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October 22, 2019

RECEIVED

OCT 22 2019

PUBLIC SERVICE
COMMISSION

HAND DELIVERED

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

Re: Bollinger v. KAW, Case No. 2019-00016

Dear Ms. Pinson:

Enclosed please find Kentucky-American Water Company's Responses to the Commission Staff's Second 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

cc: William Bollinger

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 18th day of October, 2019.



Sharon Miller (SEAL)
Notary Public

My Commission Expires:

7/25/2020

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

Witness: Jasmine S. Mungo

1. Refer to 807 KAR 5:006, Section 7(5)(a), which states that each utility shall read customer meters at least quarterly, except if prevented by reasons beyond its control. Further, 807 KAR 5:006, Section 7(5)(d), states that if due to reasons beyond its control, a utility is unable to read a meter, the utility shall record the date and time the attempt was made, if applicable, and the reason the utility was unable to read the meter. Pursuant to the above-mentioned regulations, provide the date and time for each attempt to read Mr. Bollinger's meter made by Kentucky-American and the specific reason that Kentucky-American was unable to read the meter for each attempt.

Response:

Please see Kentucky American Water's September 5, 2019 Response to Item 2 of Commission Staff's First Request for Information for a full explanation of the use of estimated meter readings. Please see the chart below for the information requested in the request above. No explanation is necessary when an actual read is obtained. For estimated reads, the explanations generally describe whether a problem was recognized by the employee in the field at the time of the attempted reading (thus typically resulting in an employee entering a "skip code"), or whether the problem was not recognized until later in the invoice preparation process.

Device	Meter Reading Date	Meter Read Time	Type of Read	Explanation
26849707	11/17/2017	11:17 AM	Actual	
26849707	12/19/2017	12:57 PM	Actual	
26849707	1/23/2018	-	Estimate	Office estimate, no read or skip code was obtained in the field so the meter was estimated in the office
26849707	2/20/2018	12:31 PM	Estimate	Broken Reading Device Skip code was entered by field employee
26849707	3/20/2018	-	Estimate	Office estimate, no read or skip code was obtained in the field so the meter was estimated in the office
26849707	4/19/2018	9:11 AM	Estimate	Broken Reading Device Skip code was entered by field employee

26849707	5/18/2018	12:01 PM	Actual	
26849707	6/19/2018	8:39 AM	Estimate	Broken Reading Device Skip code was entered by field employee
26849707	7/18/2018	10:42 AM	Estimate	Broken Reading Device Skip code was entered by field employee
26930415	8/20/2018	3:07 PM	Estimate	Manual read entered was out of line with previous meter readings
26930415	9/22/2018	9:06 AM	Actual	
26930415	10/21/2018	11:58 AM	Actual	

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

Witness: Jasmine S. Mungo

2. Provide in detail Kentucky-American's policies and procedures for remedying a problem that causes a customer's bill to contain estimated usage instead of actual usage. Provide all work orders generated for Mr. Bollinger's account concerning the estimated bills.

Response:

Under certain circumstances, when KAW cannot obtain reliable actual usage for billing, 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. Additionally, KAW creates a service order to inspect the equipment for proper operation. After that, if continued estimates are observed, KAW will generate and work a service order in an attempt to identify why actual data is not being delivered.

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 just that communication of that actual usage data failed to occur. Therefore, when KAW observes that estimates are being used, it will generate and work a service order. As part of that process, it is typical for KAW to physically obtain actual usage from the meter itself and issue any corrected billings on that actual data. If necessary, KAW will test the meter itself to ensure accuracy.

The list below identifies and describes the requested service order information and a compilation of those service orders is attached.

- 02/22/2018 A service order to repair reading device was created and it auto expired due to not being worked within the allotted time frame.
- 04/11/2018 A service order to stop the estimates was not completed stating the meter pit needed to be located.
- 05/23/2018 A service order to locate the meter box was completed stating a flag was placed at the box.

- 06/06/2018 A service order to stop the estimates was completed stating all the meter information was accurate.
- 06/27/2019 A service order to verify the meter information and reading was completed, the read was verified as 817.
- 07/09/2018 A service order to repair the reading device was completed stating the meter was working properly.
- 07/25/2019 A service order to collect a report that shows hourly usage information was completed.
- 08/16/2018 A service order to change the meter for testing was completed.
- 08/24/2018 A service order to verify the meter information and reading was completed, the read was verified as 20.
- 02/26/2019 A service order to verify the meter information and reading was completed, the read was verified as 317.
- 03/04/2019 A service order to verify the meter information and reading was completed, the read was verified as 323.

Service Order	Mat Code	Description	User Status 1	User Status 2	Start date	End Date	Created By	Created On	Completion Date	FSR Name	Notes
516152215	CKM	Check MeterVerif Serial #&Read	Field Complete	Successfully Sent to Click	3/5/2019	3/5/2019	RILEYJD	3/4/2019	3/4/2019	Kenny Whittle	<p>Check Meter, Verify Serial #, Read last meter read code indicates a problem with the meter equipment working properly, please verify all meter information and that the radio read matches the physical read, thank you</p> <p>Special Handling has been requested for 03/05/2019 . Customer notified that Spec. Handl. does not guarantee service on requested day</p> <p>[whittiko] [03/04/2019 02:38 PM] : Meter : [26930415] Everything was correct and meter reads with the hand held .</p> <p>[Current]Meter Number: 26930415, Read1: 00323, RF/MIU1: 1549633758</p>
516083360	CKM	Check MeterVerif Serial #&Read	Field Complete	Successfully Sent to Click	2/26/2019	2/26/2019	RILEYJD	2/25/2019	2/26/2019	Kenny Whittle	<p>Check Meter, Verify Serial #, Read please confirm all metering information and current read, thank you</p> <p>Special Handling has been requested for 02/26/2019 . Customer notified that Spec. Handl. does not guarantee service on requested day</p> <p>[whittiko] [02/26/2019 03:45 PM] : Meter : [26930415] Meter number here is B # 26930415 Reads 00317 Miu. 1549633758</p> <p>[Current]Meter Number: 26930415, Read1: 00317, RF/MIU1: 1549633758</p>
514626509	RBL	Priority Read for Billing	Field Complete	Successfully Sent to Click	8/27/2018	8/27/2018	RILEYJD	8/24/2018	8/24/2018	Kenny Whittle	<p>Priority Read for Billing customer disputing usage, stating something must be wrong please pick up current read and verify the radio read matches the physical reading</p> <p>Special Handling has been requested for 08/27/2018 . Customer notified that Spec. Handl. does not guarantee service on requested day</p> <p>[whittiko] [08/24/2018 03:10 PM] : Meter : [26930415] Met with customer and read meter . I don't know where we got the reading of 00848. Meter reads 00020</p> <p>[Current]Meter Number: 26930415, Read1: 00020, RF/MIU1: 1549633758</p>

Case ID	Category	Description	Status	Action	Start Date	End Date	Assignee	Start Date	End Date	Agent	Comments
514545763	CMT	Meter Test Customer Request	Field Complete	Successfully Sent to Click	8/16/2018	8/16/2018	RILEYJD	8/15/2018	8/16/2018	Tony Byrd	<p>Test Meter_Customer Request please change meter in order to test for customers request</p> <p>please install a new 100 gallon meter in place of this one</p> <p>Special Handling has been requested for 08/16/2018 . Customer notified that Spec. Handl. does not guarantee service on requested day</p> <p>[byrdtl] [08/16/2018 07:28 PM] : Meter : [26849707] man has low psi after putting in new meter?had man cut water at creek to chang m</p> <p>eter open it but has low psi tb</p> <p>[Current]Meter Number: 26849707, Read1: 00928 ; [New]Meter Number: 26930415, Read1: 00000, RF/MIU1: 1549633758</p> <p>Check Meter, Verify Serial #, Read Please data log meter and send results to Joshua Riley in local office</p> <p>Special Handling has been requested for 07/25/2018 . Customer notified that Spec. Handl. does not guarantee service on requested day</p> <p>[whittlko] [07/25/2018 02:50 PM] : Meter : [26849707] Read meter . Data logged and sent to Josh</p> <p>[Current]Meter Number: 26849707, Read1: 00882, RF/MIU1: 1547669398</p> <p>Repair/Install Reading Device</p> <p>Customer's reading device needs to be repaired.</p> <p>[whittlko] [07/09/2018 12:51 PM] : Meter : [26849707] Read meter with hand held and it red fine . Should not be estimated</p> <p>[Current]Meter Number: 26849707, Read1: 00844, RF/MIU1: 1547669398</p> <p>Priority Read for Billing</p> <p>Please repair reading device, check antenna. Just here on 05/23/2018 and 06/06/2018, the 06/20/2018 route read still was estimated,thanks</p> <p>[whittlko] [06/27/2018 03:12 PM] : Meter : [26849707] Read meter</p> <p>[Current]Meter Number: 26849707, Read1: 00817, RF/MIU1: 1547669398</p>
514338286	CKM	Check MeterVerif Serial #&Read	Field Complete	Successfully Sent to Click	7/25/2018	7/25/2018	RILEYJD	7/24/2018	7/25/2018	Kenny Whittle	<p>Special Handling has been requested for 07/25/2018 . Customer notified that Spec. Handl. does not guarantee service on requested day</p> <p>[whittlko] [07/25/2018 02:50 PM] : Meter : [26849707] Read meter . Data logged and sent to Josh</p> <p>[Current]Meter Number: 26849707, Read1: 00882, RF/MIU1: 1547669398</p> <p>Repair/Install Reading Device</p> <p>Customer's reading device needs to be repaired.</p> <p>[whittlko] [07/09/2018 12:51 PM] : Meter : [26849707] Read meter with hand held and it red fine . Should not be estimated</p> <p>[Current]Meter Number: 26849707, Read1: 00844, RF/MIU1: 1547669398</p> <p>Priority Read for Billing</p> <p>Please repair reading device, check antenna. Just here on 05/23/2018 and 06/06/2018, the 06/20/2018 route read still was estimated,thanks</p> <p>[whittlko] [06/27/2018 03:12 PM] : Meter : [26849707] Read meter</p> <p>[Current]Meter Number: 26849707, Read1: 00817, RF/MIU1: 1547669398</p>
514123888	RID	Repair/Install Reading Device	Field Complete	Successfully Sent to Click	7/9/2018	7/9/2018	KEMPFM1	6/28/2018	7/9/2018	Kenny Whittle	<p>Special Handling has been requested for 07/25/2018 . Customer notified that Spec. Handl. does not guarantee service on requested day</p> <p>[whittlko] [07/25/2018 02:50 PM] : Meter : [26849707] Read meter . Data logged and sent to Josh</p> <p>[Current]Meter Number: 26849707, Read1: 00882, RF/MIU1: 1547669398</p> <p>Repair/Install Reading Device</p> <p>Customer's reading device needs to be repaired.</p> <p>[whittlko] [07/09/2018 12:51 PM] : Meter : [26849707] Read meter with hand held and it red fine . Should not be estimated</p> <p>[Current]Meter Number: 26849707, Read1: 00844, RF/MIU1: 1547669398</p> <p>Priority Read for Billing</p> <p>Please repair reading device, check antenna. Just here on 05/23/2018 and 06/06/2018, the 06/20/2018 route read still was estimated,thanks</p> <p>[whittlko] [06/27/2018 03:12 PM] : Meter : [26849707] Read meter</p> <p>[Current]Meter Number: 26849707, Read1: 00817, RF/MIU1: 1547669398</p>
514079725	RBL	Priority Read for Billing	Field Complete	Successfully Sent to Click	6/26/2018	6/30/2018	DEMPSECW	6/25/2018	6/27/2018	Kenny Whittle	<p>Special Handling has been requested for 07/25/2018 . Customer notified that Spec. Handl. does not guarantee service on requested day</p> <p>[whittlko] [07/25/2018 02:50 PM] : Meter : [26849707] Read meter . Data logged and sent to Josh</p> <p>[Current]Meter Number: 26849707, Read1: 00882, RF/MIU1: 1547669398</p> <p>Repair/Install Reading Device</p> <p>Customer's reading device needs to be repaired.</p> <p>[whittlko] [07/09/2018 12:51 PM] : Meter : [26849707] Read meter with hand held and it red fine . Should not be estimated</p> <p>[Current]Meter Number: 26849707, Read1: 00844, RF/MIU1: 1547669398</p> <p>Priority Read for Billing</p> <p>Please repair reading device, check antenna. Just here on 05/23/2018 and 06/06/2018, the 06/20/2018 route read still was estimated,thanks</p> <p>[whittlko] [06/27/2018 03:12 PM] : Meter : [26849707] Read meter</p> <p>[Current]Meter Number: 26849707, Read1: 00817, RF/MIU1: 1547669398</p>

513837026	REO	Stop Consec Est - Outside	Field Complete	Successfully Sent to Click	6/6/2018	6/6/2018	MCINERMH	5/29/2018	6/6/2018	Victor Kinley	<p>Stop Consec Est - Outside</p> <p>Previous few bills were estimated with code 312, please repair device and confirm read. Last billing statement states that read was"actual" however it is very out of line with previous reads.</p> <p>UpdateOrder_05/29/2018_1416_MCINERMH ***Please leave information at door*** [kinleyve] [06/06/2018 03:18 PM] : Meter : [26849707] I RF tested this meter and also manually read this meter and the RF and manual reads are the same. There is a new Badger meter in the meter box.</p> <p>[Current]Meter Number: 26849707, Read1: 00717, RF/MIU1: 1547669398</p> <p>Locate Curb Box</p> <p>previous locate curb box order incomplete, please make use of all available resources to locate</p> <p>Special Handling has been requested for 05/24/2018 . Customer notified that Spec. Handl. does not guarantee service on requested day</p> <p>[whittlko] [05/23/2018 10:02 AM] : Meter : [26849707] Located meter box and flagged meter box.</p> <p>[Current]Meter Number: 26849707, Read1: 00687</p> <p>Stop Consec Est - Outside</p> <p>[Current]Meter Number: 26849707, Read1: 00000, RF/MIU1: 1547669398</p> <p>Incomplete-LOCATE CURB BOX</p>
513791504	LCB	Locate Cub Box	Field Complete	Successfully Sent to Click	5/23/2018	5/23/2018	RILEYJD	5/23/2018	5/23/2018	Kenny Whittle	<p>Locate Curb Box</p> <p>previous locate curb box order incomplete, please make use of all available resources to locate</p> <p>Special Handling has been requested for 05/24/2018 . Customer notified that Spec. Handl. does not guarantee service on requested day</p> <p>[whittlko] [05/23/2018 10:02 AM] : Meter : [26849707] Located meter box and flagged meter box.</p> <p>[Current]Meter Number: 26849707, Read1: 00687</p> <p>Stop Consec Est - Outside</p> <p>[Current]Meter Number: 26849707, Read1: 00000, RF/MIU1: 1547669398</p> <p>Incomplete-LOCATE CURB BOX</p>
513276950	REO	Stop Consec Est - Outside	Incomplete	Locate Curb Box	3/24/2018	4/13/2018	SYS_BCH_MTC	3/23/2018	4/11/2018	Scarlett Jelly	<p>Locate Curb Box</p> <p>previous locate curb box order incomplete, please make use of all available resources to locate</p> <p>Special Handling has been requested for 05/24/2018 . Customer notified that Spec. Handl. does not guarantee service on requested day</p> <p>[whittlko] [05/23/2018 10:02 AM] : Meter : [26849707] Located meter box and flagged meter box.</p> <p>[Current]Meter Number: 26849707, Read1: 00687</p> <p>Stop Consec Est - Outside</p> <p>[Current]Meter Number: 26849707, Read1: 00000, RF/MIU1: 1547669398</p> <p>Incomplete-LOCATE CURB BOX</p>
513016387	RID	Repair/Install Reading Device	Cancel	Order Past Expiration Date	2/23/2018	3/15/2018	SYS_BCH_MTC	2/22/2018			<p>Locate Curb Box</p> <p>previous locate curb box order incomplete, please make use of all available resources to locate</p> <p>Special Handling has been requested for 05/24/2018 . Customer notified that Spec. Handl. does not guarantee service on requested day</p> <p>[whittlko] [05/23/2018 10:02 AM] : Meter : [26849707] Located meter box and flagged meter box.</p> <p>[Current]Meter Number: 26849707, Read1: 00687</p> <p>Stop Consec Est - Outside</p> <p>[Current]Meter Number: 26849707, Read1: 00000, RF/MIU1: 1547669398</p> <p>Incomplete-LOCATE CURB BOX</p>