



**STOLL
KEENON
OGDEN**

PLLC
300 WEST VINE STREET
SUITE 2100
LEXINGTON, KY 40507-1801
MAIN: (859) 231-3000
FAX: (859) 253-1093

LINDSEY W. INGRAM III
DIRECT DIAL: (859) 231-3982
DIRECT FAX: (859) 246-3672
L.Ingram@skofirm.com

July 1, 2014

HAND DELIVERED

Jeff Derouen
Executive Director
Public Service Commission
211 Sower Boulevard
Frankfort, Kentucky 40601

Re: Case No. 2014-00141

Dear Mr. Derouen:

Enclosed please find for filing an original and seven copies of Kentucky American Water's July 1, 2014 Supplemental Response to Item No. 3 of Commission Staff's First Set of Information Requests. I hereby certify that a true and accurate copy of the response has been served upon Complainants on this 1st day of July, 2014 at their address of 3649 Winding Wood Lane, Lexington, Kentucky 40515, via United States Mail.

Very truly yours,

Stoll Keenon Ogden PLLC

Lindsey W. Ingram III

Enclosures

RECEIVED

JUL 01 2014

**PUBLIC SERVICE
COMMISSION**

RECEIVED

COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

JUL 01 2014

PUBLIC SERVICE
COMMISSION

KURT AND LAYNE NETHERTON

COMPLAINANTS

vs.

CASE NO. 2014-00141

KENTUCKY-AMERICAN WATER COMPANY

DEFENDANT

CERTIFICATION OF RESPONSES TO INFORMATION REQUESTS

This is to certify that I have supervised the preparation of Kentucky-American Water Company's Supplemental Responses to Commission Staff's First Request for Information and that those responses are true and accurate to the best of my knowledge, information and belief formed after reasonable inquiry.

Date: 7-1-14

Keith Cartier
Keith Cartier
Vice President Operations
Kentucky-American Water Company

KURT AND LAYNE NETHERTON V. KENTUCKY-AMERICAN WATER COMPANY
CASE NO. 2014-00141
COMMISSION STAFF'S FIRST REQUEST FOR INFORMATION

Witness: Keith Cartier

3. Provide copies of all letters, e-mails, and other written correspondence sent to and received from the Complainants that relate to the allegations of the Complaint.

Response:

See attached.

Supplemental Response, July 1, 2014

Due to an innocent and administrative oversight between individuals at Kentucky American Water and its Customer Service Center, the attached e-mails were inadvertently omitted from the documents produced on June 17, 2014. The attached documents are e-mails that should have been produced at that time.



Forwarded emails from layniemia@yahoo.com as requested

Stephanie Kelley to: Rachel Cole, CSC - Correspondence

06/13/2014 10:21 PM

Rachel,
This is all I could find in the Kentucky email database.

Stephanie Kelley
CSR-2
NonTraditional Correspondence - Overnight
Alton, IL CSC
Stephanie.Kelley@amwater.com

"In order to succeed, your desire for success should be greater than your fear of failure."
Bill Cosby

----- Forwarded by Stephanie Kelley/CALLCTR/CORP/AWWSC on 06/13/2014 09:19 PM -----



Layne Netherton
<layniemia@yahoo.com>

01/07/2014 01:15 PM

Please respond to
Layne Netherton
<layniemia@yahoo.com>

To "infoky@amwater.com" <infoky@amwater.com>, Kurt
Netherton <k.netherton@insightbb.com>,

cc

Subject KAWC Bill Account No. 1012-210010167585 Layne
Netherton 3649 Winding Wood Lane Lexington KY 40515

On 1/7/14, I called the KAWC call center (800-678-6301) to get a copy of my December bill because we had not received it in the mail. The customer service representative, Lapracia?, told me that we had a balance of \$836.79 and that our account was in collections and that I probably needed to speak to the post office because there had been several notices sent out.

After sitting on hold for approximately 35 additional minutes, I was finally forwarded to the billing department where I spoke to Kelly. By that time I had managed to access My H2O Online account and determine that the bill for the charges in question had not yet been sent out. Under the Usage Section of the website, there was a reference to a large amount of usage with a bill date of 1/8/14. Kelly told me that KAWC was using a new system and that some bills were delayed. This makes sense because the prior bill was for November, which I'm attaching to this e-mail. It shows no past due balance.

The only reference I see at all for any usage since the last bill was paid is not in the form of a bill, but rather a notation on the Usage tab of the

website, which I'm including at the bottom of this e-mail.

Kelly then put me on hold and the call was disconnected. She called back and left a message (while I was still on hold on the other line) that the usage was for the current month and that I needed to call the call center to possibly discuss getting the meter reread or checking for leaks. I called the call center back immediately and sat on hold for approximately 28 more minutes before being disconnected.

At this point, I am completely unable to reach anyone at KAWC and am hoping someone can contact me regarding this obvious and blatant mistake in the billing.

Please contact my husband or me immediately to discuss this matter.

Layne Netherton
859-536-8875

Kurt Netherton
859-221-4841

Water Use

You can view your water usage history for up to 24 months.

Usage

View:

Bill Date	Usage	Unit	Read Type
01/08/2014	1458.60	100 gallons	Meter Reading by RF Device
11/07/2013	67.32	100 gallons	Meter Reading by RF Device
10/09/2013	149.60	100 gallons	Meter Reading by RF Device



KAWC 2013-11-07.pdf

----- Forwarded by Stephanie Kelley/CALLCTR/CORP/AWWSC on 06/13/2014 09:19 PM -----



Layne Netherton
<layniemia@yahoo.com>
01/08/2014 03:53 PM

To "infoky@amwater.com" <infoky@amwater.com>,
cc Kurt Netherton <k.netherton@insightbb.com>



Please respond to
Layne Netherton
<layniemia@yahoo.com>

Subject Netherton KAWC Bill

I logged in to My H2O Online today and retrieved this bill. Obviously, this is not correct. Can someone please contact me via e-mail or phone (859-536-8875) to discuss having the meter re-read? We have looked around the property and there are no leaks.

Please advise ASAP.

Mary Layne Netherton



KAWC bill.pdf

----- Forwarded by Stephanie Kelley/CALLCTR/CORP/AWWSC on 06/13/2014 09:19 PM -----



Layne Netherton
<layniemia@yahoo.com>

01/19/2014 09:47 AM

Please respond to
Layne Netherton
<layniemia@yahoo.com>

To "infoky@amwater.com" <infoky@amwater.com>.

cc

Subject Re: Netherton KAWC Bill

I have contacted KAWC again. The bill is in dispute and the representative said someone would call me within 72 hours to schedule a time to come look at the broken meter. No one has called and that was over 1 1/2 weeks ago. Furthermore, the meter reading was submitted to LFUCG and now I have a \$752.00 sewer bill.

Can someone please call me to get this resolved? The average wait time is about 30-40 minutes if I call KAWC and that is not feasible to sit and wait that long.

Layne Netherton
859-536-8875

On Monday, January 13, 2014 4:29 AM, "infoky@amwater.com" <infoky@amwater.com> wrote:
Dear Customer,

Thank you for your contact. We do apologize for the delayed response to your email. I did look over the bill it would be best if you call in to set up your

appointment because they will need you to answer some questions and then they will setup your service appointment .

Should you have any other questions or concerns, please reply with history to this email or you may contact us by phone at 1-800-678-6301.

Sincerely,
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Customer Service

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Thanks for the update. Is there any way that KAWC can notify LFUCG that there is an issue with the reading, as the sewer bill is impacted as well?

Please advise.

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On Monday, January 20, 2014 2:01 AM, "infoky@amwater.com" <infoky@amwater.com> wrote:
Dear Customer,

Thank you for your contact. We apologize for the delayed response. Due to the recent events in West Virginia, our company needed to focus on the safety and resolution of issues at hand for those customers. We apologize that you were given a 3 day time frame. Please be advised that it can take up to 30 days for this matter to be resolved. We apologize again for the delay. We will contact you as soon as we can.

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01/21/2014 10:38 AM

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Regards,

Layne Netherton

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Please be advised that you can also check for leaks in your home. We have an online leak detection kit available for use. Please go to www.amwater.com Hover over the heading title, "Learning Center" and click on the sub heading titled, "Wise Water Use". You will be directed to a page with a pdf file detailing how to check for home for leaks. The online leak detection kit also advises of what to look for in the home that would indicate a leak.

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<layniemia@yahoo.com>

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Layne Netherton
<layniemia@yahoo.com>

01/24/2014 12:27 PM

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To "infoky@amwater.com" <infoky@amwater.com>,
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Subject Re: Netherton KAWC Bill

The meter was reread today and the notice indicates that the "readings appear to be back to normal".

Regarding the outstanding balance of \$1,444.19 for the time frame November 6-January 7th, we are in the process of filing a formal complaint with the KY Public Service Commission. Additionally, we have received a sewer bill for \$1,285.48 for the same time period, of which we are concurrently filing a complaint for.

It's obvious your billing and/or meter reading is incorrect. It's impossible to come close to using the reported 249,832 gallons of water, as reported by your company.

I'm available to discuss this matter immediately. Otherwise, I'll proceed with filing the complaint that I have started preparing. We regard this matter as a very serious one.

Regards,

Layne Netherton
859-536-8875

On Wednesday, January 22, 2014 6:34 AM, "infoky@amwater.com" <infoky@amwater.com> wrote:
Dear Layne Netherton,

Thank you for your contact. Our prior email communication indicated that we have scheduled a technician

to visit your property to re-read the meter and to check for leaks between the dates of January 22, thru February 1st. Our technician will inspect the meter, obtain another reading and watch for meter movement. A physical visit is the second step of our high usage investigation. The first step is to direct our customer's to the leak detection information on our website and advise what types of things can cause the bill to escalate. You may contact us after February 2, 2014 and we will be happy to update you on the results of our visit.

Your email mentioned that you have verified that there are no leaks inside or outside of the property. Your historical usage indicates very erratic usage from month to month which can indicate the possibility of a malfunctioning toilet which is the most common type of leak that can easily go unnoticed. A dye test is a quick and easy method to check for toilet leaks. Put a few drops of food coloring in the holding tank of the toilet and don't flush. Wait for thirty minutes to an hour and see if any of the color seeps from the tank to the toilet bowl. If coloring appears in the bowl, the flapper is likely allowing water to seep from the tank into the bowl which can cause a significant amount of water loss.

I have included a leak kit in the attachment to assist you in identifying any potential issues. Additional information may be found on our website at www.amwater.com. Hover over the heading title, "Learning Center" and click on the sub heading titled, "Wise Water Use".

We hope this information is helpful.

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01/21/2014 10:38 AM

Please respond to
Layne Netherton
<laynlemia@yahoo.com>

To "Infokye@amwater.com" <infokye@amwater.com>,
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Subject Re: Netherton KAWC Bill

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layniemia
<layniemia@yahoo.com>

01/25/2014 09:49 AM

To infoky@amwater.com,

cc

Subject Re: Netherton KAWC Bill

The meter was supposed to be tested already. The meter was reread over a month ago. I called the no. listed below four times yesterday and reached the collection department because that department was answering calls because customer service was so busy. The lady transferred me back to customer service because she couldn't help. Upon transfer, I was disconnected for the third time.

I have filed a complaint with the public service commission and they said they would be in contact with you regarding the matter.

Layne Netherton

Sent from my Verizon Wireless 4G LTE smartphone

----- Original message -----

From: infoky@amwater.com

Date: 01/25/2014 3:44 AM (GMT-05:00)

To: Layne Netherton

Subject: Re: Netherton KAWC Bill

Dear Customer,

Thank you for your contact. Upon review of the account after the most recent visit, we have also confirmed no leaks on the premise. We have also verified the reads on the meter for the billing periods in question to be actual and not estimated reads. At this point a meter test would be the next step in the investigation process. The billing department is already aware of this dispute and is working to resolve the issue. To discuss this matter further and/or to schedule a meter test. Please call in to our call center with the phone number listed below, and we will be happy to assist you. Thank you.

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Sincerely,
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Your request is complete. Your meter at 3649 Winding Wood Ln is scheduled to be checked in between the dates of Jan 22 to Feb 1. We will arrive sometime during normal service hours to test your meter, verify if there are leaks and re-read your meter.

Please be advised that you can also check for leaks in your home. We have an online leak detection kit available for use. Please go to www.amwater.com Hover over the heading title, "Learning Center" and click on the sub heading titled, "Wise Water Use". You will be directed to a page with a pdf file detailing how to check for home for leaks. The online leak detection kit also advises of what to look for in the home that would indicate a leak.

Should you have any other questions or concerns, please reply with history to this email or you may contact us by phone at 1-800-678-6301.

Sincerely,
American Water
Customer Service
Layne Netherton <laynemia@yahoo.com>
01/20/2014 09:17 AM

To "infoky@amwater.com" <infoky@amwater.com>,
cc
Subject Re: Netherton KAWC Bill

Please respond to
Layne Netherton
<laynemia@yahoo.com>

Thanks for the update. Is there any way that KAWC can notify LFUCG that there is an issue with the reading, as the sewer bill is impacted as well?

Please advise.

Layne Netherton
859-536-8875

On Monday, January 20, 2014 2:01 AM, "infoky@amwater.com" <infoky@amwater.com> wrote:
Dear Customer,

Thank you for your contact. We apologize for the delayed response. Due to the recent events in West Virginia, our company needed to focus on the safety and resolution of issues at hand for those customers. We apologize that you were given a 3 day time frame. Please be advised that it can take up to 30 days for this matter to be resolved. We apologize again for the delay. We will contact you as soon as we can.

Should you have any other questions or concerns, please reply with history to this email or you may contact us by phone at 1-800-678-6301.

Sincerely,
American Water
Customer Service
Layne Netherton <layniemia@yahoo.com>
01/19/2014 09:47 AM

To "infoky@amwater.com" <infoky@amwater.com>,
cc
Subject Re: Netherton KAWC Bill

Please respond to
Layne Netherton
<layniemia@yahoo.com>

I have contacted KAWC again. The bill is in dispute and the representative said someone would call me within 72 hours to schedule a time to come look at the broken meter. No one has called and that was over 1 1/2 weeks ago. Furthermore, the meter reading was submitted to LFUCG and now I have a \$752.00 sewer bill.

Can someone please call me to get this resolved? The average wait time is about 30-40 minutes if I call KAWC and that is not feasible to sit and wait that long.

Layne Netherton
859-536-8875

On Monday, January 13, 2014 4:29 AM, "infoky@amwater.com" <infoky@amwater.com> wrote:
Dear Customer,

Thank you for your contact. We do apologize for the delayed response to your email. I did look over the bill it would be best if you call in to set up your

appointment because they will need you to answer some questions and then they will setup your service appointment .

Should you have any other questions or concerns, please reply with history to this email or you may contact us by phone at 1-800-678-6301.

Sincerely,
American Water
Customer Service
Layne Netherton <layniemia@yahoo.com>
01/08/2014 03:53 PM

To "infoky@amwater.com" <infoky@amwater.com>,
cc Kurt Netherton <k.netherton@insightbb.com>
Subject Netherton KAWC Bill

Please respond to
Layne Netherton
<layniemia@yahoo.com>

I logged in to My H2O Online today and retrieved this bill. Obviously, this is not correct. Can someone please contact me via e mail or phone (859-536-8875) to discuss having the meter re-read? We have looked around the property and there are no leaks.

Please advise ASAP.

Mary Layne Netherton

Information -
Kentucky/AWWSC
Sent by: Dominique Evans

01/12/2014 08:40 AM

To Layne Netherton <layniemia@yahoo.com>,
cc
bcc
Subject Re: KAWC Bill Account No. 1012-210010167585 Layne Netherton 3649 Winding Wood Lane Lexington KY 40515

Dear Customer,

Thank you for your contact. Please be advised that this matter has been forwarded to the appropriate department.

Should you have any other questions or concerns, please reply with history to this email or you may contact us by phone at 1-800-678-6301.

Sincerely,
American Water
Customer Service

Layne Netherton Layne Netherton <layniemia@yahoo....

01/07/2014 01:15:45 PM



Layne Netherton
<layniemia@yahoo.com>

01/07/2014 01:15 PM

Please respond to
Layne Netherton
<layniemia@yahoo.com>

To "infoky@amwater.com" <infoky@amwater.com>, Kurt Netherton <k.netherton@insightbb.com>,
cc
Subject KAWC Bill Account No. 1012-210010167585 Layne Netherton 3649 Winding Wood Lane Lexington KY 40515

On 1/7/14, I called the KAWC call center (800-678-6301) to get a copy of my December bill because we had not received it in the mail. The customer service representative, Lapracia?, told me that we had a balance of \$836.79 and that our account was in collections and that I probably needed to speak to the post office because there had been several notices sent out.

After sitting on hold for approximately 35 additional minutes, I was finally forwarded to the billing department where I spoke to Kelly. By that time I had managed to access My H2O Online account and determine that the bill for the charges in question had not yet been sent out. Under the Usage Section of the website, there was a reference to a large amount of usage with a bill date of 1/8/14. Kelly told me that KAWC was using a new system and that some bills were delayed. This makes sense because the prior bill was for November, which I'm attaching to this e-mail. It shows no past due balance.

The only reference I see at all for any usage since the last bill was paid is

not in the form of a bill, but rather a notation on the Usage tab of the website, which I'm including at the bottom of this e-mail.

Kelly then put me on hold and the call was disconnected. She called back and left a message (while I was still on hold on the other line) that the usage was for the current month and that I needed to call the call center to possibly discuss getting the meter reread or checking for leaks. I called the call center back immediately and sat on hold for approximately 28 more minutes before being disconnected.

At this point, I am completely unable to reach anyone at KAWC and am hoping someone can contact me regarding this obvious and blatant mistake in the billing.

Please contact my husband or me immediately to discuss this matter.

Layne Netherton
859-536-8875

Kurt Netherton
859-221-4841

Water Use

You can view your water usage history for up to 24 months.

Usage

View:

Bill Date	Usage	Unit	Read Type
01/08/2014	1458.60	100 gallons	Meter Reading by RF Device
11/07/2013	67.32	100 gallons	Meter Reading by RF Device
10/09/2013	149.60	100 gallons	Meter Reading by RF Device



KAWC 2013-11-07.pdf