

COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

RECEIVED

NOV 04 2011

In the Matter of:

SARAH WOLFORD)
)
COMPLAINANT)
V.) CASE NO.
) 2011-00413
KENTUCKY-AMERICAN WATER COMPANY)
)
RESPONDENT)

PUBLIC SERVICE
COMMISSION

**PETITION OF KENTUCKY-AMERICAN WATER COMPANY
FOR CONFIDENTIAL PROTECTION**

Kentucky-American Water Company (KAW) hereby petitions the Kentucky Public Service Commission (“Commission”) pursuant to 807 KAR 5:001, Section 7 and KRS 61.878(1)(a) to grant confidential protection for the items described herein, which KAW has provided in support of its Answer to the Complaint of Sarah Wolford. In support of this Petition, KAW states as follows:

1. The Kentucky Open Records Act exempts from disclosure certain information of a personal nature where public disclosure would constitute a clearly unwarranted invasion of personal privacy. KRS 61.878(1)(a).

2. In its Answer, KAW attached copies of documents from its system regarding Ms. Wolford’s account. This information contains the customer’s account number and other personal information, such as her telephone number, that merits confidential protection because KAW believes that revealing this information in the public record could result in an unwarranted invasion of personal privacy.

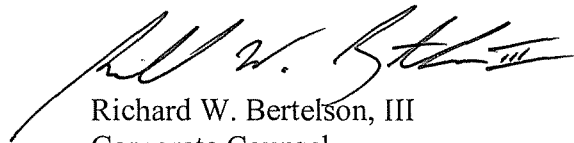
3. If the Commission disagrees with this request for confidential protection, however, it must hold an evidentiary hearing (a) to protect KAW's due process rights and (b) to supply the Commission with a complete record to enable it to reach a decision with regard to this matter. Utility Regulatory Commission v. Kentucky Water Service Company, Inc., Ky. App., 642 S.W.2d 591, 592-94 (1982).

4. KAW will disclose the confidential documents, pursuant to a protective agreement, to intervenors and others with a legitimate interest in this information and as required by the Commission. In accordance with the provisions of 807 KAR 5:001 Section 7, KAW herewith files with the Commission one copy of the above-discussed documents with the confidential information highlighted and ten (10) copies of its response with the confidential information redacted.

WHEREFORE, Kentucky-American Water Company respectfully requests that the Commission grant confidential protection for the information at issue, or in the alternative, schedule an evidentiary hearing on all factual issues while maintaining the confidentiality of the information pending the outcome of the hearing.

Dated November 4, 2011

Respectfully Submitted,



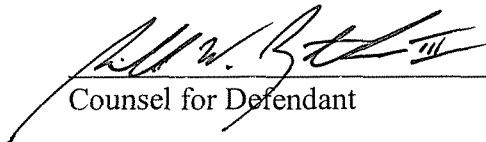
Richard W. Bertelson, III
Corporate Counsel
Kentucky-American Water Company
2300 Richmond Road
Lexington, Kentucky 40502
(859) 268-6367

Counsel for Kentucky-American Water Company

CERTIFICATE OF SERVICE

This is to certify that the original and 10 copies of the foregoing Petition for Confidential Protection have been filed on this 4th day of November 2011 at the Public Service Commission and that a true and accurate copy of same has been served via U.S. mail, return service requested, on the 4th day of November 2011, upon the following:

Sarah Wolford
118 Arcadia Park
Lexington, KY 40503


Counsel for Defendant

Kentucky American Water

12-0629924-8

PO Box 371880

Pittsburgh, PA 15250-7880

\$645.23

Sep 19, 2011

For Service To: 118 S Arcadia Park

Amount Paid



Sarah E Woolford
118 S Arcadia Park
Lexington KY 40503-1360

Kentucky American Water
PO Box 371880
Pittsburgh, PA 15250-7880



Initial Bill



Please check here to change address or telephone number and print information on reverse side.

Customer Account Information

For Service To: Sarah E Woolford
118 S Arcadia Park

Account Number: [REDACTED]
Premise Number: [REDACTED]

Billing Summary

-----Prior Balance-----
Balance from last bill \$.00
Payments as of Sep 06, 2011. Thanks! .00
Total prior balance, Sep 06, 2011 .00

-----Adjustments-----
Activation Fee 26.00
Total adjustments, Sep 06, 2011 26.00

-----Current Water Charges-----
Meter Service Charge 8.90
Water Usage (\$3.975300 x 80.00) 318.02
Total water charges, Sep 06, 2011 326.92

-----Current Wastewater Charges-----
LFUCG - Sewer Minimum Fee 4.83
Sewer Usage (\$.00000 X 1.00) .00
(\$ 3.64000 X 71.00) 258.44
Total Use Billed 72.00 263.27

-----Other Current Charges-----
LFUCG - Wtr Qual Mgmt Fee 4.39
Total other charges, Sep 06, 2011 4.39

-----Taxes-----
School Tax 9.95
Franchise Fee - LFUCG 9.95
KRA Withdrawal Fee - 100CF 4.75
Total taxes, Sep 06, 2011 24.65

-----Total Current Charges----- 645.23

-----TOTAL AMOUNT DUE----- \$645.23

Billing Period & Meter Information

Billing Date: Sep 06, 2011
Billing Period: Aug 02 to Aug 30 (28 days)
Next reading on/about: Nov 29, 2011
Rate Type: Residential

Meter readings in current billing period:
Meter Number 090738239N is a 5/8-inch meter.

Present-actual 104
Last-actual 24
100 Cubic Feet used 80
1 cu. ft. equals 7.50 gallons
Gallons used 60000

Water Usage Comparison

Monthly usage in 100 cubic feet

Messages from Kentucky American Water

*Local Office: 2300 Richmond Road (Lexington) and 102 Main Street (Owenton).
** To pay by credit card, debit card or electronic check, call TOLL FREE 1-800-678-6301. Pay online at www.water.paymybill.com. A service fee will apply. Customers can also pay their water bills at our local office

Utility Contacts by Account # (UCAC) - CIS3310 - Kentucky American (KYPR) Production

File Edit Functions Go Path Help

Path [] Account # [] Name Woolford, Sarah E

UC List/Acct # | UC Acct Info | New/Edit SID | UC Comment Entr | UC Del/Response |

Representative WALKERTD Takisha Walker Contact Number 36239943

Contact Type HILDW Billing Inquiry

Account # [] Third Party Type []

Last / First / Init Woolford Sarah E

Account Name Woolford, Sarah E Prefix []

DBA [] Generate SID? Yes No

Address 1 118 S Arcadia Park SID Type []

Address 2 [] Generate Ltr? Yes No Email N

Address 3 Lexington KY Letter Name []

Zip Code 40503-1360 Phone Number 859-533-7475

Employer [] Business Phone []

Contact Created 9/08/2011 17:04:08 BOYLANT

Contact Closed? Yes No 9/08/2011 17:09:02

Investigate []

E-CIS VER11N8

OK Cancel

Utility Contacts by Account # (UCAC) - CIS3315 - Kentucky American (KYPR) Production

File Edit Functions Go Path Help

Path [] Account [] Name Woolford, Sarah E

UC List/Acct # | UC Acct Info | New/Edit SID | UC Comment Entr | UC Del/Response |

Contact Number 36239943 Contact Type HILDW Billing Inquiry

Print Date [] Print Amount []

Print Comment 1 []

Print Comment 2 []

Print Comment 3 []

Comment #	Lines	Type
1	Sarah will check property for leaks	D
2		
3		
4		
5		
6		
7		
8		
9		
10		

Investigate [] Fold/Unfold []

E-CIS VER11N8

OK Cancel

Utility Contacts by Account # (UCAC) - CS3310 - Kentucky American (KYPR) Production

File Edit Functions Go Path Help

Path [] Account # [] Name Woolford, Sarah E

UC List/Acct # | UC Acct Info | New/Edit S/D | UC Comment Entr | UC Dell/Response |

Representative WALKERTD Takisha Walker Contact Number 35239956

Contact Type HIFLW Billing Inquiry

Account # [] Third Party Type []

Last / First / Init Woolford Sarah E

Account Name Woolford, Sarah E Prefix []

DBA [] Generate S/D? Yes No

Address 1 118 S Arcadia Park S/D Type []

Address 2 [] Generate Ltr? Yes No Email []

Address 3 Lexington KY Letter Name []

Zip Code 40503-1360 Phone Number 859-533-7475 Business Phone []

Employer []

Contact Created 9/08/2011 17:09:11 BOYLANT

Contact Closed? Yes No 9/19/2011 10:36:07 MILLERJL

Investigate []

E-CIS VER11MB

OK Cancel

Utility Contacts by Account # (UCAC) - CS3315 - Kentucky American (KYPR) Production

File Edit Functions Go Path Help

Path [] Account [] Name Woolford, Sarah E

UC List/Acct # | UC Acct Info | New/Edit S/D | UC Comment Entr | UC Dell/Response |

Contact Number 35239956 Contact Type HIFLW Billing Inquiry

Print Date [] Print Amount []

Print Comment 1 []

Print Comment 2 []

Print Comment 3 []

Comment Lines	Type
*****	D
*****9-19-11 UC ACID was at the property on 9-09-11 read 066 no n	D
ovement on meter this is a new meter per service order customer w	D
ants meter tested called customer to set up meter test left messa	D
ge for customer to call me back to set up meter test jln (art)	D
9-14-11 set up meter test with customer, unwitness could take 38 d	B
ays to get meter test results jln (art)	D

Investigate [] Fold/Unfold []

E-CIS VER11MB

OK Cancel

Utility Contacts by Account # (UCAC) - CIS3310 - Kentucky American (KYPR) Production

File Edit Functions Go Path Help

Path Account # Name Woolford, Sarah E

UC List/Acct # UC Acct Info New/Edit S/D UC Comment Entri UC Def/Response

Representative WALKERTD Takisha Walker Contact Number 36239984

Contact Type HILOW Billing Inquiry

Account # Third Party Type

Last / First / Init Woolford Sarah E

Account Name Woolford, Sarah E Prefix

DBA Generate S/D? Yes No

Address 1 116 S Arcadia Park S/D Type

Address 2 Generate Ltr? Yes No Email N

Address 3 Lexington KY Letter Name

Zip Code 40503-1360 Phone Number 859-533-7475

Employer Business Phone

Contact Created 9/08/2011 17:34:08 ARCHIEB1

Contact Closed? Yes No 9/08/2011 17:35:27 ARCHIEB1

Investigate

E-CIS VER1118 OK Cancel

Utility Contacts by Account # (UCAC) - CIS3315 - Kentucky American (KYPR) Production

File Edit Functions Go Path Help

Path Account Name Woolford, Sarah E

UC List/Acct # UC Acct Info New/Edit S/D UC Comment Entri UC Def/Response

Contact Number 36239984 Contact Type HILOW Billing Inquiry

Print Date Print Amount

Print Comment 1

Print Comment 2

Print Comment 3

Comment Lines	Type
Duran Brown/Flat Rock Realty/Landlord 8595410931 stated that he	C
had plumber go, stated no water leaks in the inside of the house	C

Investigate Fold/Unfold

E-CIS VER1118 OK Cancel

Utility Contacts by Account # (UCAG) CIS3310 - Kentucky American (KYPR) Production

File Edit Functions Go Path Help

Path Account # Name Woolford, Sarah E

UC List/Acct # | UC Acct Info | New/Edit SID | UC Comment Entr | UC Defl/Response |

Representative WALKERTD Takisha Walker Contact Number 36239992

Contact Type HILOW Billing Inquiry

Account # Third Party Type

Last / First / Init Woolford Sarah E

Account Name Woolford, Sarah E Prefix

DBA Generate SID? Yes No

Address 1 118 S Arcadia Park SID Type HILOW ReRead and/or Inspec

Address 2 Generate Ltr? Yes No Email N

Address 3 Lexington KY Letter Name

Zip Code 40503-1360 Phone Number 659-533-7475

Employer Business Phone

Contact Created 9/08/2011 17:41:30 BLACKJE

Contact Closed? Yes No 9/08/2011 17:44:03 BLACKJE

Investigate

E-CIS VER1188

OK Cancel

Utility Contacts by Account # (UCAG) CIS3315 - Kentucky American (KYPR) Production

File Edit Functions Go Path Help

Path Account Name Woolford, Sarah E

UC List/Acct # | UC Acct Info | New/Edit SID | UC Comment Entr | UC Defl/Response |

Contact Number 36239992 Contact Type HILOW Billing Inquiry

Print Date Print Amount

Print Comment 1

Print Comment 2

Print Comment 3

Comment Lines	Type
Re-read/inspect meter and check for leaks; customer has high bill. Customer has used leak kit.	S
Sarah called to get the meter looked at. She had a plumber out to look for leaks.	D
W981 Meter reading 196.	S
NO MOVEMENT ON METER VERIFIED READING LEFT DOOR KNOB NOTICE TALK WITH CUSTOMER ONLY BEEN IN HOUSE 2 MONTH WANTS METER TESTED BRADY	S
Re-read / inspect with customer involvement.	S

Investigate Fgld/Unfold

E-CIS VER1188

OK Cancel

Utility Contacts by Account # (UCAC) - 6153310 - Kentucky American (KYPR) Production

File Edit Functions Go Path Help

Path Account # Name Woolford, Sarah E

UC List/Acct # UC Acct Info New/Edit S/D UC Comment Entr UC Del/Response

Representative WALKERTD Takisha Walker Contact Number 36241059

Contact Type GNINQ General Inquiry

Account # Third Party Type

Last / First / Init Woolford Sarah

Account Name Woolford, Sarah E Prefix

DBA Generate S/D? Yes No

Address 1 118 S Arcadia Park S/D Type

Address 2 Generate Ltr? Yes No Email N

Address 3 Lexington KY Letter Name

Zip Code 40503-1360 Phone Number 859-533-7475

Employer Business Phone

Contact Created 9/09/2011 14:27:16 MERGELDA

Contact Closed? Yes No 9/12/2011 9:42:11

Investigate

E-CIS VERIFYING

OK Cancel

Utility Contacts by Account # (UCAC) - 6153315 - Kentucky American (KYPR) Production

File Edit Functions Go Path Help

Path Account Name Woolford, Sarah E

UC List/Acct # UC Acct Info New/Edit S/D UC Comment Entr UC Del/Response

Contact Number 36241059 Contact Type GNINQ General Inquiry

Print Date Print Amount

Print Comment 1

Print Comment 2

Print Comment 3

Comment Lines	Type
Sarah was told by our service driver to call and request meter test. He was not able to find any leaks. Please forward to disputes.	C
Account is on hold.	C

Investigate Fold/Unfold

E-CIS VERIFYING

OK Cancel

REGION:
Fayette County

** DUPLICATE COPY **

SERVICE ORDER #:
3299918

ROUTE/STOP:
20214 / 1715

Kentucky American (KYPR) Production
Meter Test - (Billing Only) MTEST

SERVICES PRINTED:
1 1

GRID/EXT:
082 /

HUNGATBG 10/17/11 12:51:38
WORK ZONE: 12301

REQUESTED BY:
SARAH

UTILITY TYPE: Water Service | SCHEDULE DATE: 9/15/2011 | TIME: AM

SEQUENCE #: 1 | ORDER TAKEN BY: MOBERLMK 9/14/2011 9:09:00

SERVICE ADDRESS: 118 S Arcadia Park

MAILING ADDRESS: 118 S Arcadia Park

CITY/ST/ZIP: Lexington KY 405031360 | DISTRICT: Lexington

CUSTOMER NAME: Woolford, Sarah E | BILLING CYCLE: 2 | ACCOUNT #:

NEW CUSTOMER NAME: | WLPP: NO | PREMISES#:

BILL CLASS: Residential | PHONE NUMBER:

LAST NOTICE: | CALL BACK NUMBER:

HEALTH ALERT: | CREW: West Section 1 | CREDIT TYPE: 0000

SERIAL NUMBER: | METER TYPE: | METER NUMBER:

OF DIALS: SIZE: | INSTALL DATE: | REMOTE ID #:

MFG: | LAST TEST DATE:

SERIAL NUMBER: | METER TYPE: | METER NUMBER: 090738239N

OF DIALS: SIZE: | INSTALL DATE: | REMOTE ID #:

MFG: | LAST TEST DATE:

TAP NUMBER: 012067907 | PAST DUE AMOUNT: | LAST PAYMENT DATE: 9/22/2011

TAP SIZE: | LAST PAYMENT AMT: 120.00

TAP LOCATION:

MEASUREMENTS:

CURRENT READ: 00000106			LAST S/O WORKED: 3299918 MTEST 9/15/2011					
DATE	READ	USE RTP	DATE	READ	USE RTP	DATE	READ	USE RTP
09/15	106	2 S	07/28	14	13 D	04/28	235	8 M
09/29	2	2 D	06/16	246	3 S	03/30	227	10 M
08/30	104	80 D	06/29	1	1 D	02/25	217	7 M
08/02	24	10 S	05/27	243	8 M	01/28	210	9 M

PENDING SO: | GET NEXT TO:
ADDRESS BEFORE: 120 S Arcadia Park
ADDRESS AFTER: 116 Arcadia Park

CUR/RMVD METER: | DIAL #1 RDG: #2: #3:

NEW/SET METER: | DIAL #1 RDG: #2: #3:

METER LOCATION: Radio Reading; Pit / Tile; Utility

METER READ: 3' R OF HOUSE; Utility; MIU 1484184756; SERVICE NUMBER: 012732
COMMENTS: 3' R OF HOUSE; Utility

METER: LOCKED STUCK DAMAGE/TAMPER REGIST: _____ sec/min
FOUND: ___ ON ___ OFF ___ UN TO DETERMINE AT ___ CORP ___ STOP ___ MB ___ INSIDE
LEFT: ___ ON ___ OFF ___ UN TO DETERMINE AT ___ CORP ___ STOP ___ MB ___ INSIDE

FOLLOW UP REQUIRED START DATE: _____ TIME: _____
COMPLETED BY: _____ DATE: _____ TIME: _____ KEYED: _____

COMMENTS: customer wants the meter tested unwitness
customer had \$645.23 opening bill?
W001 Out meter reading: 106.
W001 In meter ID: 090072440N reading: 0.

SERVICE CONTINUED

Kentucky-American Water Company

Customer Name Sarah E. Woolford Account # [REDACTED]
Service Address 118 S. Arcadia Park Premise# [REDACTED]
Meter Size 5/8 Make N Number 90738239 Date 9-19-11

Readings

	GPM	Begin	End	% of Accuracy	Required Accuracy
Low flow	<u>14</u>	<u>9200</u>	<u>9294</u>	<u>94</u>	<u>95%-101%</u>
Intermediate flow	<u>2</u>	<u>9300</u>	<u>9400</u>	<u>100</u>	<u>98.5%-101.5%</u>
Maximum flow	<u>15</u>	<u>9400</u>	<u>0398</u>	<u>99.8</u>	<u>98.5%-101.5%</u>

IF ANY OF THE TESTS ABOVE ARE NOT WITHIN THE REQUIRED ACCURACY LIMITS THEN FURTHER TESTING IS REQUIRED BELOW.

Readings

Flow Rate %
Of Capacity

	GPM	Begin	End	% of Accuracy
25%	<u>5</u>	<u>0400</u>	<u>0500</u>	<u>100</u>
50%	<u>10</u>	<u>0500</u>	<u>0600</u>	<u>100</u>
75%	<u>15</u>	<u>0600</u>	<u>1596</u>	<u>99.6</u>

Average of All 3 tests: 97.93
Less Standard: 100%
Equal % of Error: _____ Fast _____ Slow _____
Before Test Reading: 0106.10 after Test Reading 0107.15
Customer Witness? Yes _____ No ✓

IF PERCENT OF ERROR IS GREATER THAN 2% THEN COMPLETE THE APPROPRIATE SECTION BELOW.

Length of time error is known to have existed _____
FAST METER basis for refund _____ Amount of refund _____
SLOW METER basis for additional Bill _____ Amount of additional Bill _____
Comments Meter failed test, MIU and register OK, will not reset, will keep 1 year

Copy to : _____

Disputes : Jay Miller Meter Tech. : Tony Richardson

Repair Crew Report

Kentucky American Water

AMERICAN WATER

District: <input type="checkbox"/> Central <input type="checkbox"/> Northern	Leak ID: _____ Date Reported: _____ Date Repaired: _____ Date Cleaned up: _____ Date Completed: <u>9-5-11</u> Chlorine Residual: _____ Est. Water Loss: _____ Premise #: _____ Service Order #: <u>3299918</u>	Repair Date: _____ Time Crew Called: _____ AM PM Time Crew Onsite: _____ AM PM Pressure Before Repair: _____ psi Time Water Turned Off: _____ AM PM Time Water Turned On: _____ AM PM Pressure After Repair: _____ psi Time Completed: _____ AM PM Customers out of Service: <input type="checkbox"/> # Res: <input type="checkbox"/> # Com <input type="checkbox"/> Repaired Under Pressure																								
House #: <u>118</u> Street: <u>Arcadia Park</u> Cross Street: _____ GPS: _____ Pressure Zone: _____ Map Ref: _____ Municipality: _____	Crew Leader Assigned: <u>Mr. Mohuly</u> Supervisor: _____ Work to be Completed: LEAK REPAIR BOX REPAIR READING METER CHANGE HRG REPAIR RESTORATION FLUSH W/O <u>Sarah E. Woolford Acc.</u> <u>No witness</u> <u>Jay Miller</u>	Pipe Information: Material Type & Size: _____ Pipe Depth: _____ ft Leak Confirmed: <input type="checkbox"/> SAW Leak Confirmed <input type="checkbox"/> Customer Leak <input type="checkbox"/> No Leak <input type="checkbox"/> Other: _____ Total Water Loss: _____ gpm x _____ min = _____ gal Leak Site: <input type="checkbox"/> Main <input type="checkbox"/> Hydrant/Lateral <input type="checkbox"/> Service <input type="checkbox"/> Curt Stop <input type="checkbox"/> Hydrant <input type="checkbox"/> Saddles <input type="checkbox"/> Valve <input type="checkbox"/> Fitting <input type="checkbox"/> Blow Off <input type="checkbox"/> Bolts/Gasket <input type="checkbox"/> Air Release <input type="checkbox"/> Repair Clamp <input type="checkbox"/> Other: _____																								
Meter Information: Periodic: <input type="checkbox"/> Stuck <input checked="" type="checkbox"/> Remote <input type="checkbox"/> Burst <input checked="" type="checkbox"/> Test Size: <u>3/8</u> Make: <u>N</u> Old MTR #: <u>090738239</u> Old Read: <u>0106</u> New MTR #: <u>1484184756</u> Size: <u>3/8</u> Make: <u>N</u> New MTR #: <u>090072490</u> New Read: <u>0000</u> New MTR #: <u>1483593166</u>	Crew Names: <table border="1" style="width:100%; border-collapse: collapse;"> <thead> <tr> <th>Employee & Job Code</th> <th>Reg</th> <th>OT</th> <th>DT</th> </tr> </thead> <tbody> <tr> <td>CL-UT-BH-HR-JE</td> <td></td> <td></td> <td></td> </tr> <tr> <td>CL-UT-BH-HR-JE</td> <td></td> <td></td> <td></td> </tr> <tr> <td>CL-UT-BH-HR-JE</td> <td></td> <td></td> <td></td> </tr> <tr> <td>CL-UT-BH-HR-JE</td> <td></td> <td></td> <td></td> </tr> <tr> <td>CL-UT-BH-HR-JE</td> <td></td> <td></td> <td></td> </tr> </tbody> </table>	Employee & Job Code	Reg	OT	DT	CL-UT-BH-HR-JE				CL-UT-BH-HR-JE				CL-UT-BH-HR-JE				CL-UT-BH-HR-JE				CL-UT-BH-HR-JE				Restoration: <input type="checkbox"/> Paving Needed (Type) X Sq. Ft. <u>1483593166</u> (M) <input type="checkbox"/> Erosion Control Comment: _____ <input type="checkbox"/> Labor Comment: _____ <input type="checkbox"/> Equipment Comment: _____ <input type="checkbox"/> Paving Comment: _____ <input type="checkbox"/> Seed X = Sq. Ft. <input type="checkbox"/> Sod X = Sq. Ft.
Employee & Job Code	Reg	OT	DT																							
CL-UT-BH-HR-JE																										
CL-UT-BH-HR-JE																										
CL-UT-BH-HR-JE																										
CL-UT-BH-HR-JE																										
CL-UT-BH-HR-JE																										
Conditions Type: <input type="checkbox"/> A <input type="checkbox"/> B <input type="checkbox"/> C Chlorination Method: <input type="checkbox"/> Tablet <input type="checkbox"/> Other: _____	Retired Material: _____	Materials & Equipment Used on Repair: _____																								

Utility Contacts by Account # (UCAC) - 6153310 - Kentucky American (KYPR) Production

File Edit Functions Go Path Help

Path Account # Name Woolford, Sarah E

UC List/Acct # UC Acct Info New/Edit S/O UC Comment Entr UC Def/Response

Representative WALKERTD Takisha Walker Contact Number 36256630

Contact Type FLWUP Service Order Inquiry

Account # Third Party Type

Last / First / Init Woolford Sarah E

Account Name Woolford, Sarah E Prefix

DBA Generate S/O? Yes No

Address 1 118 S Arcadia Park S/O Type

Address 2 Generate Ltr? Yes No Email N

Address 3 Lexington KY Letter Name

Zip Code 40503-1360 Phone Number 659-533-7475

Employer Business Phone

Contact Created 9/21/2011 13:19:39 JOHNSOT2

Contact Closed? Yes No 9/21/2011 13:21:24

Investigate

E-CIS VER1108 OK Cancel

Utility Contacts by Account # (UCAC) - 6153315 - Kentucky American (KYPR) Production

File Edit Functions Go Path Help

Path Account Name Woolford, Sarah E

UC List/Acct # UC Acct Info New/Edit S/O UC Comment Entr UC Def/Response

Contact Number 36256630 Contact Type FLWUP Service Order Inquiry

Print Date Print Amount

Print Comment 1

Print Comment 2

Print Comment 3

Comment Lines	Type
Sarah called about meter test result advised that meter has been	D
provided for testing and confirmed as accurate. Customer upset abo	D
ut 39	D

Investigate Fold/Unfold

E-CIS VER1108 OK Cancel

Utility Contacts by Account # (UCAC) - CIS3310 - Kentucky American (KYPR) Production

File Edit Functions Go Path Help

Path Account # Name Woolford, Sarah E

UC List/Acct # UC Acct Info New/Edit S/D UC Comment Entr UC Def/Response

Representative WALKERTD Takisha Walker Contact Number 36258635

Contact Type CFLWP Customer Follow-Up

Account # Third Party Type

Last / First / Init Woolford Sarah E

Account Name Woolford, Sarah E Prefix

DBA Generate S/D? Yes No

Address 1 118 S Arcadia Park S/D Type

Address 2 Generate Ltr? Yes No Email N

Address 3 Lexington KY Letter Name

Zip Code 40503-1360 Phone Number 859-533-7475 Business Phone

Employer

Contact Created 9/22/2011 16:27:26 SETTLESZ

Contact Closed? Yes No 9/22/2011 16:35:22 SETTLESZ

Investigate

E-CIS VERTM8 OK Cancel

Utility Contacts by Account # (UCAC) - CIS3315 - Kentucky American (KYPR) Production

File Edit Functions Go Path Help

Path Account Name Woolford, Sarah E

UC List/Acct # UC Acct Info New/Edit S/D UC Comment Entr UC Def/Response

Contact Number 36258635 Contact Type CFLWP Customer Follow-Up

Print Date Print Amount

Print Comment 1

Print Comment 2

Print Comment 3

Comment Lines	Type
Customer would like to dispute bill and findings of meter test. States there is no way she could have used that much water.	C
Had a plumber come out and they found nothing wrong also.	C
Customer states she was going to call the PUC; I informed her we can no longer help her. If she calls them she will have to handle everything with PUC. Customer decides she is going to file with the PUC.	C

Investigate Fold/Unfold

E-CIS VERTM8 OK Cancel

** DUPLICATE COPY **

SERVICE ORDER #: 1451427

REGION: Fayette County

Kentucky American (KYPR) Production

ROUTE/STOP: 20214 / 1715

Turn On Water ON

SERVICES PRINTED: 1

GRID/EXT: 082 /

HUNGATBG 10/17/11 12:50:28

WORK ZONE: 12301

REQUESTED BY: SARAH

UTILITY TYPE: Water Service | SCHEDULE DATE: 8/02/2011 | TIME: AM

SEQUENCE #: 1 | ORDER TAKEN BY: MOBERLMK 7/26/2011 17:24:00

SERVICE ADDRESS: 118 S Arcadia Park

MAILING ADDRESS: 118 S Arcadia Park

CITY/ST/ZIP: Lexington KY 405031360 | DISTRICT: Lexington

CUSTOMER NAME: Woolford, Sarah E | BILLING CYCLE: 2 | ACCOUNT #: [REDACTED]

NEW CUSTOMER NAME: | WLPP: NO | PREMISES#: [REDACTED]

BILL CLASS: Residential | PHONE NUMBER:

LAST NOTICE: | CALL BACK NUMBER: [REDACTED]

HEALTH ALERT: | CREW: West Section 1 | CREDIT TYPE: 0000

SERIAL NUMBER: | METER TYPE: | METER NUMBER: 090738239N

OF DIALS: SIZE: | INSTALL DATE: | REMOTE ID #:

MFG: | LAST TEST DATE:

TAP NUMBER: 012067907 | PAST DUE AMOUNT: | LAST PAYMENT DATE: 9/22/2011

TAP SIZE: | LAST PAYMENT AMT: 120.00

TAP LOCATION:

MEASUREMENTS:

CURRENT READ: 00000000 | LAST S/O WORKED: 3299918 MTEST 9/15/2011

DATE	READ	USE RTP	DATE	READ	USE RTP	DATE	READ	USE RTP
09/15	106	2 S	07/28	14	13 D	04/28	235	8 M
09/29	2	2 D	06/16	246	3 S	03/30	227	10 M
08/30	104	80 D	06/29	1	1 D	02/25	217	7 M
08/02	24	10 S	05/27	243	8 M	01/28	210	9 M

PENDING SO: | GET NEXT TO: ADDRESS BEFORE: 120 S Arcadia Park ADDRESS AFTER: 116 Arcadia Park

CUR/RMVD METER: | DIAL #1 RDG: #2: #3:

NEW/SET METER: | DIAL #1 RDG: #2: #3:

METER LOCATION: Radio Reading; Pit / Tile; Utility

METER READ: 3' R OF HOUSE; Utility; MIU 1484184756; SERVICE NUMBER: 012732

COMMENTS: 3' R OF HOUSE; Utility

METER: LOCKED STUCK DAMAGE/TAMPER REGIST: sec/min
FOUND: ON OFF UN TO DETERMINE AT CORP STOP MB INSIDE
LEFT: ON OFF UN TO DETERMINE AT CORP STOP MB INSIDE

FOLLOW UP REQUIRED START DATE: TIME:
COMPLETED BY: DATE: TIME: KEYED:

COMMENTS: Advised customer of \$26.00 applicable fee.
Water is on.
W001 Meter reading: 24.
Read Only
Left Notice / Posting
W001 Found service on.
W001 Left service on.

SERVICE CONTINUED

