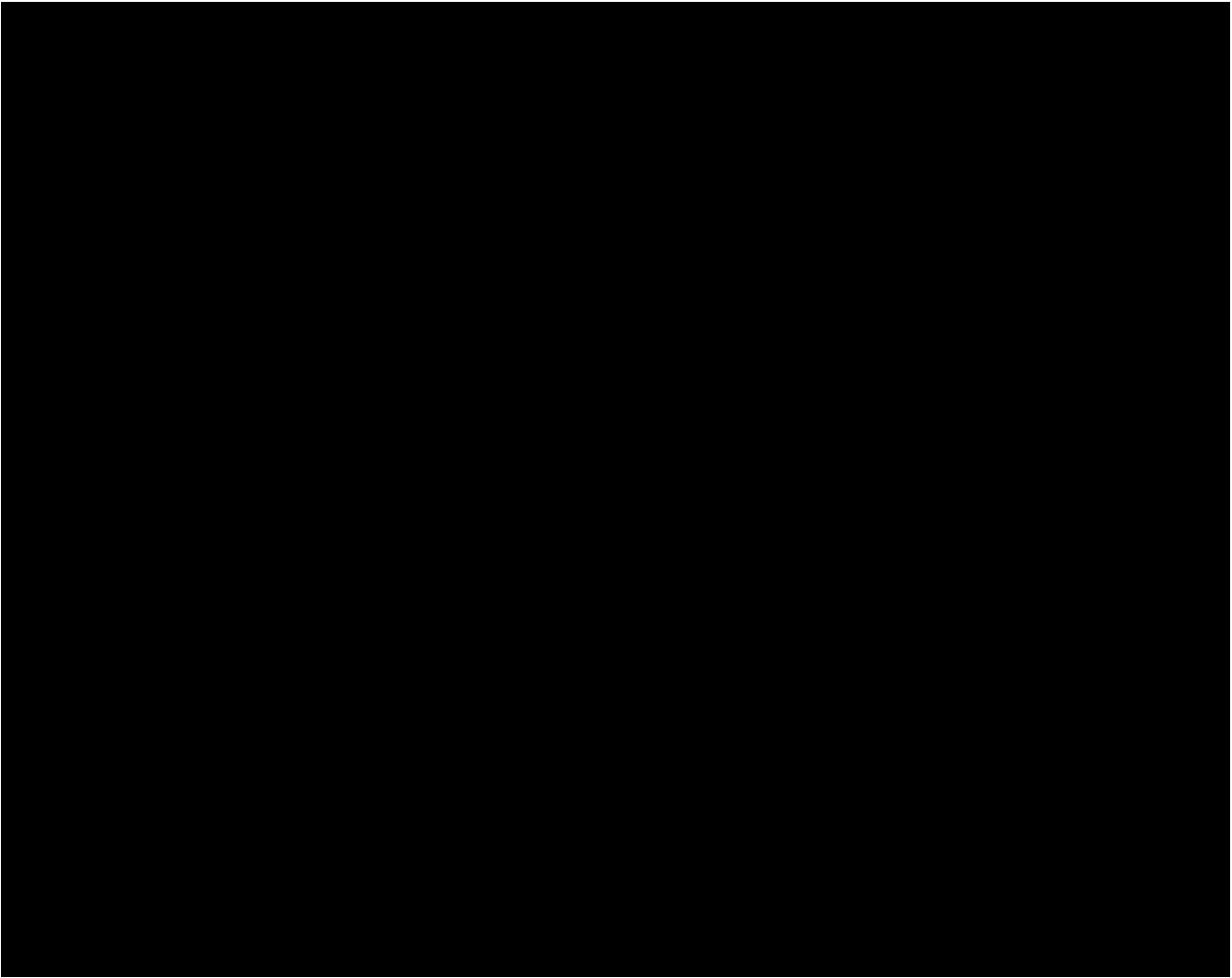




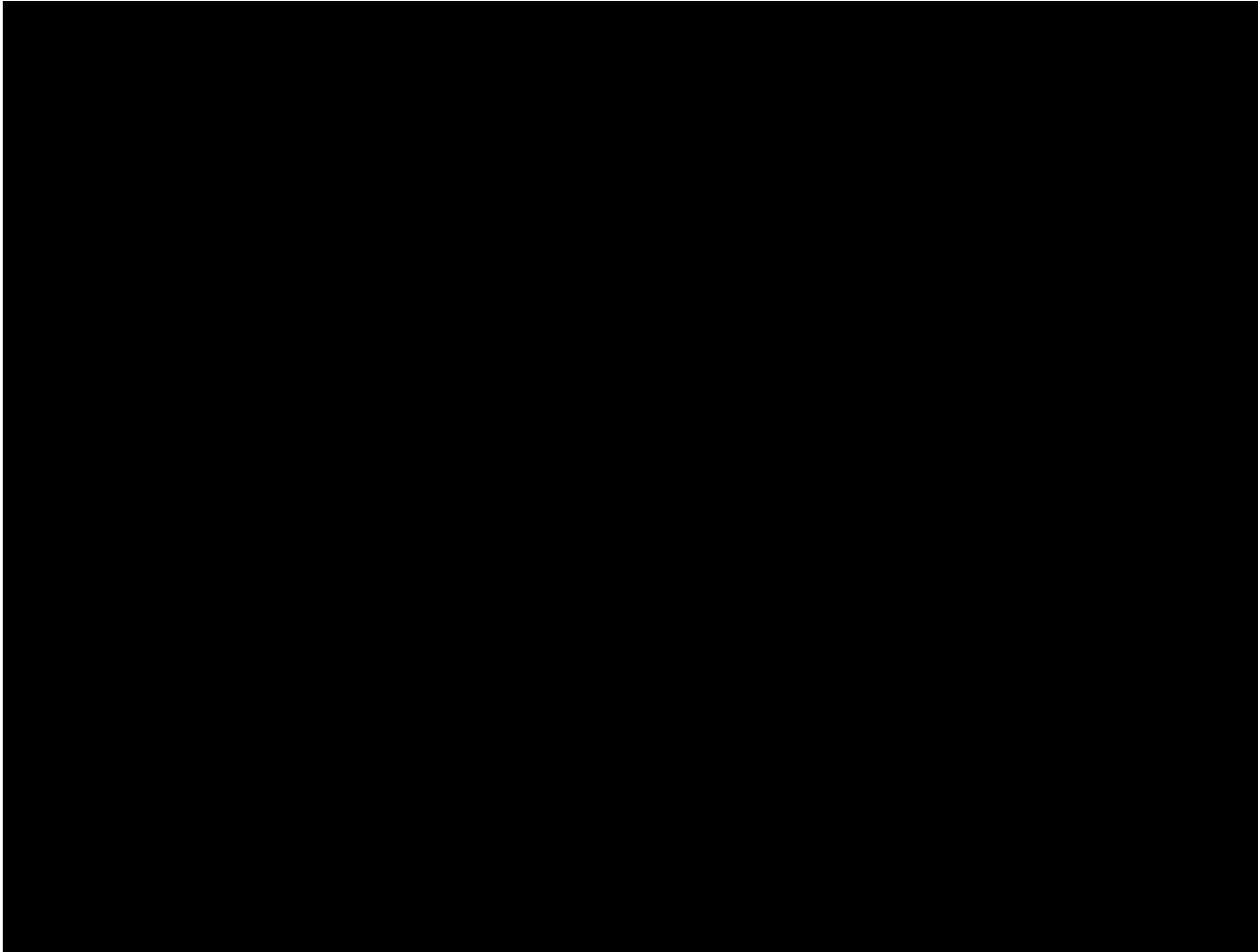




Usage of 1 - Rate A2M4C - linked to rate G2MFB







George Conroy  
Int. Financial Analyst - Rates and Regulation  
American Water Shared Services Center  
131 Woodcrest Road  
Cherry Hill, NJ 08003  
(856) 310-5773 (Phone)  
(856) 672-2878 (Fax)  
george.conroy@amwater.com  
Sheila Miller/WVAWC/AWWSC



**Sheila  
Miller/WVAWC/AWWSC**  
05/16/2008 04:22 PM

To George Conroy/SHARVCS/AWWSC@AWW  
cc

Subject Re: LFUCG Multiple Meter Test Bill 

Can you run a test with 0 CCF and 1 CCF using the G2MFB and another rate schedule without a fixed charge? Kentucky wants to see this and then I think we will use your method and they can change the rate schedules on the multi-metered accounts.

Sheila Miller  
Manager Rates & Regulation

American Water Works Service Company  
 Southeast Region  
 PO Box 1906  
 Charleston, WV 25327-1906  
 phone: (304)353-6317  
 fax: (304)353-6332  
 Sheila.Miller@amwater.com  
 George Conroy/SHARVCS/AWWSC



**George  
 Conroy/SHARVCS/AWWSC**  
 05/16/2008 04:03 PM

To Sheila Miller/WVAWC/AWWSC@AWW  
 cc  
 Subject Re: LFUCG Multiple Meter Test Bill

Sheila,

If they leave on one rate with a base charge and change the others to the non-base charge rates, the base charge will show up in the wastewater section as before.

Also, to answer Rachel's question. If the account has zero usage, the base charge would still bill anyway, so you would not need the fixed charge.

Let me know what you wish to do.

Thanks

gmc

-----  
 George Conroy  
 Int. Financial Analyst - Rates and Regulation  
 American Water Shared Services Center  
 131 Woodcrest Road  
 Cherry Hill, NJ 08003  
 (856) 310-5773 (Phone)  
 (856) 672-2878 (Fax)  
 george.conroy@amwater.com  
 Sheila Miller/WVAWC/AWWSC



**Sheila  
 Miller/WVAWC/AWWSC**  
 05/16/2008 03:30 PM

To George Conroy/SHARVCS/AWWSC@AWW  
 cc Bryan Siler/KAWC/AWWSC@AWW, Rachel  
 Cole/KAWC/AWWSC@AWW, Stacy  
 Owens/KAWC/AWWSC@AWW  
 Subject Re: LFUCG Multiple Meter Test Bill

It was thought that the multi-metered accounts were using the battery meter rate schedules and this would be the easiest way to fix the accounts. If they are using various rate schedules then either method could be used as the rate schedules are going to have to be changed anyway and they could just change one rate schedule on each account.

Rachel & Bryan,

What do you wish to do now??

George,

If they leave the base charge and change one rate schedule per account, will the amount show up under the wastewater area rather than as the LFUCG Comm Base charge??

Sheila Miller  
Manager Rates & Regulation  
American Water Works Service Company  
Southeast Region  
PO Box 1906  
Charleston, WV 25327-1906  
phone: (304)353-6317  
fax: (304)353-6332  
Sheila.Miller@amwater.com  
George Conroy/SHARVCS/AWWSC



**George  
Conroy/SHARVCS/AWWSC**

05/16/2008 03:10 PM

To Sheila Miller/WVAWC/AWWSC@AWW, Rachel  
Cole/KAWC/AWWSC@AWW, Bryan  
Siler/KAWC/AWWSC@AWW, Stacy  
Owens/KAWC/AWWSC@AWW

cc

Subject LFUCG Multiple Meter Test Bill

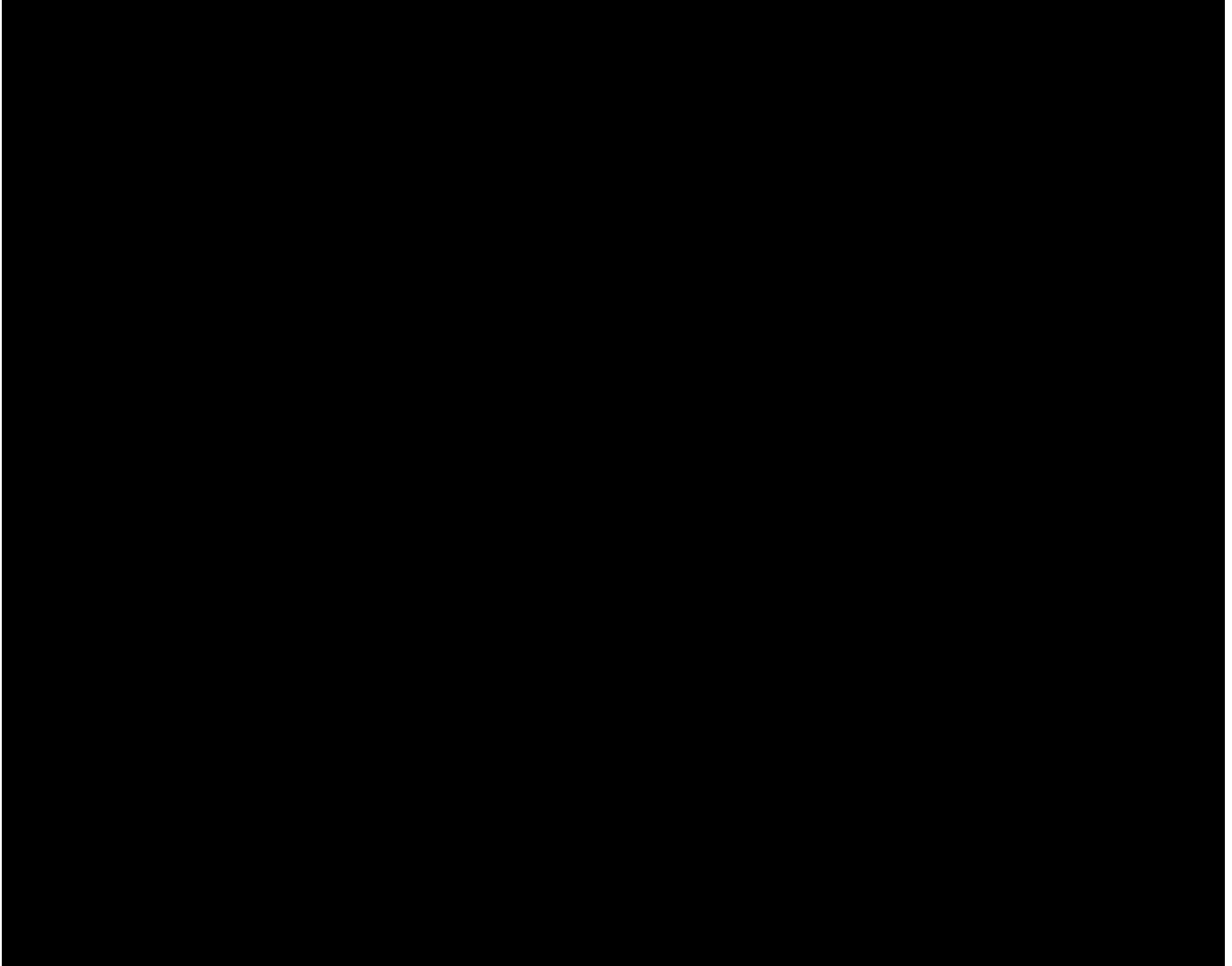
Folks,

Here is the test bill you requested. The customer originally had 2 sewer meters both using G2M4E. I converted both sewer rates to G2MFB as you requested and added the new fixed charge of LFBC. Please see the screens below. The bill calculates correctly and the fixed charge shows as LFUCG Comm Base Charge.

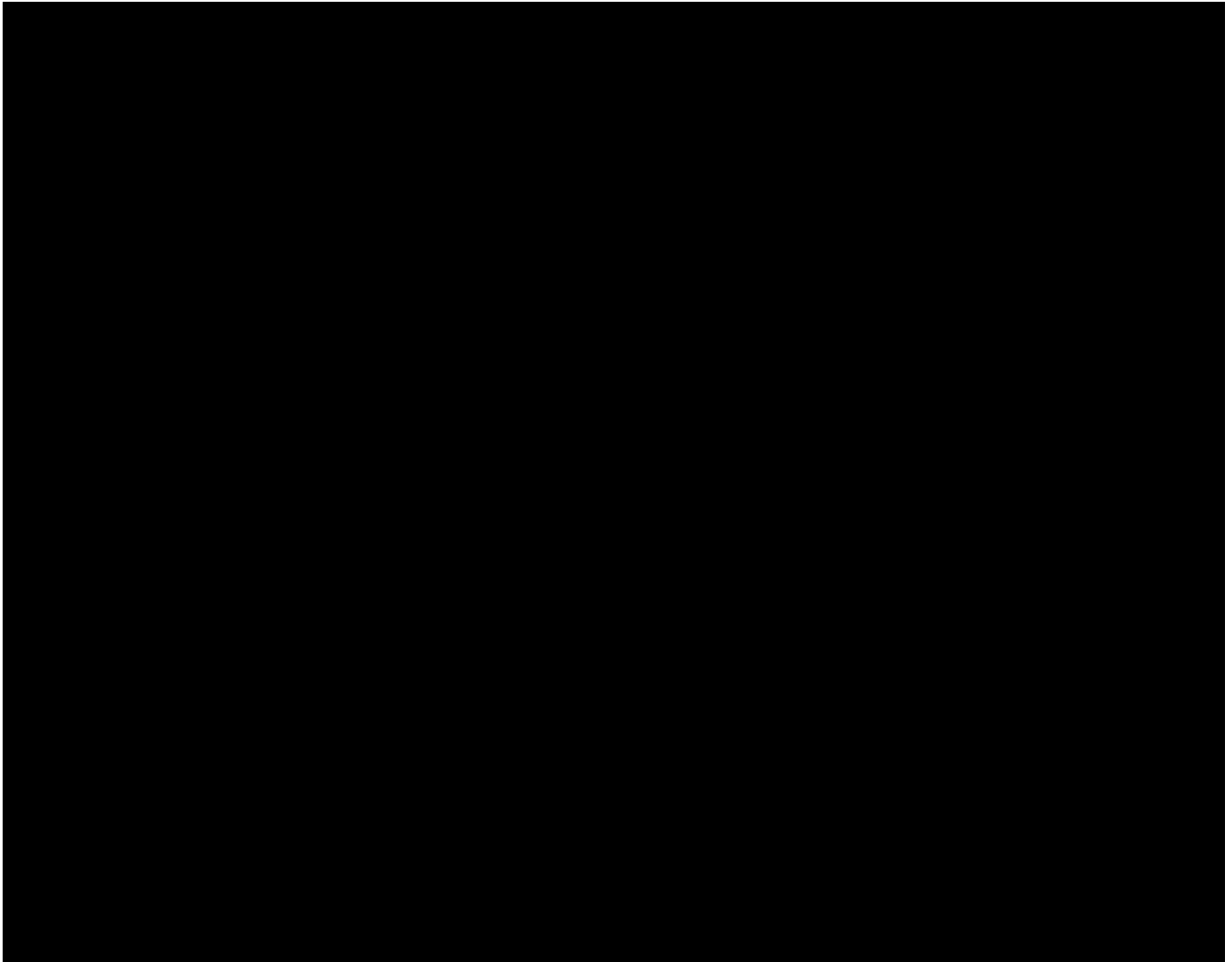
I am a little confused though. You could have just changed one of the two sewer rates to G2MFB and not added the fixed charge and the bill would have been the same. I am not sure why we are adding the fixed charge if its not necessary.

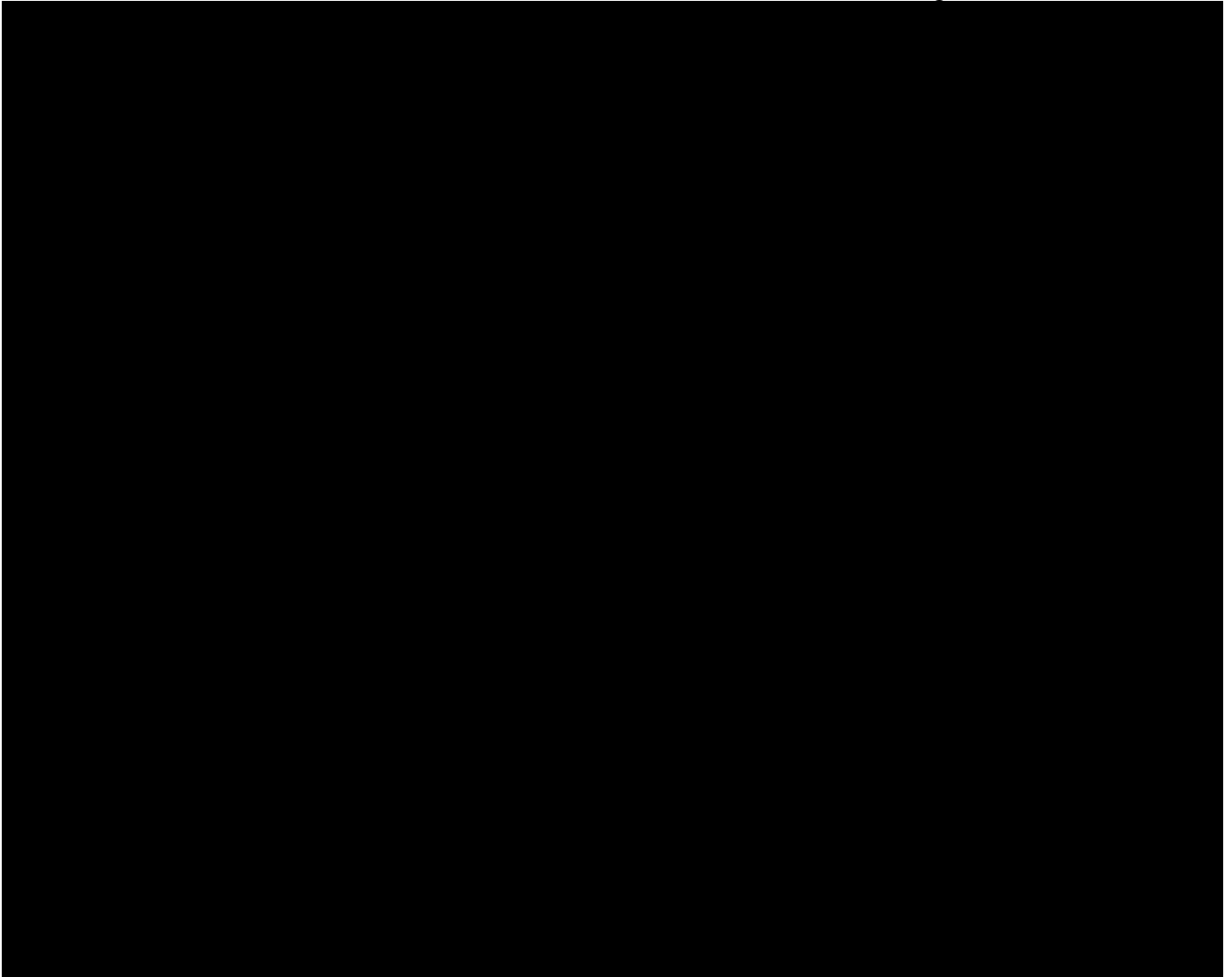
Please review and get back to me with your decision.

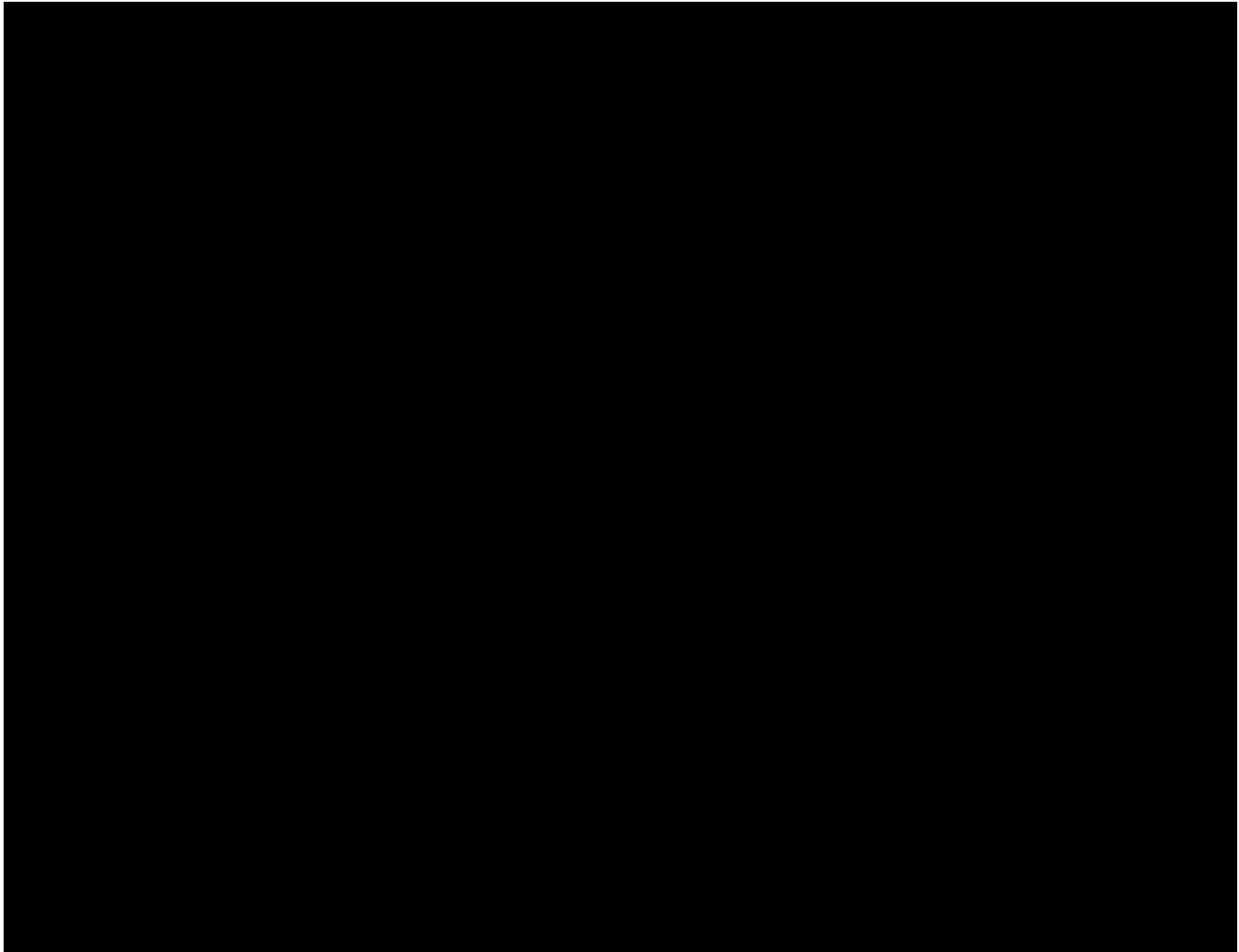
Thanks  
gmc











George Conroy  
Int. Financial Analyst - Rates and Regulation  
American Water Shared Services Center  
131 Woodcrest Road  
Cherry Hill, NJ 08003  
(856) 310-5773 (Phone)  
(856) 672-2878 (Fax)  
george.conroy@amwater.com

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:17 PM -----

From: Sheila Miller/WVAWC/AWWSC  
To: Bryan Siler/KAWC/AWWSC@AWW  
Cc: Sean P Ireland/ADMIN/CORP/AWWSC@AWW  
Date: 05/19/2008 09:32 AM  
Subject: Re: How long will it take to get the rate schedule into production?

---

I'll have to let George answer that one but once it is moved, then the multi-metered accounts would have to have the first rate schedule left as is and the second and/or all others changed to G2MFB. (That will probably have to be done manually). Once that is done, you will have to let us know so the bills can be recalculated in those exception batches.

Sheila Miller  
 Manager Rates & Regulation  
 American Water Works Service Company  
 Southeast Region  
 PO Box 1906  
 Charleston, WV 25327-1906  
 phone: (304)353-6317  
 fax: (304)353-6332  
 Sheila.Miller@amwater.com

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:17 PM -----

From: George Conroy/SHARVCS/AWWSC  
 To: Bryan Siler/KAWC/AWWSC@AWW  
 Cc: Rachel Cole/KAWC/AWWSC@AWW, Rick Witherite/KAWC/AWWSC@AWW, Sheila Miller/WVAWC/AWWSC@AWW  
 Date: 05/19/2008 10:01 AM  
 Subject: Re: How long will it take to get the rate schedule into production?

I just put the service ticket in to move the new rate into production. Hopefully the ITS group will make the move tomorrow. Wednesday at the latest.

-----  
 George Conroy  
 Int. Financial Analyst - Rates and Regulation  
 American Water Shared Services Center  
 131 Woodcrest Road  
 Cherry Hill, NJ 08003  
 (856) 310-5773 (Phone)  
 (856) 672-2878 (Fax)  
 george.conroy@amwater.com  
 Bryan Siler/KAWC/AWWSC



**Bryan Siler/KAWC/AWWSC**

05/19/2008 09:26 AM

To: Sheila Miller/WVAWC/AWWSC@AWW, George Conroy/SHARVCS/AWWSC@AWW  
 cc: Rick Witherite/KAWC/AWWSC@AWW, Rachel Cole/KAWC/AWWSC@AWW  
 Subject: How long will it take to get the rate schedule into production?

\*\*\*\*\*

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

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:17 PM -----

From: Rachel Cole/KAWC/AWWSC  
 To: Mark A Walters/KAWC/AWWSC@AWW  
 Cc: Rick Witherite/KAWC/AWWSC@AWW, Bryan Siler, Beverly Horton/KAWC/AWWSC@AWW  
 Date: 05/19/2008 10:51 AM  
 Subject: Re: Fw: How long will it take to get the rate schedule into production?

---

That won't be a problem. Thanks.

I did check with rates and they really need meter 2 through whatever, changed to the new rateschedule because the existing rate schedule may already be used on other accounts that are not multiple metered.

\*\*\*\*\*

Rachel S. Cole  
 Southeast Region  
 Email: rcole@kawc.com  
 Ph: 859-268-6307  
 Fax: 859-335-3307

Mark A Walters/KAWC/AWWSC

**Mark A  
 Walters/KAWC/AWWSC**  
 05/19/2008 10:44 AM

To: Rachel Cole/KAWC/AWWSC@AWW  
 cc: Stacy Owens/KAWC/AWWSC@AWW  
 Subject: Re: Fw: How long will it take to get the rate schedule into production? 📎

Rachel.

After meeting with Rick, we reviewed the necessary screens to implement changes. Our team should be able to move through this quickly. To be successful, we need a premise list to refer to.

\*\*\*\*\*

Mark Walters  
 Network Supervisor  
 Kentucky American Water  
 2300 Richmond Road  
 Lexington, Kentucky 40502  
 (859) 335-3405 Office  
 (859) 268-6315 Fax  
 Mark.walters@amwater.com

Rachel Cole/KAWC/AWWSC



**Rachel Cole/KAWC/AWWSC**  
 05/19/2008 10:34 AM

To: Mark A Walters/KAWC/AWWSC@AWW, Stacy Owens/KAWC/AWWSC@AWW  
 cc:  
 Subject: Fw: How long will it take to get the rate schedule into production?



Mark,

It doesn't look like it will be today.

\*\*\*\*\*

Rachel S. Cole  
Southeast Region  
Email: rcole@kawc.com  
Ph: 859-268-6307  
Fax: 859-335-3307

----- Forwarded by Rachel Cole/KAWC/AWWSC on 05/19/2008 10:04 AM -----



**George Conroy/SHARVCS/AWWSC**  
05/19/2008 10:00 AM

To Bryan Siler/KAWC/AWWSC@AWW  
cc Rachel Cole/KAWC/AWWSC@AWW, Rick Witherite/KAWC/AWWSC@AWW, Sheila Miller/WVAWC/AWWSC@AWW  
Subject Re: How long will it take to get the rate schedule into production? 📎

I just put the service ticket in to move the new rate into production. Hopefully the ITS group will make the move tomorrow. Wednesday at the latest.

-----  
George Conroy  
Int. Financial Analyst - Rates and Regulation  
American Water Shared Services Center  
131 Woodcrest Road  
Cherry Hill, NJ 08003  
(856) 310-5773 (Phone)  
(856) 672-2878 (Fax)  
george.conroy@amwater.com  
Bryan Siler/KAWC/AWWSC



**Bryan Siler/KAWC/AWWSC**  
05/19/2008 09:26 AM

To Sheila Miller/WVAWC/AWWSC@AWW, George Conroy/SHARVCS/AWWSC@AWW  
cc Rick Witherite/KAWC/AWWSC@AWW, Rachel Cole/KAWC/AWWSC@AWW  
Subject How long will it take to get the rate schedule into production?

\*\*\*\*\*

Bryan Siler  
Southeast Region  
bryan.siler@amwater.com  
Phone: (859) 268-6350

Fax: (859) 335-3350

| PREMISE NUMBER |                                                                                | PVANUM | ERU | HOUSE_NBR | PREFIX | STREET | APT | SUFFIX | FRACTION | DIRECTION | CITY      | STATE | ZIP   | CUST_NAME | CUST_ADDR_1 | CUST_ADDR_2 | CUST_CITY     | CUST_ST | CUST_ZIP |
|----------------|--------------------------------------------------------------------------------|--------|-----|-----------|--------|--------|-----|--------|----------|-----------|-----------|-------|-------|-----------|-------------|-------------|---------------|---------|----------|
|                | Not in system - Scott added to database                                        |        | 8   |           |        |        |     | CIR    |          |           | LEXINGTON | KY    | 40511 |           |             |             | LEXINGTON     | KY      | 40511    |
|                | Owner of parcel wants the bill - does not want it going to lessee              |        | 21  |           |        |        |     | RD     |          |           | LEXINGTON | KY    | 40509 |           |             |             | LEXINGTON     | KY      | 40504    |
|                | Owner of parcel wants the bill - does not want it going to lessee              |        | 40  |           |        |        |     | LN     |          |           | LEXINGTON | KY    | 40513 |           |             |             | LEXINGTON     | KY      | 40504    |
|                | Owner of parcel wants the bill - does not want it going to lessee              |        | 72  |           |        |        |     | PL     |          |           | LEXINGTON | KY    | 40509 |           |             |             | ROCKFORD      | KY      | 40504    |
|                | These are condos - all with separate PVAs - billing for impervious common area |        | 8   |           |        |        |     | ST     |          |           | LEXINGTON | KY    | 40508 |           |             |             | LEXINGTON     | KY      | 40502    |
|                | Bill needs to go to owner, not tenant                                          |        | 7   |           |        |        |     | RD     |          |           | LEXINGTON | KY    | 40511 |           |             |             | LOUISVILLE    | KY      | 40214    |
|                |                                                                                |        | 6   |           |        |        |     | DR     |          |           | LEXINGTON | KY    | 40503 |           |             |             | LEXINGTON     | KY      | 40502    |
|                |                                                                                |        | 7   |           |        |        |     | ST     |          |           | LEXINGTON | KY    | 40508 |           |             |             | GEORGETOWN    | KY      | 40324    |
|                |                                                                                |        | 7   |           |        |        |     | RD     |          |           | LEXINGTON | KY    | 40505 |           |             |             | LEXINGTON     | KY      | 40505    |
|                |                                                                                |        | 7   |           |        |        |     | RD     |          |           | LEXINGTON | KY    | 40505 |           |             |             | LEXINGTON     | KY      | 40507    |
|                |                                                                                |        | 7   |           |        |        |     | RD     |          |           | LEXINGTON | KY    | 40508 |           |             |             | NICHOLASVILLE | KY      | 40356    |
|                |                                                                                |        | 6   |           |        |        |     | RD     |          |           | LEXINGTON | KY    | 40517 |           |             |             | PIKEVILLE     | KY      | 41501    |
|                |                                                                                |        | 6   |           |        |        |     |        |          |           | LEXINGTON | KY    | 40508 |           |             |             | LEXINGTON     | KY      | 40508    |
|                |                                                                                |        | 6   |           |        |        |     | ST     |          |           | LEXINGTON | KY    | 40511 |           |             |             | LEXINGTON     | KY      | 40508    |
|                |                                                                                |        | 6   |           |        |        |     |        |          |           | LEXINGTON | KY    | 40505 |           |             |             | LEXINGTON     | KY      | 40509    |
|                |                                                                                |        | 6   |           |        |        |     | RD     |          |           | LEXINGTON | KY    | 40505 |           |             |             | NICHOLASVILLE | KY      | 40356    |
|                | Parcel lines have changed. Sent request in a different spreadsheet             |        | 7   |           |        |        |     |        |          |           | LEXINGTON | KY    | 40508 |           |             |             | LEXINGTON     | KY      | 40544    |
|                |                                                                                |        | 6   |           |        |        |     | RD     |          |           | LEXINGTON | KY    | 40505 |           |             |             | NICHOLASVILLE | KY      | 40356    |

*Scott  
Red Bails*











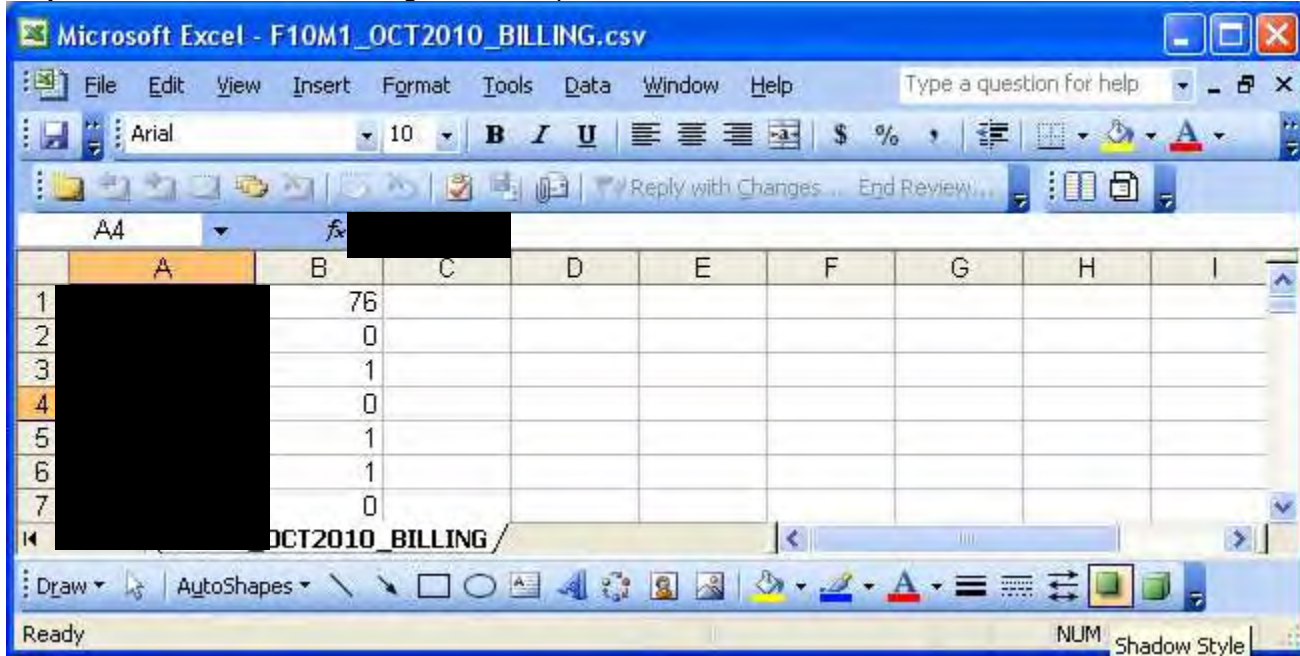


## KYPR – Testing Correction to the PRCLFUCGFX Program

**Background:** The PRCLFUCGFX program is used to update the F10M1 fixed charges in KYPR based on CSV files that the KYAW receives from the city. Part of the program functionality is to insert a new fixed charge record when a premise is on the list with a non-zero quantity, but does not already have the fixed charge. Right now the insert record is incorrectly getting a billing code of 'A' when this field should be blank. This test document will show that the now after the correction the program is no longer inserting new records with the billing code of 'A'.

### Testing Steps

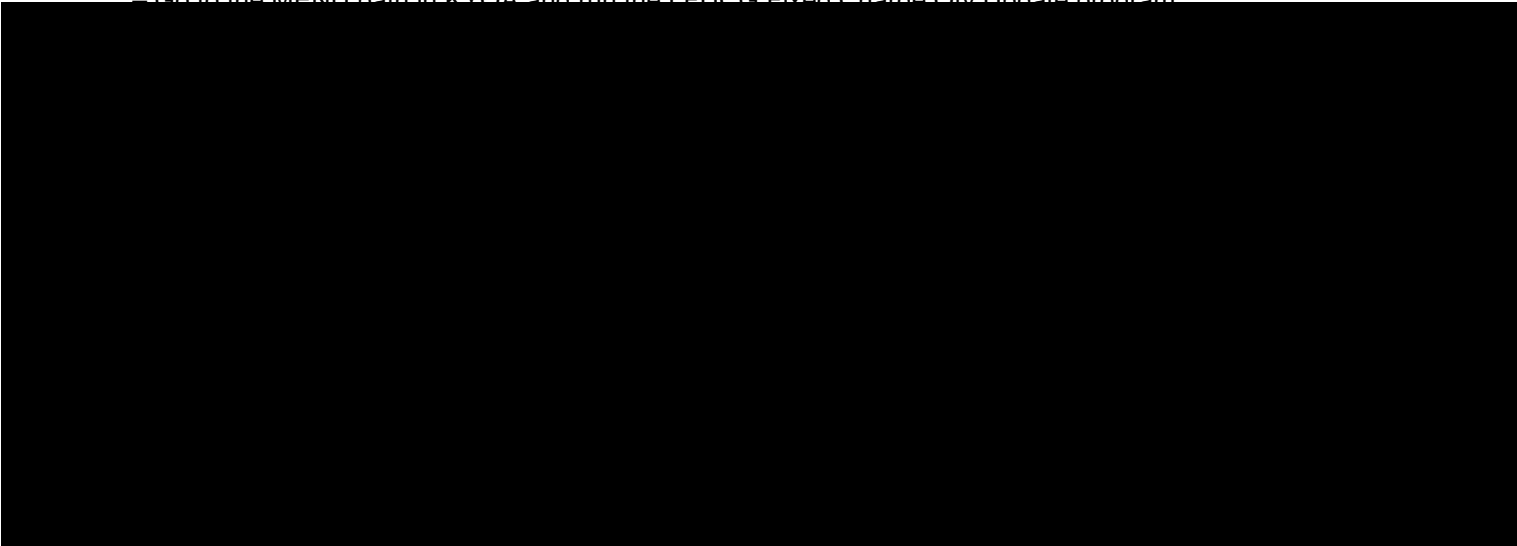
**Step 1** – Saved the October changes file from production to the LFUCG folder on the IFS in the test server AWWHRH02



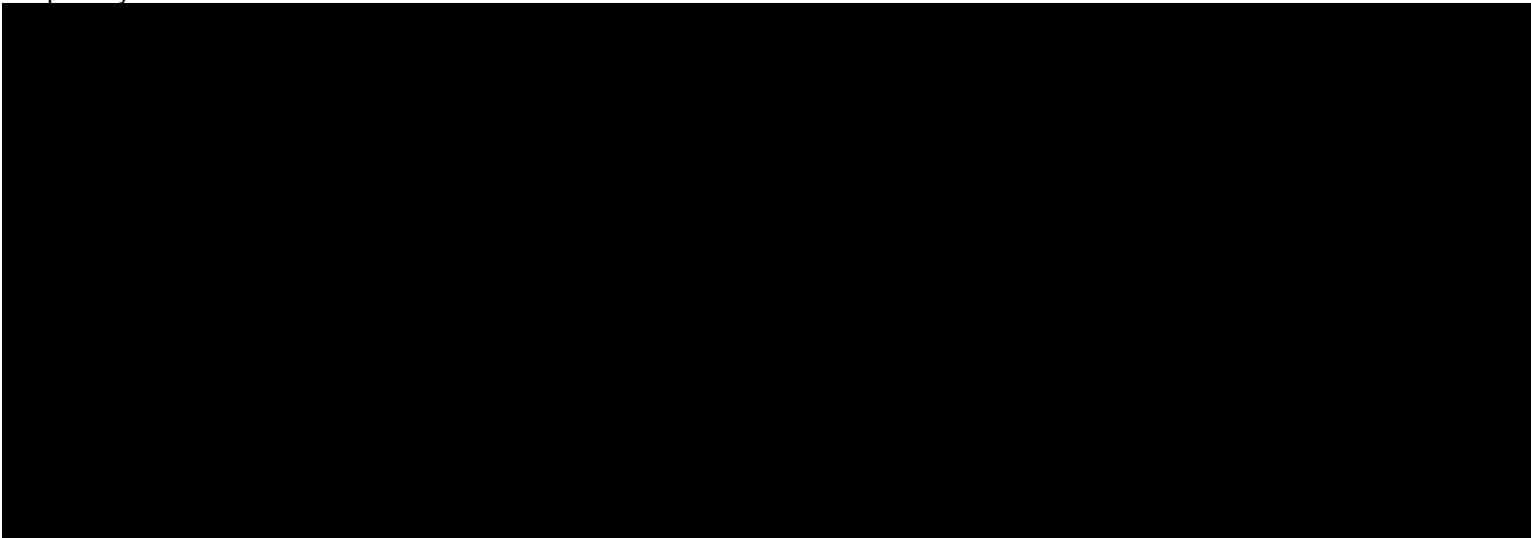
|   | A | B  | C | D | E | F | G | H | I |
|---|---|----|---|---|---|---|---|---|---|
| 1 |   | 76 |   |   |   |   |   |   |   |
| 2 |   | 0  |   |   |   |   |   |   |   |
| 3 |   | 1  |   |   |   |   |   |   |   |
| 4 |   | 0  |   |   |   |   |   |   |   |
| 5 |   | 1  |   |   |   |   |   |   |   |
| 6 |   | 1  |   |   |   |   |   |   |   |
| 7 |   | 0  |   |   |   |   |   |   |   |

**Step 2** – Ran a query to find a test premise [REDACTED] that is on the spreadsheet but does not have an F10M1 fixed charge, also check the FIX path to confirm

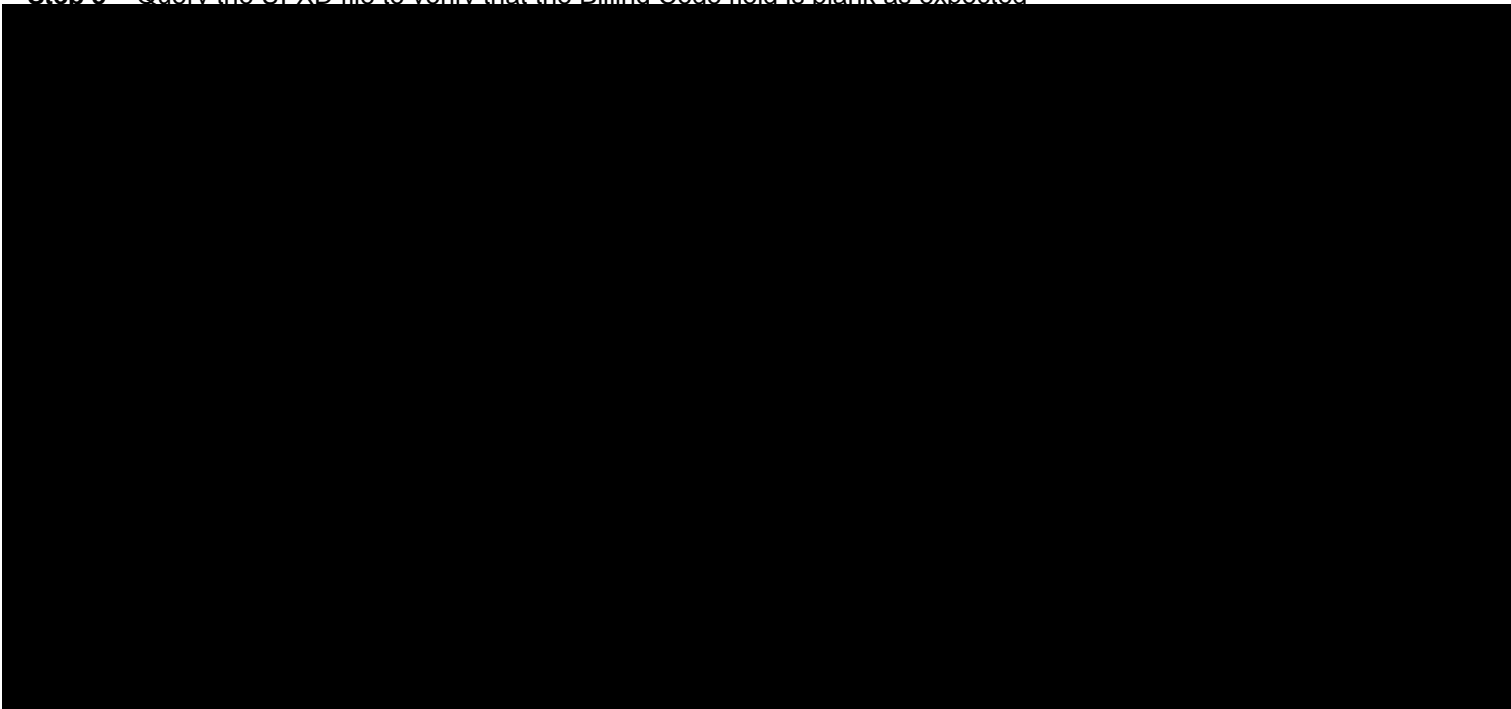
Go to the MENU path in KYQA and run the LEUCG Fixed Charge Qty Update program



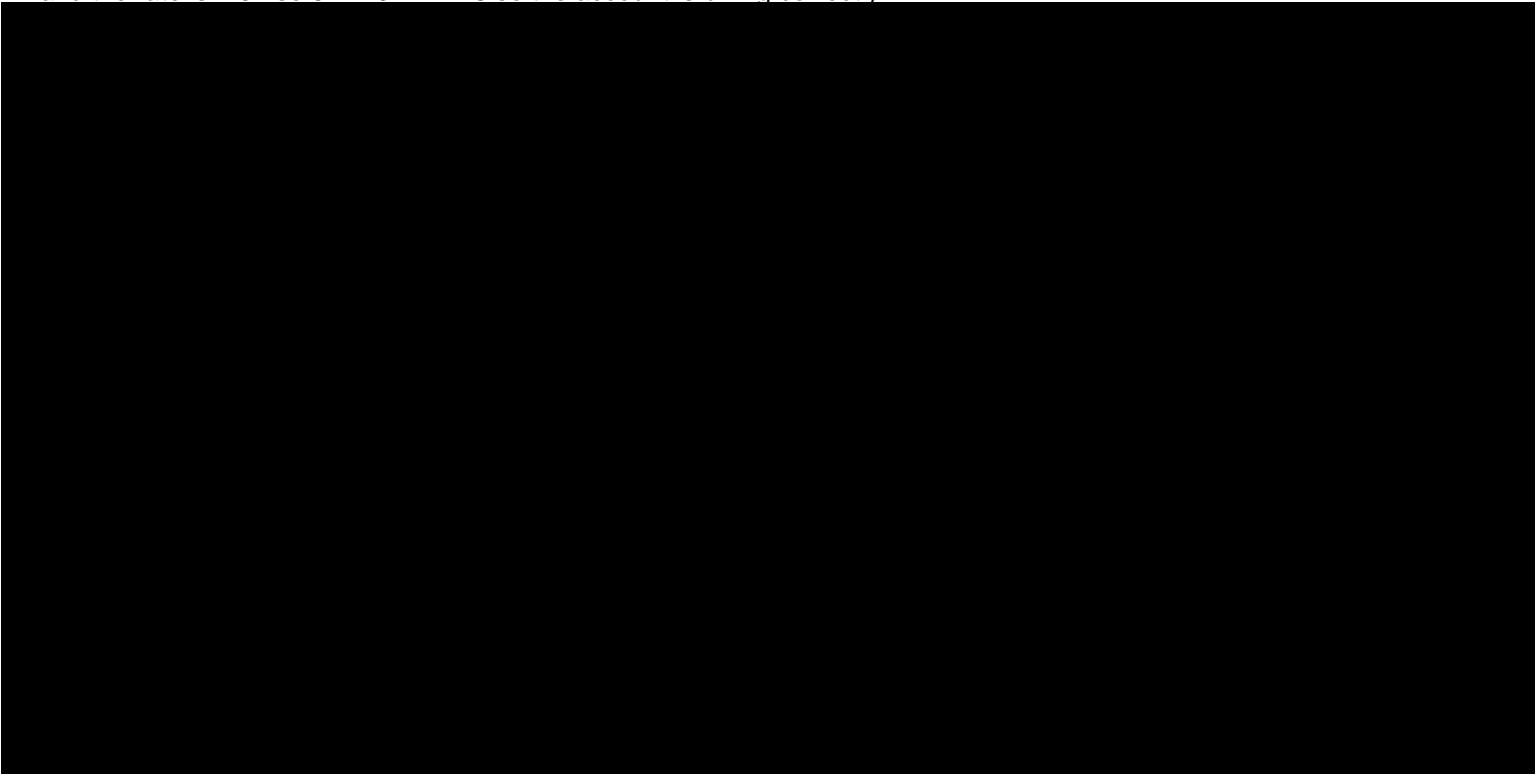
**Step 4** – Go to the FIX path for Test Prem# [REDACTED] and verify the F10M1 fixed charge is in place with the correct quantity



**Step 5** – Query the UFXD file to verify that the Billing Code field is blank as expected



**Step 6** – Pull Test Premise# [REDACTED] into a bill batch and verify the fixed charge is billing correctly, the quantity is 5 and the rate is 4.32 so  $5 \times 4.32 = 21.6$  so the account is billing correctly.













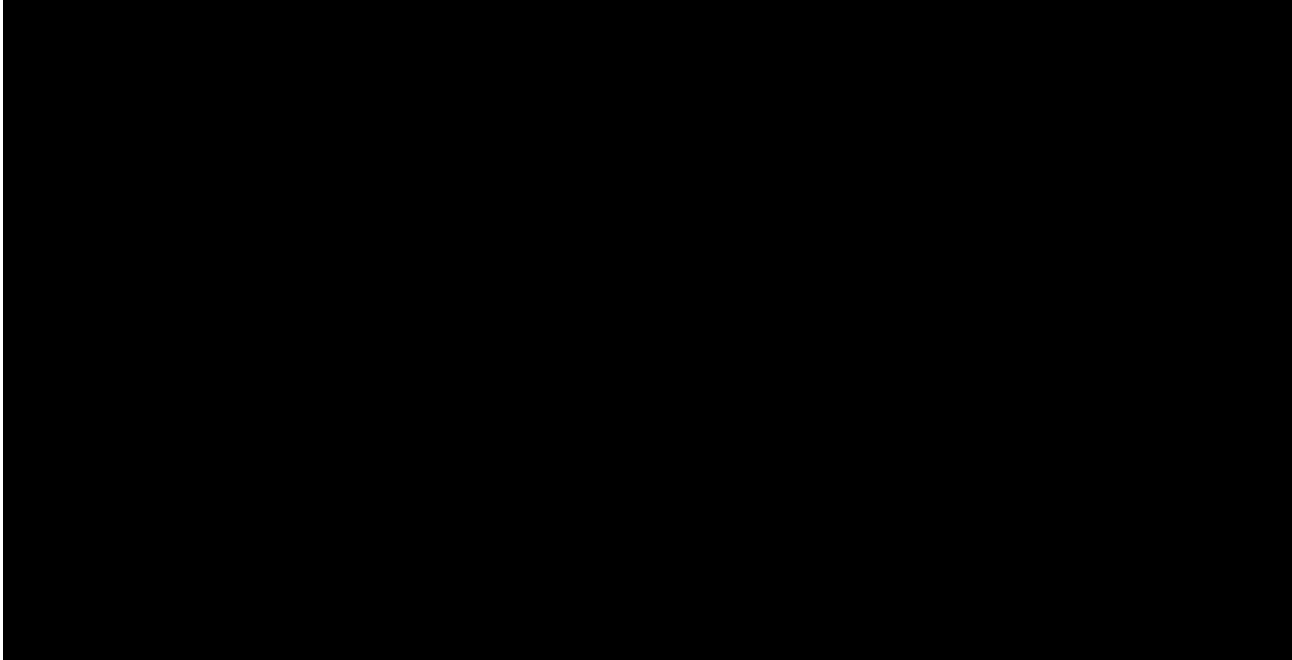
| PREMISE_NUMBER      |                         | PVANUM ERU | HOUSE_NBR | PREFIX |
|---------------------|-------------------------|------------|-----------|--------|
| Duplicate           | Not in system - Scott a | [REDACTED] | 8         | 1513   |
| Already has premise | Owner of parcel wants   | [REDACTED] | 21        | 3040   |
| Already has premise | Owner of parcel wants   | [REDACTED] | 40        | 921    |
| Already has premise | Owner of parcel wants   | [REDACTED] | 72        | 1837   |
| Already has premise | These are condos - all  | [REDACTED] | 8         | 620 W  |
| Already has premise | Bill needs to go to own | [REDACTED] | 7         | 407 W  |
| [REDACTED]          | [REDACTED]              | [REDACTED] | 6         | 245    |
| [REDACTED]          | [REDACTED]              | [REDACTED] | 7         | 950    |
| [REDACTED]          | [REDACTED]              | [REDACTED] | 7         | 1202   |
| [REDACTED]          | [REDACTED]              | [REDACTED] | 7         | 765 E  |
| [REDACTED]          | [REDACTED]              | [REDACTED] | 7         | 363    |
| [REDACTED]          | [REDACTED]              | [REDACTED] | 6         | 160 E  |
| [REDACTED]          | [REDACTED]              | [REDACTED] | 6         | 606 S  |
| [REDACTED]          | [REDACTED]              | [REDACTED] | 6         | 901    |
| [REDACTED]          | [REDACTED]              | [REDACTED] | 6         | 1687 N |
| [REDACTED]          | [REDACTED]              | [REDACTED] | 6         | 1660   |
| Already has premise | Parcel lines have chan  | [REDACTED] | 7         | 401 N  |
| [REDACTED]          | [REDACTED]              | [REDACTED] | 6         | 211 E  |

| STREET          | APT | SUFFIX | FRACTION | DIRECTION | CITY      | STATE | ZIP   |
|-----------------|-----|--------|----------|-----------|-----------|-------|-------|
| COLESBURY       |     | CIR    |          |           | LEXINGTON | KY    | 40511 |
| RICHMOND        |     | RD     |          |           | LEXINGTON | KY    | 40509 |
| BEAUMONT CENTRE |     | LN     |          |           | LEXINGTON | KY    | 40513 |
| PLAUDIT         |     | PL     |          |           | LEXINGTON | KY    | 40509 |
| MAIN            |     | ST     |          |           | LEXINGTON | KY    | 40508 |
| NEW CIRCLE      |     | RD     |          |           | LEXINGTON | KY    | 40511 |
| SOUTHLAND       |     | DR     |          |           | LEXINGTON | KY    | 40503 |
| MANCHESTER      |     | ST     |          |           | LEXINGTON | KY    | 40508 |
| INDUSTRY        |     | RD     |          |           | LEXINGTON | KY    | 40505 |
| NEW CIRCLE      |     | RD     |          |           | LEXINGTON | KY    | 40505 |
| THOMPSON        |     | RD     |          |           | LEXINGTON | KY    | 40508 |
| REYNOLDS        |     | RD     |          |           | LEXINGTON | KY    | 40517 |
| BROADWAY        |     |        |          |           | LEXINGTON | KY    | 40508 |
| GEORGETOWN      |     | ST     |          |           | LEXINGTON | KY    | 40511 |
| BROADWAY        |     |        |          |           | LEXINGTON | KY    | 40505 |
| BRYAN STATION   |     | RD     |          |           | LEXINGTON | KY    | 40505 |
| LIMESTONE       |     |        |          |           | LEXINGTON | KY    | 40508 |
| NEW CIRCLE      |     | RD     |          |           | LEXINGTON | KY    | 40505 |

CUST\_NAME

CUST\_ADDR 1

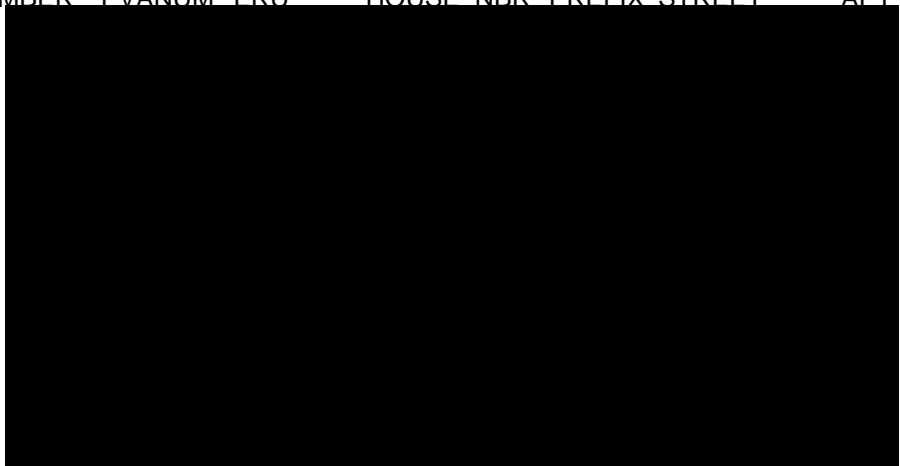
CUST\_ADDR 2



| CUST_CITY     | CUST_ST | CUST_ZIP |
|---------------|---------|----------|
| LEXINGTON     | KY      | 40511    |
| LEXINGTON     | KY      | 40504    |
| LEXINGTON     | KY      | 40504    |
| ROCKFORD      | KY      | 40504    |
| LEXINGTON     | KY      | 40502    |
| LOUISVILLE    | KY      | 40214    |
| LEXINGTON     | KY      | 40502    |
| GEORGETOWN    | KY      | 40324    |
| LEXINGTON     | KY      | 40505    |
| LEXINGTON     | KY      | 40507    |
| NICHOLASVILLE | KY      | 40356    |
| PIKEVILLE     | KY      | 41501    |
| LEXINGTON     | KY      | 40508    |
| LEXINGTON     | KY      | 40508    |
| LEXINGTON     | KY      | 40509    |
| NICHOLASVILLE | KY      | 40356    |
| LEXINGTON     | KY      | 40544    |
| NICHOLASVILLE | KY      | 40356    |



PREMISE\_NUMBER PVANUM FRU HOUSE NBR PREFIX STREET APT SUFFIX FRACTION



RD  
AVE  
RD  
RD  
RD  
RD  
CIR  
WAY  
ST  
ST  
ST  
AVE  
RD

| DIRECTION | CITY      | STATE | ZIP   | CUST NAME |
|-----------|-----------|-------|-------|-----------|
|           | LEXINGTON | KY    | 40502 |           |
|           | LEXINGTON | KY    | 40502 |           |
|           | LEXINGTON | KY    | 40509 |           |
|           | LEXINGTON | KY    | 40504 |           |
|           | LEXINGTON | KY    | 40503 |           |
|           | LEXINGTON | KY    | 40511 |           |
|           | LEXINGTON | KY    | 40510 |           |
|           | LEXINGTON | KY    | 40508 |           |
|           | LEXINGTON | KY    | 40505 |           |
|           | LEXINGTON | KY    | 40508 |           |
|           | LEXINGTON | KY    | 40502 |           |
|           | LEXINGTON | KY    | 40505 |           |

CUST\_ADDR\_1

CUST\_ADDR\_2

CUST\_CITY

CUST\_ST CUST\_ZIP

|               |    |       |
|---------------|----|-------|
| BROOKFIELD    | WI | 53005 |
| LEXINGTON     | KY | 40505 |
| LEXINGTON     | KY | 40517 |
| NICHOLASVILLE | KY | 40356 |
| LEXINGTON     | KY | 40503 |
| LEXINGTON     | KY | 40511 |
| LEXINGTON     | KY | 40504 |
| LEXINGTON     | KY | 40508 |
| MIDDLETOWN    | OH | 45042 |
| LEXINGTON     | KY | 40504 |
| LEXINGTON     | KY | 40505 |
| LEXINGTON     | KY | 40515 |



Lexington-Fayette Urban County Government  
DEPARTMENT OF ENVIRONMENTAL QUALITY

Jim Newberry  
Mayor

Susan Bush  
Acting Commissioner

February 17, 2013

[Redacted]

GEORGETOWN, KY 40324

Re: Past-Due Water Quality Management Fee For [Redacted] LWQMF

Kentucky American Water has notified the Lexington-Fayette Urban County Government that the Water Quality Management Fee for the above location, Premise Number [Redacted] has remained unpaid and is past due in the amount of \$1,900.80. Kindly remit payment within the next 30 days to Kentucky American Water in order to prevent your account from being turned over to Municipal Services Bureau for collections. If you have already submitted your payment to Kentucky American Water, please disregard this letter.

Payments should be addressed to:

Kentucky American Water  
c/o LFUCG Division of Water Quality  
Town Branch Wastewater Treatment Plant  
301 Lisle Industrial Ave.  
Lexington, KY 40511

If you have any questions or feel you have received this letter in error, please contact me at 859-425-2407.

Sincerely

Hilori Morgan  
Fee Implementation Team Manager  
LFUCG Division of Water Quality

---

Detach and Return With Payment

Premise ID#: [Redacted]  
Account #: [Redacted]  
For Service To:

[Redacted]

Amount Due: \$1,710.72

Please remit payment to:

Kentucky American Water  
c/o LFUCG Division of Water Quality  
Town Branch Wastewater Treatment Plant  
301 Lisle Industrial Ave.  
Lexington, KY 40511

Amount Enclosed: \_\_\_\_\_

\*\*\*\*\*

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

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:24 PM -----

From: Bryan Siler/KAWC/AWWSC  
To: "Scott Dickison" <sdickison@lexingtonky.gov>@AWX  
Cc: Takisha.Walker@amwater.com  
Date: 07/01/2010 08:37 AM  
Subject: RE: July 2010 Billing File Update

I didn't see either of these in the July update. Was that expected?

\*\*\*\*\*

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

"Scott Dickison" <sdickison@lexingtonky.gov>

To <Bryan.Siler@amwater.com>  
cc <Takisha.Walker@amwater.com>

06/24/2010 04:17 PM

Subject RE: July 2010 Billing File Update

Nothing outstanding but I do need two for what's attached. You may have already created the one on Southport Dr and if you have please send me the new number. Thanks for jogging my memory.

SED

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

From: Bryan.Siler@amwater.com [<mailto:Bryan.Siler@amwater.com>]  
Sent: Thursday, June 24, 2010 4:08 PM  
To: Scott Dickison  
Cc: Takisha.Walker@amwater.com  
Subject: Re: July 2010 Billing File Update

Thanks Scott. Do we have any outstanding non-mutuals to set up?

\*\*\*\*\*

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

"Scott Dickison"  
<sdickison@lexing  
tonky.gov>

To

<Bryan.Siler@amwater.com>

06/24/2010 04:03

cc

PM

"Robert Bowman"

<rbowman2@lexingtonky.gov> ,

"Candice Deininger"

<cdeining@lexingtonky.gov>

Subject

July 2010 Billing File Update

It's attached..

Scott Dickison, GISP  
GIS Programmer/Analyst  
Lexington-Fayette Urban County Government  
Division of Computer Services  
301 Lisle Industrial Ave  
Lexington, KY 40511

p:(859)258-3414  
sdickison@lfucg.com

[attachment "July2010\_Billing.csv" deleted by Bryan Siler/KAWC/AWWSC]  
[attachment "NEW\_NM\_0610\_2.xls" deleted by Bryan Siler/KAWC/AWWSC]

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:24 PM -----

From: "Scott Dickison" <sdickison@lexingtonky.gov>  
To: <Bryan.Siler@amwater.com>  
Cc: <Takisha.Walker@amwater.com>  
Date: 07/01/2010 08:56 AM  
Subject: RE: July 2010 Billing File Update

---

Yes. I didn't actually get them in to the GIS data until yesterday.  
They'll appear in next month's update.

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

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]  
Sent: Thursday, July 01, 2010 8:37 AM  
To: Scott Dickison  
Cc: Takisha.Walker@amwater.com  
Subject: RE: July 2010 Billing File Update

I didn't see either of these in the July update. Was that expected?

\*\*\*\*\*

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

"Scott Dickison"

<sdickison@lexing

tonky.gov>

To

<Bryan.Siler@amwater.com>

06/24/2010 04:17

cc

PM

<Takisha.Walker@amwater.com>

Subject

RE: July 2010 Billing File Update

Nothing outstanding but I do need two for what's attached. You may have already created the one on [REDACTED] and if you have please send me the new number. Thanks for [REDACTED] memory.

SED

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



From: Bryan.Siler@amwater.com [<mailto:Bryan.Siler@amwater.com>]  
Sent: Thursday, June 24, 2010 4:08 PM  
To: Scott Dickison  
Cc: Takisha.Walker@amwater.com  
Subject: Re: July 2010 Billing File Update

Thanks Scott. Do we have any outstanding non-mutuals to set up?

\*\*\*\*\*

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

"Scott Dickison"  
<sdickison@lexingtonky.gov>  
To: <Bryan.Siler@amwater.com>  
06/24/2010 04:03  
cc: "Robert Bowman"  
<rbowman2@lexingtonky.gov>,  
"Candice Deininger"  
<cdeining@lexingtonky.gov>  
Subject: July 2010 Billing File Update

It's attached..

Scott Dickison, GISP  
GIS Programmer/Analyst  
Lexington-Fayette Urban County Government  
Divison of Computer Services  
301 Lisle Industrial Ave  
Lexington, KY 40511

p:(859)258-3414  
sdickison@lfucg.com

[attachment "July2010\_Billing.csv" deleted by Bryan Siler/KAWC/AWWSC]  
[attachment "NEW\_NM\_0610\_2.xls" deleted by Bryan Siler/KAWC/AWWSC]

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:24 PM -----

From: "Scott Dickison" <sdickison@lexingtonky.gov>  
To: <Bryan.Siler@amwater.com>  
Cc: <Takisha.Walker@amwater.com>  
Date: 07/01/2010 09:06 AM  
Subject: RE: July 2010 Billing File Update

---

Yes it is. Thanks for all your help.

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

From: Bryan.Siler@amwater.com [<mailto:Bryan.Siler@amwater.com>]  
Sent: Thursday, July 01, 2010 9:06 AM  
To: Scott Dickison  
Cc: Takisha.Walker@amwater.com  
Subject: RE: July 2010 Billing File Update

Okay, I went ahead and set them up to bill though. That's okay, right?

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

"Scott Dickison"  
<sdickison@lexing  
tonky.gov>  
To <Bryan.Siler@amwater.com>  
07/01/2010 08:55  
cc AM <Takisha.Walker@amwater.com>

Subject

RE: July 2010 Billing File Update

Yes. I didn't actually get them in to the GIS data until yesterday.  
They'll appear in next month's update.

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

From: Bryan.Siler@amwater.com [<mailto:Bryan.Siler@amwater.com>]  
Sent: Thursday, July 01, 2010 8:37 AM  
To: Scott Dickison  
Cc: Takisha.Walker@amwater.com  
Subject: RE: July 2010 Billing File Update

I didn't see either of these in the July update. Was that expected?

\*\*\*\*\*

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

"Scott Dickison"

<sdickison@lexing

tonky.gov>

To

<Bryan.Siler@amwater.com>

06/24/2010 04:17

cc

PM

<Takisha.Walker@amwater.com>

Subject

RE: July 2010 Billing File Update

Nothing outstanding but I do need two for what's attached. You may have already created the one on Southport Dr and if you have please send me the new number. Thanks for jogging my memory.

SED

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

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

Sent: Thursday, June 24, 2010 4:08 PM

To: Scott Dickison

Cc: Takisha.Walker@amwater.com

Subject: Re: July 2010 Billing File Update

Thanks Scott. Do we have any outstanding non-mutuals to set up?

\*\*\*\*\*

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

"Scott Dickison"

<sdickison@lexing

tonky.gov>

To

<Bryan.Siler@amwater.com>

06/24/2010 04:03

cc

PM

"Robert Bowman"

<rbowman2@lexingtonky.gov> ,

"Candice Deininger"

<cdeining@lexingtonky.gov>

Subject

July 2010 Billing File Update

It's attached..

Scott Dickison, GISP  
GIS Programmer/Analyst  
Lexington-Fayette Urban County Government  
Division of Computer Services  
301 Lisle Industrial Ave  
Lexington, KY 40511

p:(859)258-3414  
sdickison@lfucg.com

[attachment "July2010\_Billing.csv" deleted by Bryan Siler/KAWC/AWWSC]  
[attachment "NEW\_NM\_0610\_2.xls" deleted by Bryan Siler/KAWC/AWWSC]

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:24 PM -----

From: "Hilori Morgan" <hmorgan@lexingtonky.gov>  
To: <Bryan.Siler@amwater.com>  
Date: 07/01/2010 09:17 AM  
Subject: RE: Out of Office July 2, 2010

---

Bryan,

I was wondering if you had been able to locate the spreadsheet that I had requested on Tuesday. You sent it to Candice in Special Accounts last week, and I would like to take a look at the accounts.

Thanks,  
Hilori

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

From: Bryan.Siler@amwater.com [<mailto:Bryan.Siler@amwater.com>]  
Sent: Thursday, July 01, 2010 9:08 AM

To: Julie Mantrom; Rebecca Arledge; Robert Bowman; Scott Dickison;  
Hilori Morgan; Candice Deininger  
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 02/15/2013 05:24 PM -----

From: Bryan Siler/KAWC/AWWSC  
To: "Hilori Morgan" <hmorgan@lexingtonky.gov>@AWX  
Cc: Takisha D Walker/KAWC/AWWSC@AWW  
Date: 07/01/2010 09:40 AM  
Subject: Re: Inactive Premises

Hilori,

I'm trying to find out what list she is referring to. Each month there are non-mutual premises that change to a zero quantity. Since that is the only charge we bill for the premise we have to close those accounts. That may be what she is referring to but I want to make sure. Closing the accounts will not affect your ability to apply any adjustments. The billing file provides a list of premises that went to zero. Do you have a copy of that?

Due to the manual process involved to reactivate these accounts, we have requested the LFUCG to advise us when any of these accounts go from a quantity of zero to something greater.

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

"Hilori Morgan" <hmorgan@lexingtonky.gov>

To <Bryan.Siler@amwater.com>

cc

06/29/2010 02:50 PM

Subject Inactive Premises

Candice from Special Accounts called about a spreadsheet of premises that need to be closed that you had sent her. Is there a way that you could forward that spreadsheet to me? I want to look over the accounts before they are closed to make sure they don't need any credits or refunds.

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 02/15/2013 05:24 PM -----

From: "Hilori Morgan" <hmorgan@lexingtonky.gov>  
To: <Bryan.Siler@amwater.com>  
Date: 07/01/2010 10:52 AM  
Subject: RE: Premise [REDACTED]

---

Thanks!

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

From: Bryan.Siler@amwater.com [<mailto:Bryan.Siler@amwater.com>]  
Sent: Thursday, July 01, 2010 9:32 AM  
To: Hilori Morgan  
Subject: Re: Premise [REDACTED]

This account is closed.

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

"Hilori Morgan"  
<hmorgan@lexingto

To: nky.gov>  
<Bryan.Siler@amwater.com>  
06/03/2010 03:48  
cc: PM  
Subject: Premise # [REDACTED]

Bryan,

This premise should be billed for \$12.96 each month, but it hasn't been billed at all. I checked the May billing file, and it was listed to be billed 3 ERUs? Can you take a look when you get a chance?

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 02/15/2013 05:24 PM -----

From: "Hilori Morgan" <hmorgan@lexingtonky.gov>  
To: <Bryan.Siler@amwater.com>  
Cc: <Takisha.Walker@amwater.com>  
Date: 07/01/2010 03:49 PM  
Subject: RE: Inactive Premises

---

Bryan,

Thank you for getting back to me so quickly.



All I know about this list is that you sent it to Candice from Special Accounts, and it had about 49 accounts that needed to be closed. That's great that I can still do credits and debits once they are closed, but I would like to take a look so I can tell whether or not I actually need to do debits and credits. Candice was going to send me a copy, but I never heard back from her.

Thanks,  
Hilori

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

From: Bryan.Siler@amwater.com [<mailto:Bryan.Siler@amwater.com>]  
Sent: Thursday, July 01, 2010 9:40 AM  
To: Hilori Morgan  
Cc: Takisha.Walker@amwater.com  
Subject: Re: Inactive Premises

Hilori,

I'm trying to find out what list she is referring to. Each month there are non-mutual premises that change to a zero quantity. Since that is the only charge we bill for the premise we have to close those accounts. That may be what she is refering to but I want to make sure. Closing the accounts will not affect your ability to apply any adjustments. The billing file provides a list of premises that went to zero. Do you have a copy of that?

Due to the manual process involved to reactivate these accounts, we have requested the LFUCG to advise us when any of these accounts go from a quantity of zero to something greater.

\*\*\*\*\*

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

"Hilori Morgan"

<hmorgan@lexingto

nky.gov>

To

<Bryan.Siler@amwater.com>

06/29/2010 02:50

cc

PM

Subject

Inactive Premises

Candice from Special Accounts called about a spreadsheet of premises that need to be closed that you had sent her. Is there a way that you could forward that spreadsheet to me? I want to look over the accounts before they are closed to make sure they don't need any credits or refunds.

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 02/15/2013 05:24 PM -----

From: "Hilori Morgan" <hmorgan@lexingtonky.gov>  
To: <Bryan.Siler@amwater.com>  
Cc: <Takisha.Walker@amwater.com>, <Candiss.Martin@amwater.com>  
Date: 07/01/2010 04:34 PM  
Subject: RE: Inactive Premises

---

Great! Thanks for looking into this for me.

Hilori

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

From: Bryan.Siler@amwater.com [<mailto:Bryan.Siler@amwater.com>]  
Sent: Thursday, July 01, 2010 4:31 PM  
To: Hilori Morgan  
Cc: Takisha.Walker@amwater.com; Candiss.Martin@amwater.com  
Subject: RE: Inactive Premises

I'm trying to get the list myself. It may be Tuesday before I can send it

though.

\*\*\*\*\*

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

"Hilori Morgan"

<hmorgan@lexingto

nky.gov>

To

<Bryan.Siler@amwater.com>

07/01/2010 03:49

cc

PM

<Takisha.Walker@amwater.com>

Subject

RE: Inactive Premises

Bryan,

Thank you for getting back to me so quickly.

All I know about this list is that you sent it to Candice from Special Accounts, and it had about 49 accounts that needed to be closed. That's great that I can still do credits and debits once they are closed, but I would like to take a look so I can tell whether or not I actually need to do debits and credits. Candice was going to send me a copy, but I never heard back from her.

Thanks,  
Hilori

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

From: Bryan.Siler@amwater.com [<mailto:Bryan.Siler@amwater.com>]  
Sent: Thursday, July 01, 2010 9:40 AM  
To: Hilori Morgan  
Cc: Takisha.Walker@amwater.com  
Subject: Re: Inactive Premises

Hilori,

I'm trying to find out what list she is referring to. Each month there are non-mutual premises that change to a zero quantity. Since that is the only charge we bill for the premise we have to close those accounts. That may be what she is refering to but I want to make sure. Closing the accounts will not affect your ability to apply any adjustments. The billing file provides a list of premises that went to zero. Do you have a copy of that?

Due to the manual process involved to reactivate these accounts, we have requested the LFUCG to advise us when any of these accounts go from a quantity of zero to something greater.

\*\*\*\*\*

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

"Hilori Morgan"

<hmorgan@lexingto

nky.gov>

To

<Bryan.Siler@amwater.com>

06/29/2010 02:50

cc

PM

Subject

Inactive Premises

Candice from Special Accounts called about a spreadsheet of premises that need to be closed that you had sent her. Is there a way that you could forward that spreadsheet to me? I want to look over the accounts before they are closed to make sure they don't need any credits or refunds.

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 02/15/2013 05:24 PM -----

From: Bryan Siler/KAWC/AWWSC  
To: Brian T McDonough/CONSULT/AWWSC@AWW  
Cc: Takisha D Walker/KAWC/AWWSC@AWW  
Date: 07/09/2010 10:15 AM  
Subject: LFUCG May Analysis

---

Brian,

Were you going to do a similar analysis for May 2010? We meet with them on Monday.

Also, we discussed rerunning the CBTs. When will that be completed?

\*\*\*\*\*

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

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:24 PM -----

From: Bryan Siler/KAWC/AWWSC  
To: Brian T McDonough/CONSULT/AWWSC@AWW  
Cc: Takisha D Walker/KAWC/AWWSC@AWW  
Date: 07/09/2010 11:19 AM  
Subject: Fw: LFUCG May Analysis

---

Brian,

At this point, do not work on the May analysis. I'll let you know if that changes. Sorry for any confusion.

\*\*\*\*\*

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

----- Forwarded by Bryan Siler/KAWC/AWWSC on 07/09/2010 11:19 AM -----

**Bryan Siler/KAWC/AWWSC**

To Brian T McDonough/CONSULT/AWWSC  
cc Takisha D Walker/KAWC/AWWSC@AWW  
Subject LFUCG May Analysis

07/09/2010 10:15 AM

Brian,

Were you going to do a similar analysis for May 2010? We meet with them on Monday.

Also, we discussed rerunning the CBTs. When will that be completed?

\*\*\*\*\*

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

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:24 PM -----

From: Brian T McDonough/CONSULT/AWWSC  
To: Bryan Siler/KAWC/AWWSC@AWW  
Cc: Takisha D Walker/KAWC/AWWSC@AWW  
Date: 07/09/2010 11:46 AM  
Subject: Re: Fw: LFUCG May Analysis

---

Hey Bryan,

I will hold off on the May analysis. We are still going to rerun the CBT reports, but need to reverse Area code changes before rerunning I can get it done by mid to late next week if I don't have some emergency pop up. Sorry for the delays I will make sure this gets done next week for the months that have already been analyzed.

Brian McDonough  
(856)-782-2833 Office  
(609)-933-2212 Cell

Bryan Siler/KAWC/AWWSC

To Brian T McDonough/CONSULT/AWWSC@AWW  
cc Takisha D Walker/KAWC/AWWSC@AWW  
Subject Fw: LFUCG May Analysis

07/09/2010 11:19 AM

Brian,

At this point, do not work on the May analysis. I'll let you know if that changes. Sorry for any confusion.

\*\*\*\*\*

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

----- Forwarded by Bryan Siler/KAWC/AWWSC on 07/09/2010 11:19 AM -----

Bryan Siler/KAWC/AWWSC

To Brian T McDonough/CONSULT/AWWSC  
cc Takisha D Walker/KAWC/AWWSC@AWW  
Subject LFUCG May Analysis

07/09/2010 10:15 AM

Brian,

Were you going to do a similar analysis for May 2010? We meet with them on Monday.

Also, we discussed rerunning the CBTs. When will that be completed?

\*\*\*\*\*

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

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:24 PM -----

From: "Robert Bowman" <rbowman2@lexingtonky.gov>  
To: <Bryan.Siler@amwater.com>  
Date: 07/09/2010 03:50 PM  
Subject: RE: Order types from Service Order On and Off Files on OAM

Bryan,

Can you explain the service type codes ONAFS and ONNPS?

Robert





Subject

RE: Inactive Accounts

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

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

Sent: Wednesday, June 09, 2010 4:15 PM

To: Robert Bowman

Subject: RE: Inactive Accounts

Anytime - I just wanted to tell you about that last field. That was all.

\*\*\*\*\*

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 12:08

cc

PM

Subject

RE: Inactive Accounts

I'm back at the office, but you're probably on your lunch break. I have a meeting from 1-3, but will be in the office until 12:45. After the meeting I will be in the office from until 5pm today.

What's a good time to call?

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

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]  
Sent: Wednesday, June 09, 2010 9:05 AM  
To: Robert Bowman  
Subject: RE: Inactive Accounts

Also, give me a call and we can discuss something else.

\*\*\*\*\*

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](mailto:rbowman2@lexingt)  
onky.gov>

To <Bryan.Siler@amwater.com>,  
 "Candice 06/07/2010 08:43 Deininger"  
 AM <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

[attachment "ServiceType.csv" deleted by Bryan Siler/KAWC/AWWSC]

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:24 PM -----

From: Candiss L Martin/CALLCTR/CORP/AWWSC  
To: "Hilori Morgan" <hmorgan@lexingtonky.gov>, Bryan Siler/KAWC/AWWSC@AWW  
Cc: Linda K Toussaint/LAWC/AWWSC@AWW, Penny Y Pohlman/CALLCTR/CORP/AWWSC@AWW, Renee G Roy/CALLCTR/CORP/AWWSC@AWW  
Date: 07/09/2010 04:14 PM  
Subject: KY LFUCG WQMF charges on 68 accounts

---

Hi Hilori,

Here is the updated spreadsheet I promised. Sorry it took so long. I looked at the original 49 accounts that pulled in as 0 bills into the bill batch that Bryan sent to Rita on 6/24/10. While I was working on those, others had also pulled in as 0 bills to another bill batch and Renee (billing supervisor) asked me to look at those too. They are also on this spreadsheet. All accounts are currently open. The "total billed" is how much we have charged the account for the WQMF fees since the account started. The "total credit" is how much we have been asked to adjust back since the account started. The "current balance" is how much is still owed on the account.

My concern is that even though several of those accounts have a zero "current balance", if we have billed them in error, that means that the customer has paid the bill for incorrect charges and we would owe them a refund. If the account needs to be closed, we need to credit the account prior to closing it. Because the accounts only bill for fixed charges, we may not be able to reopen the billed services back up for crediting after we close the account.

Please look over the list and let me know the following :

- A. If the account should truly be billing for the LFUCG WQMF
- B. If we are billing them in error, should we credit the account for those charges
- C. If the account needs to be closed, we would (presumably) use the last bill date to close the account with.

Please feel free to call me directly if you have any questions about the spreadsheet. Thanks for your patience.

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 Bryan Siler/KAWC/AWWSC on 02/15/2013 05:24 PM -----

From: Bryan Siler/KAWC/AWWSC  
To: "Robert Bowman" <rbowman2@lexingtonky.gov>@AWX  
Date: 07/12/2010 08:46 AM  
Subject: RE: Order types from Service Order On and Off Files on OAM

---

ONNPS = Turn on after non-pay sewer

ONAFS = Turn on advance fire service

\*\*\*\*\*

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

"Robert Bowman" <rbowman2@lexingtonky.gov>

To <Bryan.Siler@amwater.com>

cc

07/09/2010 03:50 PM

Subject RE: Order types from Service Order On and Off Files on OAM

Bryan,

Can you explain the service type codes ONAFS and ONNPS?

Robert

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

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

Sent: Thursday, June 10, 2010 10:11 AM

To: Robert Bowman

Cc: Takisha.Walker@amwater.com

Subject: Order types from Service Order On and Off Files on OAM

Robert,

The following order types from your list do not activate or inactivate an account/premise. They can be ignored for your process.

- NDNP - Next Day Non-Pay                      Next day on order after a NPOFF non-pay off.
- ONNP - On Non-Pay                              Same day on order after a NPOFF non-pay off.
- SVCOF - Service Off                              Turns a service (not account) off.
- SVCON - Service On                                Turns a service (not account) on.

This one was not on your list but I wanted to mention it anyway. This order type can be ignored as well.

- NPOFF - Non-Pay Off                              Turn off for non-payment.

If any order types are ever added to your list let me know and I can check them for you.

Hope this helps.

\*\*\*\*\*

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 04:41

cc

PM

Subject

RE: Inactive Accounts

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

From: Bryan.Siler@amwater.com [<mailto:Bryan.Siler@amwater.com>]  
Sent: Wednesday, June 09, 2010 4:15 PM  
To: Robert Bowman  
Subject: RE: Inactive Accounts

Anytime - I just wanted to tell you about that last field. That was all.



\*\*\*\*\*  
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 12:08  
cc PM  
Subject RE: Inactive Accounts

I'm back at the office, but you're probably on your lunch break. I have a meeting from 1-3, but will be in the office until 12:45. After the meeting I will be in the office from until 5pm today.

What's a good time to call?

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

From: Bryan.Siler@amwater.com [<mailto:Bryan.Siler@amwater.com>]  
Sent: Wednesday, June 09, 2010 9:05 AM  
To: Robert Bowman  
Subject: RE: Inactive Accounts

Also, give me a call and we can discuss something else.

\*\*\*\*\*  
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

<Bryan.Siler@amwater.com> ,

"Candice

06/07/2010 08:43

Deininger"

AM

<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

[attachment "ServiceType.csv" deleted by Bryan Siler/KAWC/AWWSC]

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:24 PM -----

From: "Robert Bowman" <rbowman2@lexingtonky.gov>  
To: <Bryan.Siler@amwater.com>  
Date: 07/21/2010 10:31 AM  
Subject: Service Order Type

---

Bryan,

I imported last month's CLOSESO and OPENSO into SQL to update the status of the Premises. I have placed the SVC\_ORD\_TYPE data into three categories: On, Off, and No Change.

What happens to the premise status when I have an Off Category and On Category SVC\_ORD\_TYPE occurring on the same day? I keep finding a "Force" SVC\_ORD\_TYPE and an "Open" SVC\_ORD\_TYPE on the same day.

Robert E. Bowman  
Database Administrator

Lexington-Fayette Urban County Government

Office: 859.425.2456

Email: [RBowman2@LFUCG.com](mailto:RBowman2@LFUCG.com)

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:24 PM -----

From: Candiss L Martin/CALLCTR/CORP/AWWSC  
 To: Hilori Morgan" <hmorgan@lexingtonky.gov>  
 Cc: Bryan Siler/KAWC/AWWSC@AWW, "Hilori Morgan" <hmorgan@lexingtonky.gov>, Linda K Toussaint/ILAWC/AWWSC@AWW, Penny Y Pohlman/CALLCTR/CORP/AWWSC@AWW, Renee G Roy/CALLCTR/CORP/AWWSC@AWW, Debbie L Maurer/CALLCTR/CORP/AWWSC@AWW  
 Date: 07/21/2010 12:04 PM  
 Subject: Re: KY LFUCG WQMF charges on 68 accounts

---

Hi Hilori,

Just checking to see if you were able to take a look at the spreadsheet below. It was brought to my attention that the accounts listed are still sitting in one of our holding bill batches and showing up on a report. Any update on what you'd like for us to do with these? 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

**Candiss L Martin/CALLCTR/CORP/AWWSC**

07/09/2010 03:14 PM

To "Hilori Morgan" <hmorgan@lexingtonky.gov>, Bryan Siler/KAWC/AWWSC@AWW  
 cc Linda K Toussaint/ILAWC/AWWSC@AWW, Penny Y Pohlman/CALLCTR/CORP/AWWSC@AWW, Renee G Roy/CALLCTR/CORP/AWWSC@AWW  
 Subject KY LFUCG WQMF charges on 68 accounts

Hi Hilori,

Here is the updated spreadsheet I promised. Sorry it took so long. I looked at the original 49 accounts that pulled in as 0 bills into the bill batch that Bryan sent to Rita on 6/24/10. While I was working on those, others had also pulled in as 0 bills to another bill batch and Renee (billing supervisor) asked me to look at those too. They are also on this spreadsheet. All accounts are currently open. The "total billed" is how much we have charged the account for the WQMF fees since the account started. The "total credit" is how much we have been asked to adjust back since the account started. The "current balance" is how much is still owed on the account.

My concern is that even though several of those accounts have a zero "current balance", if we have billed them in error, that means that the customer has paid the bill for incorrect charges and we would owe them a refund. If the account needs to be closed, we need to credit the account prior to closing it. Because the accounts only bill for fixed charges, we may not be able to reopen the billed services back up for crediting after we close the account.

Please look over the list and let me know the following :

- A. If the account should truly be billing for the LFUCG WQMF
- B. If we are billing them in error, should we credit the account for those charges
- C. If the account needs to be closed, we would (presumably) use the last bill date to close the account with.

Please feel free to call me directly if you have any questions about the spreadsheet. Thanks for your patience.

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 Bryan Siler/KAWC/AWWSC on 02/15/2013 05:24 PM -----

From: "Hilori Morgan" <hmorgan@lexingtonky.gov>  
To: <Bryan.Siler@amwater.com>  
Date: 07/21/2010 02:56 PM  
Subject: Non-Mutuals

---

Can I get a copy of the spreadsheet with the correct format for when I provide you with address information for new non-mutuals?

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 02/15/2013 05:24 PM -----

From: "Hilori Morgan" <hmorgan@lexingtonky.gov>  
To: <Candiss.Martin@amwater.com>, <Hilori\_Morgan" <hmorgan@lexingtonky.gov/@amwater.net>  
Cc: <Bryan.Siler@amwater.com>, <Linda.Toussaint@amwater.com>, <Penny.Pohlman@amwater.com>, <Renee.Roy@amwater.com>, <Debbie.Maurer@amwater.com>  
Date: 07/21/2010 03:39 PM  
Subject: RE: KY LFUCG WQMF charges on 68 accounts

---

Candiss,

I apologize, but I haven't even had a chance to look at it yet. I promise that I will move it to the top of my to-do list.

Thanks,  
Hilori

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

From: Candiss.Martin@amwater.com [<mailto:Candiss.Martin@amwater.com>]  
Sent: Wednesday, July 21, 2010 12:05 PM  
To: Hilori\_Morgan" <hmorgan@lexingtonky.gov/@amwater.net

Cc: Bryan.Siler@amwater.com; Hilori Morgan; Linda.Toussaint@amwater.com;  
 Penny.Pohlman@amwater.com; Renee.Roy@amwater.com;  
 Debbie.Maurer@amwater.com  
 Subject: Re: KY LFUCG WQMF charges on 68 accounts

Hi Hilori,

Just checking to see if you were able to take a look at the spreadsheet below. It was brought to my attention that the accounts listed are still sitting in one of our holding bill batches and showing up on a report. Any update on what you'd like for us to do with these? 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

Candiss L

Martin/CALLCTR/CO

RP/AWWSC

To

"Hilori Morgan"

07/09/2010 03:14

<hmorgan@lexingtonky.gov>, Bryan

PM

Siler/KAWC/AWWSC@AWW

cc

Linda K

Toussaint/ILAWC/AWWSC@AWW,

Penny Y

Pohlman/CALLCTR/CORP/AWWSC@AWW,

Renee G

Roy/CALLCTR/CORP/AWWSC@AWW

Subject

KY LFUCG WQMF charges on 68  
 accounts



Hi Hilori,

Here is the updated spreadsheet I promised. Sorry it took so long. I looked at the original 49 accounts that pulled in as 0 bills into the bill batch that Bryan sent to Rita on 6/24/10. While I was working on those, others had also pulled in as 0 bills to another bill batch and Renee (billing supervisor) asked me to look at those too. They are also on this spreadsheet. All accounts are currently open. The "total billed" is how much we have charged the account for the WQMF fees since the account started. The "total credit" is how much we have been asked to adjust back since the account started. The "current balance" is how much is still owed on the account.

My concern is that even though several of those accounts have a zero "current balance" , if we have billed them in error, that means that the customer has paid the bill for incorrect charges and we would owe them a refund. If the account needs to be closed, we need to credit the account prior to closing it. Because the accounts only bill for fixed charges, we may not be able to reopen the billed services back up for crediting after we close the account .

Please look over the list and let me know the following :

- A. If the account should truly be billing for the LFUCG WQMF
- B. If we are billing them in error, should we credit the account for those charges
- C. If the account needs to be closed, we would (presumably) use the last bill date to close the account with.

Please feel free to call me directly if you have any questions about the spreadsheet. Thanks for your patience.

(See attached file: LFUCG WQMF.xls)

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 Bryan Siler/KAWC/AWWSC on 02/15/2013 05:24 PM -----

From: Takisha D Walker/KAWC/AWWSC

To: Rachel Cole/KAWC/AWWSC@AWW  
 Cc: Bryan Siler/KAWC/AWWSC@AWW  
 Date: 07/22/2010 05:29 PM  
 Subject: Company Accounts w/ Water Quality Management Fees

---

Hello Rachel,

Here is the company accounts that I have located and that are paid with Water Quality Management fees.

As previously provided, the accounting utilized to pay these bills is: 120119.575830.16 TF04.

Please compare this information to your data and let me know if you have any additional questions.

Thanks

| Company Accounts w/ WQMF |                 |             |                     |
|--------------------------|-----------------|-------------|---------------------|
| Account #                | Service Address | Billed ERUs | Monthly WQ Mgmt Fee |
|                          |                 | 142         | 613.44              |
|                          |                 | 214         | 930.55              |
|                          |                 | 4           | 17.28               |
|                          | <b>Total</b>    | <b>360</b>  | <b>1561.27</b>      |

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 02/15/2013 05:24 PM -----

From: Rachel Cole/KAWC/AWWSC  
 To: Takisha D Walker/KAWC/AWWSC@AWW  
 Cc: Bryan Siler/KAWC/AWWSC@AWW  
 Date: 07/22/2010 05:42 PM  
 Subject: Re: Company Accounts w/ Water Quality Management Fees

---

Thanks, Takisha.

Bryan,

Per all those letters that were sent to us last year, we estimated WQMFees totaling \$45-50K per year. It just seems that we only have 3 bills versus 7 or 8. I just want to make sure that we won't get hit with any more bills. Is there a way to double check without calling attention to ourselves? Please let me know. Thanks.

\*\*\*\*\*

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

Takisha D Walker/KAWC/AWWSC

To Rachel Cole/KAWC/AWWSC@AWW

cc Bryan Siler/KAWC/AWWSC@AWW

07/22/2010 05:29 PM

Subject Company Accounts w/ Water Quality Management Fees

Hello Rachel,

Here is the company accounts that I have located and that are paid with Water Quality Management fees.

As previously provided, the accounting utilized to pay these bills is: 120119.575830.16 TF04.

Please compare this information to your data and let me know if you have any additional questions.

Thanks

| Company Accounts w/ WQMF |                 |             |                     |
|--------------------------|-----------------|-------------|---------------------|
| Account #                | Service Address | Billed ERUs | Monthly WQ Mgmt Fee |
|                          |                 | 142         | 613.44              |
|                          |                 | 214         | 930.55              |
|                          |                 | 4           | 17.28               |
|                          | <b>Total</b>    | <b>360</b>  | <b>1561.27</b>      |

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 02/15/2013 05:24 PM -----

From: "Candice Deininger" <cdeining@lexingtonky.gov>  
 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>  
 Date: 07/28/2010 10:49 AM  
 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] [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 02/15/2013 05:24 PM -----

From: Bryan Siler/KAWC/AWWSC  
 To: David S Derr/PAWC/AWWSC@AWW

Cc: Carol.Goulstone@amwater.com, Kimberly M Nye/CONSULT/AWWSC@AWW, Takisha D Walker/KAWC/AWWSC@AWW  
Date: 08/23/2010 03:41 PM  
Subject: Re: Status request - LFUCG Water Quality Fee - Weekly Update

Carol,

I hope this includes the information you need. We are looking to update the fixed charges for the LFUCG water quality management fee - F10M1 and F10M2. Since customers should only be billed one or the other, we should only update the fixed charge that is active at the time of the update. If there is no existing fixed charge, and they have a quantity greater than zero, we should only add F10M1 to the premise.

Thanks.

\*\*\*\*\*

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

David S Derr/PAWC/AWWSC

To Bryan Siler/KAWC/AWWSC@AWW  
cc Takisha D Walker/KAWC/AWWSC@AWW, Kimberly M Nye/CONSULT/AWWSC@AWW, Carol.Goulstone@amwater.com  
Subject Status request - LFUCG Water Quality Fee - Weekly Update

08/23/2010 08:57 AM

Bryan, I wanted to touch base to see where you stand with testing and providing approval for the LFUCG water quality fee weekly update process. I know that everyone wants to have this in before the next updates need to be processed. In order to deliver on that requirement, we will need to obtain necessary approvals by end of day on Tuesday. Please let us know if you think that is feasible.

Please let us know if you have any questions.

Thanks

-----  
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](http://www.amwater.com)

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:24 PM -----

From: Carol A Goulstone/IS/CORP/AWWSC  
To: Bryan Siler/KAWC/AWWSC@AWW  
Cc: David S Derr/PAWC/AWWSC@AWW, Kimberly M Nye/CONSULT/AWWSC@AWW, Takisha D Walker/KAWC/AWWSC@AWW, Brian T McDonough/CONSULT/AWWSC@AWW  
Date: 08/23/2010 06:28 PM  
Subject: Re: Status request - LFUCG Water Quality Fee - Weekly Update

---

I have created the following option on the MENU Path in KYQA - this option will split the KY file into two - one will be name F10M1+Original File name and the other F10M2+Original File name. These two spreadsheets will then be loaded using the applicable MENU path option.

Session C - [24 x 80]

File Edit View Communication Actions Window Help

Kentucky Am (KYQA) Qual  
 Path \* \_\_\_\_\_ MENU Pat

Position to program : \_\_\_\_\_  
 Type choices, press Enter  
 1=Select

| Opt      | Program Description                                                     |
|----------|-------------------------------------------------------------------------|
| ___      | HERBIE CAN FILE UPLOAD                                                  |
| <u>1</u> | LFUCG - SPLIT WATER QUALITY FEE -<br>LFUCG WATER QUALITY FIXED CHARGE U |
| ___      | PAYMENT NOTIFICATIONS JOB - CONFIG                                      |
| ___      | PREMISE SETUP MENU                                                      |
| ___      | PRINT USERS ASSIGNED TO *CHEBOW GR                                      |
| ___      | RATE FILES COPIED TO ACQUISITION E                                      |
| ___      | RETRIEVE PREFIX FOR 10 CHARACTER A                                      |
| ___      | RPTMCHFEE REPORT - FEE GROUP MAINT                                      |
| ___      | SERVICE ORDER A/R\$ REPORT - SO COD                                     |

F3=Exit F5=Refresh F7=Prev F8=Next F12=

MA c

I902 - Session successfully started

start New Messa... Session B - [...] Session C - ... Session D - ... hp OpenV

I have added a second option to process the F10M2 charges

Session C - [24 x 80]

File Edit View Communication Actions Window Help

Kentucky Am (KYQA) Qual  
 Path \* \_\_\_\_\_ MENU Pat

Position to program : \_\_\_\_\_  
 Type choices, press Enter  
 1=Select

| Opt      | Program Description                |
|----------|------------------------------------|
| ___      | HERBIE CAN FILE UPLOAD             |
| ___      | LFUCG - SPLIT WATER QUALITY FEE -  |
| <u>1</u> | LFUCG DISCOUNT WATER QUALITY FIXED |
| ___      | LFUCG WATER QUALITY FIXED CHARGE U |
| ___      | PAYMENT NOTIFICATIONS JOB - CONFIG |
| ___      | PREMISE SETUP MENU                 |
| ___      | PRINT USERS ASSIGNED TO *CHEBOW GR |
| ___      | RATE FILES COPIED TO ACQUISITION E |
| ___      | RETRIEVE PREFIX FOR 10 CHARACTER A |
| ___      | RPTMCHFEE REPORT - FEE GROUP MAINT |

F3=Exit F5=Refresh F7=Prev F8=Next F12=

MA c

I902 - Session successfully started

start New Messa... Session B - [...] Session C - ... Session D - ... hp OpenV

Please let me know if you have any questions when testing tomorrow.

Thanks

Carol Goulstone  
Senior Developer  
American Water  
717-520-4525

From: Bryan Siler/KAWC/AWWSC  
To: David S Derr/PAWC/AWWSC@AWW  
Cc: Carol.Goulstone@amwater.com, Kimberly M Nye/CONSULT/AWWSC@AWW, Takisha D Walker/KAWC/AWWSC@AWW  
Date: 08/23/2010 03:41 PM  
Subject: Re: Status request - LFUCG Water Quality Fee - Weekly Update

---

Carol,

I hope this includes the information you need. We are looking to update the fixed charges for the LFUCG water quality management fee - F10M1 and F10M2. Since customers should only be billed one or the other, we should only update the fixed charge that is active at the time of the update. If there is no existing fixed charge, and they have a quantity greater than zero, we should only add F10M1 to the premise.

Thanks.

\*\*\*\*\*

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

**David S Derr/PAWC/AWWSC**

08/23/2010 08:57 AM

To Bryan Siler/KAWC/AWWSC@AWW  
cc Takisha D Walker/KAWC/AWWSC@AWW, Kimberly M  
Nye/CONSULT/AWWSC@AWW, Carol.Goulstone@amwater.com  
Subject Status request - LFUCG Water Quality Fee - Weekly Update

Bryan, I wanted to touch base to see where you stand with testing and providing approval for the LFUCG water quality fee weekly update process. I know that everyone wants to have this in before the next updates need to be processed. In order to deliver on that requirement, we will need to obtain necessary approvals by end of day on Tuesday. Please let us know if you think that is feasible.

Please let us know if you have any questions.

Thanks



-----  
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](http://www.amwater.com)

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:24 PM -----

From: Carol A Goulstone/IS/CORP/AWWSC  
To: Bryan Siler/KAWC/AWWSC@AWW  
Cc: Takisha D Walker/KAWC/AWWSC@AWW  
Date: 08/24/2010 11:04 AM  
Subject: Re: Status request - LFUCG Water Quality Fee - Weekly Update

---

For testing, you will save the file on \\awwhrh02\data\KAWC\LFUCG. The link you have below is for production. The split files will be in the same folder. You can remove the files once the run has completed or store them for a few months. That will be up to you.

Carol Goulstone  
Senior Developer  
American Water  
717-520-4525

From: Bryan Siler/KAWC/AWWSC  
To: Carol A Goulstone/IS/CORP/AWWSC@AWW  
Cc: Takisha D Walker/KAWC/AWWSC@AWW  
Date: 08/24/2010 07:46 AM  
Subject: Re: Status request - LFUCG Water Quality Fee - Weekly Update

---

Thanks Carol,

Is this where I save the file? Is that also where the split files will be? (This is where I currently save the landfill files.) Also, do I need to clean these up? Sometimes there are duplicate file names from year-to-year.

\\awwhrh01\data\kawc\lfucg\

\*\*\*\*\*

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

Carol A Goulstone/IS/CORP/AWWSC

08/23/2010 06:28 PM

To Bryan Siler/KAWC/AWWSC@AWW

cc David S Derr/PAWC/AWWSC@AWW, Kimberly M Nye/CONSULT/AWWSC@AWW,  
Takisha D Walker/KAWC/AWWSC@AWW, Brian T  
McDonough/CONSULT/AWWSC@AWW

Subject Re: Status request - LFUCG Water Quality Fee - Weekly Update [Link](#)

I have created the following option on the MENU Path in KYQA - this option will split the KY file into two - one will be name F10M1+Original File name and the other F10M2+Original File name. These two spreadsheets will then be loaded using the applicable MENU path option.

Session C - [24 x 80]

File Edit View Communication Actions Window Help

Kentucky Am (KYQA) Qual  
 Path \* \_\_\_\_\_ MENU Pat

Position to program : \_\_\_\_\_  
 Type choices, press Enter  
 1=Select

| Opt      | Program Description                                                     |
|----------|-------------------------------------------------------------------------|
| ___      | HERBIE CAN FILE UPLOAD                                                  |
| <u>1</u> | LFUCG - SPLIT WATER QUALITY FEE -<br>LFUCG WATER QUALITY FIXED CHARGE U |
| ___      | PAYMENT NOTIFICATIONS JOB - CONFIG                                      |
| ___      | PREMISE SETUP MENU                                                      |
| ___      | PRINT USERS ASSIGNED TO *CHEBOW GR                                      |
| ___      | RATE FILES COPIED TO ACQUISITION E                                      |
| ___      | RETRIEVE PREFIX FOR 10 CHARACTER A                                      |
| ___      | RPTMCHFEE REPORT - FEE GROUP MAINT                                      |
| ___      | SERVICE ORDER A/R\$ REPORT - SO COD                                     |

F3=Exit F5=Refresh F7=Prev F8=Next F12=

MA c

I902 - Session successfully started

start New Messa... Session B - [...] Session C - ... Session D - ... hp OpenV

I have added a second option to process the F10M2 charges

Session C - [24 x 80]  
File Edit View Communication Actions Window Help

Kentucky Am (KYQA) Qual  
Path \* \_\_\_\_\_ MENU Pat

Position to program : \_\_\_\_\_  
Type choices, press Enter  
1=Select

| Opt      | Program Description                |
|----------|------------------------------------|
| ___      | HERBIE CAN FILE UPLOAD             |
| ___      | LFUCG - SPLIT WATER QUALITY FEE -  |
| <u>1</u> | LFUCG DISCOUNT WATER QUALITY FIXED |
| ___      | LFUCG WATER QUALITY FIXED CHARGE U |
| ___      | PAYMENT NOTIFICATIONS JOB - CONFIG |
| ___      | PREMISE SETUP MENU                 |
| ___      | PRINT USERS ASSIGNED TO *CHEBOW GR |
| ___      | RATE FILES COPIED TO ACQUISITION E |
| ___      | RETRIEVE PREFIX FOR 10 CHARACTER A |
| ___      | RPTMCHFEE REPORT - FEE GROUP MAINT |

F3=Exit F5=Refresh F7=Prev F8=Next F12=

MA c

I902 - Session successfully started

start New Messa... Session B - [...] Session C - ... Session D - ... hp OpenV

Please let me know if you have any questions when testing tomorrow.

Thanks

Carol Goulstone  
Senior Developer  
American Water  
717-520-4525

From: Bryan Siler/KAWC/AWWSC  
To: David S Derr/PAWC/AWWSC@AWW  
Cc: Carol.Goulstone@amwater.com, Kimberly M Nye/CONSULT/AWWSC@AWW, Takisha D Walker/KAWC/AWWSC@AWW  
Date: 08/23/2010 03:41 PM  
Subject: Re: Status request - LFUCG Water Quality Fee - Weekly Update

---

Carol,

I hope this includes the information you need. We are looking to update the fixed charges for the LFUCG water quality management fee - F10M1 and F10M2. Since customers should only be billed one or the other, we should only update the fixed charge that is active at the time of the update. If there is no existing fixed charge, and they have a quantity greater than zero, we should only add F10M1 to the premise.

Thanks.

\*\*\*\*\*

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

**David S Derr/PAWC/AWWSC**

08/23/2010 08:57 AM

To Bryan Siler/KAWC/AWWSC@AWW  
cc Takisha D Walker/KAWC/AWWSC@AWW, Kimberly M  
Nye/CONSULT/AWWSC@AWW, Carol.Goulstone@amwater.com  
Subject Status request - LFUCG Water Quality Fee - Weekly Update

Bryan, I wanted to touch base to see where you stand with testing and providing approval for the LFUCG water quality fee weekly update process. I know that everyone wants to have this in before the next updates need to be processed. In order to deliver on that requirement, we will need to obtain necessary approvals by end of day on Tuesday. Please let us know if you think that is feasible.

Please let us know if you have any questions.

Thanks

-----  
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](http://www.amwater.com)

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:24 PM -----

From: Carol A Goulstone/IS/CORP/AWWSC  
To: Bryan Siler/KAWC/AWWSC@AWW  
Cc: Takisha D Walker/KAWC/AWWSC@AWW  
Date: 08/25/2010 09:12 AM  
Subject: Re: Status request - LFUCG Water Quality Fee - Weekly Update

---

Try typing it is as \\awwhrh02\data\KAWC\LFUCG - if not, call the service desk to have the issue resolved.

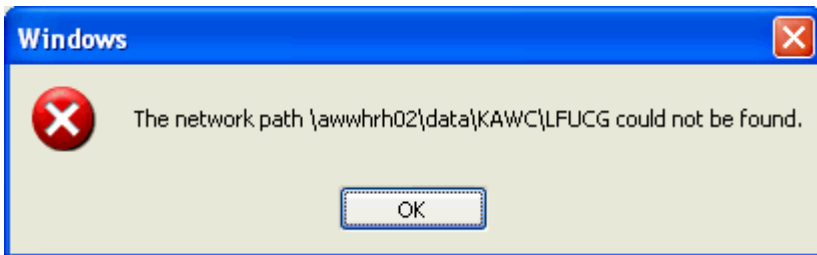
Carol Goulstone  
Senior Developer  
American Water  
717-520-4525

From: Bryan Siler/KAWC/AWWSC  
To: Carol A Goulstone/IS/CORP/AWWSC@AWW  
Cc: Takisha D Walker/KAWC/AWWSC@AWW  
Date: 08/24/2010 03:25 PM  
Subject: Re: Status request - LFUCG Water Quality Fee - Weekly Update

---

Carol,

If I had access it is gone. Can you provide any help with this?



\*\*\*\*\*

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

**Carol A Goulstone/IS/CORP/AWWSC**

08/24/2010 11:04 AM

To Bryan Siler/KAWC/AWWSC@AWW  
cc Takisha D Walker/KAWC/AWWSC@AWW  
Subject Re: Status request - LFUCG Water Quality Fee - Weekly Update [Link](#)

For testing, you will save the file on \awwhrh02\data\KAWC\LFUCG. The link you have below is for production. The split files will be in the same folder. You can remove the files once the run has completed or store them for a few months. That will be up to you.

Carol Goulstone  
Senior Developer  
American Water  
717-520-4525

From: Bryan Siler/KAWC/AWWSC  
To: Carol A Goulstone/IS/CORP/AWWSC@AWW  
Cc: Takisha D Walker/KAWC/AWWSC@AWW  
Date: 08/24/2010 07:46 AM  
Subject: Re: Status request - LFUCG Water Quality Fee - Weekly Update

---

Thanks Carol,

Is this where I save the file? Is that also where the split files will be? (This is where I currently save the landfill files.) Also, do I need to clean these up? Sometimes there are duplicate file names from year-to-year.

\\awwhrh01\data\kawc\lfucg\

\*\*\*\*\*

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

**Carol A Goulstone/IS/CORP/AWWSC**

08/23/2010 06:28 PM

To Bryan Siler/KAWC/AWWSC@AWW  
cc David S Derr/PAWC/AWWSC@AWW, Kimberly M Nye/CONSULT/AWWSC@AWW,  
Takisha D Walker/KAWC/AWWSC@AWW, Brian T  
McDonough/CONSULT/AWWSC@AWW  
Subject Re: Status request - LFUCG Water Quality Fee - Weekly Update [Link](#)

I have created the following option on the MENU Path in KYQA - this option will split the KY file into two - one will be name F10M1+Original File name and the other F10M2+Original File name. These two spreadsheets will then be loaded using the applicable MENU path option.



Session C - [24 x 80]

File Edit View Communication Actions Window Help

Kentucky Am (KYQA) Qual  
 Path \* \_\_\_\_\_ MENU Pat

Position to program : \_\_\_\_\_  
 Type choices, press Enter  
 1=Select

| Opt      | Program Description                                                     |
|----------|-------------------------------------------------------------------------|
| ___      | HERBIE CAN FILE UPLOAD                                                  |
| <u>1</u> | LFUCG - SPLIT WATER QUALITY FEE -<br>LFUCG WATER QUALITY FIXED CHARGE U |
| ___      | PAYMENT NOTIFICATIONS JOB - CONFIG                                      |
| ___      | PREMISE SETUP MENU                                                      |
| ___      | PRINT USERS ASSIGNED TO *CHEBOW GR                                      |
| ___      | RATE FILES COPIED TO ACQUISITION E                                      |
| ___      | RETRIEVE PREFIX FOR 10 CHARACTER A                                      |
| ___      | RPTMCHFEE REPORT - FEE GROUP MAINT                                      |
| ___      | SERVICE ORDER A/R\$ REPORT - SO COD                                     |

F3=Exit F5=Refresh F7=Prev F8=Next F12=

MA c

I902 - Session successfully started

start New Messa... Session B - [...] Session C - ... Session D - ... hp OpenV

I have added a second option to process the F10M2 charges

Session C - [24 x 80]

File Edit View Communication Actions Window Help

Kentucky Am (KYQA) Qual  
 Path \* \_\_\_\_\_ MENU Pat

Position to program : \_\_\_\_\_  
 Type choices, press Enter  
 1=Select

| Opt      | Program Description                |
|----------|------------------------------------|
| ___      | HERBIE CAN FILE UPLOAD             |
| ___      | LFUCG - SPLIT WATER QUALITY FEE -  |
| <u>1</u> | LFUCG DISCOUNT WATER QUALITY FIXED |
| ___      | LFUCG WATER QUALITY FIXED CHARGE U |
| ___      | PAYMENT NOTIFICATIONS JOB - CONFIG |
| ___      | PREMISE SETUP MENU                 |
| ___      | PRINT USERS ASSIGNED TO *CHEBOW GR |
| ___      | RATE FILES COPIED TO ACQUISITION E |
| ___      | RETRIEVE PREFIX FOR 10 CHARACTER A |
| ___      | RPTMCHFEE REPORT - FEE GROUP MAINT |

F3=Exit F5=Refresh F7=Prev F8=Next F12=

MA c

I902 - Session successfully started

start New Messa... Session B - [...] Session C - ... Session D - ... hp OpenV

Please let me know if you have any questions when testing tomorrow.

Thanks

Carol Goulstone  
Senior Developer  
American Water  
717-520-4525

From: Bryan Siler/KAWC/AWWSC  
To: David S Derr/PAWC/AWWSC@AWW  
Cc: Carol.Goulstone@amwater.com, Kimberly M Nye/CONSULT/AWWSC@AWW, Takisha D Walker/KAWC/AWWSC@AWW  
Date: 08/23/2010 03:41 PM  
Subject: Re: Status request - LFUCG Water Quality Fee - Weekly Update

---

Carol,

I hope this includes the information you need. We are looking to update the fixed charges for the LFUCG water quality management fee - F10M1 and F10M2. Since customers should only be billed one or the other, we should only update the fixed charge that is active at the time of the update. If there is no existing fixed charge, and they have a quantity greater than zero, we should only add F10M1 to the premise.

Thanks.

\*\*\*\*\*

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

**David S Derr/PAWC/AWWSC**

08/23/2010 08:57 AM

To Bryan Siler/KAWC/AWWSC@AWW  
cc Takisha D Walker/KAWC/AWWSC@AWW, Kimberly M  
Nye/CONSULT/AWWSC@AWW, Carol.Goulstone@amwater.com  
Subject Status request - LFUCG Water Quality Fee - Weekly Update

Bryan, I wanted to touch base to see where you stand with testing and providing approval for the LFUCG water quality fee weekly update process. I know that everyone wants to have this in before the next updates need to be processed. In order to deliver on that requirement, we will need to obtain necessary approvals by end of day on Tuesday. Please let us know if you think that is feasible.

Please let us know if you have any questions.

Thanks

---

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](http://www.amwater.com)

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:24 PM -----

From: Aimee C Lacasse/PAWC/AWWSC  
To: Bryan Siler/KAWC/AWWSC@AWW  
Date: 08/25/2010 03:06 PM  
Subject: Service Request 407741

---

Brian-

I'm sending you the approval form for this request. Carol had indicated that she needed to have your approval today in order for her to get it moved into production on time. [Link](#)

Let me know if you have any questions or problems.

thanks

Aimee Lacasse  
IT Quality Assurance  
American Water  
Office - 717-520-4534  
Fax- 717-531-3251  
[aimee.lacasse@amwater.com](mailto:aimee.lacasse@amwater.com)

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:24 PM -----

From: Aimee C Lacasse/PAWC/AWWSC  
To: Bryan Siler/KAWC/AWWSC@AWW  
Date: 08/25/2010 03:23 PM  
Subject: Action required: Approval for Service Request# 407741

---

Your Service Request# 407741 has been completed by IT. We need your approval to move to production.

Please click on the following link and select 'Edit Document' to indicate your approval or rejection. ==> [Link](#)

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:24 PM -----

From: Bryan Siler/KAWC/AWWSC  
To: Carol A Goulstone/IS/CORP/AWWSC@AWW  
Cc: Takisha D Walker/KAWC/AWWSC@AWW

Date: 08/25/2010 06:21 PM  
 Subject: Outcome of split.

---

Carol,

The second one is okay because we have told them they need to provide us a list of premises coming from zero to a greater quantity.

What about the last one? It never had a charge before but there is a quantity in the file. It didn't make it to either of the split files. I noticed the Billed Service list utility type A is unavailable - would that factor in?

| PREMISE | QTY | SCENARIO                           | OUTCOME OF SPLIT          |
|---------|-----|------------------------------------|---------------------------|
|         | 50  | Inactive F10M1 and Active F10M2    | Regular discount scenario |
|         | 50  | Inactive F10M1 and In active F10M2 | All inactive              |
|         | 50  | Active F10M1 and inactive F10M2    | Discount removed scenario |
|         | 50  | Only F10M1 active                  | Standard scenario         |
|         | 50  | Only F10M2 active                  | Correct                   |
|         | 50  | Only F10M1 inactive                | Charge removed scenario   |
|         | 50  | Only F10M2 inactive                | Correct                   |
|         | 50  | No fixed charges yet               | Never asse ssed fee       |
|         |     |                                    | Correct                   |
|         |     |                                    | Incorrect - Both file s   |
|         |     |                                    | Correct                   |
|         |     |                                    | Correct                   |
|         |     |                                    | Correct                   |
|         |     |                                    | Correct                   |
|         |     |                                    | Correct                   |
|         |     |                                    | Not in either file.       |

\*\*\*\*\*

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

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:24 PM -----

From: Bryan Siler/KAWC/AWWSC  
 To: Bryan Siler/KAWC/AWWSC@AWW  
 Date: 08/25/2010 06:50 PM  
 Subject: Fw: Outcome of split

---

\*\*\*\*\*

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

----- Forwarded by Bryan Siler/KAWC/AWWSC on 08/25/2010 06:50 PM -----

**Bryan Siler/KAWC/AWWSC**

To Carol A Goulstone/IS/CORP/AWWSC  
 cc Takisha D Walker/KAWC/AWWSC@AWW  
 Subject Outcome of split

08/25/2010 06:46 PM

In this pass the pink premise shows up in both. It only had an inactive F10M2 fixed charge.

**TEST082510-2\_A.csv**

| A          | B   | C                                 |
|------------|-----|-----------------------------------|
| PREMISE    | QTY | SCENARIO                          |
| [Redacted] | 50  | Inactive F10M1 and Active F10M2   |
| [Redacted] | 50  | Inactive F10M1 and Inactive F10M2 |
| [Redacted] | 50  | Active F10M1 and inactive F10M2   |
| [Redacted] | 50  | Only F10M1 active                 |
| [Redacted] | 50  | Only F10M2 active                 |
| [Redacted] | 50  | Only F10M1 inactive               |
| [Redacted] | 50  | Only F10M2 inactive               |
| [Redacted] | 50  | No fixed charges yet              |

**F10M1\_TEST082510-2\_A2010082518394...**

|    | A          | B  | C | D |
|----|------------|----|---|---|
| 1  | [Redacted] | 50 |   |   |
| 2  | [Redacted] | 50 |   |   |
| 3  | [Redacted] | 50 |   |   |
| 4  | [Redacted] | 50 |   |   |
| 5  | [Redacted] | 50 |   |   |
| 6  | [Redacted] | 50 |   |   |
| 7  |            |    |   |   |
| 8  |            |    |   |   |
| 9  | [Redacted] |    |   |   |
| 10 |            |    |   |   |
| 11 |            |    |   |   |
| 12 |            |    |   |   |
| 13 |            |    |   |   |
| 14 |            |    |   |   |
| 15 |            |    |   |   |
| 16 |            |    |   |   |
| 17 |            |    |   |   |
| 18 |            |    |   |   |
| 19 |            |    |   |   |
| 20 |            |    |   |   |
| 21 |            |    |   |   |
| 22 |            |    |   |   |
| 23 |            |    |   |   |
| 24 |            |    |   |   |
| 25 |            |    |   |   |
| 26 |            |    |   |   |
| 27 |            |    |   |   |
| 28 |            |    |   |   |

\*\*\*\*\*  
 Bryan Siler  
 Eastern Division

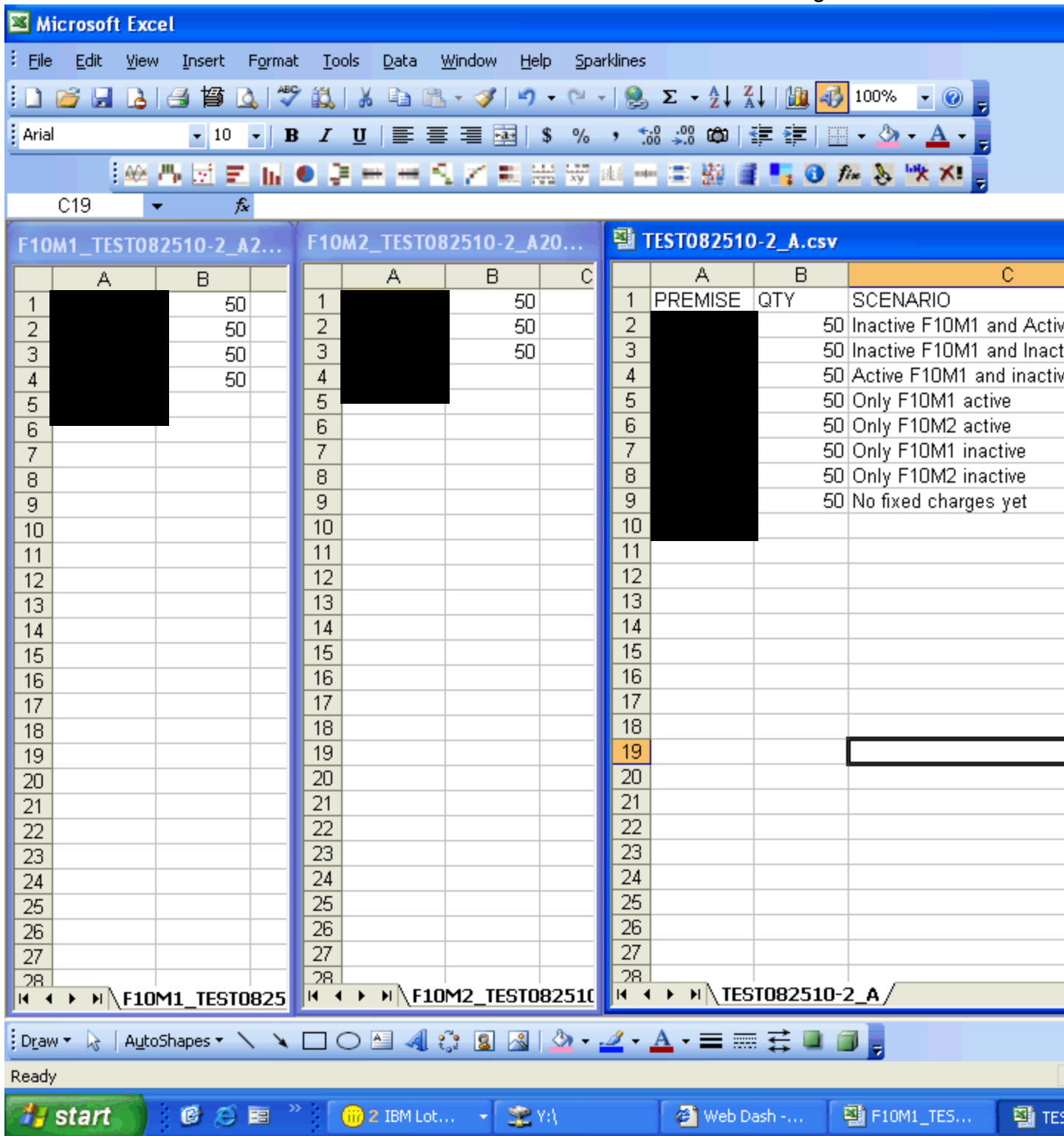
bryan.siler@amwater.com  
Phone: (859) 268-6350

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:24 PM -----

From: Bryan Siler/KAWC/AWWSC  
To: Carol A Goulstone/IS/CORP/AWWSC@AWW  
Cc: Takisha D Walker/KAWC/AWWSC@AWW  
Date: 08/25/2010 08:16 PM  
Subject: Outcome of split - final

---

All looks good. manual notification is required from LFUCG for premises where both F10M1 and F10M2 fixed charges are inactive.



\*\*\*\*\*

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

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:24 PM -----



From: Bryan Siler/KAWC/AWWSC  
 To: Bryan Siler/KAWC/AWWSC@AWW  
 Date: 08/25/2010 08:32 PM  
 Subject: Notes from testing F10M1 and F10M2 Split and update with Carol Goulstone

Carol A Goulston... I am looking  
 Bryan Siler/KA... thanks.  
 Carol A Goulston... Still verifying  
 Carol A Goulston... How late will you be in the office?  
 Bryan Siler/KA... Supposed to leave at 4:30. Want to finish in the morning or stay tonight?  
 Bryan Siler/KA... I can stay if I need to.  
 Carol A Goulston... I would like to resolve this tonight  
 Bryan Siler/KA... No problem.  
 Carol A Goulston... Thanks  
 Bryan Siler/KA... I just needed to test an F10M2 that went from zero to a quantity. Can I just change one in the KYQA?  
 Bryan Siler/KA... You think another hour or so?  
 Carol A Goulston... We also need to test one that has an active M1 and inactive M2 to make sure it only updates the active charge  
 Bryan Siler/KA... Okay.  
 Carol A Goulston... Should be done in an hour  
 Bryan Siler/KA... Just need to let my family know. Thanks.  
 Carol A Goulston... I understand  
 Bryan Siler/KA... I will just create those two scenarios on a premise in KYQA and then set up a test file.  
 Carol A Goulston... May want to check with Takisha in case she has any other test cases  
 Bryan Siler/KA... She's gone, but I think we covered them.  
 Carol A Goulston... k  
 Carol A Goulston... Just to be safe - add an account that only has an M1 charge and another that just has the M2 to make sure that works  
 Bryan Siler/KA... will do.  
 Carol A Goulston... May want to also test one that has only 1 that is inactive and the reactivation works  
 Bryan Siler/KA... will do.  
 Carol A Goulston... k  
 Bryan Siler/KA...  

|    | PREMISE | QTY | SCENARIO                          |
|----|---------|-----|-----------------------------------|
| 50 |         |     | Inactive F10M1 and Active F10M2   |
| 50 |         |     | Inactive F10M1 and Inactive F10M2 |
| 50 |         |     | Active F10M1 and inactive F10M2   |
| 50 |         |     | Only F10M1 active                 |
| 50 |         |     | Only F10M2 active                 |
| 50 |         |     | Only F10M1 inactive               |
| 50 |         |     | Only F10M2 inactive               |
| 50 |         |     | No fixed charges yet              |

A... The second scenario - I can't find one with both of them inactive and quantities zero.  
 Bryan Siler/KA... I find them inactive but the quantities are 1.  
 Carol A Goulston... We can create one  
 Carol A Goulston... I can set quantities to zero  
 Carol A Goulston... If you want to give me a premise  
 Bryan Siler/KA...  
 Carol A Goulston... Which qty do you want zero?  
 Bryan Siler/KA... The other scenarios above where they are listed as inactive had quantities I believe.  
 Bryan Siler/KA... Wait - Are we setting them to zero or from zero to some thing greater?  
 Bryan Siler/KA... When we run the test file I am setting them all to 50.  
 Carol A Goulston... Run your test and see what happens - I am ready when you are  
 Bryan Siler/KA... k  
 Bryan Siler/KA... In this scenario,  
 Bryan Siler/KA... 50 Inactive F10M1 and Inactive F10M2  
 Bryan Siler/KA... I thought you wanted both the inactive charges to be zero and update them to 50.  
 Carol A Goulston... I will change the qty to 0  
 Bryan Siler/KA... Do all of the inactive ones need to be zero? Some of them have quantities.  
 Carol A Goulston... QTY is zero on both now  
 Carol A Goulston... They should both be set to 50  
 Bryan Siler/KA... Do all of the inactive ones in the test file need to be zero? Some of them have quantities.  
 Carol A Goulston... As long as they are inactive now - we are fine  
 Bryan Siler/KA... k  
 Bryan Siler/KA... I will run it now. Thanks.  
 Carol A Goulston... k  
 Bryan Siler/KA... Just give me a few.  
 Carol A Goulston... take your time  
 Bryan Siler/KA... I ran the split but I don't see the files.  
 Carol A Goulston... k  
 Carol A Goulston... Which file did you run it on  
 Bryan Siler/KA... TEST082510-2\_A.csv  
 Carol A Goulston... Checking  
 Carol A Goulston... The issue was you had a column heading in row 1 of the spreadsheet - I delete it  
 Bryan Siler/KA... duh  
 Bryan Siler/KA... sorry  
 Carol A Goulston... It is getting late  
 Bryan Siler/KA... I will run it again.  
 Carol A Goulston... k  
 Bryan Siler/KA... How long til the files appear?

Bryan Siler/KA... Got 'em.  
Carol A Goulsto... k  
Bryan Siler/KA... When they go to zero there is nothing in the fixed charge quantity, right?  
Carol A Goulsto... Yes  
Bryan Siler/KA... k, sending e-mail.  
Carol A Goulsto... k  
Bryan Siler/KA... just sent e-mail.  
Carol A Goulsto... k  
Carol A Goulsto... What # can I call you on?  
Bryan Siler/KA... 859-268-6350  
Carol A Goulsto... Try it again please  
Bryan Siler/KA... k  
Bryan Siler/KA... I like how if it is a dup filename it adds the timestamp.  
Carol A Goulsto... I just added that  
Carol A Goulsto... Thought it would be useful if we split more than once  
Bryan Siler/KA... yep. checking now.  
Carol A Goulsto... sounds good  
Bryan Siler/KA... Sending e-mail.  
Bryan Siler/KA... Get e-mail?  
Carol A Goulston... let me look  
Bryan Siler/KA... I'm gonna grab a bite to eat - be right back.  
Carol A Goulsto... k  
Carol A Goulsto... Let me know when you are back  
Bryan Siler/KA... back  
Carol A Goulsto... What should happen in the case of the premise you are looking at  
Carol A Goulsto... The problem will be if the premise has both charges on it  
Carol A Goulsto... Can I call?  
Bryan Siler/KA... yes.  
Bryan Siler/KA... 859-268-6350  
Carol A Goulston... What should happen if both the M1 and M2 are inactive?  
Carol A Goulston... Would you handle that manually as well to reactive?  
Bryan Siler/KA... No, looks like the process would include that premise in both files.  
Bryan Siler/KA... both would be activated and I would manually inactivate one.  
Carol A Goulsto... Not with the change I made  
Bryan Siler/KA... Then, yes. I would manually activate the proper charge.  
Carol A Goulsto... So if we can a scenario like that - nothing will be updated thru the process - it would be manual  
Bryan Siler/KA... If they were both inactive and we got a quantity, with the change you said you just made, we would have to manually activate the proper charge.  
Carol A Goulsto... Yes  
Bryan Siler/KA... Yes. Manual.  
Carol A Goulsto... ok  
Bryan Siler/KA... split it again?  
Carol A Goulsto... One minute  
Bryan Siler/KA... k  
Bryan Siler/KA... You meant for me to still wait, right?  
Carol A Goulsto... Yes  
Carol A Goulsto... Almost ready - 2 minutes  
Bryan Siler/KA... k  
Carol A Goulsto... Sorry it is taking so long - just want to bill the people correctly  
Carol A Goulsto... Try again  
Bryan Siler/KA... Nothing but customer service, right.  
Carol A Goulsto... Right  
Bryan Siler/KA... Easier said at 8:00 am.  
Carol A Goulston... How true is that  
Bryan Siler/KA... I couldn't delete the other files in that folder. Would like to but don't have access for those files. Did delete the other ones though.  
Bryan Siler/KA... Deleted all but the two text files. zero size. I still don't see the two split files.  
Bryan Siler/KA... Usually they are done by now.  
Carol A Goulsto... Are you in the file?  
Bryan Siler/KA... Dang  
Bryan Siler/KA... Sorry.  
Carol A Goulsto... np  
Bryan Siler/KA... We good on the split. Sending e-mail and will go ahead and process them.  
Carol A Goulsto... YEAH!!!!!!!!!!!!  
Carol A Goulsto... Thanks for all the help - sorry it took so long....  
Carol A Goulsto... Let me know - I did not change that piece so I hope we are fine  
Bryan Siler/KA... give me just a minute...  
Carol A Goulston... No problem  
Bryan Siler/KA... I have to shorten the file names so they fit in the field. no problem.  
Carol A Goulsto... Sorry  
Carol A Goulsto... But we need the timestamp  
Bryan Siler/KA... no problem at all.  
Bryan Siler/KA... I have to remove it to process the file. I can add it back or something. I would like to copy these to a subfolder for keeps.  
Bryan Siler/KA... That cause a problem (sub folder)?  
Carol A Goulston... No problem at all  
Bryan Siler/KA... 1st one is still running.  
Carol A Goulston... k  
Bryan Siler/KA... 2nd is running.  
Carol A Goulsto... k  
Bryan Siler/KA... Is it possible to alert the person submitting the job if the first 5 characters of the file do not match the Fixed Charge Code field. I do that sometimes in windows apps.  
Bryan Siler/KA... like "Whoa, stop you're screwing up"..  
Carol A Goulston... Not in time for Tuesday  
Carol A Goulsto... You can submit a ticket for the new report and this mod

Bryan Siler/KA... I was just curious. If you got bored or something.  
 Bryan Siler/KA... oh, okay. Let me check these.  
 Carol A Goulston... You can put an enhancement ticket in for both of these - I wish I could do it now but we do not have time if you want this for Aug 31  
 Bryan Siler/KA... cool...  
 Bryan Siler/KA... i understand.  
 Bryan Siler/KA... All good. Will it be like twisting arms to get the query to identify those?  
 Bryan Siler/KA... : )  
 Carol A Goulston... Just submit an enhancement ticket - you an have it for next month  
 Carol A Goulston... Thanks for everything - have a good evening  
 Bryan Siler/KA... No, thank you. Have good night.

\*\*\*\*\*

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

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:24 PM -----

From: Bryan Siler/KAWC/AWWSC  
 To: Takisha D Walker/KAWC/AWWSC@AWW  
 Date: 08/25/2010 08:41 PM  
 Subject: Final Processing - Auto Update F10M1 & F10M2

Takisha,

Carol and I just finished. Here are the results from the testing scenarios. I will approve this ticket to move it into production and request an enhancement to get a query to identify the premises where manual intervention is required due to premises going from zero to a greater quantity. On 7/1/10 we requested the LFUCG advise us of any premise that is going from zero to a greater quantity. I will forward that e-mail. Do you believe that was enough notice for them?

| PREMISE | QTY | SCENARIO                           | COMMENT                   | OUTCOME OF SPLIT                                                    |
|---------|-----|------------------------------------|---------------------------|---------------------------------------------------------------------|
|         | 50  | Inactive F10M1 and Active F10M2    | Regular discount scenario | Correct                                                             |
|         | 50  | Inactive F10M1 and In active F10M2 | All inactive              | In correct - Not in either file. Manual notice from LFUCG required. |
|         | 50  | Active F10M1 and inactive F10M2    | Discount removed scenario | Correct                                                             |
|         | 50  | Only F10M1 active                  | Standard scenario         | Correct                                                             |
|         | 50  | Only F10M2 active                  |                           | Correct                                                             |
|         | 50  | Only F10M1 inactive                | Charge removed scenario   | Correct                                                             |
|         | 50  | Only F10M2 inactive                |                           | Correct                                                             |
|         | 50  | No fixed charges yet               | Never assessed fee        | Correct                                                             |

\*\*\*\*\*

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

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:24 PM -----

From: "American Water Service Desk" <awservicedesk@amwater.com>  
To: <Bryan.Siler@amwater.com>  
Date: 08/25/2010 08:59 PM  
Subject: Service Call Ticket 479507 in regards to "Data/Report Request" has been created.

---

Your Service Call has been opened, and the details of the request are listed below.

Ticket Number: 479507  
Reported On: August 25, 2010 20:59  
Description: Data Request Application:  
>> Orcom/ECIS  
If state specific, which states?  
>> KYPR  
Date Data is Preferred:  
>> 8/31/10  
Frequency of Request:  
>> Re-Occurring  
Re-Occurring Time Frame:  
>> Monthly  
Reason for Data Request:  
>> Check for LFUCG premises where fixed charges did not activate for billing after automated update has been run.  
Is this a modification to an existing report/query?  
>> No  
Details of Data Request:  
>> Need to verify accurate billing of charge.  
Output Format:  
>> Print-out;Download to file  
Additional Information:  
>> Please route to Brian McDonough. 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 479507.

This message has been generated automatically.  
Please do not reply to this message.

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:24 PM -----

From: Aimee C Lacasse/PAWC/AWWSC  
To: Bryan Siler/KAWC/AWWSC@AWW  
Date: 08/26/2010 11:10 AM  
Subject: User approval needed- Service Request 461534

---

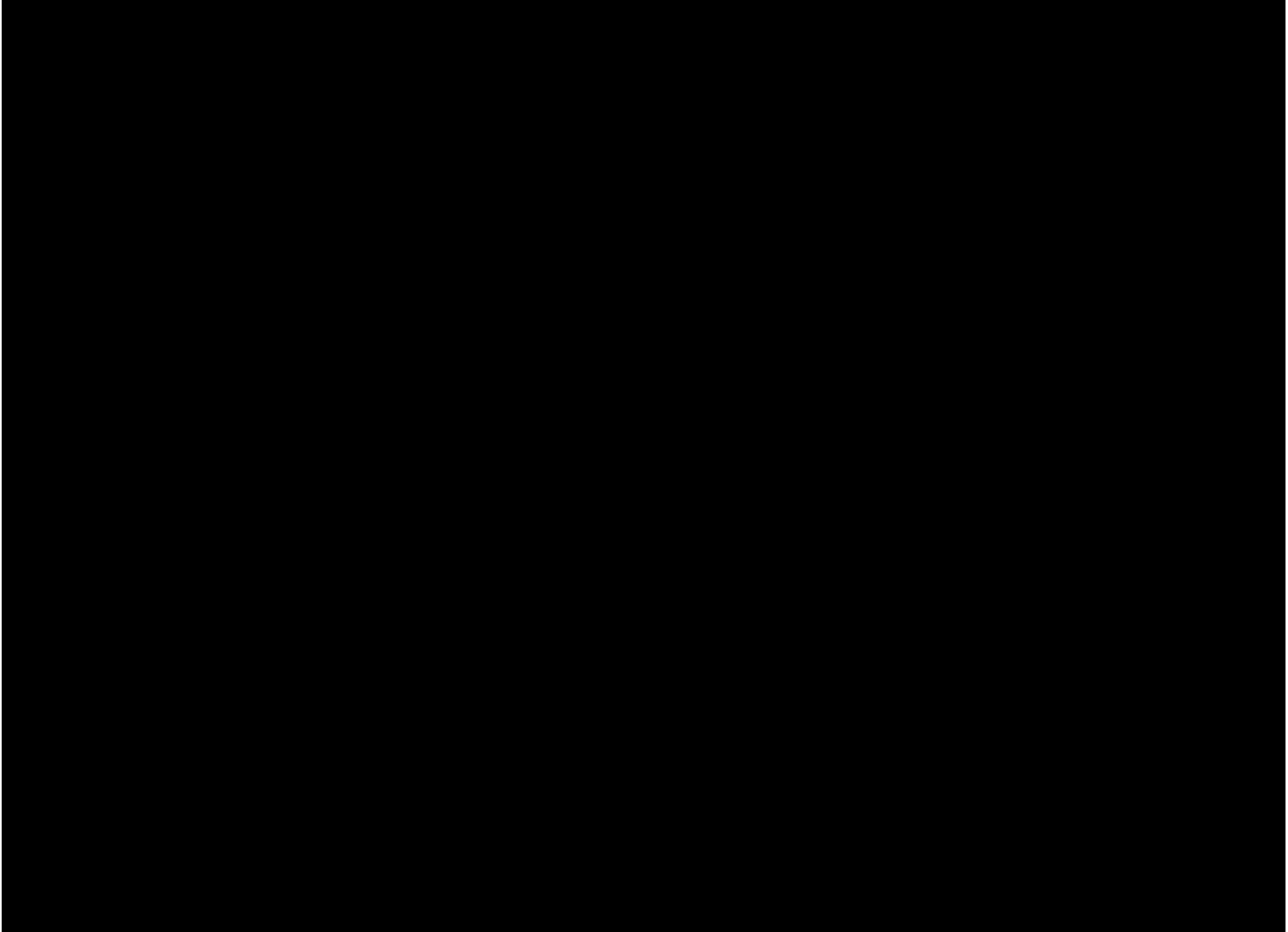
Bryan-

This request is ready for user review/approval. I am attaching the list of premises to be updated. I also went out and verified a couple of the updates in KYQA (screenshots below). Please review, if everything is acceptable please approve the attached QA approval form [Link](#)

thank you

**Service Request 461534**

There are variances in the CBT report and actual billing transaction totals for several months for the LFUCG Storm Water data due to Area code changes. Request approval to change the Area Code back to 1215 for the 221 Premises in the attached list and then rerun the CBT report for the affected months, February, March, April, May 2010.



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 02/15/2013 05:24 PM -----

From: Aimee C Lacasse/PAWC/AWWSC  
To: Bryan Siler/KAWC/AWWSC@AWW  
Date: 08/26/2010 11:16 AM  
Subject: Action required: Approval for Service Request# 461534

---

Your Service Request# 461534 has been completed by IT. We need your approval to move to production.

Please click on the following link and select 'Edit Document' to indicate your approval or rejection. ==> [Link](#)

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:24 PM -----

From: "American Water Service Desk" <awservicedesk@amwater.com>  
To: <Bryan.Siler@amwater.com>

Date: 08/26/2010 01:08 PM

Subject: Service Call Ticket 457038 in regards to "review quantity supplied vs quantity billed" has been closed.

---

Your Service Call reported to us, has been closed. Details below:

Ticket Number:457038

Reported on May 17, 2010 16:18

Description: Process/Application:

>> Process Not Listed (as defined above)

Service Request Detail:

>> Need to review quantity supplied vs quantity billed for LFUCG utility type A charges. Please route to Brian McDonough. Thanks.

Solution: 8/26/10 - Brian M - Siler put in a new WO# 368,435 to execute the Area code corrections and CBT report reruns, this should eliminate the CBT variance piece and no other analysis is necessary at this point, closing ticket.

5/24/10 - Brian M - Completed final analysis for each month Jan - Apr 2010, able to account for all ERU billing, largest variance due to inactive prems or prems with no active account billed during the month. Starting in February there are CBT variances caused by the Area code changes, need a decision from the state regarding changing Area codes back and re running CBT reports.

5/19/10 - Brian McDonough - completed a preliminary analysis comparing the original list of Premises and LFUCG Water Quality Fee(F10M1) Quantities to what actually billed in January 2010. The state needs to be able to explain the variance between the expected billing for the fees and the actually billing. The main cause of the discrepancy is that they applied fees to premises that are inactive or do not have an active billing account. Waiting for feedback from Bryan to apply the same review to other months in case he'd like some changes to the type of data provided.

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 02/15/2013 05:24 PM -----

From: Bryan Siler/KAWC/AWWSC  
To: Kevin R Mixon/CALLCTR/CORP/AWWSC@AWW  
Cc: Darue Smith/CALLCTR/CORP/AWWSC@AWW, Takisha D Walker/KAWC/AWWSC@AWW  
Date: 08/31/2010 08:13 AM  
Subject: LFUCG Water Quality Fee Update

---

Kevin,

Each month we run a file that updates quantities for this fixed charge. This is always done on whatever day renders bills dated for the 1st of the next month. For example, the bills rendered on August 31st have a September 1st bill date. I will be running this update today. Once the update is complete, I will need the bill batches recalculated and then I will need to test them. This usually does not take me long to do. Please ensure all bills are held until I give the approval to send

them. If for some strange reason the update doesn't work and we cannot get it fixed in time, we will need to hold all bills until we get it fixed. This has happened before but hopefully won't happen again. If it does, we will get the proper approvals that you need to hold them.

Please let me know when I can run the update and recalc the bills. Thanks.

\*\*\*\*\*

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

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:24 PM -----

From: Bryan Siler/KAWC/AWWSC  
To: Takisha D Walker/KAWC/AWWSC@AWW  
Cc: John-Mark B Hack/KAWC/AWWSC@AWW  
Date: 08/31/2010 10:43 AM  
Subject: Today's LFUCG Update

Takisha,

I just now got access to the update process in the production environment. I have already warned Kevin in Billing about the possibility of holding all of today's bills. I am working with it now and hopefully there will not be any problems. I will let you know.

\*\*\*\*\*

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

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:24 PM -----

From: Kevin R Mixon/CALLCTR/CORP/AWWSC  
To: Bryan Siler/KAWC/AWWSC@AWW  
Date: 08/31/2010 04:09 PM  
Subject: Re: Can the batches be recalced?

Bryan, I have transferred these to exception batch 12X01 so we can review tomorrow.

Kevin R. Mixon  
Billing Supervisor  
American Water CSC  
Alton, IL  
Ph: 618.433.4006  
Fax: 618.433.4328  
Kevin.Mixon@amwater.com

Bryan Siler/KAWC/AWWSC

To Kevin R Mixon/CALLCTR/CORP/AWWSC@AWW  
cc

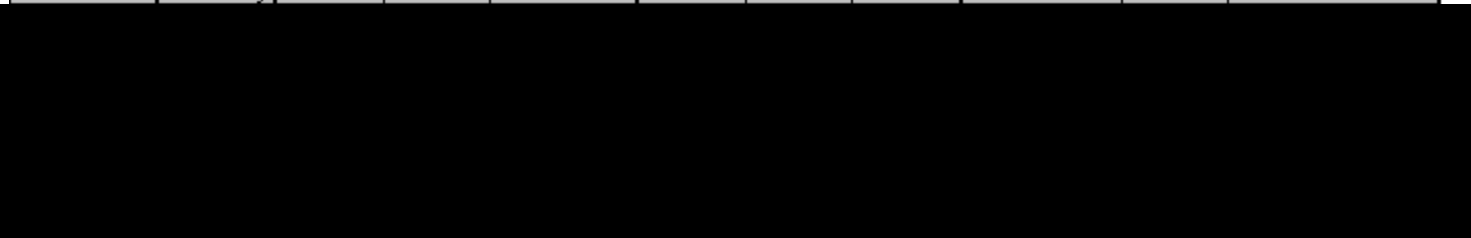
08/31/2010 02:58 PM



Subject Re: Can the batches be recalced? [Link](#)

Do I need to check any batch other than 12002?

| Premise | Quantity | BUBSB | BUACT | BUPRM | BUAMT | ERUs | BUDYS | Test | Diff | PARTIALERUS |
|---------|----------|-------|-------|-------|-------|------|-------|------|------|-------------|
|---------|----------|-------|-------|-------|-------|------|-------|------|------|-------------|



\*\*\*\*\*

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

**Kevin R Mixon/CALLCTR/CORP/AWWSC**

08/31/2010 03:22 PM

To Bryan Siler/KAWC/AWWSC@AWW  
cc  
Subject Re: Can the batches be recalced? [Link](#)

Recalcing now.....

Kevin R. Mixon  
Billing Supervisor  
American Water CSC  
Alton, IL  
Ph: 618.433.4006  
Fax: 618.433.4328  
Kevin.Mixon@amwater.com

**Bryan Siler/KAWC/AWWSC**

08/31/2010 02:19 PM

To Kevin R Mixon/CALLCTR/CORP/AWWSC@AWW  
cc  
Subject Can the batches be recalced?

\*\*\*\*\*

Bryan Siler  
Eastern Division

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

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:24 PM -----

From: DaRue Smith/CALLCTR/CORP/AWWSC  
To: Bryan Siler/KAWC/AWWSC@AWW  
Cc: Asia L Newby/CALLCTR/CORP/AWWSC@AWW, Kevin R Mixon/CALLCTR/CORP/AWWSC@AWW, Rita A Mercer/CALLCTR/CORP/AWWSC@AWW, Takisha D Walker/KAWC/AWWSC@AWW  
Date: 09/02/2010 03:53 PM  
Subject: Re: September Bill Batches - need to be reviewed daily  
Sent by: Darue Smith

---

Will do...

DaRue Smith  
Billing Tech  
618-433-4116

**Bryan Siler/KAWC/AWWSC**

09/02/2010 02:44 PM

To Kevin R Mixon/CALLCTR/CORP/AWWSC@AWW  
cc Asia L Newby/CALLCTR/CORP/AWWSC@AWW, Darue Smith/CALLCTR/CORP/AWWSC@AWW, Rita A Mercer/CALLCTR/CORP/AWWSC@AWW, Takisha D Walker/KAWC/AWWSC@AWW, Rita A Mercer/CALLCTR/CORP/AWWSC@AWW  
Subject September Bill Batches - need to be reviewed daily [Link](#)

Kevin,

I will have to test these bills each day this month and make any necessary changes to prevent these water quality fees from backbilling. The LFUCG has requested us to not backbill these accounts at all.

Please let me know each day when the batches are ready for review or provide a standard time each day when I can query the bill batches to identify these errors. Then, wait until you hear from me each day before sending the bills. I plan to have anything I need to do done well before your 1:00pm deadline to prevent any kind of hold up on your end.

Sorry for any inconvenience.

\*\*\*\*\*

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

**Kevin R Mixon/CALLCTR/CORP/AWWSC**

To Bryan Siler/KAWC/AWWSC@AWW

09/02/2010 02:54 PM

cc Asia L Newby/CALLCTR/CORP/AWWSC@AWW, Darue Smith/CALLCTR/CORP/AWWSC@AWW, Rita A Mercer/CALLCTR/CORP/AWWSC@AWW

Subject KY Accts for Review [Link](#)

Bryan, it appears these accounts are charging for 288 days since this is a brand new charge. It is going back to the effective date that was populated at the premise level.

Rita, do you have any additional information to share?

Kevin R. Mixon  
 Billing Supervisor  
 American Water CSC  
 Alton, IL  
 Ph: 618.433.4006  
 Fax: 618.433.4328  
 Kevin.Mixon@amwater.com

Kevin R Mixon/CALLCTR/CORP/AWWSC

To Darue Smith/CALLCTR/CORP/AWWSC, Asia L Newby/CALLCTR/CORP/AWWSC  
 cc

09/01/2010 03:03 PM

Subject Fw: Have been finished recalculating?

Please pull these accounts for review....

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 09/01/2010 03:02 PM -----

Bryan Siler/KAWC/AWWSC

To Kevin R Mixon/CALLCTR/CORP/AWWSC@AWW  
 cc

09/01/2010 03:01 PM

Subject Re: Have been finished recalculating? [Link](#)

Can these be pulled and investigated? All others can go.

| Premise                                     | Quantity | BUBSB | BUACT | BUPRM | BUAMT | ERUs | BUDYS | Test | Diff | PA |
|---------------------------------------------|----------|-------|-------|-------|-------|------|-------|------|------|----|
| <b>Test Bill Batch Against Billing File</b> |          |       |       |       |       |      |       |      |      |    |

|  |   |  |       |                  |     |            |                  |
|--|---|--|-------|------------------|-----|------------|------------------|
|  | 1 |  | 41.47 | 9.59953703703704 | 288 | XXXXXXXXXX | 8.59953703703704 |
|  | 1 |  | 41.47 | 9.59953703703704 | 288 | XXXXXXXXXX | 8.59953703703704 |
|  | 1 |  | 41.47 | 9.59953703703704 | 288 | XXXXXXXXXX | 8.59953703703704 |
|  | 1 |  | 41.47 | 9.59953703703704 | 288 | XXXXXXXXXX | 8.59953703703704 |
|  | 1 |  | 41.47 | 9.59953703703704 | 288 | XXXXXXXXXX | 8.59953703703704 |
|  | 1 |  | 41.47 | 9.59953703703704 | 288 | XXXXXXXXXX | 8.59953703703704 |
|  | 1 |  | 41.47 | 9.59953703703704 | 288 | XXXXXXXXXX | 8.59953703703704 |
|  | 1 |  | 41.47 | 9.59953703703704 | 288 | XXXXXXXXXX | 8.59953703703704 |
|  | 1 |  | 41.47 | 9.59953703703704 | 288 | XXXXXXXXXX | 8.59953703703704 |

\*\*\*\*\*

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

**Kevin R Mixon/CALLCTR/CORP/AWWSC**

09/01/2010 03:41 PM

To Bryan Siler/KAWC/AWWSC@AWW  
cc  
Subject Re: Have been finished recalculating? [Link](#)

KY recal is complete....

Kevin R. Mixon  
Billing Supervisor  
American Water CSC  
Alton, IL  
Ph: 618.433.4006  
Fax: 618.433.4328  
Kevin.Mixon@amwater.com

**Bryan Siler/KAWC/AWWSC**

09/01/2010 02:14 PM

To Kevin R Mixon/CALLCTR/CORP/AWWSC@AWW  
cc  
Subject Re: Have been finished recalculating? [Link](#)

Okay, just let me know.

\*\*\*\*\*

Bryan Siler  
Eastern Division

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

**Kevin R Mixon/CALLCTR/CORP/AWWSC**

09/01/2010 03:13 PM

To Bryan Siler/KAWC/AWWSC@AWW

cc

Subject Re: Have been finished recalculating? [Link](#)

not yet

Kevin R. Mixon  
Billing Supervisor  
American Water CSC  
Alton, IL  
Ph: 618.433.4006  
Fax: 618.433.4328  
Kevin.Mixon@amwater.com

**Bryan Siler/KAWC/AWWSC**

09/01/2010 01:59 PM

To Kevin R Mixon/CALLCTR/CORP/AWWSC@AWW

cc

Subject Have been finished recalculating?

\*\*\*\*\*

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

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:24 PM -----

From: Rita A Mercer/CALLCTR/CORP/AWWSC  
To: Bryan Siler/KAWC/AWWSC@AWW  
Cc: Asia L Newby/CALLCTR/CORP/AWWSC@AWW, Darue Smith/CALLCTR/CORP/AWWSC@AWW, Kevin R Mixon/CALLCTR/CORP/AWWSC@AWW, Takisha D Walker/KAWC/AWWSC@AWW, Brian T McDonough/CONSULT/AWWSC@AWW  
Date: 09/02/2010 03:55 PM  
Subject: Re: September Bill Batches - need to be reviewed daily

**Bryan S,**  
**As I had stated in phone conversation. I have been talking with Brian M. regarding this issue. Below is log of our conversation up to the this point.**

Rita A Mercer/C... Quick question for you. In KY the Stormwater fee that we work with Bryan with. Fix charge f10m1. We have some account in batch today billing back to the effective date of 11/15/9. \$41.47 So my question and I can't remember does this fix charge bill from the bill date or read date?

Brian T McDono... can you give me an account, I've got to look at it, are the accounts brand new

Rita A Mercer/C... sorry [REDACTED]

Rita A Mercer/C... When I was playing around with an account the read seem to work.

Brian T McDono... it's supposed to use route dates though so I'm not sure why it's going all the way back to effective date

Rita A Mercer/C... not sure. Did anything change when it went automatic with updating the QTY

Brian T McDono... yeah I think I see the problem, and I think it will need IT intervention, I need to see how many are affected

Rita A Mercer/C... ok....so will you be running a quarry.

Brian T McDono... yes, I'll run it soon just need to wrap something up

RITA MERCER  
 BILLING SUPERVISOR  
 IL, AZ, NM AND HI  
 618 433-4311 EXT 6882  
 7:00 am - 4:00 pm CST (MONDAY-FRIDAY)

**Bryan Siler/KAWC/AWWSC**

09/02/2010 02:44 PM

To Kevin R Mixon/CALLCTR/CORP/AWWSC@AWW  
 cc Asia L Newby/CALLCTR/CORP/AWWSC@AWW, Darue  
 Smith/CALLCTR/CORP/AWWSC@AWW, Rita A  
 Mercer/CALLCTR/CORP/AWWSC@AWW, Takisha D  
 Walker/KAWC/AWWSC@AWW, Rita A Mercer/CALLCTR/CORP/AWWSC@AWW  
 Subject September Bill Batches - need to be reviewed daily [Link](#)

Kevin,

I will have to test these bills each day this month and make any necessary changes to prevent these water quality fees from backbilling. The LFUCG has requested us to not backbill these accounts at all.

Please let me know each day when the batches are ready for review or provide a standard time each day when I can query the bill batches to identify these errors. Then, wait until you hear from me each day before sending the bills. I plan to have anything I need to do done well before your 1:00pm deadline to prevent any kind of hold up on your end.

Sorry for any inconvenience.

\*\*\*\*\*

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

Kevin R Mixon/CALLCTR/CORP/AWWSC

To Bryan Siler/KAWC/AWWSC@AWW

09/02/2010 02:54 PM

cc Asia L Newby/CALLCTR/CORP/AWWSC@AWW, Darue Smith/CALLCTR/CORP/AWWSC@AWW, Rita A Mercer/CALLCTR/CORP/AWWSC@AWW

Subject KY Accts for Review [Link](#)

Bryan, it appears these accounts are charging for 288 days since this is a brand new charge. It is going back to the effective date that was populated at the premise level.

Rita, do you have any additional information to share?

Kevin R. Mixon  
 Billing Supervisor  
 American Water CSC  
 Alton, IL  
 Ph: 618.433.4006  
 Fax: 618.433.4328  
 Kevin.Mixon@amwater.com

Kevin R Mixon/CALLCTR/CORP/AWWSC

To Darue Smith/CALLCTR/CORP/AWWSC, Asia L Newby/CALLCTR/CORP/AWWSC  
 cc

09/01/2010 03:03 PM

Subject Fw: Have been finished recalculating?

Please pull these accounts for review....

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 09/01/2010 03:02 PM -----

Bryan Siler/KAWC/AWWSC

To Kevin R Mixon/CALLCTR/CORP/AWWSC@AWW

09/01/2010 03:01 PM

cc  
 Subject Re: Have been finished recalculating? [Link](#)

Can these be pulled and investigated? All others can go.

| Premise                                     | Quantity | BUBSB | BUACT | BUPRM | BUAMT | ERUs | BUDYS | Test | Diff | PA |
|---------------------------------------------|----------|-------|-------|-------|-------|------|-------|------|------|----|
| <b>Test Bill Batch Against Billing File</b> |          |       |       |       |       |      |       |      |      |    |

|  |   |  |       |                  |     |            |                  |
|--|---|--|-------|------------------|-----|------------|------------------|
|  | 1 |  | 41.47 | 9.59953703703704 | 288 | XXXXXXXXXX | 8.59953703703704 |
|  | 1 |  | 41.47 | 9.59953703703704 | 288 | XXXXXXXXXX | 8.59953703703704 |
|  | 1 |  | 41.47 | 9.59953703703704 | 288 | XXXXXXXXXX | 8.59953703703704 |
|  | 1 |  | 41.47 | 9.59953703703704 | 288 | XXXXXXXXXX | 8.59953703703704 |
|  | 1 |  | 41.47 | 9.59953703703704 | 288 | XXXXXXXXXX | 8.59953703703704 |
|  | 1 |  | 41.47 | 9.59953703703704 | 288 | XXXXXXXXXX | 8.59953703703704 |
|  | 1 |  | 41.47 | 9.59953703703704 | 288 | XXXXXXXXXX | 8.59953703703704 |
|  | 1 |  | 41.47 | 9.59953703703704 | 288 | XXXXXXXXXX | 8.59953703703704 |
|  | 1 |  | 41.47 | 9.59953703703704 | 288 | XXXXXXXXXX | 8.59953703703704 |

\*\*\*\*\*

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

**Kevin R Mixon/CALLCTR/CORP/AWWSC**

09/01/2010 03:41 PM

To Bryan Siler/KAWC/AWWSC@AWW  
cc  
Subject Re: Have been finished recalculating? [Link](#)

KY recal is complete....

Kevin R. Mixon  
Billing Supervisor  
American Water CSC  
Alton, IL  
Ph: 618.433.4006  
Fax: 618.433.4328  
Kevin.Mixon@amwater.com

**Bryan Siler/KAWC/AWWSC**

09/01/2010 02:14 PM

To Kevin R Mixon/CALLCTR/CORP/AWWSC@AWW  
cc  
Subject Re: Have been finished recalculating? [Link](#)

Okay, just let me know.

\*\*\*\*\*

Bryan Siler  
Eastern Division



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

**Kevin R Mixon/CALLCTR/CORP/AWWSC**

09/01/2010 03:13 PM

To Bryan Siler/KAWC/AWWSC@AWW

cc

Subject Re: Have been finished recalculating? [Link](#)

not yet

Kevin R. Mixon  
Billing Supervisor  
American Water CSC  
Alton, IL  
Ph: 618.433.4006  
Fax: 618.433.4328  
Kevin.Mixon@amwater.com

**Bryan Siler/KAWC/AWWSC**

09/01/2010 01:59 PM

To Kevin R Mixon/CALLCTR/CORP/AWWSC@AWW

cc

Subject Have been finished recalculating?

\*\*\*\*\*

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

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:24 PM -----

From: Brian T McDonough/CONSULT/AWWSC  
To: Rita A Mercer/CALLCTR/CORP/AWWSC@AWW  
Cc: Asia L Newby/CALLCTR/CORP/AWWSC@AWW, Bryan Siler/KAWC/AWWSC@AWW, Darue Smith/CALLCTR/CORP/AWWSC@AWW, Kevin R Mixon/CALLCTR/CORP/AWWSC@AWW, Takisha D Walker/KAWC/AWWSC@AWW  
Date: 09/03/2010 07:54 AM  
Subject: Re: September Bill Batches - need to be reviewed daily

Hey Rita,

Do you mind putting a service ticket in to correct the LFUCG fixed charges, I'll try to get it cleaned up today so you guys don't have to deal with it next week.

Bryan,

I'll need to get Carol to make a programming change, there was a miscommunication about one of the fixed charge flag settings, and it should be easy to resolve with minimal retesting.

Brian McDonough  
(856)-782-2833 Office  
(609)-933-2212 Cell

Rita A Mercer/CALLCTR/CORP/AWWSC

09/02/2010 03:55 PM

To Bryan Siler/KAWC/AWWSC@AWW

cc Asia L Newby/CALLCTR/CORP/AWWSC@AWW, Darue Smith/CALLCTR/CORP/AWWSC@AWW, Kevin R Mixon/CALLCTR/CORP/AWWSC@AWW, Takisha D Walker/KAWC/AWWSC@AWW, Brian T McDonough/CONSULT/AWWSC@AWW

Subject Re: September Bill Batches - need to be reviewed daily [Link](#)

**Bryan S,**

**As I had stated in phone conversation. I have been talking with Brian M. regarding this issue. Below is log of our conversation up to the this point.**

Rita A Mercer/C... Quick question for you. In KY the Stormwater fee that we work with Bryan with. Fix charge f10m1. We have some account in batch today billing back to the effective date of 11/15/9. \$41.47 So my question and I can't remember does this fix charge bill from the bill date or read date?

Brian T McDono... can you give me an account, I've got to look at it, are the accounts brand new

Rita A Mercer/C... sorry [REDACTED]

Rita A Mercer/C... When I was playing around with an account the read seem to work.

Brian T McDono... it's supposed to use route dates though so I'm not sure why it's going all the way back to effective date

Rita A Mercer/C... not sure. Did anything change when it went automatic with updating the QTY

Brian T McDono... yeah I think I see the problem, and I think it will need IT intervention, I need to see how many are affected

Rita A Mercer/C... ok....so will you be running a quarry.

Brian T McDono... yes, I'll run it soon just need to wrap something up

RITA MERCER  
BILLING SUPERVISOR  
IL, AZ, NM AND HI  
618 433-4311 EXT 6882  
7:00 am - 4:00 pm CST (MONDAY-FRIDAY)

Bryan Siler/KAWC/AWWSC

09/02/2010 02:44 PM

To Kevin R Mixon/CALLCTR/CORP/AWWSC@AWW

cc Asia L Newby/CALLCTR/CORP/AWWSC@AWW, Darue Smith/CALLCTR/CORP/AWWSC@AWW, Rita A Mercer/CALLCTR/CORP/AWWSC@AWW, Takisha D Walker/KAWC/AWWSC@AWW, Rita A Mercer/CALLCTR/CORP/AWWSC@AWW

Subject September Bill Batches - need to be reviewed daily [Link](#)

Kevin,

I will have to test these bills each day this month and make any necessary changes to prevent these water quality fees from backbilling. The LFUCG has requested us to not backbill these accounts at all.

Please let me know each day when the batches are ready for review or provide a standard time each day when I can query the bill batches to identify these errors. Then, wait until you hear from me each day before sending the bills. I plan to have anything I need to do done well before your 1:00pm deadline to prevent any kind of hold up on your end.

Sorry for any inconvenience.

\*\*\*\*\*

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

**Kevin R Mixon/CALLCTR/CORP/AWWSC**

09/02/2010 02:54 PM

To Bryan Siler/KAWC/AWWSC@AWW  
cc Asia L Newby/CALLCTR/CORP/AWWSC@AWW, Darue  
Smith/CALLCTR/CORP/AWWSC@AWW, Rita A  
Mercer/CALLCTR/CORP/AWWSC@AWW

Subject KY Accts for Review [Link](#)

Bryan, it appears these accounts are charging for 288 days since this is a brand new charge. It is going back to the effective date that was populated at the premise level.

Rita, do you have any additional information to share?

Kevin R. Mixon  
Billing Supervisor  
American Water CSC  
Alton, IL  
Ph: 618.433.4006  
Fax: 618.433.4328  
Kevin.Mixon@amwater.com

**Kevin R Mixon/CALLCTR/CORP/AWWSC**

09/01/2010 03:03 PM

To Darue Smith/CALLCTR/CORP/AWWSC, Asia L Newby/CALLCTR/CORP/AWWSC  
cc  
Subject Fw: Have been finished recalculating?

Please pull these accounts for review....

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 09/01/2010 03:02 PM -----

Bryan Siler/KAWC/AWWSC

To Kevin R Mixon/CALLCTR/CORP/AWWSC@AWW

cc

09/01/2010 03:01 PM

Subject Re: Have been finished recalculating? [Link](#)

Can these be pulled and investigated? All others can go.

| Premise                                     | Quantity | BUBSB | BUACT | BUPRM | BUAMT | ERUs             | BUDYS | Test       | Diff             | PA |
|---------------------------------------------|----------|-------|-------|-------|-------|------------------|-------|------------|------------------|----|
| <b>Test Bill Batch Against Billing File</b> |          |       |       |       |       |                  |       |            |                  |    |
|                                             |          |       |       |       | 41.47 | 9.59953703703704 | 288   | XXXXXXXXXX | 8.59953703703704 |    |
|                                             |          |       |       |       | 41.47 | 9.59953703703704 | 288   | XXXXXXXXXX | 8.59953703703704 |    |
|                                             |          |       |       |       | 41.47 | 9.59953703703704 | 288   | XXXXXXXXXX | 8.59953703703704 |    |
|                                             |          |       |       |       | 41.47 | 9.59953703703704 | 288   | XXXXXXXXXX | 8.59953703703704 |    |
|                                             |          |       |       |       | 41.47 | 9.59953703703704 | 288   | XXXXXXXXXX | 8.59953703703704 |    |
|                                             |          |       |       |       | 41.47 | 9.59953703703704 | 288   | XXXXXXXXXX | 8.59953703703704 |    |
|                                             |          |       |       |       | 41.47 | 9.59953703703704 | 288   | XXXXXXXXXX | 8.59953703703704 |    |
|                                             |          |       |       |       | 41.47 | 9.59953703703704 | 288   | XXXXXXXXXX | 8.59953703703704 |    |

\*\*\*\*\*

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

Kevin R Mixon/CALLCTR/CORP/AWWSC

To Bryan Siler/KAWC/AWWSC@AWW

cc

09/01/2010 03:41 PM

Subject Re: Have been finished recalculating? [Link](#)

KY recalc is complete....

Kevin R. Mixon  
Billing Supervisor  
American Water CSC  
Alton, IL  
Ph: 618.433.4006  
Fax: 618.433.4328  
Kevin.Mixon@amwater.com

**Bryan Siler/KAWC/AWWSC**

09/01/2010 02:14 PM

To Kevin R Mixon/CALLCTR/CORP/AWWSC@AWW  
cc  
Subject Re: Have been finished recalculating? [Link](#)

Okay, just let me know.

\*\*\*\*\*

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

**Kevin R Mixon/CALLCTR/CORP/AWWSC**

09/01/2010 03:13 PM

To Bryan Siler/KAWC/AWWSC@AWW  
cc  
Subject Re: Have been finished recalculating? [Link](#)

not yet

Kevin R. Mixon  
Billing Supervisor  
American Water CSC  
Alton, IL  
Ph: 618.433.4006  
Fax: 618.433.4328  
Kevin.Mixon@amwater.com

**Bryan Siler/KAWC/AWWSC**

09/01/2010 01:59 PM

To Kevin R Mixon/CALLCTR/CORP/AWWSC@AWW  
cc  
Subject Have been finished recalculating?

\*\*\*\*\*

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

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:24 PM -----

From: Rita A Mercer/CALLCTR/CORP/AWWSC  
To: Brian T McDonough/CONSULT/AWWSC@AWW  
Cc: Asia L Newby/CALLCTR/CORP/AWWSC@AWW, Bryan Siler/KAWC/AWWSC@AWW, Darue Smith/CALLCTR/CORP/AWWSC@AWW, Kevin R Mixon/CALLCTR/CORP/AWWSC@AWW, Takisha D Walker/KAWC/AWWSC@AWW, Paul M Ebbeler/CALLCTR/CORP/AWWSC@AWW  
Date: 09/03/2010 08:07 AM  
Subject: Re: September Bill Batches - need to be reviewed daily

---

Yes, I will issue a ticket today.

RITA MERCER  
BILLING SUPERVISOR  
IL, AZ, NM AND HI  
618 433-4311 EXT 6882  
7:00 am - 4:00 pm CST (MONDAY-FRIDAY)

**Brian T McDonough/CONSULT/AWWSC**

09/03/2010 06:54 AM

To Rita A Mercer/CALLCTR/CORP/AWWSC@AWW  
cc Asia L Newby/CALLCTR/CORP/AWWSC@AWW, Bryan Siler/KAWC/AWWSC@AWW, Darue Smith/CALLCTR/CORP/AWWSC@AWW, Kevin R Mixon/CALLCTR/CORP/AWWSC@AWW, Takisha D Walker/KAWC/AWWSC@AWW

Subject Re: September Bill Batches - need to be reviewed daily [Link](#)

Hey Rita,

Do you mind putting a service ticket in to correct the LFUCG fixed charges, I'll try to get it cleaned up today so you guys don't have to deal with it next week.

Bryan,

I'll need to get Carol to make a programming change, there was a miscommunication about one of the fixed charge flag

settings, and it should be easy to resolve with minimal retesting.

Brian McDonough  
(856)-782-2833 Office  
(609)-933-2212 Cell

Rita A Mercer/CALLCTR/CORP/AWWSC

09/02/2010 03:55 PM

To Bryan Siler/KAWC/AWWSC@AWW

cc Asia L Newby/CALLCTR/CORP/AWWSC@AWW, Darue  
Smith/CALLCTR/CORP/AWWSC@AWW, Kevin R  
Mixon/CALLCTR/CORP/AWWSC@AWW, Takisha D Walker/KAWC/AWWSC@AWW,  
Brian T McDonough/CONSULT/AWWSC@AWW

Subject Re: September Bill Batches - need to be reviewed daily [Link](#)

**Bryan S,**

**As I had stated in phone conversation. I have been talking with Brian M. regarding this issue. Below is log of our conversation up to the this point.**

Rita A Mercer/C... Quick question for you. In KY the Stormwater fee that we work with Bryan with. Fix charge f10m1. We have some account in batch today billing back to the effective date of 11/15/9. \$41.47 So my question and I can't remember does this fix charge bill from the bill date or read date?

Brian T McDono... can you give me an account, I've got to look at it, are the accounts brand new

Rita A Mercer/C... sorry [REDACTED]

Rita A Mercer/C... When I was playing around with an account the read seem to work.

Brian T McDono... it's supposed to use route dates though so I'm not sure why it's going all the way back to effective date

Rita A Mercer/C... not sure. Did anything change when it went automatic with updating the QTY

Brian T McDono... yeah I think I see the problem, and I think it will need IT intervention, I need to see how many are affected

Rita A Mercer/C... ok....so will you be running a quarry.

Brian T McDono... yes, I'll run it soon just need to wrap something up

RITA MERCER  
BILLING SUPERVISOR  
IL, AZ, NM AND HI  
618 433-4311 EXT 6882  
7:00 am - 4:00 pm CST (MONDAY-FRIDAY)

Bryan Siler/KAWC/AWWSC

09/02/2010 02:44 PM

To Kevin R Mixon/CALLCTR/CORP/AWWSC@AWW

cc Asia L Newby/CALLCTR/CORP/AWWSC@AWW, Darue  
Smith/CALLCTR/CORP/AWWSC@AWW, Rita A  
Mercer/CALLCTR/CORP/AWWSC@AWW, Takisha D  
Walker/KAWC/AWWSC@AWW, Rita A Mercer/CALLCTR/CORP/AWWSC@AWW

Subject September Bill Batches - need to be reviewed daily [Link](#)

Kevin,

I will have to test these bills each day this month and make any necessary changes to prevent these water quality fees from backbilling. The LFUCG has requested us to not backbill these accounts at all.

Please let me know each day when the batches are ready for review or provide a standard time each day when I can query the bill batches to identify these errors. Then, wait until you hear from me each day before sending the bills. I plan to have anything I need to do done well before your 1:00pm deadline to prevent any kind of hold up on your end.

Sorry for any inconvenience.

\*\*\*\*\*

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

Kevin R Mixon/CALLCTR/CORP/AWWSC

09/02/2010 02:54 PM

To Bryan Siler/KAWC/AWWSC@AWW  
cc Asia L Newby/CALLCTR/CORP/AWWSC@AWW, Darue  
Smith/CALLCTR/CORP/AWWSC@AWW, Rita A  
Mercer/CALLCTR/CORP/AWWSC@AWW  
Subject KY Accts for Review [Link](#)

Bryan, it appears these accounts are charging for 288 days since this is a brand new charge. It is going back to the effective date that was populated at the premise level.

Rita, do you have any additional information to share?

Kevin R. Mixon  
Billing Supervisor  
American Water CSC  
Alton, IL  
Ph: 618.433.4006  
Fax: 618.433.4328  
Kevin.Mixon@amwater.com

Kevin R Mixon/CALLCTR/CORP/AWWSC

09/01/2010 03:03 PM

To Darue Smith/CALLCTR/CORP/AWWSC, Asia L Newby/CALLCTR/CORP/AWWSC  
cc  
Subject Fw: Have been finished recalculating?

Please pull these accounts for review....

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 09/01/2010 03:02 PM -----

Bryan Siler/KAWC/AWWSC

To Kevin R Mixon/CALLCTR/CORP/AWWSC@AWW  
cc



Subject Re: Have been finished recalculating? [Link](#)

09/01/2010 03:01 PM

Can these be pulled and investigated? All others can go.

| Premise                                     | Quantity | BUBSB | BUACT | BUPRM | BUAMT | ERUs             | BUDYS | Test       | Diff             | PA |
|---------------------------------------------|----------|-------|-------|-------|-------|------------------|-------|------------|------------------|----|
| <b>Test Bill Batch Against Billing File</b> |          |       |       |       |       |                  |       |            |                  |    |
|                                             | 1        |       |       |       | 41.47 | 9.59953703703704 | 288   | XXXXXXXXXX | 8.59953703703704 |    |
|                                             | 1        |       |       |       | 41.47 | 9.59953703703704 | 288   | XXXXXXXXXX | 8.59953703703704 |    |
|                                             | 1        |       |       |       | 41.47 | 9.59953703703704 | 288   | XXXXXXXXXX | 8.59953703703704 |    |
|                                             | 1        |       |       |       | 41.47 | 9.59953703703704 | 288   | XXXXXXXXXX | 8.59953703703704 |    |
|                                             | 1        |       |       |       | 41.47 | 9.59953703703704 | 288   | XXXXXXXXXX | 8.59953703703704 |    |
|                                             | 1        |       |       |       | 41.47 | 9.59953703703704 | 288   | XXXXXXXXXX | 8.59953703703704 |    |
|                                             | 1        |       |       |       | 41.47 | 9.59953703703704 | 288   | XXXXXXXXXX | 8.59953703703704 |    |
|                                             | 1        |       |       |       | 41.47 | 9.59953703703704 | 288   | XXXXXXXXXX | 8.59953703703704 |    |

\*\*\*\*\*

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

Kevin R Mixon/CALLCTR/CORP/AWWSC

To Bryan Siler/KAWC/AWWSC@AWW

cc

09/01/2010 03:41 PM

Subject Re: Have been finished recalculating? [Link](#)

KY recalc is complete....

Kevin R. Mixon  
 Billing Supervisor  
 American Water CSC  
 Alton, IL  
 Ph: 618.433.4006  
 Fax: 618.433.4328

Kevin.Mixon@amwater.com

**Bryan Siler/KAWC/AWWSC**

09/01/2010 02:14 PM

To Kevin R Mixon/CALLCTR/CORP/AWWSC@AWW  
cc  
Subject Re: Have been finished recalculating?[Link](#)

Okay, just let me know.

\*\*\*\*\*

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

**Kevin R Mixon/CALLCTR/CORP/AWWSC**

09/01/2010 03:13 PM

To Bryan Siler/KAWC/AWWSC@AWW  
cc  
Subject Re: Have been finished recalculating?[Link](#)

not yet

Kevin R. Mixon  
Billing Supervisor  
American Water CSC  
Alton, IL  
Ph: 618.433.4006  
Fax: 618.433.4328  
Kevin.Mixon@amwater.com

**Bryan Siler/KAWC/AWWSC**

09/01/2010 01:59 PM

To Kevin R Mixon/CALLCTR/CORP/AWWSC@AWW  
cc  
Subject Have been finished recalculating?

\*\*\*\*\*

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

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:24 PM -----

From: Rita A Mercer/CALLCTR/CORP/AWWSC  
To: Brian T McDonough/CONSULT/AWWSC@AWW  
Cc: Asia L Newby/CALLCTR/CORP/AWWSC@AWW, Bryan Siler/KAWC/AWWSC@AWW, Darue Smith/CALLCTR/CORP/AWWSC@AWW, Kevin R  
Mixon/CALLCTR/CORP/AWWSC@AWW, Takisha D Walker/KAWC/AWWSC@AWW, Paul M Ebbeler/CALLCTR/CORP/AWWSC@AWW  
Date: 09/03/2010 08:28 AM  
Subject: Re: September Bill Batches - need to be reviewed daily

---

The ticket number is 481511.

RITA MERCER  
BILLING SUPERVISOR  
IL, AZ, NM AND HI  
618 433-4311 EXT 6882  
7:00 am - 4:00 pm CST (MONDAY-FRIDAY)

**Brian T McDonough/CONSULT/AWWSC**

09/03/2010 06:54 AM

To Rita A Mercer/CALLCTR/CORP/AWWSC@AWW  
cc Asia L Newby/CALLCTR/CORP/AWWSC@AWW, Bryan  
Siler/KAWC/AWWSC@AWW, Darue Smith/CALLCTR/CORP/AWWSC@AWW, Kevin  
R Mixon/CALLCTR/CORP/AWWSC@AWW, Takisha D  
Walker/KAWC/AWWSC@AWW

Subject Re: September Bill Batches - need to be reviewed daily [Link](#)

Hey Rita,

Do you mind putting a service ticket in to correct the LFUCG fixed charges, I'll try to get it cleaned up today so you guys don't have to deal with it next week.

Bryan,

I'll need to get Carol to make a programming change, there was a miscommunication about one of the fixed charge flag settings, and it should be easy to resolve with minimal retesting.

Brian McDonough  
(856)-782-2833 Office  
(609)-933-2212 Cell

Rita A Mercer/CALLCTR/CORP/AWWSC

09/02/2010 03:55 PM

To Bryan Siler/KAWC/AWWSC@AWW

cc Asia L Newby/CALLCTR/CORP/AWWSC@AWW, Darue Smith/CALLCTR/CORP/AWWSC@AWW, Kevin R Mixon/CALLCTR/CORP/AWWSC@AWW, Takisha D Walker/KAWC/AWWSC@AWW, Brian T McDonough/CONSULT/AWWSC@AWW

Subject Re: September Bill Batches - need to be reviewed daily [Link](#)

**Bryan S,**  
**As I had stated in phone conversation. I have been talking with Brian M. regarding this issue. Below is log of our conversation up to the this point.**

Rita A Mercer/C... Quick question for you. In KY the Stormwater fee that we work with Bryan with. Fix charge f10m1. We have some account in batch today billing back to the effective date of 11/15/9. \$41.47 So my question and I can't remember does this fix charge bill from the bill date or read date?  
Brian T McDono... can you give me an account, I've got to look at it, are the accounts brand new  
Rita A Mercer/C... sorry [REDACTED]  
Rita A Mercer/C... When I was playing around with an account the read seem to work.  
Brian T McDono... it's supposed to use route dates though so I'm not sure why it's going all the way back to effective date  
Rita A Mercer/C... not sure. Did anything change when it went automatic with updating the QTY  
Brian T McDono... yeah I think I see the problem, and I think it will need IT intervention, I need to see how many are affected  
Rita A Mercer/C... ok....so will you be running a quarry.  
Brian T McDono... yes, I'll run it soon just need to wrap something up

RITA MERCER  
BILLING SUPERVISOR  
IL, AZ, NM AND HI  
618 433-4311 EXT 6882  
7:00 am - 4:00 pm CST (MONDAY-FRIDAY)

Bryan Siler/KAWC/AWWSC

09/02/2010 02:44 PM

To Kevin R Mixon/CALLCTR/CORP/AWWSC@AWW

cc Asia L Newby/CALLCTR/CORP/AWWSC@AWW, Darue Smith/CALLCTR/CORP/AWWSC@AWW, Rita A Mercer/CALLCTR/CORP/AWWSC@AWW, Takisha D Walker/KAWC/AWWSC@AWW, Rita A Mercer/CALLCTR/CORP/AWWSC@AWW

Subject September Bill Batches - need to be reviewed daily [Link](#)

Kevin,

I will have to test these bills each day this month and make any necessary changes to prevent these water quality fees from backbilling. The LFUCG has requested us to not backbill these accounts at all.

Please let me know each day when the batches are ready for review or provide a standard time each day when I can query the bill batches to identify these errors. Then, wait until you hear from me each day before sending the bills. I plan to have anything I need to do done well before your 1:00pm deadline to prevent any kind of hold up on your end.

Sorry for any inconvenience.

\*\*\*\*\*

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

**Kevin R Mixon/CALLCTR/CORP/AWWSC**

09/02/2010 02:54 PM

To Bryan Siler/KAWC/AWWSC@AWW  
cc Asia L Newby/CALLCTR/CORP/AWWSC@AWW, Darue  
Smith/CALLCTR/CORP/AWWSC@AWW, Rita A  
Mercer/CALLCTR/CORP/AWWSC@AWW  
Subject KY Accts for Review [Link](#)

Bryan, it appears these accounts are charging for 288 days since this is a brand new charge. It is going back to the effective date that was populated at the premise level.

Rita, do you have any additional information to share?

Kevin R. Mixon  
Billing Supervisor  
American Water CSC  
Alton, IL  
Ph: 618.433.4006  
Fax: 618.433.4328  
Kevin.Mixon@amwater.com

**Kevin R Mixon/CALLCTR/CORP/AWWSC**

09/01/2010 03:03 PM

To Darue Smith/CALLCTR/CORP/AWWSC, Asia L Newby/CALLCTR/CORP/AWWSC  
cc  
Subject Fw: Have been finished recalculating?

Please pull these accounts for review....

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 09/01/2010 03:02 PM -----

**Bryan Siler/KAWC/AWWSC**

09/01/2010 03:01 PM

To Kevin R Mixon/CALLCTR/CORP/AWWSC@AWW  
cc  
Subject Re: Have been finished recalculating? [Link](#)

Can these be pulled and investigated? All others can go.

| Premise                                     | Quantity | BUBSB | BUACT | BUPRM | BUAMT | ERUs             | BUDYS | Test       | Diff             | PA |
|---------------------------------------------|----------|-------|-------|-------|-------|------------------|-------|------------|------------------|----|
| <b>Test Bill Batch Against Billing File</b> |          |       |       |       |       |                  |       |            |                  |    |
|                                             | 1        |       |       |       | 41.47 | 9.59953703703704 | 288   | XXXXXXXXXX | 8.59953703703704 |    |
|                                             | 1        |       |       |       | 41.47 | 9.59953703703704 | 288   | XXXXXXXXXX | 8.59953703703704 |    |
|                                             | 1        |       |       |       | 41.47 | 9.59953703703704 | 288   | XXXXXXXXXX | 8.59953703703704 |    |
|                                             | 1        |       |       |       | 41.47 | 9.59953703703704 | 288   | XXXXXXXXXX | 8.59953703703704 |    |
|                                             | 1        |       |       |       | 41.47 | 9.59953703703704 | 288   | XXXXXXXXXX | 8.59953703703704 |    |
|                                             | 1        |       |       |       | 41.47 | 9.59953703703704 | 288   | XXXXXXXXXX | 8.59953703703704 |    |
|                                             | 1        |       |       |       | 41.47 | 9.59953703703704 | 288   | XXXXXXXXXX | 8.59953703703704 |    |
|                                             | 1        |       |       |       | 41.47 | 9.59953703703704 | 288   | XXXXXXXXXX | 8.59953703703704 |    |

\*\*\*\*\*

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

Kevin R Mixon/CALLCTR/CORP/AWWSC

09/01/2010 03:41 PM

To Bryan Siler/KAWC/AWWSC@AWW  
 cc  
 Subject Re: Have been finished recalculating? [Link](#)

KY recal is complete....

Kevin R. Mixon  
 Billing Supervisor  
 American Water CSC  
 Alton, IL  
 Ph: 618.433.4006  
 Fax: 618.433.4328  
 Kevin.Mixon@amwater.com

Bryan Siler/KAWC/AWWSC

09/01/2010 02:14 PM

To Kevin R Mixon/CALLCTR/CORP/AWWSC@AWW  
 cc  
 Subject Re: Have been finished recalculating? [Link](#)

Okay, just let me know.

\*\*\*\*\*

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

**Kevin R Mixon/CALLCTR/CORP/AWWSC**

09/01/2010 03:13 PM

To Bryan Siler/KAWC/AWWSC@AWW  
cc  
Subject Re: Have been finished recalculating? [Link](#)

not yet

Kevin R. Mixon  
Billing Supervisor  
American Water CSC  
Alton, IL  
Ph: 618.433.4006  
Fax: 618.433.4328  
Kevin.Mixon@amwater.com

**Bryan Siler/KAWC/AWWSC**

09/01/2010 01:59 PM

To Kevin R Mixon/CALLCTR/CORP/AWWSC@AWW  
cc  
Subject Have been finished recalculating?

\*\*\*\*\*

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

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:24 PM -----

From: Brian T McDonough/CONSULT/AWWSC  
 To: Bryan Siler/KAWC/AWWSC@AWW  
 Cc: Darue Smith/CALLCTR/CORP/AWWSC@AWW, Kevin R Mixon/CALLCTR/CORP/AWWSC@AWW, Takisha D Walker/KAWC/AWWSC@AWW  
 Date: 09/07/2010 02:46 PM  
 Subject: Re: Please Hold These Bills

---

Bryan,

I just need 2 more managers to click yes on my request and I will be able to execute it in prod. I've left voice messages and sametime messages with every approver left, I'm hopeful it will be done today.

Brian McDonough  
 (856)-782-2833 Office  
 (609)-933-2212 Cell

**Bryan Siler/KAWC/AWWSC**

09/07/2010 02:42 PM

To Kevin R Mixon/CALLCTR/CORP/AWWSC@AWW, Darue  
 Smith/CALLCTR/CORP/AWWSC@AWW, Takisha D Walker/KAWC/AWWSC@AWW,  
 Brian T McDonough/CONSULT/AWWSC@AWW

cc

Subject Please Hold These Bills

Kevin & Darue,

Please hold these bills. They appear to be because of the date issue with the update program.

Brian - Is there any progress on what you were working on?

[attachment "Hold These.xls" deleted by Brian T McDonough/CONSULT/AWWSC]

\*\*\*\*\*

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

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:24 PM -----

From: Brian T McDonough/CONSULT/AWWSC  
 To: Bryan Siler/KAWC/AWWSC@AWW  
 Cc: Darue Smith/CALLCTR/CORP/AWWSC@AWW, Kevin R Mixon/CALLCTR/CORP/AWWSC@AWW, Takisha D Walker/KAWC/AWWSC@AWW  
 Date: 09/07/2010 02:58 PM  
 Subject: Re: Please Hold These Bills

---

News, my hopes just got dashed I've just learned that one of the approvers I need is on vacation, I will have to reschedule for tomorrow and therefore hold the bills you indicated until tomorrow.



Brian McDonough  
(856)-782-2833 Office  
(609)-933-2212 Cell

**Bryan Siler/KAWC/AWWSC**

09/07/2010 02:54 PM

To Brian T McDonough/CONSULT/AWWSC@AWW  
cc Darue Smith/CALLCTR/CORP/AWWSC@AWW, Kevin R  
Mixon/CALLCTR/CORP/AWWSC@AWW, Takisha D Walker/KAWC/AWWSC@AWW  
Subject Re: Please Hold These Bills [Link](#)

Thanks, Brian.

\*\*\*\*\*

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

**Brian T McDonough/CONSULT/AWWSC**

09/07/2010 02:46 PM

To Bryan Siler/KAWC/AWWSC@AWW  
cc Darue Smith/CALLCTR/CORP/AWWSC@AWW, Kevin R  
Mixon/CALLCTR/CORP/AWWSC@AWW, Takisha D Walker/KAWC/AWWSC@AWW  
Subject Re: Please Hold These Bills [Link](#)

Bryan,

I just need 2 more managers to click yes on my request and I will be able to execute it in prod. I've left voice messages and sametime messages with every approver left, I'm hopeful it will be done today.

Brian McDonough  
(856)-782-2833 Office  
(609)-933-2212 Cell

**Bryan Siler/KAWC/AWWSC**

09/07/2010 02:42 PM

To Kevin R Mixon/CALLCTR/CORP/AWWSC@AWW, Darue  
Smith/CALLCTR/CORP/AWWSC@AWW, Takisha D Walker/KAWC/AWWSC@AWW,  
Brian T McDonough/CONSULT/AWWSC@AWW  
cc  
Subject Please Hold These Bills

Kevin & Darue,

Please hold these bills. They appear to be because of the date issue with the update program.

Brian - Is there any progress on what you were working on?

[attachment "Hold These.xls" deleted by Brian T McDonough/CONSULT/AWWSC]

\*\*\*\*\*

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

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:24 PM -----

From: Rita A Mercer/CALLCTR/CORP/AWWSC  
To: Brian T McDonough/CONSULT/AWWSC@AWW  
Cc: Asia L Newby/CALLCTR/CORP/AWWSC@AWW, Bryan Siler/KAWC/AWWSC@AWW, Darue Smith/CALLCTR/CORP/AWWSC@AWW, Kevin R Mixon/CALLCTR/CORP/AWWSC@AWW, Takisha D Walker/KAWC/AWWSC@AWW, Paul M Ebbeler/CALLCTR/CORP/AWWSC@AWW  
Date: 09/08/2010 11:17 AM  
Subject: Re: KY LFUCG storm water charges

---

Brian,

What do you think about doing cancel/rebills?

RITA MERCER  
BILLING SUPERVISOR  
IL, AZ, NM AND HI  
618 433-4311 EXT 6882  
7:00 am - 4:00 pm CST (MONDAY-FRIDAY)

**Brian T McDonough/CONSULT/AWWSC**

09/08/2010 09:32 AM

To Rita A Mercer/CALLCTR/CORP/AWWSC@AWW  
cc Asia L Newby/CALLCTR/CORP/AWWSC@AWW, Darue Smith/CALLCTR/CORP/AWWSC@AWW, Kevin R Mixon/CALLCTR/CORP/AWWSC@AWW, Bryan Siler/KAWC/AWWSC@AWW, Takisha D Walker/KAWC/AWWSC@AWW  
Subject Re: KY LFUCG storm water charges [Link](#)

Hi Rita,

The change is complete so you should not have to double check bills going forward. However, 51 bills were sent out incorrect on Friday. The list of accounts and overbilled amounts is attached. You guys may want to double check the data and make sure you agree. If you want me to put in the adjustments I can create a new work order off your service ticket. I'm not sure if a letter or something is warranted in this case, but we can do that as well if necessary.

Bryan,

Do you want to send a letter or anything to the accounts that were billed incorrectly.

[attachment "KYPR Water Quality fee bill errors v1.xls" deleted by Rita A Mercer/CALLCTR/CORP/AWWSC]

Brian McDonough  
(856)-782-2833 Office  
(609)-933-2212 Cell

**Rita A Mercer/CALLCTR/CORP/AWWSC**

09/08/2010 10:06 AM

To Brian T McDonough/CONSULT/AWWSC@AWW  
cc Darue Smith/CALLCTR/CORP/AWWSC@AWW, Asia L  
Newby/CALLCTR/CORP/AWWSC@AWW, Kevin R  
Mixon/CALLCTR/CORP/AWWSC@AWW  
Subject KY LFUCG storm water charges

Good morning Brian,

Have been able to put in the fix yet?

Thank you.

RITA MERCER  
BILLING SUPERVISOR  
IL, AZ, NM AND HI  
618 433-4311 EXT 6882  
7:00 am - 4:00 pm CST (MONDAY-FRIDAY)

----- Forwarded by Rita A Mercer/CALLCTR/CORP/AWWSC on 09/08/2010 09:04 AM -----

**Bryan Siler/KAWC/AWWSC**

09/08/2010 08:52 AM

To Darue Smith/CALLCTR/CORP/AWWSC@AWW  
cc Asia L Newby/CALLCTR/CORP/AWWSC@AWW, Darue  
Smith/CALLCTR/CORP/AWWSC@AWW, Kevin R  
Mixon/CALLCTR/CORP/AWWSC@AWW, Rita A  
Mercer/CALLCTR/CORP/AWWSC@AWW, Takisha D  
Walker/KAWC/AWWSC@AWW  
Subject Please hold [Link](#)

Please hold and review the ones in green and hold the ones in yellow. The green ones look funny and the yellow ones are long bills that are not supposed to prorate. Thanks.

[attachment "Bill Batch 2010-0908.xls" deleted by Brian T McDonough/CONSULT/AWWSC]

\*\*\*\*\*

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

DaRue Smith/CALLCTR/CORP/AWWSC  
Sent by: Darue Smith

09/08/2010 09:29 AM

To Bryan Siler/KAWC/AWWSC@AWW

cc Asia L Newby/CALLCTR/CORP/AWWSC@AWW, Kevin R  
Mixon/CALLCTR/CORP/AWWSC@AWW, Takisha D Walker/KAWC/AWWSC@AWW,  
Rita A Mercer/CALLCTR/CORP/AWWSC@AWW

Subject KY batches are ready

DaRue Smith  
Billing Tech  
618-433-4116

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:24 PM -----

From: "Julie Mantrom" <jmantrom@lexingtonky.gov>  
To: <Bryan.Siler@amwater.com>, <Takisha.Walker@amwater.com>, <Deidra.Hayden@amwater.com>, "Candice Deininger" <cdeining@lexingtonky.gov>, "Scott Dickison" <sdickison@lexingtonky.gov>, "Cassie Felty" <mfelty@lexingtonky.gov>, "Hilori Morgan" <hmorgan@lexingtonky.gov>  
Date: 09/08/2010 11:23 AM  
Subject: RE: New Premise Request - Adding water service to a non-mutual?

---

Bryan:

When a non mutual adds water service, we no longer need the non-mutual account; therefore, we would prefer both the water and Water Quality Management Fee be combined and billed on the new water account premise.

We would not have a problem with KAW doing this automatically, but would like you to let us know when this occurs so we can update our records.

Does that work for everyone?

Julie

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

From: Bryan.Siler@amwater.com [<mailto:Bryan.Siler@amwater.com>]  
Sent: Friday, September 03, 2010 1:25 PM  
To: Julie Mantrom  
Cc: Takisha.Walker@amwater.com; Deidra.Hayden@amwater.com  
Subject: New Premise Request - Adding water service to a non-mutual?

Hi Julie,

We have a non-mutual that is adding water service. Does the LFUCG want these premises to remain separate or combined on a new premise that would bill both water and water quality? Do you want to decide this on a case-by-case basis or just follow whatever direction you give us in all cases?

Thanks and have a great weekend.

\*\*\*\*\*

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

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:24 PM -----

From: Brian T McDonough/CONSULT/AWWSC  
 To: Rita A Mercer/CALLCTR/CORP/AWWSC@AWW  
 Cc: Asia L Newby/CALLCTR/CORP/AWWSC@AWW, Bryan Siler/KAWC/AWWSC@AWW, Darue Smith/CALLCTR/CORP/AWWSC@AWW, Kevin R  
 Mixon/CALLCTR/CORP/AWWSC@AWW, Paul M Ebbeler/CALLCTR/CORP/AWWSC@AWW, Takisha D Walker/KAWC/AWWSC@AWW  
 Date: 09/08/2010 11:40 AM  
 Subject: Re: KY LFUCG storm water charges

---

Hey Rita,

That should work fine, I think that's a good option as well, especially in this case. If Bryan Siler is okay with it, I'm all for it.

Brian McDonough  
 (856)-782-2833 Office  
 (609)-933-2212 Cell

**Rita A Mercer/CALLCTR/CORP/AWWSC**

09/08/2010 11:17 AM

To Brian T McDonough/CONSULT/AWWSC@AWW  
 cc Asia L Newby/CALLCTR/CORP/AWWSC@AWW, Bryan  
 Siler/KAWC/AWWSC@AWW, Darue Smith/CALLCTR/CORP/AWWSC@AWW, Kevin  
 R Mixon/CALLCTR/CORP/AWWSC@AWW, Takisha D  
 Walker/KAWC/AWWSC@AWW, Paul M Ebbeler/CALLCTR/CORP/AWWSC@AWW  
 Subject Re: KY LFUCG storm water charges [Link](#)

Brian,

What do you think about doing cancel/rebills?

RITA MERCER  
 BILLING SUPERVISOR  
 IL, AZ, NM AND HI  
 618 433-4311 EXT 6882  
 7:00 am - 4:00 pm CST (MONDAY-FRIDAY)

**Brian T McDonough/CONSULT/AWWSC**

09/08/2010 09:32 AM

To Rita A Mercer/CALLCTR/CORP/AWWSC@AWW  
 cc Asia L Newby/CALLCTR/CORP/AWWSC@AWW, Darue  
 Smith/CALLCTR/CORP/AWWSC@AWW, Kevin R

Mixon/CALLCTR/CORP/AWWSC@AWW, Bryan Siler/KAWC/AWWSC@AWW,  
Takisha D Walker/KAWC/AWWSC@AWW

Subject Re: KY LFUCG storm water charges [Link](#)

Hi Rita,

The change is complete so you should not have to double check bills going forward. However, 51 bills were sent out incorrect on Friday. The list of accounts and overbilled amounts is attached. You guys may want to double check the data and make sure you agree. If you want me to put in the adjustments I can create a new work order off your service ticket. I'm not sure if a letter or something is warranted in this case, but we can do that as well if necessary.

Bryan,

Do you want to send a letter or anything to the accounts that were billed incorrectly.

[attachment "KYPR Water Quality fee bill errors v1.xls" deleted by Rita A Mercer/CALLCTR/CORP/AWWSC]

Brian McDonough  
(856)-782-2833 Office  
(609)-933-2212 Cell

**Rita A Mercer/CALLCTR/CORP/AWWSC**

09/08/2010 10:06 AM

To Brian T McDonough/CONSULT/AWWSC@AWW  
cc Darue Smith/CALLCTR/CORP/AWWSC@AWW, Asia L  
Newby/CALLCTR/CORP/AWWSC@AWW, Kevin R  
Mixon/CALLCTR/CORP/AWWSC@AWW

Subject KY LFUCG storm water charges

Good morning Brian,

Have been able to put in the fix yet?

Thank you.

RITA MERCER  
BILLING SUPERVISOR  
IL, AZ, NM AND HI  
618 433-4311 EXT 6882  
7:00 am - 4:00 pm CST (MONDAY-FRIDAY)

----- Forwarded by Rita A Mercer/CALLCTR/CORP/AWWSC on 09/08/2010 09:04 AM -----

**Bryan Siler/KAWC/AWWSC**

09/08/2010 08:52 AM

To Darue Smith/CALLCTR/CORP/AWWSC@AWW  
cc Asia L Newby/CALLCTR/CORP/AWWSC@AWW, Darue  
Smith/CALLCTR/CORP/AWWSC@AWW, Kevin R  
Mixon/CALLCTR/CORP/AWWSC@AWW, Rita A  
Mercer/CALLCTR/CORP/AWWSC@AWW, Takisha D  
Walker/KAWC/AWWSC@AWW

Subject Please hold [Link](#)

Please hold and review the ones in green and hold the ones in yellow. The green ones look funny and the yellow ones are long bills that are not supposed to prorate. Thanks.

[attachment "Bill Batch 2010-0908.xls" deleted by Brian T McDonough/CONSULT/AWWSC]

\*\*\*\*\*

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

DaRue Smith/CALLCTR/CORP/AWWSC  
Sent by: Darue Smith

09/08/2010 09:29 AM

To Bryan Siler/KAWC/AWWSC@AWW  
cc Asia L Newby/CALLCTR/CORP/AWWSC@AWW, Kevin R  
Mixon/CALLCTR/CORP/AWWSC@AWW, Takisha D Walker/KAWC/AWWSC@AWW,  
Rita A Mercer/CALLCTR/CORP/AWWSC@AWW  
Subject KY batches are ready

DaRue Smith  
Billing Tech  
618-433-4116

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:24 PM -----

From: Rita A Mercer/CALLCTR/CORP/AWWSC  
To: Bryan Siler/KAWC/AWWSC@AWW  
Cc: Asia L Newby/CALLCTR/CORP/AWWSC@AWW, Brian T McDonough/CONSULT/AWWSC@AWW, Darue Smith/CALLCTR/CORP/AWWSC@AWW,  
Kevin R Mixon/CALLCTR/CORP/AWWSC@AWW, Paul M Ebbeler/CALLCTR/CORP/AWWSC@AWW, Takisha D Walker/KAWC/AWWSC@AWW  
Date: 09/08/2010 01:13 PM  
Subject: Re: KY LFUCG storm water charges

---

Thanks Bryan. I will get with Kevin to get process going.

RITA MERCER  
BILLING SUPERVISOR  
IL, AZ, NM AND HI  
618 433-4311 EXT 6882  
7:00 am - 4:00 pm CST (MONDAY-FRIDAY)

Bryan Siler/KAWC/AWWSC

To Brian T McDonough/CONSULT/AWWSC@AWW

09/08/2010 12:12 PM

cc Asia L Newby/CALLCTR/CORP/AWWSC@AWW, Darue Smith/CALLCTR/CORP/AWWSC@AWW, Kevin R Mixon/CALLCTR/CORP/AWWSC@AWW, Paul M Ebbeler/CALLCTR/CORP/AWWSC@AWW, Rita A Mercer/CALLCTR/CORP/AWWSC@AWW, Takisha D Walker/KAWC/AWWSC@AWW

Subject Re: KY LFUCG storm water charges [Link](#)

Sounds good to me.

\*\*\*\*\*

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

**Brian T McDonough/CONSULT/AWWSC**

09/08/2010 11:40 AM

To Rita A Mercer/CALLCTR/CORP/AWWSC@AWW  
cc Asia L Newby/CALLCTR/CORP/AWWSC@AWW, Bryan Siler/KAWC/AWWSC@AWW, Darue Smith/CALLCTR/CORP/AWWSC@AWW, Kevin R Mixon/CALLCTR/CORP/AWWSC@AWW, Paul M Ebbeler/CALLCTR/CORP/AWWSC@AWW, Takisha D Walker/KAWC/AWWSC@AWW

Subject Re: KY LFUCG storm water charges [Link](#)

Hey Rita,

That should work fine, I think that's a good option as well, especially in this case. If Bryan Siler is okay with it, I'm all for it.

Brian McDonough  
(856)-782-2833 Office  
(609)-933-2212 Cell

**Rita A Mercer/CALLCTR/CORP/AWWSC**

09/08/2010 11:17 AM

To Brian T McDonough/CONSULT/AWWSC@AWW  
cc Asia L Newby/CALLCTR/CORP/AWWSC@AWW, Bryan Siler/KAWC/AWWSC@AWW, Darue Smith/CALLCTR/CORP/AWWSC@AWW, Kevin R Mixon/CALLCTR/CORP/AWWSC@AWW, Takisha D Walker/KAWC/AWWSC@AWW, Paul M Ebbeler/CALLCTR/CORP/AWWSC@AWW

Subject Re: KY LFUCG storm water charges [Link](#)

Brian,

What do you think about doing cancel/rebills?



RITA MERCER  
BILLING SUPERVISOR  
IL, AZ, NM AND HI  
618 433-4311 EXT 6882  
7:00 am - 4:00 pm CST (MONDAY-FRIDAY)

**Brian T McDonough/CONSULT/AWWSC**

09/08/2010 09:32 AM

To Rita A Mercer/CALLCTR/CORP/AWWSC@AWW  
cc Asia L Newby/CALLCTR/CORP/AWWSC@AWW, Darue  
Smith/CALLCTR/CORP/AWWSC@AWW, Kevin R  
Mixon/CALLCTR/CORP/AWWSC@AWW, Bryan Siler/KAWC/AWWSC@AWW,  
Takisha D Walker/KAWC/AWWSC@AWW  
Subject Re: KY LFUCG storm water charges [Link](#)

Hi Rita,

The change is complete so you should not have to double check bills going forward. However, 51 bills were sent out incorrect on Friday. The list of accounts and overbilled amounts is attached. You guys may want to double check the data and make sure you agree. If you want me to put in the adjustments I can create a new work order off your service ticket. I'm not sure if a letter or something is warranted in this case, but we can do that as well if necessary.

Bryan,

Do you want to send a letter or anything to the accounts that were billed incorrectly.

[attachment "KYPR Water Quality fee bill errors v1.xls" deleted by Rita A Mercer/CALLCTR/CORP/AWWSC]

Brian McDonough  
(856)-782-2833 Office  
(609)-933-2212 Cell

**Rita A Mercer/CALLCTR/CORP/AWWSC**

09/08/2010 10:06 AM

To Brian T McDonough/CONSULT/AWWSC@AWW  
cc Darue Smith/CALLCTR/CORP/AWWSC@AWW, Asia L  
Newby/CALLCTR/CORP/AWWSC@AWW, Kevin R  
Mixon/CALLCTR/CORP/AWWSC@AWW  
Subject KY LFUCG storm water charges

Good morning Brian,

Have been able to put in the fix yet?

Thank you.

RITA MERCER  
BILLING SUPERVISOR  
IL, AZ, NM AND HI

618 433-4311 EXT 6882  
7:00 am - 4:00 pm CST (MONDAY-FRIDAY)

----- Forwarded by Rita A Mercer/CALLCTR/CORP/AWWSC on 09/08/2010 09:04 AM -----

**Bryan Siler/KAWC/AWWSC**

09/08/2010 08:52 AM

To Darue Smith/CALLCTR/CORP/AWWSC@AWW  
cc Asia L Newby/CALLCTR/CORP/AWWSC@AWW, Darue Smith/CALLCTR/CORP/AWWSC@AWW, Kevin R Mixon/CALLCTR/CORP/AWWSC@AWW, Rita A Mercer/CALLCTR/CORP/AWWSC@AWW, Takisha D Walker/KAWC/AWWSC@AWW

Subject Please hold [Link](#)

Please hold and review the ones in green and hold the ones in yellow. The green ones look funny and the yellow ones are long bills that are not supposed to prorate. Thanks.

[attachment "Bill Batch 2010-0908.xls" deleted by Brian T McDonough/CONSULT/AWWSC]

\*\*\*\*\*

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

**DaRue Smith/CALLCTR/CORP/AWWSC**  
Sent by: Darue Smith

09/08/2010 09:29 AM

To Bryan Siler/KAWC/AWWSC@AWW  
cc Asia L Newby/CALLCTR/CORP/AWWSC@AWW, Kevin R Mixon/CALLCTR/CORP/AWWSC@AWW, Takisha D Walker/KAWC/AWWSC@AWW, Rita A Mercer/CALLCTR/CORP/AWWSC@AWW  
Subject KY batches are ready

DaRue Smith  
Billing Tech  
618-433-4116

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:24 PM -----

From: Kevin R Mixon/CALLCTR/CORP/AWWSC  
To: Bryan Siler/KAWC/AWWSC@AWW  
Cc: Brian T McDonough/CONSULT/AWWSC@AWW, Rita A Mercer/CALLCTR/CORP/AWWSC@AWW, Takisha D Walker/KAWC/AWWSC@AWW  
Date: 09/13/2010 03:04 PM  
Subject: Re: Fw: KY LFUCG storm water charges

Bryan, I have created cancel / rebill contacts for all the accounts in the attachment below and they have been assigned to be worked.

Kevin R. Mixon  
Billing Supervisor  
American Water CSC  
Alton, IL  
Ph: 618.433.4006  
Fax: 618.433.4328  
Kevin.Mixon@amwater.com

**Bryan Siler/KAWC/AWWSC**

09/09/2010 01:33 PM

To Brian T McDonough/CONSULT/AWWSC@AWW, Rita A  
Mercer/CALLCTR/CORP/AWWSC@AWW, Kevin R  
Mixon/CALLCTR/CORP/AWWSC@AWW  
cc Takisha D Walker/KAWC/AWWSC@AWW  
Subject Fw: KY LFUCG storm water charges

Yes we need to cancel/rebill the ones from the file below named [Bill Batch 2010-0908.xls](#).

Brian - Can you do a similar analysis as you did with the other ones?

\*\*\*\*\*

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

----- Forwarded by Bryan Siler/KAWC/AWWSC on 09/09/2010 02:31 PM -----

**Kevin R Mixon/CALLCTR/CORP/AWWSC**

09/09/2010 02:23 PM

To Bryan Siler/KAWC/AWWSC@AWW  
cc Brian T McDonough/CONSULT/AWWSC@AWW, Rita A  
Mercer/CALLCTR/CORP/AWWSC@AWW  
Subject Re: Fw: KY LFUCG storm water charges [Link](#)

Bryan,

I believe we got confused on our end due to the numerous e-mails from you and Brian McDonough. We got the e-mail below from Brian M Tues afternoon.  
I just think there were too many e-mails going back and forth. In the future, I think one main POC would be best and then if it's this type of issue, I think a phone call to ensure clear communication would work the best.

**Re: Please Hold These Bills - Lotus Notes**

File Edit View Create Actions Section Help

Welcome Kevin R Mixon - All Documents... X Re: Please Hold These Bills X

New Memo Reply Reply to All Forward Delete Follow Up Folder Copy Into New Chat Tools

**Brian T McDonough/CONSULT/AWWSC**  
09/07/2010 01:58 PM

To: Bryan Siler/KAWC/AWWSC@AWW  
cc: Darue Smith/CALLCTR/CORP/AWWSC@AWW, Kevin R Mixon/CALLCTR/CORP/AWWSC@AWW, Takisha D Walker/KAWC/AWWSC@AWW  
bcc:  
Subject: Re: Please Hold These Bills

News, my hopes just got dashed I've just learned that one of the approvers I need is on vacation, I will have to res therefore hold the bills you indicated until tomorrow.

Brian McDonough  
(856)-782-2833 Office  
(609)-933-2212 Cell

Bryan Siler/KAWC/AWWSC

**Bryan Siler/KAWC/AWWSC**  
09/07/2010 02:54 PM

To: Brian T McDonough/CONSULT/AWWSC@AWW  
cc: Darue Smith/CALLCTR/CORP/AWWSC@AWW, Kevin R Mixon/CALLCTR/CORP/AWWSC@AWW, Takisha D Walker/KAWC/AWWSC@AWW  
Subject: Re: Please Hold These Bills

I Am Active

These accounts were held and contacts have been created to do the cancel / rebill for them -- [attachment "KYPR Water Quality fee bill errors v1.xls" deleted by Kevin R Mixon/CALLCTR/CORP/AWWSC] . Yes, there is a general cancel / rebill letter we send.

These accounts were not held --> [attachment "Bill Batch 2010-0908.xls" deleted by Kevin R Mixon/CALLCTR/CORP/AWWSC] . Do we need to cancel / rebill these as well now?

Kevin R. Mixon  
Billing Supervisor  
American Water CSC  
Alton, IL  
Ph: 618.433.4006  
Fax: 618.433.4328  
Kevin.Mixon@amwater.com

**Bryan Siler/KAWC/AWWSC**

09/09/2010 01:11 PM

To: Kevin R Mixon/CALLCTR/CORP/AWWSC@AWW  
cc: Brian T McDonough/CONSULT/AWWSC@AWW, Rita A Mercer/CALLCTR/CORP/AWWSC@AWW, Takisha D Walker/KAWC/AWWSC@AWW  
Subject: Re: Fw: KY LFUCG storm water charges [Link](#)

Kevin,

Do we know which ones were not held? I checked some and they were not held but I did not check them all.

I need to communicate this to the LFUCG and log this with our billing errors that we report to our local management each month. Please send me a description of what happened so I can include it in the log.

Thanks.

\*\*\*\*\*

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

**Kevin R Mixon/CALLCTR/CORP/AWWSC**

09/09/2010 11:43 AM

To Brian T McDonough/CONSULT/AWWSC@AWW, Bryan Siler/KAWC/AWWSC@AWW  
cc Rita A Mercer/CALLCTR/CORP/AWWSC@AWW  
Subject Fw: KY LFUCG storm water charges

Guys, I think due to some communication issues, the accounts below were not held.

Do we need to cancel / rebill these as well now?

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 09/09/2010 10:42 AM -----

**Rita A Mercer/CALLCTR/CORP/AWWSC**

09/08/2010 09:06 AM

To Brian T McDonough/CONSULT/AWWSC@AWW  
cc Darue Smith/CALLCTR/CORP/AWWSC@AWW, Asia L  
Newby/CALLCTR/CORP/AWWSC@AWW, Kevin R  
Mixon/CALLCTR/CORP/AWWSC@AWW  
Subject KY LFUCG storm water charges

Good morning Brian,

Have been able to put in the fix yet?

Thank you.

RITA MERCER  
BILLING SUPERVISOR

IL, AZ, NM AND HI  
 618 433-4311 EXT 6882  
 7:00 am - 4:00 pm CST (MONDAY-FRIDAY)

----- Forwarded by Rita A Mercer/CALLCTR/CORP/AWWSC on 09/08/2010 09:04 AM -----

**Bryan Siler/KAWC/AWWSC**

09/08/2010 08:52 AM

To Darue Smith/CALLCTR/CORP/AWWSC@AWW  
 cc Asia L Newby/CALLCTR/CORP/AWWSC@AWW, Darue  
 Smith/CALLCTR/CORP/AWWSC@AWW, Kevin R  
 Mixon/CALLCTR/CORP/AWWSC@AWW, Rita A  
 Mercer/CALLCTR/CORP/AWWSC@AWW, Takisha D  
 Walker/KAWC/AWWSC@AWW

Subject Please hold [Link](#)

Please hold and review the ones in green and hold the ones in yellow. The green ones look funny and the yellow ones are long bills that are not supposed to prorate. Thanks.

[attachment "Bill Batch 2010-0908.xls" deleted by Bryan Siler/KAWC/AWWSC]

\*\*\*\*\*

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

**DaRue Smith/CALLCTR/CORP/AWWSC**

Sent by: Darue Smith

09/08/2010 09:29 AM

To Bryan Siler/KAWC/AWWSC@AWW

cc Asia L Newby/CALLCTR/CORP/AWWSC@AWW, Kevin R  
 Mixon/CALLCTR/CORP/AWWSC@AWW, Takisha D Walker/KAWC/AWWSC@AWW,  
 Rita A Mercer/CALLCTR/CORP/AWWSC@AWW

Subject KY batches are ready

DaRue Smith  
 Billing Tech  
 618-433-4116

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:24 PM -----

From: Kevin R Mixon/CALLCTR/CORP/AWWSC  
 To: Bryan Siler/KAWC/AWWSC@AWW  
 Cc: Brian T McDonough/CONSULT/AWWSC@AWW, Rita A Mercer/CALLCTR/CORP/AWWSC@AWW, Takisha D Walker/KAWC/AWWSC@AWW  
 Date: 09/13/2010 04:22 PM  
 Subject: Re: Fw: KY LFUCG storm water charges

Letters will go out...we will get these adjusted as quickly as we can. May be Wed before they go out.

Kevin R. Mixon  
Billing Supervisor  
American Water CSC  
Alton, IL  
Ph: 618.433.4006  
Fax: 618.433.4328  
Kevin.Mixon@amwater.com

**Bryan Siler/KAWC/AWWSC**

09/13/2010 03:20 PM

To Kevin R Mixon/CALLCTR/CORP/AWWSC@AWW  
cc Brian T McDonough/CONSULT/AWWSC@AWW, Rita A  
Mercer/CALLCTR/CORP/AWWSC@AWW, Takisha D  
Walker/KAWC/AWWSC@AWW

Subject Re: Fw: KY LFUCG storm water charges [Link](#)

Letters will go out as well, right? Will these bills go out tomorrow?

\*\*\*\*\*

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

**Kevin R Mixon/CALLCTR/CORP/AWWSC**

09/13/2010 03:04 PM

To Bryan Siler/KAWC/AWWSC@AWW  
cc Brian T McDonough/CONSULT/AWWSC@AWW, Rita A  
Mercer/CALLCTR/CORP/AWWSC@AWW, Takisha D  
Walker/KAWC/AWWSC@AWW

Subject Re: Fw: KY LFUCG storm water charges [Link](#)

Bryan, I have created cancel / rebill contacts for all the accounts in the attachment below and they have been assigned to be worked.

Kevin R. Mixon  
Billing Supervisor  
American Water CSC  
Alton, IL  
Ph: 618.433.4006  
Fax: 618.433.4328  
Kevin.Mixon@amwater.com

**Bryan Siler/KAWC/AWWSC**

09/09/2010 01:33 PM

To Brian T McDonough/CONSULT/AWWSC@AWW, Rita A  
Mercer/CALLCTR/CORP/AWWSC@AWW, Kevin R  
Mixon/CALLCTR/CORP/AWWSC@AWW  
cc Takisha D Walker/KAWC/AWWSC@AWW

Subject Fw: KY LFUCG storm water charges

Yes we need to cancel/rebill the ones from the file below named [Bill Batch 2010-0908.xls](#).

Brian - Can you do a similar analysis as you did with the other ones?

\*\*\*\*\*

Bryan Siler  
Eastern Division  
bryan.siler@amwater.com  
Phone: (859) 268-6350

----- Forwarded by Bryan Siler/KAWC/AWWSC on 09/09/2010 02:31 PM -----

**Kevin R Mixon/CALLCTR/CORP/AWWSC**

To Bryan Siler/KAWC/AWWSC@AWW

cc Brian T McDonough/CONSULT/AWWSC@AWW, Rita A  
Mercer/CALLCTR/CORP/AWWSC@AWW

09/09/2010 02:23 PM

Subject Re: Fw: KY LFUCG storm water charges [Link](#)

Bryan,

I believe we got confused on our end due to the numerous e-mails from you and Brian McDonough. We got the e-mail below from Brian M Tues afternoon.

I just think there were too many e-mails going back and forth. In the future, I think one main POC would be best and then if it's this type of issue, I think a phone call to ensure clear communication would work the best.



**Re: Please Hold These Bills - Lotus Notes**

File Edit View Create Actions Section Help

Welcome Kevin R Mixon - All Documents... X Re: Please Hold These Bills X

New Memo Reply Reply to All Forward Delete Follow Up Folder Copy Into New Chat Tools

**Brian T McDonough/CONSULT/AWWSC**  
09/07/2010 01:58 PM

To: Bryan Siler/KAWC/AWWSC@AWW  
cc: Darue Smith/CALLCTR/CORP/AWWSC@AWW, Kevin R Mixon/CALLCTR/CORP/AWWSC@AWW, Takisha D Walker/KAWC/AWWSC@AWW  
bcc:  
Subject: Re: Please Hold These Bills

News, my hopes just got dashed I've just learned that one of the approvers I need is on vacation, I will have to res therefore hold the bills you indicated until tomorrow.

Brian McDonough  
(856)-782-2833 Office  
(609)-933-2212 Cell

Bryan Siler/KAWC/AWWSC

**Bryan Siler/KAWC/AWWSC**  
09/07/2010 02:54 PM

To: Brian T McDonough/CONSULT/AWWSC@AWW  
cc: Darue Smith/CALLCTR/CORP/AWWSC@AWW, Kevin R Mixon/CALLCTR/CORP/AWWSC@AWW, Takisha D Walker/KAWC/AWWSC@AWW  
Subject: Re: Please Hold These Bills

I Am Active

These accounts were held and contacts have been created to do the cancel / rebill for them -- [attachment "KYPR Water Quality fee bill errors v1.xls" deleted by Kevin R Mixon/CALLCTR/CORP/AWWSC] . Yes, there is a general cancel / rebill letter we send.

These accounts were not held --> [attachment "Bill Batch 2010-0908.xls" deleted by Kevin R Mixon/CALLCTR/CORP/AWWSC] . Do we need to cancel / rebill these as well now?

Kevin R. Mixon  
Billing Supervisor  
American Water CSC  
Alton, IL  
Ph: 618.433.4006  
Fax: 618.433.4328  
Kevin.Mixon@amwater.com

**Bryan Siler/KAWC/AWWSC**

09/09/2010 01:11 PM

To: Kevin R Mixon/CALLCTR/CORP/AWWSC@AWW  
cc: Brian T McDonough/CONSULT/AWWSC@AWW, Rita A Mercer/CALLCTR/CORP/AWWSC@AWW, Takisha D Walker/KAWC/AWWSC@AWW  
Subject: Re: Fw: KY LFUCG storm water charges [Link](#)

Kevin,

Do we know which ones were not held? I checked some and they were not held but I did not check them all.

I need to communicate this to the LFUCG and log this with our billing errors that we report to our local management each month. Please send me a description of what happened so I can include it in the log.

Thanks.

\*\*\*\*\*

Bryan Siler  
Eastern Division  
bryan.siler@amwater.com  
Phone: (859) 268-6350

**Kevin R Mixon/CALLCTR/CORP/AWWSC**

09/09/2010 11:43 AM

To Brian T McDonough/CONSULT/AWWSC@AWW, Bryan Siler/KAWC/AWWSC@AWW  
cc Rita A Mercer/CALLCTR/CORP/AWWSC@AWW  
Subject Fw: KY LFUCG storm water charges

Guys, I think due to some communication issues, the accounts below were not held.

Do we need to cancel / rebill these as well now?

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 09/09/2010 10:42 AM -----

**Rita A Mercer/CALLCTR/CORP/AWWSC**

09/08/2010 09:06 AM

To Brian T McDonough/CONSULT/AWWSC@AWW  
cc Darue Smith/CALLCTR/CORP/AWWSC@AWW, Asia L  
Newby/CALLCTR/CORP/AWWSC@AWW, Kevin R  
Mixon/CALLCTR/CORP/AWWSC@AWW  
Subject KY LFUCG storm water charges

Good morning Brian,

Have been able to put in the fix yet?

Thank you.

RITA MERCER  
BILLING SUPERVISOR

IL, AZ, NM AND HI  
618 433-4311 EXT 6882  
7:00 am - 4:00 pm CST (MONDAY-FRIDAY)

----- Forwarded by Rita A Mercer/CALLCTR/CORP/AWWSC on 09/08/2010 09:04 AM -----

**Bryan Siler/KAWC/AWWSC**

09/08/2010 08:52 AM

To Darue Smith/CALLCTR/CORP/AWWSC@AWW  
cc Asia L Newby/CALLCTR/CORP/AWWSC@AWW, Darue  
Smith/CALLCTR/CORP/AWWSC@AWW, Kevin R  
Mixon/CALLCTR/CORP/AWWSC@AWW, Rita A  
Mercer/CALLCTR/CORP/AWWSC@AWW, Takisha D  
Walker/KAWC/AWWSC@AWW

Subject Please hold [Link](#)

Please hold and review the ones in green and hold the ones in yellow. The green ones look funny and the yellow ones are long bills that are not supposed to prorate. Thanks.

[attachment "Bill Batch 2010-0908.xls" deleted by Bryan Siler/KAWC/AWWSC]

\*\*\*\*\*

Bryan Siler  
Eastern Division  
bryan.siler@amwater.com  
Phone: (859) 268-6350

**DaRue Smith/CALLCTR/CORP/AWWSC**

Sent by: Darue Smith

09/08/2010 09:29 AM

To Bryan Siler/KAWC/AWWSC@AWW  
cc Asia L Newby/CALLCTR/CORP/AWWSC@AWW, Kevin R  
Mixon/CALLCTR/CORP/AWWSC@AWW, Takisha D Walker/KAWC/AWWSC@AWW,  
Rita A Mercer/CALLCTR/CORP/AWWSC@AWW

Subject KY batches are ready

DaRue Smith  
Billing Tech  
618-433-4116

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:24 PM -----

From: Paul M Ebbeler/CALLCTR/CORP/AWWSC  
To: Brian T McDonough/CONSULT/AWWSC@AWW  
Cc: Kevin R Mixon/CALLCTR/CORP/AWWSC@AWW, Darue Smith/CALLCTR/CORP/AWWSC@AWW, Asia L Newby/CALLCTR/CORP/AWWSC@AWW,  
Elizabeth A Pfleger/CALLCTR/CORP/AWWSC@AWW, Linda K Toussaint/ILAWC/AWWSC@AWW, Penny Y Pohlman/CALLCTR/CORP/AWWSC@AWW, Bryan  
Siler/KAWC/AWWSC@AWW, Takisha D Walker/KAWC/AWWSC@AWW  
Date: 09/20/2010 09:58 AM  
Subject: Re: Query for Opening Bill Prorate error - LFUCG-Wtr Qual Mgmt Fee

**Brian,**

Are we good with the query below - that it is capturing all the problem scenarios? If so, can you copy it into the AWPRAWQ03 library so we can begin running the query until further notice. I would prefer for this to be in report format rather than Excel. Also, we need to include the fields below (so that it fits onto one page).

Parameters:

Open Bill = Y

Contains the problem fixed charge(s) = Y

Fields needed on report:

| Bill Batch | Acct # | Bill Efctv Date | Bill End Date | Fixed Charge Efctv Date | Initial Svc Date | Last Bill Date | Bill Days |
|------------|--------|-----------------|---------------|-------------------------|------------------|----------------|-----------|
|------------|--------|-----------------|---------------|-------------------------|------------------|----------------|-----------|

As we identify accounts billing incorrectly, we will manually adjust the dates on the account to ensure the Fixed Charge Efctv Date is correct. We can re-run the query to validate that the period is correct. Therefore, there should be no need to hold up any accounts from their scheduled billing.

**I assume you will be setting up another meeting later on to discuss correcting previously billed charges and a long term solution.**

**Billing,**

Please ensure we run this query and correct dates each day prior to final posting. On the second run of the query, you should be able to validate that the bill period is correct.

Paul M Ebbeler  
 Phone: 618-433-4212  
 Cell Phone: 618-791-7662  
 Billing Group Supervisor; Alton, IL  
 American Water Customer Service Center

**Brian T McDonough/CONSULT/AWWSC**

09/15/2010 02:28 PM

To Bryan Siler/KAWC/AWWSC@AWW, Linda K Toussaint/ILAWC/AWWSC@AWW, Paul M Ebbeler/CALLCTR/CORP/AWWSC@AWW, Penny Y Pohlman/CALLCTR/CORP/AWWSC@AWW, Kevin R Mixon/CALLCTR/CORP/AWWSC@AWW, Takisha D Walker/KAWC/AWWSC@AWW

cc

Subject Query for Opening Bill Prorate error

Draft of Query to catch pending bills with the open bill prorate error

[attachment "KYPR Query for Open Bill Fixed Charge Prorate Error v1.xls" deleted by Paul M Ebbeler/CALLCTR/CORP/AWWSC]

Brian McDonough  
 (856)-782-2833 Office  
 (609)-933-2212 Cell

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:24 PM -----

From: Paul M Ebbeler/CALLCTR/CORP/AWWSC  
 To: Bryan Siler/KAWC/AWWSC@AWW, Darue Smith/CALLCTR/CORP/AWWSC@AWW  
 Cc: Asia L Newby/CALLCTR/CORP/AWWSC@AWW, Brian T McDonough/CONSULT/AWWSC@AWW, Elizabeth A  
 Pflieger/CALLCTR/CORP/AWWSC@AWW, Kevin R Mixon/CALLCTR/CORP/AWWSC@AWW, Linda K Toussaint/LAWC/AWWSC@AWW, Penny Y  
 Pohlman/CALLCTR/CORP/AWWSC@AWW, Takisha D Walker/KAWC/AWWSC@AWW  
 Date: 09/21/2010 09:00 AM  
 Subject: Re: Fw: Query for Opening Bill Prorate error - LFUCG-Wtr Qual Mgmt Fee

---

Darue,

Each day, after the billers complete the report and correct any accounts needed, please give Bryan a heads up so that he can do his checks. At this point, since we are identifying the issues and fixing them as they pull in, there is no need to move any accounts to the 12X25 batch unless Bryan finds an issue and asks us to hold the accounts.

I believe the 16 accounts that are currently being held in 12X25 batch can be corrected and moved to the 12AGN batch so that they can bill out. Bryan will let us know later today if there are any that are not billing correctly and need to be moved back to the 12X25 holding batch.

Paul M Ebbeler  
 Phone: 618-433-4212  
 Cell Phone: 618-791-7662  
 Billing Group Supervisor; Alton, IL  
 American Water Customer Service Center

**Bryan Siler/KAWC/AWWSC**

09/21/2010 07:39 AM

To Paul M Ebbeler/CALLCTR/CORP/AWWSC@AWW  
 cc Asia L Newby/CALLCTR/CORP/AWWSC@AWW, Brian T  
 McDonough/CONSULT/AWWSC@AWW, Darue  
 Smith/CALLCTR/CORP/AWWSC@AWW, Elizabeth A  
 Pflieger/CALLCTR/CORP/AWWSC@AWW, Kevin R  
 Mixon/CALLCTR/CORP/AWWSC@AWW, Linda K  
 Toussaint/LAWC/AWWSC@AWW, Penny Y  
 Pohlman/CALLCTR/CORP/AWWSC@AWW, Takisha D  
 Walker/KAWC/AWWSC@AWW

Subject Re: Fw: Query for Opening Bill Prorate error - LFUCG-Wtr Qual Mgmt Fee [Link](#)

Thanks Paul.

Please continue to let me know when batches are ready for me to check. Thanks.

\*\*\*\*\*

Bryan Siler  
 Eastern Division  
 bryan.siler@amwater.com  
 Phone: (859) 268-6350

**Paul M Ebbeler/CALLCTR/CORP/AWWSC**

To Kevin R Mixon/CALLCTR/CORP/AWWSC@AWW, Darue  
 Smith/CALLCTR/CORP/AWWSC@AWW, Asia L

09/20/2010 03:19 PM

Newby/CALLCTR/CORP/AWWSC@AWW, Elizabeth A  
 Pflieger/CALLCTR/CORP/AWWSC@AWW, Linda K  
 Toussaint/LAWC/AWWSC@AWW, Penny Y  
 Pohman/CALLCTR/CORP/AWWSC@AWW, Bryan Siler/KAWC/AWWSC@AWW,  
 Takisha D Walker/KAWC/AWWSC@AWW, Brian T  
 McDonough/CONSULT/AWWSC@AWW

cc

Subject Fw: Query for Opening Bill Prorate error - LFUCG-Wtr Qual Mgmt Fee

KYFXERR1 / AWPRAWQ03

**All,**

The query above will identify any account meeting the two criteria below.

Open Bill = Y

Contains the problem fixed charge(s) = Y

**Bryan,**

If there are additional accounts you would like us to hold from billing, please advise. Otherwise, we plan on billing all accounts daily that show on our report after we have verified and/or corrected the billing period. Thanks!

Display Spooled File

File Edit Functions Help

File QPQUPRFIL Page/Line 1/6  
 Control Columns 1 - 130  
 Find

```
*...+...1...+...2...+...3...+...4...+...5...+...6...+...7...+...8...+...9...+...
```

| Bill Select          | Account | Effective                                            | End        | Initial      | Last       | Days   |
|----------------------|---------|------------------------------------------------------|------------|--------------|------------|--------|
| Batch Id             | Number  | Date                                                 | Date       | Service Date | Bill Date  |        |
| 09/20/10 15:17:15 ** |         | KY Opening Bills with the LFUCG-Wtr Qual Mgmt Fee ** |            |              |            | PAGE 1 |
| 12AGN                |         | 2010/04/12                                           | 2010/09/07 | 2010/04/12   | 2010/07/22 | 146    |
| 12AGN                |         | 2010/07/19                                           | 2010/08/30 | 2010/07/19   |            | 42     |
| 12X25                |         | 2009/12/03                                           | 2010/09/07 | 2005/09/29   | 2010/06/18 | 276    |
| 12X25                |         | 2009/12/01                                           | 2010/09/14 | 2009/04/29   | 2009/06/30 | 287    |
| 12X25                |         | 2009/12/10                                           | 2010/09/13 | 2009/08/19   | 2010/04/20 | 277    |
| 12X25                |         | 2009/12/09                                           | 2010/09/10 | 2009/10/02   | 2010/05/24 | 275    |
| 12X25                |         | 2009/12/01                                           | 2010/09/14 | 2010/02/02   | 2010/08/17 | 287    |
| 12X25                |         | 2010/07/19                                           | 2010/09/07 | 2010/07/19   |            | 50     |
| 12X25                |         | 2010/08/01                                           | 2010/09/10 | 2010/08/01   |            | 40     |
| 12019                |         | 2010/07/15                                           | 2010/09/15 | 2010/07/15   |            | 62     |
| 12019                |         | 2010/07/19                                           | 2010/09/15 | 2010/07/19   |            | 56     |
| 12019                |         | 2010/07/30                                           | 2010/09/15 | 2010/07/30   |            | 47     |
| 12019                |         | 2010/07/30                                           | 2010/09/15 | 2010/07/30   |            | 47     |
| 12019                |         | 2010/08/02                                           | 2010/09/15 | 2010/08/02   |            | 44     |
| 12019                |         | 2010/08/09                                           | 2010/09/15 | 2010/08/09   |            | 37     |

\*\*\* END OF REPORT \*\*\*

OK Cancel Help IBM

Paul M Ebbeler  
 Phone: 618-433-4212  
 Cell Phone: 618-791-7662  
 Billing Group Supervisor; Alton, IL  
 American Water Customer Service Center

----- Forwarded by Paul M Ebbeler/CALLCTR/CORP/AWWSC on 09/20/2010 02:14 PM -----

Paul M Ebbeler/CALLCTR/CORP/AWWSC

09/20/2010 08:58 AM

To Brian T McDonough/CONSULT/AWWSC

cc Kevin R Mixon/CALLCTR/CORP/AWWSC@AWW, Darue Smith/CALLCTR/CORP/AWWSC@AWW, Asia L Newby/CALLCTR/CORP/AWWSC@AWW, Elizabeth A Pflieger/CALLCTR/CORP/AWWSC@AWW, Linda K Toussaint/ILAWC/AWWSC@AWW, Penny Y Pohlman/CALLCTR/CORP/AWWSC@AWW, Bryan Siler/KAWC/AWWSC@AWW, Takisha D Walker/KAWC/AWWSC@AWW

Subject Re: Query for Opening Bill Prorate error - LFUCG-Wtr Qual Mgmt Fee [Link](#)

**Brian,**

Are we good with the query below - that it is capturing all the problem scenarios? If so, can you copy it into the AWPRAWQ03 library so we can begin running the query until further notice. I would prefer for this to be in report format rather than Excel. Also, we need to include the fields below (so that it fits onto one page).

Parameters:

Open Bill = Y

Contains the problem fixed charge(s) = Y

Fields needed on report:

| Bill Batch | Acct # | Bill Efctv Date | Bill End Date | Fixed Charge Efctv Date | Initial Svc Date | Last Bill Date | Bill Days |
|------------|--------|-----------------|---------------|-------------------------|------------------|----------------|-----------|
|------------|--------|-----------------|---------------|-------------------------|------------------|----------------|-----------|

As we identify accounts billing incorrectly, we will manually adjust the dates on the account to ensure the Fixed Charge Efctv Date is correct. We can re-run the query to validate that the period is correct. Therefore, there should be no need to hold up any accounts from their scheduled billing.

**I assume you will be setting up another meeting later on to discuss correcting previously billed charges and a long term solution.**

**Billing,**

Please ensure we run this query and correct dates each day prior to final posting. On the second run of the query, you should be able to validate that the bill period is correct.

Paul M Ebbeler

Phone: 618-433-4212

Cell Phone: 618-791-7662

Billing Group Supervisor; Alton, IL

American Water Customer Service Center

Brian T McDonough/CONSULT/AWWSC

09/15/2010 02:28 PM

To Bryan Siler/KAWC/AWWSC@AWW, Linda K Toussaint/ILAWC/AWWSC@AWW, Paul M Ebbeler/CALLCTR/CORP/AWWSC@AWW, Penny Y Pohlman/CALLCTR/CORP/AWWSC@AWW, Kevin R Mixon/CALLCTR/CORP/AWWSC@AWW, Takisha D Walker/KAWC/AWWSC@AWW

cc

Subject Query for Opening Bill Prorate error

Draft of Query to catch pending bills with the open bill prorate error

[attachment "KYPR Query for Open Bill Fixed Charge Prorate Error v1.xls" deleted by Paul M Ebbeler/CALLCTR/CORP/AWWSC]

Brian McDonough  
(856)-782-2833 Office  
(609)-933-2212 Cell

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:24 PM -----

From: Paul M Ebbeler/CALLCTR/CORP/AWWSC  
To: Kevin R Mixon/CALLCTR/CORP/AWWSC@AWW  
Cc: Asia L Newby/CALLCTR/CORP/AWWSC@AWW, Brian T McDonough/CONSULT/AWWSC@AWW, Bryan Siler/KAWC/AWWSC@AWW, Darue Smith/CALLCTR/CORP/AWWSC@AWW, Takisha D Walker/KAWC/AWWSC@AWW  
Date: 09/22/2010 07:26 PM  
Subject: Re: Fw: Please hold these.

---

Bryan,

I understand that any of the MISC charge bills may show an erroneous number of days on your report. These bills in particular on only billing MISC charges (aka: Adjustments) and therefore, I believe they should be disregarded from your report. They are not billing the the fixed charge for a service period.

Paul M Ebbeler  
Phone: 618-433-4212  
Cell Phone: 618-791-7662  
Billing Group Supervisor; Alton, IL  
American Water Customer Service Center

**Kevin R Mixon/CALLCTR/CORP/AWWSC**

09/22/2010 02:24 PM

To Bryan Siler/KAWC/AWWSC@AWW

cc Asia L Newby/CALLCTR/CORP/AWWSC@AWW, Brian T McDonough/CONSULT/AWWSC@AWW, Darue Smith/CALLCTR/CORP/AWWSC@AWW, Paul M Ebbeler/CALLCTR/CORP/AWWSC@AWW, Takisha D Walker/KAWC/AWWSC@AWW

Subject Re: Fw: Please hold these. [Link](#)

Bryan, so is there a reason we still need to hold the 13 accounts below in 12X25?



Kevin R. Mixon  
Billing Supervisor  
American Water CSC  
Alton, IL  
Ph: 618.433.4006  
Fax: 618.433.4328  
Kevin.Mixon@amwater.com

**Bryan Siler/KAWC/AWWSC**

09/22/2010 09:23 AM

To Paul M Ebbeler/CALLCTR/CORP/AWWSC@AWW  
cc Asia L Newby/CALLCTR/CORP/AWWSC@AWW, Brian T  
McDonough/CONSULT/AWWSC@AWW, Darue  
Smith/CALLCTR/CORP/AWWSC@AWW, Kevin R  
Mixon/CALLCTR/CORP/AWWSC@AWW, Takisha D Walker/KAWC/AWWSC@AWW

Subject Re: Fw: Please hold these. [Link](#)

Paul,

I discussed this with Brian M. yesterday. He is adding a query for my review that should decrease the number of accounts I request to be held. Yesterday's list would have been reduced to less than half by doing this. Also, going forward I will try to have a reason for each account I am asking you to hold. This should make it better.

\*\*\*\*\*

Bryan Siler  
 Eastern Division  
 bryan.siler@amwater.com  
 Phone: (859) 268-6350

Paul M Ebbeler/CALLCTR/CORP/AWWSC

09/21/2010 06:04 PM

To Bryan Siler/KAWC/AWWSC@AWW, Takisha D Walker/KAWC/AWWSC@AWW  
 cc Darue Smith/CALLCTR/CORP/AWWSC@AWW, Kevin R  
 Mixon/CALLCTR/CORP/AWWSC@AWW, Asia L  
 Newby/CALLCTR/CORP/AWWSC@AWW, Brian T  
 McDonough/CONSULT/AWWSC@AWW  
 Subject Fw: Please hold these.

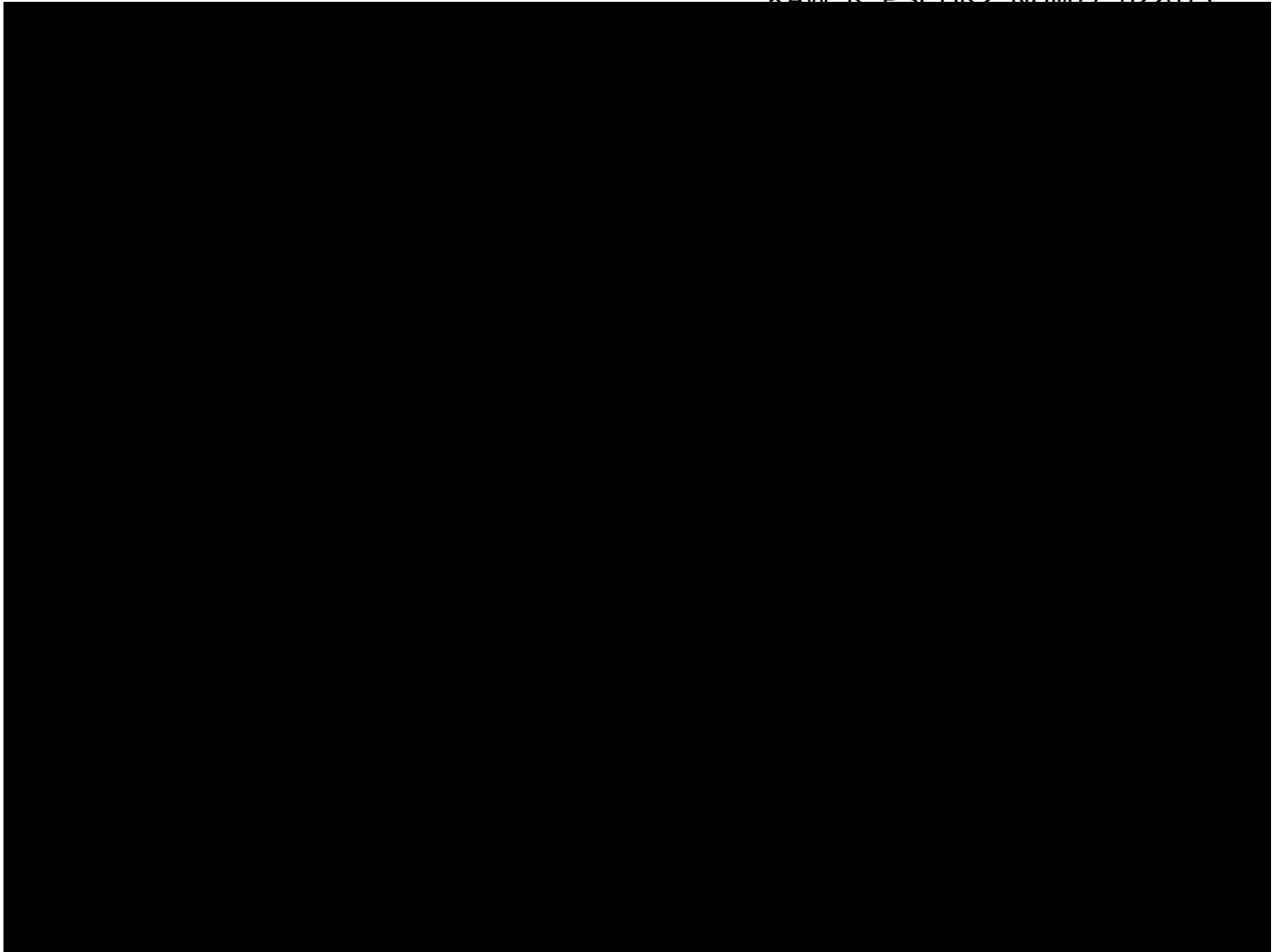
Bryan/ Takisha,

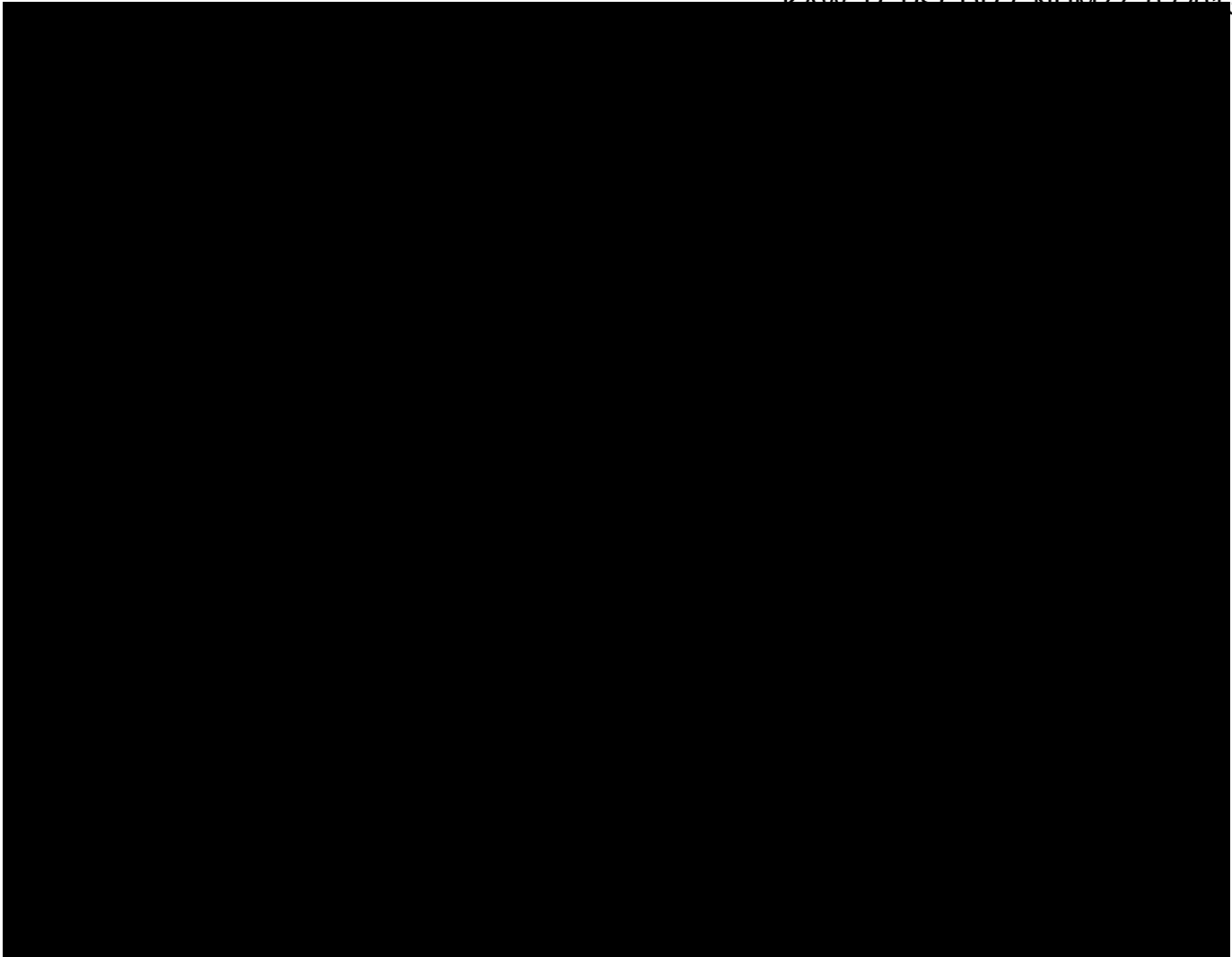
Can you please advise why we are being requested to hold these bills. I would appreciate if you could describe the nature of your concern with the group of accounts listed below that you want us to hold from billing. It was my understanding that as long as we correct the date so that the period is accurate, we could release the bills. For example, the second account on the list -

| Premise    | Quantity   | BUBSB      | BUACT      | BUPRM      | BUAMT | ERUs | BUDYS | Test       | Diff |
|------------|------------|------------|------------|------------|-------|------|-------|------------|------|
| [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] | 5.76  | 1.33 | 40    | XXXXXXXXXX | 0.33 |

8/1 (activation date) thur 9/10 (route reading date) is 40 days.

**\$4.32/30\*40= \$5.76**







Paul M Ebbeler  
Phone: 618-433-4212  
Cell Phone: 618-791-7662  
Billing Group Supervisor; Alton, IL  
American Water Customer Service Center

----- Forwarded by Paul M Ebbeler/CALLCTR/CORP/AWWSC on 09/21/2010 04:53 PM -----

**DaRue Smith/CALLCTR/CORP/AWWSC**  
Sent by: Darue Smith

To Paul M Ebbeler/CALLCTR/CORP/AWWSC@AWW

cc

Subject Fw: Please hold these.

09/21/2010 03:31 PM

DaRue Smith  
Billing Tech  
618-433-4116

----- Forwarded by Darue Smith/CALLCTR/CORP/AWWSC on 09/21/2010 03:31 PM -----

**Bryan Siler/KAWC/AWWSC**

To Darue Smith/CALLCTR/CORP/AWWSC@AWW, Kevin R  
Mixon/CALLCTR/CORP/AWWSC@AWW, Brian T  
McDonough/CONSULT/AWWSC@AWW

cc

Subject Please hold these. [Link](#)

09/21/2010 02:41 PM

[attachment "Bill Batch 2010-0921.xls" deleted by Bryan Siler/KAWC/AWWSC]

\*\*\*\*\*

Bryan Siler  
 Eastern Division  
 bryan.siler@amwater.com  
 Phone: (859) 268-6350

DaRue Smith/CALLCTR/CORP/AWWSC  
 Sent by: Darue Smith

To Bryan Siler/KAWC/AWWSC@AWW  
 cc

09/21/2010 03:12 PM

Subject recalc is done

DaRue Smith  
 Billing Tech  
 618-433-4116

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:24 PM -----

From: "American Water Service Desk" <awservicedesk@amwater.com>  
 To: <Bryan.Siler@amwater.com>  
 Date: 09/29/2010 01:40 PM  
 Subject: Service Call Ticket 443470 in regards to "Enhancement Request Form"

EC Auth #" has been closed.  
 X-Mailer: hp OpenView service deskMail Manager 4.5  
 Content-Type: text/plain; charset=US-ASCII

Your Service Call reported to us, has been closed. Details below:

Ticket Number:443470  
 Reported on March 12, 2010 12:17  
 Description: Enhancement Name:  
 >> LFUCG report to reconcile all ERUs  
 Preparer Name:  
 >> bryan siler  
 Date:  
 >> 3/12/10  
 Business Unit:  
 >> 120206  
 Has this been reviewed by a functional committee?  
 >> No  
 Enhancement Category (per PMO Guidelines):  
 >> Value Producing/Efficiency  
 Reason for Categorization:  
 >> LFUCG Request.  
 Enhancement Description:  
 >> The LFUCG is asking for a complete list of every premise that has a quantity for the  
 Water Quality Management Fee.

## Business Objectives (Aims):

>> They want to verify/reconcile their list of quantities per premise to what we have set up in our billing system. They want to perform this reconciliation on a routine basis.

## Scope of Work:

>> Provide this list on OAM monthly.

## Business Process Impact:

>> ?

## System/Application Impact:

>> ORCOM

## Organizational Impact:

>> ?

## Employee Impact:

>> ?

## Total One Time Benefit (\$k), if any:

>> ?

## Recurring Annual Benefit (\$k), if any:

>> ?

## Intangible Benefits:

>> Verify the accuracy of billing the Water Quality Management Fee.

## Avoided Costs:

>> ?

## Risks:

>> ?

Solution: 9/29/10 - ca- Per Peggy several contacts made with business. Last contact made with business on 6/25 to get classification and no response was received. No activity from CMB. Peggy stated ticket should be closed due to lack of response from business. Closing ticket

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 02/15/2013 05:24 PM -----

From: "American Water Service Desk" <awservicedesk@amwater.com>  
To: <Bryan.Siler@amwater.com>  
Date: 09/29/2010 01:40 PM  
Subject: Service Call Ticket 443175 in regards to "Enhancement Request Form"

EC Auth #" has been closed.  
X-Mailer: hp OpenView service deskMail Manager 4.5  
Content-Type: text/plain; charset=US-ASCII

Your Service Call reported to us, has been closed. Details below:

Ticket Number:443175  
Reported on March 11, 2010 10:29  
Description: Enhancement Name:  
>> LFUCG Water Quality Fee - Closed accounts that should bill  
Preparer Name:



>> Bryan Siler  
Date:  
>> 3/11/10  
Business Unit:  
>> 120206  
Has this been reviewed by a functional committee?  
>> No  
Enhancement Category (per PMO Guidelines):  
>> Value Producing/Efficiency  
Reason for Categorization:  
>> This will help the LFUCG identify closed accounts that should be billing this fixed charge.  
Enhancement Description:  
>> This is for the LFUCG (managed contract). The LFUCG would like a list of any closed accounts that should be billing the Water Quality Fee fixed charge (Utility Type A). They would like to exclude any accounts with any kind of ON orders pending. They would like to see Residential accounts that are inactive for 90 days or more and all other bill classes that are inactive for 30 days or more. This data would need to be available on the OAM. I would also like the opportunity to discuss this request prior to any work being done. At this point, we want to provide the LFUCG with the requirements for this service and an estimate of any costs that would be incurred.  
  
Business Objectives (Aims):  
>> Service our managed contract.  
Scope of Work:  
>> Create data and make available on Online Account Manager.  
Business Process Impact:  
>> ?  
System/Application Impact:  
>> ECIS  
Organizational Impact:  
>> ?  
Employee Impact:  
>> ?  
Total One Time Benefit (\$k), if any:  
>> ?  
Recurring Annual Benefit (\$k), if any:  
>> ?  
Intangible Benefits:  
>> Servicing our managed contract.  
Avoided Costs:  
>> ?  
Risks:  
>> ?

Solution: 9/29/10 - ca- Per Peggy servral contacts made with business. Last contact made with business on 6/25 to get classification and no response was received. No activity from CMB. Peggy stated ticket should be closed due to lack of response from business. Closing ticket

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 02/15/2013 05:24 PM -----

From: Kevin R Mixon/CALLCTR/CORP/AWWSC  
To: Bryan Siler/KAWC/AWWSC@AWW  
Date: 09/30/2010 02:46 PM  
Subject: Fw: Premise Updates

---

----- Forwarded by Kevin R Mixon/CALLCTR/CORP/AWWSC on 09/30/2010 01:46 PM -----

**Penny Y Pohlman/CALLCTR/CORP/AWWSC**

To Kevin R Mixon/CALLCTR/CORP/AWWSC@AWW

cc

09/30/2010 01:46 PM

Subject Re: Fw: Premise Updates [Link](#)

Any changes made after the batches are locked will not be reflected on today's bills.

Penny Y Pohlman  
American Water  
Group Supervisor  
Desk: 618-433-4635  
Cell: 618-792-5570  
Fax: 866-464-0232  
penny.pohlman@amwater.com

**Kevin R Mixon/CALLCTR/CORP/AWWSC**

To Penny Y Pohlman/CALLCTR/CORP/AWWSC@AWW

cc

09/30/2010 01:43 PM

Subject Re: Fw: Premise Updates [Link](#)

Penny, most importantly did you see Bryan's question at the bottom. I am not sure of this....

Kevin R. Mixon  
Billing Supervisor  
American Water CSC  
Alton, IL  
Ph: 618.433.4006  
Fax: 618.433.4328  
Kevin.Mixon@amwater.com

**Penny Y Pohlman/CALLCTR/CORP/AWWSC**

To Kevin R Mixon/CALLCTR/CORP/AWWSC@AWW

cc

09/30/2010 01:42 PM

Subject Re: Fw: Premise Updates [Link](#)

Yes - we need to ensure the bill message is not on today's bills and is on the bills that will be posted tomorrow.

Penny Y Pohlman

American Water  
Group Supervisor  
Desk: 618-433-4635  
Cell: 618-792-5570  
Fax: 866-464-0232  
penny.pohlman@amwater.com

**Kevin R Mixon/CALLCTR/CORP/AWWSC**

To Penny Y Pohlman/CALLCTR/CORP/AWWSC@AWW

cc

Subject Fw: Premise Updates

09/30/2010 01:05 PM

Penny? Also, are we holding KY for anything other than Bryan's testing?

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 09/30/2010 01:05 PM -----

**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

Subject Premise Updates

09/30/2010 01:04 PM

Just thought I would check. Does me running the premise update process to change the fixed charge quantities affect what you guys do at all? I was getting ready to run it. Just let me know.

\*\*\*\*\*

Bryan Siler  
Eastern Division  
bryan.siler@amwater.com  
Phone: (859) 268-6350

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:24 PM -----

From: Brian T McDonough/CONSULT/AWWSC  
To: Bryan Siler/KAWC/AWWSC@AWW  
Cc: Takisha D Walker/KAWC/AWWSC@AWW  
Date: 10/06/2010 04:31 PM  
Subject: Correction to MENU program for LFUCG water quality fee

Bryan,

Just wanted to give you a heads up. Carol is tied up most of the month with training and other projects so I had another developer (Tim Tan) complete the correction to the program that caused most of the proration problems. The fix is in KYQA and I have already tested it and am satisfied. The change request is about to be submitted with you as the requestor/approver. FYI, I used the October file I found in the prod folder for my testing so don't try to use that one again without first forcing some changes in QA so that you can verify the updates. I am still working on analyzing the system level issue with opening proration on fixed charges, but that is a separate issue. Let me know if you have questions.

Brian McDonough  
(856)-782-2833 Office  
(609)-933-2212 Cell

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:24 PM -----

From: Aimee C Lacasse/PAWC/AWWSC  
To: Bryan Siler/KAWC/AWWSC@AWW  
Date: 10/06/2010 04:52 PM  
Subject: User approval needed- Service Request 481511

---

Bryan-

This request is ready for user review/approval. I am attaching the test documentation for you to review. If everything is acceptable please approve the attached QA approval form [Link](#)

thank you

#### **Service Request 481511**

Updated program PRCLFUCGFX to remove the 'A' value being inserted to the Billing Code field of the UFXD file when a new record is being inserted. This program is the LFUCG Fixed Charge Quantity Updating program.

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 02/15/2013 05:24 PM -----

From: Aimee C Lacasse/PAWC/AWWSC  
To: Bryan Siler/KAWC/AWWSC@AWW  
Date: 10/11/2010 11:10 AM  
Subject: Action required: Approval for Service Request# 481511

---

Your Service Request# 481511 has been completed by IT. We need your approval to move to production.

Please click on the following link and select 'Edit Document' to indicate your approval or rejection. ==> [Link](#)

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:24 PM -----

From: Bryan Siler/KAWC/AWWSC  
To: Kimberly M Nye/CONSULT/AWWSC@AWW  
Date: 10/13/2010 11:52 AM  
Subject: Non-Mutuals - LFUCG Water Quality Management Fee

---

All non-mutuals should be in route 383900. They should also have LWQMF in the direction field.

\*\*\*\*\*

Bryan Siler  
Eastern Division  
bryan.siler@amwater.com  
Phone: (859) 268-6350

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:24 PM -----

From: Timothy G Tan/CONSULT/AWWSC  
To: Bryan Siler/KAWC/AWWSC@AWW  
Cc: Brian T McDonough/CONSULT/AWWSC@AWW  
Date: 10/19/2010 11:38 AM  
Subject: Implement change to Fixed Charge Qty

---

Hi Bryan,

This communication is to inform you that the Fixed Charge Quantity application for Kentucky will be updated. The change to the application is to place a blank instead of an 'A' in the Billing Code for the Fixed Charge Detail file (UFXD)

When you have the chance to add a new record, please do check if the Billing Code will not get any letter value this time and inform me of the result so I can close the Change Request for this.

Thanks!

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:24 PM -----

From: Bryan Siler/KAWC/AWWSC  
To: Timothy G Tan/CONSULT/AWWSC@AWW  
Cc: Brian T McDonough/CONSULT/AWWSC@AWW, Takisha D Walker/KAWC/AWWSC@AWW  
Date: 10/19/2010 11:42 AM  
Subject: Re: Implement change to Fixed Charge Qty

---

I thought this had already been done. You will have to walk me through any testing of this. Thanks.

\*\*\*\*\*

Bryan Siler  
Eastern Division  
bryan.siler@amwater.com  
Phone: (859) 268-6350

Timothy G Tan/CONSULT/AWWSC

To Bryan Siler/KAWC/AWWSC@AWW  
cc Brian T McDonough/CONSULT/AWWSC@AWW  
Subject Implement change to Fixed Charge Qty

10/19/2010 11:38 AM

Hi Bryan,

This communication is to inform you that the Fixed Charge Quantity application for Kentucky will be updated. The change to the application is to place a blank instead of an 'A' in the Billing Code for the Fixed Charge Detail file (UFXD)

When you have the chance to add a new record, please do check if the Billing Code will not get any letter value this time and inform me of the result so I can close the Change Request for this.

Thanks!

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:24 PM -----

From: Brian T McDonough/CONSULT/AWWSC  
To: Bryan Siler/KAWC/AWWSC@AWW  
Cc: Takisha D Walker/KAWC/AWWSC@AWW, Timothy G Tan/CONSULT/AWWSC@AWW  
Date: 10/19/2010 11:49 AM  
Subject: Re: Implement change to Fixed Charge Qty

---

Bryan,

I'll give a call later today to talk about this change. This was a flaw that caused some of the proration problems. What I corrected earlier this month was the errors that the program caused, this update corrected the flaw in the MENU program that causes the error. Note there is still a larger proration issue that affects the opening bills.

Brian McDonough  
(856)-782-2833 Office  
(609)-933-2212 Cell

Bryan Siler/KAWC/AWWSC

To Timothy G Tan/CONSULT/AWWSC@AWW  
cc Brian T McDonough/CONSULT/AWWSC@AWW, Takisha D Walker/KAWC/AWWSC@AWW  
Subject Re: Implement change to Fixed Charge Qty [Link](#)

10/19/2010 11:42 AM

I thought this had already been done. You will have to walk me through any testing of this. Thanks.

\*\*\*\*\*

Bryan Siler  
Eastern Division  
bryan.siler@amwater.com  
Phone: (859) 268-6350

Timothy G Tan/CONSULT/AWWSC

To Bryan Siler/KAWC/AWWSC@AWW  
cc Brian T McDonough/CONSULT/AWWSC@AWW  
Subject Implement change to Fixed Charge Qty

10/19/2010 11:38 AM

Hi Bryan,

This communication is to inform you that the Fixed Charge Quantity application for Kentucky will be updated. The change to the application is to place a blank instead of an 'A' in the Billing Code for the Fixed Charge Detail file (UFXD)

When you have the chance to add a new record, please do check if the Billing Code will not get any letter value this time and inform me of the result so I can close the Change Request for this.

Thanks!

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:24 PM -----

From: Beverly Horton/KAWC/AWWSC  
To: Takisha D Walker/KAWC/AWWSC@AWW, Bryan Siler/KAWC/AWWSC@AWW  
Date: [REDACTED]  
Subject: [REDACTED]

I have completed Premise #1 [REDACTED] account [REDACTED] and Premise# [REDACTED] account [REDACTED]. The new premise is [REDACTED].

Bryan you may want to check into the Water Quality fee is on the premise [REDACTED] and they are getting bill for it .

Bev  
\*\*\*\*\*

Beverly G. Horton  
2300 Richmond Rd.  
Lexington Ky 40509  
859-268-6383  
Operation Clerk  
Beverly.Horton@AMWater.com

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:24 PM -----

From: Bryan Siler/KAWC/AWWSC  
To: cdeining@lfucg.com  
Cc: "Julie Mantrom" <jmantrom@lexingtonky.gov>, "Hilori Morgan" <hmorgan@lexingtonky.gov>  
Date: 10/20/2010 08:40 AM  
Subject: Fw: [REDACTED]

Hello,

We had two premises that were killed and combined into a single new premise. One of the old premises had 1 ERU and

the other had 0. The new one is currently at 0 ERUs.

It might be interesting to see how this one flows through your process and gets changed.

Old: [Redacted]  
New: [Redacted]

\*\*\*\*\*

Bryan Siler  
Eastern Division  
bryan.siler@amwater.com  
Phone: (859) 268-6350

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:24 PM -----

From: "Scott Dickison" <sdickison@lexingtonky.gov>  
To: <Bryan.Siler@amwater.com>  
Cc: "Hilori Morgan" <hmorgan@lexingtonky.gov>, <Takisha.Walker@amwater.com>  
Date: 10/22/2010 11:58 AM  
Subject: Re: Non-mutual question

Sounds good. I'll have the update for the month to you this afternoon.

On Oct 22, 2010, at 8:32 AM, "Bryan.Siler@amwater.com" <Bryan.Siler@amwater.com> wrote:

> Scott,  
>  
> No, the premise champions are working on setting them up now. They have an  
> unusually large number of new premises to set up and are working them in  
> the order received. Our whole team is working tomorrow so hopefully we can  
> make some good progress.  
>  
> Sorry for the delay. I will send the premise numbers when they are  
> complete.

> \*\*\*\*\*

> Bryan Siler  
> Eastern Division  
> bryan.siler@amwater.com  
> Phone: (859) 268-6350

> "Scott Dickison"  
> <sdickison@lexingtonky.gov> To  
> <Bryan.Siler@amwater.com>  
> 10/21/2010 09:43 PM cc  
> "Hilori Morgan"  
> <hmorgan@lexingtonky.gov> Subject  
> Non-mutual question



>  
>  
>  
>  
>  
>  
> Hi Brian!  
>  
> Hilori had mentioned to me that we were still waiting on some non-mutuals.  
> Is there anything more that you need from us on those?  
>  
> Thanks,  
>  
> Scott Dickison, GISP  
> GIS Programmer/Analyst  
> Lexington-Fayette Urban County Government  
> Divison of Computer Services  
> 301 Lisle Industrial Ave  
> Lexington, KY 40511  
>  
> p: (859)258-3414  
> sdickison@lexingtonky.gov  
>  
>

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:24 PM -----

From: Kevin R Mixon/CALLCTR/CORP/AWWSC  
To: Bryan Siler/KAWC/AWWSC@AWW  
Date: 10/22/2010 12:51 PM  
Subject: KY acct [REDACTED]

---

Bryan,

Barb Hightower gave me two accounts she said you were concerned with - KY acct # [REDACTED]  
These were originally part of a rebill / cancel list we were given. However, after further review we ended up not doing anything with some of the accounts (these two included) because we did not see any issue at the time. I will ensure the LFUCG overcharge is taken care of for account [REDACTED] but what issue are you are seeing with account [REDACTED]

We are still running our LFUCG report twice daily to check for problems.

Kevin R. Mixon  
Billing Supervisor  
American Water CSC  
Alton, IL  
Ph: 618.433.4006  
Fax: 618.433.4328  
Kevin.Mixon@amwater.com

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:24 PM -----

From: "Hilori Morgan" <hmorgan@lexingtonky.gov>  
To: <Bryan.Siler@amwater.com>  
Date: 12/07/2010 11:40 AM  
Subject: RE: Non-Mutual Premises

---

That's fine. We catch them in January. 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: Tuesday, December 07, 2010 11:38 AM  
To: Hilori Morgan  
Subject: RE: Non-Mutual Premises

Hi Hilori,

Got a question about the 23 non-mutuals we recently set up. They are active accounts now but there were not quantities in the December billing file for them. They need to be in that file to assign the fixed charge and the quantity to bill. Should I cancel the bills that were rendered with no amount due?

\*\*\*\*\*

Bryan Siler  
Eastern Division  
bryan.siler@amwater.com  
Phone: (859) 268-6350

"Hilori Morgan"  
<hmorgan@lexingto  
nky.gov>

To <Bryan.Siler@amwater.com>

cc 12/01/2010 11:53  
AM

Subject RE: Non-Mutual Premises

I have to leave at 3:15 this afternoon, so between 1:00 and 3:00 will work for me. Are you available?

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 11:45 AM  
To: Hilori Morgan  
Subject: Re: Non-Mutual Premises

Hilori,

Can I call you this afternoon to discuss these? Just let me know when a good time will be. Thanks.

\*\*\*\*\*

Bryan Siler  
Eastern Division  
bryan.siler@amwater.com  
Phone: (859) 268-6350

"Hilori Morgan"  
<hmorgan@lexingto  
nky.gov>  
To <Bryan.Siler@amwater.com>  
11/30/2010 12:19  
cc PM  
Subject Non-Mutual Premises

Bryan,

On September 21, I sent you a request for the creation of some new non-mutuals. Some of the non-mutuals were created and some were not as KAWC had some questions. I responded back on October 25 requesting that the majority of the remaining parcels be issued non-mutual premises. I have not heard back and the non-mutuals have not been created. Can you please tell me the status of these non-mutuals? I have attached a copy of the response I sent on October 25, 2010 (There were a couple of slight changes that I made today).

Thanks!  
Hilori

Thank you,

Hilori Morgan  
LFUCG Division of Water Quality  
301 Lisle Industrial Avenue  
Lexington, KY 40511  
859.425.2507 direct line  
hmorgan@lexingtonky.gov

[attachment "Non Mutal Response 1.xls" deleted by Bryan Siler/KAWC/AWWSC]

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:24 PM -----

From: Bryan Siler/KAWC/AWWSC  
To: "Hilori Morgan" <hmorgan@lexingtonky.gov>@AWX  
Cc: Takisha D Walker/KAWC/AWWSC@AWW  
Date: 12/07/2010 11:42 AM  
Subject: RE: Non-Mutual Premises

---

Okay, thanks.

\*\*\*\*\*

Bryan Siler  
Eastern Division  
bryan.siler@amwater.com  
Phone: (859) 268-6350

"Hilori Morgan" <hmorgan@lexingtonky.gov>

To <Bryan.Siler@amwater.com>

cc

12/07/2010 11:39 AM

Subject RE: Non-Mutual Premises

That's fine. We catch them in January. 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: Tuesday, December 07, 2010 11:38 AM

To: Hilori Morgan

Subject: RE: Non-Mutual Premises

Hi Hilori,

Got a question about the 23 non-mutuals we recently set up. They are active accounts now but there were not quantities in the December billing file for them. They need to be in that file to assign the fixed charge and the quantity to bill. Should I cancel the bills that were rendered with no amount due?

\*\*\*\*\*

Bryan Siler  
Eastern Division  
bryan.siler@amwater.com  
Phone: (859) 268-6350

"Hilori Morgan"  
<hmorgan@lexingto  
nky.gov>

To

<Bryan.Siler@amwater.com>

12/01/2010 11:53

cc

AM

Subject

RE: Non-Mutual Premises

I have to leave at 3:15 this afternoon, so between 1:00 and 3:00 will work for me. Are you available?

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 11:45 AM  
To: Hilori Morgan  
Subject: Re: Non-Mutual Premises

Hilori,

Can I call you this afternoon to discuss these? Just let me know when a good time will be. Thanks.

\*\*\*\*\*  
Bryan Siler  
Eastern Division  
bryan.siler@amwater.com  
Phone: (859) 268-6350

"Hilori Morgan"

<hmorgan@lexingto

To nky.gov>  
<Bryan.Siler@amwater.com>  
11/30/2010 12:19  
cc PM  
Subject Non-Mutual Premises

Bryan,

On September 21, I sent you a request for the creation of some new non-mutuals. Some of the non-mutuals were created and some were not as KAWC had some questions. I responded back on October 25 requesting that the majority of the remaining parcels be issued non-mutual premises. I have not heard back and the non-mutuals have not been created. Can you please tell me the status of these non-mutuals? I have attached a copy of the response I sent on October 25, 2010 (There were a couple of slight changes that I made today).

Thanks!  
Hilori

Thank you,

Hilori Morgan  
LFUCG Division of Water Quality  
301 Lisle Industrial Avenue  
Lexington, KY 40511  
859.425.2507 direct line  
hmorgan@lexingtonky.gov

[attachment "Non Mutal Response 1.xls" deleted by Bryan Siler/KAWC/AWWSC]

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:24 PM -----

From: "Hilori Morgan" <hmorgan@lexingtonky.gov>  
To: "Cassie Felty" <mfelty@lexingtonky.gov>, "Julie Mantram" <jmantram@lexingtonky.gov>, "Candice Deininger" <cdeining@lexingtonky.gov>, <Bryan.Siler@amwater.com>, <Takisha.Walker@amwater.com>  
Date: 12/09/2010 11:47 AM  
Subject: Sample Pre-Collections Letter

---

Good morning,

We have a meeting coming up on Monday, December 13, and I wanted to provide all of you with a copy of the proposed letter that we will be sending to non-mutual customers prior to turning their accounts over to the collection agency. Since we were unable to get a suitable local address that could be used for payments generated from this letter, I have used the Water Quality address at Town Branch as the return address.

Please review the attached letter and let me know if you have any recommendations, corrections, or comments.

Thank you,

*Hilori Morgan*

LFUCG Division of Water Quality  
301 Lisle Industrial Avenue  
Lexington, KY 40511  
859.425.2507 direct line  
[hmorgan@lexingtonky.gov](mailto:hmorgan@lexingtonky.gov)

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:24 PM -----

From: Takisha D Walker/KAWC/AWWSC  
To: "Hilori Morgan" <hmorgan@lexingtonky.gov>@AWX  
Cc: Bryan.Siler@amwater.com, "Candice Deininger" <cdeining@lexingtonky.gov>, "Julie Mantram" <jmantram@lexingtonky.gov>, "Cassie Felty" <mfelty@lexingtonky.gov>  
Date: 12/10/2010 04:10 PM  
Subject: Re: Sample Pre-Collections Letter

---

Hello Hilori,

Bryan is out of the office today and will return on Monday. He will follow-up with you Monday upon his return. What time is your meeting on Monday so we can provide you with any feedback prior to that meeting?

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.

"Hilori Morgan" <hmorgan@lexingtonky.gov>

12/09/2010 11:46 AM

To "Cassie Felty" <mfelty@lexingtonky.gov>, "Julie Mantram" <jmantram@lexingtonky.gov>, "Candice Deininger" <cdeining@lexingtonky.gov>, <Bryan.Siler@amwater.com>, <Takisha.Walker@amwater.com>

cc

Subject Sample Pre-Collections Letter



Good morning,

We have a meeting coming up on Monday, December 13, and I wanted to provide all of you with a copy of the proposed letter that we will be sending to non-mutual customers prior to turning their accounts over to the collection agency. Since we were unable to get a suitable local address that could be used for payments generated from this letter, I have used the Water Quality address at Town Branch as the return address.

Please review the attached letter and let me know if you have any recommendations, corrections, or comments.

Thank you,

*Hilori Morgan*

LFUCG Division of Water Quality  
301 Lisle Industrial Avenue  
Lexington, KY 40511  
859.425.2507 direct line  
[hmorgan@lexingtonky.gov](mailto:hmorgan@lexingtonky.gov)

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:24 PM -----

From: Deidra S Hayden/KAWC/AWWSC  
To: Bryan Siler/KAWC/AWWSC@AWW  
Cc: Takisha D Walker/KAWC/AWWSC@AWW  
Date: 12/16/2010 04:17 PM  
Subject: Re: Fw: Non-Mutual Premises

---

Done

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**

12/01/2010 03:05 PM

To Deidra S Hayden/KAWC/AWWSC@AWW  
cc Takisha D Walker/KAWC/AWWSC@AWW  
Subject Fw: Non-Mutual Premises

Deidra,

Can you correct the setup of these? Some were set up and billed incorrectly.

Thanks.

\*\*\*\*\*

Bryan Siler  
Eastern Division  
bryan.siler@amwater.com  
Phone: (859) 268-6350

----- Forwarded by Bryan Siler/KAWC/AWWSC on 12/01/2010 02:56 PM -----

"Hilori Morgan" <hmorgan@lexingtonky.gov>

To <Bryan.Siler@amwater.com>

cc

11/30/2010 12:19 PM

Subject Non-Mutual Premises

Bryan,

On September 21, I sent you a request for the creation of some new non-mutuals. Some of the non-mutuals were created and some were not as KAWC had some questions. I responded back on October 25 requesting that the majority of the remaining parcels be issued non-mutual premises. I have not heard back and the non-mutuals have not been created. Can you please tell me the status of these non-mutuals? I have attached a copy of the response I sent on October 25, 2010 (There were a couple of slight changes that I made today).

Thanks!  
Hilori

Thank you,

*Hilori Morgan*  
LFUCG Division of Water Quality  
301 Lisle Industrial Avenue  
Lexington, KY 40511  
859.425.2507 direct line  
[hmorgan@lexingtonky.gov](mailto:hmorgan@lexingtonky.gov)

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:24 PM -----

From: Bryan Siler/KAWC/AWWSC  
To: Bryan Siler/KAWC/AWWSC@AWW  
Date: 12/17/2010 09:19 AM  
Subject: Fw: Non-Mutual Premises

---

\*\*\*\*\*

Bryan Siler  
Eastern Division  
bryan.siler@amwater.com  
Phone: (859) 268-6350

----- Forwarded by Bryan Siler/KAWC/AWWSC on 12/17/2010 09:19 AM -----

**Bryan Siler/KAWC/AWWSC**

To "Hilori Morgan" <hmorgan@lexingtonky.gov>

cc

Subject Fw: Non-Mutual Premises

12/17/2010 09:18 AM

Hilori,

Please 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 12/17/2010 09:17 AM -----

**Deidra S Hayden/KAWC/AWWSC**

To Bryan Siler/KAWC/AWWSC@AWW

cc Takisha D Walker/KAWC/AWWSC@AWW

Subject Re: Fw: Non-Mutual Premises [Link](#)

12/16/2010 04:17 PM

Done

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**

To Deidra S Hayden/KAWC/AWWSC@AWW

cc Takisha D Walker/KAWC/AWWSC@AWW

Subject Fw: Non-Mutual Premises

12/01/2010 03:05 PM

Deidra,

Can you correct the setup of these? Some were set up and billed incorrectly.

Thanks.

\*\*\*\*\*

Bryan Siler  
Eastern Division  
bryan.siler@amwater.com  
Phone: (859) 268-6350

----- Forwarded by Bryan Siler/KAWC/AWWSC on 12/01/2010 02:56 PM -----

"Hilori Morgan" <hmorgan@lexingtonky.gov>

To <Bryan.Siler@amwater.com>

cc

11/30/2010 12:19 PM

Subject Non-Mutual Premises

Bryan,

On September 21, I sent you a request for the creation of some new non-mutuals. Some of the non-mutuals were created and some were not as KAWC had some questions. I responded back on October 25 requesting that the majority of the remaining parcels be issued non-mutual premises. I have not heard back and the non-mutuals have not been created. Can you please tell me the status of these non-mutuals? I have attached a copy of the response I sent on October 25, 2010 (There were a couple of slight changes that I made today).

Thanks!  
Hilori

Thank you,

*Hilori Morgan*

LFUCG Division of Water Quality  
301 Lisle Industrial Avenue  
Lexington, KY 40511  
859.425.2507 direct line  
[hmorgan@lexingtonky.gov](mailto:hmorgan@lexingtonky.gov)

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:24 PM -----

From: "Hilori Morgan" <hmorgan@lexingtonky.gov>  
To: <Bryan.Siler@amwater.com>  
Date: 12/17/2010 09:31 AM  
Subject: RE: Non-Mutual Premises

---

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: Friday, December 17, 2010 9:19 AM  
To: Hilori Morgan  
Subject: Fw: Non-Mutual Premises

Hilori,

Please let me know if you have any questions.

(See attached file: 3557\_001.pdf)

\*\*\*\*\*

Bryan Siler  
Eastern Division  
bryan.siler@amwater.com  
Phone: (859) 268-6350

----- Forwarded by Bryan Siler/KAWC/AWWSC on 12/17/2010 09:17 AM -----

Deidra S

Hayden/KAWC/AWWSC

To 12/16/2010 04:17 Bryan Siler/KAWC/AWWSC@AWW  
PM  
cc Takisha D Walker/KAWC/AWWSC@AWW  
Subject Re: Fw: Non-Mutual Premises  
(Document link: Bryan Siler)

Done

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

To 12/01/2010 03:05 Deidra S Hayden/KAWC/AWWSC@AWW

PM

cc Takisha D Walker/KAWC/AWWSC@AWW

Subject Fw: Non-Mutual Premises

Deidra,

Can you correct the setup of these? Some were set up and billed incorrectly.

Thanks.

\*\*\*\*\*

Bryan Siler  
Eastern Division  
bryan.siler@amwater.com  
Phone: (859) 268-6350

----- Forwarded by Bryan Siler/KAWC/AWWSC on 12/01/2010 02:56 PM -----

"Hilori Morgan"

<hmorgan@lexingto  
nky.gov>  
To <Bryan.Siler@amwater.com>  
11/30/2010 12:19  
cc PM  
Subject Non-Mutual Premises

Bryan,

On September 21, I sent you a request for the creation of some new non-mutuals. Some of the non-mutuals were created and some were not as KAWC had some questions. I responded back on October 25 requesting that the majority of the remaining parcels be issued non-mutual premises. I have not heard back and the non-mutuals have not been created. Can you please tell me the status of these non-mutuals? I have attached a copy of the response I sent on October 25, 2010 (There were a couple of slight changes that I made today).

Thanks!  
Hilori

Thank you,

Hilori Morgan  
LFUCG Division of Water Quality  
301 Lisle Industrial Avenue  
Lexington, KY 40511  
859.425.2507 direct line  
hmorgan@lexingtonky.gov

(See attached file: Non Mutal Response 1.xls)

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:24 PM -----

From: "Hilori Morgan" <hmorgan@lexingtonky.gov>  
To: <Bryan.Siler@amwater.com>

Date: 12/17/2010 10:03 AM  
Subject: RE: Non-Mutual Premises

For premise [REDACTED] - can we move that to [REDACTED]  
The parcel [REDACTED] hanged dramatically on this block, so I believe  
that I provided the incorrect information. What was once one large  
parcel, is now a bunch of little ones.

Thanks!  
Hilori

Thank you,

Hilori Morgan  
LFUCG Division of Water Quality  
301 Lisle Industrial Avenue  
Lexington, KY 40511  
859.425.2507 direct line  
hmorgan@lexingtonky.gov

-----Original Message-----

From: Bryan.Siler@amwater.com [<mailto:Bryan.Siler@amwater.com>]  
Sent: Friday, December 17, 2010 9:19 AM  
To: Hilori Morgan  
Subject: Fw: Non-Mutual Premises

Hilori,

Please let me know if you have any questions.

(See attached file: 3557\_001.pdf)

\*\*\*\*\*

Bryan Siler  
Eastern Division  
bryan.siler@amwater.com  
Phone: (859) 268-6350

----- Forwarded by Bryan Siler/KAWC/AWWSC on 12/17/2010 09:17 AM -----

Deidra S

Hayden/KAWC/AWWSC

To 12/16/2010 04:17 Bryan Siler/KAWC/AWWSC@AWW

PM

cc Takisha D Walker/KAWC/AWWSC@AWW

Subject



Re: Fw: Non-Mutual Premises

(Document link: Bryan Siler)

Done

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

To

12/01/2010 03:05

Deidra S Hayden/KAWC/AWWSC@AWW

PM

cc

Takisha D Walker/KAWC/AWWSC@AWW

Subject

Fw: Non-Mutual Premises

Deidra,

Can you correct the setup of these? Some were set up and billed incorrectly.

Thanks.

\*\*\*\*\*  
Bryan Siler  
Eastern Division  
bryan.siler@amwater.com  
Phone: (859) 268-6350

----- Forwarded by Bryan Siler/KAWC/AWWSC on 12/01/2010 02:56 PM -----

"Hilori Morgan"

<hmorgan@lexingto

nky.gov>

To

<Bryan.Siler@amwater.com>

11/30/2010 12:19

cc

PM

Subject

Non-Mutual Premises

Bryan,

On September 21, I sent you a request for the creation of some new non-mutuals. Some of the non-mutuals were created and some were not as KAWC had some questions. I responded back on October 25 requesting that the majority of the remaining parcels be issued non-mutual premises. I have not heard back and the non-mutuals have not been created. Can you please tell me the status of these non-mutuals? I have attached a copy

of  
the response I sent on October 25, 2010 (There were a couple of slight  
changes that I made today).

Thanks!  
Hilori

Thank you,

Hilori Morgan  
LFUCG Division of Water Quality  
301 Lisle Industrial Avenue  
Lexington, KY 40511  
859.425.2507 direct line  
hmorgan@lexingtonky.gov

(See attached file: Non Mutal Response 1.xls)

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:24 PM -----

From: Deidra S Hayden/KAWC/AWWSC  
To: Bryan Siler/KAWC/AWWSC@AWW  
Date: 12/17/2010 11:07 AM  
Subject: Re: Fw: Non-Mutual Premises

---

Premise address has been changed

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**

12/17/2010 10:59 AM

To Deidra S Hayden/KAWC/AWWSC@AWW  
cc  
Subject Fw: Non-Mutual Premises

Deidra,

Can you make this change?

\*\*\*\*\*

Bryan Siler  
Eastern Division  
bryan.siler@amwater.com  
Phone: (859) 268-6350

----- Forwarded by Bryan Siler/KAWC/AWWSC on 12/17/2010 10:59 AM -----

"Hilori Morgan" <hmorgan@lexingtonky.gov>

To <Bryan.Siler@amwater.com>

cc

Subject RE: Non-Mutual Premises

12/17/2010 10:03 AM

For premise [REDACTED] - can we move that to [REDACTED]  
The parcel 1 [REDACTED] hanged dramatically on this block, so I believe  
that I provided the incorrect information. What was once one large  
parcel, is now a bunch of little ones.

Thanks!

Hilori

Thank you,

Hilori Morgan  
LFUCG Division of Water Quality  
301 Lisle Industrial Avenue  
Lexington, KY 40511  
859.425.2507 direct line  
hmorgan@lexingtonky.gov

-----Original Message-----

From: Bryan.Siler@amwater.com [<mailto:Bryan.Siler@amwater.com>]  
Sent: Friday, December 17, 2010 9:19 AM  
To: Hilori Morgan  
Subject: Fw: Non-Mutual Premises

Hilori,

Please let me know if you have any questions.

(See attached file: 3557\_001.pdf)

\*\*\*\*\*  
Bryan Siler  
Eastern Division  
bryan.siler@amwater.com  
Phone: (859) 268-6350

----- Forwarded by Bryan Siler/KAWC/AWWSC on 12/17/2010 09:17 AM -----

Deidra S

Hayden/KAWC/AWWSC

To

12/16/2010 04:17

Bryan Siler/KAWC/AWWSC@AWW

PM

cc

Takisha D Walker/KAWC/AWWSC@AWW

Subject

Re: Fw: Non-Mutual Premises

(Document link: Bryan Siler)

Done

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

To

12/01/2010 03:05

Deidra S Hayden/KAWC/AWWSC@AWW

PM

cc

Takisha D Walker/KAWC/AWWSC@AWW

Subject

Fw: Non-Mutual Premises

Deidra,

Can you correct the setup of these? Some were set up and billed incorrectly.

Thanks.

\*\*\*\*\*  
Bryan Siler  
Eastern Division  
bryan.siler@amwater.com  
Phone: (859) 268-6350

----- Forwarded by Bryan Siler/KAWC/AWWS on 12/01/2010 02:56 PM -----

"Hilori Morgan"  
<hmorgan@lexingto  
nky.gov>  
To <Bryan.Siler@amwater.com>  
11/30/2010 12:19  
cc PM  
Subject Non-Mutual Premises

Bryan,

On September 21, I sent you a request for the creation of some new

non-mutuals. Some of the non-mutuals were created and some were not as KAWC had some questions. I responded back on October 25 requesting that the majority of the remaining parcels be issued non-mutual premises. I have not heard back and the non-mutuals have not been created. Can you please tell me the status of these non-mutuals? I have attached a copy of the response I sent on October 25, 2010 (There were a couple of slight changes that I made today).

Thanks!  
Hilori

Thank you,

Hilori Morgan  
LFUCG Division of Water Quality  
301 Lisle Industrial Avenue  
Lexington, KY 40511  
859.425.2507 direct line  
hmorgan@lexingtonky.gov

(See attached file: Non Mutal Response 1.xls)

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:24 PM -----

From: "Hilori Morgan" <hmorgan@lexingtonky.gov>  
To: <Bryan.Siler@amwater.com>  
Date: 12/17/2010 11:13 AM  
Subject: RE: Non-Mutual Premises

---

Thank you!

Have a Merry Christmas!

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: Friday, December 17, 2010 11:11 AM  
To: Hilori Morgan  
Subject: Fw: Non-Mutual Premises

Hilori,

This has been changed.

\*\*\*\*\*

Bryan Siler  
Eastern Division  
bryan.siler@amwater.com  
Phone: (859) 268-6350

----- Forwarded by Bryan Siler/KAWC/AWWSC on 12/17/2010 11:10 AM -----

Deidra S

Hayden/KAWC/AWWSC

To 12/17/2010 11:07 AM Bryan Siler/KAWC/AWWSC@AWW

cc

Subject Re: Fw: Non-Mutual Premises  
(Document link: Bryan Siler)

Premise address has been changed

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



To 12/17/2010 10:59 AM Deidra S Hayden/KAWC/AWWS@AWW

cc

Subject Fw: Non-Mutual Premises

Deidra,

Can you make this change?

\*\*\*\*\*

Bryan Siler  
Eastern Division  
bryan.siler@amwater.com  
Phone: (859) 268-6350

----- Forwarded by Bryan Siler/KAWC/AWWS on 12/17/2010 10:59 AM -----

"Hilori Morgan"

<hmorgan@lexingto

nky.gov>

To <Bryan.Siler@amwater.com>

12/17/2010 10:03

cc AM

Subject RE: Non-Mutual Premises

For premise [REDACTED] - can we move that to [REDACTED]  
The parcel I [REDACTED] changed dramatically on this block, so I believe  
that I provided the incorrect information. What was once one large  
parcel, is now a bunch of little ones.

Thanks!  
Hilori

Thank you,

Hilori Morgan  
LFUCG Division of Water Quality  
301 Lisle Industrial Avenue  
Lexington, KY 40511  
859.425.2507 direct line  
hmorgan@lexingtonky.gov

-----Original Message-----

From: Bryan.Siler@amwater.com [<mailto:Bryan.Siler@amwater.com>]  
Sent: Friday, December 17, 2010 9:19 AM  
To: Hilori Morgan  
Subject: Fw: Non-Mutual Premises

Hilori,

Please let me know if you have any questions.

(See attached file: 3557\_001.pdf)

\*\*\*\*\*

Bryan Siler  
Eastern Division  
bryan.siler@amwater.com  
Phone: (859) 268-6350

----- Forwarded by Bryan Siler/KAWC/AWWSC on 12/17/2010 09:17 AM -----

Deidra S

Hayden/KAWC/AWWSC

To  
12/16/2010 04:17

Bryan Siler/KAWC/AWWSC@AWW

PM

cc

Takisha D Walker/KAWC/AWWSC@AWW

Subject

Re: Fw: Non-Mutual Premises

(Document link: Bryan Siler)

Done

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

To

12/01/2010 03:05

Deidra S Hayden/KAWC/AWWSC@AWW

PM

cc

Takisha D Walker/KAWC/AWWSC@AWW

Subject

Fw: Non-Mutual Premises

Deidra,

Can you correct the setup of these? Some were set up and billed incorrectly.

Thanks.

\*\*\*\*\*  
Bryan Siler  
Eastern Division  
bryan.siler@amwater.com  
Phone: (859) 268-6350

----- Forwarded by Bryan Siler/KAWC/AWWSC on 12/01/2010 02:56 PM -----

"Hilori Morgan"  
<hmorgan@lexingto  
nky.gov>  
To <Bryan.Siler@amwater.com>  
11/30/2010 12:19  
cc PM  
Subject Non-Mutual Premises

Bryan,

On September 21, I sent you a request for the creation of some new non-mutuals. Some of the non-mutuals were created and some were not as KAWC had some questions. I responded back on October 25 requesting that the majority of the remaining parcels be issued non-mutual premises. I have not heard back and the non-mutuals have not been created. Can you please tell me the status of these non-mutuals? I have attached a copy of the response I sent on October 25, 2010 (There were a couple of slight changes that I made today).

Thanks!  
Hilori

Thank you,

Hilori Morgan  
LFUCG Division of Water Quality  
301 Lisle Industrial Avenue  
Lexington, KY 40511  
859.425.2507 direct line  
hmorgan@lexingtonky.gov

(See attached file: Non Mutal Response 1.xls)

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:24 PM -----

From: "Hilori Morgan" <hmorgan@lexingtonky.gov>  
To: <Bryan.Siler@amwater.com>, <Takisha.Walker@amwater.com>  
Date: 12/20/2010 10:36 AM  
Subject: FW: Non-Mutual Premises

---

Bryan,

I know you are out of the office this week, but could you please take care of this as soon as you get back. I sent this request on August 12, 2010, and the non-mutuals still have not been created.

I hope you had a wonderful holiday. 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](mailto:hmorgan@lexingtonky.gov)

---

**From:** Hilori Morgan  
**Sent:** Thursday, August 12, 2010 11:42 AM  
**To:** 'Bryan.Siler@amwater.com'  
**Subject:** Non-Mutual Premises

Bryan,

I have attached another spreadsheet with some parcels that require a non-mutual premise to be created.

If you have any questions, please let me know.

Thanks!

Hilori

Thank you,

Hilori Morgan  
LFUCG Division of Water Quality  
301 Lisle Industrial Avenue  
Lexington, KY 40511  
859.425.2507 direct line  
859.425.2400 main line

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:24 PM -----

From: Kevin R Mixon/CALLCTR/CORP/AWWSC  
To: Bryan Siler/KAWC/AWWSC@AWW  
Cc: Takisha D Walker/KAWC/AWWSC@AWW, Asia L Newby/CALLCTR/CORP/AWWSC@AWW  
Date: 12/21/2010 11:25 AM  
Subject: Re: On which day will we render bills dated on or after January 1, 2011?

---

Bryan,

I have asked Asia to verify this. She will respond shortly.

Kevin R. Mixon  
Billing Supervisor  
American Water CSC  
Alton, IL  
Ph: 618.433.4006  
Fax: 618.433.4328  
Kevin.Mixon@amwater.com

**Bryan Siler/KAWC/AWWSC**

12/17/2010 05:12 PM

To Kevin R Mixon/CALLCTR/CORP/AWWSC@AWW  
cc Takisha D Walker/KAWC/AWWSC@AWW  
Subject Re: On which day will we render bills dated on or after January 1, 2011? [Link](#)

Kevin,

It is my understanding that route 100 will be the first route billed in 2011 with a bill date of 1/3/2011 and these bills will be rendered on 12/30/2010 which is when I will process the LFUCG update for the storm water fee. If this is not the case please let Takisha and I know.

Thanks and Merry Christmas!!!

\*\*\*\*\*

Bryan Siler  
Eastern Division  
bryan.siler@amwater.com  
Phone: (859) 268-6350

**Kevin R Mixon/CALLCTR/CORP/AWWSC**

12/17/2010 02:11 PM

To Bryan Siler/KAWC/AWWSC@AWW  
cc Takisha D Walker/KAWC/AWWSC@AWW  
Subject Re: On which day will we render bills dated on or after January 1, 2011? [Link](#)

Can you give me the route numbers this will affect? Then I can check route master.

Kevin R. Mixon  
Billing Supervisor  
American Water CSC  
Alton, IL  
Ph: 618.433.4006  
Fax: 618.433.4328  
Kevin.Mixon@amwater.com

**Bryan Siler/KAWC/AWWSC**

12/17/2010 12:35 PM

To Kevin R Mixon/CALLCTR/CORP/AWWSC@AWW  
cc Takisha D Walker/KAWC/AWWSC@AWW  
Subject On which day will we render bills dated on or after January 1, 2011?

Kevin,

I am needing to verify the date I need to run the update for the LFUCG Storm Water Fee. It needs to be on the first bills dated 2011.

Thanks.

\*\*\*\*\*

Bryan Siler  
Eastern Division  
bryan.siler@amwater.com  
Phone: (859) 268-6350

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:24 PM -----

From: Kevin R Mixon/CALLCTR/CORP/AWWSC  
To: Bryan Siler/KAWC/AWWSC@AWW  
Cc: Asia L Newby/CALLCTR/CORP/AWWSC@AWW, Takisha D Walker/KAWC/AWWSC@AWW  
Date: 12/21/2010 11:32 AM  
Subject: Re: On which day will we render bills dated on or after January 1, 2011?

Bryan, it appears routes 100, 101, and 102 will be the first routes to bill in 2011.

Kevin R. Mixon  
Billing Supervisor  
American Water CSC  
Alton, IL  
Ph: 618.433.4006  
Fax: 618.433.4328  
Kevin.Mixon@amwater.com

**Kevin R Mixon/CALLCTR/CORP/AWWSC**

12/21/2010 10:25 AM

To Bryan Siler/KAWC/AWWSC  
cc Takisha D Walker/KAWC/AWWSC@AWW, Asia L  
Newby/CALLCTR/CORP/AWWSC@AWW  
Subject Re: On which day will we render bills dated on or after January 1, 2011? [Link](#)

Bryan,

I have asked Asia to verify this. She will respond shortly.

Kevin R. Mixon  
Billing Supervisor  
American Water CSC  
Alton, IL  
Ph: 618.433.4006  
Fax: 618.433.4328  
Kevin.Mixon@amwater.com

**Bryan Siler/KAWC/AWWSC**

12/17/2010 05:12 PM

To Kevin R Mixon/CALLCTR/CORP/AWWSC@AWW  
cc Takisha D Walker/KAWC/AWWSC@AWW  
Subject Re: On which day will we render bills dated on or after January 1, 2011? [Link](#)

Kevin,

It is my understanding that route 100 will be the first route billed in 2011 with a bill date of 1/3/2011 and these bills will be rendered on 12/30/2010 which is when I will process the LFUCG update for the storm water fee. If this is not the case please let Takisha and I know.

Thanks and Merry Christmas!!!

\*\*\*\*\*  
Bryan Siler  
Eastern Division  
bryan.siler@amwater.com  
Phone: (859) 268-6350



Kevin R Mixon/CALLCTR/CORP/AWWSC

To Bryan Siler/KAWC/AWWSC@AWW

cc Takisha D Walker/KAWC/AWWSC@AWW

12/17/2010 02:11 PM

Subject Re: On which day will we render bills dated on or after January 1, 2011? [Link](#)

Can you give me the route numbers this will affect? Then I can check route master.

Kevin R. Mixon  
Billing Supervisor  
American Water CSC  
Alton, IL  
Ph: 618.433.4006  
Fax: 618.433.4328  
Kevin.Mixon@amwater.com

Bryan Siler/KAWC/AWWSC

To Kevin R Mixon/CALLCTR/CORP/AWWSC@AWW

cc Takisha D Walker/KAWC/AWWSC@AWW

12/17/2010 12:35 PM

Subject On which day will we render bills dated on or after January 1, 2011?

Kevin,

I am needing to verify the date I need to run the update for the LFUCG Storm Water Fee. It needs to be on the first bills dated 2011.

Thanks.

\*\*\*\*\*

Bryan Siler  
Eastern Division  
bryan.siler@amwater.com  
Phone: (859) 268-6350

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:24 PM -----

From: Keith L Cartier/KAWC/AWWSC  
To: Takisha D Walker/KAWC/AWWSC@AWW  
Cc: Bryan Siler/KAWC/AWWSC@AWW  
Date: 12/23/2010 10:33 AM  
Subject: Re: Fw: House Passes Bill to Require Federal Government to Pay Stormwater Fees -- Ready for President's Signature

Got it. Thanks.

Keith Cartier  
Vice President, Operations  
Kentucky American Water

1 859 268 6324 Office  
1 859 321 9803 Cell  
keith.cartier@amwater.com

**Takisha D Walker/KAWC/AWWSC**

12/23/2010 10:27 AM

To Keith L Cartier/KAWC/AWWSC@AWW  
cc Bryan Siler/KAWC/AWWSC@AWW  
Subject Re: Fw: House Passes Bill to Require Federal Government to Pay Stormwater Fees --  
Ready for President's Signature [Link](#)

Hello Keith,

They are currently being billed, however they were disputing and not paying so LFUCG requested we place their account on a hold to prevent any collection activity. Since the collection changes we recently implemented, we will no longer need to place accounts on hold due to issues with stormwater charges because they are not included in our disconnect process.

Please let me know if you have any additional questions.

Thanks

Takisha Walker, Customer Service Advocate  
Kentucky American Water  
(O) 859-268-6313  
(M) 859-361-8981  
(F) 859-268-6315  
takisha.walker@amwater.com  
We Care About Water. It's What We Do.

**Keith L Cartier/KAWC/AWWSC**

12/23/2010 10:20 AM

To Takisha D Walker/KAWC/AWWSC@AWW, Bryan Siler/KAWC/AWWSC@AWW  
cc  
Subject Fw: House Passes Bill to Require Federal Government to Pay Stormwater Fees --  
Ready for President's Signature

Just a heads up. LFUCG is likely to be on us to move quickly for the federal facilities around here.

Keith Cartier  
Vice President, Operations  
Kentucky American Water  
1 859 268 6324 Office  
1 859 321 9803 Cell  
keith.cartier@amwater.com

----- Forwarded by Keith L Cartier/KAWC/AWWSC on 12/23/2010 10:19 AM -----

**REDACTED - PRIVILEGED**

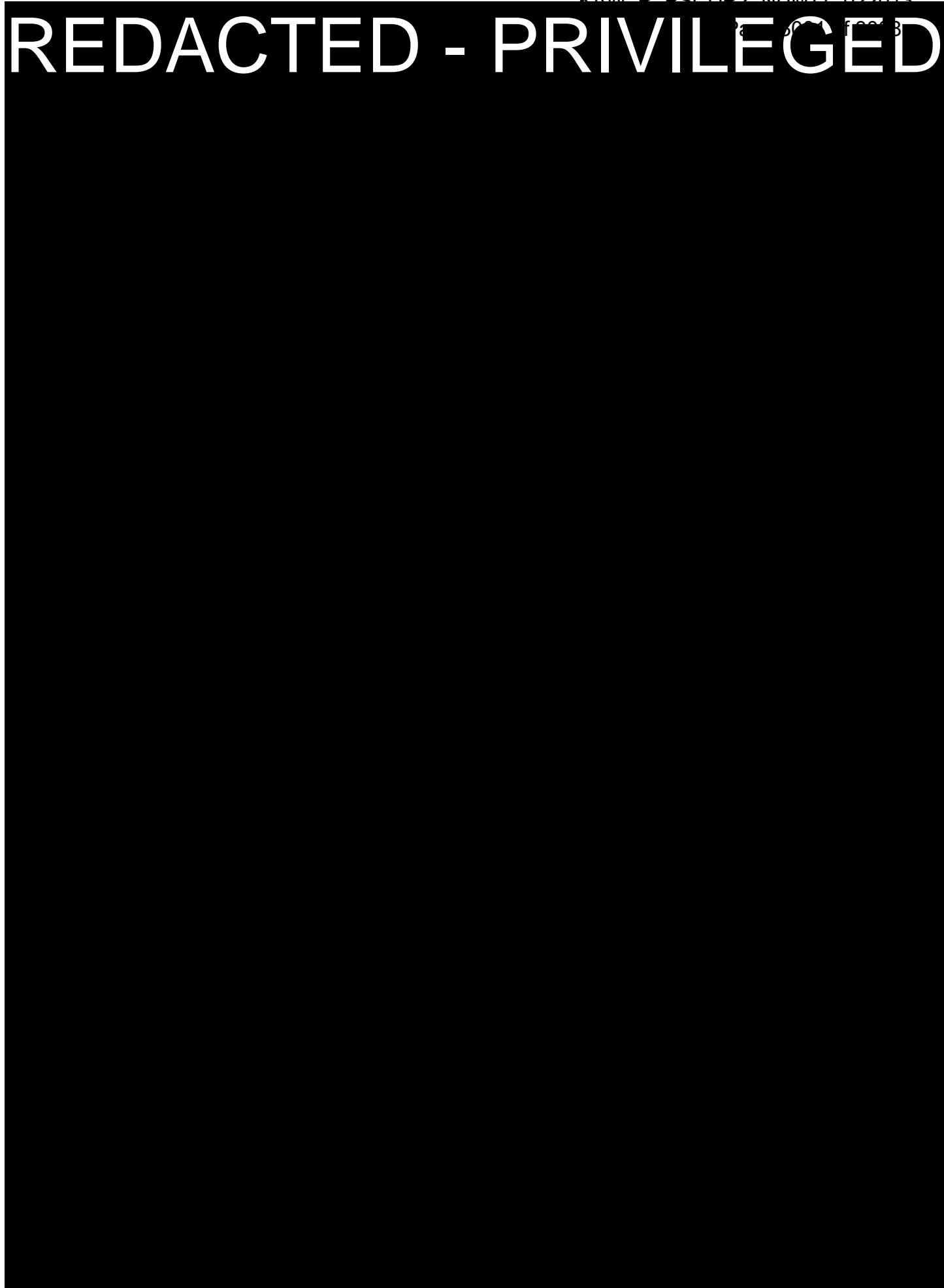
**REDACTED - PRIVILEGED**



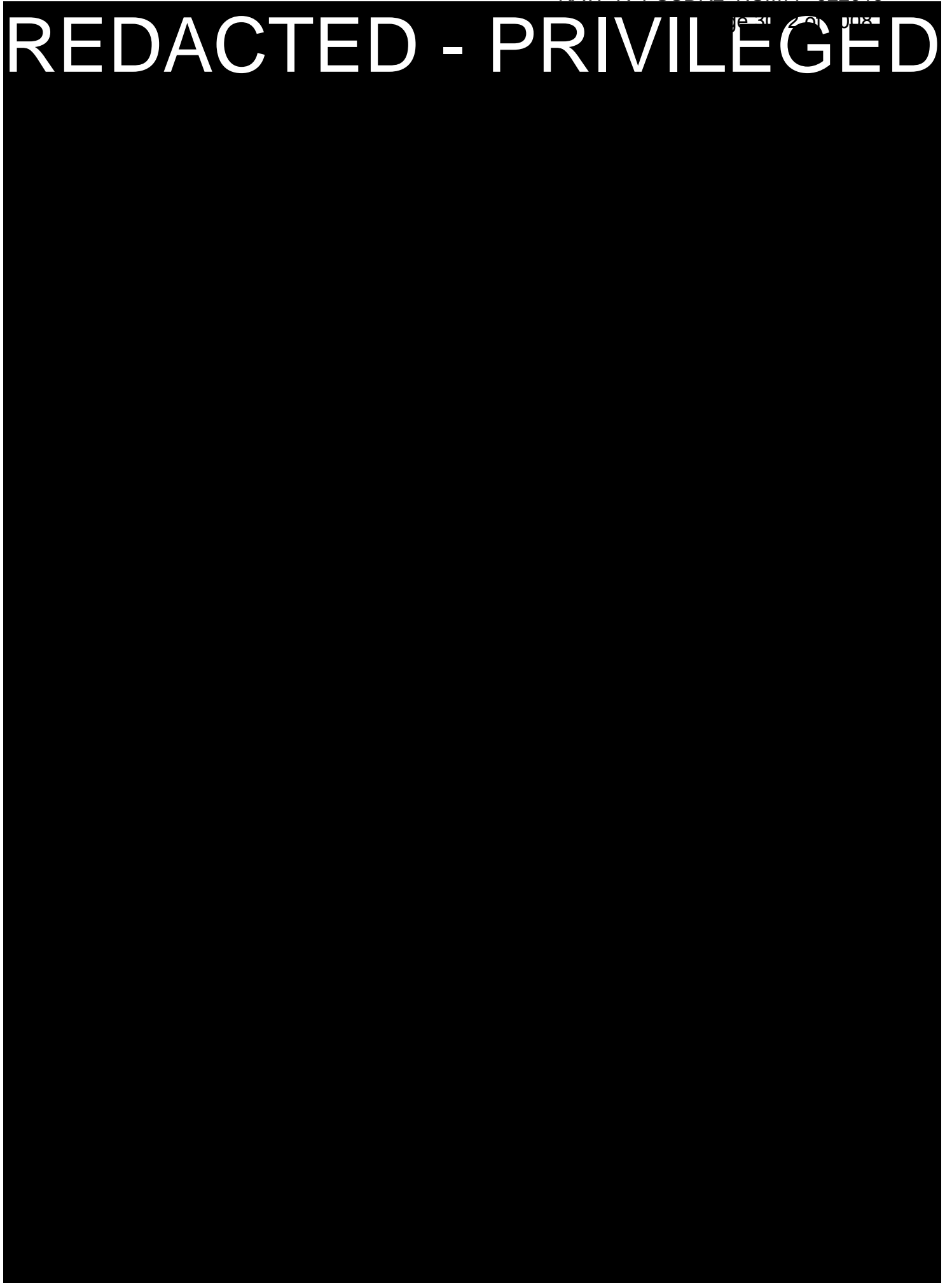
REDACTED - PRIVILEGED



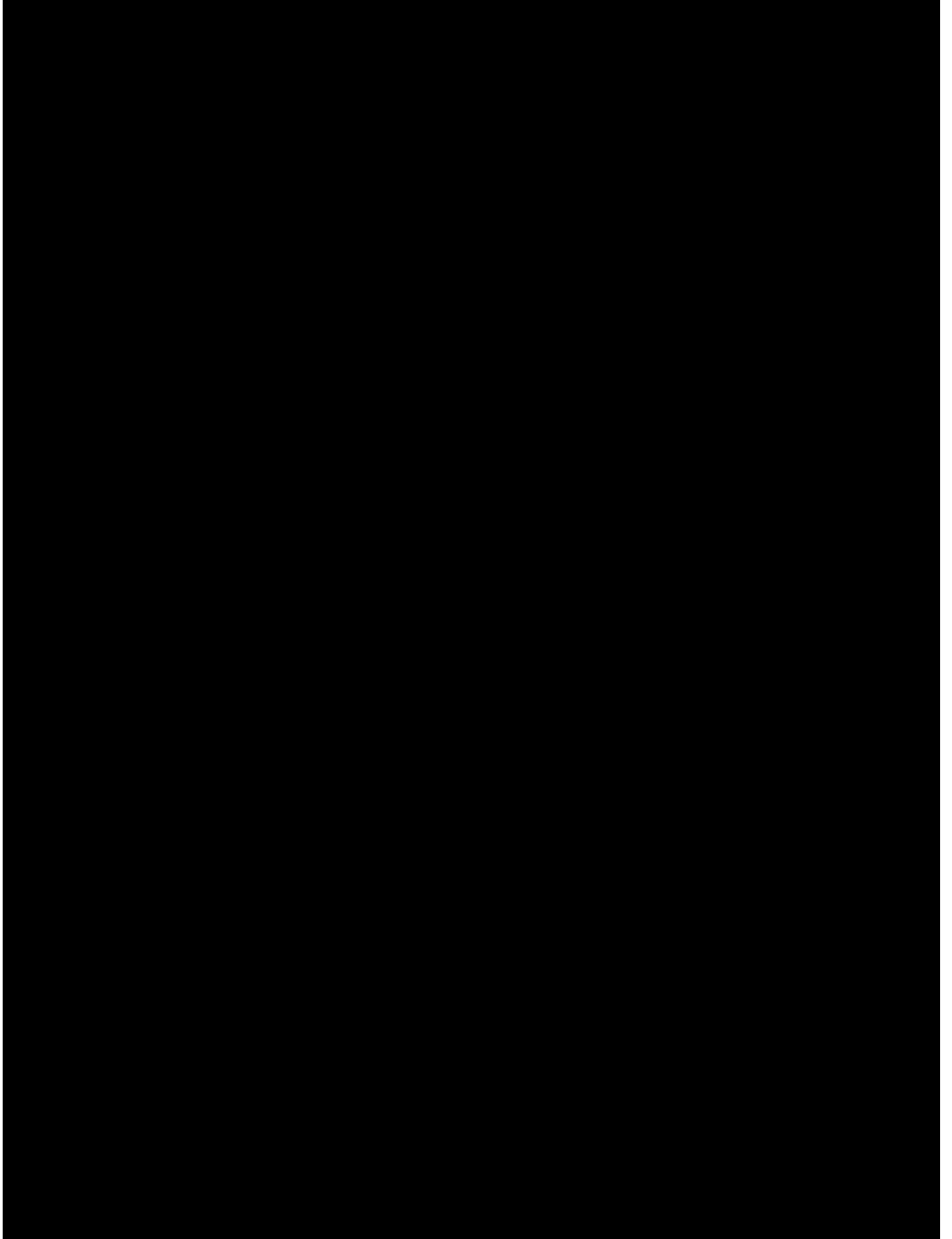
REDACTED - PRIVILEGED



REDACTED - PRIVILEGED



REDACTED - PRIVILEGED



# REDACTED - PRIVILEGED

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:24 PM -----

From: "Hilori Morgan" <hmorgan@lexingtonky.gov>  
To: <Bryan.Siler@amwater.com>, <Takisha.Walker@amwater.com>  
Date: 12/28/2010 11:27 AM  
Subject: FW: Non-Mutual Premises

---

Please disregard the last email regarding the non-mutual premises from August. After further research, I found that the non-mutuals were created, but the numbers didn't make it back to the DWQ. I looked up all of the addresses and found the new non-mutuals.

Thanks!

Hilori

Thank you,

*Hilori Morgan*

LFUCG Division of Water Quality  
301 Lisle Industrial Avenue  
Lexington, KY 40511  
859.425.2507 direct line  
[hmorgan@lexingtonky.gov](mailto:hmorgan@lexingtonky.gov)

---

**From:** Hilori Morgan  
**Sent:** Monday, December 20, 2010 10:36 AM  
**To:** 'Bryan.Siler@amwater.com'; 'Takisha.Walker@amwater.com'  
**Subject:** FW: Non-Mutual Premises  
**Importance:** High



Bryan,

I know you are out of the office this week, but could you please take care of this as soon as you get back. I sent this request on August 12, 2010, and the non-mutuals still have not been created.

I hope you had a wonderful holiday. 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](mailto:hmorgan@lexingtonky.gov)

---

**From:** Hilori Morgan  
**Sent:** Thursday, August 12, 2010 11:42 AM  
**To:** 'Bryan.Siler@amwater.com'  
**Subject:** Non-Mutual Premises

Bryan,

I have attached another spreadsheet with some parcels that require a non-mutual premise to be created.

If you have any questions, please let me know.

Thanks!

Hilori

Thank you,

Hilori Morgan  
LFUCG Division of Water Quality  
301 Lisle Industrial Avenue  
Lexington, KY 40511  
859.425.2507 direct line  
859.425.2400 main line

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:24 PM -----

From: "Hilori Morgan" <hmorgan@lexingtonky.gov>  
To: <Bryan.Siler@amwater.com>  
Date: 04/18/2011 09:15 AM  
Subject: FW: Non-Mutual Service Address Change

---

I sent this request at the beginning of March, but the OAM doesn't appear to have the change. Can you please verify that the service address for this premise has been changed?

Thanks!

Thank you,

*Hilori Morgan*

LFUCG Division of Water Quality  
125 Lisle Industrial Avenue, Suite 180  
Lexington, KY 40511  
859.425.2507 direct line  
[hmorgan@lexingtonky.gov](mailto:hmorgan@lexingtonky.gov)

---

**From:** Hilori Morgan  
**Sent:** Tuesday, March 08, 2011 4:52 PM  
**To:** 'Bryan.Siler@amwater.com'  
**Subject:** Non-Mutual Service Address Change

If you have any questions, please let me know. This one was my fault. I apologize.

Thank you,

*Hilori Morgan*

LFUCG Division of Water Quality  
125 Lisle Industrial Avenue, Suite 180  
Lexington, KY 40511  
859.425.2507 direct line  
[hmorgan@lexingtonky.gov](mailto:hmorgan@lexingtonky.gov)

----- Forwarded by Bryan Siler/KAWC/AWWSC on 02/15/2013 05:24 PM -----

From: DaRue Smith/CALLCTR/CORP/AWWSC  
To: Bryan Siler/KAWC/AWWSC@AWW  
Date: 04/29/2011 04:43 PM  
Subject: Re: Recalc done yet?  
Sent by: Darue Smith

will do  
DaRue Smith  
Billing Tech  
618-433-4116

**Bryan Siler/KAWC/AWWSC**

04/29/2011 03:29 PM

To Darue Smith/CALLCTR/CORP/AWWSC@AWW  
cc  
Subject Re: Recalc done yet? [Link](#)

What are batches 12XXX, 12X34, 12X30?

These three are the only ones I'm not sure about. Please hold them if they are not correct.

| Premise | Quantity | BUBSB | BUACT | BUPRM | BUAMT | ERUs | BUDYS | Test | Diff | PARTIAL ERUS |
|---------|----------|-------|-------|-------|-------|------|-------|------|------|--------------|
|         |          |       |       |       |       |      |       |      |      |              |

|  |     |  |  |  |         |       |   |            |       |        |
|--|-----|--|--|--|---------|-------|---|------------|-------|--------|
|  | 360 |  |  |  | -4665.6 | -1080 | 0 | XXXXXXXXXX | -1440 | #Error |
|--|-----|--|--|--|---------|-------|---|------------|-------|--------|

**Test Bill Batch Against Billing File**

| Premise | Quantity | BUBSB | BUACT | BUPRM | BUAMT   | ERUs | BUDYS | Test       | Diff | PARTIAL ERUS |
|---------|----------|-------|-------|-------|---------|------|-------|------------|------|--------------|
|         |          |       |       |       |         |      |       |            |      |              |
|         | 12       |       |       |       | -207.36 | -48  | 0     | XXXXXXXXXX | -60  | #Error       |

**Test Bill Batch Against Billing File**

| Premise | Quantity | BUBSB | BUACT | BUPRM | BUAMT | ERUs | BUDYS | Test       | Diff | PARTIAL ERUS |
|---------|----------|-------|-------|-------|-------|------|-------|------------|------|--------------|
|         |          |       |       |       |       |      |       |            |      |              |
|         | 1        |       |       |       | -4.32 | -1   | 0     | XXXXXXXXXX | -2   | #Error       |

**Test Bill Batch Against Billing File**

\*\*\*\*\*

Bryan Siler  
 Eastern Division  
 bryan.siler@amwater.com  
 Phone: (859) 268-6350

From: DaRue Smith/CALLCTR/CORP/AWWSC  
 To: Bryan Siler/KAWC/AWWSC@AWW  
 Date: 04/29/2011 04:16 PM  
 Subject: Re: Recalc done yet?  
 Sent by: Darue Smith

yes i will unlock the batch

DaRue Smith  
 Billing Tech  
 618-433-4116

Bryan Siler/KAWC/AWWSC

04/29/2011 03:07 PM

To Darue Smith/CALLCTR/CORP/AWWSC@AWW, Asia L  
 Newby/CALLCTR/CORP/AWWSC@AWW  
 cc Takisha D Walker/KAWC/AWWSC@AWW  
 Subject Recalc done yet?

\*\*\*\*\*

Bryan Siler  
Eastern Division  
bryan.siler@amwater.com  
Phone: (859) 268-6350