

COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

In the matter of:

IPGREALKY, LLC)
(Your Full Name))
COMPLAINANT)
VS.)
KENTUCKY AMERICAN WATER)
(Name of Utility))
DEFENDANT)

RECEIVED
NOV 15 2010
PUBLIC SERVICE
COMMISSION

COMPLAINT

The complaint of IPGREALKY, LLC respectfully shows:
(Your Full Name)

(a) _____
(Your Full Name)

P.O. Box 54671, LEXINGTON, KY 40555-4671
(Your Address)

(b) KENTUCKY AMERICAN WATER
(Name of Utility)

P.O. Box 371880, PITTSBURGH, PA 15250-7880
(Address of Utility)

(c) That: ON THE MARCH 10, 2010 (READING), Billed
(Describe here, attaching additional sheets if necessary, ^{ESTIMATED})

MARCH 12, 2010, THE READING WAS AN ERROR
the specific act, fully and clearly, or facts that are the reason

AND AGAIN ON APRIL 12th, 2010 - THE METER
and basis for the complaint.)

000510321T WAS EITHER FAULTY AND FIXED

BY KY AMERICAN WATER WHILE REMOVED BETWEEN

Continued on Next Page

Formal Complaint

IPG REALTY, LLC vs. KENTUCKY AMERICAN H₂O

Page 2 of 2

JUNE 23 AFTER REMOVING AND TESTING ON
SEPT. 10th 2010. KY AMERICAN WATER SENT
ME A LETTER ON 8/2/10 STATING THE METER
HAD BEEN TESTED. BUT THESE TEST RESULTS
ARE NOT DISCLOSED. I THINK THERE ERROR
IS AROUND 390 CUBIC FEET.

Wherefore, complainant asks HAVING ALREADY MAKING AN
(Specifically state the relief desired.)

ESTIMATED PAYMENT BASED ON AVERAGE USAGE 3-4
CUBIC FEET PER MONTH, I PAID \$250.00 TOWARDS
POST DUE. I SEEK RELIEF FOR THE BALANCE
DUE OF \$ 1,103.56

Dated at LEXINGTON, Kentucky, this 10th day
(Your City)

of NOVEMBER, 2010.
(Month)

David R. McCullich, MEMBER
(Your Signature)

David R. McCullich, MEMBER IPG REALTY, LLC
(Name and address of attorney, if any)



Kentucky American Water
PO Box 371880
Pittsburgh, PA 15250-7880

For Service To: 2517 Mackenzie Ln Apt# 2

001640 1 MB 0.382 1640/1640/001640 008 1 PCM2A6

IPGREALKY LLC
PO BOX 54671
LEXINGTON KY 40555-4671

ACCOUNT NUMBER	
AMOUNT DUE	\$1,103.56
DUE DATE	Due Upon Receipt
AMOUNT PAID	

Please return this portion with check or money order payable to

Kentucky American Water
PO Box 371880
Pittsburgh, PA 15250-7880

***** 10-DAY SHUT OFF NOTICE *****

Dear Customer:

Our records indicate that your payment has not been received. Full payment of \$1,103.56 must be received before Monday, November 15, 2010, or your water service will be subject to disconnection on or after that date.

If your water service is disconnected, the following charges will have to be paid

~~before your service will be restored.~~

→ Overdue Amount	— \$1,103.56 —
Reconnect Charge	\$26.00

***** TO STOP THE SHUT OFF, YOU MUST DO ONE OF THE FOLLOWING AT ONCE. *****

1. Pay the total amount due now.
2. Call 1-866-358-3429 to make a payment arrangement, to let us know that you made a payment or to dispute the past due amount.
3. Call 1-866-358-3429 if you or someone in your home has a serious illness or a medical condition. Read the Medical Emergency Notice below.

For more information on the Water for Life financial assistance program that may be able to help you with payment of your water bill, call Community Action Council at 233-4600 or 1-800-244-2275. For information on other local agencies that may be able to provide financial assistance, call 859-313-LINK (5465).

If you have recently sent your payment, Thank You.
If not, this is the only notice you will receive prior to disconnection of your service.

To pay by credit card call 1-866-271-5522.

Sincerely,
Kentucky American Water

Account Information

To: IPGREALKY LLC
 2517 Mackenzie Ln 2
 Account Number: [REDACTED]
 Service Number: [REDACTED]

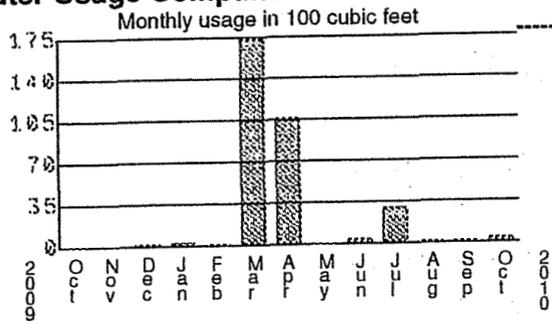
Billing Period & Meter Information

Billing Date: Oct 14, 2010
 Billing Period: Sep 10 to Oct 11 (31 days)
 Next reading on/about: Nov 08, 2010
 Rate Type: Residential

Meter readings in current billing period:

Meter Number 086189764N is a 5/8-inch meter.
 Present-actual 117
 Last-actual 113
 100 Cubic Feet used 4
 1 cu. ft. equals 7.50 gallons
 Gallons used 3000

Water Usage Comparison



Billing Summary

-----Prior Balance-----
 Balance from last bill
 Payments as of Oct 14, 2010. Thanks!
 Total prior balance, Oct 14, 2010
 -----Current Water Charges-----
 Meter Service Charge
 Water Usage (\$ 2.82900 x 2.32)
 Water Usage (\$ 4.32100 x 1.68)
 Total Use Billed 4.00
 -----Current Wastewater Charges--
 LFUCG - Sewer Minimum Fee
 Sewer Usage (\$.00000 x 1.00)
 (\$ 3.58000 x 3.00)
 Total Use Billed 4.00
 -----Other Current Charges-----
 LFUCG - Land Fill Fee
 Total other charges, Oct 14, 2010
 -----Taxes-----
 KRA Withdrawal Fee - 100CF
 School Tax
 Franchise Fee - LFUCG
 Total taxes, Oct 14, 2010
 -----Total Current Charges-----

\$1,169.26
 -21.42
 1,147.84

8.83
 6.56
 7.26
 22.65

4.75
 .00
 10.74
 15.49

4.50
 4.50

.26
 .69
 .69
 1.64

44.28

\$1,192.12

-----TOTAL AMOUNT DUE-----

1187
 10-20-10
 5/11/28
 UNDER APPEAL

Messages from Kentucky American Water

* THE DUE DATE PERTAINS TO CURRENT CHARGES ONLY. ANY PAST DUE BALANCE SHOULD BE PAID IMMEDIATELY.

*Local Office: 2300 Richmond Road (Lexington) and 102 Main Street (Owenton).

** To pay by credit card, debit card or electronic check, call TOLL FREE 1-800-678-6301. Pay online at www.water.paymybill.com. A service fee will apply. Customers can also pay their water bills at our local office at 2300 Richmond Road in Lexington, participating Shell Food Marts, and at Xsell in Winchester. Call 1-800-678-6301 for location information, or visit our Web site at www.kentuckyamwater.com.

*Add \$1 to your monthly water bill and help low-income customers with their water bill payments.
 * MED TOSS: Dispose of expired, unwanted medicines for free at Lexington's "Med Toss," Saturday, Oct. 23.

"Med Toss" will be at 5 convenient locations. For more information go to www.lexingtonky.gov/medtoss.
 * Effective Sept. 29, 2010, Kentucky American Water implemented new rates for its customers in accordance with KRS 278.190, pending a final decision from the Kentucky Public Service Commission. This change is reflected in your bill. If the final ruling by the PSC results in rates that are lower than what has been implemented, the company will issue to you a refund for the difference, plus interest, and apply it to your water service account.



Kentucky American Water
PO Box 371880
Pittsburgh, PA 15250-7880

For Service To: 2517 Mackenzie Ln Apt# 2

006996 1 AT 0.357 6996/6996/006996 029 1 PCLF8H

IPGREALKY LLC
PO BOX 54671
LEXINGTON KY 40555-4671

ACCOUNT NUMBER	
AMOUNT DUE	\$1,331.43
DUE DATE	Due Upon Receipt
AMOUNT PAID	

Please return this portion with check or money order payable to

Kentucky American Water
PO Box 371880
Pittsburgh, PA 15250-7880



SPOKE TO
CINDI STRAUSBERG 7.14.10 - Disregard

***** 10-DAY SHUT OFF NOTICE *****

Dear Customer:

Our records indicate that your payment has not been received. Full payment of \$1,331.43 must be received before Wednesday, July 21, 2010, or your water service will be subject to disconnection on or after that date.

If your water service is disconnected, the following charges will have to be paid

before your service will be restored:

Overdue Amount	\$1,331.43
Reconnect Charge	\$26.00

*** TO STOP THE SHUT OFF, YOU MUST DO ONE OF THE FOLLOWING AT ONCE. ***

1. Pay the total amount due now.
2. Call 1-866-358-3429 to make a payment arrangement, to let us know that you made a payment or to dispute the past due amount.
3. Call 1-866-358-3429 if you or someone in your home has a serious illness or a medical condition. Read the Medical Emergency Notice below.

For more information on the Water for Life financial assistance program that may be able to help you with payment of your water bill, call Community Action Council at 233-4600 or 1-800-244-2275. For information on other local agencies that may be able to provide financial assistance, call 859-313-LINK (5465).

If you have recently sent your payment, Thank You.
If not, this is the only notice you will receive prior to disconnection of your service.

To pay by credit card call 1-866-271-5522.

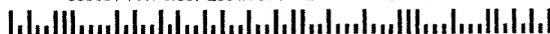
Sincerely,
Kentucky American Water



Kentucky American Water
 PO Box 371880
 Pittsburgh, PA 15250-7880

For Service To: 2517 Mackenzie Ln 2

006394 1 AT 0.357 2394/6394/002394 019 1 PCLGS8



IPGREALKY LLC
 PO BOX 54671
 LEXINGTON KY 40555-4671

ACCOUNT NUMBER	
AMOUNT DUE	\$1,565.76
DUE DATE	Jul 27, 2010
Amount Paid	

Please return this portion with check
 Payable to the address below

Kentucky American Water
 PO Box 371880
 Pittsburgh, PA 15250-7880



Please check here to change address or telephone number and print information on reverse side.

Customer Account Information

For Service To: IPGREALKY LLC
 2517 Mackenzie Ln 2
 Account Number: [REDACTED]
 Premise Number: [REDACTED]

Billing Period & Meter Information

Billing Date: Jul 15, 2010
 Billing Period: Jun 09 to Jul 12 (33 days)
 Next reading on/about: Aug 10, 2010
 Rate Type: Residential

Meter readings in current billing period:

Meter Number 089086379N is a 5/8-inch meter.
 Present-actual 5
 Last-actual
 *Meter Changed Jun 23, 2010.
 Meter Number 000510321T is a 5/8-inch meter.
 Present-actual 586
 Last-actual 562
 100 Cubic Feet used 29
 1 cu. ft. equals 7.50 gallons
 Gallons used 21750

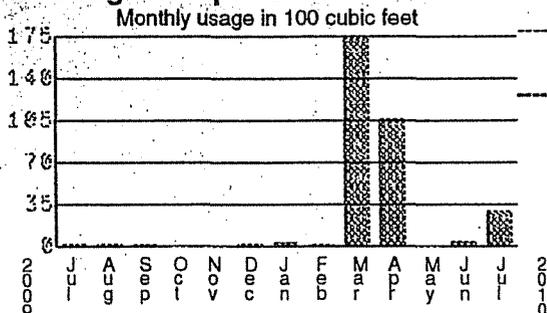
Billing Summary

-----Prior Balance-----
 Balance from last bill
 Payments as of Jul 15, 2010. Thanks!
 Total prior balance, Jul 15, 2010
 -----Adjustments-----
 Reconnect Fee - Fayette
 Total adjustments, Jul 15, 2010
 -----Current Water Charges-----
 Meter Service Charge
 Water Usage (\$2.829000 x 29.00)
 Total water charges, Jul 15, 2010
 -----Current Wastewater Charges-----
 LFUCG - Sewer Minimum Fee
 Sewer Usage (\$.00000 x 1.00)
 (\$ 3.58000 x 28.00)
 Total Use Billed 29.00
 -----Other Current Charges-----
 LFUCG - Land Fill Fee
 Total other charges, Jul 15, 2010
 -----Taxes-----
 KRA Withdrawal Fee - 100CF
 School Tax
 Franchise Fee - LFUCG
 Total taxes, Jul 15, 2010

\$1,331.43
.00
1,331.43
26.00
26.00
8.60
82.04
90.64
4.75
.00
100.24
104.99
4.50
4.50
1.86
2.78
3.56
8.20
234.33

-----Total Current Charges-----
 -----TOTAL AMOUNT DUE-----
\$1,565.76

Water Usage Comparison



Messages from Kentucky American Water

* THE DUE DATE PERTAINS TO CURRENT CHARGES ONLY. ANY PAST DUE BALANCE SHOULD BE PAID IMMEDIATELY.

*Local Office: 2300 Richmond Road (Lexington) and 102 Main Street (Owenton).

** To pay your bill, send debit card or electronic check, call TOLL FREE 1-866-371-5500. For online...



Kentucky American Water
 PO Box 371880
 Pittsburgh, PA 15250-7880

For Service To: 2517 Mackenzie Ln 2

006303 1 AT 0.357 2303/6303/002303 018 1 PCL9ZX

IPGREALKY LLC
 PO BOX 54671
 LEXINGTON KY 40555-4671

ACCOUNT NUMBER	[REDACTED]
AMOUNT DUE	\$1,331.43
DUE DATE	Jun 28, 2010
Amount Paid	

Please return this portion with check
 Payable to the address below

Kentucky American Water
 PO Box 371880
 Pittsburgh, PA 15250-7880

Please check here to change address or telephone number and print information on reverse side.

Customer Account Information

For Service To: IPGREALKY LLC
 2517 Mackenzie Ln 2
 Account Number: [REDACTED]
 Premise Number: [REDACTED]

Billing Period & Meter Information

Billing Date: Jun 14, 2010
 Billing Period: May 13 to Jun 09 (27 days)
 Next reading on/about: Jul 12, 2010
 Rate Type: Residential

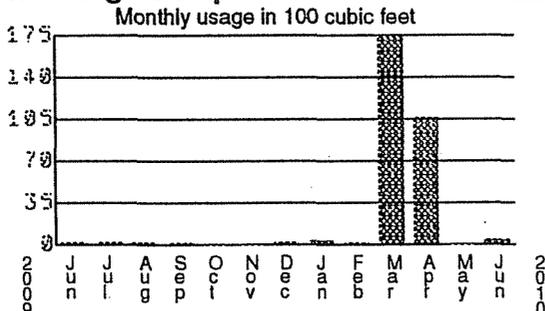
Meter readings in current billing period:

Meter Number 000510321T is a 5/8-inch meter.
 Present-actual 562
 Last-actual 558
 100 Cubic Feet used 4
 1 cu. ft. equals 7.50 gallons
 Gallons used 3000

Billing Summary

-----Prior Balance-----	
Balance from last bill	\$1,290.12
Payments as of Jun 14, 2010. Thanks!	.00
Total prior balance, Jun 14, 2010	1,290.12
-----Current Water Charges-----	
Meter Service Charge	8.60
Water Usage (\$2.829000 x 4.00)	11.32
Total water charges, Jun 14, 2010	19.92
-----Current Wastewater Charges-----	
LFUCG - Sewer Minimum Fee	4.73
Sewer Usage (\$.00000 x 1.00)	.00
(\$ 3.56000 x 3.00)	10.68
Total Use Billed	4.00
-----Other Current Charges-----	
LFUCG - Land Fill Fee	4.50
Total other charges, Jun 14, 2010	4.50
-----Taxes-----	
KRA Withdrawal Fee - 100CF	.26
School Tax	.61
Franchise Fee - LFUCG	.61
Total taxes, Jun 14, 2010	1.48
-----Total Current Charges-----	41.31
-----TOTAL AMOUNT DUE-----	\$1,331.43

Water Usage Comparison



Messages from Kentucky American Water

* THE DUE DATE PERTAINS TO CURRENT CHARGES ONLY. ANY PAST DUE BALANCE SHOULD BE PAID IMMEDIATELY.

*Local Office: 2300 Richmond Road (Lexington) and 102 Main Street (Owenton).



Kentucky American Water
 PO Box 371880
 Pittsburgh, PA 15250-7880

For Service To: 2517 Mackenzie Ln 2

001668 1 AT 0.357 1668/1668/001668 008 1 PCL4Q4



IPGREALKY LLC
 PO BOX 54671
 LEXINGTON KY 40555-4671

ACCOUNT NUMBER	[REDACTED]
AMOUNT DUE	\$1,290.12
DUE DATE	May 31, 2010
Amount Paid	

Please return this portion with check
 Payable to the address below

Kentucky American Water
 PO Box 371880
 Pittsburgh, PA 15250-7880



Please check here to change address or telephone number and print information on reverse side.

Customer Account Information

For Service To: IPGREALKY LLC
 2517 Mackenzie Ln 2
 Account Number: [REDACTED]
 Premise Number: [REDACTED]

Billing Period & Meter Information

Billing Date: May 19, 2010
 Billing Period: Apr 12 to May 13 (31 days)
 Next reading on/about: Jun 09, 2010
 Rate Type: Residential

Meter readings in current billing period:

Meter Number 000510321T is a 5/8-inch meter.
 Present-actual 558
 Last-actual 558
 100 Cubic Feet used 0
 1 cu. ft. equals 7.50 gallons
 Gallons used

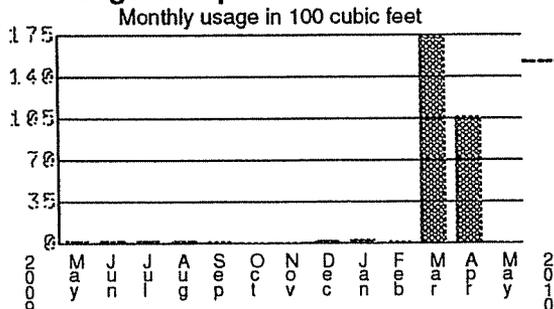
Billing Summary

-----Prior Balance-----
 Balance from last bill
 Payments as of May 19, 2010. Thanks!
 Total prior balance, May 19, 2010
 -----Adjustments-----
 Reconnect Fee - Fayette
 Misread - Adj Res
 KRA Withdrawal Fee Adj
 Sewer Usage
 Total adjustments, May 19, 2010
 -----Current Water Charges-----
 Meter Service Charge
 Total water charges, May 19, 2010
 -----Current Wastewater Charges-----
 LFUCG - Sewer Minimum Fee
 Total wastewater charges, May 19, 2010
 -----Other Current Charges-----
 LFUCG - Land Fill Fee
 Total other charges, May 19, 2010
 -----Taxes-----
 School Tax
 Franchise Fee - LFUCG
 Total taxes, May 19, 2010

\$1,884.22
.00
<u>1,884.22</u>
26.00
-271.58
-5.69
<u>-345.32</u>
-596.59
<u>8.60</u>
8.60
<u>4.73</u>
4.73
<u>4.50</u>
4.50
-8.06
<u>-7.28</u>
-15.34
<u>-594.10</u>

-----Total Current Charges-----
 -----TOTAL AMOUNT DUE-----
 \$1,290.12

Water Usage Comparison



Messages from Kentucky American Water

* THE DUE DATE PERTAINS TO CURRENT CHARGES ONLY. ANY PAST DUE BALANCE SHOULD BE PAID IMMEDIATELY.
 *Local Office: 2300 Richmond Road (Lexington) and 102 Main Street (Owenton).



Kentucky American Water
 PO Box 371880
 Pittsburgh, PA 15250-7880

For Service To: 2517 Mackenzie Ln 2

006607 2 AT 0.482 2607/6607/002607 041 1 PCKX4D

IPGREALKY LLC
 PO BOX 54671
 LEXINGTON KY 40555-4671

ACCOUNT NUMBER	
AMOUNT DUE	\$1,884.22
DUE DATE	Apr 27, 2010
Amount Paid	

Please return this portion with check
 ▼ Payable to the address below ▼

Kentucky American Water
 PO Box 371880
 Pittsburgh, PA 15250-7880



Please check here to change address or telephone number and print information on reverse side.

Customer Account Information

For Service To: IPGREALKY LLC
 2517 Mackenzie Ln 2
 Account Number: [REDACTED]
 Premise Number: [REDACTED]

Billing Period & Meter Information

Billing Date: Apr 15, 2010
 Billing Period: Mar 10 to Apr 12 (33 days)
 Next reading on/about: May 10, 2010
 Rate Type: Residential

Meter readings in current billing period:

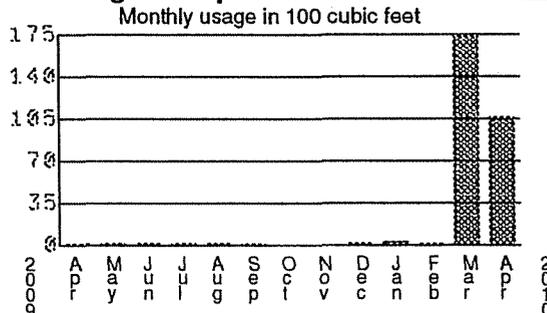
Meter Number 000510321T is a 5/8-inch meter.
 Present-actual 654
 Last-actual 548
 100 Cubic Feet used 106
 1 cu. ft. equals 7.50 gallons
 Gallons used 79500

Billing Summary

-----Prior Balance-----
 Balance from last bill
 Payments as of Apr 15, 2010. Thanks!
 Total prior balance, Apr 15, 2010
 -----Current Water Charges-----
 Meter Service Charge
 Water Usage (\$2.829000 x 106.00)
 Total water charges, Apr 15, 2010
 -----Current Wastewater Charges-----
 LFUCG - Sewer Minimum Fee
 Sewer Usage (\$.00000 x 1.00)
 (\$ 3.56000 x 105.00)
 Total Use Billed 106.00
 -----Other Current Charges-----
 LFUCG - Land Fill Fee
 Total other charges, Apr 15, 2010
 -----Taxes-----
 KRA Withdrawal Fee - 100CF
 School Tax
 Franchise Fee - LFUCG
 Total taxes, Apr 15, 2010
 -----Total Current Charges-----
 -----TOTAL AMOUNT DUE-----

\$1,166.99
.00
1,166.99
8.60
299.87
308.47
4.73
.00
373.80
378.53
4.50
4.50
6.81
9.46
9.46
25.73
717.23
\$1,884.22

Water Usage Comparison



Messages from Kentucky American Water

* THE DUE DATE PERTAINS TO CURRENT CHARGES ONLY. ANY PAST DUE BALANCE SHOULD BE PAID IMMEDIATELY.
 *Local Office: 2300 Richmond Road (Lexington) and 102 Main Street (Owenton).



Kentucky American Water
 PO Box 371880
 Pittsburgh, PA 15250-7880

For Service To: 2517 Mackenzie Ln 2

006843 1 AT 0.357 2843/6843/002843 025 1 PCKPP2

IPGREALKY LLC
 PO BOX 54671
 LEXINGTON KY 40555-4671

ACCOUNT NUMBER	[REDACTED]
AMOUNT DUE	\$1,166.99
DUE DATE	Mar 24, 2010
Amount Paid	

Please return this portion with check
 ▼ Payable to the address below ▼

Kentucky American Water
 PO Box 371880
 Pittsburgh, PA 15250-7880



Please check here to change address or telephone number and print information on reverse side.

Customer Account Information

For Service To: IPGREALKY LLC
 2517 Mackenzie Ln 2
 Account Number: [REDACTED]
 Premise Number: [REDACTED]

Billing Period & Meter Information

Billing Date: Mar 12, 2010
 Billing Period: Feb 09 to Mar 10 (29 days)
 Next reading on/about: Apr 12, 2010
 Rate Type: Residential

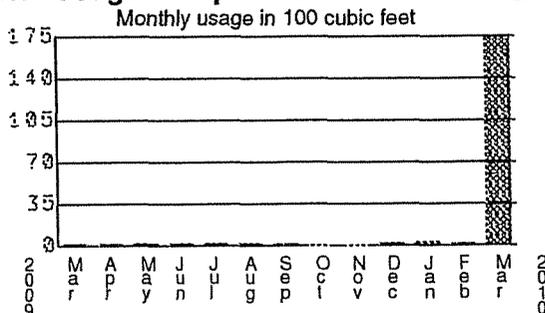
Meter readings in current billing period:

Meter Number 000510321T is a 5/8-inch meter.
 Present-actual 548
 Last-estimate 374
 100 Cubic Feet used 174
 1 cu. ft. equals 7.50 gallons
 Gallons used 130500

Billing Summary

-----Prior Balance-----		
Balance from last bill		\$21.40
Payments as of Mar 12, 2010. Thanks!		-21.40
Total prior balance, Mar 12, 2010		.00
-----Current Water Charges-----		
Meter Service Charge		8.60
Water Usage (\$2.829000 x 174.00)		492.25
Total water charges, Mar 12, 2010		500.85
-----Current Wastewater Charges--		
LFUGG - Sewer Minimum Fee		4.73
Sewer Usage (\$.00000 x 1.00)		.00
(\$ 3.56000 x 173.00)		615.88
Total Use Billed	174.00	620.61
-----Other Current Charges-----		
LFUGG - Land Fill Fee		4.50
Total other charges, Mar 12, 2010		4.50
-----Taxes-----		
KRA Withdrawal Fee - 100CF		10.35
School Tax		15.34
Franchise Fee - LFUGG		15.34
Total taxes, Mar 12, 2010		41.03
-----Total Current Charges-----		1,166.99
-----TOTAL AMOUNT DUE-----		\$1,166.99

Water Usage Comparison



Messages from Kentucky American Water

*Local Office: 2300 Richmond Road (Lexington) and 102 Main Street (Owenton).
 ** To pay by credit card, debit card or electronic check, call TOLL FREE 1-866-271-5522. Pay online at [REDACTED]. A service fee will apply. Customers can also pay their water bills at our local office.

Account Information

To: IPGREALKY LLC
 2517 Mackenzie Ln 2
 Account Number: [REDACTED]
 Service Number: [REDACTED]

Billing Period & Meter Information

Billing Date: Feb 12, 2010
 Billing Period: Jan 12 to Feb 09 (28 days)
 Next reading on/about: Mar 09, 2010
 Rate Type: Residential

Meter readings in current billing period:

Meter Number 000510321T is a 5/8-inch meter.

Present-estimate	374
Last-actual	373
100 Cubic Feet used	1
1 cu. ft. equals 7.50 gallons	
Gallons used	750

Billing Summary

-----Prior Balance-----
 Balance from last bill \$34.66
 Payments as of Feb 12, 2010. Thanks! -34.66
Total prior balance, Feb 12, 2010 .00

-----Current Water Charges-----
 Meter Service Charge 8.60
 Water Usage (\$2.829000 x 1.00) 2.83
Total water charges, Feb 12, 2010 11.43

-----Current Wastewater Charges-----
 LFUCG - Sewer Minimum Fee 4.73
 Sewer Usage (\$.000000 x 1.00) .00
Total wastewater charges, Feb 12, 2010 4.73

-----Other Current Charges-----
 LFUCG - Land Fill Fee 4.50
Total other charges, Feb 12, 2010 4.50

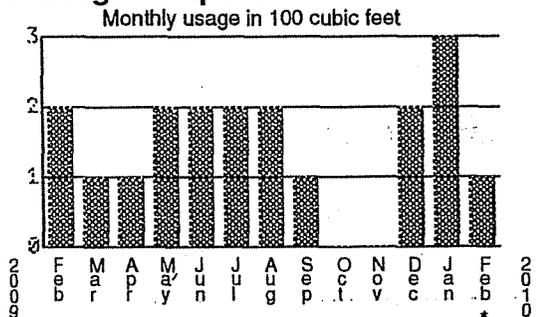
-----Taxes-----
 KRA Withdrawal Fee - 100CF .06
 School Tax .34
 Franchise Fee - LFUCG .34
Total taxes, Feb 12, 2010 .74

-----Total Current Charges----- 21.40

-----TOTAL AMOUNT DUE-----

	\$34.66
	-34.66
	.00
	8.60
	2.83
	11.43
	4.73
	.00
	4.73
	4.50
	4.50
	.06
	.34
	.34
	.74
	21.40
	\$21.40

Water Usage Comparison



*=Estimate

Messages from Kentucky American Water

- *Local Office: 2300 Richmond Road (Lexington) and 102 Main Street (Owenton).
- * To pay by credit card, debit card or electronic check, call TOLL FREE 1-866-271-5522.
- Pay online at www.water.paymybill.com. A service fee will apply. Customers can also pay their water bills at our local office at 2300 Richmond Road in Lexington, at Lexington-area Central Bank locations and participating Shell Food Marts, and at Xsell in Winchester. Call 1-800-678-6301 for location information, or visit our Web site at www.kawc.com.
- *Add \$1 to your monthly water bill and help low-income customers with their water bill payments.
- * The water quality management fee is a new fee that is part of an agreement Lexington signed with the U.S. Environmental Protection Agency to address past violations and future compliance with the federal Clean Water Act by funding improvements to Lexington's stormwater sewer system. For more information, call LexCall at 3-1-1 or 859-425-2255.
- * Save time by paying this bill online. At amwater.com/myh20, you can manage your account, pay your bill and more. Visit amwater.com/myh20 to learn more.

Customer Service: 800-678-6301
 Emergency: 800-678-6301
 Visit us on the INTERNET at: www.kawc.com

002599/002599 PCKHAL TAT02 123

Account Information

To: IPGREALKY LLC
 2517 Mackenzie Ln 2
 Account Number: [REDACTED]
 Service Number: [REDACTED]

Billing Summary

-----Prior Balance-----		
Balance from last bill		\$28.03
Payments as of Jan 15, 2010. Thanks!		<u>-28.03</u>
Total prior balance, Jan 15, 2010		.00
-----Current Water Charges-----		
Meter Service Charge		8.60
Water Usage (\$2.829000 x 3.00)		<u>8.49</u>
Total water charges, Jan 15, 2010		17.09
-----Current Wastewater Charges-----		
LFUCG - Sewer Minimum Fee		4.73
Sewer Usage (\$.00000 x 1.00)		.00
(\$ 3.56000 x 2.00)		<u>7.12</u>
Total Use Billed	3.00	11.85
-----Other Current Charges-----		
LFUCG - Land Fill Fee		<u>4.50</u>
Total other charges, Jan 15, 2010		4.50
-----Taxes-----		
KRA Withdrawal Fee - 100CF		.18
School Tax		.52
Franchise Fee - LFUCG		<u>.52</u>
Total taxes, Jan 15, 2010		1.22
-----Total Current Charges-----		34.66
-----TOTAL AMOUNT DUE-----		<u>\$34.66</u>

Billing Period & Meter Information

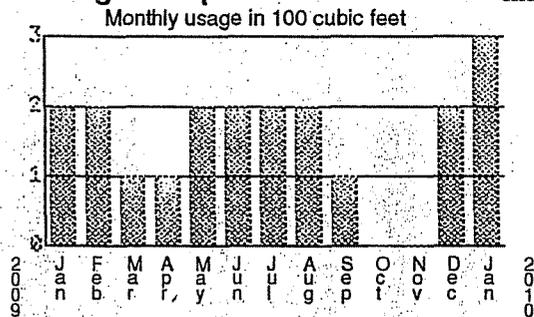
Billing Date: Jan 15, 2010
Billing Period: Dec 09 to Jan 12 (34 days)
Next reading on/about: Feb 09, 2010
Rate Type: Residential

Meter readings in current billing period:

Meter Number 000510321T is a 5/8-inch meter.

Present-actual	373
Last-actual	370
100 Cubic Feet used	3
1 cu. ft. equals 7.50 gallons	
Gallons used	2250

Water Usage Comparison



Messages from Kentucky American Water

*Local Office: 2300 Richmond Road (Lexington) and 102 Main Street (Owenton).
 * To pay by credit card, debit card or electronic check, call TOLL FREE 1-866-271-5522.
 Pay online at www.water.paymybill.com. A service fee will apply. Customers can also pay their water bills at our local office at 2300 Richmond Road in Lexington, at Lexington-area Central Bank locations and participating Shell Food Marts, and at Xsell in Winchester. Call 1-800-678-6301 for location information, or visit our Web site at www.kawc.com.
 *Add \$1 to your monthly water bill and help low-income customers with their water bill payments.
 * The water quality management fee is a new fee that is part of an agreement Lexington signed with the U.S. Environmental Protection Agency to address past violations and future compliance with the federal Clean Water Act by funding improvements to Lexington's stormwater sewer system.
 For more information, call LexCall at 3-1-1 or 859-425-2255.

002945/002945 PCKAUP TAT02 123

Customer Service: 800-678-6301
 Emergency: 800-678-6301
 Visit us on the INTERNET at: www.kawc.com

RAW 100AM252IAM253I

A1M4 851



Steven L. Beshear
Governor

Leonard K. Peters
Secretary
Energy and Environment Cabinet

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

David L. Armstrong
Chairman

James W. Gardner
Vice Chairman

Charles R. Borders
Commissioner

September 17, 2010

David McCullough
% IPGREALKY, LLC
PO Box 54671
Lexington, KY 40555-4671

Dear Mr. McCullough:

The Consumer Services Branch has completed its review of your complaint brought against Kentucky-American Water Company. Based upon our review, it is the staff's opinion that Kentucky-American has properly billed your account.

In reviewing your inquiry it was necessary to contact Kentucky-American. The utility provided a billing history for your account, a meter check history, and their meter test results.

As requested in your correspondence with the Commission, a meter test was performed by the Commission's Meter Standards Laboratory staff. The results of that test (copy enclosed) indicates that the meter is functioning within the Commission's established guidelines. In absence of a malfunctioning meter, the staff must rely upon the accuracy of the mechanical metering equipment in evaluating high usage complaints and the meter is judged to have accurately measured the utility services billed to your account.

The staff's conclusion in this matter is based in part on a review of the utility's filed tariff, the Kentucky Public Service Commission's Administrative Regulations, and the Kentucky Revised Statutes.

KRS 278.170 (2) provides that no utility shall charge, demand, collect or receive from any person a greater or less compensation for any service rendered than that prescribed in its filed schedules, and no person shall receive any service from any utility for compensation greater or less than that prescribed in such schedules. In the absence of a dispute regarding the accuracy of the metering device, Kentucky-

IPGREALKY, LLC
Complaint # 2010-08196

American Water would be required to bill your account for the service registered by the meter.

The opinions of the staff are not binding upon the Commission and you may file a formal complaint with the Commission through the provisions of 807 KAR 5:001, Section 12 through 15 (copy enclosed). The Commission may or may not elect to establish a formal case based upon the merits of the petition.

I regret that we are unable to assist you further in this matter.

Ginny Smith, Director
Division of Consumer Services

Enclosures

INTRA-AGENCY MEMORANDUM

KENTUCKY PUBLIC SERVICE COMMISSION

TO: Ginny Smith
Division of Consumer Services

THRU: Reggie Chaney, Director *RC*
Division of Engineering

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

DATE: September 13, 2010

RE: **Meter Test Results**

Attached you will find test results regarding informal complaint number 2010-08196 from Consumer Services Division involving the David McCulloch owner of IPGRealkY., LLC's water service account of Kentucky American Water Company by the PSC's Meter Standards Laboratory, done in accordance with 807 KAR 5:006, Section 18 (2) for distribution to all parties concerned.

The tests indicate that all meters are within accuracy guidelines of the Commission's Regulations.

Both parties need to be notified of these test results.

If you have any questions, please contact me at your convenience.

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

Customer: David McCulloch Date: 9/10/2010
Utility: Kentucky-American Water Company Tester: Brian Rice

Complaint Meter

Type: Neptune 5/8 cf meter
Serial No. 510321

LOW FLOW RATE

1/4 GPM	End	<u>57121.05</u>
	Start	<u>57120.05</u>
	% Accuracy	<u>100.0</u>
1/4 GPM	End	<u>57133.08</u>
	Start	<u>57132.07</u>
	% Accuracy	<u>101.0</u>
1/4 GPM	End	<u>57145.08</u>
	Start	<u>57144.08</u>
	% Accuracy	<u>100.0</u>
% Average of 3 test runs		<u>100.3</u>

MEDIUM FLOW RATE

2 GPM	End	<u>57122.06</u>
	Start	<u>57121.05</u>
	% Accuracy	<u>101.0</u>
2 GPM	End	<u>57134.08</u>
	Start	<u>57133.08</u>
	% Accuracy	<u>100.0</u>
2 GPM	End	<u>57146.08</u>
	Start	<u>57145.08</u>
	% Accuracy	<u>100.0</u>
% Average of 3 test runs		<u>100.3</u>

Customer: David McCulloch Date: 9/10/2010
 Utility: Kentucky American Water Company Tester: Brian Rice

HIGH FLOW RATE

15 GPM	End	<u>57132.07</u>
	Start	<u>57122.06</u>
	% Accuracy	<u>100.1</u>
15 GPM	End	<u>57144.08</u>
	Start	<u>57134.08</u>
	% Accuracy	<u>100.0</u>
15 GPM	End	<u>57156.09</u>
	Start	<u>57146.08</u>
	% Accuracy	<u>100.1</u>
% Average of 3 test runs		<u>100.1</u>

Complaint Meter Summary of Test Results for Serial No.510321

LOW FLOW 1/4 GPM	<u>100.3</u> %	Required	<u>>95%new</u>	<u>>90%used</u>
MED. FLOW 2 GPM	<u>100.3</u> %	Required	<u>>98.5% and <101.5%</u>	
HIGH FLOW 15 GPM	<u>100.1</u> %	Required	<u>>98.5% and <101.5%</u>	

807 KAR 5:001. Rules of procedure.

Section 12. Formal Complaints.

(1) **Contents of complaint.** Each complaint shall be headed "Before the Public Service Commission," shall set out the names of the complainant and the name of the defendant, and shall state:

(a) The full name and post office address of the complainant.

(b) The full name and post office address of the defendant.

(c) Fully, clearly, and with reasonable certainty, the act or thing done or omitted to be done, of which complaint is made, with a reference, where practicable, to the law, order, or section, and subsections, of which a violation is claimed, and such other matters, or facts, if any, as may be necessary to acquaint the commission fully with the details of the alleged violation. The complainant shall set forth definitely the exact relief which is desired (see **Section 15(1)** of this administrative regulation).

(2) **Signature.** The complaint shall be signed by the complainant or his attorney, if any, and if signed by such attorney, shall show his post office address. Complaints by corporations or associations, or any other organization having the right to file a complaint, must be signed by its attorney and show his post office address. No oral or unsigned complaints will be entertained or acted upon by the commission.

(3) **Number of copies required.** At the time the complainant files his original complaint, he must also file copies thereof equal in number to ten (10) more than the number of persons or corporations to be served.

(4) **Procedure on filing of complaint.**

(a) Upon the filing of such complaint, the commission will immediately examine the same to ascertain whether it establishes a prima facie case and conforms to this administrative regulation. If the commission is of the opinion that the complaint does not establish a prima facie case or does not conform to this administrative regulation, it will notify the complainant or his attorney to that effect, and opportunity may be given to amend the complaint within a specified time. If the complaint is not so amended within such time or such extension thereof as the commission, for good cause shown, may grant, it will be dismissed.

(b) If the commission is of the opinion that such complaint, either as originally filed or as amended, does establish a prima facie case and conforms to this administrative regulation, the commission will serve an order upon such corporations or persons complained of under the hand of its secretary and attested by its seal, accompanied by a copy of said complaint, directed to such corporation or person and requiring that the matter complained of be satisfied, or that the complaint be answered in writing within ten (10) days from the date of service of such order, provided that the commission may, in particular cases, require the answer to be filed within a shorter time.

(5) **Satisfaction of the complaint.** If the defendant desires to satisfy the complaint, he shall submit to the commission, within the time allowed for satisfaction or answer, a statement of the relief which he is willing to give. Upon the acceptance of this offer by the complainant and the approval of the commission, no further proceedings need be taken.

(6) **Answer to complaint.** If satisfaction be not made as aforesaid, the corporation or person complained of must file an answer to the complaint, with certificate of service on other parties endorsed thereon, within the time specified in the order or such extension thereof as the commission, for good cause shown, may grant. The answer must contain a specific denial of such material allegations of the

complaint as controverted by the defendant and also a statement of any new matter constituting a defense. If the answering party has no information or belief upon the subject sufficient to enable him to answer an allegation of the complaint, he may so state in his answer and place his denial upon that ground (see Section 15(2) of this administrative regulation).

807 KAR 5:001. Rules of procedure.

Section 15. Forms.

(1) In all practice before the commission the following forms shall be followed insofar as practicable:

- (a) Formal complaint.
- (b) Answer.
- (c) Application.
- (d) Notice of adjustment of rates.
- (2) Forms of formal complaint.
- (3) Form of answer to formal complaint.
- (4) Form of application.
- (5) Form of notice to the commission of adjustment of rates

Before the Public Service Commission

(Insert name of complainant))
Complainant)
vs.) No. _____
(Insert name of each defendant)) (To be inserted by
Defendant) the secretary)

COMPLAINT

The complaint of (here insert full name of each complainant) respectfully shows:

- (a) That (here state name, occupation and post office address of each complainant).
- (b) That (here insert full name, occupation and post office address of each defendant).
- (c) That (here insert fully and clearly the specific act or thing complained of, such facts as are necessary to give a full understanding of the situation, and the law, order, or rule, and the section or sections thereof, of which a violation is claimed).

WHEREFORE, complainant asks (here state specifically the relief desired).

Dated at _____, Kentucky, this _____ day
of _____, 19 _____.

(Name of each complainant)

(Name and address of attorney,
if any)



Kentucky American Water
PO Box 371880
Pittsburgh, PA 15250-7880

For Service To: 2517 Mackenzie Ln Apt# 2

007267 1 AT 0 357 7267/7267/007267 030 1 PCLPQ6

IPGREALKY LLC
PO BOX 54671
LEXINGTON KY 40555-4671

ACCOUNT NUMBER	[REDACTED]
AMOUNT DUE	\$1,147.84
DUE DATE	Due Upon Receipt
AMOUNT PAID	

Please return this portion with check or money order payable to

Kentucky American Water
PO Box 371880
Pittsburgh, PA 15250-7880



*Received
8.25.10*

***** 10-DAY SHUT OFF NOTICE *****

Dear Customer:

Our records indicate that your payment has not been received. Full payment of \$1,147.84 must be received before Thursday, September 2, 2010, or your water service will be subject to disconnection on or after that date.

If your water service is disconnected, the following charges will have to be paid

before your service will be restored:

Overdue Amount	\$1,147.84
Reconnect Charge	\$26.00

*** TO STOP THE SHUT OFF, YOU MUST DO ONE OF THE FOLLOWING AT ONCE. ***

1. Pay the total amount due now.
2. Call 1-866-358-3429 to make a payment arrangement, to let us know that you made a payment or to dispute the past due amount.
3. Call 1-866-358-3429 if you or someone in your home has a serious illness or a medical condition. Read the Medical Emergency Notice below.

For more information on the Water for Life financial assistance program that may be able to help you with payment of your water bill, call Community Action Council at 233-4600 or 1-800-244-2275. For information on other local agencies that may be able to provide financial assistance, call 859-313-LINK (5465).

If you have recently sent your payment, Thank You.
If not, this is the only notice you will receive prior to disconnection of your service.

To pay by credit card call 1-866-271-5522.

Sincerely,
Kentucky American Water



Kentucky American Water
 PO Box 371880
 Pittsburgh, PA 15250-7880

For Service To: 2517 Mackenzie Ln 2

007079 1 AT 0.357 3079/7079/003079 022 1 PCLNJ0

IPGREALKY LLC
 PO BOX 54671
 LEXINGTON KY 40555-4671

ACCOUNT NUMBER	[REDACTED]
AMOUNT DUE	\$1,169.26
DUE DATE	Aug 25, 2010
Amount Paid	
Please return this portion with check Payable to the address below	

Kentucky American Water
 PO Box 371880
 Pittsburgh, PA 15250-7880



Please check here to change address or telephone number and print information on reverse side.

Customer Account Information

For Service To: IPGREALKY LLC
 2517 Mackenzie Ln 2
 Account Number: [REDACTED]
 Premise Number: [REDACTED]

Billing Period & Meter Information

Billing Date: Aug 13, 2010
 Billing Period: Jul 12 to Aug 10 (29 days)
 Next reading on/about: Sep 10, 2010
 Rate Type: Residential

Meter readings in current billing period:

Meter Number 000510321T is a 5/8-inch meter.
 Present-actual 569
 Last-actual 568

***Meter Changed Jul 23, 2010.**

Meter Number 089086379N is a 5/8-inch meter.
 Present-actual 0
 Last-actual 0

***Meter Changed Jul 28, 2010.**

Meter Number 000510321T is a 5/8-inch meter.
 Present-actual 567
 Last-actual 567

***Meter Changed Aug 02, 2010.**

Meter Number 089114269N is a 5/8-inch meter.
 Present-actual 0
 Last-actual 0
 100 Cubic Feet used 1
 1 cu. ft. equals 7.50 gallons
 Gallons used 750

Billing Summary

-----Prior Balance-----	
Balance from last bill	
Adjustments	
Payments as of Aug 13, 2010. Thanks!	
Total prior balance, Aug 13, 2010	1,147.84
-----Current Water Charges-----	
Meter Service Charge	8.60
Water Usage (\$2.829000 x 1.00)	2.83
Total water charges, Aug 13, 2010	11.43
-----Current Wastewater Charges-----	
LFUCG - Sewer Minimum Fee	4.75
Sewer Usage (\$.000000 x 1.00)	.00
Total wastewater charges, Aug 13, 2010	4.75
-----Other Current Charges-----	
LFUCG - Land Fill Fee	4.50
Total other charges, Aug 13, 2010	4.50
-----Taxes-----	
KRA Withdrawal Fee - 100CF	.06
School Tax	.34
Franchise Fee - LFUCG	.34
Total taxes, Aug 13, 2010	.74
-----Total Current Charges-----	21.42
-----TOTAL AMOUNT DUE-----	\$1,169.26

\$1,565.76
-167.92
-250.00
1,147.84
8.60
2.83
11.43
4.75
.00
4.75
4.50
4.50
.06
.34
.34
.74
21.42
\$1,169.26

PAID
 8.2.10
 AS
 STOP

PAID
 8.22.10
 \$1165

AMOUNT
 ON SHEET
 OFF - NOTED

IPGREALKY, LLC
P.O. Box 54671
Lexington, KY 40555-4671

August 7th, 2010

Kentucky Public Service Commission
Attn: Susan Dunn
P.O. Box 615
Frankfort, KY 40602-0615

Ref: 2517 # 2 Mackenzie Lane, Lexington, KY 40509

Dear Ms. Dunn:

Thank you for your assistance yesterday. I need to request your help in having the State Test the KY American Water Meter, which had been installed at the referenced address. The Meter # 000510321T. Account # [REDACTED] Premise # [REDACTED]

I will summarize for you what has happened:

Dec. 09th / Jan. 10th - Read Jan. 15, 2010 - 370 ~ 373, 3 Cubic Feet

Jan. 10th / Feb. 10th - Est. Feb. 12, 2010 - 373 ~ 374, 1 Cubic Feet

Feb. 10th / Mar. 10th - Read Mar. 10, 2010 - 374 ~ 548, 174 Cubic Feet - ERROR

Mar. 10th / Apr. 10th - Est. Apr. 12, 2010 - 548 ~ 654, 106 Cubic Feet

Apr. 10th / May. 10th - Read May. 13, 2010 - 558, (-96 Cubic Feet)

May. 10th / Jun. 10th - Est. Apr. 12, 2010 - 558 ~ 562, 4 Cubic Feet

On June 23rd, 2010 they changed the meter to # 089086379N, and show the reading at that date as 586 from the 562 (24 Cubic Feet). The meter they installed began at 5, and is scheduled to be read around 8/10/10.

I honestly believe that KY American Water has made a mistake as they don't know which meter goes to which apartment in this building. Twice during this process they have shut off the water, and in doing so, they have shut off the water to 2517 # 1 (an Innocent Tenant with small children), not # 2 the address in question.

I have had the entire unit on the inside and outside inspected by two different plumbers, and I do not have a LEAK. I have also demanded that KY American meet me at this address and I would bring a plumber to confirm this for them, and they never would comply.

On July 29th, 2010, they sent me the attached letter stating they had made an error reading the meter, and adjusted the account for 18,000 Gallons of 24 Cubic Feet (750 gallons / Cubic Foot). This is still incorrect, as I believe the reading on March 10th, 2010, should have been 378 max, or 4 Cubic feet. The April bill was an Estimate, based off the misread in March, which they themselves caught and fixed at the May 13 read, at 558? So they gave me a 24 Cubic foot credit in July to try and appease me, when their own reading from May show at minimum, a 96 Cubic foot reversal from the estimated 654 to 558?

On 8/2/10, KY American Water sent me the attached letter stating the Meter was tested and working correctly. Nowhere do they state or document what the Meter Reads? My guess is something around 390 Cubic Feet, assuming a 3-4 cubic feet per month actual rate.

I have no way to figure what my real charges are due to them. I am going to send them a payment of \$ 250.00 towards this account, and ask that you assist in keeping the water on while this investigation is conducted. I tried to get a copy of the detailed bill from them yesterday on the phone, and when I questioned the errors with the service representative I was hung up on?

Please let me know how I can further assist in resolving this issue.

Sincerely,



David R. McCulloch
Owner, Managing Member
IPGREALKY, LLC

P:

F:

E:

Enclosures

Kentucky American Water
 PO Box 371880
 Pittsburgh, PA 15250-7880

\$34.66
Jan 27, 2010

For Service To: 2517 Mackenzie Ln 2

Amount Paid

IPGREALKY LLC
 PO Box 54671
 Lexington KY 40555-4671

Kentucky American Water
 PO Box 371880
 Pittsburgh, PA 15250-7880



Please check here to change address or telephone number and print information on reverse side.

Customer Account Information

For Service To: IPGREALKY LLC
 2517 Mackenzie Ln 2
 Account Number: [REDACTED]
 Premise Number: [REDACTED]

Billing Period & Meter Information

Billing Date: Jan 15, 2010
 Billing Period: Dec 09 to Jan 12 (34 days)
 Next reading on/about: Aug 10, 2010
 Rate Type: Residential

Meter readings in current billing period:

Meter Number 000510321T is a 5/8-inch meter.
 Present-actual 373
 Last-actual 370
 100 Cubic Feet used 3 ✓
 1 cu. ft. equals 7.50 gallons
 Gallons used 2250

NORMAL MONTH

Billing Summary

-----Prior Balance-----		
Balance from last bill		\$28.03
Payments as of Jan 15, 2010. Thanks!		-28.03
Total prior balance, Jan 15, 2010		.00
-----Current Water Charges-----		
Meter Service Charge		8.60
Water Usage (\$2.829000 x 3.00)		8.49
Total water charges, Jan 15, 2010		17.09
-----Current Wastewater Charges--		
LFUCG - Sewer Minimum Fee		4.73
Sewer Usage (\$.000000 x 1.00)		.00
(\$ 3.560000 x 2.00)		7.12
Total Use Billed	3.00	11.85
-----Other Current Charges-----		
LFUCG - Land Fill Fee		4.50
Total other charges, Jan 15, 2010		4.50
-----Taxes-----		
School Tax		.52
Franchise Fee - LFUCG		.52
KRA Withdrawal Fee - 100CF		.18
Total taxes, Jan 15, 2010		1.22
-----Total Current Charges-----		34.66
-----TOTAL AMOUNT DUE-----		\$34.66

Water Usage Comparison

Monthly usage in 100 cubic feet

2009 J A F M A M J J A S O N D J 2010
 n a b r f y n u g p r o v e c n 0

Messages from Kentucky American Water

*Local Office: 2300 Richmond Road (Lexington) and 102 Main Street (Owenton).
 ** To pay by credit card, debit card or electronic check, call TOLL FREE 1-866-271-5522. Pay online at www.water.paymybill.com. A service fee will apply. Customers can also pay their water bills at our local office

Kentucky American Water
PO Box 371880
Pittsburgh, PA 15250-7880

12-0268288-4

\$21.40

For Service To: 2517 Mackenzie Ln 2

Feb 24, 2010

Amount Paid

IPGREALKY LLC
PO Box 54671
Lexington KY 40555-4671

Kentucky American Water
PO Box 371880
Pittsburgh, PA 15250-7880

Please check here to change address or telephone number and print information on reverse side.

Customer Account Information

For Service To: IPGREALKY LLC
2517 Mackenzie Ln 2
Account Number: [REDACTED]
Premise Number: [REDACTED]

Billing Summary

-----Prior Balance-----	
Balance from last bill	\$34.66
Payments as of Feb 12, 2010. Thanks!	-34.66
Total prior balance, Feb 12, 2010	.00
-----Current Water Charges-----	
Meter Service Charge	8.60
Water Usage (\$0.000000 x 1.00)	2.54
Total water charges, Feb 12, 2010	11.14
-----Other Current Charges-----	
LFUCG - Sewer Minimum Fee	4.73
Sewer Usage (\$0.000000 x 1.00)	.00
Total wastewater charges, Feb 12, 2010	4.73
-----Other Current Charges-----	
LFUCG - Land Fill Fee	4.50
Total other charges, Feb 12, 2010	4.50
-----Taxes-----	
School Tax	.34
Franchise Fee - LFUCG	.34
KRA Withdrawal Fee - 100GF	.06
Total taxes, Feb 12, 2010	.74
Total Current Charges	21.40

Billing Period & Meter Information

Billing Date: Feb 12, 2010
Billing Period: 01/15/2010 - 02/12/2010
Next reading on/about: Aug 10, 2010
rate type: Residential

Meter readings in current billing period:
Meter Number 000510321T is a 5/8-inch meter.

Present-estimate 374
Last-actual 373
100 Cubic Feet used 1 ✓
1 cu. ft. equals 7.50 gallons
Gallons used 750

Normal MONTH

Water Usage Comparison

Monthly usage in 100 cubic feet

-----TOTAL AMOUNT DUE----- \$21.40

2009 F B M A M J J A S O N D J F 2010

*=Estimate

Messages from Kentucky American Water

*Local Office: 2300 Richmond Road (Lexington) and 102 Main Street (Owenton).
** To pay by credit card, debit card or electronic check, call TOLL FREE 1-866-271-5522. Pay online at www.water.paymybill.com. A service fee will apply. Customers can also pay their water bills at our local office

Kentucky American Water
PO Box 371880
Pittsburgh, PA 15250-7880

\$1,166.99
Mar 24, 2010

For Service To: 2517 Mackenzie Ln 2

Amount Paid

IPGREALKY LLC
PO Box 54671
Lexington KY 40555-4671

Kentucky American Water
PO Box 371880
Pittsburgh, PA 15250-7880



Please check here to change address or telephone number and print information on reverse side.

Customer Account Information

For Service To: IPGREALKY LLC
2517 Mackenzie Ln 2
Account Number: [REDACTED]
Premise Number: [REDACTED]

Billing Period & Meter Information

Billing Date: Mar 12, 2010
Billing Period: Feb 09 to Mar 10 (29 days)
Next reading on/about: Aug 10, 2010
Rate Type: Residential

Meter readings in current billing period:
Meter Number 000510321T is a 5/8-inch meter.

Present-actual 540
Last anniversary 001
100 Cubic Feet used 174 *
1 cu. ft. equals 7.50 gallons
Gallons used 130500

Billing Summary

-----Prior Balance-----	
Balance from last bill	\$21.40
Payments as of Mar 12, 2010. Thanks!	-21.40
Total prior balance, Mar 12, 2010	.00
-----Current Water Charges-----	
Meter Service Charge	8.60
Water Usage (\$2.829000 x 174.00)	492.25
Total water charges, Mar 12, 2010	500.85
-----Current Wastewater Charges--	
LFUGG - Sewer Minimum Fee	4.73
Sewer Usage (\$.00000 x 1.00)	.00
(\$ 3.56000 x 173.00)	615.88
Total Use Billed	174.00 620.61
-----Other Current Charges-----	
LFUGG - Landfill Fee	4.50
Total other charges, Mar 12, 2010	4.50
-----Taxes-----	
School Tax	15.34
Franchise Fee - LFUGG	15.34
KRA Withdrawal Fee - 100CF	10.35
Total taxes, Mar 12, 2010	41.03
-----Total Current Charges-----	1,166.99
-----TOTAL AMOUNT DUE-----	\$1,166.99

Water Usage Comparison

Monthly usage in 100 cubic feet

2009
M A M J J A S O N D J F M 2010
B F Y h i u g p t o v e c n b e b r

Would Fill 3-4 Swimming Pools
THIS IS A 1 1/2 BATH 1200 SQ. FT. APARTMENT
I CALLED A COMPLAINED

Messages from Kentucky American Water

*Local Office: 2300 Richmond Road (Lexington) and 102 Main Street (Owenton).
** To pay by credit card, debit card or electronic check, call TOLL FREE 1-866-271-5522. Pay online at www.water.paymybill.com. A service fee will apply. Customers can also pay their water bills at our local office



AMERICAN WATER

Kentucky American Water

P.O. Box 578, Alton IL 62002
1-800-678-6301

AMW003 POL58T 00001627

05/20/2010

Ipgrealky LLC
PO Box 54671
Lexington KY 40555-4671

Account Number: [REDACTED]
Premise Number: [REDACTED]
2517 Mackenzie Ln Apt# 2

Dear Customer:

This letter is in reference to an inquiry of Thursday, April 22, 2010 regarding the above account.

We have investigated your concerns and determined that your charges and account balance are correct as rendered for the service period of Tuesday, February 9, 2010 to Thursday, May 13, 2010.

Should you need more information or wish to discuss the details of our investigation, please contact our Customer Service Center at 1-800-678-6301 for assistance.

Please contact us to discuss extended payment terms if the amount of this charge creates a financial hardship and you are unable to remit full payment. Associates are available to assist you 24 hours a day, 7 days a week.

Sincerely,

Customer Service

Kentucky American Water
PO Box 371880
Pittsburgh, PA 15250-7880

\$1,884.22

For Service To: 2517 Mackenzie Ln 2

Apr 27, 2010

Amount Paid

IPGREALKY LLC
PO Box 54671
Lexington KY 40555-4671

Kentucky American Water
PO Box 371880
Pittsburgh, PA 15250-7880

Please check here to change address or telephone number and print information on reverse side.

Customer Account Information

For Service To: IPGREALKY LLC
2517 Mackenzie Ln 2
Account Number: [REDACTED]
Premise Number: [REDACTED]

Billing Period & Meter Information

Billing Date: Apr 15, 2010
Billing Period: Mar 10 to Apr 12 (33 days)
Next reading on/about: Aug 10, 2010
Rate Type: Residential

Meter readings in current billing period:
Meter Number 000510321T is a 5/8-inch meter.
Present-actual 654
Last-actual 548
100 Cubic Feet used 106 *
1 cu. ft. equals 7.50 gallons
Gallons used 79500

Billing Summary

-----Prior Balance-----	
Balance from last bill	\$1,166.99
Payments as of Apr 15, 2010. Thanks!	.00
Total prior balance, Apr 15, 2010	1,166.99
-----Current Water Charges-----	
Meter Service Charge	8.60
Water Usage (\$2.829000 x 106.00)	299.87
Total water charges, Apr 15, 2010	308.47
-----Current Wastewater Charges-----	
LFUCG - Sewer Minimum Fee	4.73
Sewer Usage (\$.000000 x 1.00)	.00
(\$ 3.560000 x 105.00)	373.80
Total Use Billed	106.00 378.53
-----Other Current Charges-----	
LFUCG - Land Fill Fee	4.50
Total other charges, Apr 15, 2010	4.50
-----Taxes-----	
School Tax	9.48
Grasshopper Fee - LFUCG	2.40
KPA Withdrawal Fee - 100CF	6.87
Total Taxes, Apr 15, 2010	18.75
-----Total Current Charges-----	717.23
-----TOTAL AMOUNT DUE-----	\$1,884.22

Water Usage Comparison

Monthly usage in 100 cubic feet

2009 A M J J A S O N D J F M A 2010
P Y U N I U 9 S P I C O N D E C E N F M A T O

Messages from Kentucky American Water

* THE DUE DATE PERTAINS TO CURRENT CHARGES ONLY. ANY PAST DUE BALANCE SHOULD BE PAID IMMEDIATELY.

*Local Office: 2300 Richmond Road (Lexington) and 102 Main Street (Owenton).

I called and complained again - HAD NOW HAD TWO DIFFERENT PLUMBERS WORKING NOTHING out my side OF METER RUNNING

Kentucky American Water
 PO Box 371880
 Pittsburgh, PA 15250-7880

\$1,290.12

May 31, 2010

For Service To: 2517 Mackenzie Ln 2

Amount Paid

IPGREALKY LLC
 NO BOX 54071

Kentucky American Water
 PO Box 371880
 Pittsburgh, PA 15250-7880

Please check here to change address or telephone number and print information on reverse side.

Customer Account Information

For Service To: IPGREALKY LLC
 2517 Mackenzie Ln 2
 Account Number: [REDACTED]
 Premise Number: [REDACTED]

Billing Summary

-----Prior Balance-----	
Balance from last bill	\$1,884.22
Payments as of May 19, 2010. Thanks!	.00
Total prior balance, May 19, 2010	1,884.22
-----Adjustments-----	
Reconnect Fee - Fayette	26.00
Misread - Adj Res	-271.58
KRA Withdrawal Fee Adj	-5.69
Sewer Usage	-345.32
Total adjustments, May 19, 2010	-596.59
-----Current Water Charges-----	
Meter Service Charge	8.60
Total water charges, May 19, 2010	8.60
-----Current Wastewater Charges--	
LFUCG - Sewer Minimum Fee	4.73
Total wastewater charges, May 19, 2010	4.73
-----Other Current Charges-----	
LFUCG - Land Fill Fee	4.50
Total other charges, May 19, 2010	4.50
-----Taxes-----	
School Tax	-8.06
Franchise Fee - LFUCG	-7.28
Total taxes, May 19, 2010	-15.34
-----Total Current Charges-----	-594.10
-----TOTAL AMOUNT DUE-----	\$1,290.12

Billing Period & Meter Information

Billing Date: May 19, 2010
 Billing Period: Apr 12 to May 13 (31 days)
 Next reading on/about: Aug 10, 2010
 Rate Type: Residential

Meter readings in current billing period:

Meter Number 000510321T is a 5/8-inch meter.
 Present-actual 558
 Last-actual 558
 100 Cubic Feet used 0
 1 cu. ft. equals 7.50 gallons
 Gallons used

Water Usage Comparison

Monthly usage in 100 cubic feet

2009 M J J A S O N D J F M A M J 2010

ZERO USAGG NOT POSSIBLE COVERING PREVIOUS ERRORS!!

Messages from Kentucky American Water

* THE DUE DATE PERTAINS TO CURRENT CHARGES ONLY. ANY PAST DUE BALANCE SHOULD BE PAID IMMEDIATELY.

*Local Office: 2300 Richmond Road (Lexington) and 102 Main Street (Owenton).



AMERICAN WATER

Kentucky American Water

P.O. Box 578, Alton IL 62002
1-800-678-6301

AMW003 POLKTP 00002563

07/29/2010

IpGREALKY LLC
PO Box 54671
Lexington KY 40555-4671

Account Number: [REDACTED]
Premise Number: [REDACTED]
2517 Mackenzie Ln Apt# 2

Dear Customer:

It is important to us, as we know it is to you, that your billing statements be as accurate as possible. When an error in your billing is found, we immediately take whatever steps are needed to make sure you are billed properly for only the services we provide you.

We recently investigated your account and determined that we have billed you too much. On Thursday, July 29, 2010, we made a \$163.74 credit to your account, which represents 18000.00 gallons of water. This adjustment corrects incorrect reading. We hope you will find the adjustment satisfactory. A corrected billing statement will be mailed to you in the next few days.

If you have any questions or concerns, please call us at your convenience at 1-800-678-6301. Call when it is convenient for you, our representatives are available 24 hours a day to serve you.

Sincerely,

Customer Service

Kentucky American Water
PO Box 371880
Pittsburgh, PA 15250-7880

\$1,331.43
Jun 28, 2010

For Service To: 2517 Mackenzie Ln 2

Amount Paid

IPGREALKY LLC
PO Box 54671
Lexington KY 40555-4671

Kentucky American Water
PO Box 371880
Pittsburgh, PA 15250-7880



Please check here to change address or telephone number and print information on reverse side.

Customer Account Information

For Service To: IPGREALKY LLC
2517 Mackenzie Ln 2
Account Number: [REDACTED]
Premise Number: [REDACTED]

Billing Period & Meter Information

Billing Date: Jun 14, 2010
Billing Period: May 13 to Jun 09 (27 days)
Next reading on/about: Aug 10, 2010
Rate Type: Residential

Meter readings in current billing period:
Meter Number 000510321T is a 5/8-inch meter.

Present-actual 562
Last-actual 558
100 Cubic Feet used 4 ✓
1 cu. ft. equals 7.50 gallons
Gallons used 3000

Billing Summary

-----Prior Balance-----	
Balance from last bill	\$1,290.12
Payments as of Jun 14, 2010. Thanks!	.00
Total prior balance, Jun 14, 2010	1,290.12
-----Current Water Charges-----	
Meter Service Charge	8.60
Water Usage (\$2.829000 x 4.00)	11.32
Total water charges, Jun 14, 2010	19.92
-----Current Wastewater Charges-----	
LFUCG - Sewer Minimum Fee	4.73
Sewer Usage (\$.00000 x 1.00)	.00
(\$ 3.56000 x 3.00)	10.68
Total Use Billed	4.00 15.41
-----Other Current Charges-----	
LFUCG - Land Fill Fee	4.50
Total other charges, Jun 14, 2010	4.50
-----Taxes-----	
School Tax	.61
Franchise Fee - LFUCG	.61
KRA Withdrawal Fee - 100CF	.26
Total taxes, Jun 14, 2010	1.48
-----Total Current Charges-----	
	41.31
-----TOTAL AMOUNT DUE-----	
	\$1,331.43

Water Usage Comparison

Monthly usage in 100 cubic feet

2009
J U N
J U L
A U G
S E P
O C T
N O V
D E C
J A N
F E B
M A R
A P R
M A Y
J U N
2010

Messages from Kentucky American Water

* THE DUE DATE PERTAINS TO CURRENT CHARGES ONLY. ANY PAST DUE BALANCE SHOULD BE PAID IMMEDIATELY.

*Local Office: 2300 Richmond Road (Lexington) and 102 Main Street (Owenton).

Kentucky American Water
PO Box 371880
Pittsburgh, PA 15250-7880

\$1,565.76
Jul 27, 2010

For Service To: 2517 Mackenzie Ln 2

Amount Paid

IPGREALKY LLC
PO Box 54671
Lexington KY 40555-4671

Kentucky American Water
PO Box 371880
Pittsburgh, PA 15250-7880



Please check here to change address or telephone number and print information on reverse side.

Customer Account Information

For Service To: IPGREALKY LLC
2517 Mackenzie Ln 2
Account Number: [REDACTED]
Premise Number: [REDACTED]

Billing Summary

-----Prior Balance-----	
Balance from last bill	\$1,331.43
Payments as of Jul 15, 2010, Thanks!	.00
Total prior balance, Jul 15, 2010	1,331.43
-----Adjustments-----	
Reconnect Fee - Fayette	26.00
Total adjustments, Jul 15, 2010	26.00
-----Current Water Charges-----	
Meter Service Charge	8.60
Water Usage (\$2.829000 x 29.00)	82.04
Total water charges, Jul 15, 2010	90.64
-----Current Wastewater Charges-----	
LFUCG - Sewer Minimum Fee	4.75
Sewer Usage (\$.00000 x 1.00)	.00
(\$ 3.58000 x 28.00)	100.24
Total Use Billed	29.00
104.99	
-----Other Current Charges-----	
LFUCG - Land Fill Fee	4.50
Total other charges, Jul 15, 2010	4.50
-----Taxes-----	
School Tax	2.78
Franchise Fee - LFUCG	3.56
KRA Withdrawal Fee - 100CF	1.86
Total taxes, Jul 15, 2010	8.20
-----Total Current Charges-----	234.33
-----TOTAL AMOUNT DUE-----	\$1,565.76

Billing Period & Meter Information

Billing Date: Jul 15, 2010
Billing Period: Jun 09 to Jul 12 (33 days)
Next reading on/about: Aug 10, 2010
Rate Type: Residential

Meter readings in current billing period:

Meter Number 089086379N is a 5/8-inch meter.
Present-actual 5
Last-actual
*Meter Changed Jun 23, 2010.
Meter Number 000510321T is a 5/8-inch meter.
Present-actual 586
Last-actual 562
100 Cubic Feet used 29
1 cu. ft. equals 7.50 gallons
Gallons used 21750

Water Usage Comparison

Monthly usage in 100 cubic feet

2009 J A S O N D J F M A M J J 2010

Messages from Kentucky American Water

* THE DUE DATE PERTAINS TO CURRENT CHARGES ONLY. ANY PAST DUE BALANCE SHOULD BE PAID IMMEDIATELY.
*Local Office: 2300 Richmond Road (Lexington) and 102 Main Street (Owenton).



AMERICAN WATER

Kentucky American Water

P.O. Box 578, Alton IL 62002
1-800-678-6301

AMW003 POLLCS 00003338

08/02/2010

IPGREALKY LLC
PO Box 54671
Lexington KY 40555-4671

Account Number: [REDACTED]
Premise Number: [REDACTED]
2517 Mackenzie Ln Apt# 2

Dear Customer:

On Thursday, July 29, 2010, your water meter was tested at both an intermediate and a full flow of water.

The testing indicated that your meter was registering 100.7 percent at the full flow and 101.0 percent at the intermediate flow. According to regulations set by the Kentucky Public Service Commission, a meter is considered operating in a satisfactory manner if it records water use between 98.5 percent and 101.5 percent of actual usage. Therefore, this meter's registration is considered accurate.

If you have any concerns regarding this test, please call our 24-hour customer service number at 1-800-678-6301. Thank you.

Sincerely,

Customer Service

Kentucky American Water
PO Box 371880
Pittsburgh, PA 15250-7880

\$1,397.84
Aug 16, 2010

For Service To: 2517 Mackenzie Ln 2

Amount Paid

IPGREALKY LLC
PO Box 54671
Lexington KY 40555-4671

Kentucky American Water
PO Box 371880
Pittsburgh, PA 15250-7880



Please check here to change address or telephone number and print information on reverse side.

Customer Account Information

For Service To: IPGREALKY LLC
2517 Mackenzie Ln 2
Account Number: [REDACTED]
Premise Number: [REDACTED]

Billing Period & Meter Information

Billing Date: Aug 02, 2010

Rate Type: Residential

Billing Summary

-----Prior Balance-----	
Balance from last bill	\$1,565.76
Payments as of Aug 02, 2010. Thanks!	.00
Total prior balance, Aug 02, 2010	1,565.76
-----Adjustments-----	
Misread - Adj Res	-67.90
KRA Withdrawal Fee Adj	-1.54
Sewer Usage	-94.30
Total adjustments, Aug 02, 2010	-163.74
-----Taxes-----	
School Tax	-2.09
Franchise Fee - LFUCG	-2.09
Total taxes, Aug 02, 2010	-4.18
-----Total Current Charges-----	
	-167.92
-----TOTAL AMOUNT DUE-----	
	\$1,397.84

Water Usage Comparison

Monthly usage in 100 cubic feet

2009
AUG
S E P
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M A R
A P R
M A Y
J U N
J U L
A U G
2010

Messages from Kentucky American Water

* THE DUE DATE PERTAINS TO CURRENT CHARGES ONLY. ANY PAST DUE BALANCE SHOULD BE PAID IMMEDIATELY.

*Local Office: 2300 Richmond Road (Lexington) and 102 Main Street (Owenton).

FAX

American Water
1410 Discovery Parkway
Alton IL 62002
Fax: 618-433-4569

Date: August 10, 2010
To: IPGREALKY LLC
Attn: Dave McCollugh
Fax Number: [REDACTED]
Telephone Number: [REDACTED]

From: Kentucky American Water
Telephone Number: 800-678-6301
Attn: Correspondence (eh)
Number of Pages (including cover sheet): 7
Comments: For Marlene Williams

If you do not receive all of the pages indicated, please contact the phone number listed above.

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Thank You.

POD 2