KENTUCKY
AMERICAN WATER
P.O. Box 578 Alton, IL 62002

10/21/2016

RECEIVED
OCT 16 2026
PUBLIC SERVICE
COMMISSION

[redacted]

C K. ARMSTRONG
2347 MAPLEWOOD DR
LEXINGTON, KY 40503-2274

For Service To:
Account Number: [redacted]
Service Address: 2347 Maplewood Dr
Lexington, KY 40503-2274

Dear C K. Armstrong,

Providing reliable, quality water service to our customers is a top priority. This commitment includes timely and accurate billing, and when something happens that keeps us from meeting that commitment we want to let you know as soon as possible.

During a recent review of customer billing, we identified one or more instances of overbilling during the last four years where you were overbilled for the monthly meter service charge. This was due to an error in our meter reading process that resulted in a proration of your monthly meter service charge in excess of the normal monthly amount. We are adjusting your account with a credit on your next bill to refund any previously overpaid amount, including interest.

For customers who are currently receiving water service, you will notice an adjustment labeled Proration Adjustment located in the Adjustments section of your billing summary on your upcoming invoice. If you no longer receive service at the location where the error occurred, a check for the amount of the refund will be mailed to the last known address on record for your former account.

Thank you for your understanding and please give us an opportunity to assist you with any questions about this letter or your account balance. Representatives are available to assist you Monday - Friday from 7 am to 7 pm by calling 1-800-678-6301.

Sincerely,

American Water Customer Service

[redacted]