



Steven L. Beshear  
Governor

Leonard K. Peters  
Secretary  
Energy and Environment Cabinet

Commonwealth of Kentucky  
**Public Service Commission**  
211 Sower Blvd.  
P.O. Box 615  
Frankfort, Kentucky 40602-0615  
Telephone: (502) 564-3940  
Fax: (502) 564-3460  
psc.ky.gov

David L. Armstrong  
Chairman

James W. Gardner  
Vice Chairman

March 21, 2012

Monica Braun, Esq.  
Stoll Keenon Ogden PLLC  
300 West Vine Street  
Suite 2100  
Lexington, Kentucky 40507-1801

Ms. Cheryl D. Norton  
Kentucky-American Water Company  
2300 Richmond Road  
Lexington, Kentucky 40502

Ms. Sarah E. Wolford  
118 Arcadia Park  
Lexington, Kentucky 40503

Re: Case No. 2011-00413  
*Sarah Wolford v. Kentucky-American Water Co.*

Ladies:

Pursuant to the Commission's Order of December 19, 2011, the enclosed report has been filed in the record of the above-referenced case.

Sincerely,

A handwritten signature in black ink, appearing to read "Jeff Derouen".

Jeff Derouen  
Executive Director

gw  
Enclosure

**INTRA-AGENCY MEMORANDUM**  
**KENTUCKY PUBLIC SERVICE COMMISSION**

**TO:** Kimra Cole, Director  
Division of Engineering

**THRU:** George Wakim, Manager *GW* 2/10/12  
Division of Engineering

**FROM:** Brian L. Rice *BLR*  
Utility Regulatory and Safety Investigator III

**DATE:** February 10, 2012

**RE:** Case No. 2011-00413  
Sarah Wolford v Kentucky-American Water Company

On January 13, 2012, I retrieved Sarah Wolford's water meter at Kentucky-American Water Company off Richmond Road in Lexington, KY. I tested the meter on January 30, 2012 at the Meter Standard's Laboratories in Frankfort, KY. No one was present at this time.

Attached you will find test results regarding complaint number 2011-00413 involving Sarah Wolford's water service account of Kentucky American Water Company by the PSC's Meter Standards Laboratory, done in accordance with 807 KAR 5:006, Section 18 (2) for distribution to all parties concerned.

The tests indicate that the meter is within accuracy guidelines of the Commission's Regulations.

Both parties need to be notified of these test results.

**PUBLIC SERVICE COMMISSION  
METER STANDARDS LABORATORY  
METER TEST RESULTS**

Customer: Sarah Wolford Date: 1/30/2012  
Utility: Kentucky American Water Company Tester: Brian Rice

**Complaint Meter**

Type: Neptune 5/8 Cubic Feet meter model T-10  
Serial No. 90738239  
Register ID 90738239

**LOW FLOW RATE**

1/4 GPM	End	<u>10734.76</u>
	Start	<u>10733.80</u>
	% Accuracy	<u>96.0</u>
1/4 GPM	End	<u>10746.71</u>
	Start	<u>10745.75</u>
	% Accuracy	<u>96.0</u>
1/4 GPM	End	<u>10760.97</u>
	Start	<u>10760.00</u>
	% Accuracy	<u>97.0</u>
	% Average of 3 test runs	<b><u>96.3</u></b>

**MEDIUM FLOW RATE**

2 GPM	End	<u>10735.76</u>
	Start	<u>10734.76</u>
	% Accuracy	<u>100.0</u>
2 GPM	End	<u>10747.71</u>
	Start	<u>10746.71</u>
	% Accuracy	<u>100.0</u>
2 GPM	End	<u>10761.97</u>
	Start	<u>10760.97</u>
	% Accuracy	<u>100.0</u>
	% Average of 3 test runs	<b><u>100.0</u></b>

Customer: Sarah Wolford  
Utility: Kentucky American Water Company

Date: 1/30/2012  
Tester: Brian Rice

**HIGH FLOW RATE**

15 GPM	End	<u>10745.75</u>
	Start	<u>10735.76</u>
	% Accuracy	<u>99.9</u>
15 GPM	End	<u>10757.68</u>
	Start	<u>10747.71</u>
	% Accuracy	<u>99.7</u>
15 GPM	End	<u>10771.94</u>
	Start	<u>10761.97</u>
	% Accuracy	<u>99.7</u>
% Average of 3 test runs		<u>99.8</u>

**Complaint Meter Summary of Test Results for Serial No. 84962405**

<b>LOW FLOW 1/4 GPM</b>	<u>96.3</u> %	Required	<u>&gt;95%new</u>	<u>&gt;90%used</u>
<b>MED. FLOW 2 GPM</b>	<u>100.0</u> %	Required	<u>&gt;98.5% and &lt;101.5%</u>	
<b>HIGH FLOW 15 GPM</b>	<u>99.8</u> %	Required	<u>&gt;98.5% and &lt;101.5%</u>	