

Janet Graham

From: Brian.McDonough@amwater.com
Sent: Thursday, September 13, 2012 12:59 PM
To: jhoggard@utiliplan.com
Cc: Rachel.Cole@amwater.com; Bryan.Siler@amwater.com; Candice Deininger; Lynne Webb
Subject: Re: Sewer Charges

Hey John,

Collection notified me about this issue and we should be making changes today to address it and prevent accounts from being shut off due to the sewer balance.

Brian McDonough
(856)-782-2833 Office
(609)-933-2212 Cell

jhoggard@utiliplan.com

09/13/2012 12:11 PM

To Brian.McDonough@amwater.com

cc Rachel.Cole@amwater.com, Bryan.Siler@amwater.com, "Candice Deininger" <cdeining@lexingtonky.gov>, "Lynne Webb"

<lwebb@lexingtonky.gov>

Subject Re: Sewer Charges

Brian,

We now have 4 customers that have called because they have shutoff notices resulting from sewer charges. We need to stop these from happening asap, as nobody should be on a shutoff list for sewer (yet). Can you change your cutoff list threshold calculation to just account for water, not sewer? It is causing a lot of confusion because some of these customers have even paid sewer which is reflected in Customer Suite.

Below is the information Lynne put together on these.

Thanks

John

KAWC Premise #	Situation
120138641	\$86.78 Swr charge transferred to CS; credit given for full amount also keyed in CS. 0 balance in CS. Notice from KAWC.
120139333	\$18.79 swr charge transferred to CS; credit given for full amount also keyed in CS. 0 balance in CS. Past due notice from KAWC..

120138175	\$97.94 swr charge transferred to CS; credit given for \$63.24 also keyed in CS. Got shut off notice from KAWC.
120041164	\$78.45 swr charge transferred to CS; credit given for \$52.08 also keyed in CS. Paid full balance to keep from getting shut off by KAWC.

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

From: Rachel.Cole@amwater.com [mailto:Rachel.Cole@amwater.com]

Sent: Wednesday, September 12, 2012 11:47 AM

To: jhoggard@utiliplan.com

Cc: Bryan.Siler@amwater.com0, 'Candice Deininger', 'Lynne Webb'

Subject: Re: Sewer Charges

John, I will get an answer to your question and let everyone know, as soon as I find out. Thanks.

***** Rachel S. Cole Kentucky American Water Field Services Supervisor Customer Advocacy Office Email: rachel.cole@amwater.com Ph: 859-268-6307 Fax: 859-335-3307 jhoggard@utiliplan.com To 09/12/2012 10:58 "Lynne Webb" AM, Rachel.Cole@amwater.com, Bryan.Siler@amwater.com0, "Candice Deininger" cc Subject Re: Sewer Charges Rachel and Bryan, Can you change your shutoff threshold calculation to account for just water, not sewer? John -----Original Message----- From: Lynne Webb [mailto:lwebb@lexingtonky.gov] Sent: Wednesday, September 12, 2012 10:51 AM To: 'John Hoggard', marisa@utiliplan.com Subject: FW: Sewer Charges Lynne 859.258.3363 -----Original Message----- From: Rachel.Cole@amwater.com [mailto:Rachel.Cole@amwater.com] Sent: Wednesday, September 12, 2012 10:49 AM To: Lynne Webb Cc: Candice Deininger; Bryan.Siler@amwater.com Subject: Re: Sewer Charges Lynne, We will hold the account and make sure that he does not get shut off. On all other customer mailings that has already been sent, we will collect for sewer unless your office directs us otherwise. How will we know when customers pay their outstanding balances at LFUCG? How do we get the remaining \$63.64 off of this account? I'm sure there will be many of those. Since our cut off threshold is \$75.00, your customers may still be on our shut off list for as long as sewer balances are not paid. In the meantime, we are not charging LFUCG for shutoffs, which is ok by me, but we all still need to discuss these situations. Your thoughts? ***** Rachel S. Cole Kentucky

American Water Field Services Supervisor Customer Advocacy Office Email: rachel.cole@amwater.com Ph: 859-268-6307 Fax: 859-335-3307 "Lynne Webb" To "Rachel Cole @ Amwater" 09/12/2012 10:31 AM cc Subject Sewer Charges Hi Rachel – Did Bethany speak with you about a customer, Robert Zalme, 2512 Flint Cove? He has a shut off notice and part of those charges are for his sewer amount that has now been transferred to our system. I am giving him a credit for \$63.24 of those charges but when he called Bethany she told him he still needed to pay Ky-American for those charges. I am not sure what to do about this since we now have the charges on our system plus the credit on our system. Thoughts? Lynne Webb Lexington-Fayette Urban County Government lwebb@lexingtonky.gov 859.258.3363

Janet Graham

From: jhoggard@utiliplan.com
Sent: Wednesday, September 12, 2012 10:58 AM
To: Rachel.Cole@amwater.com; Candice Deininger; Lynne Webb; Bryan.Siler@amwater.com
Subject: Re: Sewer Charges

Rachel and Bryan,
 Can you change your shutoff threshold calculation to account for just water, not sewer?

John

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

From: Lynne Webb [mailto:lwebb@lexingtonky.gov]
Sent: Wednesday, September 12, 2012 10:51 AM
To: 'John Hoggard', marisa@utiliplan.com
Subject: FW: Sewer Charges

Lynne 859.258.3363 -----Original Message----- From: Rachel.Cole@amwater.com [mailto:Rachel.Cole@amwater.com] Sent: Wednesday, September 12, 2012 10:49 AM To: Lynne Webb Cc: Candice Deininger; Bryan.Siler@amwater.com Subject: Re: Sewer Charges
 Lynne, We will hold the account and make sure that he does not get shut off. On all other customer mailings that has already been sent, we will collect for sewer unless your office directs us otherwise. How will we know when customers pay their outstanding balances at LFUCG? How do we get the remaining \$63.64 off of this account? I'm sure there will be many of those. Since our cut off threshold is \$75.00, your customers may still be on our shut off list for as long as sewer balances are not paid. In the meantime, we are not charging LFUCG for shutoffs, which is ok by me, but we all still need to discuss these situations. Your thoughts?
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American Water Field Services Supervisor Customer Advocacy Office Email:
 rachel.cole@amwater.com Ph: 859-268-6307 Fax: 859-335-3307 "Lynne Webb" To "Rachel Cole @ Amwater" 09/12/2012 10:31 AM cc Subject Sewer Charges Hi Rachel – Did Bethany speak with you about a customer, Robert Zalme, 2512 Flint Cove? He has a shut off notice and part of those charges are for his sewer amount that has now been transferred to our system. I am giving him a credit for \$63.24 of those charges but when he called Bethany she told him he still needed to pay Ky-American for those charges. I am not sure what to do about this since we now have the charges on our system plus the credit on our system. Thoughts? Lynne Webb
 Lexington-Fayette Urban County Government lwebb@lexingtonky.gov 859.258.3363

Janet Graham

From: jhoggard@utiliplan.com
Sent: Thursday, September 13, 2012 12:11 PM
To: Brian.McDonough@amwater.com
Cc: Rachel.Cole@amwater.com; Bryan.Siler@amwater.com; Candice Deininger; Lynne Webb
Subject: Re: Sewer Charges
Importance: High

Brian,

We now have 4 customers that have called because they have shutoff notices resulting from sewer charges. We need to stop these from happening asap, as nobody should be on a shutoff list for sewer (yet). Can you change your cutoff list threshold calculation to just account for water, not sewer? It is causing a lot of confusion because some of these customers have even paid sewer which is reflected in Customer Suite.

Below is the information Lynne put together on these.

Thanks
 John

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120139333	\$18.79 swr charge transferred to CS; credit given for full amount also keyed
120138175	\$97.94 swr charge transferred to CS; credit given for \$63.24 also keyed in CS
120041164	\$78.45 swr charge transferred to CS; credit given for \$52.08 also keyed in CS KAWC.

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

From: Rachel.Cole@amwater.com [mailto:Rachel.Cole@amwater.com]
Sent: Wednesday, September 12, 2012 11:47 AM
To: jhoggard@utiliplan.com
Cc: Bryan.Siler@amwater.com0, 'Candice Deininger', 'Lynne Webb'
Subject: Re: Sewer Charges

John, I will get an answer to your question and let everyone know, as soon as I find out.

Thanks. ***** Rachel S. Cole Kentucky

American Water Field Services Supervisor Customer Advocacy Office Email:

rachel.cole@amwater.com Ph: 859-268-6307 Fax: 859-335-3307 jhoggard@utiliplan.com To
 09/12/2012 10:58 "Lynne Webb" AM, Rachel.Cole@amwater.com,

Bryan.Siler@amwater.com0, "Candice Deininger" cc Subject Re: Sewer Charges Rachel and
 Bryan, Can you change your shutoff threshold calculation to account for just water, not sewer?

John -----Original Message----- From: Lynne Webb [mailto:lwebb@lexingtonky.gov] Sent:

Wednesday, September 12, 2012 10:51 AM To: 'John Hoggard', marisa@utiliplan.com

Subject: FW: Sewer Charges Lynne 859.258.3363 -----Original Message----- From:

Rachel.Cole@amwater.com [mailto:Rachel.Cole@amwater.com] Sent: Wednesday, September
 12, 2012 10:49 AM To: Lynne Webb Cc: Candice Deininger; Bryan.Siler@amwater.com

Subject: Re: Sewer Charges Lynne, We will hold the account and make sure that he does not get shut off. On all other customer mailings that has already been sent, we will collect for sewer unless your office directs us otherwise. How will we know when customers pay their outstanding balances at LFUCG? How do we get the remaining \$63.64 off of this account? I'm sure there will be many of those. Since our cut off threshold is \$75.00, your customers may still be on our shut off list for as long as sewer balances are not paid. In the meantime, we are not charging LFUCG for shutoffs, which is ok by me, but we all still need to discuss these situations. Your thoughts?

***** Rachel S. Cole Kentucky American Water Field Services Supervisor Customer Advocacy Office Email: rachel.cole@amwater.com Ph: 859-268-6307 Fax: 859-335-3307 "Lynne Webb" To "Rachel Cole @ Amwater" 09/12/2012 10:31 AM cc Subject Sewer Charges Hi Rachel – Did Bethany speak with you about a customer, Robert Zalme, 2512 Flint Cove? He has a shut off notice and part of those charges are for his sewer amount that has now been transferred to our system. I am giving him a credit for \$63.24 of those charges but when he called Bethany she told him he still needed to pay Ky-American for those charges. I am not sure what to do about this since we now have the charges on our system plus the credit on our system. Thoughts? Lynne Webb Lexington-Fayette Urban County Government lwebb@lexingtonky.gov 859.258.3363

Janet Graham

From: Candice Deininger [CDEINING@LEXINGTONKY.GOV]
Sent: Tuesday, September 11, 2012 2:07 PM
To: Rachel.Cole@amwater.com; Jelanda.Miller@amwater.com
Cc: John Hoggard; marisa@utiliplan.com
Subject: RE: Misread adjustment

Importance: High

Rachel - do you know if these consumption adjustments will come over in the files from KAWC to GCW?

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

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

From: Jelanda.Miller@amwater.com [mailto:Jelanda.Miller@amwater.com]
Sent: Tuesday, September 11, 2012 8:10 AM
To: info.lexserv
Subject: Misread adjustment

Hi

I just wanted to let you know that I processed a misread adjustment on John Schiffer account for the address of 248 Preston Ave Lexington the account was over billed for 5 units = 3750 gallons.

Jay Miller
Account Resolution Team
866-957-2886 ext 6462
fax 1-618-433-4638
jelanda.miller@amwater.com

Janet Graham

From: Brian.McDonough@amwater.com
Sent: Tuesday, September 11, 2012 2:00 PM
To: Basu, Sandip; Nam, Eileen
Cc: Bryan.Siler@amwater.com; Candice Deininger; Neil.Olenick@amwater.com
Subject: LFUCG Exception Account Review
Attachments: KY LFUCG Missed Account Info v2.xlsx

Eileen,

I will review this doc on the call today or right after if you would like.

Brian McDonough
(856)-782-2833 Office
(609)-933-2212 Cell

Janet Graham

From: Deidra.Hayden@amwater.com
Sent: Tuesday, September 11, 2012 12:49 PM
To: Rachel.Cole@amwater.com
Cc: Candice Deininger; jhoggard@utiliplan.com
Subject: RE: Premise 120137219
Attachments: ~6459488.pdf

Rachel,

Per the tap application, this premise was **not** set up as an irrigation account. It's a domestic OPA account

It appears the water has been off since the tap was installed. Would you like for me to send an FSR out to double check?

Thanks

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

"Candice Deininger"
 <cdeining@lexingtonky.gov>

To <Rachel.Cole@amwater.com>

CC <jhoggard@utiliplan.com>, <Deidra.Hayden@amwater.com>

09/11/2012 09:44 AM

Subject RE: Premise 120137219

Thanks, Rachel!!

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

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

From: Rachel.Cole@amwater.com [<mailto:Rachel.Cole@amwater.com>]
Sent: Tuesday, September 11, 2012 9:44 AM
To: Candice Deininger
Cc: jhoggard@utiliplan.com; Deidra.Hayden@amwater.com
Subject: Re: Premise 120137219

Hi Candice,

04/29/2013

LFC_R_PSC_EX_#4(2)
 Page 8 of 400

This doesn't look like an irrigation meter, but the last time that we checked, the meter was off. We will check again and the usage that you've been seeing, were estimates that get adjusted off because the meter should be off.

We will have the meter checked again. Thanks!

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

"Candice
Deiningering"
<cdeining@lexingt
To onky.gov> <Rachel.Cole@amwater.com>
cc 09/11/2012 08:51 <jhoggard@utiliplan.com>
AM
Subject Premise 120137219

Good morning! Well, I'm checking our first round of bills before they're mailed today . . . have a quick question about the above premise - looks to me like this might be an irrigation account? Over the past year, the

account has been billed but then KAWC adjusts off all the usage . . .
most
recent billing shows another charge of 20ccf which I'm guessing will be
adjusted off based on historical activity of the account . . . would you
check for me, please? Thanks so much!!

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

Janet Graham

From: Candice Deininger [CDEINING@LEXINGTONKY.GOV]
Sent: Tuesday, September 11, 2012 9:45 AM
To: Rachel.Cole@amwater.com
Cc: Deidra.Hayden@amwater.com; jhoggard@utiliplan.com
Subject: RE: Premise 120137219

Thanks, Rachel!!

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

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

From: Rachel.Cole@amwater.com [mailto:Rachel.Cole@amwater.com]
Sent: Tuesday, September 11, 2012 9:44 AM
To: Candice Deininger
Cc: jhoggard@utiliplan.com; Deidra.Hayden@amwater.com
Subject: Re: Premise 120137219

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

"Candice Deininger" <cdeining@lexingt onky.gov>	<Rachel.Cole@amwater.com>	To
		cc
09/11/2012 08:51 AM	<jhoggard@utiliplan.com>	Subject
	Premise 120137219	

Good morning! Well, I'm checking our first round of bills before they're mailed today . . . have a quick question about the above premise - looks to me like this might be an irrigation account? Over the past year, the account has been billed but then KAWC adjusts off all the usage . . . most recent billing shows another charge of 20ccf which I'm guessing will be adjusted off based on historical activity of the account . . . would you check for me, please? Thanks so much!!

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

Janet Graham

From: Rachel.Cole@amwater.com
Sent: Tuesday, September 11, 2012 9:44 AM
To: Candice Deininger
Cc: Deidra.Hayden@amwater.com; jhoggard@utiliplan.com
Subject: Re: Premise 120137219

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This doesn't look like an irrigation meter, but the last time that we checked, the meter was off. We will check again and the usage that you've been seeing, were estimates that get adjusted off because the meter should be off.

We will have the meter checked again. Thanks!

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

"Candice Deininger" <cdeining@lexingt onky.gov>	<Rachel.Cole@amwater.com>	To
		cc
09/11/2012 08:51 AM	<jhoggard@utiliplan.com>	Subject
	Premise 120137219	

Good morning! Well, I'm checking our first round of bills before they're mailed today . . . have a quick question about the above premise - looks to me like this might be an irrigation account? Over the past year, the account has been billed but then KAWC adjusts off all the usage . . . most recent billing shows another charge of 20ccf which I'm guessing will be adjusted off based on historical activity of the account . . . would you check for me, please? Thanks so much!!

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

Janet Graham

From: Candice Deininger [CDEINING@LEXINGTONKY.GOV]
Sent: Tuesday, September 11, 2012 8:52 AM
To: Rachel.Cole@amwater.com
Cc: jhoggard@utiliplan.com
Subject: Premise 120137219

Importance: High

Good morning! Well, I'm checking our first round of bills before they're mailed today . . . have a quick question about the above premise – looks to me like this might be an irrigation account? Over the past year, the account has been billed but then KAWC adjusts off all the usage . . . most recent billing shows another charge of 20ccf which I'm guessing will be adjusted off based on historical activity of the account . . . would you check for me, please? Thanks so much!!

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

Janet Graham

From: Caldwell, Lisa [Lisa.Caldwell@gcww.cincinnati-oh.gov]
Sent: Monday, September 10, 2012 11:05 AM
To: Brian.McDonough@amwater.com
Cc: Candice Deininger; Wiest, Gary; John Hoggard @ UtilPlan; Marisa Miralles @ UtilPlan; Basu, Sandip
Subject: FW: 9/8 CASHTRN - KPMT payments loaded to ICS
Attachments: 20120908_CASHTRN_PROCESSED.xlsx

Hi Brian,

Prior to our conference, please review the first tab of this spreadsheet that has eight accounts were we did not process a payment. Also verify,

- The negative adjustments are credits to the accounts and not payment reversals (How will reversals display in the file, it at all?)
- If this is a credit amount being transferred from one account to another, is there another account that is effected? If so, do you have an offsetting account number? Or, is the previous account number inactive?
- Also, please review the four accounts where we received a payment and the account does not have a balance in our system. How should we handle these?

Thanks,

Lisa

From: Nam, Eileen
Sent: Monday, September 10, 2012 9:47 AM
To: Frey, Kathleen; Caldwell, Lisa
Cc: Basu, Sandip; Wiest, Gary
Subject: 9/8 CASHTRN - KPMT payments loaded to ICS

KPMT payments from 9/8 CASHTRN file have been loaded to ICS and below is the total amount. There are 4 negative payments (payment transaction amount in CASHTRN is negative value so if positive, then it is negative payment) and 4 account not found. The detail for these payments are in the attached 'NEGATIVE PYMT or ACCT NOT FOUND' tab. All of payments loaded into ICS are in 'PAYMENT LOADED' tab.

***** KAWC PAYMENT PROCESSING *****

10-SEP-2012

Payment read: 22068

Payment processed: 22068

UABPYMT created: 22060

TOTAL AMOUNT: 1000729.88

**ERROR COUNT: 8

Thanks.
Eileen

Janet Graham

From: Mike Nugent [miken@lexingtonky.gov]
Sent: Friday, September 07, 2012 4:08 PM
To: Bryan.Siler@amwater.com; jhoggard@utiliplan.com
Cc: William O'Mara; Candice Deininger; Marisa
Subject: RE: FW: Data Archiving/look up

Bryan,

Some questions/comments for you:

1. I did get logged into your web site and located the data to download
2. I started in the section labeled 'Usage Data Services', Item 2 - LFUCG
In this section there are currently 337 links to the files that
Start on 1/3/2006 and continue to 09/04/2012.
My issue is that each file name is the same, this means that each file
Downloaded via a web browser must be renamed to include the date
Prior to downloading the next file. This will increase the amount of
Time required to download this data significantly as well as introduce
Typing errors when renaming the data files to contain a date.
3. In checking a few of the files it appears that each file is stored in its
Own directory where the directory name is the date in YYYYMMDD
Format. Here is single url for a file

<http://businesspartners.amwater.com/AWW/KYPR/Usage%20Data/UdRcvrs/FAYTE/Usage%20Data%20Files/20060103/UsqDta.zip>

4. I would like to request one of two possible solutions to allow for us to
Download load the data quickly and reduce typing errors when
Renaming these data files.
 - a. Would it be possible for your IT group to create zipped files starting
the /FAYTE/ location in the above URL, this way I would get all the files
and directories contained in the FAYTE directory in its proper location
without downloading each file one at time and then renaming it.
 - b. Creation of a virtual ftp site the starts at the /FAYE/ location, this
allows me the ability to ftp the entire directory structure (including
data) to one of our servers removing the need to rename files.

I have not reviewed all the data files available but just the Data Usage and the
Section 'Aging Files' in the area called 'Contract Billing Downloads', the data
Structure is the same, in the directories have dates but the name of the data
File is the same for each time period covered.

The actual data structure used to store data probably is different for each
Type of data file that you allow to be downloaded by a business partner,
Which might make option b easier to do.

Mike

|
| Michael J. Nugent
| Director of Computer Services
| Lexington-Fayette Urban County Government 200 East Main Street
| Lexington, KY 40507
|
| Phone: 859.258.3730
| Fax: 859.258.3399
|

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

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]
Sent: Friday, September 07, 2012 09:34
To: jhoggard@utiliplan.com
Cc: Candice Deininger; 'marisa'; Mike Nugent
Subject: RE: FW: Data Archiving/look up

Yes, he can.

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

From: "John Hoggard" <jhoggard@utiliplan.com>
To: <Bryan.Siler@amwater.com>, <MikeN@lexingtonky.gov>
Cc: "'Candice Deininger'" <cdeining@lexingtonky.gov>, "'marisa'"
<marisa@utiliplan.com>
Date: 09/07/2012 09:05 AM
Subject: RE: FW: Data Archiving/look up

Bryan, I noticed Mike also asked for access to the site. Can't he just use Candice's access information?

Thanks
John

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

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]
Sent: Thursday, September 06, 2012 2:09 PM
To: MikeN@lexingtonky.gov
Cc: Candice Deininger; John Hoggard; marisa
Subject: RE: FW: Data Archiving/look up

No, I am sorry but we do not have anything like that. Perhaps you can download one and create that setting so it applies to all of the other files.

The files will be available for downloading for about 90 days.

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

From: "Mike Nugent" <MikeN@lexingtonky.gov>
To: <Bryan.Siler@amwater.com>, "Candice Deininger"
<cdeining@lexingtonky.gov>
Cc: "John Hoggard" <jhoggard@utiliplan.com>, "marisa"
<marisa@utiliplan.com>
Date: 09/06/2012 01:49 PM
Subject: RE: FW: Data Archiving/look up

Bryan,

I have been busy with an IT audit the majority of August and I'm attempting to get caught up as much as possible.

I understand that you do not have record layouts for your data files, just csv files with column headings. Do you have a document or documents that describe what each field actual represents in each file, if it should be alpha only, alphanumeric or numeric only?

Also I will need to be able to access the server (web or ftp) where the files stored at so that I can begin the download process.

Mike

|
| Michael J. Nugent
| Director of Computer Services
| Lexington-Fayette Urban County Government 200 East Main Street
| Lexington, KY 40507
|
| Phone: 859.258.3730
| Fax: 859.258.3399
|

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

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]
Sent: Monday, August 13, 2012 11:45
To: Candice Deininger; Mike Nugent
Cc: John Hoggard; marisa
Subject: Re: FW: Data Archiving/look up

Candice,

Per my 8/2 email I am unaware of anything I can do to help with this project. Please let me know if this is not correct.

Thanks.

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

From: "Candice Deininger" [cdeining@lexingtonky.gov]
Sent: 08/13/2012 11:32 AM AST
To: Bryan Siler; "Mike Nugent" <MikeN@lexingtonky.gov>
Cc: "John Hoggard" <jhoggard@utiliplan.com>; <marisa@utiliplan.com>
Subject: RE: FW: Data Archiving/look up

Good morning. I was just following up on how this was proceeding. Will one of you be able to give me an update? Is there anything I can do to help expedite? Thank you!!

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

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

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]
Sent: Thursday, August 02, 2012 6:30 PM
To: Candice Deininger
Cc: John Hoggard; marisa@utiliplan.com; Mike Nugent
Subject: RE: FW: Data Archiving/look up

Candice & Mike,

We do not have file layouts for these files. Most are CSV files and contain column headings that can used to identify the contents.

Is there anything else I can help with on this?

Bryan Siler

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

From: "Candice Deininger" <cdeining@lexingtonky.gov>
To: <Bryan.Siler@amwater.com>
Cc: "John Hoggard" <jhoggard@utiliplan.com>,
<marisa@utiliplan.com>, "Mike Nugent"
<MikeN@lexingtonky.gov>
Date: 08/02/2012 01:37 PM
Subject: RE: FW: Data Archiving/look up

Hi, Bryan - thanks for letting me know you and Mike had a chance to talk.
I appreciate the efforts on behalf of both of you in getting this accomplished!!

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

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

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]
Sent: Thursday, August 02, 2012 1:03 PM
To: Candice Deininger
Cc: John Hoggard; marisa@utiliplan.com; Mike Nugent
Subject: Re: FW: Data Archiving/look up

I am calling Mike now.

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

From: "Candice Deininger"
<cdeining@lexingtonky.gov>
To: "Mike Nugent"
<MikeN@lexingtonky.gov>,
<Bryan.Siler@amwater.com>
Cc: "John Hoggard"
<jhoggard@utiliplan.com>,
<marisa@utiliplan.com>
Date: 08/02/2012 12:59 PM
Subject: FW: Data
Archiving/look up

Mike/Bryan - Is this something you two could coordinate? You know I'm not that savvy with computer issues, so it would probably be best that you two speak directly with one another. If there's anything I can do on my end to assist, please let me know. Thanks so much for your help!

Candice J. Deininger
Revenue Supervisor
LFUCG Division of Revenue
200 East Main Street

Lexington, KY 40507
859-258-3364
cdeining@lexingtonky.gov

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]
Sent: Thursday, August 02, 2012 12:36 PM
To: Candice Deininger
Subject: Re: Data Archiving/look up

Candice.

They are all text files. The best thing would be for him to download a month's data to see. Info will need to be retrieved from the website.

Let's talk if you like.

From: "Candice Deininger" [cdeining@lexingtonky.gov]
Sent: 08/02/2012 12:10 PM AST
To: Bryan Siler
Cc: "Mike Nugent" <MikeN@lexingtonky.gov>; <jhoggard@utiliplan.com>; <marisa@utiliplan.com>
Subject: FW: Data Archiving/look up

Good afternoon, Bryan. Marisa and I had a quick meeting with Mike about data archiving and bringing over the last 5-7 years of customer history from KAWC. Mike does needs the information in the email from him that follows. He has no idea of how much information there is and needs to make provisions for its storage, etc. Is this information something that you can send to him or does he have to go out to retrieve from the KAWC site? How do we proceed from here to get this accomplished as quickly as possible?

Thank you!

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

From: Mike Nugent
Sent: Thursday, August 02, 2012 11:45 AM
To: marisa@utiliplan.com
Cc: Candice Deininger; John Hoggard
Subject: RE: Data Archiving/look up

Yes....I will need to know everything about this....the data that we want/need to retain, the format of the data, the amount of data per month and how we intend to use the data internally.

If we need to schedule a meeting to go over this then please schedule one. Unless we can address the above issues so that I can fully understand what this will take I will not be able to develop a project and resource plan to implement this need. Without this info this need is not going to be met.

Mike

|
| Michael J. Nugent
| Director of Computer Services
| Lexington-Fayette Urban County Government 200 East Main Street
| Lexington, KY 40507
|
| Phone: 859.258.3730
| Fax: 859.258.3399
|

From: marisa@utiliplan.com [mailto:marisa@utiliplan.com]
Sent: Thursday, August 02, 2012 09:41
To: Mike Nugent
Cc: Candice Deininger; John Hoggard
Subject: Data Archiving/look up

Hi Mike,

Just wanted to touch base with you on the data archiving and history lookup.
Do you need anything on my end for that?

Thanks
Marisa

Janet Graham

From: Mike Nugent [miken@lexingtonky.gov]
Sent: Friday, September 07, 2012 3:24 PM
To: Candice Deininger
Subject: RE: FW: Data Archiving/look up

Which files do you want?

|
| Michael J. Nugent
| Director of Computer Services
| Lexington-Fayette Urban County Government 200 East Main Street
| Lexington, KY 40507
|
| Phone: 859.258.3730
| Fax: 859.258.3399
|

-----Original Message-----
From: Candice Deininger
Sent: Friday, September 07, 2012 09:41
To: John Hoggard; Mike Nugent
Cc: 'marisa'; Bryan.Siler@amwater.com
Subject: RE: FW: Data Archiving/look up

www.amwater.com
select state
select C/S tab, select business partner option

User: cdeining@lfucg.com
PW: cdeining15

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

-----Original Message-----
From: John Hoggard [mailto:jhoggard@utiliplan.com]
Sent: Friday, September 07, 2012 9:36 AM
To: Mike Nugent
Cc: Candice Deininger; 'marisa'; Bryan.Siler@amwater.com
Subject: RE: FW: Data Archiving/look up

Mike, do you have Candice's access information? If not, Marisa can walk it up to you this morning.

-----Original Message-----
From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]
Sent: Friday, September 07, 2012 9:34 AM
To: jhoggard@utiliplan.com
Cc: 'Candice Deininger'; 'marisa'; MikeN@lexingtonky.gov
Subject: RE: FW: Data Archiving/look up

Yes, he can.

Bryan Siler
Field Operations Supervisor

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

From: "John Hoggard" <jhoggard@utiliplan.com>
To: <Bryan.Siler@amwater.com>, <MikeN@lexingtonky.gov>
Cc: "'Candice Deininger'" <cdeining@lexingtonky.gov>, "'marisa'"
<marisa@utiliplan.com>
Date: 09/07/2012 09:05 AM
Subject: RE: FW: Data Archiving/look up

Bryan, I noticed Mike also asked for access to the site. Can't he just use Candice's access information?

Thanks
John

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

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]
Sent: Thursday, September 06, 2012 2:09 PM
To: MikeN@lexingtonky.gov
Cc: Candice Deininger; John Hoggard; marisa
Subject: RE: FW: Data Archiving/look up

No, I am sorry but we do not have anything like that. Perhaps you can download one and create that setting so it applies to all of the other files.

The files will be available for downloading for about 90 days.

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

From: "Mike Nugent" <MikeN@lexingtonky.gov>
To: <Bryan.Siler@amwater.com>, "Candice Deininger"
<cdeining@lexingtonky.gov>
Cc: "John Hoggard" <jhoggard@utiliplan.com>, "marisa"
<marisa@utiliplan.com>
Date: 09/06/2012 01:49 PM
Subject: RE: FW: Data Archiving/look up

Bryan,

I have been busy with an IT audit the majority of August and I'm attempting to get caught up as much as possible.

I understand that you do not have record layouts for your data files, just csv files with column headings. Do you have a document or documents that describe what each field actual represents in each file, if it should be alpha only, alphanumeric or numeric only?

Also I will need to be able to access the server (web or ftp) where the files stored at so that I can begin the download process.

Mike

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| Michael J. Nugent
| Director of Computer Services

| Lexington-Fayette Urban County Government 200 East Main Street
| Lexington, KY 40507
|
| Phone: 859.258.3730
| Fax: 859.258.3399
|

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

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]
Sent: Monday, August 13, 2012 11:45
To: Candice Deininger; Mike Nugent
Cc: John Hoggard; marisa
Subject: Re: FW: Data Archiving/look up

Candice,

Per my 8/2 email I am unaware of anything I can do to help with this project. Please let me know if this is not correct.

Thanks.

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

From: "Candice Deininger" [cdeining@lexingtonky.gov]
Sent: 08/13/2012 11:32 AM AST
To: Bryan Siler; "Mike Nugent" <MikeN@lexingtonky.gov>
Cc: "John Hoggard" <jhoggard@utiliplan.com>; <marisa@utiliplan.com>
Subject: RE: FW: Data Archiving/look up

Good morning. I was just following up on how this was proceeding. Will one of you be able to give me an update? Is there anything I can do to help expedite? Thank you!!

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

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Sent: Thursday, August 02, 2012 6:30 PM
To: Candice Deininger
Cc: John Hoggard; marisa@utiliplan.com; Mike Nugent
Subject: RE: FW: Data Archiving/look up

Candice & Mike,

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Field Operations Supervisor
Kentucky American Water
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bryan.siler@amwater.com

From: "Candice Deininger"
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To: <Bryan.Siler@amwater.com>
Cc: "John Hoggard" <jhoggard@utiliplan.com>,

<marisa@utiliplan.com>, "Mike Nugent"
<MikeN@lexingtonky.gov>
Date: 08/02/2012 01:37 PM
Subject: RE: FW: Data Archiving/look up

Hi, Bryan - thanks for letting me know you and Mike had a chance to talk.
I appreciate the efforts on behalf of both of you in getting this accomplished!!

Candice J. Deininger
Revenue Supervisor
LFUCG Division of Revenue
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859-258-3364
cdeining@lexingtonky.gov

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Sent: Thursday, August 02, 2012 1:03 PM
To: Candice Deininger
Cc: John Hoggard; marisa@utiliplan.com; Mike Nugent
Subject: Re: FW: Data Archiving/look up

I am calling Mike now.

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

From: "Candice
Deininger"
<cdeining@lexingtonky.gov>
To: "Mike
Nugent"
<MikeN@lexingtonky.gov>,
<Bryan.Siler@amwater.com>
Cc: "John
Hoggard"
<jhoggard@utiliplan.com>,
<marisa@utiliplan.com>
Date:
08/02/2012 12:59 PM
Subject:
FW: Data
Archiving/look up

Mike/Bryan - Is this something you two could coordinate? You know I'm not that savvy with computer issues, so it would probably be best that you two speak directly with one another. If there's anything I can do on my end to assist, please let me know. Thanks so much for your help!

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

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]
Sent: Thursday, August 02, 2012 12:36 PM

To: Candice Deininger
Subject: Re: Data Archiving/look up

Candice.

They are all text files. The best thing would be for him to download a month's data to see. Info will need to be retrieved from the website.

Let's talk if you like.

From: "Candice Deininger" [cdeining@lexingtonky.gov]
Sent: 08/02/2012 12:10 PM AST
To: Bryan Siler
Cc: "Mike Nugent" <MikeN@lexingtonky.gov>; <jhoggard@utiliplan.com>;
<marisa@utiliplan.com>
Subject: FW: Data Archiving/look up

Good afternoon, Bryan. Marisa and I had a quick meeting with Mike about data archiving and bringing over the last 5-7 years of customer history from KAWC. Mike does needs the information in the email from him that follows. He has no idea of how much information there is and needs to make provisions for its storage, etc. Is this information something that you can send to him or does he have to go out to retrieve from the KAWC site? How do we proceed from here to get this accomplished as quickly as possible?

Thank you!

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

From: Mike Nugent
Sent: Thursday, August 02, 2012 11:45 AM
To: marisa@utiliplan.com
Cc: Candice Deininger; John Hoggard
Subject: RE: Data Archiving/look up

Yes....I will need to know everything about this....the data that we want/need to retain, the format of the data, the amount of data per month and how we intend to use the data internally.

If we need to schedule a meeting to go over this then please schedule one. Unless we can address the above issues so that I can fully understand what this will take I will not be able to develop a project and resource plan to implement this need. Without this info this need is not going to be met.

Mike

|
| Michael J. Nugent
| Director of Computer Services
| Lexington-Fayette Urban County Government 200 East Main Street
| Lexington, KY 40507
|
| Phone: 859.258.3730
| Fax: 859.258.3399
|

From: marisa@utiliplan.com [mailto:marisa@utiliplan.com]
Sent: Thursday, August 02, 2012 09:41
To: Mike Nugent
Cc: Candice Deininger; John Hoggard
Subject: Data Archiving/look up

Hi Mike,

Just wanted to touch base with you on the data archiving and history lookup.
Do you need anything on my end for that?

Thanks
Marisa

Janet Graham

From: Rachel.Cole@amwater.com
Sent: Friday, September 07, 2012 1:40 PM
To: Candice Deininger
Subject: RE: test3

Attachments: pic23669.jpg



pic23669.jpg (6 KB)

Thanks, Candice. We will use that one!

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

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

<Rachel.Cole@amwater.com>

To

cc

09/07/2012 12:51
PM

Subject

RE: test3

Yup, it did . . . sorry the image is so small!! Try just sending to the 'info' address . . .

(Embedded image moved to file: pic23669.jpg)

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

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

From: Rachel.Cole@amwater.com [mailto:Rachel.Cole@amwater.com]
Sent: Friday, September 07, 2012 12:48 PM
To: Candice Deininger
Subject: RE: test3

Hi Candice,

I think I sent it to both addresses your's and info.lexserv@lexingtonky.gov

I don't think the lexserv email is working...

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

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

<Rachel.Cole@amwater.com>

To

cc

09/07/2012 12:45
PM

Subject

RE: test3

This one worked fine!!!

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

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

From: Rachel.Cole@amwater.com [mailto:Rachel.Cole@amwater.com]
Sent: Friday, September 07, 2012 12:03 PM
To: Candice Deininger; info.lexserv
Subject: RE: test3

Thanks, Candice...

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

"Candice
Deininger"

<cdeining@lexingt
onky.gov>

<Rachel.Cole@amwater.com>

To

cc

09/07/2012 11:58

AM

Subject

RE: test2

Try: info.lexserv@lexingtonky.gov

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

859-258-3364
cdeining@lexingtonky.gov

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

From: Rachel.Cole@amwater.com [mailto:Rachel.Cole@amwater.com]
Sent: Friday, September 07, 2012 11:55 AM
To: Candice Deininger
Subject: Fw: test2

Hi Candice,

Both tests from yesterday came back as "delivery failures". Just FYI...

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

----- Forwarded by Rachel Cole/KAWC/AWWSC on 09/07/2012 11:53 AM -----

Your test2

document:

info@lexserv.lexingtonky.gov

510 Invalid Domain Address.

What should you do?

You can resend the undeliverable document to the recipients listed above by choosing the Resend button or the Resend command on the Actions menu.

Once you have resent the document you may delete this Delivery Failure Report.

If resending the document is not successful you will receive a new failure report.

Unless you receive other Delivery Failure Reports, the document was successfully delivered to all other recipients.

AW02/AWX, AW02/AWX, HUBDOM1/DOMSVR/AWWSC, SERMAIL2/DOMSVR/AWWSC

To: info@lexserv.lexingtonky.gov

cc:

Date: 02:57:26 PM AST Yesterday

Subject: test2

*** Body Not Included ***

Janet Graham

From: Mike Nugent [miken@lexingtonky.gov]
Sent: Friday, September 07, 2012 1:37 PM
To: Candice Deininger
Subject: RE: FW: Data Archiving/look up

I found your previous email....I will see what I can download over the next couple of days.

|
| Michael J. Nugent
| Director of Computer Services
| Lexington-Fayette Urban County Government 200 East Main Street
| Lexington, KY 40507
|
| Phone: 859.258.3730
| Fax: 859.258.3399
|

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

From: Candice Deininger
Sent: Friday, September 07, 2012 13:31
To: Candice Deininger; John Hoggard; Mike Nugent
Cc: 'marisa'; Bryan.Siler@amwater.com
Subject: RE: FW: Data Archiving/look up
Importance: High

Mike - Here's my information again . . .

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

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

From: Candice Deininger
Sent: Friday, September 07, 2012 9:41 AM
To: 'John Hoggard'; Mike Nugent
Cc: 'marisa'; Bryan.Siler@amwater.com
Subject: RE: FW: Data Archiving/look up

www.amwater.com
select state
select C/S tab, select business partner option

User: cdeining@lfucg.com
PW: cdeining15

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

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

From: John Hoggard [mailto:jhoggard@utiliplan.com]

Sent: Friday, September 07, 2012 9:36 AM
To: Mike Nugent
Cc: Candice Deininger; 'marisa'; Bryan.Siler@amwater.com
Subject: RE: FW: Data Archiving/look up

Mike, do you have Candice's access information? If not, Marisa can walk it up to you this morning.

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

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]
Sent: Friday, September 07, 2012 9:34 AM
To: jhoggard@utiliplan.com
Cc: 'Candice Deininger'; 'marisa'; MikeN@lexingtonky.gov
Subject: RE: FW: Data Archiving/look up

Yes, he can.

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

From: "John Hoggard" <jhoggard@utiliplan.com>
To: <Bryan.Siler@amwater.com>, <MikeN@lexingtonky.gov>
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Date: 09/07/2012 09:05 AM
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Bryan, I noticed Mike also asked for access to the site. Can't he just use Candice's access information?

Thanks
John

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Cc: Candice Deininger; John Hoggard; marisa
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From: "Mike Nugent" <MikeN@lexingtonky.gov>
To: <Bryan.Siler@amwater.com>, "Candice Deininger"
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Cc: "John Hoggard" <jhoggard@utiliplan.com>, "marisa"
<marisa@utiliplan.com>

Date: 09/06/2012 01:49 PM
Subject: RE: FW: Data Archiving/look up

Bryan,

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Mike

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Sent: Monday, August 13, 2012 11:45
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Cc: John Hoggard; marisa
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Sent: 08/13/2012 11:32 AM AST
To: Bryan Siler; "Mike Nugent" <MikeN@lexingtonky.gov>
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Is there anything else I can help with on this?

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<MikeN@lexingtonky.gov>
Date: 08/02/2012 01:37 PM
Subject: RE: FW: Data Archiving/look up

Hi, Bryan - thanks for letting me know you and Mike had a chance to talk. I appreciate the efforts on behalf of both of you in getting this accomplished!!

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

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

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]
Sent: Thursday, August 02, 2012 1:03 PM
To: Candice Deininger
Cc: John Hoggard; marisa@utiliplan.com; Mike Nugent
Subject: Re: FW: Data Archiving/look up

I am calling Mike now.

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

From: "Candice
Deininger"
<cdeining@lexingtonky.gov>
To: "Mike
Nugent"
<MikeN@lexingtonky.gov>,
<Bryan.Siler@amwater.com>
Cc: "John
Hoggard"
<jhoggard@utiliplan.com>,
<marisa@utiliplan.com>
Date:

08/02/2012 12:59 PM

Subject:

FW: Data

Archiving/look up

Mike/Bryan - Is this something you two could coordinate? You know I'm not that savvy with computer issues, so it would probably be best that you two speak directly with one another. If there's anything I can do on my end to assist, please let me know. Thanks so much for your help!

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cdeining@lexingtonky.gov

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]
Sent: Thursday, August 02, 2012 12:36 PM
To: Candice Deininger
Subject: Re: Data Archiving/look up

Candice.

They are all text files. The best thing would be for him to download a month's data to see. Info will need to be retrieved from the website.

Let's talk if you like.

From: "Candice Deininger" [cdeining@lexingtonky.gov]
Sent: 08/02/2012 12:10 PM AST
To: Bryan Siler
Cc: "Mike Nugent" <MikeN@lexingtonky.gov>; <jhoggard@utiliplan.com>;
<marisa@utiliplan.com>
Subject: FW: Data Archiving/look up

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From: Mike Nugent
Sent: Thursday, August 02, 2012 11:45 AM
To: marisa@utiliplan.com
Cc: Candice Deininger; John Hoggard
Subject: RE: Data Archiving/look up

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If we need to schedule a meeting to go over this then please schedule one. Unless we can address the above issues so that I can fully understand what this will take

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Mike

|
| Michael J. Nugent
| Director of Computer Services
| Lexington-Fayette Urban County Government 200 East Main Street
| Lexington, KY 40507

|
| Phone: 859.258.3730
| Fax: 859.258.3399

|
From: marisa@utiliplan.com [mailto:marisa@utiliplan.com]
Sent: Thursday, August 02, 2012 09:41
To: Mike Nugent
Cc: Candice Deininger; John Hoggard
Subject: Data Archiving/look up

Hi Mike,

Just wanted to touch base with you on the data archiving and history lookup.
Do you need anything on my end for that?

Thanks
Marisa

Janet Graham

From: Candice Deininger [CDEINING@LEXINGTONKY.GOV]
Sent: Friday, September 07, 2012 1:31 PM
To: Mike Nugent; Candice Deininger; John Hoggard
Cc: Bryan.Siler@amwater.com; Marisa
Subject: RE: FW: Data Archiving/look up

Importance: High

Mike - Here's my information again . . .

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

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

From: Candice Deininger
Sent: Friday, September 07, 2012 9:41 AM
To: 'John Hoggard'; Mike Nugent
Cc: 'marisa'; Bryan.Siler@amwater.com
Subject: RE: FW: Data Archiving/look up

www.amwater.com
select state
select C/S tab, select business partner option

User: cdeining@lfucg.com
PW: cdeining15

Candice J. Deininger
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LFUCG Division of Revenue
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Sent: Friday, September 07, 2012 9:36 AM
To: Mike Nugent
Cc: Candice Deininger; 'marisa'; Bryan.Siler@amwater.com
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From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]
Sent: Friday, September 07, 2012 9:34 AM
To: jhoggard@utiliplan.com
Cc: 'Candice Deininger'; 'marisa'; MikeN@lexingtonky.gov
Subject: RE: FW: Data Archiving/look up

Yes, he can.

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

From: "John Hoggard" <jhoggard@utiliplan.com>
To: <Bryan.Siler@amwater.com>, <MikeN@lexingtonky.gov>
Cc: "'Candice Deininger'" <cdeining@lexingtonky.gov>, "'marisa'"
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Date: 09/07/2012 09:05 AM
Subject: RE: FW: Data Archiving/look up

Bryan, I noticed Mike also asked for access to the site. Can't he just use Candice's access information?

Thanks
John

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

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]
Sent: Thursday, September 06, 2012 2:09 PM
To: MikeN@lexingtonky.gov
Cc: Candice Deininger; John Hoggard; marisa
Subject: RE: FW: Data Archiving/look up

No, I am sorry but we do not have anything like that. Perhaps you can download one and create that setting so it applies to all of the other files.

The files will be available for downloading for about 90 days.

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

From: "Mike Nugent" <MikeN@lexingtonky.gov>
To: <Bryan.Siler@amwater.com>, "Candice Deininger"
<cdeining@lexingtonky.gov>
Cc: "John Hoggard" <jhoggard@utiliplan.com>, "marisa"
<marisa@utiliplan.com>
Date: 09/06/2012 01:49 PM
Subject: RE: FW: Data Archiving/look up

Bryan,

I have been busy with an IT audit the majority of August and I'm attempting to get caught up as much as possible.

I understand that you do not have record layouts for your data files, just csv files with column headings. Do you have a document or documents that describe what each field actual represents in each file, if it should be alpha only, alphanumeric or numeric only?

Also I will need to be able to access the server (web or ftp) where the files stored at so that I can begin the download process.

Mike

| Michael J. Nugent
| Director of Computer Services
| Lexington-Fayette Urban County Government 200 East Main Street
| Lexington, KY 40507
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| Phone: 859.258.3730
| Fax: 859.258.3399
|

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

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]
Sent: Monday, August 13, 2012 11:45
To: Candice Deininger; Mike Nugent
Cc: John Hoggard; marisa
Subject: Re: FW: Data Archiving/look up

Candice,

Per my 8/2 email I am unaware of anything I can do to help with this project. Please let me know if this is not correct.

Thanks.

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

From: "Candice Deininger" [cdeining@lexingtonky.gov]
Sent: 08/13/2012 11:32 AM AST
To: Bryan Siler; "Mike Nugent" <MikeN@lexingtonky.gov>
Cc: "John Hoggard" <jhoggard@utiliplan.com>; <marisa@utiliplan.com>
Subject: RE: FW: Data Archiving/look up

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Candice J. Deininger
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Subject: RE: FW: Data Archiving/look up

Candice & Mike,

We do not have file layouts for these files. Most are CSV files and contain column headings that can be used to identify the contents.

Is there anything else I can help with on this?

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Cc: "John Hoggard" <jhoggard@utiliplan.com>,
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FW: Data
Archiving/look up

Mike/Bryan - Is this something you two could coordinate? You know I'm not that savvy with computer issues, so it would probably be best that you two speak directly with one another. If there's anything I can do on my end to assist, please let me know. Thanks so much for your help!

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Let's talk if you like.

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Subject: RE: Data Archiving/look up

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| Lexington, KY 40507
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| Phone: 859.258.3730
| Fax: 859.258.3399
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From: marisa@utiliplan.com [mailto:marisa@utiliplan.com]
Sent: Thursday, August 02, 2012 09:41
To: Mike Nugent
Cc: Candice Deininger; John Hoggard

Subject: Data Archiving/look up

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Just wanted to touch base with you on the data archiving and history lookup.
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To: John Hoggard
Cc: Bryan.Siler@amwater.com; Candice Deininger; Marisa
Subject: RE: FW: Data Archiving/look up

No, I do not have her user access information.

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| Director of Computer Services
| Lexington-Fayette Urban County Government 200 East Main Street
| Lexington, KY 40507
|
| Phone: 859.258.3730
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Cc: Candice Deininger; 'marisa'; Bryan.Siler@amwater.com
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From: marisa@utiliplan.com [mailto:marisa@utiliplan.com]
Sent: Thursday, August 02, 2012 09:41
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Cc: Candice Deininger; John Hoggard
Subject: Data Archiving/look up

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Thanks
Marisa

Janet Graham

From: Rachel.Cole@amwater.com
Sent: Friday, September 07, 2012 12:47 PM
To: Candice Deininger
Subject: RE: test3

Hi Candice,

I think I sent it to both addresses your's and info.lexserv@lexingtonky.gov

I don't think the lexserv email is working...

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

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

<Rachel.Cole@amwater.com>

To

cc

09/07/2012 12:45
PM

Subject

RE: test3

This one worked fine!!!

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

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

From: Rachel.Cole@amwater.com [mailto:Rachel.Cole@amwater.com]
Sent: Friday, September 07, 2012 12:03 PM
To: Candice Deininger; info.lexserv
Subject: RE: test3

Thanks, Candice...

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

"Candice

Deininger"
To <cdeining@lexingt
onky.gov> <Rachel.Cole@amwater.com>
cc
09/07/2012 11:58
AM
Subject RE: test2

Try: info.lexserv@lexingtonky.gov

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

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

From: Rachel.Cole@amwater.com [mailto:Rachel.Cole@amwater.com]
Sent: Friday, September 07, 2012 11:55 AM
To: Candice Deininger
Subject: Fw: test2

Hi Candice,

Both tests from yesterday came back as "delivery failures". Just FYI...

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

----- Forwarded by Rachel Cole/KAWC/AWWSC on 09/07/2012 11:53 AM -----

Your test2

document:

info@lexserv.lexingtonky.gov

510 Invalid Domain Address.

What should you do?

You can resend the undeliverable document to the recipients listed above by choosing the Resend button or the Resend command on the Actions menu.

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AW02/AWX, AW02/AWX, HUBDOM1/DOMSVR/AWWSC, SERMAIL2/DOMSVR/AWWSC

To: info@lexserv.lexingtonky.gov

cc:

Date: 02:57:26 PM AST Yesterday

Subject: test2

*** Body Not Included ***

Janet Graham

From: Candice Deininger [CDEINING@LEXINGTONKY.GOV]
Sent: Friday, September 07, 2012 12:45 PM
To: Rachel.Cole@amwater.com
Subject: RE: test3

This one worked fine!!!

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

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

From: Rachel.Cole@amwater.com [mailto:Rachel.Cole@amwater.com]
Sent: Friday, September 07, 2012 12:03 PM
To: Candice Deininger; info.lexserv
Subject: RE: test3

Thanks, Candice...

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

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

<Rachel.Cole@amwater.com>

To

cc

09/07/2012 11:58
AM

Subject

RE: test2

Try: info.lexserv@lexingtonky.gov

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

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

From: Rachel.Cole@amwater.com [mailto:Rachel.Cole@amwater.com]
Sent: Friday, September 07, 2012 11:55 AM
To: Candice Deininger

Subject: Fw: test2

Hi Candice,

Both tests from yesterday came back as "delivery failures". Just FYI...

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

----- Forwarded by Rachel Cole/KAWC/AWWSC on 09/07/2012 11:53 AM -----

Your test2

document:

info@lexserv.lexingtonky.gov
510 Invalid Domain Address.

What should you do?

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AW02/AWX, AW02/AWX, HUBDOM1/DOMSVR/AWWSC, SERMAIL2/DOMSVR/AWWSC

To: info@lexserv.lexingtonky.gov

cc:

Date: 02:57:26 PM AST Yesterday

Subject: test2

*** Body Not Included ***

Janet Graham

From: Rachel.Cole@amwater.com
Sent: Friday, September 07, 2012 12:03 PM
To: Candice Deininger; info.lexserv
Subject: RE: test3

Thanks, Candice...

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

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

<Rachel.Cole@amwater.com>

To

cc

09/07/2012 11:58
AM

Subject

RE: test2

Try: info.lexserv@lexingtonky.gov

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

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

From: Rachel.Cole@amwater.com [mailto:Rachel.Cole@amwater.com]
Sent: Friday, September 07, 2012 11:55 AM
To: Candice Deininger
Subject: Fw: test2

Hi Candice,

Both tests from yesterday came back as "delivery failures". Just FYI...

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

----- Forwarded by Rachel Cole/KAWC/AWSC on 09/07/2012 11:53 AM -----

Your test2

document:

info@lexserv.lexingtonky.gov

510 Invalid Domain Address.

What should you do?

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AW02/AWX, AW02/AWX, HUBDOM1/DOMSVR/AWWSC, SERMAIL2/DOMSVR/AWWSC

To: info@lexserv.lexingtonky.gov

cc:

Date: 02:57:26 PM AST Yesterday

Subject: test2

*** Body Not Included ***

Janet Graham

From: Candice Deininger [CDEINING@LEXINGTONKY.GOV]
Sent: Friday, September 07, 2012 11:59 AM
To: Rachel.Cole@amwater.com
Subject: RE: test2

Try: info.lexserv@lexingtonky.gov

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

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

From: Rachel.Cole@amwater.com [mailto:Rachel.Cole@amwater.com]
Sent: Friday, September 07, 2012 11:55 AM
To: Candice Deininger
Subject: Fw: test2

Hi Candice,

Both tests from yesterday came back as "delivery failures". Just FYI...

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

----- Forwarded by Rachel Cole/KAWC/AWWSC on 09/07/2012 11:53 AM -----

Your test2
document:

info@lexserv.lexingtonky.gov

510 Invalid Domain Address.

What should you do?

You can resend the undeliverable document to the recipients listed above by choosing the Resend button or the Resend command on the Actions menu.

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AW02/AWX, AW02/AWX, HUBDOM1/DOMSVR/AWWSC, SERMAIL2/DOMSVR/AWWSC

To: info@lexserv.lexingtonky.gov

cc:

Date: 02:57:26 PM AST Yesterday

Subject: test2

*** Body Not Included ***

Janet Graham

From: Rachel.Cole@amwater.com
Sent: Friday, September 07, 2012 11:57 AM
To: Candice Deininger
Subject: RE: Quick Question (I hope!!)

Anytime. Thanks.

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

"Candice
Deininger"
<cdeining@lexingt
onky.gov> To
<Rachel.Cole@amwater.com> cc
09/07/2012 11:49
AM Subject
RE: Quick Question (I hope!!)

Thanks so much for letting me know - that's just what I wanted to hear/know. Apparently it came over as 'active' in the closing package .

. . .

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

-----Original Message-----
From: Rachel.Cole@amwater.com [mailto:Rachel.Cole@amwater.com]
Sent: Friday, September 07, 2012 11:43 AM
To: Candice Deininger
Subject: Re: Quick Question (I hope!!)

Candice,

The account shows inactive. The last close date was 1997.
(Embedded image moved to file: pic10532.gif)

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

"Candice
Deininger"
To <cdeining@lexingt
onky.gov> <Rachel.Cole@amwater.com>
cc
09/07/2012 08:26
AM
Subject Quick Question (I hope!!)

Premise 120046672 - is this being billed for water? Has it had any type of billing activity in the last year? Besides possibly water - any sewer, landfill or water quality?

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

Janet Graham

From: Candice Deininger [CDEINING@LEXINGTONKY.GOV]

Sent: Friday, September 07, 2012 12:51 PM

To: Rachel.Cole@amwater.com

Subject: RE: test3

Yup, it did . . . sorry the image is so small!! Try just sending to the 'info' address



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

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

From: Rachel.Cole@amwater.com [mailto:Rachel.Cole@amwater.com]
Sent: Friday, September 07, 2012 12:48 PM
To: Candice Deininger
Subject: RE: test3

Hi Candice,

I think I sent it to both addresses your's and info.lexserv@lexingtonky.gov

I don't think the lexserv email is working..

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

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

<Rachel.Cole@amwater.com>

To
cc

09/07/2012 12:45
PM

RE: test3

Subject

This one worked fine!!!

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

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

From: Rachel.Cole@amwater.com [mailto:Rachel.Cole@amwater.com]
Sent: Friday, September 07, 2012 12:03 PM
To: Candice Deininger; info.lexserv
Subject: RE: test3

Thanks, Candice...

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

Fax: 859-335-3307

"Candice
Deininger"
<cdeining@lexingt
To onky.gov> <Rachel.Cole@amwater.com>
cc 09/07/2012 11:58
Subject AM
RE: test2

Try: info.lexserv@lexingtonky.gov

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

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

From: Rachel.Cole@amwater.com [mailto:Rachel.Cole@amwater.com]
Sent: Friday, September 07, 2012 11:55 AM
To: Candice Deininger
Subject: Fw: test2

Hi Candice,

04/29/2013

Both tests from yesterday came back as "delivery failures". Just FYI...

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

----- Forwarded by Rachel Cole/KAWC/AWWSC on 09/07/2012 11:53 AM -----

Your test2

document:

info@lexserv.lexingtonky.gov

510 Invalid Domain Address.

What should you do?

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AW02/AWX, AW02/AWX, HUBDOM1/DOMSVR/AWWSC, SERMAIL2/DOMSVR/AWWSC

To: info@lexserv.lexingtonky.gov

cc:

Date: 02:57:26 PM AST Yesterday

Subject: test2

*** Body Not Included ***

Janet Graham

From: Rachel.Cole@amwater.com
Sent: Friday, September 07, 2012 11:54 AM
To: Candice Deininger
Subject: Fw: test2

Hi Candice,

Both tests from yesterday came back as "delivery failures". Just FYI...

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

----- Forwarded by Rachel Cole/KAWC/AWWSC on 09/07/2012 11:53 AM -----

Your document:
test2
info@lexserv.lexingtonky.gov
510 Invalid Domain Address.

What should you do?

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To: info@lexserv.lexingtonky.gov

cc:

Date: 02:57:26 PM AST Yesterday

Subject: test2

*** Body Not Included ***

Janet Graham

From: Candice Deininger [CDEINING@LEXINGTONKY.GOV]
Sent: Friday, September 07, 2012 11:49 AM
To: Rachel.Cole@amwater.com
Subject: RE: Quick Question (I hope!!)

Thanks so much for letting me know - that's just what I wanted to hear/know. Apparently it came over as 'active' in the closing package . . .

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

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

From: Rachel.Cole@amwater.com [mailto:Rachel.Cole@amwater.com]
Sent: Friday, September 07, 2012 11:43 AM
To: Candice Deininger
Subject: Re: Quick Question (I hope!!)

Candice,

The account shows inactive. The last close date was 1997.
(Embedded image moved to file: pic10532.gif)

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

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

<Rachel.Cole@amwater.com>

To

cc

09/07/2012 08:26
AM

Subject

Quick Question (I hope!!)

Premise 120046672 - is this being billed for water? Has it had any type of billing activity in the last year? Besides possibly water - any sewer, landfill or water quality?

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

859-258-3364
cdeining@lexingtonky.gov

Janet Graham

From: Rachel.Cole@amwater.com
Sent: Friday, September 07, 2012 11:43 AM
To: Candice Deininger
Subject: Re: Quick Question (I hope!!)

Attachments: pic10532.gif



pic10532.gif (6 KB)

Candice,

The account shows inactive. The last close date was 1997.
(Embedded image moved to file: pic10532.gif)

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

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

<Rachel.Cole@amwater.com>

To

cc

09/07/2012 08:26
AM

Subject

Quick Question (I hope!!)

Premise 120046672 - is this being billed for water? Has it had any type of billing activity in the last year? Besides possibly water - any sewer, landfill or water quality?

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

Janet Graham

From: Candice Deininger [CDEINING@LEXINGTONKY.GOV]
Sent: Friday, September 07, 2012 9:41 AM
To: Mike Nugent; John Hoggard
Cc: Bryan.Siler@amwater.com; Marisa
Subject: RE: FW: Data Archiving/look up

www.amwater.com
select state
select C/S tab, select business partner option

User: cdeining@lfucg.com
PW: cdeining15

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

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

From: John Hoggard [mailto:jhoggard@utiliplan.com]
Sent: Friday, September 07, 2012 9:36 AM
To: Mike Nugent
Cc: Candice Deininger; 'marisa'; Bryan.Siler@amwater.com
Subject: RE: FW: Data Archiving/look up

Mike, do you have Candice's access information? If not, Marisa can walk it up to you this morning.

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

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]
Sent: Friday, September 07, 2012 9:34 AM
To: jhoggard@utiliplan.com
Cc: 'Candice Deininger'; 'marisa'; MikeN@lexingtonky.gov
Subject: RE: FW: Data Archiving/look up

Yes, he can.

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

From: "John Hoggard" <jhoggard@utiliplan.com>
To: <Bryan.Siler@amwater.com>, <MikeN@lexingtonky.gov>
Cc: "'Candice Deininger'" <cdeining@lexingtonky.gov>, "'marisa'"
<marisa@utiliplan.com>
Date: 09/07/2012 09:05 AM
Subject: RE: FW: Data Archiving/look up

Bryan, I noticed Mike also asked for access to the site. Can't he just use Candice's access information?

Thanks

John

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

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]
Sent: Thursday, September 06, 2012 2:09 PM
To: MikeN@lexingtonky.gov
Cc: Candice Deininger; John Hoggard; marisa
Subject: RE: FW: Data Archiving/look up

No, I am sorry but we do not have anything like that. Perhaps you can download one and create that setting so it applies to all of the other files.

The files will be available for downloading for about 90 days.

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

From: "Mike Nugent" <MikeN@lexingtonky.gov>
To: <Bryan.Siler@amwater.com>, "Candice Deininger" <cdeining@lexingtonky.gov>
Cc: "John Hoggard" <jhoggard@utiliplan.com>, "marisa" <marisa@utiliplan.com>
Date: 09/06/2012 01:49 PM
Subject: RE: FW: Data Archiving/look up

Bryan,

I have been busy with an IT audit the majority of August and I'm attempting to get caught up as much as possible.

I understand that you do not have record layouts for your data files, just csv files with column headings. Do you have a document or documents that describe what each field actual represents in each file, if it should be alpha only, alphanumeric or numeric only?

Also I will need to be able to access the server (web or ftp) where the files stored at so that I can begin the download process.

Mike

|
| Michael J. Nugent
| Director of Computer Services
| Lexington-Fayette Urban County Government 200 East Main Street
| Lexington, KY 40507
|
| Phone: 859.258.3730
| Fax: 859.258.3399
|

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

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]
Sent: Monday, August 13, 2012 11:45
To: Candice Deininger; Mike Nugent
Cc: John Hoggard; marisa
Subject: Re: FW: Data Archiving/look up

Candice,

Per my 8/2 email I am unaware of anything I can do to help with this project. Please let me know if this is not correct.

Thanks.

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

From: "Candice Deininger" [cdeining@lexingtonky.gov]
Sent: 08/13/2012 11:32 AM AST
To: Bryan Siler; "Mike Nugent" <MikeN@lexingtonky.gov>
Cc: "John Hoggard" <jhoggard@utiliplan.com>; <marisa@utiliplan.com>
Subject: RE: FW: Data Archiving/look up

Good morning. I was just following up on how this was proceeding. Will one of you be able to give me an update? Is there anything I can do to help expedite? Thank you!!

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

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

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]
Sent: Thursday, August 02, 2012 6:30 PM
To: Candice Deininger
Cc: John Hoggard; marisa@utiliplan.com; Mike Nugent
Subject: RE: FW: Data Archiving/look up

Candice & Mike,

We do not have file layouts for these files. Most are CSV files and contain column headings that can used to identify the contents.

Is there anything else I can help with on this?

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

From: "Candice Deininger"
<cdeining@lexingtonky.gov>
To: <Bryan.Siler@amwater.com>
Cc: "John Hoggard" <jhoggard@utiliplan.com>, "Mike Nugent"
<MikeN@lexingtonky.gov>
Date: 08/02/2012 01:37 PM
Subject: RE: FW: Data Archiving/look up

Hi, Bryan - thanks for letting me know you and Mike had a chance to talk. I appreciate the efforts on behalf of both of you in getting this accomplished!!

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

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

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

Sent: Thursday, August 02, 2012 1:03 PM
To: Candice Deininger
Cc: John Hoggard; marisa@utiliplan.com; Mike Nugent
Subject: Re: FW: Data Archiving/look up

I am calling Mike now.

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

From: "Candice
Deininger"
<cdeining@lexingtonky.gov>
To: "Mike
Nugent"
<MikeN@lexingtonky.gov>,
<Bryan.Siler@amwater.com>
Cc: "John
Hoggard"
<jhoggard@utiliplan.com>,
<marisa@utiliplan.com>
Date:
08/02/2012 12:59 PM
Subject:
FW: Data
Archiving/look up

Mike/Bryan - Is this something you two could coordinate? You know I'm not that savvy with computer issues, so it would probably be best that you two speak directly with one another. If there's anything I can do on my end to assist, please let me know. Thanks so much for your help!

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

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]
Sent: Thursday, August 02, 2012 12:36 PM
To: Candice Deininger
Subject: Re: Data Archiving/look up

Candice.

They are all text files. The best thing would be for him to download a month's data to see. Info will need to be retrieved from the website.

Let's talk if you like.

From: "Candice Deininger" [cdeining@lexingtonky.gov]
Sent: 08/02/2012 12:10 PM AST
To: Bryan Siler
Cc: "Mike Nugent" <MikeN@lexingtonky.gov>; <jhoggard@utiliplan.com>;
<marisa@utiliplan.com>
Subject: FW: Data Archiving/look up

Good afternoon, Bryan. Marisa and I had a quick meeting with Mike about data archiving

and bringing over the last 5-7 years of customer history from KAWC. Mike does needs the information in the email from him that follows. He has no idea of how much information there is and needs to make provisions for its storage, etc. Is this information something that you can send to him or does he have to go out to retrieve from the KAWC site? How do we proceed from here to get this accomplished as quickly as possible?

Thank you!

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

From: Mike Nugent
Sent: Thursday, August 02, 2012 11:45 AM
To: marisa@utiliplan.com
Cc: Candice Deininger; John Hoggard
Subject: RE: Data Archiving/look up

Yes....I will need to know everything about this....the data that we want/need to retain, the format of the data, the amount of data per month and how we intend to use the data internally.

If we need to schedule a meeting to go over this then please schedule one. Unless we can address the above issues so that I can fully understand what this will take I will not be able to develop a project and resource plan to implement this need. Without this info this need is not going to be met.

Mike

|
| Michael J. Nugent
| Director of Computer Services
| Lexington-Fayette Urban County Government 200 East Main Street
| Lexington, KY 40507
|
| Phone: 859.258.3730
| Fax: 859.258.3399
|
From: marisa@utiliplan.com [mailto:marisa@utiliplan.com]
Sent: Thursday, August 02, 2012 09:41
To: Mike Nugent
Cc: Candice Deininger; John Hoggard
Subject: Data Archiving/look up

Hi Mike,

Just wanted to touch base with you on the data archiving and history lookup. Do you need anything on my end for that?

Thanks
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Janet Graham

From: John Hoggard [jhoggard@utiliplan.com]
Sent: Friday, September 07, 2012 9:36 AM
To: Mike Nugent
Cc: Bryan.Siler@amwater.com; Candice Deininger; Marisa
Subject: RE: FW: Data Archiving/look up

Mike, do you have Candice's access information? If not, Marisa can walk it up to you this morning.

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From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]
Sent: Friday, September 07, 2012 9:34 AM
To: jhoggard@utiliplan.com
Cc: 'Candice Deininger'; 'marisa'; MikeN@lexingtonky.gov
Subject: RE: FW: Data Archiving/look up

Yes, he can.

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

From: "John Hoggard" <jhoggard@utiliplan.com>
To: <Bryan.Siler@amwater.com>, <MikeN@lexingtonky.gov>
Cc: "'Candice Deininger'" <cdeining@lexingtonky.gov>, "'marisa'"
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| Phone: 859.258.3730
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Subject: Data Archiving/look up

Hi Mike,

Just wanted to touch base with you on the data archiving and history lookup. Do you need anything on my end for that?

Thanks
Marisa

Janet Graham

From: Rachel.Cole@amwater.com
Sent: Thursday, September 06, 2012 3:06 PM
To: Jelanda.Miller@amwater.com
Cc: Candice Deininger; Bryan.Siler@amwater.com; Elizabeth.Pfleger@amwater.com; Emily.Vetter@amwater.com; Barbara.Hightower@amwater.com
Subject: sewer adjustments

Jay,

For any non-usage sewer adjustments , please send information below to info@lexserv.lexingtonky.gov

name
phone number
address
explanation of adjustment
usage information

LFUCG will take care of calculating and contacting the customer. Thank you!

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

Jelanda L
Miller/CALLCTR/CO
RP/AWWS
09/06/2012 02:32
PM

Rachel Cole/KAWC/AWWS@AWW To
cc

Subject
Just let me know what you find out about the 3 month ideal on the ert issue when the customer calls in and disputes the billing that was billed due to the ert and meter being changed out causing the high bill

Jay Miller
Account Resolution Team
866-957-2886 ext 6462
fax 1-618-433-4638
jelanda.miller@amwater.com

Janet Graham

From: Bryan.Siler@amwater.com
Sent: Thursday, September 06, 2012 2:09 PM
To: Mike Nugent
Cc: Candice Deininger; John Hoggard; Marisa
Subject: RE: FW: Data Archiving/look up

No, I am sorry but we do not have anything like that. Perhaps you can download one and create that setting so it applies to all of the other files.

The files will be available for downloading for about 90 days.

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

From: "Mike Nugent" <MikeN@lexingtonky.gov>
To: <Bryan.Siler@amwater.com>, "Candice Deininger" <cdeining@lexingtonky.gov>
Cc: "John Hoggard" <jhoggard@utiliplan.com>, "marisa" <marisa@utiliplan.com>
Date: 09/06/2012 01:49 PM
Subject: RE: FW: Data Archiving/look up

Bryan,

I have been busy with an IT audit the majority of August and I'm attempting to get caught up as much as possible.

I understand that you do not have record layouts for your data files, just csv files with column headings. Do you have a document or documents that describe what each field actual represents in each file, if it should be alpha only, alphanumeric or numeric only?

Also I will need to be able to access the server (web or ftp) where the files stored at so that I can begin the download process.

Mike

|
| Michael J. Nugent
| Director of Computer Services
| Lexington-Fayette Urban County Government 200 East Main Street
| Lexington, KY 40507
|
| Phone: 859.258.3730
| Fax: 859.258.3399
|

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

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]
Sent: Monday, August 13, 2012 11:45
To: Candice Deininger; Mike Nugent
Cc: John Hoggard; marisa
Subject: Re: FW: Data Archiving/look up

Candice,

Per my 8/2 email I am unaware of anything I can do to help with this project. Please let me know if this is not correct.

Thanks.

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

From: "Candice Deininger" [cdeining@lexingtonky.gov]
Sent: 08/13/2012 11:32 AM AST
To: Bryan Siler; "Mike Nugent" <MikeN@lexingtonky.gov>
Cc: "John Hoggard" <jhoggard@utiliplan.com>; <marisa@utiliplan.com>
Subject: RE: FW: Data Archiving/look up

Good morning. I was just following up on how this was proceeding. Will one of you be able to give me an update? Is there anything I can do to help expedite? Thank you!!

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

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

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]
Sent: Thursday, August 02, 2012 6:30 PM
To: Candice Deininger
Cc: John Hoggard; marisa@utiliplan.com; Mike Nugent
Subject: RE: FW: Data Archiving/look up

Candice & Mike,

We do not have file layouts for these files. Most are CSV files and contain column headings that can be used to identify the contents.

Is there anything else I can help with on this?

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

From: "Candice Deininger" <cdeining@lexingtonky.gov>
To: <Bryan.Siler@amwater.com>
Cc: "John Hoggard" <jhoggard@utiliplan.com>, <marisa@utiliplan.com>, "Mike Nugent" <MikeN@lexingtonky.gov>
Date: 08/02/2012 01:37 PM
Subject: RE: FW: Data Archiving/look up

Hi, Bryan - thanks for letting me know you and Mike had a chance to talk. I appreciate the efforts on behalf of both of you in getting this accomplished!!

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

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

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]
Sent: Thursday, August 02, 2012 1:03 PM
To: Candice Deininger
Cc: John Hoggard; marisa@utiliplan.com; Mike Nugent
Subject: Re: FW: Data Archiving/look up

I am calling Mike now.

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

From: "Candice Deininger" <cdeining@lexingtonky.gov>
To: "Mike Nugent" <MikeN@lexingtonky.gov>,
<Bryan.Siler@amwater.com>
Cc: "John Hoggard" <jhoggard@utiliplan.com>,
<marisa@utiliplan.com>
Date: 08/02/2012 12:59 PM
Subject: FW: Data Archiving/look up

Mike/Bryan - Is this something you two could coordinate? You know I'm not that savvy with computer issues, so it would probably be best that you two speak directly with one another. If there's anything I can do on my end to assist, please let me know. Thanks so much for your help!

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

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]
Sent: Thursday, August 02, 2012 12:36 PM
To: Candice Deininger
Subject: Re: Data Archiving/look up

Candice.

They are all text files. The best thing would be for him to download a month's data to see. Info will need to be retrieved from the website.

Let's talk if you like.

From: "Candice Deininger" [cdeining@lexingtonky.gov]
Sent: 08/02/2012 12:10 PM AST
To: Bryan Siler
Cc: "Mike Nugent" <MikeN@lexingtonky.gov>; <jhoggard@utiliplan.com>;
<marisa@utiliplan.com>
Subject: FW: Data Archiving/look up

Good afternoon, Bryan. Marisa and I had a quick meeting with Mike about data archiving and bringing over the last 5-7 years of customer history from KAWC. Mike does needs the information in the email from him that follows. He has no idea of how much information there is and needs to make provisions for its storage, etc. Is this information something that you can send to him or does he have to go out to retrieve from the KAWC site? How do we proceed from here to get this accomplished as quickly as possible?

Thank you!

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

From: Mike Nugent
Sent: Thursday, August 02, 2012 11:45 AM
To: marisa@utiliplan.com
Cc: Candice Deininger; John Hoggard
Subject: RE: Data Archiving/look up

Yes....I will need to know everything about this....the data that we want/need to retain, the format of the data, the amount of data per month and how we intend to use the data internally.

If we need to schedule a meeting to go over this then please schedule one. Unless we can address the above issues so that I can fully understand what this will take I will not be able to develop a project and resource plan to implement this need. Without this info this need is not going to be met.

Mike

|
| Michael J. Nugent
| Director of Computer Services
| Lexington-Fayette Urban County Government 200 East Main Street
| Lexington, KY 40507
|
| Phone: 859.258.3730
| Fax: 859.258.3399
|

From: marisa@utiliplan.com [mailto:marisa@utiliplan.com]
Sent: Thursday, August 02, 2012 09:41
To: Mike Nugent
Cc: Candice Deininger; John Hoggard
Subject: Data Archiving/look up

Hi Mike,

Just wanted to touch base with you on the data archiving and history lookup. Do you need anything on my end for that?

Thanks
Marisa

Janet Graham

From: Mike Nugent [miken@lexingtonky.gov]
Sent: Thursday, September 06, 2012 1:49 PM
To: Bryan.Siler@amwater.com; Candice Deininger
Cc: John Hoggard; Marisa
Subject: RE: FW: Data Archiving/look up

Bryan,

I have been busy with an IT audit the majority of August and I'm attempting to get caught up as much as possible.

I understand that you do not have record layouts for your data files, just csv files with column headings. Do you have a document or documents that describe what each field actual represents in each file, if it should be alpha only, alphanumeric or numeric only?

Also I will need to be able to access the server (web or ftp) where the files stored at so that I can begin the download process.

Mike

|
| Michael J. Nugent
| Director of Computer Services
| Lexington-Fayette Urban County Government 200 East Main Street
| Lexington, KY 40507
|
| Phone: 859.258.3730
| Fax: 859.258.3399
|

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

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]
Sent: Monday, August 13, 2012 11:45
To: Candice Deininger; Mike Nugent
Cc: John Hoggard; marisa
Subject: Re: FW: Data Archiving/look up

Candice,

Per my 8/2 email I am unaware of anything I can do to help with this project. Please let me know if this is not correct.

Thanks.

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

From: "Candice Deininger" [cdeining@lexingtonky.gov]
Sent: 08/13/2012 11:32 AM AST
To: Bryan Siler; "Mike Nugent" <MikeN@lexingtonky.gov>
Cc: "John Hoggard" <jhoggard@utiliplan.com>; <marisa@utiliplan.com>
Subject: RE: FW: Data Archiving/look up

Good morning. I was just following up on how this was proceeding. Will one of you be able to give me an update? Is there anything I can do to help expedite? Thank you!!

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

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

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]
Sent: Thursday, August 02, 2012 6:30 PM
To: Candice Deininger
Cc: John Hoggard; marisa@utiliplan.com; Mike Nugent
Subject: RE: FW: Data Archiving/look up

Candice & Mike,

We do not have file layouts for these files. Most are CSV files and contain column headings that can be used to identify the contents.

Is there anything else I can help with on this?

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

From: "Candice Deininger" <cdeining@lexingtonky.gov>
To: <Bryan.Siler@amwater.com>
Cc: "John Hoggard" <jhoggard@utiliplan.com>, <marisa@utiliplan.com>, "Mike Nugent" <MikeN@lexingtonky.gov>
Date: 08/02/2012 01:37 PM
Subject: RE: FW: Data Archiving/look up

Hi, Bryan - thanks for letting me know you and Mike had a chance to talk. I appreciate the efforts on behalf of both of you in getting this accomplished!!

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

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

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]
Sent: Thursday, August 02, 2012 1:03 PM
To: Candice Deininger
Cc: John Hoggard; marisa@utiliplan.com; Mike Nugent
Subject: Re: FW: Data Archiving/look up

I am calling Mike now.

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

From: "Candice Deininger" <cdeining@lexingtonky.gov>
To: "Mike Nugent" <MikeN@lexingtonky.gov>, <Bryan.Siler@amwater.com>
Cc: "John Hoggard" <jhoggard@utiliplan.com>

<marisa@utiliplan.com>
Date: 08/02/2012 12:59 PM
Subject: FW: Data Archiving/look up

Mike/Bryan - Is this something you two could coordinate? You know I'm not that savvy with computer issues, so it would probably be best that you two speak directly with one another. If there's anything I can do on my end to assist, please let me know. Thanks so much for your help!

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

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]
Sent: Thursday, August 02, 2012 12:36 PM
To: Candice Deininger
Subject: Re: Data Archiving/look up

Candice.

They are all text files. The best thing would be for him to download a month's data to see. Info will need to be retrieved from the website.

Let's talk if you like.

From: "Candice Deininger" [cdeining@lexingtonky.gov]
Sent: 08/02/2012 12:10 PM AST
To: Bryan Siler
Cc: "Mike Nugent" <MikeN@lexingtonky.gov>; <jhoggard@utiliplan.com>;
<marisa@utiliplan.com>
Subject: FW: Data Archiving/look up

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Thank you!

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

From: Mike Nugent
Sent: Thursday, August 02, 2012 11:45 AM
To: marisa@utiliplan.com
Cc: Candice Deininger; John Hoggard
Subject: RE: Data Archiving/look up

Yes....I will need to know everything about this....the data that we want/need to retain, the format of the data, the amount of data per month and how we intend to use the data internally.

If we need to schedule a meeting to go over this then please schedule one. Unless we can address the above issues so that I can fully understand what this will take I will not be able to develop a project and resource plan to implement this need. Without this info this need is not going to be met.

Mike

|
| Michael J. Nugent
| Director of Computer Services
| Lexington-Fayette Urban County Government 200 East Main Street
| Lexington, KY 40507

|
| Phone: 859.258.3730
| Fax: 859.258.3399

|
From: marisa@utiliplan.com [mailto:marisa@utiliplan.com]

Sent: Thursday, August 02, 2012 09:41

To: Mike Nugent

Cc: Candice Deininger; John Hoggard

Subject: Data Archiving/look up

Hi Mike,

Just wanted to touch base with you on the data archiving and history lookup. Do you need anything on my end for that?

Thanks
Marisa

Janet Graham

From: Candice Deininger [CDEINING@LEXINGTONKY.GOV]
Sent: Thursday, September 06, 2012 10:37 AM
To: Rachel.Cole@amwater.com
Cc: Bryan.Siler@amwater.com; Hilori Morgan; John Hoggard; Marisa Miralles @ UtiliPlan; Basu, Sandip; Nam, Eileen; Brian.McDonough@amwater.com
Subject: RE: FW: Premise 120135327 DVSTR PREM

Thanks so much, Rachel - much appreciated!!

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

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

From: Rachel.Cole@amwater.com [mailto:Rachel.Cole@amwater.com]
Sent: Thursday, September 06, 2012 10:28 AM
To: Candice Deininger
Cc: Hilori Morgan; Marisa Miralles @ UtiliPlan; Bryan.Siler@amwater.com;
Brian.McDonough@amwater.com
Subject: Re: FW: Premise 120135327 DVSTR PREM

Good Morning Everyone,

I'm not absolutely certain, but this looks like a conversion type of message. I will look into it.

(Embedded image moved to file: pic15145.gif)

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

"Candice Deininger" <cdeining@lexingt onky.gov>	<Rachel.Cole@amwater.com>	To
09/06/2012 10:21 AM	"Hilori Morgan" <hmorgan@lexingtonky.gov>, "Marisa Miralles @ UtiliPlan" <marisa@utiliplan.com>	cc
	FW: Premise 120135327	Subject

Hello - me again!! Can you help with this, Rachel? Kindly see email stream below . . .

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

From: Hilori Morgan
Sent: Thursday, September 06, 2012 10:19 AM
To: Candice Deininger
Cc: 'Marisa Miralles @ UtiliPlan'
Subject: RE: Premise 120135327

Every non-mutual account that I've seen since go-live has this notation and end date. I don't know why KAWC did that or what it stands for.

Thank you,

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

From: Candice Deininger
Sent: Thursday, September 06, 2012 10:17 AM
To: Hilori Morgan
Cc: Marisa Miralles @ UtiliPlan
Subject: Premise 120135327

Hello . . . Marisa and I are looking at this WQ account and notice a notation: DVSTR PREM - have you ever seen that and/or do you know what it means? Also noticed that the disconnect date was 08/31/2012

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

Janet Graham

From: Rachel.Cole@amwater.com
Sent: Thursday, September 06, 2012 10:28 AM
To: Candice Deininger
Cc: Bryan.Siler@amwater.com; Hilori Morgan; Marisa Miralles @ UtiliPlan; Brian.McDonough@amwater.com
Subject: Re: FW: Premise 120135327 DVSTR PREM
Attachments: pic15145.gif



pic15145.gif (6 KB)

Good Morning Everyone,

I'm not absolutely certain, but this looks like a conversion type of message. I will look into it.

(Embedded image moved to file: pic15145.gif)

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

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

09/06/2012 10:21
AM

<Rachel.Cole@amwater.com>

To

cc

"Hilori Morgan"
<hmorgan@lexingtonky.gov>, "Marisa
Miralles @ UtiliPlan"
<marisa@utiliplan.com>

Subject

FW: Premise 120135327

Hello ~ me again!! Can you help with this, Rachel? Kindly see email stream below . . .

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

From: Hilori Morgan
Sent: Thursday, September 06, 2012 10:19 AM

To: Candice Deininger
Cc: 'Marisa Miralles @ UtiliPlan'
Subject: RE: Premise 120135327

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Thank you,

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

From: Candice Deininger
Sent: Thursday, September 06, 2012 10:17 AM
To: Hilori Morgan
Cc: Marisa Miralles @ UtiliPlan
Subject: Premise 120135327

Hello . . . Marisa and I are looking at this WQ account and notice a notation: DVSTR PREM - have you ever seen that and/or do you know what it means? Also noticed that the disconnect date was 08/31/2012

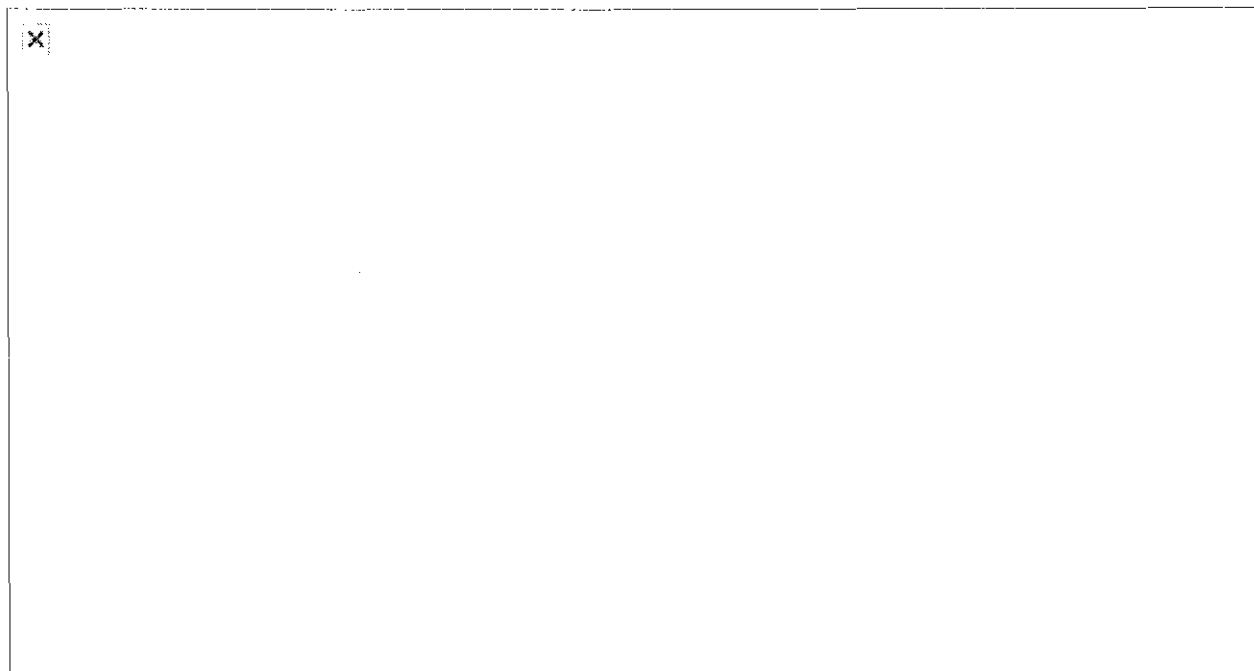
Candice J. Deininger
Revenue Supervisor
LFUCG Division of Revenue
200 East Main Street
Lexington, KY 40507
859-258-3364
cdeining@lexingtonky.gov

Janet Graham

From: Nam, Eileen [Eileen.Nam@gcww.cincinnati-oh.gov]
Sent: Thursday, September 06, 2012 1:55 PM
To: Rachel.Cole@amwater.com; Candice Deininger; Brian.McDonough@amwater.com
Cc: Bryan.Siler@amwater.com; Hilori Morgan; John Hoggard; Marisa Miralles @ UtiliPlan; Basu, Sandip
Subject: RE: FW: Premise 120135327 DVSTR PREM

Candice and Brian,

The KAWC premises 120135327 was converted as Active WQ only account as below. Since WQ only account doesn't need consumption from KAWC, this account will be billed every month. As long as file generation from WQ mainframe system doesn't affected by this DV status, I don't see any affects for billing out of ICS.



Thanks.
Eileen

From: Candice Deininger [mailto:cdeining@lexingtonky.gov]
Sent: Thursday, September 06, 2012 10:51 AM
To: Brian.McDonough@amwater.com; Rachel.Cole@amwater.com
Cc: Bryan.Siler@amwater.com; Morgan, Hilori; Marisa Miralles @ UtiliPlan; Nam, Eileen; Basu, Sandip; John Hoggard
Subject: RE: FW: Premise 120135327 DVSTR PREM
Importance: High

Good morning, Brian, and thank you for your quick response! I've copied Eileen/GCW on this as well and will ask her to correspond with you directly, copying the remainder of us. She identified approximately 1,500 accounts that may be related to what you are referring to in your email. Since I'm not technically inclined, perhaps you and she can look into this further . . . thanks again for all your help!!!

Candice J. Deininger

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

From: Brian.McDonough@amwater.com [mailto:Brian.McDonough@amwater.com]
Sent: Thursday, September 06, 2012 10:39 AM
To: Rachel.Cole@amwater.com
Cc: Bryan.Siler@amwater.com; Candice Deininger; Hilori Morgan; Marisa Miralles @ UtiliPlan
Subject: Re: FW: Premise 120135327 DVSTR PREM

Hi All,

Yes, this is related to the divestiture, all of the accounts/premises where we were only charging for Sewer, Water Quality or Landfill had their status updated to DV - Divestiture Account/Premise and the Discontinue dates were added as well. Is this creating a problem or error for LFUCG, and is it the DV status itself or the fact that these accounts have been closed/inactivated?

Brian McDonough
(856)-782-2833 Office
(609)-933-2212 Cell

Rachel Cole/KAWC/AWWSC

09/06/2012 10:27 AM

To "Candice Deininger" <cdeining@lexingtonky.gov>@AWX
cc "Hilori Morgan" <hmorgan@lexingtonky.gov>, "Marisa Miralles @ UtiliPlan" <marisa@utiliplan.com>, Bryan Siler/KAWC/AWWSC@AWW, Brian T McDonough/CONSULT/AWWSC@AWW
Subject Re: FW: Premise 120135327 DVSTR PREM [Link](#)

Good Morning Everyone,

I'm not absolutely certain, but this looks like a conversion type of message. I will look into it.

x

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

"Candice Deininger" <cdeining@lexingtonky.gov>

09/06/2012 10:21 AM

To <Rachel.Cole@amwater.com>
cc "Hilori Morgan" <hmorgan@lexingtonky.gov>, "Marisa Miralles @ UtiliPlan"
<marisa@utiliplan.com>
Subject FW: Premise 120135327

Hello -- me again!! Can you help with this, Rachel? Kindly see email stream below . . .

Candice J. Deininger

04/29/2013

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

From: Hilori Morgan
Sent: Thursday, September 06, 2012 10:19 AM
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Cc: 'Marisa Miralles @ UtiliPlan'
Subject: RE: Premise 120135327

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Thank you,

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Subject: Premise 120135327

Hello . . . Marisa and I are looking at this WQ account and notice a notation: DVSTR PREM – have you ever seen that and/or do you know what it means? Also noticed that the disconnect date was 08/31/2012

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

Janet Graham

From: Candice Deininger [CDEINING@LEXINGTONKY.GOV]
Sent: Thursday, September 06, 2012 10:51 AM
To: Rachel.Cole@amwater.com; Brian.McDonough@amwater.com
Cc: Bryan.Siler@amwater.com; Hilori Morgan; John Hoggard; Marisa Miralles @ UtiliPlan; Basu, Sandip; Nam, Eileen
Subject: RE: FW: Premise 120135327 DVSTR PREM

Importance: High

Good morning, Brian, and thank you for your quick response! I've copied Eileen/GCW on this as well and will ask her to correspond with you directly, copying the remainder of us. She identified approximately 1,500 accounts that may be related to what you are referring to in your email. Since I'm not technically inclined, perhaps you and she can look into this further . . . thanks again for all your help!!!

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

From: Brian.McDonough@amwater.com [mailto:Brian.McDonough@amwater.com]
Sent: Thursday, September 06, 2012 10:39 AM
To: Rachel.Cole@amwater.com
Cc: Bryan.Siler@amwater.com; Candice Deininger; Hilori Morgan; Marisa Miralles @ UtiliPlan
Subject: Re: FW: Premise 120135327 DVSTR PREM

Hi All,

Yes, this is related to the divestiture, all of the accounts/premises where we were only charging for Sewer, Water Quality or Landfill had their status updated to DV - Divestiture Account/Premise and the Discontinue dates were added as well. Is this creating a problem or error for LFUCG, and is it the DV status itself or the fact that these accounts have been closed/inactivated?

Brian McDonough
 (856)-782-2833 Office
 (609)-933-2212 Cell

Rachel Cole/KAWC/AWWSC

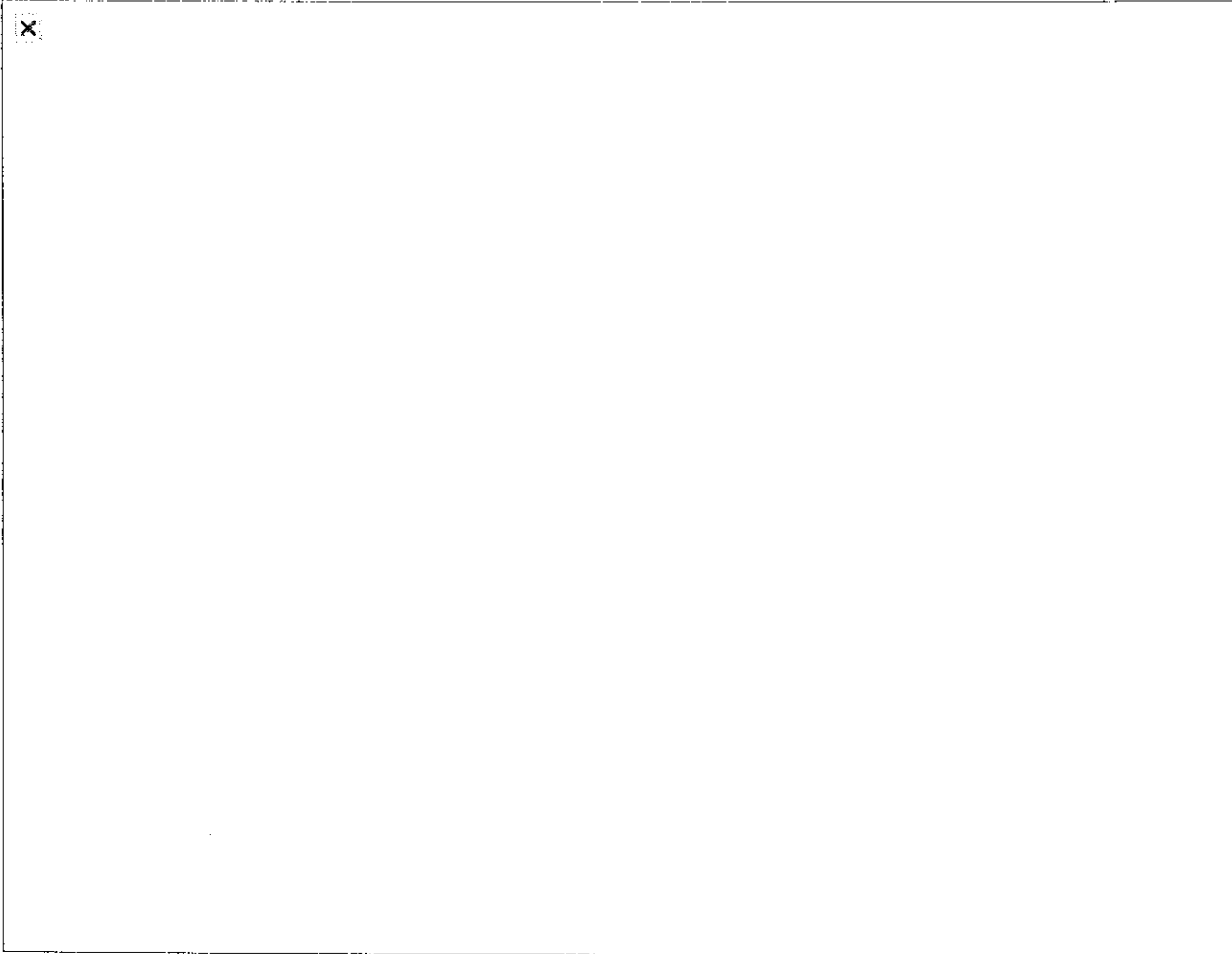
09/06/2012 10:27 AM

To "Candice Deininger" <cdeining@lexingtonky.gov>@AWX
 cc "Hilori Morgan" <hmorgan@lexingtonky.gov>, "Marisa Miralles @ UtiliPlan" <marisa@utiliplan.com>, Bryan Siler/KAWC/AWWSC@AWW,
 Brian T McDonough/CONSULT/AWWSC@AWW
 Subject Re: FW: Premise 120135327 DVSTR PREM [Link](#)

Good Morning Everyone,

04/29/2013

I'm not absolutely certain, but this looks like a conversion type of message. I will look into it.



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

"Candice Delninger" <cdelning@lexingtonky.gov>

09/06/2012 10:21 AM

To <Rachel.Cole@amwater.com>

cc "Hilori Morgan" <hmorgan@lexingtonky.gov>, "Marisa Miralles @ UtiliPlan" <marisa@utiliplan.com>

Subject FW: Premise 120135327

Hello – me again!! Can you help with this, Rachel? Kindly see email stream below . . .

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

From: Hilori Morgan
Sent: Thursday, September 06, 2012 10:19 AM
To: Candice Deininger
Cc: 'Marisa Miralles @ UtiliPlan'
Subject: RE: Premise 120135327

Every non-mutual account that I've seen since go-live has this notation and end date. I don't know why KAWC did that or what it stands for.

Thank you,

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

From: Candice Deininger
Sent: Thursday, September 06, 2012 10:17 AM
To: Hilori Morgan
Cc: Marisa Miralles @ UtiliPlan
Subject: Premise 120135327

Hello . . . Marisa and I are looking at this WQ account and notice a notation: DVSTR PREM – have you ever seen that and/or do you know what it means? Also noticed that the disconnect date was 08/31/2012

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Janet Graham

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Brian McDonough
(856)-782-2833 Office
(609)-933-2212 Cell

Rachel Cole/KAWC/AWWSC

09/06/2012 10:27 AM

To "Candice Deininger" <cdeining@lexingtonky.gov>@AWX
cc "Hilori Morgan" <hmorgan@lexingtonky.gov>, "Marisa Miralles @ UtiliPlan" <marisa@utiliplan.com>, Bryan Siler/KAWC/AWWSC@AWW, Brian T McDonough/CONSULT/AWWSC@AWW

Subject Re: FW: Premise 120135327 DVSTR PREM [Link](#)

Good Morning Everyone,

I'm not absolutely certain, but this looks like a conversion type of message. I will look into it.



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

"Candice Deininger" <cdeining@lexingtonky.gov>

09/06/2012 10:21 AM

To <Rachel.Cole@amwater.com>
cc "Hilori Morgan" <hmorgan@lexingtonky.gov>, "Marisa Miralles @ UtiliPlan" <marisa@utiliplan.com>

Subject FW: Premise 120135327

Hello – me again!! Can you help with this, Rachel? Kindly see email stream below . . .

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

From: Hilori Morgan
Sent: Thursday, September 06, 2012 10:19 AM
To: Candice Deininger
Cc: 'Marisa Miralles @ UtiliPlan'
Subject: RE: Premise 120135327

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

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Candice J. Deininger
Revenue Supervisor
LFUCG Division of Revenue

04/29/2013

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

Janet Graham

From: Rachel.Cole@amwater.com
Sent: Thursday, September 06, 2012 8:14 AM
To: Candice Deininger
Subject: RE: Okay, one more question for today . . .

Good Morning Candice,

I'm counting on it!

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

"Candice
Deininger"
<cdeining@lexingt
onky.gov> To
<Rachel.Cole@amwater.com> cc
09/06/2012 08:12
AM Subject
RE: Okay, one more question for
today . . .

Thanks, Rachel!! You were supposed to go home!!!

Let me know if there's anything I can do to help you, okay? Don't know how I'll be, but I'll certainly try!!!

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

-----Original Message-----
From: Rachel.Cole@amwater.com [mailto:Rachel.Cole@amwater.com]
Sent: Wednesday, September 05, 2012 5:50 PM
To: Candice Deininger
Subject: Re: Okay, one more question for today . . .

Hi Candice,

Brand new ..hot off the press. Connect date 9/5/12.

Rachel S. Cole
Kentucky American Water
Field Services Supervisor
Customer Advocacy Office
Email: rachel.cole@amwater.com

Ph: 859-268-6307
Fax: 859-335-3307

"Candice
Deininger"

To <cdeining@lexingt
onky.gov> <Rachel.Cole@amwater.com>

cc 09/05/2012 05:05

Subject PM

Okay, one more question for
today . . .

I don't have an account number, only a premise number: 120139442, 1933 Falling Leaves Lane. Has a bill been issued for this customer? Name is Dottie Anderson. I see no transactions for this premise number for sewer so am wondering if it is a brand new account that hasn't been set up yet . . . would you mind checking for me? Don't do it now - go home!!!

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

Janet Graham

From: Candice Deininger [CDEINING@LEXINGTONKY.GOV]
Sent: Thursday, September 06, 2012 10:21 AM
To: Rachel.Cole@amwater.com
Cc: Hilori Morgan; Marisa Miralles @ UtiliPlan
Subject: FW: Premise 120135327

Importance: High

Hello – me again!! Can you help with this, Rachel? Kindly see email stream below . . .

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

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 Lexington, KY 40511
 859.425.2507 direct line
hmorgan@lexingtonky.gov

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Cc: Marisa Miralles @ UtiliPlan
Subject: Premise 120135327

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

Janet Graham

From: Candice Deininger [CDEINING@LEXINGTONKY.GOV]

Sent: Thursday, September 06, 2012 9:51 AM

To: John Hoggard

Subject: RE: last date of KAW bills with LFUCG charges

Another LFUCG employee showed me his bill, and it was dated August 31 . . . just an FYI if it wasn't clear on the call yesterday

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

From: John Hoggard [mailto:jhoggard@utiliplan.com]

Sent: Wednesday, September 05, 2012 11:49 AM

To: Bryan.Siler@amwater.com

Cc: Candice Deininger

Subject: last date of KAW bills with LFUCG charges

Bryan,

What is the date of the last KAW bill that will have any LFUCG charges?

Thanks

John

Janet Graham

From: Basu, Sandip [Sandip.Basu@gcww.cincinnati-oh.gov]
Sent: Wednesday, September 05, 2012 8:56 PM
To: Rachel.Cole@amwater.com; Bryan Siler @ Amwater; Candice Deininger; Laura Harris; Carroll, Jim
Cc: Wiest, Gary; Frey, Kathleen; Caldwell, Lisa
Subject: RE: Question about a KAWC Payment

Candice, Bryan & Rachel – Can you please let us know what was the resolution on this?

Thank you,
Sandip.

From: Candice Deininger [mailto:cdeining@lexingtonky.gov]
Sent: Friday, August 31, 2012 3:06 PM
To: Carroll, Jim; Harris, Laura
Cc: Basu, Sandip; Caldwell, Lisa; Frey, Kathleen
Subject: RE: Question about a KAWC Payment

Sounds like a question for KAWC to answer – we don't know . . . I'll forward to Rachel/Bryan . . .

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

From: Carroll, Jim [mailto:Jim.Carroll@gcww.cincinnati-oh.gov]
Sent: Friday, August 31, 2012 3:02 PM
To: Candice Deininger; Laura Harris
Cc: Basu, Sandip; Caldwell, Lisa; Frey, Kathleen
Subject: RE: Question about a KAWC Payment

Candice or Laura,

We've been digging deep to find what/if scenarios we haven't thought of yet and this one came up in discussions. Can you review Kathy's email below and respond how we would handle this?

Thanks

Jim Carroll | (V) 513.591.7755 | Greater Cincinnati Water Works

From: Frey, Kathleen
Sent: Friday, August 31, 2012 2:22 PM
To: Carroll, Jim
Cc: Basu, Sandip; Caldwell, Lisa
Subject: Question about a KAWC Payment

I have a question about the payments that are coming over from KAWC about how we will handle returned checks sent to KAWC then to us. I will use this scenario:

A customer sends a check to KAWC on 9/20 & KAWC gives us credit for this payment then on 10/1 the payment bounces for NSF. What happens? Does KAWC request the money back plus a fee or do they charge a fee?

Thanks,

Kathleen Frey
Greater Cincinnati Water Works
4747 Spring Grove Avenue
Cincinnati, Ohio 45232-1986
513.591.7962
kathleen.frey@gcww.cincinnati-oh.gov

Janet Graham

From: John Hoggard [jhoggard@utiliplan.com]
Sent: Wednesday, September 05, 2012 11:49 AM
To: Bryan.Siler@amwater.com
Cc: Candice Deininger
Subject: last date of KAW bills with LFUCG charges

Bryan,
What is the date of the last KAW bill that will have any LFUCG charges?

Thanks
John

Janet Graham

From: Candice Deininger [CDEINING@LEXINGTONKY.GOV]
Sent: Wednesday, September 05, 2012 12:11 PM
To: Bryan.Siler@amwater.com; jhoggard@utiliplan.com
Cc: Brian.McDonough@amwater.com
Subject: RE: last date of KAW bills with LFUCG charges

Bryan - I noticed that Account 160957 was billed a second time this month. I know we've seen this before where this route was billed twice in a month and it usually affected about 5,400 accounts. Will there be more than that number?

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

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

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]
Sent: Wednesday, September 05, 2012 12:01 PM
To: jhoggard@utiliplan.com
Cc: Candice Deininger; Brian.McDonough@amwater.com
Subject: Re: last date of KAW bills with LFUCG charges

Should be 8/31/2012 if all went well. Are you finding anything different?

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

From: "John Hoggard" <jhoggard@utiliplan.com>
To: <Bryan.Siler@amwater.com>
Cc: "'Candice Deininger'" <cdeining@lexingtonky.gov>
Date: 09/05/2012 11:49 AM
Subject: last date of KAW bills with LFUCG charges

Bryan,
What is the date of the last KAW bill that will have any LFUCG charges?

Thanks
John

Janet Graham

From: Bryan.Siler@amwater.com
Sent: Wednesday, September 05, 2012 12:01 PM
To: jhoggard@utiliplan.com
Cc: Candice Deininger; Brian.McDonough@amwater.com
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Bryan Siler
Field Operations Supervisor
Kentucky American Water
2300 Richmond Road
Lexington, Kentucky 40502
859-268-6350 Office
859-268-6374 Fax
bryan.siler@amwater.com

From: "John Hoggard" <jhoggard@utiliplan.com>
To: <Bryan.Siler@amwater.com>
Cc: "'Candice Deininger'" <cdeining@lexingtonky.gov>
Date: 09/05/2012 11:49 AM
Subject: last date of KAW bills with LFUCG charges

Bryan,
What is the date of the last KAW bill that will have any LFUCG charges?

Thanks
John

Janet Graham

Subject: Canceled: Weekly LFUCG/GCWW/KAW call
Location: call in
Start: Wed 05/09/2012 2:00 PM
End: Wed 05/09/2012 3:00 PM
Recurrence: (none)
Resources: archivemgr_journal
Importance: High

605-562-3000 code #255921

Janet Graham

From: Rachel.Cole@amwater.com
Sent: Tuesday, September 04, 2012 11:36 AM
To: Candice Deininger
Subject: RE: Call Referrals-LexServe

Hi Candice,

Looking forward to it!

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

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

09/04/2012 10:59
AM

<Rachel.Cole@amwater.com>,
<kawc.fieldservices@amwater.com>

To

cc

"William O'Mara"
<billo@lexingtonky.gov>, "Hilori
Morgan" <hmorgan@lexingtonky.gov>,
"John Hoggard"
<jhoggard@utiliplan.com>, "Lynne
Webb" <lwebb@lexingtonky.gov>,
"McGarry, Mimi"
<Mimi.McGarry@gcww.cincinnati-oh.go
v>, "Tonia Walters"
<twalters2@lexingtonky.gov>

Subject

RE: Call Referrals-LexServe

Thanks so much, Rachel - much appreciated. Bryan informed me that you are now my 'official' contact at KAWC . . . be like old times, won't it?! Take care . . .

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

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

From: Rachel.Cole@amwater.com [mailto:Rachel.Cole@amwater.com]
Sent: Tuesday, September 04, 2012 10:57 AM
To: Candice Deininger; kawc.fieldservices@amwater.com
Cc: William O'Mara; Hilori Morgan; John Hoggard; Lynne Webb; McGarry, Mimi; Tonia Walters
Subject: Re: Call Referrals-LexServe

Thanks for the phone number, Candice. We will certainly forward!

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

"Candice

Deininger"

To <cdeining@lexingt
onky.gov> <Rachel.Cole@amwater.com>

cc 09/04/2012 10:04 "McGarry, Mimi"

AM
<Mimi.McGarry@gcww.cincinnati-oh.go

v>, "Lynne Webb"
<lwebb@lexingtonky.gov>, "Tonia
Walters"
<twalters2@lexingtonky.gov>,
"Hilori Morgan"
<hmorgan@lexingtonky.gov>, "John
Hoggard"
"William O'Mara"
<billo@lexingtonky.gov>

<jhoggard@utiliplan.com>,

Subject Call Referrals

Good morning, Rachel! We all survived the weekend, now comes the hard part!!

Lynne has received several referral calls from the Call Center about sewer adjustments and FWA. Would you kindly let whoever there (not sure who it is, otherwise I'd do it myself) know that all calls should now be directed to LEXserv (CSRs at GCW) at 1-888-987-8111. Thank you!!

Candice J. Deininger
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Sent: Tuesday, September 04, 2012 10:59 AM
To: Rachel.Cole@amwater.com; kawc.fieldservices@amwater.com
Cc: William O'Mara; Tonia Walters; Hilori Morgan; John Hoggard; McGarry, Mimi; Lynne Webb
Subject: RE: Call Referrals-LexServe

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Cc: William O'Mara; Hilori Morgan; John Hoggard; Lynne Webb; McGarry, Mimi; Tonia Walters
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Field Services Supervisor
Customer Advocacy Office
Email: rachel.cole@amwater.com
Ph: 859-268-6307
Fax: 859-335-3307

"Candice Deininger" <cdeining@lexingt onky.gov>	<Rachel.Cole@amwater.com>	To
09/04/2012 10:04 AM	"McGarry, Mimi" <Mimi.McGarry@gcww.cincinnati-oh.go v>, "Lynne Webb" <lwebb@lexingtonky.gov>, "Tonia Walters" <twalters2@lexingtonky.gov>, "Hilori Morgan" <hmorgan@lexingtonky.gov>, "John Hoggard" <jhoggard@utiliplan.com>, "William O'Mara" <billo@lexingtonky.gov>	cc
	Call Referrals	Subject

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Sent: Tuesday, September 04, 2012 10:57 AM
To: Candice Deininger; kawc.fieldservices@amwater.com
Cc: William O'Mara; Tonia Walters; Hilori Morgan; John Hoggard; McGarry, Mimi; Lynne Webb
Subject: Re: Call Referrals-LexServe

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

"Candice
Deininger"
<cdeining@lexingt
onky.gov> To
<Rachel.Cole@amwater.com> cc
09/04/2012 10:04 AM "McGarry, Mimi"
<Mimi.McGarry@gcww.cincinnati-oh.go
v>, "Lynne Webb"
<lwebb@lexingtonky.gov>, "Tonia
Walters"
<twalters2@lexingtonky.gov>,
"Hilori Morgan"
<hmorgan@lexingtonky.gov>, "John
Hoggard" <jhoggard@utiliplan.com>,
"William O'Mara"
<billo@lexingtonky.gov> Subject
Call Referrals

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200 East Main Street
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859-258-3364
cdeining@lexingtonky.gov

Janet Graham

Subject: Canceled: KAWC/LFUCG/GCW Data/Conversion/Post Live issues/updates
Location: Conference Room - Tech Services
Start: Mon 09/03/2012 2:00 PM
End: Mon 09/03/2012 2:30 PM
Recurrence: (none)
Importance: High

Conference Bridge (large)
1.877.621.0220 / 1.513.621.0220
Participant Pass code: 222560#

Janet Graham

Subject: Canceled: KAWC/LFUCG/GCW Data/Conversion/Post Live issues/updates
Location: Conference Room - Tech Services
Start: Mon 09/03/2012 2:00 PM
End: Mon 09/03/2012 2:30 PM
Recurrence: (none)
Importance: High

Conference Bridge (large)
1.877.621.0220 / 1.513.621.0220
Participant Pass code: 222560#

Janet Graham

From: Bryan.Siler@amwater.com
Sent: Friday, August 31, 2012 6:02 PM
To: Candice Deininger
Subject: Transition

Hey Candice,

While I am always available if needed and certainly involved this weekend and next week with the transition, going forward Rachel will be the primary contact for usage issues and inquiries.

I plan to send the last month end reports early next week. If you could, please redirect any routine inquiries to Rachel.

Thanks and have a great weekend. I hope all goes well.

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

Janet Graham

From: Basu, Sandip [Sandip.Basu@gcww.cincinnati-oh.gov]
Sent: Friday, August 31, 2012 4:42 PM
To: Bryan.Siler@amwater.com; Nam, Eileen; Brian McDonough @ AMWater; Neil.Olenick@amwater.com
Cc: Candice Deininger; Wiest, Gary; John Hoggard @ UtilPlan
Subject: RE: Recreated fixed charge reports for LFUCG

KAWC Team,

Please address this issue ASAP. It is not stopping us at the very moment ... but, we will not be able proceed later this evening.

Please let us know.

Thanks much.
Sandip.

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

From: Nam, Eileen
Sent: Friday, August 31, 2012 4:29 PM
To: 'Bryan.Siler@amwater.com'; Neil.Olenick@amwater.com
Cc: Basu, Sandip
Subject: RE: Recreated fixed charge reports for LFUCG

Neil,

The new files are exactly same as old files.

Eileen

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

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]
Sent: Friday, August 31, 2012 3:52 PM
To: Nam, Eileen
Cc: Neil.Olenick@amwater.com
Subject: Fw: Recreated fixed charge reports for LFUCG

These files are on the FTP site.

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 08/31/2012 03:51 PM -----

From: Neil Olenick/IS/CORP/AWWSC
To: Bryan Siler/KAWC/AWWSC@AWW
Date: 08/31/2012 03:48 PM
Subject: Recreated fixed charge reports for LFUCG

Brian,

Please forward to Eileen.

(See attached file: KYPR_LFUCG_20120831_Account With Fixed Charge Listing_20120831154400_1of3.csv)

(See attached file: KYPR_LFUCG_20120831_Account With Fixed Charge Listing_20120831154400_2of3.csv)

(See attached file: KYPR_LFUCG_20120831_Account With Fixed Charge Listing_20120831154400_3of3.csv)

Thank you.

Neil

Accenture Applications Specialist

ITS Voorhees (Cite)

Email:neil.olenick@amwater.com

Phone (856) 782-2854 Internal 7-205-2854 Fax:856-782-2900

Janet Graham

From: Candice Deininger [CDEINING@LEXINGTONKY.GOV]
Sent: Friday, August 31, 2012 4:09 PM
To: Rachel.Cole@amwater.com
Cc: Bryan.Siler@amwater.com; Laura Harris; Carroll, Jim; Frey, Kathleen
Subject: RE: FW: Question about a KAWC Payment

Thanks so much, Rachel!!

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

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

From: Rachel.Cole@amwater.com [mailto:Rachel.Cole@amwater.com]
Sent: Friday, August 31, 2012 3:28 PM
To: Candice Deininger
Cc: Bryan.Siler@amwater.com; Carroll, Jim; Frey, Kathleen; Laura Harris
Subject: Re: FW: Question about a KAWC Payment

Candice,

Let me find out. I'll get back with you.

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

"Candice
Deininger"
<cdeining@lexingt
onky.gov> To
<Rachel.Cole@amwater.com>,
<Bryan.Siler@amwater.com>
08/31/2012 03:08 cc
PM
"Laura Harris"
<lharris@lexingtonky.gov>,
"Carroll, Jim"
<Jim.Carroll@gcww.cincinnati-oh.gov
>, "Frey, Kathleen"
<Kathleen.Frey@gcww.cincinnati-oh.g
ov>
Subject
FW: Question about a KAWC Payment

Believe me, I know you are very busy with conversion; but when you get a chance, would you be able to answer the question posed in the first email below? Thank you!!

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

From: Carroll, Jim [mailto:Jim.Carroll@gcww.cincinnati-oh.gov]
Sent: Friday, August 31, 2012 3:02 PM
To: Candice Deininger; Laura Harris
Cc: Basu, Sandip; Caldwell, Lisa; Frey, Kathleen
Subject: RE: Question about a KAWC Payment

Candice or Laura,

We've been digging deep to find what/if scenarios we haven't thought of yet and this one came up in discussions. Can you review Kathy's email below and respond how we would handle this?

Thanks

Jim Carroll | (V) 513.591.7755 | Greater Cincinnati
Water Works

From: Frey, Kathleen
Sent: Friday, August 31, 2012 2:22 PM
To: Carroll, Jim
Cc: Basu, Sandip; Caldwell, Lisa
Subject: Question about a KAWC Payment

I have a question about the payments that are coming over from KAWC about how we will handle returned checks sent to KAWC then to us. I will use this scenario:

A customer sends a check to KAWC on 9/20 & KAWC gives us credit for this payment then on 10/1 the payment bounces for NSF. What happens? Does KAWC request the money back plus a fee or do they charge a fee?

Thanks,

Kathleen Frey
Greater Cincinnati Water Works
4747 Spring Grove Avenue
Cincinnati, Ohio 45232-1986
513.591.7962
kathleen.frey@gcww.cincinnati-oh.gov

Janet Graham

From: Rachel.Cole@amwater.com
Sent: Friday, August 31, 2012 3:28 PM
To: Candice Deininger
Cc: Bryan.Siler@amwater.com; Laura Harris; Carroll, Jim; Frey, Kathleen
Subject: Re: FW: Question about a KAWC Payment

Candice,

Let me find out. I'll get back with you.

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

"Candice
Deininger"
<cdeining@lexingt
onky.gov> To
08/31/2012 03:08
PM <Rachel.Cole@amwater.com>,
<Bryan.Siler@amwater.com>
" Laura Harris" cc
<lharris@lexingtonky.gov>,
"Carroll, Jim"
<Jim.Carroll@gcww.cincinnati-oh.gov
>, "Frey, Kathleen"
<Kathleen.Frey@gcww.cincinnati-oh.g
ov>
Subject
FW: Question about a KAWC Payment

Believe me, I know you are very busy with conversion; but when you get a chance, would you be able to answer the question posed in the first email below? Thank you!!

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

From: Carroll, Jim [mailto:Jim.Carroll@gcww.cincinnati-oh.gov]
Sent: Friday, August 31, 2012 3:02 PM
To: Candice Deininger; Laura Harris
Cc: Basu, Sandip; Caldwell, Lisa; Frey, Kathleen
Subject: RE: Question about a KAWC Payment

Candice or Laura,

We've been digging deep to find what/if scenarios we haven't thought of yet and this one came up in discussions. Can you review Kathy's email below and respond how we would

handle this?

Thanks

Jim Carroll | (V) 513.591.7755 | Greater Cincinnati
Water Works

From: Frey, Kathleen
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To: Carroll, Jim
Cc: Basu, Sandip; Caldwell, Lisa
Subject: Question about a KAWC Payment

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Thanks,

Kathleen Frey
Greater Cincinnati Water Works
4747 Spring Grove Avenue
Cincinnati, Ohio 45232-1986
513.591.7962
kathleen.frey@gcww.cincinnati-oh.gov

Janet Graham

From: Brian.McDonough@amwater.com
Sent: Saturday, September 01, 2012 3:26 PM
To: sandip.basu@gcww.cincinnati-oh.gov
Cc: Bryan Siler @ Amwater; William O'Mara; Candice Deininger; Wiest, Gary; John Hoggard @ UtilPlan; Marisa Miralles @ UtiliPlan; Nam, Eileen; Neil Olenick @ AM Water
Subject: KAWC->LFUCG Conversion Update - Cash Trxn for 8/31/12 only
Attachments: KY LFUCG Manual Cash Transcation Extract for Aug 31 2012.xlsx

Eileen and Sandip,

The 8/31/12 cash transaction file is attached.

Brian McDonough
(856)-782-2833 Office
(609)-933-2212 Cell

"Basu, Sandip" <Sandip.Basu@gcww.cincinnati-oh.gov>

09/01/2012 11:37 AM

To "Bryan Siler @ Amwater" <Bryan.Siler@amwater.com>, "Brian McDonough @ AMWater" <Brian.McDonough@amwater.com>, "Neil Olenick @ AM Water" <Neil.Olenick@amwater.com>

cc "Deininger, Candice" <cdeining@lexingtonky.gov>, "John Hoggard @ UtilPlan" <jhoggard@utiliplan.com>, "Marisa Miralles @ UtiliPlan" <marisa@utiliplan.com>, "Bill O'Mara @ LFUCG" <billo@lexingtonky.gov>, "Nam, Eileen" <Eileen.Nam@gcww.cincinnati-oh.gov>, "Wiest, Gary" <Gary.Wiest@gcww.cincinnati-oh.gov>

Subject KAWC->LFUCG Conversion Update

KAWC & AmWater Team – Happy Saturday!

We wanted to let you know that Eileen completed data load & data conversion steps successfully. No issues at this time. GCWW team is currently at the verification stage. LFUCG team will perform systems review tomorrow. We will keep you posted for any issues/observations.

I will talk to you at 3:00 PM today. Here is the bridge:

1.877.621.0220 / 1.513.621.0220

Participant Pass code: **267982#**

Thank you,
Sandip.

Janet Graham

From: Candice Deininger [CDEINING@LEXINGTONKY.GOV]

Sent: Wednesday, September 05, 2012 12:02 PM

To: John Hoggard

Cc: William O'Mara

Subject: RE: last date of KAW bills with LFUCG charges

I've looked at my trusty 'go to' account of Herb Miller, and the route his account is in was billed a SECOND time within the month – once on 08/02 and again on 08/30 – when I've seen this happen before, it involved only one day's accounts comprised of approximately 5,400 bills

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

From: John Hoggard [mailto:jhoggard@utiliplan.com]

Sent: Wednesday, September 05, 2012 11:49 AM

To: Bryan.Siler@amwater.com

Cc: Candice Deininger

Subject: last date of KAW bills with LFUCG charges

Bryan,

What is the date of the last KAW bill that will have any LFUCG charges?

Thanks

John

Janet Graham

From: Candice Deininger [CDEINING@LEXINGTONKY.GOV]
Sent: Friday, August 31, 2012 3:09 PM
To: Rachel.Cole@amwater.com; Bryan.Siler@amwater.com
Cc: Laura Harris; Carroll, Jim; Frey, Kathleen
Subject: FW: Question about a KAWC Payment

Believe me, I know you are very busy with conversion; but when you get a chance, would you be able to answer the question posed in the first email below? Thank you!!

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

From: Carroll, Jim [mailto:Jim.Carroll@gcww.cincinnati-oh.gov]
Sent: Friday, August 31, 2012 3:02 PM
To: Candice Deininger; Laura Harris
Cc: Basu, Sandip; Caldwell, Lisa; Frey, Kathleen
Subject: RE: Question about a KAWC Payment

Candice or Laura,

We've been digging deep to find what/if scenarios we haven't thought of yet and this one came up in discussions. Can you review Kathy's email below and respond how we would handle this?

Thanks

Jim Carroll | (V) 513.591.7755 | Greater Cincinnati Water Works

From: Frey, Kathleen
Sent: Friday, August 31, 2012 2:22 PM
To: Carroll, Jim
Cc: Basu, Sandip; Caldwell, Lisa
Subject: Question about a KAWC Payment

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Thanks,

Kathleen Frey
 Greater Cincinnati Water Works
 4747 Spring Grove Avenue
 Cincinnati, Ohio 45232-1986
 513.591.7962
kathleen.frey@gcww.cincinnati-oh.gov

Janet Graham

From: Neil.Olenick@amwater.com
Sent: Friday, August 31, 2012 4:50 PM
To: sandip.basu@gcww.cincinnati-oh.gov
Cc: Bryan.Siler@amwater.com; Candice Deininger; Wiest, Gary; John Hoggard @ UtilPlan; Nam, Eileen; Brian McDonough @ AMWater
Subject: RE: Recreated fixed charge reports for LFUCG

Already addressed. Eileen has the new files.

Thank you.

Neil
 Accenture Applications Specialist
 ITS Voorhees (Cite)
 Email:neil.olenick@amwater.com
 Phone (856) 782-2854 Internal 7-205-2854
 Fax:856-782-2900

"Basu, Sandip" <Sandip.Basu@gcww.cincinnati-oh.gov>

08/31/2012 04:41 PM

To "Nam, Eileen" <Eileen.Nam@gcww.cincinnati-oh.gov>, <Bryan.Siler@amwater.com>, <Neil.Olenick@amwater.com>, "Brian McDonough @ AMWater" <Brian.McDonough@amwater.com>

cc "John Hoggard @ UtilPlan" <jhoggard@utiliplan.com>, "Deininger, Candice" <cdeining@lexingtonky.gov>, "Wiest, Gary" <Gary.Wiest@gcww.cincinnati-oh.gov>

Subject RE: Recreated fixed charge reports for LFUCG

KAWC Team,

Please address this issue ASAP. It is not stopping us at the very moment ... but, we will not be able proceed later this evening.

Please let us know.

Thanks much.
Sandip.

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

From: Nam, Eileen
 Sent: Friday, August 31, 2012 4:29 PM
 To: 'Bryan.Siler@amwater.com'; Neil.Olenick@amwater.com
 Cc: Basu, Sandip
 Subject: RE: Recreated fixed charge reports for LFUCG

Neil,

The new files are exactly same as old files.

Eileen

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

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]
Sent: Friday, August 31, 2012 3:52 PM
To: Nam, Eileen
Cc: Neil.Olenick@amwater.com
Subject: Fw: Recreated fixed charge reports for LFUCG

These files are on the FTP site.

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 08/31/2012 03:51 PM -----

From: Neil Olenick/IS/CORP/AWWSC
To: Bryan Siler/KAWC/AWWSC@AWW
Date: 08/31/2012 03:48 PM
Subject: Recreated fixed charge reports for LFUCG

Brian,

Please forward to Eileen.

(See attached file: KYPR_LFUCG_20120831_Account With Fixed Charge Listing_20120831154400_1of3.csv)
(See attached file: KYPR_LFUCG_20120831_Account With Fixed Charge Listing_20120831154400_2of3.csv)
(See attached file: KYPR_LFUCG_20120831_Account With Fixed Charge Listing_20120831154400_3of3.csv)

Thank you.

Neil
Accenture Applications Specialist
ITS Voorhees (Cite)
Email:neil.olenick@amwater.com
Phone (856) 782-2854 Internal 7-205-2854 Fax:856-782-2900

Janet Graham

From: Bryan.Siler@amwater.com
Sent: Friday, August 31, 2012 2:31 PM
To: Lynne Webb
Cc: Rachel Cole @ Amwater; Candice Deininger; Tonia Walters
Subject: RE: premise #120129526

You too.

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

From: "Lynne Webb" <lwebb@lexingtonky.gov>
To: <Bryan.Siler@amwater.com>
Cc: "Candice Deininger" <cdeining@lexingtonky.gov>, "Rachel Cole @ Amwater" <Rachel.Cole@amwater.com>, "Tonia Walters" <twalters2@lexingtonky.gov>
Date: 08/31/2012 02:18 PM
Subject: RE: premise #120129526

Thanks you so much Bryan! I appreciate you looking into this for me. Have a great weekend!

Lynne
859.258.3363

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

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]
Sent: Friday, August 31, 2012 2:17 PM
To: Lynne Webb
Cc: Candice Deininger; Rachel Cole @ Amwater; Tonia Walters
Subject: Re: premise #120129526

Meter was confirmed stuck on 8/27/12 and was changed. Any appropriate back bill will follow.

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

From: "Lynne Webb" <lwebb@lexingtonky.gov>
To: "Bryan Siler @ Amwater" <Bryan.Siler@amwater.com>, "Rachel Cole @ Amwater" <Rachel.Cole@amwater.com>
Cc: "Candice Deininger" <cdeining@lexingtonky.gov>, "Tonia Walters" <twalters2@lexingtonky.gov>
Date: 08/31/2012 01:55 PM
Subject: premise #120129526

Bryan/Rachel -

I have an account that looks as though it has a stuck meter. Could one of you please put in an order to have this account checked as soon as possible?

Premise # 120129526
Prentice Bruton
3308 Bay Springs Park

Thanks so much!!

Lynne Webb
Lexington-Fayette Urban County Government lwebb@lexingtonky.gov
859.258.3363

Janet Graham

From: Lynne Webb [lwebb@lexingtonky.gov]
Sent: Friday, August 31, 2012 2:18 PM
To: Bryan.Siler@amwater.com
Cc: Rachel Cole @ Amwater; Candice Deininger; Tonia Walters
Subject: RE: premise #120129526

Thanks you so much Bryan! I appreciate you looking into this for me.
Have a great weekend!

Lynne
859.258.3363

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

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]
Sent: Friday, August 31, 2012 2:17 PM
To: Lynne Webb
Cc: Candice Deininger; Rachel Cole @ Amwater; Tonia Walters
Subject: Re: premise #120129526

Meter was confirmed stuck on 8/27/12 and was changed. Any appropriate back bill will follow.

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

From: "Lynne Webb" <lwebb@lexingtonky.gov>
To: "Bryan Siler @ Amwater" <Bryan.Siler@amwater.com>, "Rachel Cole @ Amwater" <Rachel.Cole@amwater.com>
Cc: "Candice Deininger" <cdeining@lexingtonky.gov>, "Tonia Walters" <twalters2@lexingtonky.gov>
Date: 08/31/2012 01:55 PM
Subject: premise #120129526

Bryan/Rachel -

I have an account that looks as though it has a stuck meter. Could one of you please put in an order to have this account checked as soon as possible?

Premise # 120129526
Prentice Bruton
3308 Bay Springs Park

Thanks so much!!

Lynne Webb
Lexington-Fayette Urban County Government lwebb@lexingtonky.gov
859.258.3363

Janet Graham

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Sent: Friday, August 31, 2012 2:17 PM
To: Lynne Webb
Cc: Rachel Cole @ Amwater; Candice Deininger; Tonia Walters
Subject: Re: premise #120129526

Meter was confirmed stuck on 8/27/12 and was changed. Any appropriate back bill will follow.

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

From: "Lynne Webb" <lwebb@lexingtonky.gov>
To: "Bryan Siler @ Amwater" <Bryan.Siler@amwater.com>, "Rachel Cole @ Amwater" <Rachel.Cole@amwater.com>
Cc: "Candice Deininger" <cdeining@lexingtonky.gov>, "Tonia Walters" <twalters2@lexingtonky.gov>
Date: 08/31/2012 01:55 PM
Subject: premise #120129526

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Premise # 120129526
Prentice Bruton
3308 Bay Springs Park

Thanks so much!!

Lynne Webb
Lexington-Fayette Urban County Government lwebb@lexingtonky.gov
859.258.3363

Janet Graham

From: Basu, Sandip [Sandip.Basu@gcww.cincinnati-oh.gov]
Sent: Friday, August 31, 2012 12:35 PM
To: Bryan.Siler@amwater.com
Cc: Rachel.Cole@amwater.com; William O'Mara; Candice Deininger; Wiest, Gary; Douglas.Brock@amwater.com; John Hoggard @ UtilPlan; marisa@utiliplan.com; Ruehl, Matt; Nam, Eileen; Brian McDonough @ AMWater; Neil Olenick @ AM Water
Subject: RE: Closing Package is on FTP Server

THANK YOU Bryan & KAWC-AW Team!! Yes, We are forging along ... :)

Yes, talk to you at 2PM today ...

Sandip.

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

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]
Sent: Friday, August 31, 2012 10:45 AM
To: Basu, Sandip
Cc: Brian McDonough @ AMWater; Deininger, Candice; Nam, Eileen; Wiest, Gary; John Hoggard @ UtilPlan; marisa@utiliplan.com; Ruehl, Matt; Neil Olenick @ AM Water; Rachel.Cole@amwater.com; Douglas.Brock@amwater.com; William O'Mara
Subject: Closing Package is on FTP Server

Let us know if you have any issues. Talk to you at 2:00pm.

Janet Graham

From: Candice Deininger [CDEINING@LEXINGTONKY.GOV]
Sent: Thursday, August 30, 2012 2:21 PM
To: specialaccts@amwater.com; Bryan.Siler@amwater.com; Elizabeth.Pfleger@amwater.com
Cc: Rachel.Cole@amwater.com; Brian.McDonough@amwater.com
Subject: RE: Request for Credit Sewer Adjustments

This email request has been retrieved; we'll take care of herethanks, Bryan.

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

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

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]
Sent: Thursday, August 30, 2012 11:11 AM
To: specialaccts@amwater.com; Elizabeth.Pfleger@amwater.com
Cc: Candice Deininger; Rachel.Cole@amwater.com; Brian.McDonough@amwater.com
Subject: Fw: Request for Credit Sewer Adjustments

Everybody,

As today will be the last day to do any adjustments for the LFUCG, all that we have must get processed before bills are calculated today. Anything not on the bills that are rendered today will need to be returned to the LFUCG for them to process.

Please call if you have any questions.

Thanks.

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

----- Forwarded by Bryan Siler/KAWC/AWSC on 08/30/2012 11:08 AM -----

From: "Joyce Probus" <jprobus@lexingtonky.gov>
To: "specialaccts@amwater.com" <'specialaccts@amwater.com',
<Bryan.Siler@amwater.com>, "linda" <toussaint@amwater.com>,
"Candice Deininger" <cdeining@lexingtonky.gov>, "Skip Thomas"
<skipthomas@insightbb.com>
Date: 08/30/2012 09:43 AM
Subject: Request for Credit Sewer Adjustments

Lynne, I'm sending this to you only, I didn't send the email to the normal addresses (below) - Is this correct?

'specialaccts@amwater.com'; 'Bryan.Siler@amwater.com'; 'linda'; Candice Deininger; Skip Thomas [skipthomas@insightbb.com]

Please apply the attached credit sewer adjustments for new construction.

Thank you!

Joyce Probus jprobus@lexingtonky.gov 859.425.2513

Division of Water Quality fax 859.254-7787

Lexington-Fayette Urban County Government

125 Lisle Industrial Avenue, STE 180 Lexington, KY 40511 (See attached file: Universal
Sewer Authority Payment Form 08-30-2012.xls)

Janet Graham

From: Rachel.Cole@amwater.com
Sent: Thursday, August 30, 2012 11:21 AM
To: Rachel.Cole@amwater.com; Bryan.Siler@amwater.com; Candice Deininger; gary.wiest@gcww.cincinnati-oh.gov; jhoggard@utiliplan.com; marisa@utiliplan.com; Matt.Ruehl@gcww.cincinnati-oh.gov; Eileen.Nam@gcww.cincinnati-oh.gov; Brian.McDonough@amwater.com; Neil.Olenick@amwater.com
Subject: tax exempt file
Attachments: Tax Exemption LFUCG 8-30-2012.xlsx



Tax Exemption
.FUCG 8-30-2012...

All,
Please find attached the most recent file. Just ran this morning.

(See attached file: Tax Exemption LFUCG 8-30-2012.xlsx)

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

Janet Graham

From: Basu, Sandip [Sandip.Basu@gcww.cincinnati-oh.gov]
Sent: Thursday, August 30, 2012 2:34 PM
To: Rachel.Cole@amwater.com; Bryan.Siler@amwater.com; Brian McDonough @ AMWater; Neil Olenick @ AM Water
Cc: Candice Deininger; Wiest, Gary; John Hoggard @ UtilPlan; marisa@utiliplan.com; Ruehl, Matt; Nam, Eileen
Subject: RE: LFUCG: Today's Action Items

Thursday Aug 30th Update:

1. History & Tax Exempt files are received from KAWC – MUCH Thanks to Brian & Rachel, Neil & Bryan S.
2. Discussed timing of various data file generation with KAWC.
3. GCWW Expecting Street Index & Closing Package on FIRDAY Aug 31st AM.
4. Brian M is GCWW's primary contact for Saturday. Bryan S. is on standby for any emergency.
5. We will have the call on Friday & Saturday 2PM every day for status updates.
6. Sandip will keep this email thread going for milestone status from here on out through this weekend ...

Thank you.
 Sandip.

From: Basu, Sandip
Sent: Tuesday, August 28, 2012 2:30 PM
To: 'Bryan.Siler@amwater.com'; 'Brian McDonough @ AMWater'; 'Neil Olenick @ AM Water'; 'Rachel.Cole@amwater.com'
Cc: Nam, Eileen; Ruehl, Matt; 'John Hoggard @ UtilPlan'; 'marisa@utiliplan.com'; Deininger, Candice; Wiest, Gary
Subject: RE: LFUCG: Today's Action Items

Here is today's update:

- **Critical:** Friday Aug 23rd Usage file contained history data (not supposed to): Brian M looking into this issue. He will run Aug 23rd Usage file one more time and the history data separately. This issue, if reappears at Go Live – GCWW will not be able to run the conversion.
 - o Brian M. will prepare the 24-month history file by tomorrow 8/29/12
- Rachel will provide complete Tax Exempt file on Thursday AM 8/30/12
- Neil to re-confirm the timing of the run for running Street Index & Usage file (after posting on Thursday)

We will touch base again tomorrow at 2PM.

Thanks,
 Sandip.

From: Basu, Sandip
Sent: Monday, August 27, 2012 4:15 PM
To: 'Bryan.Siler@amwater.com'; 'Brian McDonough @ AMWater'; 'Neil Olenick @ AM Water'; 'Rachel.Cole@amwater.com'

04/29/2013

Cc: Nam, Eileen; Ruehl, Matt; 'John Hoggard @ UtilPlan'; 'marisa@utilplan.com'; Deininger, Candice; Wiest, Gary
Subject: LFUCG: Today's Action Items

KAWC Team – Here are today's conversation & action items

- Send the data by a separate run for ~800 accounts' 24-month history before Thursday's Aug 29th
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- Rachel to send a Tax Exempt Updates file by Thursday Aug 30th
- Weekend availability via cell phone – Friday Neil; Sat/Sun: Brian Mc.; Bryan Siler: Stand by in case of any emergency/issues/

We look forward to talking to you tomorrow at 2PM.

Thanks so much,
Sandip.

Janet Graham

From: William O'Mara [billo@lexingtonky.gov]
Sent: Thursday, August 30, 2012 11:18 AM
To: John Hoggard
Cc: Candice Deininger; Marisa Miralles @ UtiliPlan
Subject: RE: KAWC System Adjustment Update Stoppage

Thanks for the response, without escalating the issue.

Bill O

From: John Hoggard [mailto:jhoggard@utiliplan.com]
Sent: Thursday, August 30, 2012 9:33 AM
To: 'Basu, Sandip'
Cc: Candice Deininger; 'Cossins, Faye'; William O'Mara; 'Wiest, Gary'; Bryan.Siler@amwater.com
Subject: RE: KAWC System Adjustment Update Stoppage

Sandip,

After go live, KAW will not be making adjustments to those LFUCG non-water services.

The only adjustments KAW will make that will affect LFUCG (sewer) are water adjustments like you mentioned. LFUCG has always accepted those adjustments so it would be great if that process can eventually be automated for Candice, but we can discuss that post go-live.

John

From: Basu, Sandip [mailto:Sandip.Basu@gcww.cincinnati-oh.gov]
Sent: Wednesday, August 29, 2012 6:51 PM
To: Candice Deininger; John Hoggard; Bryan Siler @ Amwater; Brian McDonough @ AMWater; Neil Olenick @ AM Water; Rachel.Cole@amwater.com
Cc: Wiest, Gary; Cossins, Faye; William O'Mara
Subject: KAWC System Adjustment Update Stoppage
Importance: High

John & Candice –

We were talking to KAWC team regarding system cutover timing & final transition.

We (GCWW) expect that there will NOT be any adjustments made on the KAWC's eCIS system for non-water services (sewer, LF, WQ) after August 30th 2012. Is that LFUCG expectation as well?

In other words, GCWW will accept water services consumption adjustments from KAWC in data files, then send those adjustments for LFUCG's review & approval (OnBase/InfoPath). Once approved and submitted by LFUCG, those adjustments will be posted on appropriate customer accounts in Customer Suite.

Please confirm this understanding with KAWC Brian & Bryan.

Thank much,
Sandip.

04/29/2013

Janet Graham

From: Bryan.Siler@amwater.com
Sent: Thursday, August 30, 2012 11:11 AM
To: specialaccts@amwater.com; Elizabeth.Pfleger@amwater.com
Cc: Rachel.Cole@amwater.com; Candice Deininger; Brian.McDonough@amwater.com
Subject: Fw: Request for Credit Sewer Adjustments

Attachments: Universal Sewer Authority Payment Form 08-30-2012.xls



Universal Sewer
Authority Paym...

Everybody,

As today will be the last day to do any adjustments for the LFUCG, all that we have must get processed before bills are calculated today. Anything not on the bills that are rendered today will need to be returned to the LFUCG for them to process.

Please call if you have any questions.

Thanks.

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

----- Forwarded by Bryan Siler/KAWC/AWSC on 08/30/2012 11:08 AM -----

From: "Joyce Probus" <jprobus@lexingtonky.gov>
To: "specialaccts@amwater.com" <'specialaccts@amwater.com'>,
<Bryan.Siler@amwater.com>, "'linda" <toussaint@amwater.com>,
"Candice Deininger" <cdeining@lexingtonky.gov>, "Skip Thomas"
<skiphthomas@insightbb.com>
Date: 08/30/2012 09:43 AM
Subject: Request for Credit Sewer Adjustments

Lynne, I'm sending this to you only, I didn't send the email to the normal addresses (below) - Is this correct?

'specialaccts@amwater.com'; 'Bryan.Siler@amwater.com'; 'linda'; Candice Deininger; Skip Thomas [skiphthomas@insightbb.com]

Please apply the attached credit sewer adjustments for new construction.

Thank you!

Joyce Probus jprobus@lexingtonky.gov 859.425.2513
Division of Water Quality fax 859.254-7787
Lexington-Fayette Urban County Government
125 Lisle Industrial Avenue, STE 180 Lexington, KY 40511 (See attached file: Universal Sewer Authority Payment Form 08-30-2012.xls)

Janet Graham

From: Rachel.Cole@amwater.com
Sent: Wednesday, August 29, 2012 12:59 PM
To: Lynne Webb
Cc: Bryan Siler @ Amwater; Candice Deininger; Tonia Walters; Hilori Morgan
Subject: Re: Premise #120044276

Lynn,

I'll take care of this. Thanks.

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

"Lynne Webb"
<lwebb@lexingtonky.gov>

08/29/2012 12:14
PM

To
"Bryan Siler @ Amwater"
<Bryan.Siler@amwater.com>, "Rachel
Cole @ Amwater"
<Rachel.Cole@amwater.com>

cc
"Candice Deininger"
<cdeining@lexingtonky.gov>, "Hilori
Morgan" <hmorgan@lexingtonky.gov>,
"Tonia Walters"
<twalters2@lexingtonky.gov>

Subject
Premise #120044276

Bryan/Rachel -
Premise #120044276, Brown Appliance Parts, 1929 Liberty Road is listed as residential in OAM and should be commercial per the PVA website (see below). Could you please change the classification on this account? They are paying residential sewer rates but being charged commercial rates for their water quality management fee.

Thanks!

Lynne Webb
Lexington-Fayette Urban County Government lwebb@lexingtonky.gov
859.258.3363

Janet Graham

From: Rachel.Cole@amwater.com
Sent: Wednesday, August 29, 2012 10:56 AM
To: Candice Deininger
Subject: Lex Clinic-120028047

Attachments: pic30308.gif



pic30308.gif (6
KB)

Hi Candice,

Billing is trying to process a refund for Lexington Clinic's irrigation account because the customer says they were billed for sewer. I don't think it started as an irrigation account in 2004 since there was usage from 2004-2007 in the winter. Are you ok with a sewer credit for the last two years for \$8685.29?

(Embedded image moved to file: pic30308.gif)

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

Janet Graham

From: John Hoggard [jhoggard@utiliplan.com]
Sent: Wednesday, August 29, 2012 2:09 PM
To: Brian.McDonough@amwater.com
Cc: Bryan.Siler@amwater.com; Candice Deininger
Subject: RE: FW: LFUCG: Today's Action Items

Thanks, Brian!

From: Brian.McDonough@amwater.com [mailto:Brian.McDonough@amwater.com]
Sent: Wednesday, August 29, 2012 2:07 PM
To: jhoggard@utiliplan.com
Cc: Bryan.Siler@amwater.com; 'Candice Deininger'
Subject: Re: FW: LFUCG: Today's Action Items

Hi John,

I am actually preparing to rerun the usage data from the 8/23 to separate the history data and in doing so I have also confirmed that the pending usage data what will run tomorrow night is clean and contains no history data, so the critical issue is resolved for go live. As a precaution I will recheck the data on Thursday night to confirm nothing changed between today and tomorrow.

Brian McDonough
(856)-782-2833 Office
(609)-933-2212 Cell

"John Hoggard" <jhoggard@utiliplan.com>

08/29/2012 11:22 AM

To <Bryan.Siler@amwater.com>, <Brian.McDonough@amwater.com>

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

Subject FW: LFUCG: Today's Action Items

Bryan and Brian,
This red issue seems concerning. Sandip mentions GCWW won't be able to run conversion on Friday for Go live if the issue reappears.

Where does this stand - has this issue been resolved and were you able to get Sandip the 24 month history file today?

We are trying to plan for the weekend.

Thanks
John

From: Basu, Sandip [mailto:Sandip.Basu@gcww.cincinnati-oh.gov]
Sent: Tuesday, August 28, 2012 2:30 PM
To: Bryan.Siler@amwater.com; Brian McDonough @ AMWater; Neil Olenick @ AM Water;
Rachel.Cole@amwater.com

04/29/2013

Cc: Nam, Eileen; Ruehl, Matt; John Hoggard @ UtilPlan; marisa@utiliplan.com; Deininger, Candice; Wiest, Gary
Subject: RE: LFUCG: Today's Action Items

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We will touch base again tomorrow at 2PM.

Thanks,
Sandip.

From: Basu, Sandip

Sent: Monday, August 27, 2012 4:15 PM

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Cc: Nam, Eileen; Ruehl, Matt; 'John Hoggard @ UtilPlan'; 'marisa@utiliplan.com'; Deininger, Candice; Wiest, Gary

Subject: LFUCG: Today's Action Items

KAWC Team – Here are today's conversation & action items

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We look forward to talking to you tomorrow at 2PM.

Thanks so much,
Sandip.

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From: John Hoggard [jhoggard@utiliplan.com]
Sent: Thursday, August 30, 2012 9:33 AM
To: Basu, Sandip
Cc: Bryan.Siler@amwater.com; William O'Mara; Candice Deininger; Wiest, Gary; Cossins, Faye
Subject: RE: KAWC System Adjustment Update Stoppage

Sandip,

After go live, KAW will not be making adjustments to those LFUCG non-water services.

The only adjustments KAW will make that will affect LFUCG (sewer) are water adjustments like you mentioned. LFUCG has always accepted those adjustments so it would be great if that process can eventually be automated for Candice, but we can discuss that post go-live.

John

From: Basu, Sandip [mailto:Sandip.Basu@gcww.cincinnati-oh.gov]
Sent: Wednesday, August 29, 2012 6:51 PM
To: Candice Deininger; John Hoggard; Bryan Siler @ Amwater; Brian McDonough @ AMWater; Neil Olenick @ AM Water; Rachel.Cole@amwater.com
Cc: Wiest, Gary; Cossins, Faye; William O'Mara
Subject: KAWC System Adjustment Update Stoppage
Importance: High

John & Candice --

We were talking to KAWC team regarding system cutover timing & final transition.

We (GCWW) expect that there will **NOT** be any adjustments made on the KAWC's eCIS system for non-water services (sewer, LF, WQ) after August 30th 2012. Is that LFUCG expectation as well?

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Please confirm this understanding with KAWC Brian & Bryan.

Thank much,
Sandip.

Janet Graham

From: Lynne Webb [lwebb@lexingtonky.gov]
Sent: Wednesday, August 29, 2012 2:14 PM
To: Rachel.Cole@amwater.com
Cc: Bryan Siler @ Amwater; Candice Deininger; Tonia Walters; Hilori Morgan; Lynne Webb
Subject: Re: Premise #120044276

Thanks Rachel!

Sent from my iPhone

On Aug 29, 2012, at 12:59 PM, "Rachel.Cole@amwater.com" <Rachel.Cole@amwater.com> wrote:

Lynn,

I'll take care of this. Thanks.

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

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 To
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 <Rachel.Cole@amwater.com>
 cc
 "Candice Deininger"
 <cdeining@lexingtonky.gov>, "Hilori
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 <twalters2@lexingtonky.gov>
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Bryan/Rachel –
Premise #120044276, Brown Appliance Parts, 1929 Liberty Road is listed as

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Lexington-Fayette Urban County Government
lwebb@lexingtonky.gov
859.258.3363

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On Aug 29, 2012, at 12:59 PM, "Rachel.Cole@amwater.com" <Rachel.Cole@amwater.com> wrote:

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Email: rachel.cole@amwater.com
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08/29/2012 12:14 PM <Bryan.Siler@amwater.com>, "Rachel
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<twalters2@lexingtonky.gov>
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(856)-782-2833 Office
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"John Hoggard" <jhoggard@utiliplan.com>

08/29/2012 11:22 AM

To <Bryan.Siler@amwater.com>, <Brian.McDonough@amwater.com>

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

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Thanks

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To: Bryan.Siler@amwater.com; Brian McDonough @ AMWater; Neil Olenick @ AM Water; Rachel.Cole@amwater.com
Cc: Nam, Eileen; Ruehl, Matt; John Hoggard @ UtilPlan; marisa@utiliplan.com; Deininger, Candice; Wiest, Gary
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04/29/2013

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Janet Graham

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To: Bryan.Siler@amwater.com; Brian.McDonough@amwater.com
Cc: Candice Deininger
Subject: FW: LFUCG: Today's Action Items

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Thanks so much,
Sandip.

Janet Graham

From: Rachel.Cole@amwater.com
Sent: Tuesday, August 28, 2012 4:27 PM
To: Candice Deininger
Subject: RE: High/Low Usage Parameters

Candice,

The threshold is set at 4 times the previous usage (or annual average-not sure) for residential and commercial. I'm sure about the 4 times.

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

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

<Rachel.Cole@amwater.com>

To

cc

08/28/2012 02:24
PM

Subject

RE: High/Low Usage Parameters

Ooooooooo - thank you, Rachel!! I know when I was there we did, but I also know that things change . . . much appreciated!!!

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

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

From: Rachel.Cole@amwater.com [mailto:Rachel.Cole@amwater.com]
Sent: Tuesday, August 28, 2012 2:05 PM
To: Candice Deininger
Subject: RE: High/Low Usage Parameters

Hi Candice,

I believe there are usage parameters. I will check what that is.

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

Fax: 859-335-3307

"Candice
Deininger"
<cdeining@lexingt
To onky.gov> <Rachel.Cole@amwater.com>
cc
08/28/2012 01:30
PM
Subject RE: High/Low Usage Parameters

Hi, Rachel, and thank you . . . I was hoping there were usage parameters, but Bryan said no - everything was based on \$ amounts . . .

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

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

From: Rachel.Cole@amwater.com [mailto:Rachel.Cole@amwater.com]
Sent: Monday, August 27, 2012 4:49 PM
To: Candice Deininger
Subject: Re: High/Low Usage Parameters

Hi Candice,

Did Bryan answer your questions in enough detail? Do you want me to look further into the system?

"Candice
Deininger"
<cdeining@lexingt
To onky.gov> <Bryan.Siler@amwater.com>,
<Rachel.Cole@amwater.com>
cc
08/27/2012 01:56
PM
Subject High/Low Usage Parameters

Good afternoon! Got a quick question for either or both of you . . . I can't seem to remember what the high/low tolerance levels are for KAWC - do you happen to know? Thank you!

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

Janet Graham

From: Rachel.Cole@amwater.com
Sent: Tuesday, August 28, 2012 4:00 PM
To: Candice Deininger
Subject: RE: FW: Vic Square changes hands

Hi Candice,

I did have an order to shut them off, but Doug intervened and they paid their current bill (which only covered water - all that's left of their aged balance is sewer and stormwater.)

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

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

<Rachel.Cole@amwater.com>

To

cc

08/28/2012 02:22
PM

Subject

RE: FW: Vic Square changes hands

Oh, okay . . . guess I was hoping for too much!! Did you ever shut them off?

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

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

From: Rachel.Cole@amwater.com [mailto:Rachel.Cole@amwater.com]
Sent: Tuesday, August 28, 2012 1:56 PM
To: Candice Deininger
Subject: Re: FW: Vic Square changes hands

Hi Candice,

This is different from Festival Marketplace although maybe they'll jump across the street and help that place out as well!

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To <cdeining@lexingt
onky.gov> <Rachel.Cole@amwater.com>

cc 08/28/2012 01:29

Subject PM
FW: Vic Square changes hands

FYI

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From: William O'Mara
Sent: Tuesday, August 28, 2012 11:32 AM
To: Laura Harris; Barbara Dunn; Barbara Frizzell; Candice Deininger
Subject: Vic Square changes hands

Someone was mentioning an issue regarding Vic Square, but I cannot remember who or what fees/taxes. Please see below article about the sale of Vic Square.

FYI-
Bill O

http://www.lanereport.com/10247/2012/08/webb-re-acquires-victorian-square/?utm_source=Faster%20Lane%20Newsletter&utm_medium=Email&utm_campaign=aug-28-2012

Janet Graham

From: Basu, Sandip [Sandip.Basu@gcww.cincinnati-oh.gov]
Sent: Tuesday, August 28, 2012 2:30 PM
To: Rachel.Cole@amwater.com; Bryan.Siler@amwater.com; Brian McDonough @ AMWater; Neil Olenick @ AM Water
Cc: Candice Deininger; Wiest, Gary; John Hoggard @ UtilPlan; marisa@utiliplan.com; Ruehl, Matt; Nam, Eileen
Subject: RE: LFUCG: Today's Action Items

Here is today's update:

- **Critical:** Friday Aug 23rd Usage file contained history data (not supposed to): Brian M looking into this issue. He will run Aug 23rd Usage file one more time and the history data separately. This issue, if reappears at Go Live – GCWW will not be able to run the conversion.
 - o Brian M. will prepare the 24-month history file by tomorrow 8/29/12
- Rachel will provide complete Tax Exempt file on Thursday AM 8/30/12
- Neil to re-confirm the timing of the run for running Street Index & Usage file (after posting on Thursday)

We will touch base again tomorrow at 2PM.

Thanks,
Sandip.

From: Basu, Sandip
Sent: Monday, August 27, 2012 4:15 PM
To: 'Bryan.Siler@amwater.com'; 'Brian McDonough @ AMWater'; 'Neil Olenick @ AM Water'; 'Rachel.Cole@amwater.com'
Cc: Nam, Eileen; Ruehl, Matt; 'John Hoggard @ UtilPlan'; 'marisa@utiliplan.com'; Deininger, Candice; Wiest, Gary
Subject: LFUCG: Today's Action Items

KAWC Team – Here are today's conversation & action items

- Send the data by a separate run for ~800 accounts' 24-month history before Thursday's Aug 29th
- Prepare CBT (consumption) data file for Aug 27-30 for Eileen
- Confirmation for Bryan, Neil & Brian: Street Index run on before Friday's Closing Package
- Confirmation for Bryan, Neil & Brian: Usage run after the posting @ KAWC on Thursday Aug 30th
- Rachel to send a Tax Exempt Updates file by Thursday Aug 30th
- Weekend availability via cell phone – Friday Neil; Sat/Sun: Brian Mc.; Bryan Siler: Stand by in case of any emergency/issues/

We look forward to talking to you tomorrow at 2PM.

Thanks so much,
Sandip.

Janet Graham

From: Candice Deininger [CDEINING@LEXINGTONKY.GOV]
Sent: Tuesday, August 28, 2012 2:25 PM
To: Rachel.Cole@amwater.com
Subject: RE: High/Low Usage Parameters

Ooooooooo - thank you, Rachel!! I know when I was there we did, but I also know that things change . . . much appreciated!!!

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

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

From: Rachel.Cole@amwater.com [mailto:Rachel.Cole@amwater.com]
Sent: Tuesday, August 28, 2012 2:05 PM
To: Candice Deininger
Subject: RE: High/Low Usage Parameters

Hi Candice,

I believe there are usage parameters. I will check what that is.

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From: Rachel.Cole@amwater.com [mailto:Rachel.Cole@amwater.com]

Sent: Monday, August 27, 2012 4:49 PM

To: Candice Deininger

Subject: Re: High/Low Usage Parameters

Hi Candice,

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Deininger"

To <cdeining@lexingt

onky.gov>

<Bryan.Siler@amwater.com>,

<Rachel.Cole@amwater.com>

cc 08/27/2012 01:56

PM

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08/27/2012 01:56

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Janet Graham

From: Candice Deininger [CDEINING@LEXINGTONKY.GOV]
Sent: Tuesday, August 28, 2012 1:31 PM
To: Rachel.Cole@amwater.com
Subject: RE: High/Low Usage Parameters

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cdeining@lexingtonky.gov

Janet Graham

From: John Hoggard [jhoggard@utiliplan.com]
Sent: Tuesday, August 28, 2012 12:54 PM
To: Bryan.Siler@amwater.com
Cc: Candice Deininger
Subject: RE: bill message question

Bryan, was I supposed to do something regarding this email you refer to? It sounded like Brian was looking into how the file is being handled in order to get us an answer for us. I do not see a question to me/Candice, to which we were supposed to reply. Am I missing something?
John

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

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]
Sent: Monday, August 06, 2012 11:07 AM
To: jhoggard@utiliplan.com; Brian.McDonough@amwater.com
Cc: 'Candice Deininger'; marisa@utiliplan.com; Rachel.Cole@amwater.com
Subject: Re: bill message question

John,

I have forwarded this question to the primary IT contact Brian McDonough. He will be able to provide the answer and discuss any issues that may be involved with the Cash Transactions file received on Saturday, September 1, 2012. Part of the answer depends on how that file is handled.

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

From: "John Hoggard" <jhoggard@utiliplan.com>
To: <Bryan.Siler@amwater.com>
Cc: "'Candice Deininger'" <cdeining@lexingtonky.gov>, <marisa@utiliplan.com>
Date: 08/06/2012 10:52 AM
Subject: bill message question

Bryan,
We would like to add a message on the first LFUCG bill that tells customers that the balance shown is as of a certain date, and does not reflect payments made after a certain date.

What date is the correct date for x/x below?

Thanks
John

"The balance shown is your balance as of x/x/12. Payments made after x/x/12 are not reflected in this account balance amount."

Janet Graham

From: Bryan.Siler@amwater.com
Sent: Tuesday, August 28, 2012 12:44 PM
To: jhoggard@utiliplan.com
Cc: Candice Deininger; Brian.McDonough@amwater.com
Subject: RE: bill message question

Did you follow up on my August 6th e-mail response? This answer depends on how the Cash Transactions are handled on GCWW's end.

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

From: "John Hoggard" <jhoggard@utiliplan.com>
To: <Bryan.Siler@amwater.com>
Cc: "'Candice Deininger'" <cdeining@lexingtonky.gov>, <Brian.McDonough@amwater.com>
Date: 08/28/2012 11:08 AM
Subject: RE: bill message question

Yes, we want to know what the x/x/12 date should be in the bill message per my question.

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

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]
Sent: Tuesday, August 28, 2012 11:04 AM
To: jhoggard@utiliplan.com
Cc: 'Candice Deininger'; Brian.McDonough@amwater.com
Subject: RE: bill message question

Yes, I got it. Is there any follow up needed?

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Field Operations Supervisor
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859-268-6350 Office
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bryan.siler@amwater.com

From: "John Hoggard" <jhoggard@utiliplan.com>
To: <Bryan.Siler@amwater.com>
Cc: "'Candice Deininger'" <cdeining@lexingtonky.gov>
Date: 08/28/2012 09:17 AM
Subject: RE: bill message question

Bryan,
Did you get this email? Can you let Candice know?

John

From: John Hoggard [mailto:jhoggard@utiliplan.com]
Sent: Monday, August 06, 2012 10:52 AM
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Cc: 'Candice Deininger'; 'marisa@utiliplan.com'

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08/27/2012 01:56
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To

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From: Candice Deininger [CDEINING@LEXINGTONKY.GOV]
Sent: Monday, August 27, 2012 3:56 PM
To: Bryan.Siler@amwater.com
Cc: Mike Smith; Sheila Long
Subject: RE: weekly file

Thanks, Bryan!!! Didn't think you'd be able to, so much appreciated!!

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Cc: "Sheila Long" <slong@lexingtonky.gov>, "Mike Smith" <mikes@lexingtonky.gov>
Date: 08/27/2012 03:32 PM
Subject: RE: weekly file

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

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

The weekly file is attached.

Thank you!

Michael S. Smith
Computer Operations Manager
Help Desk Manager
Cell Phone Administrator
Lexington-Fayette Urban County Government Division of Computer Services - Suite # 712 200
East Main Street - Lexington, KY 40507
859-258-3730 mikes@lexingtonky.gov
(Embedded image moved to file: pic06287.jpg)HDI CERTIFIED

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Attachments: pic06287.jpg



pic06287.jpg (2
KB)

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KAWC Team – Here are today's conversation & action items

- Send the data by a separate run for ~800 accounts' 24-month history before Thursday's Aug 29th
- Prepare CBT (consumption) data file for Aug 27-30 for Eileen
- Confirmation for Bryan, Neil & Brian: Street Index run on before Friday's Closing Package
- Confirmation for Bryan, Neil & Brian: Usage run after the posting @ KAWC on Thursday Aug 30th
- Rachel to send a Tax Exempt Updates file by Thursday Aug 30th
- Weekend availability via cell phone – Friday Neil; Sat/Sun: Brian Mc.; Bryan Siler: Stand by in case of any emergency/issues/

We look forward to talking to you tomorrow at 2PM.

Thanks so much,
Sandip.

Janet Graham

From: Candice Deininger [CDEINING@LEXINGTONKY.GOV]
Sent: Monday, August 27, 2012 3:29 PM
To: Robert Bowman
Cc: Hilori Morgan
Subject: FW: WQMFee Monthly Billing

Robert - going forward, these files will be sent to GCWW. I'll work with Hilori to get the name of the person to whom these files should be sent. In the meantime, hang on to this file until one of us gets back to you. Also, would you kindly send the file to me and Hilori and copy us on future transmittal emails - thank you!!

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

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

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]
Sent: Monday, August 27, 2012 3:21 PM
To: Robert Bowman
Cc: Candice Deininger
Subject: RE: WQMFee Monthly Billing

No problem. I hope all goes well in the future.

Thanks.

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

From: "Robert Bowman" <rbowman2@lexingtonky.gov>
To: <Bryan.Siler@amwater.com>
Cc: "Candice Deininger" <cdeining@lexingtonky.gov>
Date: 08/27/2012 03:20 PM
Subject: RE: WQMFee Monthly Billing

Bryan,

I really appreciate you making these changes.

Robert

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

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

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Hello Bryan,

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#120055039 needs to be 6 ERUs
#120055042 needs to be 6 ERUs

If it is too much trouble, we can wait until next month.

Robert

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From: "Robert Bowman" <rbowman2@lexingtonky.gov>
To: <Bryan.Siler@amwater.com>
Date: 08/27/2012 07:50 AM
Subject: WQMFee Monthly Billing

Hello Bryan,

I have the billing file attached.

Robert

Robert Bowman
Database Administrator
Lexington-Fayette Urban County Government
Office: 859.425.2456

Email: RBowman2@LexingtonKY.gov

[attachment "September2012.csv" deleted by Bryan Siler/KAWC/AWWS]

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From: Candice Deininger [CDEINING@LEXINGTONKY.GOV]
Sent: Monday, August 27, 2012 3:27 PM
To: Bryan.Siler@amwater.com; Robert Bowman
Subject: RE: WQMFee Monthly Billing

Yes - thank you very much for your assistance with this, Bryan . . . much appreciated!

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Date: 08/27/2012 07:50 AM
Subject: WQMFee Monthly Billing

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Office: 859.425.2456
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Janet Graham

From: Bryan.Siler@amwater.com
Sent: Monday, August 27, 2012 3:14 PM
To: Bryan.Siler@amwater.com
Cc: Rachel.Cole@amwater.com; Candice Deininger
Subject: RE: High/Low Usage Parameters

Candice,

We usually look at usages over 4 but we do not have anything that creates a hard exception due to usage.

Bryan Siler
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Lexington, Kentucky 40502
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From: Bryan Siler/KAWC/AWWS
To: "Candice Deininger" <cdeining@lexingtonky.gov>@AWX
Cc: Rachel.Cole@amwater.com
Date: 08/27/2012 03:07 PM
Subject: RE: High/Low Usage Parameters

Perfect sense. Ours are based on \$ amounts though. Nothing on usage except for fire accounts.

Bryan Siler
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2300 Richmond Road
Lexington, Kentucky 40502
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From: "Candice Deininger" <cdeining@lexingtonky.gov>
To: <Bryan.Siler@amwater.com>
Cc: <Rachel.Cole@amwater.com>
Date: 08/27/2012 02:33 PM
Subject: RE: High/Low Usage Parameters

A reading that would kick out as an exception because the usage was either too high or too low; like for a residential account and a non-residential account. I'm trying to decide on parameters here . . . make better sense? Sorry!!!

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Subject: Re: High/Low Usage Parameters

They are different for different rate schedules. What exactly are you looking for? When we investigate a reading or bill?

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From: "Candice Deininger" <cdeining@lexingtonky.gov>
To: <Bryan.Siler@amwater.com>, <Rachel.Cole@amwater.com>
Date: 08/27/2012 01:56 PM
Subject: High/Low Usage Parameters

Good afternoon! Got a quick question for either or both of you . . . I can't seem to remember what the high/low tolerance levels are for KAWC - do you happen to know? Thank you!

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Janet Graham

From: Bryan.Siler@amwater.com
Sent: Tuesday, August 21, 2012 8:10 PM
To: Rachel.Cole@amwater.com; Basu, Sandip
Cc: William O'Mara; Candice Deininger; Wiest, Gary; John Hoggard; Marisa; Ruehl, Matt; Nam, Eileen; Brian.McDonough@amwater.com; Neil.Olenick@amwater.com
Subject: Re: GCWW/LFUCG Conference call Wed 8/21 @ 2PM

Me too.

|----->
|From: |
|----->

>----->
----->
|Rachel Cole
|

>----->
----->

|----->
|To: |
|----->

>----->
----->
|"Basu, Sandip" <Sandip.Basu@gcww.cincinnati-oh.gov>@AWX
|

>----->
----->

|----->
|Cc: |
|----->

>----->
----->
|"O'Mara Bill" <billo@lexingtonky.gov>; Brian McDonough; Bryan Siler; "Deininger, Candice" <cdeining@lexingtonky.gov>; "Nam, Eileen" <Eileen.Nam@gcww.cincinnati-oh.gov>; "Wiest, Gary" <Gary.Wiest@gcww.cincinnati-oh.gov>; "John Hoggard" <jhoggard@utiliplan.com>; "marisa@utiliplan.com"; "Ruehl, Matt" <Matt.Ruehl@gcww.cincinnati-oh.gov>; Neil Olenick
|

>----->
----->

|----->
|Date: |
|----->

>----->
----->
|08/21/2012 07:06 PM EDT
|

>----->
----->

|----->
|Subject: |
|----->

>----->

-----|
|Re: GCWW/LFUCG Conference call Wed 8/21 @ 2PM
|
>-----

I will be on the call.

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

"Basu, Sandip"

<Sandip.Basu@gcww.cincinnati-oh.gov>
08/21/2012 06:06 PM

To
"Nam, Eileen"
<Eileen.Nam@gcww.cincinnati-oh.gov>,
<Bryan.Siler@amwater.com>, "Neil Olenick @
AM Water" <Neil.Olenick@amwater.com>,
<Brian.McDonough@amwater.com>,
<Rachel.Cole@amwater.com>
cc
"Ruehl, Matt"
<Matt.Ruehl@gcww.cincinnati-oh.gov>,
"Deining, Candice"
<cdeining@lexingtonky.gov>, "Wiest, Gary"
<Gary.Wiest@gcww.cincinnati-oh.gov>, "John
Hoggard" <jhoggard@utiliplan.com>,
<marisa@utiliplan.com>, "O'Mara Bill"
<billo@lexingtonky.gov>
Subject
GCWW/LFUCG Conference call Wed 8/21 @ 2PM

Bryan & Team - Please confirm that you will participate on tomorrow's (8/21) call.

We have few items to discuss.

1. Availability of reason code for financial adjustment
2. Account count for 1600 Cycle/WQ Mgmt Fee (Bryan's email)
3. AJ accounts billing in August (Eileen's email)
4. Landlord & Tenant issues (Neil & Eileen emails)
5. Parallel & Go Live Schedule, Availability & Data details
6. Requesting Daily Call schedule for the rest of the days till Go Live and immediately upon Go Live
7. Eileen's items

Eileen - Please list any other items on your end and reply to this group.

Thank you,
Sandip.

Janet Graham

From: Rachel.Cole@amwater.com
Sent: Tuesday, August 21, 2012 7:07 PM
To: sandip.basu@gcww.cincinnati-oh.gov
Cc: Bryan.Siler@amwater.com; William O'Mara; Candice Deininger; Wiest, Gary; John Hoggard; marisa@utiliplan.com; Ruehl, Matt; Nam, Eileen; Brian.McDonough@amwater.com; Neil Olenick @ AM Water
Subject: Re: GCWW/LFUCG Conference call Wed 8/21 @ 2PM

I will be on the call.

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

"Basu, Sandip"
<Sandip.Basu@gcww.cincinnati-oh.gov>
v>

08/21/2012 06:06
PM

To
"Nam, Eileen"
<Eileen.Nam@gcww.cincinnati-oh.gov>
, <Bryan.Siler@amwater.com>, "Neil Olenick @ AM Water"
<Neil.Olenick@amwater.com>,
<Brian.McDonough@amwater.com>,
<Rachel.Cole@amwater.com>

cc

"Ruehl, Matt"
<Matt.Ruehl@gcww.cincinnati-oh.gov>
, "Deininger, Candice"
<cdeining@lexingtonky.gov>, "Wiest, Gary"
<Gary.Wiest@gcww.cincinnati-oh.gov>
, "John Hoggard"
<jhoggard@utiliplan.com>,
<marisa@utiliplan.com>, "O'Mara Bill" <billo@lexingtonky.gov>

Subject
GCWW/LFUCG Conference call Wed 8/21 @ 2PM

Bryan & Team - Please confirm that you will participate on tomorrow's (8/21) call.

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1. Availability of reason code for financial adjustment
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5. Parallel & Go Live Schedule, Availability & Data details
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Go Live and immediately upon Go Live
7. Eileen's items

Eileen - Please list any other items on your end and reply to this group.

Thank you,
Sandip.

Janet Graham

From: Candice Deininger [CDEINING@LEXINGTONKY.GOV]

Sent: Monday, August 27, 2012 1:56 PM

To: Rachel.Cole@amwater.com; Bryan.Siler@amwater.com

Subject: High/Low Usage Parameters

Importance: High

Good afternoon! Got a quick question for either or both of you . . . I can't seem to remember what the high/low tolerance levels are for KAWC – do you happen to know? Thank you!

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

Janet Graham

From: jhoggard@utiliplan.com
Sent: Wednesday, August 22, 2012 10:38 AM
To: Bryan.Siler@amwater.com; Brian.McDonough@amwater.com
Cc: Rachel.Cole@amwater.com; Candice Deininger; marisa@utiliplan.com; Basu, Sandip
Subject: Re: bill message question

Bryan and Brian,
 Were you able to figure out the answer to this?

BTW we are all in training today so only GCWW will be on the call today.

Thanks
 John

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

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]
Sent: Monday, August 6, 2012 11:07 AM
To: jhoggard@utiliplan.com, Brian.McDonough@amwater.com
Cc: "Candice Deininger", marisa@utiliplan.com, Rachel.Cole@amwater.com
Subject: Re: bill message question

John, I have forwarded this question to the primary IT contact Brian McDonough. He will be able to provide the answer and discuss any issues that may be involved with the Cash Transactions file received on Saturday, September 1, 2012. Part of the answer depends on how that file is handled. ***** Bryan Siler Field Operations Supervisor Kentucky American Water 2300 Richmond Road Lexington, Kentucky 40502 859-268-6350 Office 859-268-6374 Fax bryan.siler@amwater.com From: "John Hoggard" To: Cc: "Candice Deininger" , Date: 08/06/2012 10:52 AM Subject: bill message question

Bryan, We would like to add a message on the first LFUCG bill that tells customers that the balance shown is as of a certain date, and does not reflect payments made after a certain date. What date is the correct date for x/x below? Thanks John

"The balance shown is your balance as of x/x/12. Payments made after x/x/12 are not reflected in this account balance amount."

Janet Graham

From: Candice Deininger [CDEINING@LEXINGTONKY.GOV]
Sent: Tuesday, August 21, 2012 3:16 PM
To: Rachel.Cole@amwater.com; Bryan.Siler@amwater.com
Cc: Sheila Powell
Subject: 30% Discount Coding

Attachments: Friday August 17 2012.xls

Good afternoon. Attached is the file containing the most recent list of clients from Adult Services whose accounts are to receive the 30% discount. Kindly let Sheila know if you have any questions. Thank you and have a good day!

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

Janet Graham

From: Bryan.Siler@amwater.com
Sent: Tuesday, August 21, 2012 8:40 AM
To: Rachel.Cole@amwater.com; Candice Deininger; Robin Adams; Mary.Money@amwater.com; Susan.Lee@amwater.com; AW_-_MI_Requests/AWWSC@amwater.net; Al'Netta.Bennett@amwater.com
Subject: Managed Contract Billing
Attachments: LFUCG 0712 MI Request.doc; pic18823.gif



LFUCG 0712 MI Request.doc (6 K...
pic18823.gif (6 KB)

Attached is the MI request for the LFUCG monthly bill. Please process and send the .pdf file to Candice Deininger at the LFUCG.

Thanks.

(See attached file: LFUCG 0712 MI Request.doc)

(Embedded image moved to file: pic18823.gif)

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

Janet Graham

From: Bryan.Siler@amwater.com
Sent: Tuesday, August 21, 2012 8:37 AM
To: Candice Deininger; James Hoskins; William O'Mara; Deborah Gerardi; Rachel.Cole@amwater.com; Stephen Mulligan; Takisha.Walker@amwater.com; Lori Vahle; Cecily Chan; Renee Wallingford; Kimberly Bryan; Robin Adams; Susan.Lee@amwater.com
Subject: July Reports
Attachments: LFUCG 0712 Report.xls



LFUCG 0712
Report.xls (6 KB)

Hello,

Attached are the sewer, landfill and water quality management fee monthly reports for your review. There were 9 OPA accounts that were billed \$90.05 in taxes. These will be corrected.

Please let me know if you have any questions.

Thank you.

(See attached file: LFUCG 0712 Report.xls)

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

Janet Graham

From: Neil.Olenick@amwater.com
Sent: Monday, August 20, 2012 11:02 AM
To: Eileen.Nam@gcww.cincinnati-oh.gov
Cc: Bryan Siler @ Amwater; Candice Deininger; Wiest, Gary; John Hoggard @ UtilPlan; Marisa Miralles @ UtiliPlan; Basu, Sandip; Brian McDonough @ AMWater
Subject: RE: Landlord & Tennant example
Attachments: LFUCG landlord report 20120820.csv

Eileen,

When the premise reverts back to the Landlord in between accounts, that would be found in the Landlord listing. Sorry for the confusion. Let me know if the attached landlord listing works better for you.

Thank you.

Neil
 Accenture Applications Specialist
 ITS Voorhees (Cite)
 Email:neil.olenick@amwater.com
 Phone (856) 782-2854 Internal 7-205-2854
 Fax:856-782-2900

"Nam, Eileen" <Eileen.Nam@gcww.cincinnati-oh.gov>

08/20/2012 09:13 AM

To <Neil.Olenick@amwater.com>, "Basu, Sandip" <Sandip.Basu@gcww.cincinnati-oh.gov>

cc "Brian McDonough @ AMWater" <Brian.McDonough@amwater.com>, "Bryan Siler @ Amwater" <Bryan.Siler@amwater.com>, "Deininger, Candice" <cdeining@lexingtonky.gov>, "Wiest, Gary" <Gary.Wiest@gcww.cincinnati-oh.gov>, "John Hoggard @ UtiliPlan" <jhoggard@utiliplan.com>, "Marisa Miralles @ UtiliPlan" <marisa@utiliplan.com>

Subject RE: Landlord & Tennant example

Neil,

Is that mean ACTIVE landlord account is in landlord listing only and not in the active account listing? We were not aware of using landlord listing to build an active account. After quick review of the landlord listing, I noticed that the file does not specify utility type attached to the premises/account like active account listing does. Our conversion process identifies which services to build for a premises by utility type listed in the file. Can the landlord listing file be created with list of all of utility types regardless of having balance or not? That will simplify our conversion effort for these accounts a lot. Please let me know.

Thanks.
 Eileen

04/29/2013

From: Neil.Olenick@amwater.com [mailto:Neil.Olenick@amwater.com]
Sent: Monday, August 20, 2012 8:07 AM
To: Basu, Sandip
Cc: Brian McDonough @ AMWater; Bryan Siler @ Amwater; Deininger, Candice; Nam, Eileen; Wiest, Gary; John Hoggard @ UtilPlan; Marisa Miralles @ UtiliPlan
Subject: RE: Landlord & Tennant example

Eileen,

If you don't find the account in the active account listing, then look in the landlord listing. I found all of the ones listed in you first bullet point on that listing.

Thank you.

Neil
Accenture Applications Specialist
ITS Voorhees (Cite)
Email:neil.olenick@amwater.com
Phone (856) 782-2854 Internal 7-205-2854
Fax:856-782-2900

"Basu, Sandip"
<Sandip.Basu@gcww.cincinnati-oh.gov>

08/19/2012 09:21 PM

To "Bryan Siler @ Amwater" <Bryan.Siler@amwater.com>, "Brian McDonough @ AMWater" <Brian.McDonough@amwater.com>, "Neil Olenick @ AM Water" <Neil.Olenick@amwater.com>, "Nam, Eileen" <Eileen.Nam@gcww.cincinnati-oh.gov>
cc "Wiest, Gary" <Gary.Wiest@gcww.cincinnati-oh.gov>, "Deininger, Candice" <cdeining@lexingtonky.gov>, "John Hoggard @ UtiliPlan" <jhoggard@utiliplan.com>, "Marisa Miralles @ UtiliPlan" <marisa@utiliplan.com>
Subject RE: Landlord & Tennant example

Bryan, Neil & Brian -

Can you please assist at your earliest to resolve the below items as requested by Eileen from last Wednesday. We appreciate your prompt response to resolve the matter ASAP. Thanks in advance.

Eileen - If you can work directly with KAWC team to resolve this on Monday - that would be great!

Thank you.
Sandip.

From: Nam, Eileen
Sent: Wednesday, August 15, 2012 4:11 PM
To: 'Bryan Siler @ Amwater'; 'Neil.Olenick@amwater.com'
Cc: Deininger, Candice; Basu, Sandip; Ruehl, Matt
Subject: Landlord & Tennant example

Bryan and Neil,

Here are some example premises for Landlord & Tenant situation.

- 120040138, 120040241, 120137046, 120089576 – These premises were not in closing package account list file (both active and inactive). The usage came in for the landlord account in 8/3 usage file. The interface created the account for sewer only since the premise was not included in the account list file. There are approximately 30+ cases like this in 8/3 usage file.
- 120022423, 120024630, 120050750 – in 8/9 usage file, there are 2 usage records with both transaction type of 'A', one for Landlord and one for Tenant.

Thanks.

Eileen

Janet Graham

From: Candice Deininger [CDEINING@LEXINGTONKY.GOV]
Sent: Monday, August 20, 2012 9:24 AM
To: Bryan.Siler@amwater.com
Cc: Rachel.Cole@amwater.com
Subject: RE: Sewer/Landfill Grants

Yup, sure does!! I just wanted to inform Adult Services thanks!!

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

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

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]
Sent: Monday, August 20, 2012 9:22 AM
To: Candice Deininger
Cc: Rachel.Cole@amwater.com
Subject: RE: Sewer/Landfill Grants

Yes, through Friday, August 24th.

Does that work?

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

From: "Candice Deininger" <cdeining@lexingtonky.gov>
To: <Bryan.Siler@amwater.com>
Date: 08/20/2012 09:16 AM
Subject: RE: Sewer/Landfill Grants

Hi, Bryan . . . so they can send payments through Friday?

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

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

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]
Sent: Monday, August 20, 2012 9:08 AM
To: Candice Deininger
Subject: Re: Sewer/Landfill Grants

A week before the transition unless that causes a problem. We will just want to make sure, as best we can, that we don't have anything pending right up to the last minute.

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

From: "Candice Deininger" <cdeining@lexingtonky.gov>
To: "Stephanie Jackson" <sjackso2@lexingtonky.gov>
Cc: "Lynne Webb" <lwebb@lexingtonky.gov>, "Tonia Walters" <twalters2@lexingtonky.gov>, "Laura Harris" <lharris@lexingtonky.gov>, "Connie Godfrey" <cgodfrey@lexingtonky.gov>, "Sheila Powell" <sheilap@lexingtonky.gov>, "John Hoggard" <jhoggard@utiliplan.com>, <marisa@utiliplan.com>, "Stephen Mulligan" <smulligan@lexingtonky.gov>, <Bryan.Siler@amwater.com>
Date: 08/20/2012 08:51 AM
Subject: Sewer/Landfill Grants

(Embedded image moved to file: pic05705.gif)

Hello, Stephanie - Nice talking with you. The initial report of clients you designate to receive sewer and landfill grants should be sent to my attention for verification that their accounts are active; this will prevent assistance payments from being applied to an inactive account. A spreadsheet similar to the one Sheila uses for the discount coding would be great.

Going forward, you will follow the same procedure of obtaining a check and attaching the list of clients who are to receive assistance and either send via interoffice mail or have them dropped off at the front counter in Revenue.

I'm waiting to hear from KAWC as to the date you should suspend sending the payment to them and will get back to you as soon as I hear from them. Give me a call if you have any questions. Thanks, Stephanie, and have a good day!

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

From: Stephanie Jackson
Sent: Wednesday, August 15, 2012 1:22 PM
To: Candice Deininger
Subject: landfill/sewer reports

(Embedded image moved to file: pic28145.gif)

Candice,

My phone number is 258-3144 and email sjackso2@lexingtonky.gov.
Please

contact me regarding payments made by our office for landfill/sewer fees. Per our conversation today, I should send the landfill/sewer report to you for review of active/inactive accounts? How are payments going to be handled in September? Does the new vendor have a contact person? Thx

Stephanie Jackson
Administrative Specialist Sr.
Division of Adult & Tenant Services

Janet Graham

From: Bryan.Siler@amwater.com
Sent: Monday, August 20, 2012 9:22 AM
To: Candice Deininger
Cc: Rachel.Cole@amwater.com
Subject: RE: Sewer/Landfill Grants

Yes, through Friday, August 24th.

Does that work?

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

From: "Candice Deininger" <cdeining@lexingtonky.gov>
To: <Bryan.Siler@amwater.com>
Date: 08/20/2012 09:16 AM
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Candice J. Deininger
Revenue Supervisor
LFUCG Division of Revenue
200 East Main Street
Lexington, KY 40507
859-258-3364
cdeining@lexingtonky.gov

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

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]
Sent: Monday, August 20, 2012 9:08 AM
To: Candice Deininger
Subject: Re: Sewer/Landfill Grants

A week before the transition unless that causes a problem. We will just want to make sure, as best we can, that we don't have anything pending right up to the last minute.

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

From: "Candice Deininger" <cdeining@lexingtonky.gov>
To: "Stephanie Jackson" <sjackso2@lexingtonky.gov>
Cc: "Lynne Webb" <lwebb@lexingtonky.gov>, "Tonia Walters" <twalters2@lexingtonky.gov>, "Laura Harris" <lharris@lexingtonky.gov>, "Connie Godfrey" <cgodfrey@lexingtonky.gov>, "Sheila Powell" <sheilap@lexingtonky.gov>, "John Hoggard" <jhoggard@utiliplan.com>, <marisa@utiliplan.com>, "Stephen

Mulligan" <smulligan@lexingtonky.gov>,
<Bryan.Siler@amwater.com>

Date: 08/20/2012 08:51 AM
Subject: Sewer/Landfill Grants

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Candice J. Deininger

Revenue Supervisor

LFUCG Division of Revenue

200 East Main Street

Lexington, KY 40507

859-258-3364

cdeining@lexingtonky.gov

From: Stephanie Jackson
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To: Candice Deininger
Subject: landfill/sewer reports

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Candice,

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Stephanie Jackson
Administrative Specialist Sr.
Division of Adult & Tenant Services

Janet Graham

From: Bryan.Siler@amwater.com
Sent: Monday, August 20, 2012 9:21 AM
To: Candice Deininger
Subject: Re: Quick question

That's no problem. I just happened to check my phone. Yeah, let's discuss it. I probably need a refresher too.

Okay, thanks. Enjoy your training.

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

From: "Candice Deininger" <cdeining@lexingtonky.gov>
To: <Bryan.Siler@amwater.com>
Date: 08/20/2012 08:18 AM
Subject: Quick question

Good morning . . . you and Sandip were trading emails late last night . . . sorry 'bout that. My question: I have the new services file done - do you want me to send it to you? At some point, I'd like to talk with you how we're going to handle it in the future - have not seen the agreement in forever so am not sure of the final decision. Thanks, Bryan.

Btw - GCW will be in this week providing training Monday-Thursday . . . I'm scheduled Wednesday/Thursday

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

Janet Graham

From: Candice Deininger [CDEINING@LEXINGTONKY.GOV]
Sent: Monday, August 20, 2012 9:16 AM
To: Bryan.Siler@amwater.com
Subject: RE: Sewer/Landfill Grants

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cdeining@lexingtonky.gov

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

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]
Sent: Monday, August 20, 2012 9:08 AM
To: Candice Deininger
Subject: Re: Sewer/Landfill Grants

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

From: "Candice Deininger" <cdeining@lexingtonky.gov>
To: "Stephanie Jackson" <sjackso2@lexingtonky.gov>
Cc: "Lynne Webb" <lwebb@lexingtonky.gov>, "Tonia Walters" <twalters2@lexingtonky.gov>, "Laura Harris" <lharris@lexingtonky.gov>, "Connie Godfrey" <cgodfrey@lexingtonky.gov>, "Sheila Powell" <sheilap@lexingtonky.gov>, "John Hoggard" <jhoggard@utiliplan.com>, "Marisa" <marisa@utiliplan.com>, "Stephen Mulligan" <smulligan@lexingtonky.gov>, <Bryan.Siler@amwater.com>
Date: 08/20/2012 08:51 AM
Subject: Sewer/Landfill Grants

(Embedded image moved to file: pic05705.gif)

Hello, Stephanie - Nice talking with you. The initial report of clients you designate to receive sewer and landfill grants should be sent to my attention for verification that their accounts are active; this will prevent assistance payments from being applied to an inactive account. A spreadsheet similar to the one Sheila uses for the discount coding would be great.

Going forward, you will follow the same procedure of obtaining a check and attaching the list of clients who are to receive assistance and either send via interoffice mail or have them dropped off at the front counter in Revenue.

I'm waiting to hear from KAWC as to the date you should suspend sending the payment to them and will get back to you as soon as I hear from them. Give me a call if you have any questions. Thanks, Stephanie, and have a good day!

Candice J. Deininger

Revenue Supervisor

LFUCG Division of Revenue

200 East Main Street

Lexington, KY 40507

859-258-3364

cdeining@lexingtonky.gov

From: Stephanie Jackson

Sent: Wednesday, August 15, 2012 1:22 PM

To: Candice Deininger

Subject: landfill/sewer reports

(Embedded image moved to file: pic28145.gif)

Candice,

My phone number is 258-3144 and email sjackso2@lexingtonky.gov. Please contact me regarding payments made by our office for landfill/sewer fees. Per our conversation today, I should send the landfill/sewer report to you for review of active/inactive accounts? How are payments going to be handled in September? Does the new vendor have a contact person? Thx

Stephanie Jackson

Administrative Specialist Sr.

Division of Adult & Tenant Services

Janet Graham

From: Bryan.Siler@amwater.com
Sent: Monday, August 20, 2012 9:08 AM
To: Candice Deininger
Subject: Re: Sewer/Landfill Grants

Attachments: pic05705.gif; pic28145.gif



pic05705.gif (2
KB)



pic28145.gif (12
KB)

A week before the transition unless that causes a problem. We will just want to make sure, as best we can, that we don't have anything pending right up to the last minute.

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

From: "Candice Deininger" <cdeining@lexingtonky.gov>
To: "Stephanie Jackson" <sjackso2@lexingtonky.gov>
Cc: "Lynne Webb" <lwebb@lexingtonky.gov>, "Tonia Walters" <twalters2@lexingtonky.gov>, "Laura Harris" <lharris@lexingtonky.gov>, "Connie Godfrey" <cgodfrey@lexingtonky.gov>, "Sheila Powell" <sheilap@lexingtonky.gov>, "John Hoggard" <jhoggard@utiliplan.com>, "Marisa" <marisa@utiliplan.com>, "Stephen Mulligan" <smulligan@lexingtonky.gov>, "Bryan.Siler@amwater.com" <Bryan.Siler@amwater.com>

Date: 08/20/2012 08:51 AM
Subject: Sewer/Landfill Grants

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Hello, Stephanie - Nice talking with you. The initial report of clients you designate to receive sewer and landfill grants should be sent to my attention for verification that their accounts are active; this will prevent assistance payments from being applied to an inactive account. A spreadsheet similar to the one Sheila uses for the discount coding would be great.

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Candice J. Deininger

Revenue Supervisor

LFUCG Division of Revenue

200 East Main Street

Lexington, KY 40507

859-258-3364

cdeining@lexingtonky.gov

From: Stephanie Jackson
Sent: Wednesday, August 15, 2012 1:22 PM
To: Candice Deininger
Subject: landfill/sewer reports

(Embedded image moved to file: pic28145.gif)

Candice,

My phone number is 258-3144 and email sjackso2@lexingtonky.gov. Please contact me regarding payments made by our office for landfill/sewer fees. Per our conversation today, I should send the landfill/sewer report to you for review of active/inactive accounts? How are payments going to be handled in September? Does the new vendor have a contact person? Thx

Stephanie Jackson
Administrative Specialist Sr.
Division of Adult & Tenant Services

Janet Graham

From: Candice Deininger [CDEINING@LEXINGTONKY.GOV]
Sent: Monday, August 20, 2012 9:31 AM
To: Stephanie Jackson; Sheila Powell
Cc: Bryan.Siler@amwater.com; Stephen Mulligan; Laura Harris; Tonia Walters; Connie Godfrey; Lynne Webb; John Hoggard; marisa@utiliplan.com
Subject: RE: Sewer/Landfill Grants
Importance: High

Stephanie – I just heard from KAWC, and you can send these grant payments through Friday, August 24. Please keep in mind that during the week of August 27, you will not be able to submit grant payment requests to me either since our system will not yet be 'live.' You may begin sending your requests to me the week of September 4. Kindly let me know if you have any questions. Thank you!

Sheila – you should follow the same timeline for the 30% discount requests

Candice J. Deininger

Revenue Supervisor

LFUCG Division of Revenue

200 East Main Street

Lexington, KY 40507

859-258-3364

cdeining@lexingtonky.gov

From: Candice Deininger
Sent: Monday, August 20, 2012 8:52 AM
To: Stephanie Jackson
Cc: Lynne Webb; Tonia Walters; Laura Harris; Connie Godfrey; Sheila Powell; 'John Hoggard'; 'marisa@utiliplan.com'; Stephen Mulligan; 'Bryan.Siler@amwater.com'
Subject: Sewer/Landfill Grants
Importance: High

Hello, Stephanie – Nice talking with you. The initial report of clients you designate to receive sewer and landfill grants should be sent to my attention for verification that their accounts are active; this will prevent assistance payments from being applied to an inactive account. A spreadsheet similar to the one Sheila uses for the discount coding would be great.

Going forward, you will follow the same procedure of obtaining a check and attaching the list of clients who are to receive assistance and either send via interoffice mail or have them dropped off at the front counter in Revenue.

I'm waiting to hear from KAWC as to the date you should suspend sending the payment to them and will get back to you as soon as I hear from them. Give me a call if you have any questions. Thanks, Stephanie, and have a good day!

Candice J. Deininger

Revenue Supervisor

LFUCG Division of Revenue

200 East Main Street

Lexington, KY 40507

859-258-3364

cdeining@lexingtonky.gov

From: Stephanie Jackson
Sent: Wednesday, August 15, 2012 1:22 PM
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Subject: landfill/sewer reports



Candice,

My phone number is 258-3144 and email sjackso2@lexingtonky.gov. Please contact me regarding payments made by our office for landfill/sewer fees. Per our conversation today, I should send the landfill/sewer report to you for review of active/inactive accounts? How are payments going to be handled in September? Does the new vendor have a contact person?

Thx

Stephanie Jackson
Administrative Specialist Sr.
Division of Adult & Tenant Services

Janet Graham

From: Nam, Eileen [Eileen.Nam@gcww.cincinnati-oh.gov]
Sent: Monday, August 20, 2012 9:13 AM
To: Basu, Sandip; Neil.Olenick@amwater.com
Cc: Bryan Siler @ Amwater; Candice Deininger; Wiest, Gary; John Hoggard @ UtilPlan; Marisa Miralles @ UtilPlan; Brian McDonough @ AMWater
Subject: RE: Landlord & Tennant example

Neil,

Is that mean ACTIVE landlord account is in landlord listing only and not in the active account listing? We were not aware of using landlord listing to build an active account. After quick review of the landlord listing, I noticed that the file does not specify utility type attached to the premises/account like active account listing does. Our conversion process identifies which services to build for a premises by utility type listed in the file. Can the landlord listing file be created with list of all of utility types regardless of having balance or not? That will simplify our conversion effort for these accounts a lot. Please let me know.

Thanks.
 Eileen

From: Neil.Olenick@amwater.com [mailto:Neil.Olenick@amwater.com]
Sent: Monday, August 20, 2012 8:07 AM
To: Basu, Sandip
Cc: Brian McDonough @ AMWater; Bryan Siler @ Amwater; Deininger, Candice; Nam, Eileen; Wiest, Gary; John Hoggard @ UtilPlan; Marisa Miralles @ UtilPlan
Subject: RE: Landlord & Tennant example

Eileen,

If you don't find the account in the active account listing, then look in the landlord listing. I found all of the ones listed in you first bullet point on that listing.

Thank you.

Neil
 Accenture Applications Specialist
 ITS Voorhees (Cite)
 Email:neil.olenick@amwater.com
 Phone (856) 782-2854 Internal 7-205-2854
 Fax:856-782-2900

"Basu, Sandip" <Sandip.Basu@gcww.cincinnati-oh.gov>

08/19/2012 09:21 PM

To "Bryan Siler @ Amwater" <Bryan.Siler@amwater.com>, "Brian McDonough @ AMWater" <Brian.McDonough@amwater.com>, "Neil Olenick @ AM Water" <Neil.Olenick@amwater.com>, "Nam, Eileen" <Eileen.Nam@gcww.cincinnati-oh.gov>
 cc "Wiest, Gary" <Gary.Wiest@gcww.cincinnati-oh.gov>, "Deininger, Candice" <cdeining@lexingtonky.gov>, "John Hoggard @ UtilPlan" <jhoggard@utilplan.com>, "Marisa Miralles @ UtilPlan" <marisa@utilplan.com>

Subject RE: Landlord & Tennant example

04/29/2013

Bryan, Neil & Brian -

Can you please assist at your earliest to resolve the below items as requested by Eileen from last Wednesday. We appreciate your prompt response to resolve the matter ASAP. Thanks in advance.

Eileen - If you can work directly with KAWC team to resolve this on Monday - that would be great!

Thank you.
Sandip.

From: Nam, Eileen
Sent: Wednesday, August 15, 2012 4:11 PM
To: 'Bryan Siler @ Amwater'; 'Neil.Olenick@amwater.com'
Cc: Deininger, Candice; Basu, Sandip; Ruehl, Matt
Subject: Landlord & Tennant example

Bryan and Neil,

Here are some example premises for Landlord & Tenant situation.

- 120040138, 120040241, 120137046, 120089576 – These premises were not in closing package account list file (both active and inactive). The usage came in for the landlord account in 8/3 usage file. The interface created the account for sewer only since the premise was not included in the account list file. There are approximately 30+ cases like this in 8/3 usage file.
- 120022423, 120024630, 120050750 – in 8/9 usage file, there are 2 usage records with both transaction type of 'A', one for Landlord and one for Tenant.

Thanks.
Eileen

Janet Graham

From: Candice Deininger [CDEINING@LEXINGTONKY.GOV]
Sent: Monday, August 20, 2012 8:52 AM
To: Stephanie Jackson
Cc: Bryan.Siler@amwater.com; Stephen Mulligan; Sheila Powell; Laura Harris; Tonia Walters; Connie Godfrey; Lynne Webb; John Hoggard; marisa@utiliplan.com
Subject: Sewer/Landfill Grants
Importance: High

Hello, Stephanie – Nice talking with you. The initial report of clients you designate to receive sewer and landfill grants should be sent to my attention for verification that their accounts are active; this will prevent assistance payments from being applied to an inactive account. A spreadsheet similar to the one Sheila uses for the discount coding would be great.

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I'm waiting to hear from KAWC as to the date you should suspend sending the payment to them and will get back to you as soon as I hear from them. Give me a call if you have any questions. Thanks, Stephanie, and have a good day!

Candice J. Deininger

Revenue Supervisor

LFUCG Division of Revenue

200 East Main Street

Lexington, KY 40507

859-258-3364

cdeining@lexingtonky.gov

From: Stephanie Jackson
Sent: Wednesday, August 15, 2012 1:22 PM
To: Candice Deininger
Subject: landfill/sewer reports



Candice,

My phone number is 258-3144 and email sjackso2@lexingtonky.gov. Please contact me regarding payments made by our office for landfill/sewer fees. Per our conversation today, I should send the landfill/sewer report to you for review of active/inactive accounts? How are payments going to be handled in September? Does the new vendor have a contact person?
Thx

Stephanie Jackson
Administrative Specialist Sr.
Division of Adult & Tenant Services

Janet Graham

From: Basu, Sandip [Sandip.Basu@gcww.cincinnati-oh.gov]
Sent: Sunday, August 19, 2012 10:09 PM
To: Bryan.Siler@amwater.com; Candice Deininger; John Hoggard; Marisa
Cc: Wiest, Gary; Nam, Eileen
Subject: RE: KY 2012 Reading Schedule

Thanks Bryan ... I am thinking your below response will help get going with batch scheduling. We will let you know for any other questions.

We will talk to you on Wed 2PM Conference call as usual.

Thanks,
Sandip.

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]
Sent: Sun 8/19/2012 9:35 PM
To: Basu, Sandip; Deininger, Candice; John Hoggard; marisa
Cc: Nam, Eileen; Wiest, Gary
Subject: Re: KY 2012 Reading Schedule

I provided the reading schedule. We bill 3 business days (excluding our holidays) after reading.

From: "Basu, Sandip" [Sandip.Basu@gcww.cincinnati-oh.gov]
Sent: 08/19/2012 09:16 PM AST
To: Bryan Siler; "Deininger, Candice" <cdeining@lexingtonky.gov>; "John Hoggard" <jhoggard@utiliplan.com>; <marisa@utiliplan.com>
Cc: "Nam, Eileen" <Eileen.Nam@gcww.cincinnati-oh.gov>; "Wiest, Gary" <Gary.Wiest@gcww.cincinnati-oh.gov>
Subject: RE: KY 2012 Reading Schedule

Bryan - We do have a question on the Meter Reading Schedule for the rest of the year that you shared with us (we always have questions, it seems). The paraphrased question below ...

Can KAWC clarify whether this is meter **reading or posting (charging)** schedule? GCWW needs to set batch run scheduling according to KAWC **posting** schedule. If what was shared is meter reading schedule then KAWC needs to let GCWW know how many business days later KAWC is charging the water customers.

Hope there is an easy answer for this one. Thanks Bryan.

Sandip.

From: Basu, Sandip
Sent: Fri 8/17/2012 5:45 PM
To: 'Bryan.Siler@amwater.com'; Deininger, Candice; 'John Hoggard'; 'marisa@utiliplan.com'
Subject: RE: KY 2012 Reading Schedule

Received. Thanks Bryan.

Sandip.

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

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

Sent: Friday, August 17, 2012 12:00 PM

To: Deininger, Candice; John Hoggard; marisa@utiliplan.com; Basu, Sandip

Subject: KY 2012 Reading Schedule

Everyone,

Here you go. Let me know if you have any questions. Please remember, this is subject to change if that need arises.

Thanks.

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

----- Forwarded by Bryan Siler/KAWC/AWWSC on 08/17/2012 11:58 AM -----

From: kylexiof23
To: "B Siler" <bryan.siler@amwater.com>
Date: 08/17/2012 11:55 AM
Subject: Attached Image

(See attached file: 1939_001.pdf)

Janet Graham

From: Bryan.Siler@amwater.com
Sent: Sunday, August 19, 2012 9:36 PM
To: Candice Deininger; John Hoggard; Marisa; Basu, Sandip
Cc: Wiest, Gary; Nam, Eileen
Subject: Re: KY 2012 Reading Schedule

I provided the reading schedule. We bill 3 business days (excluding our holidays) after reading.

From: "Basu, Sandip" [Sandip.Basu@gcww.cincinnati-oh.gov]
Sent: 08/19/2012 09:16 PM AST
To: Bryan Siler; "Deininger, Candice" <cdeining@lexingtonky.gov>; "John Hoggard" <jhoggard@utiliplan.com>; <marisa@utiliplan.com>
Cc: "Nam, Eileen" <Eileen.Nam@gcww.cincinnati-oh.gov>; "Wiest, Gary" <Gary.Wiest@gcww.cincinnati-oh.gov>
Subject: RE: KY 2012 Reading Schedule

Bryan - We do have a question on the Meter Reading Schedule for the rest of the year that you shared with us (we always have questions, it seems). The paraphrased question below ...

Can KAWC clarify whether this is meter **reading or posting (charging)** schedule? GCWW needs to set batch run scheduling according to KAWC **posting** schedule. If what was shared is meter reading schedule then KAWC needs to let GCWW know how many business days later KAWC is charging the water customers.

Hope there is an easy answer for this one. Thanks Bryan.

Sandip.

From: Basu, Sandip
Sent: Fri 8/17/2012 5:45 PM
To: 'Bryan.Siler@amwater.com'; Deininger, Candice; 'John Hoggard'; 'marisa@utiliplan.com'
Subject: RE: KY 2012 Reading Schedule

Received. Thanks Bryan.

Sandip.

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

From: Bryan.Siler@amwater.com [<mailto:Bryan.Siler@amwater.com>]
Sent: Friday, August 17, 2012 12:00 PM
To: Deininger, Candice; John Hoggard; marisa@utiliplan.com; Basu, Sandip
Subject: KY 2012 Reading Schedule

Everyone,

Here you go. Let me know if you have any questions. Please remember, this is subject to change if that need arises.

Thanks.

04/29/2013

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 08/17/2012 11:58 AM -----

From: kylexiof23
To: "B Siler" <bryan.siler@amwater.com>
Date: 08/17/2012 11:55 AM
Subject: Attached Image

(See attached file: 1939_001.pdf)

Janet Graham

From: Basu, Sandip [Sandip.Basu@gcww.cincinnati-oh.gov]
Sent: Friday, August 17, 2012 7:02 PM
To: Bryan.Siler@amwater.com; William O'Mara; Candice Deininger; John Hoggard @ UtilPlan
Cc: Wiest, Gary; Cossins, Faye; Douglas.Brock@amwater.com; marisa@utiliplan.com; Ruehl, Matt; VonderMeulen, Paul; Nam, Eileen; Huller, Mary; Brian.McDonough@amwater.com; Neil.Olenick@amwater.com
Subject: RE: FW: FW: Lexington Meter Reading Schedule

Bryan -

Thanks. We received the Meter reading schedule. We will let you know for any follow up questions on that.

Regarding KAWC response on my other concerns, I am to suggest LFUCG to follow up with you/KAWC in regards to data quality assurance, later-date billing adjustments and its implications to the Sewer/LF/WQ customers.

Bill, Candice & John -

Please be advised that such billing errors on water-side and late-corrections on water-side - will produce erroneous sewer bills for LFUCG customer. There can be significant work & time on LFUCG as well as GCWW end to fix/resolve such issues/errors (obviously manual effort are assumed). This is a operations risk of quality, cost and customer satisfaction.

If you have any questions, please do let me know.

Thank you,
Sandip.

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

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]
Sent: Friday, August 17, 2012 11:42 AM
To: Basu, Sandip
Cc: O'Mara Bill; Brian.McDonough@amwater.com; Deininger, Candice; Nam, Eileen; Cossins, Faye; Wiest, Gary; John Hoggard @ UtilPlan; marisa@utiliplan.com; Huller, Mary; Ruehl, Matt; Neil.Olenick@amwater.com; Douglas.Brock@amwater.com
Subject: RE: FW: FW: Lexington Meter Reading Schedule

Sandip,

I will send the read dates for the remainder of the year today.

As for timely notification, we will always do our best to make notifications as appropriate. Sometimes that requires us to have a full understanding of the issue before we can do so. When we discussed this issue on Wednesday we had just finished our due diligence and had the full understanding we needed.

Please keep in mind we have adjustments that are made often. Sometimes these are significant and will not always be corrected during the same week's usage data you receive.

If we need to discuss this further or if you have any questions about our effort to notify, I believe that would warrant a special call. Please feel free to set up a time for this so we can all be on the same page.

Thanks.

Bryan Siler
Field Operations Supervisor
Kentucky American Water

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

From: "Basu, Sandip" <Sandip.Basu@gcww.cincinnati-oh.gov>
To: <Bryan.Siler@amwater.com>, "Deining, Candice"
<cdeining@lexingtonky.gov>, "John Hoggard @ UtilPlan"
<jhoggard@utiliplan.com>, <marisa@utiliplan.com>,
<Brian.McDonough@amwater.com>, <Neil.Olenick@amwater.com>
Cc: "Nam, Eileen" <Eileen.Nam@gcww.cincinnati-oh.gov>, "Wiest,
Gary" <Gary.Wiest@gcww.cincinnati-oh.gov>, "Ruehl, Matt"
<Matt.Ruehl@gcww.cincinnati-oh.gov>, "O'Mara Bill"
<billo@lexingtonky.gov>, "Cossins, Faye"
<Faye.Cossins@gcww.cincinnati-oh.gov>, "Huller, Mary"
<Mary.Huller@gcww.cincinnati-oh.gov>
Date: 08/16/2012 06:41 PM
Subject: RE: FW: FW: Lexington Meter Reading Schedule

Bryan -

Checking for the KAWC Meter Reading schedule for the rest of this year ...
have you already sent it to us? Please let me know. If not, please send it by end of this
week (Friday Aug 17th). We cannot move too far without the complete meter reading schedule
to set up LFUCG's production calendar.
Thanks in advance for your timely help with this.

Secondly, I understand that there was a significant volume billing issue in August (from
May, June & July). When we received the data file for August last week, we were not made
aware of that. It is absolutely important that GCWW is made aware of any invoicing issues
on the KAWC/water side - so that GCWW can any necessary steps before the data is loaded
and non-water service invoices are generated in GCWW Customer Suite system.

I remember that during testing of conversion, back in June/July, we had a similar
situation - when we requested you that GCWW need to be made aware of any error or
correction that are made on the water side - which has an impact on non-water services
billing. We are requesting again for this communication from KAWC.

Please let us know what can you do to ensure that KAWC will communicate such issues to
GCWW on a timely manner. Please advise.

Candice & John -

As you can understand, lack of timely notification of water-side billing issues will have
direct impact on LFUCG's sewer invoices. A lot of preventive steps can be put in place
with timely communication. Of course, clean & economic resolution cannot not be guaranteed
necessarily - but, there are always better possibility to handle large impact - if issues
are known ahead of time (before loading the data).

Based on Bryan's response on my above request, you can let us know if you need any further
clarification from this project team.

Thank you,
Sandip.

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

From: Basu, Sandip
Sent: Tuesday, August 07, 2012 12:56 PM
To: 'Bryan.Siler@amwater.com'
Cc: Nam, Eileen; Wiest, Gary; Ruehl, Matt
Subject: RE: FW: FW: Lexington Meter Reading Schedule

Bryan - Couple of items:

1. Please include the Bill Date in the MR schedule as well (I saw that on the August file
you sent us, so I am thinking you should be good with that)

2. Regarding changes of schedule/route, can we discuss this over phone at tomorrow's 2PM call? We did not want to distract you from preparing the schedule today ...

Thank you,
Sandip.

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

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]
Sent: Tuesday, August 07, 2012 12:38 PM
To: Basu, Sandip
Cc: Nam, Eileen; Wiest, Gary; Ruehl, Matt
Subject: Re: FW: FW: Lexington Meter Reading Schedule

I can get that to you later today. It may change in the future so beware of that. We have looked at combining routes, combining days and moving some from one day to another. No changes are set in stone yet but as they happen we can make you aware. Will those types of changes cause you any problems?

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

From: "Basu, Sandip" <Sandip.Basu@gcww.cincinnati-oh.gov>
To: <Bryan.Siler@amwater.com>
Cc: "Nam, Eileen" <Eileen.Nam@gcww.cincinnati-oh.gov>, "Wiest, Gary" <Gary.Wiest@gcww.cincinnati-oh.gov>, "Ruehl, Matt" <Matt.Ruehl@gcww.cincinnati-oh.gov>
Date: 08/07/2012 12:26 PM
Subject: FW: FW: Lexington Meter Reading Schedule

Bryan - Keeping you posted ... see below notes from Eileen. Those are our needs.

I think you have all these, but, if there is any questions please call me.

Thank you,
Sandip.

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

From: Nam, Eileen
Sent: Tuesday, August 07, 2012 12:07 PM
To: Ruehl, Matt; Basu, Sandip
Subject: RE: FW: Lexington Meter Reading Schedule

Route, Current month Read Date - definitely need.
Previous Read Date, Next Read Date - This can help us to get some idea on how fluctuate their reading schedule is.

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

From: Ruehl, Matt
Sent: Tuesday, August 07, 2012 12:04 PM
To: Nam, Eileen
Subject: FW: FW: Lexington Meter Reading Schedule

Eileen - Can you reply to Sandip?

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

From: Basu, Sandip
Sent: Tuesday, August 07, 2012 11:48 AM
To: Ruehl, Matt
Subject: RE: FW: Lexington Meter Reading Schedule

Matt - Bryan does not have the KAWC MR schedule prepared yet - except for August. He is working on finishing up that in a day or two.

He wanted to know what columns we need - can you confirm what we need?
(Bryan file format is different & has more routes than ARE, he said).

Thanks,
Sandip.

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

From: Basu, Sandip
Sent: Tuesday, August 07, 2012 10:34 AM
To: Ruehl, Matt
Subject: RE: FW: Lexington Meter Reading Schedule

Matt - Please direct me to the file that you have collected from ARE/VAWC ...

Thanks,
Sandip.

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

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]
Sent: Tuesday, August 07, 2012 10:17 AM
To: Basu, Sandip
Cc: Brian.McDonough@amwater.com; Deininger, Candice; Nam, Eileen; Wiest, Gary; John Hoggard; marisa@utiliplan.com; Ruehl, Matt; Neil.Olenick@amwater.com; Rachel.Cole@amwater.com
Subject: RE: FW: Lexington Meter Reading Schedule

Give me a call and I will see if I have what you need in another format.

Thanks.

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

From: "Basu, Sandip"
<Sandip.Basu@gcww.cincinnati-oh.gov>
To: <Bryan.Siler@amwater.com>
Cc: <Brian.McDonough@amwater.com>, "Deininger,
Candice"
<cdeining@lexingtonky.gov>, "Wiest, Gary"
<Gary.Wiest@gcww.cincinnati-oh.gov>, "John Hoggard"
<jhoggard@utiliplan.com>, <marisa@utiliplan.com>, "Ruehl, Matt"
<Matt.Ruehl@gcww.cincinnati-oh.gov>,
<Neil.Olenick@amwater.com>, <Rachel.Cole@amwater.com>, "Nam,
Eileen" <Eileen.Nam@gcww.cincinnati-oh.gov>
Date: 08/07/2012 10:13 AM
Subject: RE: FW: Lexington Meter Reading Schedule

Bryan - Thanks ... but, we are looking the entire year's schedule. That is remainder of 2012 and partial/complete 2013 - if you have that available.

Thank you,
Sandip.

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

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]
Sent: Tuesday, August 07, 2012 10:03 AM

To: Basu, Sandip
Cc: Brian.McDonough@amwater.com; Deininger, Candice; Wiest, Gary; John Hoggard;
marisa@utiliplan.com; Ruehl, Matt; Neil.Olenick@amwater.com; Rachel.Cole@amwater.com
Subject: Re: FW: Lexington Meter Reading Schedule

Here you go.

(See attached file: KY DP-2 2012_08.pdf)

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

From: "Basu, Sandip"
<Sandip.Basu@gcww.cincinnati-oh.gov>
To: <Bryan.Siler@amwater.com>,
<Brian.McDonough@amwater.com>,
<Neil.Olenick@amwater.com>, <Rachel.Cole@amwater.com>
Cc: "Ruehl, Matt"
<Matt.Ruehl@gcww.cincinnati-oh.gov>, "Wiest,
Gary" <Gary.Wiest@gcww.cincinnati-oh.gov>, "Deininger, Candice"
<cdeining@lexingtonky.gov>, <marisa@utiliplan.com>, "John
Hoggard" <jhoggard@utiliplan.com>
Date: 08/07/2012 09:39 AM
Subject: FW: Lexington
Meter Reading Schedule

Bryan, Brian, Neil & Rachel -

Can you please send us KAWC Meter Reading Schedule at your earliest? We sure would appreciate this information by Noon today (8/7). If this takes more time than that, please drop me a note - so we can plan accordingly.

Candice - In case you happen to have this information at your disposal, please share.

Thank you,
Sandip.

From: Ruehl, Matt
Sent: Tuesday, August 07, 2012 9:28 AM
To: Basu, Sandip; Nam, Eileen
Subject: Lexington Meter Reading Schedule

Sandip - Attached is the meter reading schedule for LEX. However, it only covers a few months. Can you get the full meter reading schedule? We need this ASAP so that we can set up our own schedule, which drives batch processing. This is important for the pending parallel tests.

Matt Ruehl
Greater Cincinnati Water Works
513.591.7795
matt.ruehl@gcww.cincinnati-oh.gov
[attachment "R_B Schedule.pdf" deleted by Bryan Siler/KAWC/AWWSC]

Janet Graham

From: Basu, Sandip [Sandip.Basu@gcww.cincinnati-oh.gov]
Sent: Friday, August 17, 2012 5:45 PM
To: Bryan.Siler@amwater.com; Candice Deininger; John Hoggard; marisa@utiliplan.com
Subject: RE: KY 2012 Reading Schedule

Received. Thanks Bryan.

Sandip.

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

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]
Sent: Friday, August 17, 2012 12:00 PM
To: Deininger, Candice; John Hoggard; marisa@utiliplan.com; Basu, Sandip
Subject: KY 2012 Reading Schedule

Everyone,

Here you go. Let me know if you have any questions. Please remember, this is subject to change if that need arises.

Thanks.

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

----- Forwarded by Bryan Siler/KAWC/AWWS on 08/17/2012 11:58 AM -----

From: kylexiof23
To: "B Siler" <bryan.siler@amwater.com>
Date: 08/17/2012 11:55 AM
Subject: Attached Image

(See attached file: 1939_001.pdf)

Janet Graham

From: Bryan.Siler@amwater.com
Sent: Friday, August 17, 2012 2:09 PM
To: Candice Deininger
Subject: RE: KY 2012 Reading Schedule

You too.

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

From: "Candice Deininger" <cdeining@lexingtonky.gov>
To: <Bryan.Siler@amwater.com>, "John Hoggard"
<jhoggard@utiliplan.com>, <marisa@utiliplan.com>, "Basu,
Sandip" <Sandip.Basu@gcww.cincinnati-oh.gov>
Date: 08/17/2012 12:11 PM
Subject: RE: KY 2012 Reading Schedule

Thank you much, Bryan - have a good weekend!

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

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

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]
Sent: Friday, August 17, 2012 12:00 PM
To: Candice Deininger; John Hoggard; marisa@utiliplan.com; Basu, Sandip
Subject: KY 2012 Reading Schedule

Everyone,

Here you go. Let me know if you have any questions. Please remember, this is subject to change if that need arises.

Thanks.

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

----- Forwarded by Bryan Siler/KAWC/AWWS on 08/17/2012 11:58 AM -----

From: kylexiof23
To: "B Siler" <bryan.siler@amwater.com>
Date: 08/17/2012 11:55 AM

Subject: Attached Image

(See attached file: 1939_001.pdf)

Janet Graham

From: Basu, Sandip [Sandip.Basu@gcww.cincinnati-oh.gov]
Sent: Sunday, August 19, 2012 9:22 PM
To: Bryan Siler @ Amwater; Nam, Eileen; Brian McDonough @ AMWater; Neil Olenick @ AM Water
Cc: Candice Deininger; Wiest, Gary; John Hoggard @ UtiliPlan; Marisa Miralles @ UtiliPlan
Subject: RE: Landlord & Tennant example
Importance: High
 Bryan, Neil & Brian -

Can you please assist at your earliest to resolve the below items as requested by Eileen from last Wednesday. We appreciate your prompt response to resolve the matter ASAP. Thanks in advance.

Eileen - If you can work directly with KAWC team to resolve this on Monday - that would be great!

Thank you.
 Sandip.

From: Nam, Eileen
Sent: Wednesday, August 15, 2012 4:11 PM
To: 'Bryan Siler @ Amwater'; 'Neil.Olenick@amwater.com'
Cc: Deininger, Candice; Basu, Sandip; Ruehl, Matt
Subject: Landlord & Tennant example

Bryan and Neil,

Here are some example premises for Landlord & Tenant situation.

- 120040138, 120040241, 120137046, 120089576 – These premises were not in closing package account list file (both active and inactive). The usage came in for the landlord account in 8/3 usage file. The interface created the account for sewer only since the premise was not included in the account list file. There are approximately 30+ cases like this in 8/3 usage file.
- 120022423, 120024630, 120050750 – in 8/9 usage file, there are 2 usage records with both transaction type of 'A', one for Landlord and one for Tenant.

Thanks.
 Eileen

Janet Graham

From: Basu, Sandip [Sandip.Basu@gcww.cincinnati-oh.gov]
Sent: Sunday, August 19, 2012 9:17 PM
To: Bryan.Siler@amwater.com; Candice Deininger; John Hoggard; marisa@utiliplan.com
Cc: Wiest, Gary; Nam, Eileen
Subject: RE: KY 2012 Reading Schedule

Importance: High

Bryan - We do have a question on the Meter Reading Schedule for the rest of the year that you shared with us (we always have questions, it seems). The paraphrased question below ...

Can KAWC clarify whether this is meter **reading or posting (charging)** schedule? GCWW needs to set batch run scheduling according to KAWC **posting** schedule. If what was shared is meter reading schedule then KAWC needs to let GCWW know how many business days later KAWC sis charging the water customers.

Hope there is an easy answer for this one. Thanks Bryan.

Sandip.

From: Basu, Sandip
Sent: Fri 8/17/2012 5:45 PM
To: 'Bryan.Siler@amwater.com'; Deininger, Candice; 'John Hoggard'; 'marisa@utiliplan.com'
Subject: RE: KY 2012 Reading Schedule

Received. Thanks Bryan.

Sandip.

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

From: Bryan.Siler@amwater.com [<mailto:Bryan.Siler@amwater.com>]
Sent: Friday, August 17, 2012 12:00 PM
To: Deininger, Candice; John Hoggard; marisa@utiliplan.com; Basu, Sandip
Subject: KY 2012 Reading Schedule

Everyone,

Here you go. Let me know if you have any questions. Please remember, this is subject to change if that need arises.

Thanks.

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

----- Forwarded by Bryan Siler/KAWC/AWWSC on 08/17/2012 11:58 AM -----

From: kylexiof23
To: "B Siler" <bryan.siler@amwater.com>
Date: 08/17/2012 11:55 AM
Subject: Attached Image

(See attached file: 1939_001.pdf)

Janet Graham

From: Candice Deininger [CDEINING@LEXINGTONKY.GOV]
Sent: Friday, August 17, 2012 12:11 PM
To: Bryan.Siler@amwater.com; John Hoggard; marisa@utiliplan.com; Basu, Sandip
Subject: RE: KY 2012 Reading Schedule

Thank you much, Bryan - have a good weekend!

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

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

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]
Sent: Friday, August 17, 2012 12:00 PM
To: Candice Deininger; John Hoggard; marisa@utiliplan.com; Basu, Sandip
Subject: KY 2012 Reading Schedule

Everyone,

Here you go. Let me know if you have any questions. Please remember, this is subject to change if that need arises.

Thanks.

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

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To: "B Siler" <bryan.siler@amwater.com>
Date: 08/17/2012 11:55 AM
Subject: Attached Image

(See attached file: 1939_001.pdf)

Janet Graham

From: Bryan.Siler@amwater.com
Sent: Friday, August 17, 2012 12:00 PM
To: Candice Deininger; John Hoggard; marisa@utiliplan.com; Basu, Sandip
Subject: KY 2012 Reading Schedule

Attachments: 1939_001.pdf



1939_001.pdf (6
KB)

Everyone,

Here you go. Let me know if you have any questions. Please remember, this is subject to change if that need arises.

Thanks.

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From: kylexiof23
To: "B Siler" <bryan.siler@amwater.com>
Date: 08/17/2012 11:55 AM
Subject: Attached Image

(See attached file: 1939_001.pdf)

Janet Graham

From: Bryan.Siler@amwater.com
Sent: Friday, August 17, 2012 11:42 AM
To: sandip.basu@gcww.cincinnati-oh.gov
Cc: William O'Mara; Candice Deininger; Wiest, Gary; Cossins, Faye; Douglas.Brock@amwater.com; John Hoggard @ UtilPlan; marisa@utiliplan.com; Ruehl, Matt; Nam, Eileen; Huller, Mary; Brian.McDonough@amwater.com; Neil.Olenick@amwater.com
Subject: RE: FW: FW: Lexington Meter Reading Schedule

Sandip,

I will send the read dates for the remainder of the year today.

As for timely notification, we will always do our best to make notifications as appropriate. Sometimes that requires us to have a full understanding of the issue before we can do so. When we discussed this issue on Wednesday we had just finished our due diligence and had the full understanding we needed.

Please keep in mind we have adjustments that are made often. Sometimes these are significant and will not always be corrected during the same week's usage data you receive.

If we need to discuss this further or if you have any questions about our effort to notify, I believe that would warrant a special call. Please feel free to set up a time for this so we can all be on the same page.

Thanks.

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Lexington, Kentucky 40502
859-268-6350 Office
859-268-6374 Fax
bryan.siler@amwater.com

From: "Basu, Sandip" <Sandip.Basu@gcww.cincinnati-oh.gov>
To: <Bryan.Siler@amwater.com>, "Deininger, Candice" <cdeining@lexingtonky.gov>, "John Hoggard @ UtilPlan" <jhoggard@utiliplan.com>, <marisa@utiliplan.com>, <Brian.McDonough@amwater.com>, <Neil.Olenick@amwater.com>
Cc: "Nam, Eileen" <Eileen.Nam@gcww.cincinnati-oh.gov>, "Wiest, Gary" <Gary.Wiest@gcww.cincinnati-oh.gov>, "Ruehl, Matt" <Matt.Ruehl@gcww.cincinnati-oh.gov>, "O'Mara Bill" <billo@lexingtonky.gov>, "Cossins, Faye" <Faye.Cossins@gcww.cincinnati-oh.gov>, "Huller, Mary" <Mary.Huller@gcww.cincinnati-oh.gov>
Date: 08/16/2012 06:41 PM
Subject: RE: FW: FW: Lexington Meter Reading Schedule

Bryan -

Checking for the KAWC Meter Reading schedule for the rest of this year ... have you already sent it to us? Please let me know. If not, please send it by end of this week (Friday Aug 17th). We cannot move too far without the complete meter reading schedule to set up LFUCG's production calendar. Thanks in advance for your timely help with this.

Secondly, I understand that there was a significant volume billing issue in August (from May, June & July). When we received the data file for August last week, we were not made aware of that. It is absolutely important that GCWW is made aware of any invoicing issues

on the KAWC/water side - so that GCWW can any necessary steps before the data is loaded and non-water service invoices are generated in GCWW Customer Suite system.

I remember that during testing of conversion, back in June/July, we had a similar situation - when we requested you that GCWW need to be made aware of any error or correction that are made on the water side - which has an impact on non-water services billing. We are requesting again for this communication from KAWC.

Please let us know what can you do to ensure that KAWC will communicate such issues to GCWW on a timely manner. Please advise.

Candice & John -

As you can understand, lack of timely notification of water-side billing issues will have direct impact on LFUCG's sewer invoices. A lot of preventive steps can be put in place with timely communication. Of course, clean & economic resolution cannot not be guaranteed necessarily - but, there are always better possibility to handle large impact - if issues are known ahead of time (before loading the data).

Based on Bryan's response on my above request, you can let us know if you need any further clarification from this project team.

Thank you,
Sandip.

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

From: Basu, Sandip
Sent: Tuesday, August 07, 2012 12:56 PM
To: 'Bryan.Siler@amwater.com'
Cc: Nam, Eileen; Wiest, Gary; Ruehl, Matt
Subject: RE: FW: FW: Lexington Meter Reading Schedule

Bryan - Couple of items:

1. Please include the Bill Date in the MR schedule as well (I saw that on the August file you sent us, so I am thinking you should be good with that)
2. Regarding changes of schedule/route, can we discuss this over phone at tomorrow's 2PM call? We did not want to distract you from preparing the schedule today ...

Thank you,
Sandip.

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

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]
Sent: Tuesday, August 07, 2012 12:38 PM
To: Basu, Sandip
Cc: Nam, Eileen; Wiest, Gary; Ruehl, Matt
Subject: Re: FW: FW: Lexington Meter Reading Schedule

I can get that to you later today. It may change in the future so beware of that. We have looked at combining routes, combining days and moving some from one day to another. No changes are set in stone yet but as they happen we can make you aware. Will those types of changes cause you any problems?

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

From: "Basu, Sandip" <Sandip.Basu@gcww.cincinnati-oh.gov>
To: <Bryan.Siler@amwater.com>

Cc: "Nam, Eileen" <Eileen.Nam@gcww.cincinnati-oh.gov>, "Wiest, Gary" <Gary.Wiest@gcww.cincinnati-oh.gov>, "Ruehl, Matt" <Matt.Ruehl@gcww.cincinnati-oh.gov>
Date: 08/07/2012 12:26 PM
Subject: FW: FW: Lexington Meter Reading Schedule

Bryan - Keeping you posted ... see below notes from Eileen. Those are our needs.

I think you have all these, but, if there is any questions please call me.

Thank you,
Sandip.

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

From: Nam, Eileen
Sent: Tuesday, August 07, 2012 12:07 PM
To: Ruehl, Matt; Basu, Sandip
Subject: RE: FW: Lexington Meter Reading Schedule

Route, Current month Read Date - definitely need.
Previous Read Date, Next Read Date - This can help us to get some idea on how fluctuate their reading schedule is.

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

From: Ruehl, Matt
Sent: Tuesday, August 07, 2012 12:04 PM
To: Nam, Eileen
Subject: FW: FW: Lexington Meter Reading Schedule

Eileen - Can you reply to Sandip?

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

From: Basu, Sandip
Sent: Tuesday, August 07, 2012 11:48 AM
To: Ruehl, Matt
Subject: RE: FW: Lexington Meter Reading Schedule

Matt - Bryan does not have the KAWC MR schedule prepared yet - except for August. He is working on finishing up that in a day or two.

He wanted to know what columns we need - can you confirm what we need?
(Bryan file format is different & has more routes than ARE, he said).

Thanks,
Sandip.

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

From: Basu, Sandip
Sent: Tuesday, August 07, 2012 10:34 AM
To: Ruehl, Matt
Subject: RE: FW: Lexington Meter Reading Schedule

Matt - Please direct me to the file that you have collected from ARE/VAWC ...

Thanks,
Sandip.

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

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]
Sent: Tuesday, August 07, 2012 10:17 AM
To: Basu, Sandip
Cc: Brian.McDonough@amwater.com; Deininger, Candice; Nam, Eileen; Wiest, Gary; John Hoggard; marisa@utiliplan.com; Ruehl, Matt; Neil.Olenick@amwater.com; Rachel.Cole@amwater.com
Subject: RE: FW: Lexington Meter Reading Schedule

Give me a call and I will see if I have what you need in another format.

Thanks.

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

From: "Basu, Sandip"
<Sandip.Basu@gcww.cincinnati-oh.gov>
To: <Bryan.Siler@amwater.com>
Cc: <Brian.McDonough@amwater.com>, "Deiningering,
Candice"
<cdeining@lexingtonky.gov>, "Wiest, Gary"
<Gary.Wiest@gcww.cincinnati-oh.gov>, "John Hoggard"
<jhoggard@utiliplan.com>, <marisa@utiliplan.com>, "Ruehl, Matt"
<Matt.Ruehl@gcww.cincinnati-oh.gov>,
<Neil.Olenick@amwater.com>, <Rachel.Cole@amwater.com>, "Nam,
Eileen" <Eileen.Nam@gcww.cincinnati-oh.gov>
Date: 08/07/2012 10:13 AM
Subject: RE: FW: Lexington Meter Reading Schedule

Bryan - Thanks ... but, we are looking the entire year's schedule. That is remainder of 2012 and partial/complete 2013 - if you have that available.

Thank you,
Sandip.

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

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]
Sent: Tuesday, August 07, 2012 10:03 AM
To: Basu, Sandip
Cc: Brian.McDonough@amwater.com; Deiningering, Candice; Wiest, Gary; John Hoggard;
marisa@utiliplan.com; Ruehl, Matt; Neil.Olenick@amwater.com; Rachel.Cole@amwater.com
Subject: Re: FW: Lexington Meter Reading Schedule

Here you go.

(See attached file: KY DP-2 2012_08.pdf)

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

From: "Basu, Sandip"
<Sandip.Basu@gcww.cincinnati-oh.gov>
To: <Bryan.Siler@amwater.com>,
<Brian.McDonough@amwater.com>,
<Neil.Olenick@amwater.com>, <Rachel.Cole@amwater.com>
Cc: "Ruehl, Matt"
<Matt.Ruehl@gcww.cincinnati-oh.gov>, "Wiest,
Gary" <Gary.Wiest@gcww.cincinnati-oh.gov>, "Deiningering, Candice"
<cdeining@lexingtonky.gov>, <marisa@utiliplan.com>, "John
Hoggard" <jhoggard@utiliplan.com>
Date: 08/07/2012 09:39 AM

Subject:
Meter Reading Schedule

FW: Lexington

Bryan, Brian, Neil & Rachel -

Can you please send us KAWC Meter Reading Schedule at your earliest? We sure would appreciate this information by Noon today (8/7). If this takes more time than that, please drop me a note - so we can plan accordingly.

Candice - In case you happen to have this information at your disposal, please share.

Thank you,
Sandip.

From: Ruehl, Matt
Sent: Tuesday, August 07, 2012 9:28 AM
To: Basu, Sandip; Nam, Eileen
Subject: Lexington Meter Reading Schedule

Sandip - Attached is the meter reading schedule for LEX. However, it only covers a few months. Can you get the full meter reading schedule? We need this ASAP so that we can set up our own schedule, which drives batch processing. This is important for the pending parallel tests.

Matt Ruehl
Greater Cincinnati Water Works
513.591.7795
matt.ruehl@gcww.cincinnati-oh.gov
[attachment "R_B Schedule.pdf" deleted by Bryan Siler/KAWC/AWWSC]

Janet Graham

From: Bryan.Siler@amwater.com
Sent: Friday, August 17, 2012 11:46 AM
To: Candice Deininger
Cc: John Hoggard
Subject: RE: August 17th preliminary divestiture reports for LFUCG

They will have it today.

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

From: "Candice Deininger" <cdeining@lexingtonky.gov>
To: <Bryan.Siler@amwater.com>
Cc: "John Hoggard" <jhoggard@utiliplan.com>
Date: 08/17/2012 11:30 AM
Subject: RE: August 17th preliminary divestiture reports for LFUCG

Bryan - Did you get my voicemail message? Is there any way you can get the reading schedule for the remainder of the year to GCW ASAP? They are telling us it's crucial to them to have it so as to determine the first day of billings for us - anything that you can do to expedite will be greatly appreciated - thank you!!

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

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

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]
Sent: Friday, August 17, 2012 11:16 AM
To: Basu, Sandip; Brian.McDonough@amwater.com; Candice Deininger; Nam, Eileen; Cossins, Faye; Wiest, Gary; John Hoggard @ UtilPlan; marisa@utiliplan.com; Huller, Mary; Ruehl, Matt; Neil.Olenick@amwater.com
Subject: Fw: August 17th preliminary divestiture reports for LFUCG

FYI - Closing package is on the ftp site.

Bryan Siler
Field Operations Supervisor
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859-268-6350 Office
859-268-6374 Fax
bryan.siler@amwater.com

----- Forwarded by Bryan Siler/KAWC/AWWSC on 08/17/2012 11:08 AM -----

From: Neil Olenick/IS/CORP/AWWSC
To: Bryan Siler/KAWC/AWWSC@AWW
Cc: Brian T McDonough/CONSULT/AWWSC@AWW

Date: 08/17/2012 09:09 AM
Subject: August 17th preliminary divestiture reports for LFUCG

Bryan,

Attached are the requested preliminary divestiture reports for LFUCG run as of 8/17/2012. Please forward these files to Eileen.

[attachment "KYPR_LFUCG_20120831_Premise_Listing_20120817083920_1of2.csv" deleted by Bryan Siler/KAWC/AWWSC]
[attachment "KYPR_LFUCG_20120831_Premise_Listing_20120817083920_2of2.csv" deleted by Bryan Siler/KAWC/AWWSC]
[attachment "KYPR_LFUCG_20120831_Active_Account_Listing_With_Balances_20120817083920_1of5.csv" deleted by Bryan Siler/KAWC/AWWSC] [attachment "KYPR_LFUCG_20120831_Active_Account_Listing_With_Balances_20120817083920_2of5.csv" deleted by Bryan Siler/KAWC/AWWSC]
[attachment "KYPR_LFUCG_20120831_Active_Account_Listing_With_Balances_20120817083920_3of5.csv" deleted by Bryan Siler/KAWC/AWWSC] [attachment "KYPR_LFUCG_20120831_Active_Account_Listing_With_Balances_20120817083920_4of5.csv" deleted by Bryan Siler/KAWC/AWWSC]
[attachment "KYPR_LFUCG_20120831_Active_Account_Listing_With_Balances_20120817083920_5of5.csv" deleted by Bryan Siler/KAWC/AWWSC] [attachment "KYPR_LFUCG_20120831_Closed_Accounts_With_Balances_Listing_20120817083920.csv" deleted by Bryan Siler/KAWC/AWWSC]
[attachment "KYPR_LFUCG_20120831_Landlord_Account_Listing_20120817083920.csv" deleted by Bryan Siler/KAWC/AWWSC] [attachment "KYPR_LFUCG_20120831_Services_Listing_20120817083920_1of2.csv" deleted by Bryan Siler/KAWC/AWWSC]
[attachment "KYPR_LFUCG_20120831_Services_Listing_20120817083920_2of2.csv" deleted by Bryan Siler/KAWC/AWWSC]
[attachment "KYPR_LFUCG_20120831_Account_With_Fixed_Charge_Listing_20120817083920_1of3.csv" deleted by Bryan Siler/KAWC/AWWSC] [attachment "KYPR_LFUCG_20120831_Account_With_Fixed_Charge_Listing_20120817083920_2of3.csv" deleted by Bryan Siler/KAWC/AWWSC]
[attachment "KYPR_LFUCG_20120831_Account_With_Fixed_Charge_Listing_20120817083920_3of3.csv" deleted by Bryan Siler/KAWC/AWWSC] [attachment "KYPR_LFUCG_20120831_Accounts_with_EFT_20120817083920.csv" deleted by Bryan Siler/KAWC/AWWSC]

Thank you.

Neil
Accenture Applications Specialist
ITS Voorhees (Cite)
Email:neil.olenick@amwater.com
Phone (856) 782-2854 Internal 7-205-2854 Fax:856-782-2900

Janet Graham

From: Candice Deininger [CDEINING@LEXINGTONKY.GOV]
Sent: Friday, August 17, 2012 11:29 AM
To: Bryan.Siler@amwater.com
Cc: John Hoggard
Subject: RE: August 17th preliminary divestiture reports for LFUCG

Bryan - Did you get my voicemail message? Is there any way you can get the reading schedule for the remainder of the year to GCW ASAP? They are telling us it's crucial to them to have it so as to determine the first day of billings for us - anything that you can do to expedite will be greatly appreciated - thank you!!

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

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

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]
Sent: Friday, August 17, 2012 11:16 AM
To: Basu, Sandip; Brian.McDonough@amwater.com; Candice Deininger; Nam, Eileen; Cossins, Faye; Wiest, Gary; John Hoggard @ UtilPlan; marisa@utiliplan.com; Huller, Mary; Ruehl, Matt; Neil.Olenick@amwater.com
Subject: Fw: August 17th preliminary divestiture reports for LFUCG

FYI - Closing package is on the ftp site.

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

----- Forwarded by Bryan Siler/KAWC/AWWSC on 08/17/2012 11:08 AM -----

From: Neil Olenick/IS/CORP/AWWSC
To: Bryan Siler/KAWC/AWWSC@AWW
Cc: Brian T McDonough/CONSULT/AWWSC@AWW
Date: 08/17/2012 09:09 AM
Subject: August 17th preliminary divestiture reports for LFUCG

Bryan,

Attached are the requested preliminary divestiture reports for LFUCG run as of 8/17/2012. Please forward these files to Eileen.

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[attachment "KYPR LFUCG 20120831 Premise Listing_20120817083920_2of2.csv" deleted by Bryan Siler/KAWC/AWWSC]
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Thank you.

Neil
Accenture Applications Specialist
ITS Voorhees (Cite)
Email:neil.olenick@amwater.com
Phone (856) 782-2854 Internal 7-205-2854 Fax:856-782-2900

Janet Graham

From: Bryan.Siler@amwater.com
Sent: Friday, August 17, 2012 11:16 AM
To: Candice Deininger; Wiest, Gary; Cossins, Faye; John Hoggard @ UtilPlan; marisa@utiliplan.com; Basu, Sandip; Ruehl, Matt; Nam, Eileen; Huller, Mary; Brian.McDonough@amwater.com; Neil.Olenick@amwater.com
Subject: Fw: August 17th preliminary divestiture reports for LFUCG

FYI - Closing package is on the ftp site.

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 08/17/2012 11:08 AM -----

From: Neil Olenick/IS/CORP/AWWSC
To: Bryan Siler/KAWC/AWWSC@AWW
Cc: Brian T McDonough/CONSULT/AWWSC@AWW
Date: 08/17/2012 09:09 AM
Subject: August 17th preliminary divestiture reports for LFUCG

Bryan,

Attached are the requested preliminary divestiture reports for LFUCG run as of 8/17/2012. Please forward these files to Eileen.

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Subject: FW: FW: Lexington Meter Reading Schedule

Attachments: KY DP-2 2012_08.pdf



KY DP-2

2012_08.pdf (6 KB)

Sandip,
Isn't this the file you needed from Bryan?

It may not have the rest of the entire year, but it should be what you need for now?

Thanks
John

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From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]
Sent: Tuesday, August 07, 2012 10:03 AM
To: Sandip.Basu@gcww.cincinnati-oh.gov
Cc: Brian.McDonough@amwater.com; Deininger, Candice; Wiest, Gary; John Hoggard; marisa@utiliplan.com; Ruehl, Matt; Neil.Olenick@amwater.com; Rachel.Cole@amwater.com
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Bryan, Brian, Neil & Rachel

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Candice In case you happen to have this information at your disposal, please share.

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Importance: High

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Based on Bryan's response on my above request, you can let us know if you need any further clarification from this project team.

Thank you,
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From: Basu, Sandip
Sent: Tuesday, August 07, 2012 12:56 PM
To: 'Bryan.Siler@amwater.com'
Cc: Nam, Eileen; Wiest, Gary; Ruehl, Matt
Subject: RE: FW: FW: Lexington Meter Reading Schedule

Bryan - Couple of items:

1. Please include the Bill Date in the MR schedule as well (I saw that on the August file you sent us, so I am thinking you should be good with that)
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Route, Current month Read Date - definitely need.
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Eileen - Can you reply to Sandip?

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Sent: Tuesday, August 07, 2012 9:28 AM
To: Basu, Sandip; Nam, Eileen
Subject: Lexington Meter Reading Schedule

Sandip - Attached is the meter reading schedule for LEX. However, it only covers a few months. Can you get the full meter reading schedule? We need this ASAP so that we can set up our own schedule, which drives batch processing. This is important for the pending parallel tests.

Matt Ruehl
Greater Cincinnati Water Works
513.591.7795
matt.ruehl@gcww.cincinnati-oh.gov
[attachment "R_B Schedule.pdf" deleted by Bryan Siler/KAWC/AWWSC]

Janet Graham

From: Bryan.Siler@amwater.com
Sent: Wednesday, August 15, 2012 3:03 PM
To: Candice Deininger
Cc: John Hoggard; marisa@utiliplan.com
Subject: Re: Reading/Billing Schedule - Account Volumes

Attachments: pic29873.gif



pic29873.gif (6
KB)

Hi Candice,

This is the list of all meters in Area Code 1215 including the inactive ones. It does not include the approximately 2,000 non-mutual accounts. You would have to add them on the day you plan to bill them - we usually bill them around the 6th of each month.

This is only a snapshot in time and can change.

Does this help?

(Embedded image moved to file: pic29873.gif)

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

From: "Candice Deininger" <cdeining@lexingtonky.gov>
To: <Bryan.Siler@amwater.com>
Cc: "John Hoggard" <jhoggard@utiliplan.com>, <marisa@utiliplan.com>
Date: 08/14/2012 02:48 PM
Subject: Reading/Billing Schedule - Account Volumes

Hi, Bryan . . . We were on a call today with Bluegrass Mailing, and they were wondering about the volume of the daily billing files for production purposes on their end. Would it be possible for you to get the number of accounts in each of the routes with a total number of accounts for billing for each of the read days? We all would greatly appreciate any assistance you can provide with this request. Thank you!!

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

Janet Graham

From: Bryan.Siler@amwater.com
Sent: Wednesday, August 15, 2012 11:12 AM
To: Matt.Ruehl@gcww.cincinnati-oh.gov
Cc: Rachel.Cole@amwater.com; Candice Deininger; Wiest, Gary; John Hoggard; marisa@utiliplan.com; Basu, Sandip; Nam, Eileen; Brian.McDonough@amwater.com
Subject: RE: Weekly LFUCG/GCWW/KAW call

Yes, I plan to dial in.

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

From: "Ruehl, Matt" <Matt.Ruehl@gcww.cincinnati-oh.gov>
To: "John Hoggard" <jhoggard@utiliplan.com>, "Wiest, Gary" <Gary.Wiest@gcww.cincinnati-oh.gov>, "Basu, Sandip" <Sandip.Basu@gcww.cincinnati-oh.gov>, <Bryan.Siler@amwater.com>, "Deininger, Candice" <cdeining@lexingtonky.gov>, <marisa@utiliplan.com>, <Rachel.Cole@amwater.com>
Cc: <brian.mcdonough@amwater.com>, "Nam, Eileen" <Eileen.Nam@gcww.cincinnati-oh.gov>
Date: 08/15/2012 09:22 AM
Subject: RE: Weekly LFUCG/GCWW/KAW call

Just confirming that everyone will be dialing in today at 2:00 for this call. Eileen and I have some questions for American Water, so we will be dialing in for sure.

Thanks

Matt

-----Original Appointment-----

From: John Hoggard [mailto:jhoggard@utiliplan.com]
Sent: Wednesday, May 09, 2012 1:54 PM
To: John Hoggard; Wiest, Gary; Basu, Sandip; Ruehl, Matt; Bryan.Siler@amwater.com; Deininger, Candice; marisa@utiliplan.com; Rachel.Cole@amwater.com
Subject: Weekly LFUCG/GCWW/KAW call
When: Wednesday, August 15, 2012 2:00 PM-3:00 PM (UTC-05:00) Eastern Time (US & Canada).
Where: call in

When: Occurs every Wednesday effective 5/9/2012 until 9/12/2012 from 2:00 PM to 3:00 PM (UTC-05:00) Eastern Time (US & Canada).

Where: call in

Note: The GMT offset above does not reflect daylight saving time adjustments.

~~*~*~*~*~*~*~*~*

605-562-3000 code #255921

Janet Graham

From: Ruehl, Matt [Matt.Ruehl@gcww.cincinnati-oh.gov]
Sent: Wednesday, August 15, 2012 9:22 AM
To: Rachel.Cole@amwater.com; Bryan.Siler@amwater.com; Candice Deininger; Wiest, Gary; John Hoggard; marisa@utiliplan.com; Basu, Sandip
Cc: Nam, Eileen; Brian.McDonough@amwater.com
Subject: RE: Weekly LFUCG/GCWW/KAW call

Just confirming that everyone will be dialing in today at 2:00 for this call. Eileen and I have some questions for American Water, so we will be dialing in for sure.

Thanks

Matt

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From: John Hoggard [mailto:jhoggard@utiliplan.com]
Sent: Wednesday, May 09, 2012 1:54 PM
To: John Hoggard; Wiest, Gary; Basu, Sandip; Ruehl, Matt; Bryan.Siler@amwater.com; Deininger, Candice; marisa@utiliplan.com; Rachel.Cole@amwater.com
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When: Wednesday, August 15, 2012 2:00 PM-3:00 PM (UTC-05:00) Eastern Time (US & Canada).
Where: call in

When: Occurs every Wednesday effective 5/9/2012 until 9/12/2012 from 2:00 PM to 3:00 PM (UTC-05:00) Eastern Time (US & Canada).

Where: call in

Note: The GMT offset above does not reflect daylight saving time adjustments.

~~*~*~*~*~*~*~*~*

605-562-3000 code #255921

Janet Graham

From: linda.toussaint@amwater.com
Sent: Tuesday, August 14, 2012 4:39 PM
To: Candice Deininger
Subject: RE: Fw: Change in Contacts

OMG! .. yea .. I'm still hanging around .. watching the show .. lol.

I'm good .. bet you're about to go over the edge!!! This has been quite a ride .. huh??

Patty is still here .. we are all good. Hanging in there. It is going to be a sad day when everyone is gone .. oh well, you know how it goes.

Best Regards,
Linda K Toussaint
Billing Team Supervisor
Special Accounts Dept Alton IL
M-F 7am to 4pm
ph# 1-866-957-2886 Ext 5018
fax# 1-866-464-0232
linda.toussaint@amwater.com

From: "Candice Deininger" <cdeining@lexingtonky.gov>
To: <Linda.Toussaint@amwater.com>
Date: 08/14/2012 03:28 PM
Subject: RE: Fw: Change in Contacts

OMG!! I wasn't sure if you were still there - how are you?!!! Is Patty still there? How is everyone? You ready to get rid of us?!!

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

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

From: Linda.Toussaint@amwater.com [mailto:Linda.Toussaint@amwater.com]
Sent: Tuesday, August 14, 2012 4:23 PM
To: Rachel.Cole@amwater.com
Cc: Bryan.Siler@amwater.com; Candice Deininger
Subject: Re: Fw: Change in Contacts

Hi .. thank you for the update.

Best Regards,
Linda K Toussaint
Billing Team Supervisor
Special Accounts Dept Alton IL
M-F 7am to 4pm
ph# 1-866-957-2886 Ext 5018
fax# 1-866-464-0232
linda.toussaint@amwater.com

From: Rachel Cole/KAWC/AWWSC
To: Linda K Toussaint/SERVCO/AWWSC@AWW
Cc: cdeining@lfucg.com, Bryan Siler/KAWC/AWWSC@AWW
Date: 08/14/2012 03:17 PM
Subject: Fw: Change in Contacts

Linda,

Would you please revise your contact list for LFUCG? Thank you so much!

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

----- Forwarded by Rachel Cole/KAWC/AWWSC on 08/14/2012 04:15 PM -----

"Candice

Deininger"

To <cdeining@lexingt

onky.gov>

<Bryan.Siler@amwater.com>,

<Rachel.Cole@amwater.com>

08/14/2012 02:27

cc

PM

Subject

Change in Contacts

Good afternoon . . . I wasn't sure who to contact at the Call Center about a change of personnel in my section. Rebecca Burke no longer works for me and has been replaced by Tonia Walters; same telephone number 859-258-3365. Is there someone you can notify at the call center to update their contact information for LFUCG? I'd greatly appreciate it - thank you very much!!

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

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From: Candice Deininger [CDEINING@LEXINGTONKY.GOV]
Sent: Tuesday, August 14, 2012 4:28 PM
To: linda.toussaint@amwater.com
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200 East Main Street
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859-258-3364
cdeining@lexingtonky.gov

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Cc: Bryan.Siler@amwater.com; Candice Deininger
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Linda K Toussaint
Billing Team Supervisor
Special Accounts Dept Alton IL
M-F 7am to 4pm
ph# 1-866-957-2886 Ext 5018
fax# 1-866-464-0232
linda.toussaint@amwater.com

From: Rachel Cole/KAWC/AWWS
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"Candice
Deininger"
<cdeining@lexingt
onky.gov>

<Bryan.Siler@amwater.com>,
<Rachel.Cole@amwater.com>

To

08/14/2012 02:27
PM

cc

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

Janet Graham

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Sent: Tuesday, August 14, 2012 4:23 PM
To: Rachel.Cole@amwater.com
Cc: Candice Deininger; Bryan.Siler@amwater.com
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Billing Team Supervisor
Special Accounts Dept Alton IL
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ph# 1-866-957-2886 Ext 5018
fax# 1-866-464-0232
linda.toussaint@amwater.com

From: Rachel Cole/KAWC/AWWSC
To: Linda K Toussaint/SERVCO/AWWSC@AWW
Cc: cdeining@lfucg.com, Bryan Siler/KAWC/AWWSC@AWW
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Email: rachel.cole@amwater.com
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"Candice
Deininger"
<cdeining@lexingt
onky.gov>
08/14/2012 02:27
PM
To
<Bryan.Siler@amwater.com>,
<Rachel.Cole@amwater.com>
cc
Subject
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Candice J. Deininger
Revenue Supervisor
LFUCG Division of Revenue

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

Janet Graham

From: Rachel.Cole@amwater.com
Sent: Wednesday, August 15, 2012 6:28 AM
To: linda.toussaint@amwater.com
Cc: Candice Deininger; Bryan.Siler@amwater.com
Subject: Fw: Change in Contacts

Linda,

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

----- Forwarded by Rachel Cole/KAWC/AWWS on 08/14/2012 04:15 PM -----

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

08/14/2012 02:27
PM

<Bryan.Siler@amwater.com>,
<Rachel.Cole@amwater.com>

To

cc

Subject

Change in Contacts

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

Janet Graham

From: Bryan.Siler@amwater.com
Sent: Tuesday, August 14, 2012 7:37 AM
To: Eileen.Nam@gcww.cincinnati-oh.gov
Cc: Candice Deininger; Wiest, Gary; John Hoggard; marisa@utiliplan.com; Basu, Sandip; Ruehl, Matt; Brian.McDonough@amwater.com; Neil.Olenick@amwater.com
Subject: Re:
Attachments: pic23195.gif



pic23195.gif (6
KB)

ACCOUNT COUNT

Due to their geographic location, there are currently three premises in the 1600 routes that are billed the WQ Mgt Fee. As you know, these routes and stops can change at anytime.

(Embedded image moved to file: pic23195.gif)

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

From: "Nam, Eileen" <Eileen.Nam@gcww.cincinnati-oh.gov>
To: <Brian.McDonough@amwater.com>, <Neil.Olenick@amwater.com>
Cc: "Basu, Sandip" <Sandip.Basu@gcww.cincinnati-oh.gov>, "Ruehl, Matt" <Matt.Ruehl@gcww.cincinnati-oh.gov>, "Wiest, Gary" <Gary.Wiest@gcww.cincinnati-oh.gov>, "Deininger, Candice" <cdeining@lexingtonky.gov>, <marisa@utiliplan.com>, "John Hoggard" <jhoggard@utiliplan.com>, <Bryan.Siler@amwater.com>

Date: 08/08/2012 05:42 PM

Subject:

Brian,

Per our phone conversation this afternoon, the attached has several data items you can review and guide us to convert them to ICS correctly.

· ACCOUNT COUNT - This shows our account count in each work cycle, which converted from KAWC route number in service file/STRINDX file. I highlighted the cycle with very few accounts and list those accounts in 'ACCOUNT IN HIGHLIGHTED CYCLE'. I remember while back, per Bryan, route 16 (our cycle 1600) actually does not have any LFUCG accounts for us to bill. However there are 3 listed.

· METER NOT FOUND IN SERVICE FILE - This list includes active accounts with Wastewater but the premise # not found in Service file or the meter # is blank. Since we only can activate the account with water meter to bill sewer, currently those accounts are converted as Inactive account.

· UTILITY TYPE NOT DEFINED - This is probably brand new accounts in KAWC. Those accounts were converted with water/sewer service only and Inactive status.

· WQ-NOT FOUND IN FIXEDCHG - This is the list of active accounts with Water Quality but the premise # not found in FIXEDCHG file. Those accounts were converted with ERU = 0.

· LANDFILL-NOT FOUND IN FIXEDCHG - This is the list of active accounts with Landfill but the premise # not found In FIXEDCHG file. Those accounts were converted with # of Herbies = 0.

· EXTRA DOULBE QUOTE - This is the list of accounts with extra " in the name/address.

· INVALID LAST NAME - This is the list of accounts with invalid/missing Last Name, which requires in ICS.

Please let me know if you have any questions.

Thanks.

Eileen [attachment "CONVERSION_DATA_TO_REVIEW.xlsx" deleted by Bryan Siler/KAWC/AWWSC]

Janet Graham

From: Bryan.Siler@amwater.com
Sent: Monday, August 13, 2012 3:24 PM
To: Candice Deininger
Cc: John Hoggard; Marisa
Subject: RE: FW: Data Archiving/look up

I haven't heard from him either. Sorry.

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

From: "Candice Deininger" <cdeining@lexingtonky.gov>
To: <Bryan.Siler@amwater.com>
Cc: "John Hoggard" <jhoggard@utiliplan.com>, "marisa"
<marisa@utiliplan.com>
Date: 08/13/2012 03:15 PM
Subject: RE: FW: Data Archiving/look up

Hi, Bryan - received your message and thank you. What was Mike's reaction to the file layout available? Is he able to make that work, did he say anything to you about alternate ways to download the data? We've heard absolutely nothing from him about this

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

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

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]
Sent: Monday, August 13, 2012 11:45 AM
To: Candice Deininger; Mike Nugent
Cc: John Hoggard; marisa
Subject: Re: FW: Data Archiving/look up

Candice,

Per my 8/2 email I am unaware of anything I can do to help with this project. Please let me know if this is not correct.

Thanks.

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

From: "Candice Deininger" [cdeining@lexingtonky.gov]
Sent: 08/13/2012 11:32 AM AST
To: Bryan Siler; "Mike Nugent" <MikeN@lexingtonky.gov>
Cc: "John Hoggard" <jhoggard@utiliplan.com>; <marisa@utiliplan.com>
Subject: RE: FW: Data Archiving/look up

Good morning. I was just following up on how this was proceeding. Will one of you be able to give me an update? Is there anything I can do to help expedite? Thank you!!

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

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

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]
Sent: Thursday, August 02, 2012 6:30 PM
To: Candice Deininger
Cc: John Hoggard; marisa@utiliplan.com; Mike Nugent
Subject: RE: FW: Data Archiving/look up

Candice & Mike,

We do not have file layouts for these files. Most are CSV files and contain column headings that can be used to identify the contents.

Is there anything else I can help with on this?

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

From: "Candice Deininger" <cdeining@lexingtonky.gov>
To: <Bryan.Siler@amwater.com>
Cc: "John Hoggard" <jhoggard@utiliplan.com>, <marisa@utiliplan.com>, "Mike Nugent" <MikeN@lexingtonky.gov>
Date: 08/02/2012 01:37 PM
Subject: RE: FW: Data Archiving/look up

Hi, Bryan - thanks for letting me know you and Mike had a chance to talk. I appreciate the efforts on behalf of both of you in getting this accomplished!!

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

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

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]
Sent: Thursday, August 02, 2012 1:03 PM
To: Candice Deininger
Cc: John Hoggard; marisa@utiliplan.com; Mike Nugent
Subject: Re: FW: Data Archiving/look up

I am calling Mike now.

Bryan Siler
Field Operations Supervisor
Kentucky American Water
2300 Richmond Road
Lexington, Kentucky 40502
859-268-6350 Office

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

From: "Candice Deininger" <cdeining@lexingtonky.gov>
To: "Mike Nugent" <MikeN@lexingtonky.gov>,
<Bryan.Siler@amwater.com>
Cc: "John Hoggard" <jhoggard@utiliplan.com>,
<marisa@utiliplan.com>
Date: 08/02/2012 12:59 PM
Subject: FW: Data Archiving/look up

Mike/Bryan - Is this something you two could coordinate? You know I'm not that savvy with computer issues, so it would probably be best that you two speak directly with one another. If there's anything I can do on my end to assist, please let me know. Thanks so much for your help!

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

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]
Sent: Thursday, August 02, 2012 12:36 PM
To: Candice Deininger
Subject: Re: Data Archiving/look up

Candice.

They are all text files. The best thing would be for him to download a month's data to see. Info will need to be retrieved from the website.

Let's talk if you like.

From: "Candice Deininger" [cdeining@lexingtonky.gov]
Sent: 08/02/2012 12:10 PM AST
To: Bryan Siler
Cc: "Mike Nugent" <MikeN@lexingtonky.gov>; <jhoggard@utiliplan.com>;
<marisa@utiliplan.com>
Subject: FW: Data Archiving/look up

Good afternoon, Bryan. Marisa and I had a quick meeting with Mike about data archiving and bringing over the last 5-7 years of customer history from KAWC. Mike does needs the information in the email from him that follows. He has no idea of how much information there is and needs to make provisions for its storage, etc. Is this information something that you can send to him or does he have to go out to retrieve from the KAWC site? How do we proceed from here to get this accomplished as quickly as possible?

Thank you!

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

From: Mike Nugent
Sent: Thursday, August 02, 2012 11:45 AM
To: marisa@utiliplan.com
Cc: Candice Deininger; John Hoggard
Subject: RE: Data Archiving/look up

Yes....I will need to know everything about this....the data that we want/need to retain,

the format of the data, the amount of data per month and how we intend to use the data internally.

If we need to schedule a meeting to go over this then please schedule one. Unless we can address the above issues so that I can fully understand what this will take I will not be able to develop a project and resource plan to implement this need. Without this info this need is not going to be met.

Mike

|
| Michael J. Nugent
| Director of Computer Services
| Lexington-Fayette Urban County Government 200 East Main Street
| Lexington, KY 40507
|
| Phone: 859.258.3730
| Fax: 859.258.3399
|

From: marisa@utiliplan.com [mailto:marisa@utiliplan.com]
Sent: Thursday, August 02, 2012 09:41
To: Mike Nugent
Cc: Candice Deininger; John Hoggard
Subject: Data Archiving/look up

Hi Mike,

Just wanted to touch base with you on the data archiving and history lookup. Do you need anything on my end for that?

Thanks
Marisa

Janet Graham

From: Candice Deininger [CDEINING@LEXINGTONKY.GOV]
Sent: Monday, August 13, 2012 3:15 PM
To: Bryan.Siler@amwater.com
Cc: John Hoggard; Marisa
Subject: RE: FW: Data Archiving/look up

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Subject: RE: FW: Data Archiving/look up

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

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From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]
Sent: Thursday, August 02, 2012 6:30 PM
To: Candice Deininger
Cc: John Hoggard; marisa@utiliplan.com; Mike Nugent
Subject: RE: FW: Data Archiving/look up

Candice & Mike,

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Is there anything else I can help with on this?

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

From: "Candice Deininger" <cdeining@lexingtonky.gov>
To: <Bryan.Siler@amwater.com>
Cc: "John Hoggard" <jhoggard@utiliplan.com>, <marisa@utiliplan.com>, "Mike Nugent" <MikeN@lexingtonky.gov>
Date: 08/02/2012 01:37 PM
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From: "Candice Deininger" [cdeining@lexingtonky.gov]
Sent: 08/02/2012 12:10 PM AST
To: Bryan Siler
Cc: "Mike Nugent" <MikeN@lexingtonky.gov>; <jhoggard@utiliplan.com>; <marisa@utiliplan.com>
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Cc: Candice Deininger; John Hoggard
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Mike

|
| Michael J. Nugent
| Director of Computer Services
| Lexington-Fayette Urban County Government 200 East Main Street
| Lexington, KY 40507
|
| Phone: 859.258.3730

| Fax: 859.258.3399

|

From: marisa@utiliplan.com [mailto:marisa@utiliplan.com]

Sent: Thursday, August 02, 2012 09:41

To: Mike Nugent

Cc: Candice Deininger; John Hoggard

Subject: Data Archiving/look up

Hi Mike,

Just wanted to touch base with you on the data archiving and history lookup. Do you need anything on my end for that?

Thanks

Marisa

Janet Graham

From: John Hoggard [jhoggard@utiliplan.com]
Sent: Monday, August 13, 2012 12:00 PM
To: Mike Nugent
Cc: Bryan.Siler@amwater.com; Candice Deininger; Marisa
Subject: RE: FW: Data Archiving/look up

Mike,
What do you need, if anything, from us to proceed? Marisa is in the office tomorrow/Wed.

John

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

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]
Sent: Monday, August 13, 2012 11:45 AM
To: Candice Deininger; Mike Nugent
Cc: John Hoggard; marisa
Subject: Re: FW: Data Archiving/look up

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Sent: 08/13/2012 11:32 AM AST
To: Bryan Siler; "Mike Nugent" <MikeN@lexingtonky.gov>
Cc: "John Hoggard" <jhoggard@utiliplan.com>; <marisa@utiliplan.com>
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| Phone: 859.258.3730
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Just forwarded the last email I think that was in the stream . . . I'm sure Mike N will fire something back at me

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 LFUCG Division of Revenue
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cdeining@lexingtonky.gov

From: John Hoggard [mailto:jhoggard@utiliplan.com]
Sent: Monday, August 13, 2012 11:11 AM
To: Candice Deininger
Cc: marisa@utiliplan.com
Subject: FW: Data Archiving/look up

Candice,

Can you do me a favor and email Mike and ask if this 'coordination' is going ok? (He is not replying to Marisa apparently.) Then Marisa can meet with him tomorrow if needed. He can't keep telling us 'he knows nothing about this'.....

John

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

04/29/2013

LFC_R_PSC_EX_#4(2)
 Page 305 of 400

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Subject: FW: Data Archiving/look up

Good afternoon, Bryan. Marisa and I had a quick meeting with Mike about data archiving and bringing over the last 5-7 years of customer history from KAWC. Mike does needs the information in the email from him that follows. He has no idea of how much information there is and needs to make provisions for its storage, etc. Is this information something that you can send to him or does he have to go out to retrieve from the KAWC site? How do we proceed from here to get this accomplished as quickly as possible?

Thank you!

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

From: Mike Nugent
Sent: Thursday, August 02, 2012 11:45 AM
To: marisa@utiliplan.com
Cc: Candice Deininger; John Hoggard
Subject: RE: Data Archiving/look up

Yes....I will need to know everything about this....the data that we want/need to retain, the format of the data, the amount of data per month and how we intend to use the data internally.

If we need to schedule a meeting to go over this then please schedule one. Unless we can address the above issues so that I can fully understand what this will take I will not be able to develop a project and resource plan to implement this need. Without this info this need is not going to be met.

Mike

|
 | Michael J. Nugent

| Director of Computer Services
| Lexington-Fayette Urban County Government
| 200 East Main Street
| Lexington, KY 40507

| Phone: 859.258.3730
| Fax: 859.258.3399

From: marisa@utiliplan.com [mailto:marisa@utiliplan.com]

Sent: Thursday, August 02, 2012 09:41

To: Mike Nugent

Cc: Candice Deininger; John Hoggard

Subject: Data Archiving/look up

Hi Mike,

Just wanted to touch base with you on the data archiving and history lookup. Do you need anything on my end for that?

Thanks
Marisa

Janet Graham

From: Bryan.Siler@amwater.com
Sent: Monday, August 13, 2012 7:47 AM
To: Mike Smith
Cc: Candice Deininger
Subject: Re: weekly file

Attachments: pic31754.gif; pic16398.jpg



pic31754.gif (6
KB)



pic16398.jpg (2
KB)

These were processed with no errors.

(Embedded image moved to file: pic31754.gif)

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

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

Good Morning Bryan:

The weekly file is attached.

Thank you!

Michael S. Smith
Computer Operations Manager
Help Desk Manager
Cell Phone Administrator
Division of Computer Services - Suite # 712 200 East Main Street - Lexington, KY 40507
859-258-3730 mikes@lexingtonky.gov
(Embedded image moved to file: pic16398.jpg)HDI CERTIFIED

[attachment "HERC0813.TXT" deleted by Bryan Siler/KAWC/AWWSC]

Janet Graham

From: Candice Deininger [CDEINING@LEXINGTONKY.GOV]
Sent: Friday, August 10, 2012 12:58 PM
To: Rachel.Cole@amwater.com
Cc: Deidra.Hayden@amwater.com; Kimberly.Hartman@amwater.com
Subject: RE: Dale Torok 112621-Thanks.

Hi, Rachel. Yes - it is commercial as you suspected. Kindly have the classification changed and the non-residential rates applied.

My thanks to everyone for your assistance - have a good weekend!!

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

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

From: Rachel.Cole@amwater.com [mailto:Rachel.Cole@amwater.com]
Sent: Friday, August 10, 2012 12:17 PM
To: Candice Deininger
Cc: Kimberly.Hartman@amwater.com; Deidra.Hayden@amwater.com
Subject: Fw: Dale Torok 112621-Thanks.

Hi Candice,

We have conflicting information which may be why no FWA. Which should it be? I would presume, commercial.

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

----- Forwarded by Rachel Cole/KAWC/AWWS on 08/10/2012 12:14 PM -----

Deidra S
Hayden/KAWC/AWWS

08/10/2012 12:11
PM

Rachel Cole/KAWC/AWWS@AWW

To

cc

Subject

Re: please take a look at the set
up for 112621-Thanks. (Document
link: Rachel Cole)

The rate schedules for water and sewer have been changed. Fayette Co PVA has the address listed as commercial (Embedded image moved to file: pic08779.gif)

(Embedded image moved to file: pic30910.gif)

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

Rachel
Cole/KAWC/AWWSC

08/10/2012 11:56
AM

Deidra S Hayden/KAWC/AWWSC@AWW

To

cc

Subject

please take a look at the set up
for 112621-Thanks.

(Embedded image moved to file: pic23552.gif)

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

Janet Graham

From: Rachel.Cole@amwater.com
Sent: Friday, August 10, 2012 12:17 PM
To: Candice Deininger
Cc: Deidra.Hayden@amwater.com; Kimberly.Hartman@amwater.com
Subject: Fw: Dale Torok 112621-Thanks.

Attachments: pic08779.gif; pic30910.gif; pic23552.gif



pic08779.gif (6 KB)



pic30910.gif (6 KB)



pic23552.gif (6 KB)

Hi Candice,

We have conflicting information which may be why no FWA. Which should it be? I would presume, commercial.

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

----- Forwarded by Rachel Cole/KAWC/AWWSC on 08/10/2012 12:14 PM -----

Deidra S
Hayden/KAWC/AWWSC

08/10/2012 12:11
PM

Rachel Cole/KAWC/AWWSC@AWW

To
cc

Subject
Re: please take a look at the set
up for 112621-Thanks. (Document
link: Rachel Cole)

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(Embedded image moved to file: pic30910.gif)

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

Rachel

Cole/KAWC/AWWSC

08/10/2012 11:56
AM

Deidra S Hayden/KAWC/AWWSC@AWW

To

cc

Subject

please take a look at the set up
for 112621-Thanks.

(Embedded image moved to file: pic23552.gif)

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

Janet Graham

From: Bryan.Siler@amwater.com
Sent: Friday, August 10, 2012 11:00 AM
To: Neil.Olenick@amwater.com
Cc: Rachel Cole @ Amwater; Bryan Siler @ Amwater; Candice Deininger; Wiest, Gary; John Hoggard; marisa@utiliplan.com; Basu, Sandip; Lynne Webb; Caldwell, Lisa; Eileen.Nam@gcww.cincinnati-oh.gov; Brian.McDonough@amwater.com
Subject: Re: August 10th preliminary divestiture reports for LFUCG

These files were copied to the FTP server in the folder named 20120810 Closing Package LFUCG.

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

From: Neil Olenick/IS/CORP/AWWSC
To: "Nam, Eileen" <Eileen.Nam@gcww.cincinnati-oh.gov>@AWX
Cc: Brian.McDonough@amwater.com, "Bryan Siler @ Amwater" <Bryan.Siler@amwater.com>, "Deininger, Candice" <cdeining@lexingtonky.gov>, "Wiest, Gary" <Gary.Wiest@gcww.cincinnati-oh.gov>, "John Hoggard" <jhoggard@utiliplan.com>, "Caldwell, Lisa" <Lisa.Caldwell@gcww.cincinnati-oh.gov>, "Lynne Webb" <lwebb@lexingtonky.gov>, marisa@utiliplan.com, "Rachel Cole @ Amwater" <Rachel.Cole@amwater.com>, "Basu, Sandip" <Sandip.Basu@gcww.cincinnati-oh.gov>
Date: 08/10/2012 09:51 AM
Subject: August 10th preliminary divestiture reports for LFUCG

Eileen,

Attached are the requested preliminary divestiture reports for LFUCG run as of 8/10/2012. The reports for LFUCG2 will follow.

Thank you.

Neil
Accenture Applications Specialist
ITS Voorhees (Cite)
Email:neil.olenick@amwater.com
Phone (856) 782-2854 Internal 7-205-2854 Fax:856-782-2900[attachment "KYPR_LFUCG_20120831_Premise Listing_20120810075510_lof2.csv" deleted by Bryan Siler/KAWC/AWWSC] [attachment "KYPR_LFUCG_20120831_Premise Listing_20120810075510_2of2.csv" deleted by Bryan Siler/KAWC/AWWSC] [attachment "KYPR_LFUCG_20120831 Active Account Listing With Balances_20120810075510_lof5.csv" deleted by Bryan Siler/KAWC/AWWSC] [attachment "KYPR_LFUCG_20120831 Active Account Listing With Balances_20120810075510_2of5.csv" deleted by Bryan Siler/KAWC/AWWSC] [attachment "KYPR_LFUCG_20120831 Active Account Listing With Balances_20120810075510_3of5.csv" deleted by Bryan Siler/KAWC/AWWSC] [attachment "KYPR_LFUCG_20120831 Active Account Listing With Balances_20120810075510_4of5.csv" deleted by Bryan Siler/KAWC/AWWSC] [attachment "KYPR_LFUCG_20120831 Active Account Listing With Balances_20120810075510_5of5.csv" deleted by Bryan Siler/KAWC/AWWSC] [attachment "KYPR_LFUCG_20120831 Closed Accounts with Balances Listing_20120810075510.csv" deleted by Bryan Siler/KAWC/AWWSC] [attachment "KYPR_LFUCG_20120831 Landlord Account Listing_20120810075510.csv" deleted by Bryan Siler/KAWC/AWWSC] [attachment "KYPR_LFUCG_20120831 Services Listing_20120810075510_lof2.csv" deleted by Bryan Siler/KAWC/AWWSC] [attachment "KYPR_LFUCG_20120831 Services Listing_20120810075510_2of2.csv"]

deleted by Bryan Siler/KAWC/AWWSC] [attachment "KYPR_LFUCG_20120831_Account With Fixed Charge Listing_20120810075510_1of3.csv" deleted by Bryan Siler/KAWC/AWWSC] [attachment "KYPR_LFUCG_20120831_Account With Fixed Charge Listing_20120810075510_2of3.csv" deleted by Bryan Siler/KAWC/AWWSC] [attachment "KYPR_LFUCG_20120831_Account With Fixed Charge Listing_20120810075510_3of3.csv" deleted by Bryan Siler/KAWC/AWWSC] [attachment "KYPR_LFUCG_20120831_Accounts with EFT_20120810075510.csv" deleted by Bryan Siler/KAWC/AWWSC]

Janet Graham

From: Candice Deininger [CDEINING@LEXINGTONKY.GOV]
Sent: Friday, August 10, 2012 10:45 AM
To: Rachel.Cole@amwater.com
Subject: RE: Help, Please?

Thank you!!!

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

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

From: Rachel.Cole@amwater.com [mailto:Rachel.Cole@amwater.com]
Sent: Friday, August 10, 2012 10:03 AM
To: Candice Deininger
Subject: RE: Help, Please?

Hi Candice,

I'll have that reviewed. Thanks.

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

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

<Rachel.Cole@amwater.com>

To

cc

08/10/2012 08:31
AM

Subject

RE: Help, Please?

Good morning! Sorry, no - it appears that the FWA is not computing for this residential account. There's enough historical usage for that to be computed; however, this customer is being billed for the same amount of sewer as well as water.

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

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

From: Rachel.Cole@amwater.com [mailto:Rachel.Cole@amwater.com]
Sent: Friday, August 10, 2012 8:29 AM
To: Candice Deininger
Subject: RE: Help, Please?

Hi Candice,

I see a sewer credit of \$160.12 on 6/27 and another sewer credit for filling a pond on 7/26 for \$81.84. Is that what you were looking for?

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

"Candice

Deininger"

To: <cdeining@lexingt
onky.gov> <Rachel.Cole@amwater.com>

cc: 08/10/2012 08:15

Subject: AM
RE: Help, Please?

Hello . . . sorry to bug you again!! Would you have someone look into this account? Like to get this investigated and settled before conversion if we can - thanks, Rachel!!

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

From: Candice Deininger
Sent: Monday, June 25, 2012 8:41 AM
To: Rachel.Cole@amwater.com
Subject: Help, Please?

Good morning, Rachel. When you get a chance, would you look at this account for me? It's a residential account but the fall/winter averaging appears not to be calculating . . . thanks very much!!

(Embedded image moved to file: pic11592.jpg)

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

Janet Graham

From: Rachel.Cole@amwater.com
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To: Candice Deininger
Subject: RE: Help, Please?

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

"Candice
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<cdeining@lexingt
onky.gov>

<Rachel.Cole@amwater.com>

To

cc

08/10/2012 08:31
AM

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Candice J. Deininger
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Email: rachel.cole@amwater.com
Ph: 859-268-6307

Fax: 859-335-3307

"Candice
Deininger"
<cdeining@lexingt
To onky.gov> <Rachel.Cole@amwater.com>
cc
08/10/2012 08:15
AM
Subject RE: Help, Please?

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

Janet Graham

From: Candice Deininger [CDEINING@LEXINGTONKY.GOV]
Sent: Friday, August 10, 2012 8:32 AM
To: Rachel.Cole@amwater.com
Subject: RE: Help, Please?

Good morning! Sorry, no - it appears that the FWA is not computing for this residential account. There's enough historical usage for that to be computed; however, this customer is being billed for the same amount of sewer as well as water.

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

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

From: Rachel.Cole@amwater.com [mailto:Rachel.Cole@amwater.com]
Sent: Friday, August 10, 2012 8:29 AM
To: Candice Deininger
Subject: RE: Help, Please?

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Rachel S. Cole
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Email: rachel.cole@amwater.com
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Fax: 859-335-3307

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

<Rachel.Cole@amwater.com>

To

cc

08/10/2012 08:15
AM

Subject

RE: Help, Please?

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

cdeining@lexingtonky.gov

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To: Rachel.Cole@amwater.com
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Candice J. Deininger
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Lexington, KY 40507
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Janet Graham

From: Rachel.Cole@amwater.com
Sent: Friday, August 10, 2012 8:29 AM
To: Candice Deininger
Subject: RE: Help, Please?

Attachments: pic11592.jpg



pic11592.jpg (6 KB)

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

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

<Rachel.Cole@amwater.com>

To

cc

08/10/2012 08:15
AM

Subject

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

Janet Graham

From: Brian.McDonough@amwater.com
Sent: Friday, August 10, 2012 8:08 AM
To: Eileen.Nam@gcww.cincinnati-oh.gov
Cc: Candice Deininger; Tom Patterson; Wiest, Gary; John Hoggard; marisa@utiliplan.com; Basu, Sandip; kathi@utiliplan.com; Sharon Vanover
Subject: RE: Adjustment codes
Attachments: LFUCG KY 08032012 Rerun UsgDta.zip

Eileen,

I'm still working on the Account and Premise Change piece, but the Usage and Readings have been updated to include 8/1/12 forward.

Brian McDonough
(856)-782-2833 Office
(609)-933-2212 Cell

"Nam, Eileen" <Eileen.Nam@gcww.cincinnati-oh.gov>

08/09/2012 08:53 PM

To <Brian.McDonough@amwater.com>, "Basu, Sandip" <Sandip.Basu@gcww.cincinnati-oh.gov>
cc "Deininger, Candice" <cdeining@lexingtonky.gov>, "Wiest, Gary" <Gary.Wiest@gcww.cincinnati-oh.gov>, "John Hoggard" <jhoggard@utiliplan.com>, <kathi@utiliplan.com>, <marisa@utiliplan.com>, "Sharon Vanover" <sharon.vanover@bgmailing.com>, "Tom Patterson" <tom.patterson@bgmailing.com>

Subject RE: Adjustment codes

Brian,

Thanks for the file. However, I need to have a usage file for 8/3 without usages prior to 8/2 as we discussed on the phone. I need to run the usage for 8/3 first before I can run 8/9 usage.

Thanks.
Eileen

From: Brian.McDonough@amwater.com [<mailto:Brian.McDonough@amwater.com>]
Sent: Thursday, August 09, 2012 8:25 PM
To: Basu, Sandip
Cc: Deininger, Candice; Nam, Eileen; Wiest, Gary; John Hoggard; kathi@utiliplan.com; marisa@utiliplan.com; Sharon Vanover; Tom Patterson
Subject: RE: Adjustment codes

Hey Sandip,

04/29/2013

The usage data files through 8/9/12 should be available now.

Brian McDonough
(856)-782-2833 Office
(609)-933-2212 Cell

"Basu, Sandip"
<Sandip.Basu@gcww.cincinnati-oh.gov>

08/09/2012 04:49 PM

To "Candice Deininger" <cdeining@lexingtonky.gov>, "Sharon Vanover" <sharon.vanover@bgmailing.com>, "Tom Patterson" <tom.patterson@bgmailing.com>, <Brian.McDonough@amwater.com>, "Nam, Eileen" <Eileen.Nam@gcww.cincinnati-oh.gov> cc "John Hoggard" <jhoggard@utiliplan.com>, <kathi@utiliplan.com>, "Wiest, Gary" <Gary.Wiest@gcww.cincinnati-oh.gov>, <marisa@utiliplan.com>

Subject RE: Adjustment codes

This is really good news. Thanks Candice & Brian.

I am requesting Eileen to keep this group posted in the morning and at mid-day where exactly we stand with the definite delivery of the bill print file for one full cycle by end of tomorrow.

Eileen - Please keep us posted as you make progress tomorrow.

Sandip.

From: Candice Deininger [<mailto:cdeining@lexingtonky.gov>]
Sent: Thu 8/9/2012 4:48 PM
To: Basu, Sandip; Sharon Vanover; Tom Patterson; Brian.McDonough@amwater.com; Nam, Eileen
Cc: John Hoggard; kathi@utiliplan.com; Wiest, Gary; marisa@utiliplan.com
Subject: RE: Adjustment codes

Hello Sandip. I just got off the phone with Brian McDonough. I talked with him earlier today to see if the processing of today's files could be expedited, and he has worked miracles. (Kudos to you, Brian!) He indicated that today's files should be ready by 6 or 7 this evening and that he will be keeping an eye on the processing. He was kind enough to offer to let you know the status. Since it appears that you won't have to wait for the files for KAWC, can we count on GCW getting the requested bill print file to BGM before the end of the day tomorrow?

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

04/29/2013

From: Basu, Sandip [<mailto:Sandip.Basu@gcww.cincinnati-oh.gov>]
Sent: Thursday, August 09, 2012 1:47 PM
To: Candice Deininger; Sharon Vanover; Tom Patterson
Cc: John Hoggard; kathi@utiliplan.com; Wiest, Gary
Subject: RE: Adjustment codes

If the data is made available tonight, Eileen can get started very first thing in the morning tomorrow.

Then it will take several hours to complete all data loading, checking, running various jobs to complete the all the way to bill print extract procedure.

Sandip.

From: Candice Deininger [<mailto:cdeining@lexingtonky.gov>]
Sent: Thu 8/9/2012 1:06 PM
To: Basu, Sandip; Sharon Vanover; Tom Patterson
Cc: John Hoggard; kathi@utiliplan.com; Wiest, Gary
Subject: RE: Adjustment codes

Question – what if the files are available tonight? If they are, would that mean that GCW could then send to BGM before the end of the business day tomorrow?

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

From: Basu, Sandip [<mailto:Sandip.Basu@gcww.cincinnati-oh.gov>]
Sent: Thursday, August 09, 2012 12:25 PM
To: Candice Deininger; Sharon Vanover; Tom Patterson
Cc: John Hoggard; kathi@utiliplan.com; Wiest, Gary
Subject: RE: Adjustment codes

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From: Candice Deininger [<mailto:cdeining@lexingtonky.gov>]

Sent: Thu 8/9/2012 12:20 PM

To: Basu, Sandip; Sharon Vanover; Tom Patterson

Cc: John Hoggard; kathi@utiliplan.com; Wiest, Gary

Subject: RE: Adjustment codes

Sandip – How long will it take to perform all the necessary steps to generate the bill print file once it's received?

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

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Sent: Thursday, August 09, 2012 12:09 PM

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04/29/2013

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Janet Graham

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Sent: Thursday, August 09, 2012 8:25 PM
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Cc: Candice Deininger; Tom Patterson; Wiest, Gary; John Hoggard; marisa@utiliplan.com; kathi@utiliplan.com; Nam, Eileen; Sharon Vanover
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08/09/2012 04:49 PM

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Sent: Thursday, August 09, 2012 5:32 PM

To: Candice Deininger

Subject: Re: Adjustment codes

You're my hero!

Sharon Vanover

From: Candice Deininger <cdeining@lexingtonky.gov>

Date: Thu, 9 Aug 2012 17:17:28 -0400

To: Sharon Vanover<sharon.vanover@bgmailing.com>

Subject: RE: Adjustment codes

Don't think I won't keep bugging him you WILL get that file before the end of the day on Friday

Candice J. Deininger
 Revenue Supervisor
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 200 East Main Street
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Sent: Thursday, August 09, 2012 4:59 PM

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Subject: Re: Adjustment codes

Wonderful way to end the day!

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From: "Basu, Sandip" <Sandip.Basu@gcww.cincinnati-oh.gov>

Date: Thu, 9 Aug 2012 16:49:49 -0400

To: Candice Deininger<cdeining@lexingtonky.gov>; Sharon Vanover<sharon.vanover@bgmailing.com>; Tom Patterson<tom.patterson@bgmailing.com>; <Brian.McDonough@amwater.com>; Nam, Eileen<Eileen.Nam@gcww.cincinnati-oh.gov>

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Sent: Thu 8/9/2012 4:48 PM
To: Basu, Sandip; Sharon Vanover; Tom Patterson; Brian.McDonough@amwater.com; Nam, Eileen
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Don't think I won't keep bugging him you WILL get that file before the end of the day on Friday

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Importance: High

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

From: Basu, Sandip [mailto:Sandip.Basu@gcww.cincinnati-oh.gov]
Sent: Thursday, August 09, 2012 1:47 PM
To: Candice Deininger; Sharon Vanover; Tom Patterson
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Then it will take several hours to complete all data loading, checking, running various jobs to complete the all the way to bill print extract procedure.

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From: Candice Deininger [mailto:cdeining@lexingtonky.gov]
Sent: Thu 8/9/2012 1:06 PM
To: Basu, Sandip; Sharon Vanover; Tom Patterson
Cc: John Hoggard; kathi@utiliplan.com; Wiest, Gary
Subject: RE: Adjustment codes

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04/29/2013

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Janet Graham

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Sent: Thursday, August 09, 2012 4:50 PM
To: Candice Deininger; Tom Patterson; Nam, Eileen; Sharon Vanover; Brian.McDonough@amwater.com
Cc: Wiest, Gary; John Hoggard; marisa@utiliplan.com; kathi@utiliplan.com
Subject: RE: Adjustment codes

This is really good news. Thanks Candice & Brian.

I am requesting Eileen to keep this group posted in the morning and at mid-day where exactly we stand with the definite delivery of the bill print file for one full cycle by end of tomorrow.

Eileen - Please keep us posted as you make progress tomorrow.

Sandip.

From: Candice Deininger [mailto:cdeining@lexingtonky.gov]
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To: Basu, Sandip; Sharon Vanover; Tom Patterson; Brian.McDonough@amwater.com; Nam, Eileen
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To: sandip.basu@gcww.cincinnati-oh.gov
Cc: Rachel Cole @ Amwater; Bryan Siler @ Amwater; Candice Deininger; Wiest, Gary; John Hoggard; marisa@utiliplan.com; Nam, Eileen; Lynne Webb; Caldwell, Lisa; Neil Olenick @ AM Water
Subject: RE: Data Issues Identified by LFUCG Testing

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Brian McDonough
(856)-782-2833 Office
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"Basu, Sandip" <Sandip.Basu@gcww.cincinnati-oh.gov>

08/09/2012 11:23 AM

To "Lynne Webb" <lwebb@lexingtonky.gov>, <marisa@utiliplan.com>, "Deininger, Candice" <cdeining@lexingtonky.gov>, "Bryan Siler @ Amwater" <Bryan.Siler@amwater.com>, "Brian McDonough @ AMWater" <Brian.McDonough@amwater.com>, "Neil Olenick @ AM Water" <Neil.Olenick@amwater.com>, "Rachel Cole @ Amwater" <Rachel.Cole@amwater.com>

cc "John Hoggard" <jhoggard@utiliplan.com>, "Caldwell, Lisa" <Lisa.Caldwell@gcww.cincinnati-oh.gov>, "Nam, Eileen" <Eileen.Nam@gcww.cincinnati-oh.gov>, "Wiest, Gary" <Gary.Wiest@gcww.cincinnati-oh.gov>

Subject RE: Data Issues Identified by LFUCG Testing

Brian & KAWC Team - Please see below thread regarding sewer history. Can there be a data delivery issue? (from KAWC to GCWW). Or something else that we do not see?

Please help addressing LFUCG's concern - so GCWW can convert necessary correctly.

Please call Eileen directly to discuss any questions/recommendations.

Thanks,
Sandip.

From: Lynne Webb [<mailto:lwebb@lexingtonky.gov>]
Sent: Thu 8/9/2012 8:07 AM
To: Basu, Sandip; marisa@utiliplan.com; Deininger, Candice
Cc: John Hoggard; Caldwell, Lisa; Nam, Eileen
Subject: RE: Data Issues Identified by LFUCG Testing

Sandip & Marisa –

Good Morning!

Below is a screen shot of the sewer history I can see when I look up premise #120131774. Not sure why it is saying you aren't authorized to view this usage data, but this is a huge issue if there are accounts with history that you all can't see...



Lynne
859.258.3363

From: Basu, Sandip [<mailto:Sandip.Basu@gcww.cincinnati-oh.gov>]
Sent: Wednesday, August 08, 2012 5:26 PM
To: marisa@utiliplan.com; Lynne Webb; Candice Deininger
Cc: John Hoggard; Caldwell, Lisa
Subject: FW: Data Issues Identified by LFUCG Testing

Marisa – Very prompt response from Eileen below ☺

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Sandip.[attachment "image002.png" deleted by Brian T McDonough/CONSULT/AWWSC] [attachment "image003.png" deleted by Brian T McDonough/CONSULT/AWWSC]

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LFC_R_PSC_EX_#4(2)
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Sandip/ Brian,

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Brian - I believe it is Lynne Webb on LFUCG side. On GCWW side, it is Eileen Nam & Lisa Caldwell. Eileen is the one who got those error messages. But, Lynne could see the data she referred below.

Are there any other data extract (closing, CBT, usage) related issue here? Eileen can pin point exactly where the gaps are.

Eileen - Please comment.

Lynne - Please help for any other LFUCG users information.

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08/09/2012 11:23 AM

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cc "John Hoggard" <jhoggard@utiliplan.com>, "Caldwell, Lisa" <Lisa.Caldwell@gcww.cincinnati-oh.gov>, "Nam, Eileen" <Eileen.Nam@gcww.cincinnati-oh.gov>, "Wiest, Gary" <Gary.Wiest@gcww.cincinnati-oh.gov>

Subject RE: Data Issues Identified by LFUCG Testing

Brian & KAWC Team - Please see below thread regarding sewer history. Can there be a data delivery issue? (from KAWC to GCWW). Or something else that we do not see?

Please help addressing LFUCG's concern - so GCWW can convert necessary correctly.

Please call Eileen directly to discuss any questions/recommendations.

Thanks,
Sandip.

From: Lynne Webb [<mailto:lwebb@lexingtonky.gov>]
Sent: Thu 8/9/2012 8:07 AM
To: Basu, Sandip; marisa@utiliplan.com; Deining, Candice
Cc: John Hoggard; Caldwell, Lisa; Nam, Eileen
Subject: RE: Data Issues Identified by LFUCG Testing

Sandip & Marisa –

Good Morning!

Below is a screen shot of the sewer history I can see when I look up premise #120131774. Not sure why it is saying you aren't authorized to view this usage data, but this is a huge issue if there are accounts with history that you all can't see...



Lynne
859.258.3363

From: Basu, Sandip [<mailto:Sandip.Basu@gcww.cincinnati-oh.gov>]
Sent: Wednesday, August 08, 2012 5:26 PM
To: marisa@utiliplan.com; Lynne Webb; Candice Deining
Cc: John Hoggard; Caldwell, Lisa
Subject: FW: Data Issues Identified by LFUCG Testing

Marisa – Very prompt response from Eileen below ☺

Hope this helps ... let us know if you would want to discuss on any of these any further.

04/29/2013

LFC_R_PSC_EX_#4(2)
Page 375 of 400

Thank you,
Sandip.

From: Nam, Eileen
Sent: Wednesday, August 08, 2012 5:10 PM
To: Basu, Sandip; Caldwell, Lisa
Cc: Ruehl, Matt; Wiest, Gary
Subject: FW: Data Issues Identified by LFUCG Testing

- Samples of TGAL instead of CCU – TGAL was entered in sewer consumption history for 'billed unit of measure' field. The conversion script is corrected. However, Just want to let you know that this will not affect any future charges/bill amount in parallel since all of water meters are in CCF. (Sandip: Thanks for catching this one.)
- Accounts with Issues - Account 11094334-2109319 is converted from KAWC premise # 120131774 account # 555965. For this premise/account, there were no history on last 24 months of usage data downloaded from KAWC OAM. I just logged into KAWC OAM and try to view the usage data and below is what I am getting. (Sandip: Let us know if this observation is not correct).



- WQMF history – The Water Quality (and also for Landfill) does not have consumption history since it's not charged based on consumption. When all of 24 months of CBT data are available, then WQMF charge (\$\$) history can be viewed in the look up report (Sandip: this report is almost getting ready).

Thanks.
Eileen

From: Basu, Sandip
Sent: Wednesday, August 08, 2012 4:26 PM
To: Nam, Eileen; Ruehl, Matt
Cc: Wiest, Gary; Caldwell, Lisa
Subject: Data Issues Identified by LFUCG Testing

Eileen – I am keeping you posted on these feedback items ... in case any of these points conversion script and/or KAWC data files.

Thank you.

Sandip.[attachment "image002.png" deleted by Brian T McDonough/CONSULT/AWWSC] [attachment "image003.png" deleted by Brian T McDonough/CONSULT/AWWSC]

Janet Graham

From: Nam, Eileen [Eileen.Nam@gcww.cincinnati-oh.gov]
Sent: Thursday, August 09, 2012 11:57 AM
To: Basu, Sandip; Brian.McDonough@amwater.com
Cc: Rachel Cole @ Amwater; Bryan Siler @ Amwater; Candice Deininger; Wiest, Gary; John Hoggard; marisa@utiliplan.com; Lynne Webb; Caldwell, Lisa; Neil Olenick @ AM Water
Subject: RE: Data Issues Identified by LFUCG Testing

Brian,

Actually I am using Candice user id to log on to OAM, which is cdeining@lfucg.com. It's not only that the Candice user id gives me the error in OAM, the usage data for this premise was not in any of usage data download files for last 24 months.

Thanks.
 Eileen

From: Basu, Sandip
Sent: Thursday, August 09, 2012 11:50 AM
To: Brian.McDonough@amwater.com
Cc: Bryan Siler @ Amwater; Deininger, Candice; Nam, Eileen; Wiest, Gary; John Hoggard; Caldwell, Lisa; Lynne Webb; marisa@utiliplan.com; Neil Olenick @ AM Water; Rachel Cole @ Amwater
Subject: RE: Data Issues Identified by LFUCG Testing

Brian - I believe it is Lynne Webb on LFUCG side. On GCWW side, it is Eileen Nam & Lisa Caldwell. Eileen is the one who got those error messages. But, Lynne could see the data she referred below.

Are there any other data extract (closing, CBT, usage) related issue here? Eileen can pin point exactly where the gaps are.

Eileen - Please comment.

Lynne - Please help for any other LFUCG users information.

Thanks.
 Sandip.

From: Brian.McDonough@amwater.com [mailto:Brian.McDonough@amwater.com]
Sent: Thu 8/9/2012 11:47 AM
To: Basu, Sandip
Cc: Bryan Siler @ Amwater; Deininger, Candice; Nam, Eileen; Wiest, Gary; John Hoggard; Caldwell, Lisa; Lynne Webb; marisa@utiliplan.com; Neil Olenick @ AM Water; Rachel Cole @ Amwater
Subject: RE: Data Issues Identified by LFUCG Testing

Hi Sandip,

What is the user id that is getting the not authorized message, and also if you can send me the list of all the users I can review the security setup.

Brian McDonough
 (856)-782-2833 Office
 (609)-933-2212 Cell

04/29/2013

"Basu, Sandip" <Sandip.Basu@gcww.cincinnati-oh.gov>

08/09/2012 11:23 AM

To "Lynne Webb" <lwebb@lexingtonky.gov>, <marisa@utiliplan.com>, "Deininger, Candice" <cdeining@lexingtonky.gov>, "Bryan Siler @ Amwater" <Bryan.Siler@amwater.com>, "Brian McDonough @ AMWater" <Brian.McDonough@amwater.com>, "Neil Olenick @ AM Water" <Neil.Olenick@amwater.com>, "Rachel Cole @ Amwater" <Rachel.Cole@amwater.com>
cc "John Hoggard" <jhoggard@utiliplan.com>, "Caldwell, Lisa" <Lisa.Caldwell@gcww.cincinnati-oh.gov>, "Nam, Eileen" <Eileen.Nam@gcww.cincinnati-oh.gov>, "Wiest, Gary" <Gary.Wiest@gcww.cincinnati-oh.gov>

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Sandip & Marisa –

Good Morning!

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859.258.3363

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Cc: John Hoggard; Caldwell, Lisa
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Marisa – Very prompt response from Eileen below 😊

Hope this helps ... let us know if you would want to discuss on any of these any further.

04/29/2013

Thank you,
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Thanks.
Eileen

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Sent: Wednesday, August 08, 2012 4:26 PM
To: Nam, Eileen; Ruehl, Matt
Cc: Wiest, Gary; Caldwell, Lisa
Subject: Data Issues Identified by LFUCG Testing

Eileen -- I am keeping you posted on these feedback items ... in case any of these points conversion script and/or KAWC data files.

Thank you.
 Sandip.[attachment "image002.png" deleted by Brian T McDonough/CONSULT/AWWSC] [attachment "image003.png" deleted by Brian T McDonough/CONSULT/AWWSC]

Janet Graham

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Sent: Thursday, August 09, 2012 11:50 AM
To: Brian.McDonough@amwater.com
Cc: Rachel Cole @ Amwater; Bryan Siler @ Amwater; Candice Deininger; Wiest, Gary; John Hoggard; marisa@utiliplan.com; Nam, Eileen; Lynne Webb; Caldwell, Lisa; Neil Olenick @ AM Water
Subject: RE: Data Issues Identified by LFUCG Testing
Attachments: ATT6064501.png; ATT6064502.png

Brian - I believe it is Lynne Webb on LFUCG side. On GCWW side, it is Eileen Nam & Lisa Caldwell. Eileen is the one who got those error messages. But, Lynne could see the data she referred below.

Are there any other data extract (closing, CBT, usage) related issue here? Eileen can pin point exactly where the gaps are.

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Brian McDonough
(856)-782-2833 Office
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"Basu, Sandip" <Sandip.Basu@gcww.cincinnati-oh.gov>

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cc "John Hoggard" <jhoggard@utiliplan.com>, "Caldwell, Lisa" <Lisa.Caldwell@gcww.cincinnati-oh.gov>, "Nam, Eileen" <Eileen.Nam@gcww.cincinnati-oh.gov>, "Wiest, Gary" <Gary.Wiest@gcww.cincinnati-oh.gov>

Subject RE: Data Issues Identified by LFUCG Testing

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Lynne
859.258.3363

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Sent: Wednesday, August 08, 2012 5:26 PM
To: marisa@utiliplan.com; Lynne Webb; Candice Deininger
Cc: John Hoggard; Caldwell, Lisa
Subject: FW: Data Issues Identified by LFUCG Testing

Marisa – Very prompt response from Eileen below ☺

Hope this helps ... let us know if you would want to discuss on any of these any further.

Thank you,
Sandip.

From: Nam, Eileen
Sent: Wednesday, August 08, 2012 5:10 PM
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Cc: Ruehl, Matt; Wiest, Gary
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Thanks.

Eileen

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Subject: Data Issues Identified by LFUCG Testing

Eileen – I am keeping you posted on these feedback items ... in case any of these points conversion script and/or KAWC data files.

Thank you.

Sandip.[attachment "image002.png" deleted by Brian T McDonough/CONSULT/AWWSC] [attachment "image003.png" deleted by Brian T McDonough/CONSULT/AWWSC]

Janet Graham

From: Basu, Sandip [Sandip.Basu@gcww.cincinnati-oh.gov]
Sent: Thursday, August 09, 2012 7:58 AM
To: Rachel Cole @ Amwater; Bryan Siler @ Amwater; Candice Deininger; Ruehl, Matt; Nam, Eileen; Brian McDonough @ AMWater; Neil Olenick @ AM Water
Cc: William O'Mara; Wiest, Gary; Cossins, Faye; John Hoggard; marisa@utiliplan.com
Subject: RE: Usage Data on 9/28/2012 and 12/28/2012.
Importance: High

Thanks Candice.

Bryan, Brian, Neil & Rachel - Please see below thread of initial take on receiving month end/beginning data.

We will practice this approach this month as discussed yesterday through our parallel tests. we shall let you know what issues may arise.

Let us know for your feedback/comments.

Thank you.
Sandip.

From: Candice Deininger [mailto:cdeining@lexingtonky.gov]
Sent: Thu 8/9/2012 7:46 AM
To: Basu, Sandip; Nam, Eileen; Ruehl, Matt
Cc: John Hoggard; marisa@utiliplan.com; William O'Mara; Wiest, Gary; Cossins, Faye
Subject: RE: Usage Data on 9/28/2012 and 12/28/2012.

Good morning, and thank you, Sandip. Kindly communicate this to the folks at American Water (Brian and Neil) and to Bryan at KAWC so he knows what has been decided. Have a good day!

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

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

From: Basu, Sandip [mailto:Sandip.Basu@gcww.cincinnati-oh.gov]
Sent: Wednesday, August 08, 2012 4:57 PM
To: Candice Deininger; Nam, Eileen; Ruehl, Matt
Cc: John Hoggard; marisa@utiliplan.com; William O'Mara; Wiest, Gary; Cossins, Faye
Subject: RE: Usage Data on 9/28/2012 and 12/28/2012.

Thanks Candice. OK, let's do this then ...

GCWW already planned & asked KAWC to provide all those dates' data files. Meaning - those end of month, middle of the week - as listed on the attached schedule document. KAWC said they can do that. So, that is good.

04/29/2013

GCWW will build production schedule with this approach. In case GCWW have issues, we will let you & KAWC know & re-visit.

We will have a better degree of confidence through the parallel tests phase.

Please let me know for any questions ...

Thank you,
Sandip.

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

From: Candice Deininger [mailto:cdeining@lexingtonky.gov]
Sent: Wednesday, August 08, 2012 4:49 PM
To: Basu, Sandip; Nam, Eileen; Ruhl, Matt
Cc: John Hoggard; marisa@utiliplan.com; William O'Mara
Subject: RE: Usage Data on 9/28/2012 and 12/28/2012.
Importance: High

Sandip - Please see Bill's email immediately following. Please let us know your thoughts/preference and communicate to appropriate parties. Thank you, Sandip!

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

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

From: William O'Mara
Sent: Wednesday, August 08, 2012 4:45 PM
To: Candice Deininger
Cc: 'John Hoggard'; 'marisa@utiliplan.com'
Subject: RE: Usage Data on 9/28/2012 and 12/28/2012.

I don't have a preference. What is best for the GCWW processing of data?

Bill O

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

From: Candice Deininger
Sent: Wednesday, August 08, 2012 4:44 PM
To: William O'Mara
Cc: John Hoggard; marisa@utiliplan.com
Subject: RE: Usage Data on 9/28/2012 and 12/28/2012.
Importance: High

Bill - this issue came up on the call today with KAWC; KAWC/GCW would like an answer - probably sooner than later.

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

04/29/2013

cdeining@lexingtonky.gov

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

From: Candice Deininger
Sent: Wednesday, August 01, 2012 3:01 PM
To: William O'Mara
Cc: 'John Hoggard'; 'marisa@utiliplan.com'
Subject: FW: Usage Data on 9/28/2012 and 12/28/2012.

Your call . . .

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

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

From: Bryan.Siler@amwater.com [<mailto:Bryan.Siler@amwater.com>]
Sent: Wednesday, August 01, 2012 2:58 PM
To: Candice Deininger
Cc: Basu, Sandip; Nam, Eileen
Subject: Usage Data on 9/28/2012 and 12/28/2012.

Candice,

Does the LFUCG want to have usage data on these dates or wait until after the weekend for the month end usage data files. I thought Bill originally wanted a special run of usage data but later said the schedule is okay as it stands.

Thanks.

(See attached file: Usage Data Processing Dates for 2012.doc)

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

Janet Graham

From: Nam, Eileen [Eileen.Nam@gcww.cincinnati-oh.gov]
Sent: Wednesday, August 08, 2012 5:42 PM
To: Brian.McDonough@amwater.com; Neil.Olenick@amwater.com
Cc: Bryan.Siler@amwater.com; Candice Deininger; Wiest, Gary; John Hoggard; marisa@utiliplan.com; Basu, Sandip; Ruehl, Matt
Attachments: CONVERSION_DATA_TO_REVIEW.xlsx

Brian,

Per our phone conversation this afternoon, the attached has several data items you can review and guide us to convert them to ICS correctly.

- **ACCOUNT COUNT** – This shows our account count in each work cycle, which converted from KAWC route number in service file/STRINDEX file. I highlighted the cycle with very few accounts and list those accounts in 'ACCOUNT IN HIGHLIGHTED CYCLE'. I remember while back, per Bryan, route 16 (our cycle 1600) actually does not have any LFUCG accounts for us to bill. However there are 3 listed.
- **METER NOT FOUND IN SERVICE FILE** – This list includes active accounts with Wastewater but the premise # not found in Service file or the meter # is blank. Since we only can activate the account with water meter to bill sewer, currently those accounts are converted as Inactive account.
- **UTILITY TYPE NOT DEFINED** – This is probably brand new accounts in KAWC. Those accounts were converted with water/sewer service only and Inactive status.
- **WQ-NOT FOUND IN FIXEDCHG** – This is the list of active accounts with Water Quality but the premise # not found in FIXEDCHG file. Those accounts were converted with ERU = 0.
- **LANDFILL-NOT FOUND IN FIXEDCHG** – This is the list of active accounts with Landfill but the premise # not found in FIXEDCHG file. Those accounts were converted with # of Herbies = 0.
- **EXTRA DOULBE QUOTE** – This is the list of accounts with extra " in the name/address.
- **INVALID LAST NAME** – This is the list of accounts with invalid/missing Last Name, which requires in ICS.

Please let me know if you have any questions.

Thanks.
Eileen

Janet Graham

From: Candice Deininger [CDEINING@LEXINGTONKY.GOV]
Sent: Tuesday, August 07, 2012 11:59 AM
To: Bryan.Siler@amwater.com
Cc: Rachel.Cole@amwater.com; Sheila Powell
Subject: RE: 30% Discount Coding

Thanks, Bryan!

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

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

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

I added the discount to this premise.

Thanks.

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

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

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

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

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

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

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

Janet Graham

From: Basu, Sandip [Sandip.Basu@gcww.cincinnati-oh.gov]
Sent: Tuesday, August 07, 2012 11:17 AM
To: Bryan.Siler@amwater.com
Cc: Rachel.Cole@amwater.com; Candice Deininger; Wiest, Gary; John Hoggard; marisa@utiliplan.com; Ruehl, Matt; Nam, Eileen; Brian.McDonough@amwater.com; Neil.Olenick@amwater.com
Subject: RE: FW: Lexington Meter Reading Schedule
Attachments: Alton 2012 Reading Schedule - Alex.xls



Alton 2012
Reading Schedule -

Bryan - I have left you message and will wait for your call back.

To let you know, attached VAWC 2012 meter schedule, as we received. This format works for us.

Thank you,
Sandip.

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

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]
Sent: Tuesday, August 07, 2012 10:17 AM
To: Basu, Sandip
Cc: Brian.McDonough@amwater.com; Deininger, Candice; Nam, Eileen; Wiest, Gary; John Hoggard; marisa@utiliplan.com; Ruehl, Matt; Neil.Olenick@amwater.com; Rachel.Cole@amwater.com
Subject: RE: FW: Lexington Meter Reading Schedule

Give me a call and I will see if I have what you need in another format.

Thanks.

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859-268-6374 Fax
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To: <Bryan.Siler@amwater.com>
Cc: <Brian.McDonough@amwater.com>, "Deininger, Candice" <cdeining@lexingtonky.gov>, "Wiest, Gary" <Gary.Wiest@gcww.cincinnati-oh.gov>, "John Hoggard" <jhoggard@utiliplan.com>, <marisa@utiliplan.com>, "Ruehl, Matt" <Matt.Ruehl@gcww.cincinnati-oh.gov>, <Neil.Olenick@amwater.com>, <Rachel.Cole@amwater.com>, "Nam, Eileen" <Eileen.Nam@gcww.cincinnati-oh.gov>
Date: 08/07/2012 10:13 AM
Subject: RE: FW: Lexington Meter Reading Schedule

Bryan - Thanks ... but, we are looking the entire year's schedule. That is remainder of 2012 and partial/complete 2013 - if you have that available.

Thank you,

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Sent: Tuesday, August 07, 2012 10:03 AM
To: Basu, Sandip
Cc: Brian.McDonough@amwater.com; Deininger, Candice; Wiest, Gary; John Hoggard;
marisa@utiliplan.com; Ruehl, Matt; Neil.Olenick@amwater.com; Rachel.Cole@amwater.com
Subject: Re: FW: Lexington Meter Reading Schedule

Here you go.

(See attached file: KY DP-2 2012_08.pdf)

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

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Matt Ruehl
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513.591.7795
matt.ruehl@gcww.cincinnati-oh.gov
[attachment "R_B Schedule.pdf" deleted by Bryan Siler/KAWC/AWWSC]

Janet Graham

From: Bryan.Siler@amwater.com
Sent: Tuesday, August 07, 2012 10:17 AM
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Cc: Rachel.Cole@amwater.com; Candice Deininger; Wiest, Gary; John Hoggard; marisa@utiliplan.com; Ruehl, Matt; Nam, Eileen; Brian.McDonough@amwater.com; Neil.Olenick@amwater.com
Subject: RE: FW: Lexington Meter Reading Schedule

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Subject: Re: FW: Lexington Meter Reading Schedule
Attachments: KY DP-2 2012_08.pdf



KY DP-2
2012_08.pdf (6 KB)

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[attachment "R_B Schedule.pdf" deleted by Bryan Siler/KAWC/AWWSC]

Janet Graham

From: Candice Deininger [CDEINING@LEXINGTONKY.GOV]
Sent: Tuesday, August 07, 2012 9:45 AM
To: Rachel.Cole@amwater.com; Bryan.Siler@amwater.com; Basu, Sandip;
 Brian.McDonough@amwater.com; Neil.Olenick@amwater.com
Cc: Wiest, Gary; John Hoggard; marisa@utiliplan.com; Ruehl, Matt
Subject: RE: Lexington Meter Reading Schedule

Good morning, Sandip. I do not believe I have this – best retrieved from KAWC to get the latest schedule.

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

From: Basu, Sandip [mailto:Sandip.Basu@gcww.cincinnati-oh.gov]
Sent: Tuesday, August 07, 2012 9:40 AM
To: Bryan.Siler@amwater.com; Brian.McDonough@amwater.com; Neil.Olenick@amwater.com;
 Rachel.Cole@amwater.com
Cc: Ruehl, Matt; Wiest, Gary; Candice Deininger; marisa@utiliplan.com; John Hoggard
Subject: FW: Lexington Meter Reading Schedule
Importance: High

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matt.ruehl@gcww.cincinnati-oh.gov

Janet Graham

From: John Hoggard [jhoggard@utiliplan.com]
Sent: Monday, August 06, 2012 11:12 AM
To: Bryan.Siler@amwater.com; Brian.McDonough@amwater.com
Cc: Rachel.Cole@amwater.com; Candice Deininger; marisa@utiliplan.com
Subject: RE: bill message question

Thanks, Bryan. We will wait to hear from Brian.

John

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

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]
Sent: Monday, August 06, 2012 11:07 AM
To: jhoggard@utiliplan.com; Brian.McDonough@amwater.com
Cc: 'Candice Deininger'; marisa@utiliplan.com; Rachel.Cole@amwater.com
Subject: Re: bill message question

John,

I have forwarded this question to the primary IT contact Brian McDonough. He will be able to provide the answer and discuss any issues that may be involved with the Cash Transactions file received on Saturday, September 1, 2012. Part of the answer depends on how that file is handled.

Bryan Siler
Field Operations Supervisor
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859-268-6350 Office
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To: <Bryan.Siler@amwater.com>
Cc: "'Candice Deininger'" <cdeining@lexingtonky.gov>, <marisa@utiliplan.com>
Date: 08/06/2012 10:52 AM
Subject: bill message question

Bryan,

We would like to add a message on the first LFUCG bill that tells customers that the balance shown is as of a certain date, and does not reflect payments made after a certain date.

What date is the correct date for x/x below?

Thanks
John

"The balance shown is your balance as of x/x/12. Payments made after x/x/12 are not reflected in this account balance amount."

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