



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

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

September 5, 2019

RECEIVED

SEP 05 2019

**PUBLIC SERVICE
COMMISSION**

HAND DELIVERED

Gwen R. Pinson
Executive Director
Kentucky Public Service Commission
211 Sower Blvd
Frankfort, KY 40601

Re: Case No. 2019-00016

Dear Ms. Pinson:

Enclosed please find Kentucky-American Water Company's Responses to the Commission Staff's First Request for Information in the above-referenced matter.

Very truly yours,

A handwritten signature in blue ink that reads "Lindsey W. Ingram III".


Lindsey W. Ingram III

Enclosure

VERIFICATION

COMMONWEALTH OF KENTUCKY)
) SS:
COUNTY OF FAYETTE)

The undersigned, **Jasmine S. Mungo**, being duly sworn, deposes and says she is the Manager, Customer Accounts for Kentucky-American Water Company, that she has personal knowledge of the matters set forth in the responses for which she is identified as the witness, and the answers contained therein are true and correct to the best of her information, knowledge and belief.


Jasmine S. Mungo

Subscribed and sworn to before me, a Notary Public in and before said County and Commonwealth, this 29th day of August, 2019.

 (SEAL)
Notary Public

My Commission Expires:

7/25/2020

**KENTUCKY-AMERICAN WATER COMPANY
CASE NO. 2019-00016
COMMISSION STAFF'S FIRST REQUEST FOR INFORMATION**

Witness: Jasmine S. Mungo

1. Provide copies of all bills that Kentucky-American issued to Mr. Bollinger in 2018.

Response:

See attached.



KENTUCKY AMERICAN WATER

PO Box 790247, St Louis, MO 63179-0247

For Service To: 5875 PARIS PIKE

Check this box for address changes and note new address on back.

Account Number

Due Date **December 6, 2017**

Total Due **\$11.01**

If Paid After Due Date **\$11.56 after 12/6/17**

Amount Enclosed \$

WILL BOLLINGER
168 SETH WAY
GEORGETOWN, KY 40324-8008

KENTUCKY AMERICAN WATER
PO BOX 790247
ST LOUIS, MO 63179-0247



Please tear along the dotted line and return this portion with your payment.

BILLING PERIOD AND METER READINGS

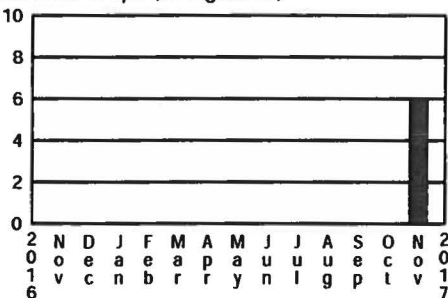
- Billing date: November 20, 2017
- Due Date: December 6, 2017
- Billing period: Nov 01 to Nov 17 (17 Days)
- Next reading on or about: Dec 19, 2017
- Customer Type: Residential
- Meter Reading Measurement:
1 unit = 100 gallons of water
- Billing Measurement: 100 gallons (CGL)

Meter No.	26849707
Size of meter	5/8"
Current Read	6 (Actual)
Previous Read	0 (Actual)
Total water used this billing period	6 units (600 gallons)

Total Water Use Comparison (in 100 gallons)

- Current billing period 2017: 6.00 CGL
- Same billing period 2016: 0.00 CGL

Billed Use Graph (100 gallons)



BILLING SUMMARY

For Service To: 5875 PARIS PIKE
For Account

Prior Balance	
• Balance from last bill	0.00
Balance Forward	0.00
Current Water Service	
• Water Service Charge	6.98
• Water Usage Charge (\$0.60190000 x 6.00)	3.61
• Total Water Service Related Charges	10.59
Other Charges	
• KRA Withdrawal Fee (\$0.01600000 x 6.00)	0.10
• Total Other Charges	0.10
Taxes	
• School District Tax (\$10.59 x 3.000%)	0.32
• Total Taxes	0.32
TOTAL CURRENT CHARGES	11.01

TOTAL AMOUNT DUE **\$11.01**

- Pay your bill online: www.amwater.com/billpay
- Pay by eCheck without a service fee: www.amwater.com/myh2o
- Pay by phone: 24-hours a day, every day at 1-855-748-6066
- Pay in person: Obtain a list of locations at www.amwater.com/myh2o

Important messages from Kentucky American Water

- We spend all of our time looking after your water. So that you can enjoy life's most precious resource without giving it a second thought. WE ARE KENTUCKY AMERICAN WATER. WE KEEP LIFE FLOWING.
- Local Office: 2300 Richmond Road (Lexington).

ADDRESS AND PHONE NUMBER CHANGE REQUEST FORM

Please let us know if we need to update your contact information in our records. NOTE: If you are moving or need to make a name change, please contact our customer service center at the phone number listed on the front of this bill. Updates to your contact information can also be made through our online web self-service tool, My H2O Online at www.amwater.com/myh2o.

Mailing Address 1

Mailing Address 2

City, State and Zip

Telephone Number

()

H2O HELP TO OTHERS PROGRAM

Yes, I would like to lend a hand to customers in need by contributing to the H2O HELP TO OTHERS PROGRAM in the amount of \$_____ per billing period. I understand this amount will be added to my water bill until further notice.

Sign up for our automatic payment program, and pay your bill on time, every time. No stamps required! To learn more, visit us online at www.amwater.com/myh2o.

WAYS TO PAY YOUR BILL

Auto Pay Program: Pay your bill automatically on time, every time by signing up for a free electronic payment transfer from your bank account. Sign up at amwater.com/myh2o.

Online: Pay anytime through our payment partner at amwater.com/billpay. There is a \$1.95 vendor service fee for per transaction. To avoid this fee, log on to amwater.com/myh2o and pay by e-check.

Phone: Pay anytime through our payment partner's automated phone system at 1-855-748-6066. A \$1.95 vendor service fee applies to all transactions.

Mail: Return your check or money order, along with the pre-addressed payment stub, in the envelope provided with your bill.

In Person: We have agreements with local businesses to accept payments on our behalf. For a list of authorized payment locations, visit amwater.com or call us at 1-800-678-6301

- Please send written correspondence to Customer Service at PO

Box 578, Alton, IL 62002-0578. Be sure to include your name, account number, service address, mailing address and phone number including area code. Please do not include payment along with your correspondence.

- With all correspondence, please include your name, account number, service address, mailing address and telephone number with area code.
- The enclosed envelope is for payment only. Including correspondence in this envelope may delay processing of both your payment and your correspondence.
- Paying by check authorizes American Water to send the information from your check electronically to your bank for payment. The transaction will appear on your bank statement. The physical check will not be presented to your financial institution or returned to you..



KENTUCKY AMERICAN WATER

PO Box 790247, St Louis, MO 63179-0247

For Service To: 5875 PARIS PIKE

Check this box for address changes and note new address on back.

Account Number

Due Date **January 5, 2018**

Total Due **\$29.52**

If Paid After Due Date **\$30.45 after 1/5/18**

Amount Enclosed \$

WILL BOLLINGER
168 SETH WAY
GEORGETOWN, KY 40324-8008

KENTUCKY AMERICAN WATER
PO BOX 790247
ST LOUIS, MO 63179-0247



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BILLING PERIOD AND METER READINGS

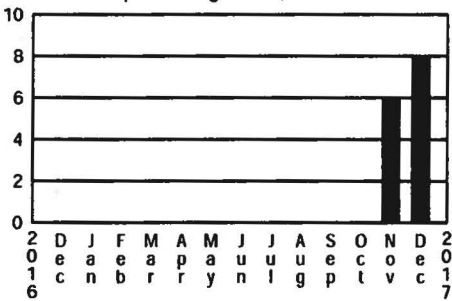
- Billing date: December 20, 2017
- Due Date: January 5, 2018
- Billing period: Nov 18 to Dec 19 (32 Days)
- Next reading on or about: Jan 22, 2018
- Customer Type: Residential
- Meter Reading Measurement:
1 unit = 100 gallons of water
- Billing Measurement: 100 gallons (CGL)

Meter No.	26849707
Size of meter	5/8"
Current Read	14 (Actual)
Previous Read	6 (Actual)
Total water used this billing period	8 units (800 gallons)

Total Water Use Comparison (in 100 gallons)

- Current billing period 2017: 8.00 CGL
- Same billing period 2016: 0.00 CGL

Billed Use Graph (100 gallons)



BILLING SUMMARY

For Service To: 5875 PARIS PIKE
For Account

Prior Balance
• Balance from last bill 11.01
Total Prior Balance - DUE IMMEDIATELY 11.01

Current Water Service
• Water Service Charge 12.49
• Water Usage Charge (\$0.60190000 x 8.00) 4.82
• Total Water Service Related Charges 17.31

Other Charges
• KRA Withdrawal Fee (\$0.01600000 x 8.00) 0.13
• Water Late Payment Charge 0.55
• Total Other Charges 0.68

Taxes
• School District Tax (\$17.31 x 3.000%) 0.52
• Total Taxes 0.52

TOTAL CURRENT CHARGES 18.51

TOTAL AMOUNT DUE \$29.52

- ☑ Pay your bill online: www.amwater.com/billpay
- ☑ Pay by eCheck without a service fee: www.amwater.com/myh2o
- ☎ Pay by phone: 24-hours a day, every day at 1-855-748-6066
- † Pay in person: Obtain a list of locations at www.amwater.com/myh2o

Important messages from Kentucky American Water

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- If you would like a copy of our tariff please visit www.kentuckyamwater.com, call 1-800-678-6301, or visit our customer lobby at 2300 Richmond Road in Lexington anytime between 8 a.m. and 4:30 p.m., Monday through Friday.
- Local Office: 2300 Richmond Road (Lexington).
- THE DUE DATE PERTAINS TO CURRENT CHARGES ONLY. ANY PAST DUE BALANCE SHOULD BE PAID IMMEDIATELY.

Customer Service: 1-800-678-6301

M-F 7am to 7pm Emergency: 24/7

www.kentuckyamwater.com
666252045976

ADDRESS AND PHONE NUMBER CHANGE REQUEST FORM

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Mailing Address 1

Mailing Address 2

City, State and Zip

Telephone Number

()

H2O HELP TO OTHERS PROGRAM

- Yes, I would like to lend a hand to customers in need by contributing to the H2O HELP TO OTHERS PROGRAM in the amount of \$_____ per billing period. I understand this amount will be added to my water bill until further notice.

Sign up for our automatic payment program, and pay your bill on time, every time. No stamps required! To learn more, visit us online at www.amwater.com/myh2o.

WAYS TO PAY YOUR BILL

Auto Pay Program: Pay your bill automatically on time, every time by signing up for a free electronic payment transfer from your bank account. Sign up at amwater.com/myh2o.

Online: Pay anytime through our payment partner at amwater.com/billpay. There is a \$1.95 vendor service fee for per transaction. To avoid this fee, log on to amwater.com/myh2o and pay by e-check.

Phone: Pay anytime through our payment partner's automated phone system at 1-855-748-6066. A \$1.95 vendor service fee applies to all transactions.

Mail: Return your check or money order, along with the pre-addressed payment stub, in the envelope provided with your bill.

In Person: We have agreements with local businesses to accept payments on our behalf. For a list of authorized payment locations, visit amwater.com or call us at 1-800-678-6301

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Box 578, Alton, IL 62002-0578. Be sure to include your name, account number, service address, mailing address and phone number including area code. Please do not include payment along with your correspondence.

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- Paying by check authorizes American Water to send the information from your check electronically to your bank for payment. The transaction will appear on your bank statement. The physical check will not be presented to your financial institution or returned to you..



KENTUCKY AMERICAN WATER

PO Box 790247, St Louis, MO 63179-0247

For Service To: 5875 PARIS PIKE

Check this box for address changes and note new address on back.

Account Number

Due Date **February 12, 2018**

Total Due **\$18.59**

If Paid After Due Date **\$19.52 after 2/12/18**

Amount Enclosed \$

**WILL BOLLINGER
168 SETH WAY
GEORGETOWN, KY 40324-8008**

**KENTUCKY AMERICAN WATER
PO BOX 790247
ST LOUIS, MO 63179-0247**



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BILLING PERIOD AND METER READINGS

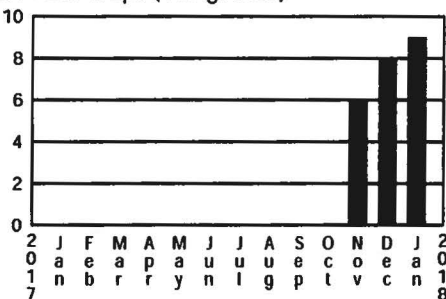
- Billing date: January 25, 2018
- Due Date: February 12, 2018
- Billing period: Dec 20 to Jan 23 (35 Days)
- Next reading on or about: Feb 19, 2018
- Customer Type: Residential
- Meter Reading Measurement:
1 unit = 100 gallons of water
- Billing Measurement: 100 gallons (CGL)

Meter No.	26849707
Size of meter	5/8"
Current Read	23 (Estimated)
Previous Read	14 (Actual)
Total water used this billing period	9 units (900 gallons)

Total Water Use Comparison (in 100 gallons)

- Current billing period 2018: 9.00 CGL
- Same billing period 2017: 0.00 CGL

Billed Use Graph (100 gallons)



BILLING SUMMARY

For Service To: 5875 PARIS PIKE
For Account

Prior Balance

- Balance from last bill 29.52
- Payments as of Jan 4. Thank you! -29.52

Balance Forward 0.00

Current Water Service

- Water Service Charge 12.49
- Water Usage Charge (\$0.60190000 x 9.00) 5.42
- Total Water Service Related Charges 17.91

Other Charges

- KRA Withdrawal Fee (\$0.01600000 x 9.00) 0.14
- Total Other Charges 0.14

Taxes

- School District Tax (\$17.91 x 3.000%) 0.54
- Total Taxes 0.54

TOTAL CURRENT CHARGES 18.59

TOTAL AMOUNT DUE \$18.59

- Pay your bill online: www.amwater.com/billpay
- Pay by eCheck without a service fee: www.amwater.com/myh2o
- Pay by phone: 24-hours a day, every day at 1-855-748-6066
- Pay in person: Obtain a list of locations at www.amwater.com/myh2o

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- If you would like a copy of our tariff please visit www.kentuckyamwater.com, call 1-800-678-6301, or visit our customer lobby at 2300 Richmond Road in Lexington anytime between 8 a.m. and 4:30 p.m., Monday through Friday.
- Local Office: 2300 Richmond Road (Lexington).

Customer Service: 1-800-678-6301

M-F 7am to 7pm Emergency: 24/7

www.kentuckyamwater.com
626252051036

ADDRESS AND PHONE NUMBER CHANGE REQUEST FORM

Please let us know if we need to update your contact information in our records. NOTE: If you are moving or need to make a name change, please contact our customer service center at the phone number listed on the front of this bill. Updates to your contact information can also be made through our online web self-service tool, My H2O Online at www.amwater.com/myh2o.

Mailing Address 1

Mailing Address 2

City, State and Zip

Telephone Number

()

H2O HELP TO OTHERS PROGRAM

- Yes, I would like to lend a hand to customers in need by contributing to the H2O HELP TO OTHERS PROGRAM in the amount of \$_____ per billing period. I understand this amount will be added to my water bill until further notice.

Sign up for our automatic payment program, and pay your bill on time, every time. No stamps required! To learn more, visit us online at www.amwater.com/myh2o.

WAYS TO PAY YOUR BILL

Auto Pay Program: Pay your bill automatically on time, every time by signing up for a free electronic payment transfer from your bank account. Sign up at amwater.com/myh2o.

Online: Pay anytime through our payment partner at amwater.com/billpay. There is a \$1.95 vendor service fee for per transaction. To avoid this fee, log on to amwater.com/myh2o and pay by e-check.

Phone: Pay anytime through our payment partner's automated phone system at 1-855-748-6066. A \$1.95 vendor service fee applies to all transactions.

Mail: Return your check or money order, along with the pre-addressed payment stub, in the envelope provided with your bill.

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Box 578, Alton, IL 62002-0578. Be sure to include your name, account number, service address, mailing address and phone number including area code. Please do not include payment along with your correspondence.

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- The enclosed envelope is for payment only. Including correspondence in this envelope may delay processing of both your payment and your correspondence.
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KENTUCKY AMERICAN WATER

PO Box 790247, St Louis, MO 63179-0247

For Service To: 5875 PARIS PIKE

Check this box for address changes and note new address on back.

Account Number	
Due Date	March 12, 2018
Total Due	\$16.38
If Paid After Due Date	\$17.25 after 3/12/18

Amount Enclosed \$

WILL BOLLINGER
168 SETH WAY
GEORGETOWN, KY 40324-8008

KENTUCKY AMERICAN WATER
PO BOX 790247
ST LOUIS, MO 63179-0247



Please tear along the dotted line and return this portion with your payment.

BILLING PERIOD AND METER READINGS

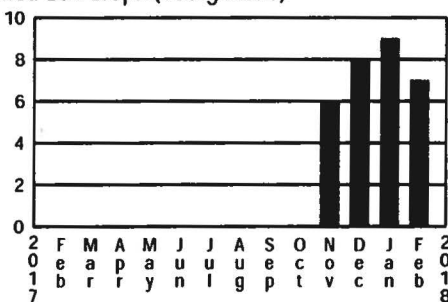
- Billing date: February 23, 2018
- Due Date: March 12, 2018
- Billing period: Jan 24 to Feb 20 (28 Days)
- Next reading on or about: Mar 20, 2018
- Customer Type: Residential
- Meter Reading Measurement:
1 unit = 100 gallons of water
- Billing Measurement: 100 gallons (CGL)

Meter No.	26849707
Size of meter	5/8"
Current Read	30 (Estimated)
Previous Read	23 (Estimated)
Total water used this billing period	7 units (700 gallons)

Total Water Use Comparison (in 100 gallons)

- Current billing period 2018: 7.00 CGL
- Same billing period 2017: 0.00 CGL

Billed Use Graph (100 gallons)



BILLING SUMMARY

For Service To: 5875 PARIS PIKE
For Account

Prior Balance	
• Balance from last bill	18.59
• Payments as of Feb13. Thank you!	-19.52
Balance Forward	-0.93
Current Water Service	
• Water Service Charge	12.49
• Water Usage Charge (\$0.60190000 x 7.00)	4.21
• Total Water Service Related Charges	16.70
Other Charges	
• KRA Withdrawal Fee (\$0.01600000 x 7.00)	0.11
• Total Other Charges	0.11
Taxes	
• School District Tax (\$16.70 x 3.000%)	0.50
• Total Taxes	0.50
TOTAL CURRENT CHARGES	17.31

TOTAL AMOUNT DUE **\$16.38**

- Pay your bill online: www.amwater.com/billpay
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- Pay in person: Obtain a list of locations at www.amwater.com/myh2o

Important messages from Kentucky American Water

- From morning showers to watering the flowers. Ice-cold glasses to piping-hot mugs. WE ARE KENTUCKY AMERICAN WATER. WE KEEP LIFE FLOWING.
- If you would like a copy of our tariff please visit www.kentuckyamwater.com, call 1-800-678-6301, or visit our customer lobby at 2300 Richmond Road in Lexington anytime between 8 a.m. and 4:30 p.m., Monday through Friday.
- Local Office: 2300 Richmond Road (Lexington).

ADDRESS AND PHONE NUMBER CHANGE REQUEST FORM

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Mailing Address 1

Mailing Address 2

City, State and Zip

Telephone Number

()

H2O HELP TO OTHERS PROGRAM

- Yes, I would like to lend a hand to customers in need by contributing to the H2O HELP TO OTHERS PROGRAM in the amount of \$_____ per billing period. I understand this amount will be added to my water bill until further notice.

Sign up for our automatic payment program, and pay your bill on time, every time. No stamps required! To learn more, visit us online at www.amwater.com/myh2o.

WAYS TO PAY YOUR BILL

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KENTUCKY AMERICAN WATER

PO Box 790247, St Louis, MO 63179-0247

For Service To: 5875 PARIS PIKE

Check this box for address changes and note new address on back.

Account Number	
Due Date	April 11, 2018
Total Due	\$17.31
If Paid After Due Date	\$18.18 after 4/11/18

Amount Enclosed \$

WILL BOLLINGER
168 SETH WAY
GEORGETOWN, KY 40324-8008

KENTUCKY AMERICAN WATER
PO BOX 790247
ST LOUIS, MO 63179-0247



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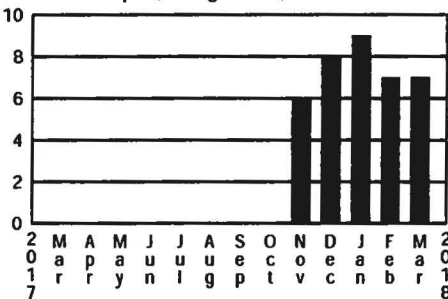
- Billing date: March 26, 2018
- Due Date: April 11, 2018
- Billing period: Feb 21 to Mar 20 (28 Days)
- Next reading on or about: Apr 18, 2018
- Customer Type: Residential
- Meter Reading Measurement:
1 unit = 100 gallons of water
- Billing Measurement: 100 gallons (CGL)

Meter No.	26849707
Size of meter	5/8"
Current Read	37 (Estimated)
Previous Read	30 (Estimated)
Total water used this billing period	7 units (700 gallons)

Total Water Use Comparison (in 100 gallons)

- Current billing period 2018: 7.00 CGL
- Same billing period 2017: 0.00 CGL

Billed Use Graph (100 gallons)



BILLING SUMMARY

For Service To: 5875 PARIS PIKE
For Account

Prior Balance	
• Balance from last bill	16.38
• Payments as of Mar5. Thank you!	-16.38
Balance Forward	0.00
Current Water Service	
• Water Service Charge	12.49
• Water Usage Charge (\$0.60190000 x 7.00)	4.21
• Total Water Service Related Charges	16.70
Other Charges	
• KRA Withdrawal Fee (\$0.01600000 x 7.00)	0.11
• Total Other Charges	0.11
Taxes	
• School District Tax (\$16.70 x 3.000%)	0.50
• Total Taxes	0.50
TOTAL CURRENT CHARGES	17.31

TOTAL AMOUNT DUE **\$17.31**

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www.kentuckyamwater.com
621252215489

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Mailing Address 1

Mailing Address 2

City, State and Zip

Telephone Number

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Box 578, Alton, IL 62002-0578. Be sure to include your name, account number, service address, mailing address and phone number including area code. Please do not include payment along with your correspondence.

- With all correspondence, please include your name, account number, service address, mailing address and telephone number with area code.
- The enclosed envelope is for payment only. Including correspondence in this envelope may delay processing of both your payment and your correspondence.
- Paying by check authorizes American Water to send the information from your check electronically to your bank for payment. The transaction will appear on your bank statement. The physical check will not be presented to your financial institution or returned to you..



KENTUCKY AMERICAN WATER

PO Box 790247, St Louis, MO 63179-0247

For Service To: 5875 PARIS PIKE

Check this box for address changes and note new address on back.

Account Number	
Due Date	May 10, 2018
Total Due	\$17.96
If Paid After Due Date	\$18.86 after 5/10/18

Amount Enclosed \$

WILL BOLLINGER
168 SETH WAY
GEORGETOWN, KY 40324-8008

KENTUCKY AMERICAN WATER
PO BOX 790247
ST LOUIS, MO 63179-0247



Please tear along the dotted line and return this portion with your payment.

BILLING PERIOD AND METER READINGS

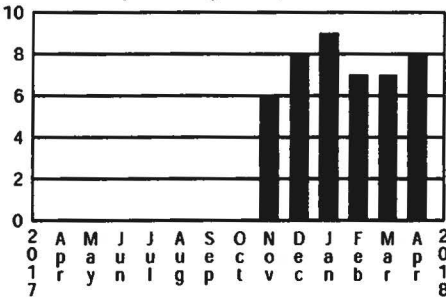
- Billing date: April 24, 2018
- Due Date: May 10, 2018
- Billing period: Mar 21 to Apr 19 (30 Days)
- Next reading on or about: May 18, 2018
- Customer Type: Residential
- Meter Reading Measurement:
1 unit = 100 gallons of water
- Billing Measurement: 100 gallons (CGL)

Meter No.	26849707
Size of meter	5/8"
Current Read	45 (Estimated)
Previous Read	37 (Estimated)
Total water used this billing period	8 units (800 gallons)

Total Water Use Comparison (in 100 gallons)

- Current billing period 2018: 8.00 CGL
- Same billing period 2017: 0.00 CGL

Billed Use Graph (100 gallons)



BILLING SUMMARY

For Service To: 5875 PARIS PIKE
For Account

Prior Balance	
• Balance from last bill	17.31
• Payments as of Apr9. Thank you!	-17.31
Balance Forward	0.00

Current Water Service	
• Water Service Charge	12.49
• Water Usage Charge (\$0.60190000 x 8.00)	4.82
• Total Water Service Related Charges	17.31

Other Charges	
• KRA Withdrawal Fee	
• 03/21/18 to 03/30/18 (\$0.01600000 x 2.66)	0.04
• 03/31/18 to 04/19/18 (\$0.01770000 x 5.34)	0.09
• Total Other Charges	0.13

Taxes	
• School District Tax (\$17.31 x 3.000%)	0.52
• Total Taxes	0.52

TOTAL CURRENT CHARGES 17.96

TOTAL AMOUNT DUE \$17.96

Important messages from Kentucky American Water

- From morning showers to watering the flowers. Ice-cold glasses to piping-hot mugs. WE ARE KENTUCKY AMERICAN WATER. WE KEEP LIFE FLOWING.
- If you would like a copy of our tariff please visit www.kentuckyamwater.com, call 1-800-678-6301, or visit our customer lobby at 2300 Richmond Road in Lexington anytime between 8 a.m. and 4:30 p.m., Monday through Friday.
- Local Office: 2300 Richmond Road (Lexington).

ADDRESS AND PHONE NUMBER CHANGE REQUEST FORM

Please let us know if we need to update your contact information in our records. NOTE: If you are moving or need to make a name change, please contact our customer service center at the phone number listed on the front of this bill. Updates to your contact information can also be made through our online web self-service tool, My H2O Online at www.amwater.com/myh2o.

Mailing Address 1

Mailing Address 2

City, State and Zip

Telephone Number

()

H2O HELP TO OTHERS PROGRAM

- Yes, I would like to lend a hand to customers in need by contributing to the H2O HELP TO OTHERS PROGRAM in the amount of \$_____ per billing period. I understand this amount will be added to my water bill until further notice.

Sign up for our automatic payment program, and pay your bill on time, every time. No stamps required! To learn more, visit us online at www.amwater.com/myh2o.

WAYS TO PAY YOUR BILL

Auto Pay Program: Pay your bill automatically on time, every time by signing up for a free electronic payment transfer from your bank account. Sign up at amwater.com/myh2o.

Online: Pay anytime through our payment partner at amwater.com/billpay. There is a \$1.95 vendor service fee for per transaction. To avoid this fee, log on to amwater.com/myh2o and pay by e-check.

Phone: Pay anytime through our payment partner's automated phone system at 1-855-748-6066. A \$1.95 vendor service fee applies to all transactions.

Mail: Return your check or money order, along with the pre-addressed payment stub, in the envelope provided with your bill.

In Person: We have agreements with local businesses to accept payments on our behalf. For a list of authorized payment locations, visit amwater.com or call us at 1-800-678-6301

- Please send written correspondence to Customer Service at PO

Box 578, Alton, IL 62002-0578. Be sure to include your name, account number, service address, mailing address and phone number including area code. Please do not include payment along with your correspondence.

- With all correspondence, please include your name, account number, service address, mailing address and telephone number with area code.
- The enclosed envelope is for payment only. Including correspondence in this envelope may delay processing of both your payment and your correspondence.
- Paying by check authorizes American Water to send the information from your check electronically to your bank for payment. The transaction will appear on your bank statement. The physical check will not be presented to your financial institution or returned to you..



KENTUCKY AMERICAN WATER

PO Box 790247, St Louis, MO 63179-0247

For Service To: 5875 PARIS PIKE

Check this box for address changes and note new address on back.

Account Number	
Due Date	June 8, 2018
Total Due	\$416.21
If Paid After Due Date	\$437.02 after 6/8/18

Amount Enclosed \$

WILL BOLLINGER
168 SETH WAY
GEORGETOWN, KY 40324-8008

KENTUCKY AMERICAN WATER
PO BOX 790247
ST LOUIS, MO 63179-0247



Please tear along the dotted line and return this portion with your payment.

BILLING PERIOD AND METER READINGS

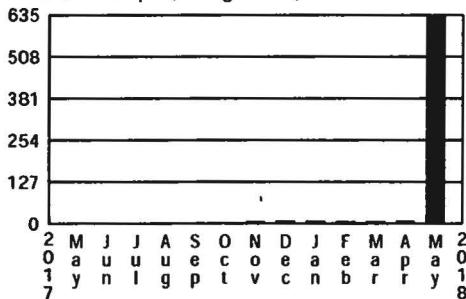
- Billing date: May 23, 2018
- Due Date: June 8, 2018
- Billing period: Apr 20 to May 18 (29 Days)
- Next reading on or about: Jun 20, 2018
- Customer Type: Residential

Meter No.	26849707
Size of meter	5/8"
Current Read	677 (Actual)
Previous Read	45 (Estimated)
Total water used this billing period	632 units (63,200 gallons)

Total Water Use Comparison (in 100 gallons)

- Current billing period 2018: 632.00 CGL
- Same billing period 2017: 0.00 CGL

Billed Use Graph (100 gallons)



BILLING SUMMARY

For Service To: 5875 PARIS PIKE
For Account

Prior Balance

- Balance from last bill 17.96
- Payments as of May 2. Thank you! -17.96

Balance Forward 0.00

Current Water Service

- Water Service Charge 12.49
- Water Usage Charge (\$0.60190000 x 632.00) 380.40
- Total Water Service Related Charges 392.89

Other Charges

- KRA Withdrawal Fee (\$0.01770000 x 632.00) 11.19
- Total Other Charges 11.19

Taxes

- School District Tax (\$404.08 x 3.000%) 12.13
- Total Taxes 12.13

TOTAL CURRENT CHARGES 416.21

TOTAL AMOUNT DUE \$416.21

- Pay your bill online: www.amwater.com/billpay
- Pay by eCheck without a service fee: www.amwater.com/myh2o
- Pay by phone: 24-hours a day, every day at 1-855-748-6066
- Pay in person: Obtain a list of locations at www.amwater.com/myh2o

Important messages from Kentucky American Water

- *****IMPORTANT WATER QUALITY MESSAGE:** 2017 Kentucky American Water annual water quality report is available. This report contains important information about your drinking water. Please go to www.amwater.com/ccr/lexington.pdf, www.amwater.com/ccr/owenton.pdf or www.amwater.com/ccr/fordhampton.pdf to view your 2017 annual water quality report or to request a paper copy call 800-678-6301.
- If you would like a copy of our tariff please visit www.kentuckyamwater.com, call 1-800-678-6301, or visit our customer lobby at 2300 Richmond Road in Lexington anytime between 8 a.m. and 4:30 p.m., Monday through Friday.
- Local Office: 2300 Richmond Road (Lexington).
- The reading used for this bill corrects previous estimate reading.

ADDRESS AND PHONE NUMBER CHANGE REQUEST FORM

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Mailing Address 1

Mailing Address 2

City, State and Zip

Telephone Number

()

H2O HELP TO OTHERS PROGRAM

- Yes, I would like to lend a hand to customers in need by contributing to the H2O HELP TO OTHERS PROGRAM in the amount of \$_____ per billing period. I understand this amount will be added to my water bill until further notice.

Sign up for our automatic payment program, and pay your bill on time, every time. No stamps required! To learn more, visit us online at www.amwater.com/myh2o.

WAYS TO PAY YOUR BILL

Auto Pay Program: Pay your bill automatically on time, every time by signing up for a free electronic payment transfer from your bank account. Sign up at amwater.com/myh2o.

Online: Pay anytime through our payment partner at amwater.com/billpay. There is a \$1.95 vendor service fee for per transaction. To avoid this fee, log on to amwater.com/myh2o and pay by e-check.

Phone: Pay anytime through our payment partner's automated phone system at 1-855-748-6066. A \$1.95 vendor service fee applies to all transactions.

Mail: Return your check or money order, along with the pre-addressed payment stub, in the envelope provided with your bill.

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KENTUCKY AMERICAN WATER

PO Box 790247, St Louis, MO 63179-0247

For Service To: 5875 PARIS PIKE

Check this box for address changes and note new address on back.

Account Number	
Due Date	July 2, 2018
Total Due	\$395.48

Amount Enclosed \$

WILL BOLLINGER
168 SETH WAY
GEORGETOWN, KY 40324-8008

KENTUCKY AMERICAN WATER
PO BOX 790247
ST LOUIS, MO 63179-0247



Please tear along the dotted line and return this portion with your payment.

BILLING PERIOD AND METER READINGS

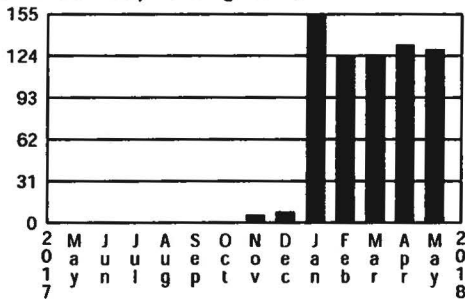
- Billing date: June 15, 2018
- Due Date: July 2, 2018
- Billing period: Dec 20 to May 18 (150 Days)
- Next reading on or about: Jun 20, 2018
- Customer Type: Residential

Meter No.	26849707
Size of meter	5/8"
Current Read	677 (Actual)
Previous Read	14 (Actual)
Total water used this billing period	663 units (66,300 gallons)

Total Water Use Comparison (in 100 gallons)

- Current billing period 2018: 663.00 CGL
- Same billing period 2017: 0.00 CGL

Billed Use Graph (100 gallons)



BILLING SUMMARY

For Service To: 5875 PARIS PIKE
For Account

Prior Balance	
• Balance from last bill	29.52
• Payments as of Jun4. Thank you!	-120.69
Balance Forward	-91.17

Cancelled Bill	
• Cancelled Bill Period 12/20/2017 - 01/23/2018	-18.59
• Reason: Under Estimated Meter Reading	

Cancelled Bill	
• Cancelled Bill Period 01/24/2018 - 02/20/2018	-17.31
• Reason: Under Estimated Meter Reading	

Cancelled Bill	
• Cancelled Bill Period 02/21/2018 - 03/20/2018	-17.31
• Reason: Under Estimated Meter Reading	

Cancelled Bill	
• Cancelled Bill Period 03/21/2018 - 04/19/2018	-17.96
• Reason: Under Estimated Meter Reading	

Cancelled Bill	
• Cancelled Bill Period 04/20/2018 - 05/18/2018	-416.21
• Reason: Under Estimated Meter Reading	

Total Amount Cancelled -487.38

Rebill (12/20/2017 - 01/23/2018)

Water Service	
• Water Service Charge	12.49
• Water Usage Charge (\$0.60190000 x 154.00)	92.69

Other Charges	
• KRA Withdrawal Fee (\$0.01600000 x 154.00)	2.46
• Total Rebilled Charges (12/20/2017 - 01/23/2018)	107.64

(Continued on next page)

Important messages from Kentucky American Water

- *****IMPORTANT WATER QUALITY MESSAGE:** 2017 Kentucky American Water annual water quality report is available. This report contains important information about your drinking water. Please go to www.amwater.com/ccr/lexington.pdf, www.amwater.com/ccr/owenton.pdf or www.amwater.com/ccr/fordhampton.pdf to view your 2017 annual water quality report or to request a paper copy call 800-678-6301.
- If you would like a copy of our tariff please visit www.kentuckyamwater.com, call 1-800-678-6301, or visit our customer lobby at 2300 Richmond Road in Lexington anytime between 8 a.m. and 4:30 p.m., Monday through Friday.
- We noticed that you have been paying your bill through other means other than mail for the past six months. We think that's great, and starting this month, we'll stop including that pesky return envelope with your bill since it's not needed. One less piece of paper to throw away. One small step we can take to help each other and the environment we live in. One way we keep life flowing. And, if you ever want us to include it again, just call us.
- Local Office: 2300 Richmond Road (Lexington).

ADDRESS AND PHONE NUMBER CHANGE REQUEST FORM

Please let us know if we need to update your contact information in our records. NOTE: If you are moving or need to make a name change, please contact our customer service center at the phone number listed on the front of this bill. Updates to your contact information can also be made through our online web self-service tool, My H2O Online at www.amwater.com/myh2o.

Mailing Address 1

Mailing Address 2

City, State and Zip

Telephone Number

()

H2O HELP TO OTHERS PROGRAM

- Yes, I would like to lend a hand to customers in need by contributing to the H2O HELP TO OTHERS PROGRAM in the amount of \$_____ per billing period. I understand this amount will be added to my water bill until further notice.

Sign up for our automatic payment program, and pay your bill on time, every time. No stamps required! To learn more, visit us online at www.amwater.com/myh2o.

WAYS TO PAY YOUR BILL

Auto Pay Program: Pay your bill automatically on time, every time by signing up for a free electronic payment transfer from your bank account. Sign up at amwater.com/myh2o.

Online: Pay anytime through our payment partner at amwater.com/billpay. There is a \$1.95 vendor service fee for per transaction. To avoid this fee, log on to amwater.com/myh2o and pay by e-check.

Phone: Pay anytime through our payment partner's automated phone system at 1-855-748-6066. A \$1.95 vendor service fee applies to all transactions.

Mail: Return your check or money order, along with the pre-addressed payment stub, in the envelope provided with your bill.

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(continued from previous page)
BILLING SUMMARY
For Service To: 5875 PARIS PIKE
For Account

Rebill (01/24/2018 - 02/20/2018)

Water Service	
• Water Service Charge	12.49
• Water Usage Charge (\$0.60190000 x 124.00)	74.64
Other Charges	
• KRA Withdrawal Fee (\$0.01600000 x 124.00)	1.98
• Total Rebilled Charges (01/24/2018 - 02/20/2018)	<u>89.11</u>

Rebill (02/21/2018 - 03/20/2018)

Water Service	
• Water Service Charge	12.49
• Water Usage Charge (\$0.60190000 x 124.00)	74.64
Other Charges	
• KRA Withdrawal Fee (\$0.01600000 x 124.00)	1.98
• Total Rebilled Charges (02/21/2018 - 03/20/2018)	<u>89.11</u>

Rebill (03/21/2018 - 04/19/2018)

Water Service	
• Water Service Charge	12.49
• Water Usage Charge (\$0.60190000 x 132.00)	79.45
Other Charges	
• KRA Withdrawal Fee	
• 03/21/18 to 03/30/18 (\$0.01600000 x 44.00)	0.70
• 03/31/18 to 04/19/18 (\$0.01770000 x 88.00)	1.56
• Total Rebilled Charges (03/21/2018 - 04/19/2018)	<u>94.20</u>

Rebill (04/20/2018 - 05/18/2018)

Water Service	
• Water Service Charge	12.49
• Water Usage Charge (\$0.60190000 x 129.00)	77.65
Other Charges	
• KRA Withdrawal Fee (\$0.01770000 x 129.00)	2.28
• Total Rebilled Charges (04/20/2018 - 05/18/2018)	<u>92.42</u>

Taxes	
• School District Tax (\$472.48 x 3.000%)	14.17
• Total Taxes	<u>14.17</u>

TOTAL CURRENT CHARGES 486.65

TOTAL AMOUNT DUE  \$395.48



KENTUCKY AMERICAN WATER

PO Box 790247, St Louis, MO 63179-0247

For Service To: 5875 PARIS PIKE

Check this box for address changes and note new address on back.

Account Number	
Due Date	July 11, 2018
Total Due	\$452.38

Amount Enclosed \$

WILL BOLLINGER
168 SETH WAY
GEORGETOWN, KY 40324-8008

KENTUCKY AMERICAN WATER
PO BOX 790247
ST LOUIS, MO 63179-0247



Please tear along the dotted line and return this portion with your payment.

BILLING PERIOD AND METER READINGS

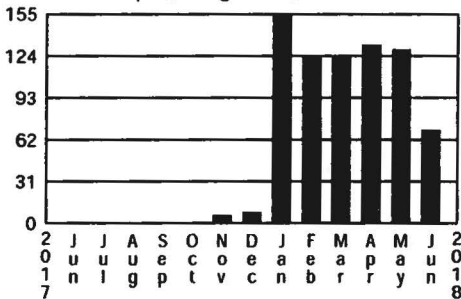
- Billing date: June 25, 2018
- Due Date: July 11, 2018
- Billing period: May 19 to Jun 20 (33 Days)
- Next reading on or about: Jul 20, 2018
- Customer Type: Residential

Meter No.	26849707
Size of meter	5/8"
Current Read	746 (Estimated)
Previous Read	677 (Actual)
Total water used this billing period	69 units (6,900 gallons)

Total Water Use Comparison (in 100 gallons)

- Current billing period 2018: 69.00 CGL
- Same billing period 2017: 0.00 CGL

Billed Use Graph (100 gallons)



BILLING SUMMARY

For Service To: 5875 PARIS PIKE
For Account

Prior Balance	
• Balance from last bill	395.48
Total Prior Balance	395.48
Current Water Service	
• Water Service Charge	12.49
• Water Usage Charge (\$0.60190000 x 69.00)	41.53
• Total Water Service Related Charges	54.02
Other Charges	
• KRA Withdrawal Fee (\$0.01770000 x 69.00)	1.22
• Total Other Charges	1.22
Taxes	
• School District Tax (\$55.24 x 3.000%)	1.66
• Total Taxes	1.66

TOTAL CURRENT CHARGES 56.90

TOTAL AMOUNT DUE \$452.38

- Pay your bill online: www.amwater.com/billpay
- Pay by eCheck without a service fee: www.amwater.com/myh2o
- Pay by phone: 24-hours a day, every day at 1-855-748-6066
- Pay in person: Obtain a list of locations at www.amwater.com/myh2o

Important messages from Kentucky American Water

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- Local Office: 2300 Richmond Road (Lexington).
- THE DUE DATE PERTAINS TO CURRENT CHARGES ONLY. ANY PAST DUE BALANCE SHOULD BE PAID IMMEDIATELY.

ADDRESS AND PHONE NUMBER CHANGE REQUEST FORM

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Mailing Address 1

Mailing Address 2

City, State and Zip

Telephone Number

()

H2O HELP TO OTHERS PROGRAM

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Sign up for our automatic payment program, and pay your bill on time, every time. No stamps required! To learn more, visit us online at www.amwater.com/myh2o.

WAYS TO PAY YOUR BILL

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KENTUCKY AMERICAN WATER

PO Box 790247, St Louis, MO 63179-0247

For Service To: 5875 PARIS PIKE

Check this box for address changes and note new address on back.

Account Number

Due Date

August 10, 2018

Total Due

\$497.69

Amount Enclosed \$

WILL BOLLINGER
168 SETH WAY
GEORGETOWN, KY 40324-8008

KENTUCKY AMERICAN WATER
PO BOX 790247
ST LOUIS, MO 63179-0247



Please tear along the dotted line and return this portion with your payment.

BILLING PERIOD AND METER READINGS

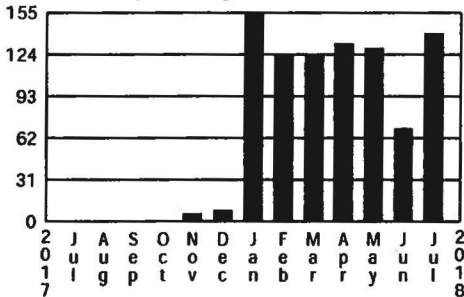
- Billing date: July 25, 2018
- Due Date: August 10, 2018
- Billing period: Jun 21 to Jul 20 (30 Days)
- Next reading on or about: Aug 20, 2018
- Customer Type: Residential

Meter No.	26849707
Size of meter	5/8"
Current Read	886 (Estimated)
Previous Read	746 (Estimated)
Total water used this billing period	140 units (14,000 gallons)

Total Water Use Comparison (in 100 gallons)

- Current billing period 2018: 140.00 CGL
- Same billing period 2017: 0.00 CGL

Billed Use Graph (100 gallons)



BILLING SUMMARY

For Service To: 5875 PARIS PIKE
For Account

- Prior Balance
- Balance from last bill 452.38
- Payments as of Jul9. Thank you! -56.90

Total Prior Balance - DUE IMMEDIATELY 395.48

- Current Water Service
- Water Service Charge 12.49
- Water Usage Charge (\$0.60190000 x 140.00) 84.27
- Total Water Service Related Charges 96.76

- Other Charges
- KRA Withdrawal Fee (\$0.01770000 x 140.00) 2.48
- Total Other Charges 2.48

- Taxes
- School District Tax (\$99.24 x 3.000%) 2.97
- Total Taxes 2.97

TOTAL CURRENT CHARGES 102.21

TOTAL AMOUNT DUE \$497.69

- Pay your bill online: www.amwater.com/billpay
- Pay by eCheck without a service fee: www.amwater.com/myh2o
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Customer Service: 1-800-678-6301

M-F 7am to 7pm Emergency: 24/7

www.kentuckyamwater.com
661252553393

ADDRESS AND PHONE NUMBER CHANGE REQUEST FORM

Please let us know if we need to update your contact information in our records. NOTE: If you are moving or need to make a name change, please contact our customer service center at the phone number listed on the front of this bill. Updates to your contact information can also be made through our online web self-service tool, My H2O Online at www.amwater.com/myh2o.

Mailing Address 1

Mailing Address 2

City, State and Zip

Telephone Number

()

H2O HELP TO OTHERS PROGRAM

- Yes, I would like to lend a hand to customers in need by contributing to the H2O HELP TO OTHERS PROGRAM in the amount of \$_____ per billing period. I understand this amount will be added to my water bill until further notice.

Sign up for our automatic payment program, and pay your bill on time, every time. No stamps required! To learn more, visit us online at www.amwater.com/myh2o.

WAYS TO PAY YOUR BILL

Auto Pay Program: Pay your bill automatically on time, every time by signing up for a free electronic payment transfer from your bank account. Sign up at amwater.com/myh2o.

Online: Pay anytime through our payment partner at amwater.com/billpay. There is a \$1.95 vendor service fee for per transaction. To avoid this fee, log on to amwater.com/myh2o and pay by e-check.

Phone: Pay anytime through our payment partner's automated phone system at 1-855-748-6066. A \$1.95 vendor service fee applies to all transactions.

Mail: Return your check or money order, along with the pre-addressed payment stub, in the envelope provided with your bill.

In Person: We have agreements with local businesses to accept payments on our behalf. For a list of authorized payment locations, visit amwater.com or call us at 1-800-678-6301

- Please send written correspondence to Customer Service at PO

MORE IMPORTANT MESSAGES FROM KENTUCKY AMERICAN WATER

- ***IMPORTANT WATER QUALITY MESSAGE: 2017 Kentucky American Water annual water quality report is available. This report contains important information about your drinking water. Please go to www.amwater.com/ccr/lexington.pdf, www.amwater.com/ccr/owenton.pdf or www.amwater.com/ccr/fordhampton.pdf to view your 2016 annual water quality report or to request a paper copy call 800-678-6301.
- ***IMPORTANT WATER QUALITY MESSAGE: 2017 Kentucky American Water annual water quality report is available. This report contains important information about your drinking water. Please go to www.amwater.com/ccr/lexington.pdf, www.amwater.com/ccr/owenton.pdf or www.amwater.com/ccr/fordhampton.pdf to view your 2016 annual water quality report or to request a paper copy call 800-678-6301.

Box 578, Alton, IL 62002-0578. Be sure to include your name, account number, service address, mailing address and phone number including area code. Please do not include payment along with your correspondence.

- With all correspondence, please include your name, account number, service address, mailing address and telephone number with area code.
- The enclosed envelope is for payment only. Including correspondence in this envelope may delay processing of both your payment and your correspondence.
- Paying by check authorizes American Water to send the information from your check electronically to your bank for payment. The transaction will appear on your bank statement. The physical check will not be presented to your financial institution or returned to you..



KENTUCKY AMERICAN WATER

PO Box 790247, St Louis, MO 63179-0247

For Service To: 5875 PARIS PIKE

Check this box for address changes and note new address on back.

Account Number	
Due Date	September 12, 2018
Total Due	\$544.38

Amount Enclosed \$

WILL BOLLINGER
168 SETH WAY
GEORGETOWN, KY 40324-8008

KENTUCKY AMERICAN WATER
PO BOX 790247
ST LOUIS, MO 63179-0247



Please tear along the dotted line and return this portion with your payment.

BILLING PERIOD AND METER READINGS

- Billing date: August 27, 2018
- Due Date: September 12, 2018
- Billing period: Jul 21 to Aug 20 (31 Days)
- Next reading on or about: Sep 20, 2018
- Customer Type: Residential

Meter No.	26849707
Size of meter	5/8"
Current Read	928 (Actual)
Previous Read	886 (Estimated)
Total water used this billing period	42.00 (4,200 gallons)

Meter Changed: 08/16/2018

Meter No.	26930415
Size of meter	5/8"
Current Read	11 (Estimated)
Previous Read	0 (Actual)
Total water used this billing period	11.00 (1,100 gallons)
Total water used this billing period	53.00 (5,300 gallons)

Total Water Use Comparison (in 100 gallons)

- Current billing period 2018: 53.00 CGL
- Same billing period 2017: 0.00 CGL

BILLING SUMMARY

For Service To: 5875 PARIS PIKE
For Account

Prior Balance	
• Balance from last bill	497.69
Total Prior Balance - DUE IMMEDIATELY	497.69

Cancelled Bill	
• Cancelled Bill Period 07/21/2018 - 08/20/2018	-580.85
• Reason: Invalid Meter Read	
Total Amount Cancelled	-580.85

Rebill (07/21/2018 - 08/20/2018)

Water Service	
• Water Service Charge	10.48
• Water Service Charge	2.01
• Water Usage Charge (\$0.60190000 x 53.00)	31.90

Other Charges	
• KRA Withdrawal Fee (\$0.01770000 x 53.00)	0.94

Taxes	
• School District Tax (\$45.33 x 3.000%)	1.36
• Total Rebilled Charges (07/21/2018 - 08/20/2018)	46.69

TOTAL CURRENT CHARGES 46.69

TOTAL AMOUNT DUE → \$544.38

Important messages from Kentucky American Water

- If you would like a copy of our tariff please visit www.kentuckyamwater.com, call 1-800-678-6301, or visit our customer lobby at 2300 Richmond Road in Lexington anytime between 8 a.m. and 4:30 p.m., Monday through Friday.
- ***IMPORTANT WATER QUALITY MESSAGE: 2017 Kentucky American Water annual water quality report is available. This report contains important information about your drinking
- water. Please go to www.amwater.com/ccr/lexington.pdf, www.amwater.com/ccr/owenton.pdf or www.amwater.com/ccr/fordhampton.pdf to view your 2016 annual water quality report or to request a paper copy call 800-678-6301.
- Local Office: 2300 Richmond Road (Lexington).
- THE DUE DATE PERTAINS TO CURRENT CHARGES ONLY. ANY PAST DUE BALANCE SHOULD BE PAID IMMEDIATELY.

Customer Service: 1-800-678-6301

M-F 7am to 7pm Emergency: 24/7

www.kentuckyamwater.com
100002662929

ADDRESS AND PHONE NUMBER CHANGE REQUEST FORM

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Mailing Address 1

Mailing Address 2

City, State and Zip

Telephone Number

()

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Sign up for our automatic payment program, and pay your bill on time, every time. No stamps required! To learn more, visit us online at www.amwater.com/myh2o.

WAYS TO PAY YOUR BILL

Auto Pay Program: Pay your bill automatically on time, every time by signing up for a free electronic payment transfer from your bank account. Sign up at amwater.com/myh2o.

Online: Pay anytime through our payment partner at amwater.com/billpay. There is a \$1.95 vendor service fee for per transaction. To avoid this fee, log on to amwater.com/myh2o and pay by e-check.

Phone: Pay anytime through our payment partner's automated phone system at 1-855-748-6066. A \$1.95 vendor service fee applies to all transactions.

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In Person: We have agreements with local businesses to accept payments on our behalf. For a list of authorized payment locations, visit amwater.com or call us at 1-800-678-6301

- Please send written correspondence to Customer Service at PO

Box 578, Alton, IL 62002-0578. Be sure to include your name, account number, service address, mailing address and phone number including area code. Please do not include payment along with your correspondence.

- With all correspondence, please include your name, account number, service address, mailing address and telephone number with area code.
- The enclosed envelope is for payment only. Including correspondence in this envelope may delay processing of both your payment and your correspondence.
- Paying by check authorizes American Water to send the information from your check electronically to your bank for payment. The transaction will appear on your bank statement. The physical check will not be presented to your financial institution or returned to you..



KENTUCKY AMERICAN WATER

PO Box 790247, St Louis, MO 63179-0247

For Service To: 5875 PARIS PIKE

Check this box for address changes and note new address on back.

Account Number	
Due Date	October 11, 2018
Total Due	\$586.63

Amount Enclosed \$

WILL BOLLINGER
168 SETH WAY
GEORGETOWN, KY 40324-8008

KENTUCKY AMERICAN WATER
PO BOX 790247
ST LOUIS, MO 63179-0247



Please tear along the dotted line and return this portion with your payment.

BILLING PERIOD AND METER READINGS

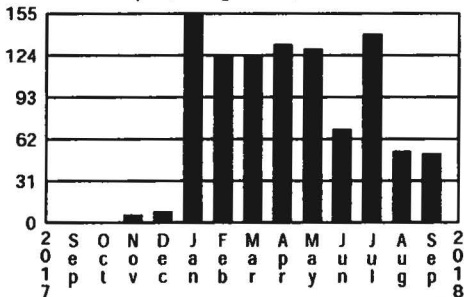
- Billing date: September 25, 2018
- Due Date: October 11, 2018
- Billing period: Aug 21 to Sep 22 (33 Days)
- Next reading on or about: Oct 18, 2018
- Customer Type: Residential

Meter No.	26930415
Size of meter	5/8"
Current Read	62 (Actual)
Previous Read	11 (Estimated)
Total water used this billing period	51 units (5,100 gallons)

Total Water Use Comparison (in 100 gallons)

- Current billing period 2018: 51.00 CGL
- Same billing period 2017: 0.00 CGL

Billed Use Graph (100 gallons)



BILLING SUMMARY

For Service To: 5875 PARIS PIKE
For Account

Prior Balance	
• Balance from last bill	544.38
Total Prior Balance - DUE IMMEDIATELY	544.38

Current Water Service

• Water Service Charge	12.49
• Water Usage Charge	
• 08/21/18 to 08/31/18 (\$0.60190000 x 19.13)	11.51
• 09/01/18 to 09/22/18 (\$0.50590000 x 31.87)	16.12
• Total Water Service Related Charges	40.12

Other Charges

• KRA Withdrawal Fee (\$0.01770000 x 51.00)	0.90
• Total Other Charges	0.90

Taxes

• School District Tax (\$41.02 x 3.000%)	1.23
• Total Taxes	1.23

TOTAL CURRENT CHARGES 42.25

TOTAL AMOUNT DUE → \$586.63

- Pay your bill online: www.amwater.com/billpay
- Pay by eCheck without a service fee: www.amwater.com/myh2o
- Pay by phone: 24-hours a day, every day at 1-855-748-6066
- Pay in person: Obtain a list of locations at www.amwater.com/myh2o

Important messages from Kentucky American Water

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- Reduction in Rates: Effective Sept, 1, 2018, the Kentucky Public Service Commission has approved new rates for the majority of our water and sanitary sewer customers that reflect the federal corporate income tax reduction that took effect earlier this year. As a result of these tax cuts, your water and sewer rates have been reduced. This change is reflected in your bill. (This change does NOT apply to Millersburg sewer customers and former Eastern Rockcastle Water Association water customers, Your rates remain the same.)
- ***IMPORTANT WATER QUALITY MESSAGE: 2017 Kentucky American Water annual water quality report is available. This report contains important information about your drinking water. Please go to www.amwater.com/ccr/lexington.pdf, www.amwater.com/ccr/owenton.pdf or www.amwater.com/ccr/fordhampton.pdf to view your 2016 annual water quality report or to request a paper copy call 800-678-6301.
- Local Office: 2300 Richmond Road (Lexington).

Customer Service: 1-800-678-6301

M-F 7am to 7pm Emergency: 24/7

www.kentuckyamwater.com
658752656716

ADDRESS AND PHONE NUMBER CHANGE REQUEST FORM

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Mailing Address 1

Mailing Address 2

City, State and Zip

Telephone Number

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- water. Please go to www.amwater.com/ccr/lexington.pdf, www.amwater.com/ccr/owenton.pdf or www.amwater.com/ccr/fordhampton.pdf to view your 2016 annual water quality report or to request a paper copy call 800-678-6301.

Box 578, Alton, IL 62002-0578. Be sure to include your name, account number, service address, mailing address and phone number including area code. Please do not include payment along with your correspondence.

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- The enclosed envelope is for payment only. Including correspondence in this envelope may delay processing of both your payment and your correspondence.
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WE KEEP LIFE FLOWING™

Service Address:

WILL BOLLINGER
5875 PARIS PIKE
GEORGETOWN, KY 40324-8716



THANK YOU FOR BEING OUR CUSTOMER.

Important Account Messages

- Want to get to know us better? Visit www.kentuckyamwater.com to learn more about the services we provide.
- Want more convenience and less clutter? Try paperless billing. We send an email when your bill is available for viewing and include an option to pay. It's simple to sign up, just register or log into My Account at amwater.com/myaccount and make the selection for paperless billing.

For more information, visit www.kentuckyamwater.com



View your account information or pay your bill anytime at: www.amwater.com/MyAccount



Pay by Phone*: Pay anytime at 1-855-748-6066
*A convenience fee may apply



Customer Service: 1-800-678-6301
M-F 7:00am to 7:00pm – Emergencies 24/7

▼ Please return bottom portion with your payment. DO NOT send cash. Retain upper portion for your records. ▼

Monthly Statement

Account No.

Total Amount Due:	\$583.68
Payment Due By:	November 8, 2018

Billing Date: October 23, 2018
Service Period: Sep 23 to Oct 21 (29 Days)
Total Gallons: 4,900

Account Summary – See page 3 for Account Detail

Prior Billing:	\$586.63
Payments - Thank You!	\$42.25
Balance Forward:	\$544.38
Service Related Charges:	\$38.15
Taxes:	\$1.15
Total Amount Due:	\$583.68

Account No.

Total Amount Due:	\$583.68
Payment Due By:	November 8, 2018



WE KEEP LIFE FLOWING™

PO Box 790247
St Louis, MO 63179-0247

Service to: 5875 PARIS PIKE
GEORGETOWN, KY 40324-8716

Amount Enclosed \$

WILL BOLLINGER
168 SETH WAY
GEORGETOWN, KY 40324-8008

KENTUCKY AMERICAN WATER
PO BOX 790247
ST LOUIS, MO 63179-0247

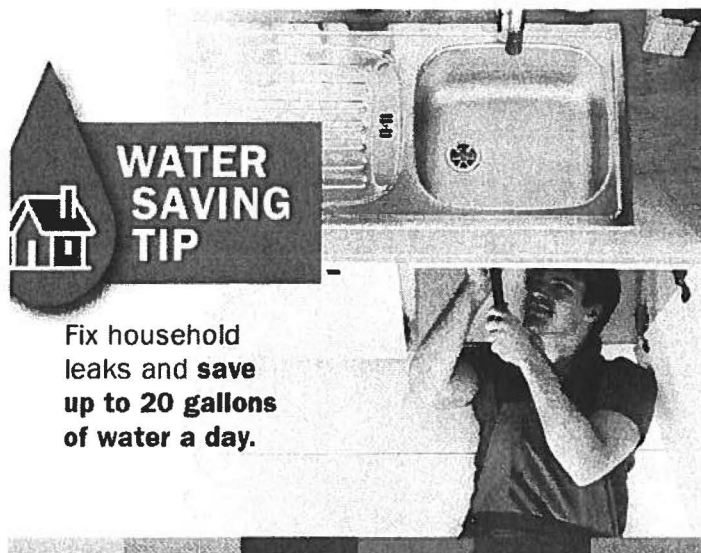
Messages from Kentucky American Water

Even the smallest leak in your water system can cause the loss of thousands of gallons of water each month. That loss means not only is water being wasted, but also that you will probably receive an unnecessarily higher water bill.


The faster you can identify the source of a leak, the faster it can be fixed. If you suspect you might have a leak, our helpful and easy-to-follow leak detection kit can help you find it. We are all responsible for helping to save and conserve water, and we want to help you save water and money.

Quick Test: Check your water meter before and after a two-hour period when no water is being used. If the meter changes at all, you probably have a leak.

For more information and to download a free leak detection kit, visit: <https://amwater.com/kyaw/water-information/detecting-leaks>






Fix household leaks and **save up to 20 gallons of water a day.**








CUSTOMER SERVICE
1-800-678-6301

HOURS: M-F, 7am-7pm • Emergencies: 24/7
TTY/TDD FOR THE HEARING IMPAIRED:
711 (and then reference Customer Service number listed above)

SERVICES

-  **Go Paperless:** Save time. Save money. Sign up for **Paperless Billing and Auto Pay** on My Account at amwater.com/myaccount. Not registered? Log in and be sure to have your account number handy.
-  **Water Quality:** We take water quality seriously. When it comes to complying with federal drinking water standards, we consistently score better than the industry average. For a copy of the annual water quality report for your area, visit kentuckyamwater.com. Under Water Quality, select Water Quality Reports.
-  **H2O Help To Others:** This program helps low-income customers who qualify with their water bills. For more information, visit kentuckyamwater.com. Under Customer Service & Billing, select Low Income Program.

EXPLANATION OF OTHER TERMS

-  **Payment by Check:** Paying by check authorizes American Water to send the information from your check electronically to your bank for payment. The transaction will appear on your bank statement. The physical check will not be presented to your financial institution or returned to you.
-  **Estimated Bill:** This occurs when we are unable to read the water meter. Your usage from the same billing period the prior year is used to calculate the estimated bill. The next actual meter reading corrects any over or under estimates.
-  **Disputes:** If you have questions or complaints about your bill, please call us at 1-800-678-6301 before the due date. If your bill is unusually high, it may indicate that there is a leak in your plumbing. For tips on how to detect leaks and use water wisely, visit us online. You'll find helpful tools under the Water Information menu. Every drop counts!
-  **Rates:** A detailed listing of charges that make up your bill is available upon request by contacting Customer Service or visiting us online at kentuckyamwater.com. Under Customer Service & Billing, select Your Water Rates.
-  **Correspondence:** Please send written correspondence to PO Box 578, Alton, IL 62002-0578. Be sure to include your name, account number, service address, mailing address and phone number including area code. Please do not send correspondence with your payment, as it may delay processing your payment and correspondence.

H2O HELP TO OTHERS PROGRAM - lend a hand to customers in need

- I'm adding a one time contribution of \$_____ with my payment.
- I'd like to add a recurring contribution to each bill of \$_____. I understand this amount will be added to each bill.

Address Change(s) _____

Name _____

Address _____

City _____

State _____ Zip Code _____

(____) _____ Mobile Number

Phone Number

E-mail Address _____

Other ways to pay your bill



Auto Pay



Online



In Person

Save time and money. Enroll in Auto Pay, and your bill will be paid on time, every time, directly from your bank account on the due date. No stamps required!

With My Account, you can pay your bill anytime, anywhere. Registration is fast and easy. Visit www.amwater.com/MyAccount or pay without registration at www.amwater.com/billpay (fee may apply).

We have agreements with several authorized payment locations in our service areas. Visit our website to find one near you.



Meter Reading and Usage Summary

Meter No.	Measure	Size	From Date	To Date	Previous Read	Current Read	Meter Units	Billing Units	Total Gallons
26930415	100 gal	5/8"	09/23/2018	10/21/2018	62 (A)	111 (A)	49	49.00	4,900

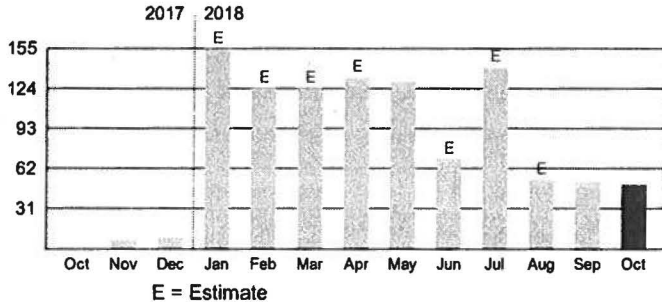
A = Actual E = Estimate

1 Billing Unit = 100 gallons

Total Gallons: 4,900

Billed Usage History (graph shown in 100 gallons)

- 4,900 gallons = usage for this period
- ▨ 0 gallons = usage for same period last year



Next Scheduled Read Date: on or about November 19, 2018
Account Type: Residential

Average daily use for this period is: (29 days)

169 gallons

Year to Date Billed Usage: 102,500 gallons

Account Detail

Account No.

Service To: 5875 PARIS PIKE GEORGETOWN, KY 40324-8716

Prior Billing	586.63
Payments	-42.25
Total payments as of Oct 3. Thank you!	
Balance Forward	544.38
Service Related Charges - 09/23/18 to 10/21/18	
Water Service	37.28
Water Service Charge	12.49
Water Usage Charge (49 x \$0.5059)	24.79
Other Charges	0.87
KRA Withdrawal Fee (49 x \$0.0177)	0.87
Total Service Related Charges	38.15
Taxes	1.15
School District Tax (\$38.15 x 3.000%)	1.15
Total Current Period Charges	39.30

Total Amount Due



\$583.68

Understanding Your Bill

The information below defines some of the new terms you may find on your bill:

- **Service Related Charges:** This section includes charges for services related to water, wastewater and fire protection. If applicable, credits and debits for correction to previously billed charges are itemized in this section.
- **Fees and Adjustments:** This section provides details related to additional charges or adjustments for the service period referenced. Fees, when applicable, would include items such as service activation and late payment charges.
- **Pass Through Charges:** Charges in this section, when applicable, are separated from other service related charges to provide visibility into what portion of your bill is being remitted to other entities. Payment received for these charges does not remain with American Water. While we may bill and collect for them, the payments received are passed along to other companies and agencies.
- **Billing Units:** One billing unit equals 100 gallons of water used. If the meter serving your property measures your water use in cubic feet or a different unit of measure, we convert the usage to gallons to make it easier to understand.
- **Average Daily Use:** The gallons shown in the water droplet above represent your average daily water use for the current billing period. Tracking the amount of water you use can help you manage your overall water use from month to month.
- **Still have questions?** We are here to help. Our customer service representatives are available M-F, 7 a.m. to 7 p.m. More information on understanding your bill and charges can also be found on our website. See the link below.

For more information about your charges and rates, please visit: <https://amwater.com/kvaw/rates>

<This page is intentionally left blank and reserved for future messages>



WE KEEP LIFE FLOWING™

Service Address:
WILL BOLLINGER
5875 PARIS PIKE
GEORGETOWN, KY 40324-8716



THANK YOU FOR BEING OUR CUSTOMER.

Important Account Messages

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View your account information or pay your bill anytime at: www.amwater.com/MyAccount



Pay by Phone*: Pay anytime at 1-855-748-6066
**A convenience fee may apply*



Customer Service: 1-800-678-6301
M-F 7:00am to 7:00pm – Emergencies 24/7

▼ Please return bottom portion with your payment. DO NOT send cash. Retain upper portion for your records. ▼

Monthly Statement

Account No.:

Total Amount Due:	\$587.44
Payment Due By:	December 13, 2018

Billing Date: November 27, 2018
Service Period: Oct 22 to Nov 21 (31 Days)
Total Gallons: 5,600

Account Summary – See page 3 for Account Detail

Prior Billing:	\$583.68
Payments - Thank You!	\$39.30
Balance Forward:	\$544.38
Service Related Charges:	\$41.81
Taxes:	\$1.25
Total Amount Due:	\$587.44



WE KEEP LIFE FLOWING™

PO Box 790247
St Louis, MO 63179-0247

Service to: 5875 PARIS PIKE
GEORGETOWN, KY 40324-8716

WILL BOLLINGER
168 SETH WAY
GEORGETOWN, KY 40324-8008

Account No.

Total Amount Due:	\$587.44
Payment Due By:	December 13, 2018

Amount Enclosed \$

KENTUCKY AMERICAN WATER
PO BOX 790247
ST LOUIS, MO 63179-0247

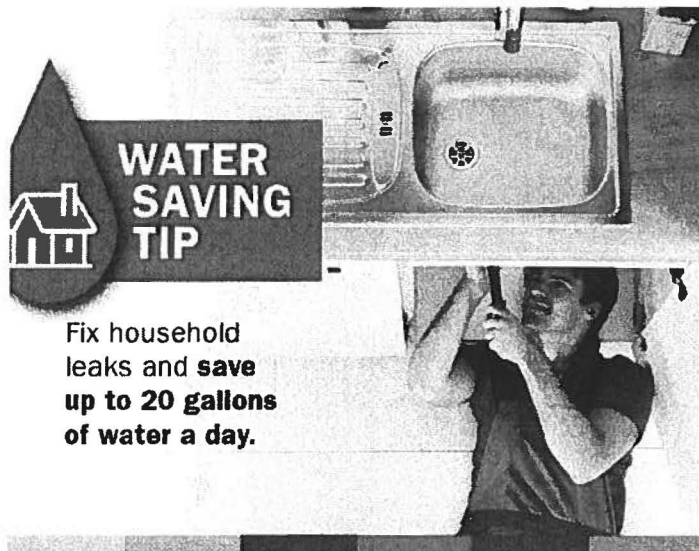
Messages from Kentucky American Water

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The faster you can identify the source of a leak, the faster it can be fixed. If you suspect you might have a leak, our helpful and easy-to-follow leak detection kit can help you find it. We are all responsible for helping to save and conserve water, and we want to help you save water and money.

Quick Test: Check your water meter before and after a two-hour period when no water is being used. If the meter changes at all, you probably have a leak.

For more information and to download a free leak detection kit, visit: <https://amwater.com/kyaw/water-information/detecting-leaks>



Fix household leaks and **save up to 20 gallons of water a day.**





CUSTOMER SERVICE


1-800-678-6301

HOURS: M-F, 7am-7pm • Emergencies: 24/7
TTY/TDD FOR THE HEARING IMPAIRED:
711 (and then reference Customer Service
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SERVICES


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 **Water Quality:** We take water quality seriously. When it comes to complying with federal drinking water standards, we consistently score better than the industry average. For a copy of the annual water quality report for your area, visit kentuckyamwater.com. Under Water Quality, select Water Quality Reports.


 **H2O Help To Others:** This program helps low-income customers who qualify with their water bills. For more information, visit kentuckyamwater.com. Under Customer Service & Billing, select Low Income Program.


EXPLANATION OF OTHER TERMS

 **Payment by Check:** Paying by check authorizes American Water to send the information from your check electronically to your bank for payment. The transaction will appear on your bank statement. The physical check will not be presented to your financial institution or returned to you.

 **Estimated Bill:** This occurs when we are unable to read the water meter. Your usage from the same billing period the prior year is used to calculate the estimated bill. The next actual meter reading corrects any over or under estimates.

 **Disputes:** If you have questions or complaints about your bill, please call us at 1-800-678-6301 before the due date. If your bill is unusually high, it may indicate that there is a leak in your plumbing. For tips on how to detect leaks and use water wisely, visit us online. You'll find helpful tools under the Water Information menu. Every drop counts!

 **Rates:** A detailed listing of charges that make up your bill is available upon request by contacting Customer Service or visiting us online at kentuckyamwater.com. Under Customer Service & Billing, select Your Water Rates.

 **Correspondence:** Please send written correspondence to PO Box 578, Alton, IL 62002-0578. Be sure to include your name, account number, service address, mailing address and phone number including area code. Please do not send correspondence with your payment, as it may delay processing your payment and correspondence.

H2O HELP TO OTHERS PROGRAM - lend a hand to customers in need

- I'm adding a one time contribution of \$_____ with my payment.
- I'd like to add a recurring contribution to each bill of \$_____. I understand this amount will be added to each bill.

Address Change(s) _____

Name _____

Address _____

City _____

State _____ Zip Code _____

(____) _____ Mobile Number

Phone Number

E-mail Address _____

Other ways to pay your bill

- Auto Pay**
- Online**
-  **In Person**

Save time and money. Enroll in Auto Pay, and your bill will be paid on time, every time, directly from your bank account on the due date. No stamps required!

With My Account, you can pay your bill anytime, anywhere. Registration is fast and easy. Visit www.amwater.com/MyAccount or pay without registration at www.amwater.com/billpay (fee may apply).

We have agreements with several authorized payment locations in our service areas. Visit our website to find one near you.



Meter Reading and Usage Summary

Meter No.	Measure	Size	From Date	To Date	Previous Read	Current Read	Meter Units	Billing Units	Total Gallons
26930415	100 gal	5/8"	10/22/2018	11/21/2018	111 (A)	167 (A)	56	56.00	5,600

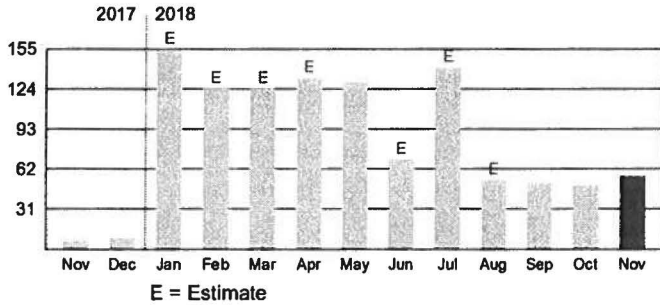
A = Actual E = Estimate

1 Billing Unit = 100 gallons

Total Gallons: 5,600

Billed Usage History (graph shown in 100 gallons)

- 5,600 gallons = usage for this period
- ▨ 600 gallons = usage for same period last year



Next Scheduled Read Date: on or about December 19, 2018
Account Type: Residential

Average daily use for this period is: (31 days)

181 gallons

Year to Date Billed Usage: 108,100 gallons

Account Detail

Account No.

Service To: 5875 PARIS PIKE GEORGETOWN, KY 40324-8716

Prior Billing	583.68
Payments	-39.30
Total payments as of Nov 1. Thank you!	
Balance Forward	544.38
Service Related Charges - 10/22/18 to 11/21/18	
Water Service	40.82
Water Service Charge	12.49
Water Usage Charge (56 x \$0.5059)	28.33
Other Charges	0.99
KRA Withdrawal Fee (56 x \$0.0177)	0.99
Total Service Related Charges	41.81
Taxes	1.25
School District Tax (\$41.81 x 3.000%)	1.25
Total Current Period Charges	43.06

Total Amount Due



\$587.44

Understanding Your Bill

The information below defines some of the new terms you may find on your bill:

- Service Related Charges:** This section includes charges for services related to water, wastewater and fire protection. If applicable, credits and debits for correction to previously billed charges are itemized in this section.
- Fees and Adjustments:** This section provides details related to additional charges or adjustments for the service period referenced. Fees, when applicable, would include items such as service activation and late payment charges.
- Pass Through Charges:** Charges in this section, when applicable, are separated from other service related charges to provide visibility into what portion of your bill is being remitted to other entities. Payment received for these charges does not remain with American Water. While we may bill and collect for them, the payments received are passed along to other companies and agencies.
- Billing Units:** One billing unit equals 100 gallons of water used. If the meter serving your property measures your water use in cubic feet or a different unit of measure, we convert the usage to gallons to make it easier to understand.
- Average Daily Use:** The gallons shown in the water droplet above represent your average daily water use for the current billing period. Tracking the amount of water you use can help you manage your overall water use from month to month.
- Still have questions?** We are here to help. Our customer service representatives are available M-F, 7 a.m. to 7 p.m. More information on understanding your bill and charges can also be found on our website. See the link below.

For more information about your charges and rates, please visit: <https://amwater.com/kyaw/rates>

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WE KEEP LIFE FLOWING™

Service Address:

WILL BOLLINGER
5875 PARIS PIKE
GEORGETOWN, KY 40324-8716



THANK YOU FOR BEING OUR CUSTOMER.

Important Account Messages

- Want to get to know us better? Visit www.kentuckyamwater.com to learn more about the services we provide.
- Want more convenience and less clutter? Try paperless billing. We send an email when your bill is available for viewing and include an option to pay. It's simple to sign up, just register or log into My Account at amwater.com/myaccount and make the selection for paperless billing.

For more information, visit www.kentuckyamwater.com

Monthly Statement

Account No.:

Total Amount Due:	\$584.93
Payment Due By:	January 9, 2019

Billing Date: December 24, 2018
Service Period: Nov 22 to Dec 21 (30 Days)
Total Gallons: 4,900

Account Summary – See page 3 for Account Detail

Prior Billing:	\$587.44
Payments - Thank You!	\$41.81
Balance Forward:	\$545.63
Service Related Charges:	\$38.15
Taxes:	\$1.15
Total Amount Due:	\$584.93



View your account information or pay your bill anytime at: www.amwater.com/MyAccount



Pay by Phone*: Pay anytime at 1-855-748-6066
*A convenience fee may apply



Customer Service: 1-800-678-6301
M-F 7:00am to 7:00pm – Emergencies 24/7

▼ Please return bottom portion with your payment. DO NOT send cash. Retain upper portion for your records. ▼



WE KEEP LIFE FLOWING™

PO Box 790247
St Louis, MO 63179-0247

Service to: 5875 PARIS PIKE
GEORGETOWN, KY 40324-8716

WILL BOLLINGER
168 SETH WAY
GEORGETOWN, KY 40324-8008

Account No.

Total Amount Due:	\$584.93
Payment Due By:	January 9, 2019

Amount Enclosed \$

KENTUCKY AMERICAN WATER
PO BOX 790247
ST LOUIS, MO 63179-0247

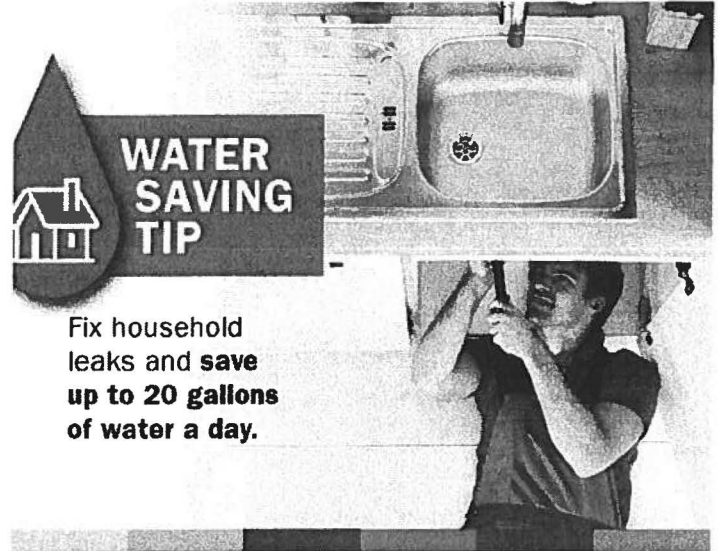
Messages from Kentucky American Water

Even the smallest leak in your water system can cause the loss of thousands of gallons of water each month. That loss means not only is water being wasted, but also that you will probably receive an unnecessarily higher water bill.


The faster you can identify the source of a leak, the faster it can be fixed. If you suspect you might have a leak, our helpful and easy-to-follow leak detection kit can help you find it. We are all responsible for helping to save and conserve water, and we want to help you save water and money.

Quick Test: Check your water meter before and after a two-hour period when no water is being used. If the meter changes at all, you probably have a leak.

For more information and to download a free leak detection kit, visit: <https://amwater.com/kvaw/water-information/detecting-leaks>






WATER SAVING TIP
Fix household leaks and **save up to 20 gallons of water a day.**








CUSTOMER SERVICE
1-800-678-6301

HOURS: M-F, 7am-7pm • Emergencies: 24/7
TTY/TDD FOR THE HEARING IMPAIRED:
711 (and then reference Customer Service number listed above)

SERVICES

-  **Go Paperless:** Save time. Save money. Sign up for **Paperless Billing and Auto Pay** on My Account at amwater.com/myaccount. Not registered? Log in and be sure to have your account number handy.
-  **Water Quality:** We take water quality seriously. When it comes to complying with federal drinking water standards, we consistently score better than the industry average. For a copy of the annual water quality report for your area, visit kentuckynamwater.com. Under Water Quality, select Water Quality Reports.
-  **H2O Help To Others:** This program helps low-income customers who qualify with their water bills. For more information, visit kentuckynamwater.com. Under Customer Service & Billing, select Low Income Program.

EXPLANATION OF OTHER TERMS

-  **Payment by Check:** Paying by check authorizes American Water to send the information from your check electronically to your bank for payment. The transaction will appear on your bank statement. The physical check will not be presented to your financial institution or returned to you.
-  **Estimated Bill:** This occurs when we are unable to read the water meter. Your usage from the same billing period the prior year is used to calculate the estimated bill. The next actual meter reading corrects any over or under estimates.
-  **Disputes:** If you have questions or complaints about your bill, please call us at 1-800-678-6301 before the due date. If your bill is unusually high, it may indicate that there is a leak in your plumbing. For tips on how to detect leaks and use water wisely, visit us online. You'll find helpful tools under the Water Information menu. Every drop counts!
-  **Rates:** A detailed listing of charges that make up your bill is available upon request by contacting Customer Service or visiting us online at kentuckynamwater.com. Under Customer Service & Billing, select Your Water Rates.
-  **Correspondence:** Please send written correspondence to PO Box 578, Alton, IL 62002-0578. Be sure to include your name, account number, service address, mailing address and phone number including area code. Please do not send correspondence with your payment, as it may delay processing your payment and correspondence.

H2O HELP TO OTHERS PROGRAM - lend a hand to customers in need

I'm adding a one time contribution of \$_____ with my payment.

I'd like to add a recurring contribution to each bill of \$_____. I understand this amount will be added to each bill.

Address Change(s) _____

Name _____

Address _____

City _____

State _____ Zip Code _____

(_____) _____ Mobile Number

Phone Number _____

E-mail Address _____

Other ways to pay your bill

<input checked="" type="checkbox"/> Auto Pay Save time and money. Enroll in Auto Pay, and your bill will be paid on time, every time, directly from your bank account on the due date. No stamps required!	<input type="checkbox"/> Online With My Account, you can pay your bill anytime, anywhere. Registration is fast and easy. Visit www.amwater.com/MyAccount or pay without registration at www.amwater.com/billpay (fee may apply).	 In Person We have agreements with several authorized payment locations in our service areas. Visit our website to find one near you.
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Meter Reading and Usage Summary

Meter No.	Measure	Size	From Date	To Date	Previous Read	Current Read	Meter Units	Billing Units	Total Gallons
26930415	100 gal	5/8"	11/22/2018	12/21/2018	167 (A)	216 (A)	49	49.00	4,900

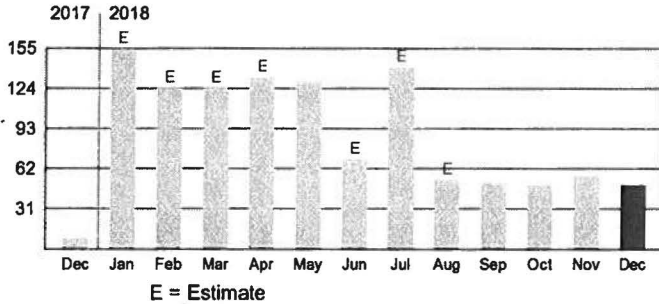
A = Actual E = Estimate

1 Billing Unit = 100 gallons

Total Gallons: 4,900

Billed Usage History (graph shown in 100 gallons)

- 4,900 gallons = usage for this period
- 800 gallons = usage for same period last year



Next Scheduled Read Date: on or about January 22, 2019
Account Type: Residential

Average daily use for this period is: (30 days)

163 gallons

Year to Date Billed Usage: 113,000 gallons

Account Detail

Account No.

Service To: 5875 PARIS PIKE GEORGETOWN, KY 40324-8716

Prior Billing	587.44
Payments	-41.81
Total payments as of Dec 11. Thank you!	
Balance Forward	545.63
Service Related Charges - 11/22/18 to 12/21/18	
Water Service	37.28
Water Service Charge	12.49
Water Usage Charge (49 x \$0.5059)	24.79
Other Charges	0.87
KRA Withdrawal Fee (49 x \$0.0177)	0.87
Total Service Related Charges	38.15
Taxes	1.15
School District Tax (\$38.15 x 3.000%)	1.15
Total Current Period Charges	39.30

Total Amount Due



\$584.93

Understanding Your Bill

The information below defines some of the new terms you may find on your bill:

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- Billing Units:** One billing unit equals 100 gallons of water used. If the meter serving your property measures your water use in cubic feet or a different unit of measure, we convert the usage to gallons to make it easier to understand.
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- Still have questions?** We are here to help. Our customer service representatives are available M-F, 7 a.m. to 7 p.m. More information on understanding your bill and charges can also be found on our website. See the link below.

For more information about your charges and rates, please visit: <https://amwater.com/kyaw/rates>

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**KENTUCKY-AMERICAN WATER COMPANY
CASE NO. 2019-00016
COMMISSION STAFF'S FIRST REQUEST FOR INFORMATION**

Witness: Jasmine S. Mungo

2. Answer the following questions based upon the limited bills that Mr. Bollinger filed into the pending case record on March 4, 2019.
 - a. Explain why some of the bills that were issued by Kentucky-American to Mr. Bollinger in 2018 were estimated and not actual meter reads.
 - b. Explain why the bill that Kentucky-American issued to Mr. Bollinger with a due date of July 2, 2018, states that the billing period is "Dec. 20 to May 18 (150 Days)."
 - c. Explain whether the 2018 bills that were issued prior to the July 2, 2018, bill were based upon actual or estimated meter reads.
 - d. Explain why the bill with the due date of July 2, 2018, states, "Total Amount Canceled -487.39."
 - e. Explain why, in addition to the Kentucky-American issuing a bill to Mr. Bollinger with the due date of July 2, 2018, Kentucky-American issued a second bill to Mr. Bollinger with a due date of July 22, 2018.

Response:

a. & b. KAW strives to read every water meter every month. Under certain circumstances, when KAW cannot obtain reliable *actual* usage information, estimated usage is used instead. This can happen when KAW's automatic radio read meter system is unable to obtain reliable actual usage. Such an inability can happen for a number of reasons, including a communication breakdown between the signal emitting device on a meter (which is called a meter interface unit or "MIU") and the receiving device located in a KAW vehicle that is driven by a customer premise for the purpose of obtaining usage information. That communication breakdown can happen because of a dead or malfunctioning battery in the MIU, a physical obstruction on the MIU such as yard waste, sod, snow, or ice, an inadvertently damaged MIU from rakes, shovels, or mowers, or even intentional tampering with the MIU. Regardless of the cause, if *actual* usage data is not transmitted, KAW's billing system generates and sends a bill based on *estimated* usage. KAW believes this is what happened in Mr. Bollinger's case when KAW's system generated estimated usage during this 150-day period. However, it is imperative to understand that even if there is a communication breakdown due to an MIU problem that prevents the transmission of actual usage data to KAW's employee, the meter itself still retains the actual usage data. It is simply that *communication* of that actual usage

data failed to occur. The meter itself retains the actual usage amounts, so, eventually, accurate actual usage can be obtained.

The bill with a due date of 07/02/2018 was for a billing period of 150 days and included billing dates 12/20/2017 -- 05/18/2018. That particular bill is what KAW calls a "cancel/rebill" which is KAW's practice when actual usage information is obtained after a period of estimates usage occurred. When that happens, the total actual usage is spread out from the last actual read to the most recent actual read. The bill corrected readings from previous bill periods 12/20/2017-01/23/2018, 01/24/2018-02/20/2018, 02/21/2018-03/20/2018, 03/21/2018-04/19/2018, 04/20/2018-05/18/2018 and these dates are listed on the bill.

c. Seven bills were located prior to the bill issued with the due date of 07/02/2018, please see the chart below that has the billing dates and whether the current read was actual or estimated.

Original			Adjusted		
Billing Date	Read	Actual or Estimate	Billing Date	Read	Actual or Estimate
11/20/2017	6	Actual	11/20/2017	6	Actual
12/20/2017	14	Actual	12/20/2017	14	Actual
1/25/2018	23	Estimated	1/25/2018	168	Calculated
2/23/2018	30	Estimated	2/23/2018	292	Calculated
3/26/2018	7	Estimated	3/26/2018	416	Calculated
4/24/2018	45	Estimated	4/24/2018	548	Calculated
5/23/2018	677	Actual	5/23/2018	677	Actual

d. The amount of \$487.38 is the total amount of charges canceled from the account that were based on estimated reads. Once the actual usage is known, charges for those billing periods are made based on that actual usage, and, of course, any credits for payments the customer has made are also applied. The itemized cancellations are shown in the table below.

Cancelled Billing Period	Cancelled Amount
12/20/2017-01/23/2018	\$ (18.59)
01/24/2018-02/20/2018	\$ (17.31)
02/21/2018-3/20/2018	\$ (17.31)
03/21/2018-4/19/2018	\$ (17.96)
04/20/2018-05/18/2018	\$ (416.21)
Total Cancelled Amount	\$ (487.38)

e. The bill with a billing date of 06/15/2018 (and a due date of July 2, 2011) was a “cancel/rebill” as described above and was sent to spread the actual usage data from last actual read to most current actual read. The bill with a billing date of 06/25/2018 (with a due date of July 11, 2018) was simply a another regular bill that went out due to a periodic meter reading, and, as shown on that bill was based on the period May 19, 2018 to June 20, 2018.

Finally, as KAW stated in Paragraph 3 of its June 24, 2019 Response and Motion to Dismiss, the actual usage decreased prior to the meter being changed, so KAW continues to dispute the allegation that there was a problem with the prior meter which is corroborated by the fact that it tested accurately. Please see the usage data log and meter test results attached to KAW’s June 24, 2019 Response and Motion to Dismiss.

CERTIFICATE OF SERVICE

This is to certify that the original and 7 copies of the foregoing have been filed on this 5th day of September, 2019 at the Public Service Commission and that a true and accurate copy of same has been served, via U.S. Mail, on the 5th day of September, 2019, upon the following:

William Ellis Bollinger III
5875 Paris Pike
Georgetown, Kentucky 40324-8716



Counsel for Kentucky American Water