



**STOLL
KEENON
OGDEN**
PLLC

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

RECEIVED

JUN 17 2014

PUBLIC SERVICE
COMMISSION

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

June 17, 2014

HAND DELIVERED

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

Re: Case No. 2014-00141

Dear Mr. Derouen:

Enclosed please find for filing an original and seven copies of Kentucky American Water's June 17, 2014 Responses to: (a) Commission Staff's First Set of Information Requests; and (b) Complainants' First Set of Information Requests. I hereby certify that a true and accurate copy of the responses has been served upon Complainants on this 17th day of June, 2014 at their address of 3649 Winding Wood Lane, Lexington, Kentucky 40515, via United States Mail.

Very truly yours,

Stoll Keenon Ogden PLLC

Lindsey W. Ingram III

Enclosures

COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

KURT AND LAYNE NETHERTON

)
)

COMPLAINANTS

vs.

)
)
)

CASE NO. 2014-00141

KENTUCKY-AMERICAN WATER COMPANY

)
)
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DEFENDANT

CERTIFICATION OF RESPONSES TO INFORMATION REQUESTS

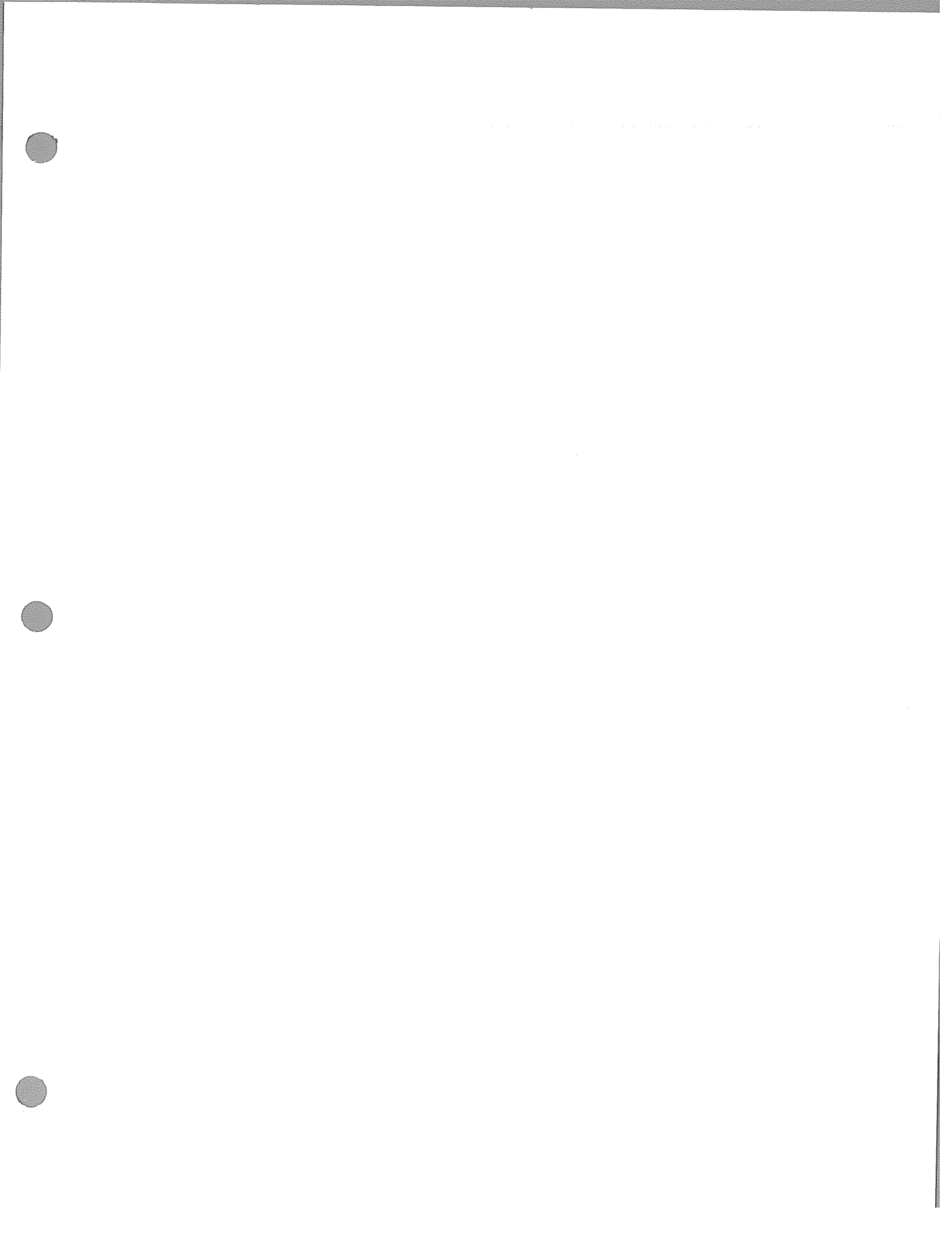
This is to certify that I have supervised the preparation of Kentucky-American Water Company's June 17, 2014 Responses to Commission Staff's First Request for Information and Complainants' First Request for Information and that the responses are true and accurate to the best of my knowledge, information and belief formed after reasonable inquiry.

Date:

6/17/14

Keith Cartier

Keith Cartier
Vice President Operations
Kentucky-American Water Company



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

Witness: Keith Cartier

1. Provide billing statements or other documentation that reflects usage and charges for water service at 3649 Winding Wood Lane, Lexington, Kentucky, ("Complainants' residence") from May 4, 2013, through the current date.

Response:

See attached.



Account Number	1012-210010167585
Due Date	June 28, 2013
Total Due	\$73.90
If Paid After Due Date	\$75.20 after 6/28/13

For Service To: 3649 WINDING WOOD LN

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

Amount Enclosed \$

LAYNE NETHERTON
3649 WINDING WOOD LN
LEXINGTON, KY 40515-1284

KENTUCKY AMERICAN WATER
PO BOX 371880
PITTSBURGH, PA 15250-7880



Please return this portion with your payment.

BILLING PERIOD AND METER READINGS

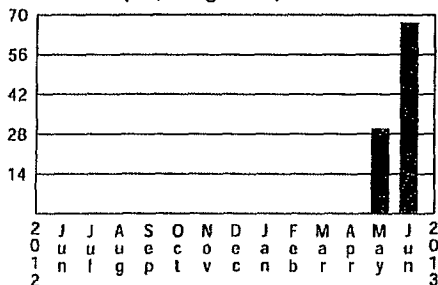
- Billing date: June 12, 2013
- Due Date: June 28, 2013
- Billing period: May 04 to Jun 06 (34 Days)
- Next reading on or about: Jul 06, 2013
- Customer Type: Residential
- Meter Reading Measurement:
1 unit = 100 CF or 748 gallons of water
- Billing Measurement: 100 gallons (CGL)

Meter No.	090537102N
Size of meter	5/8"
Current Read	292 (Actual)
Previous Read	283 (Actual)
Total water used this billing period	9 units (6,732 gallons)

Total Water Use Comparison (in 100 gallons)

- Current billing period 2013: 67.32 CGL
- Same billing period 2012: 0.00 CGL

Billed Use Graph (100 gallons)



BILLING SUMMARY

For Account 1012-210010167585

Prior Balance	
• Balance from last bill	48.49
• Payments as of May 21. Thank you!	-22.49
TOTAL PAST AMOUNT - DUE IMMEDIATELY	26.00
Current Water Service	
• Water Service Charge	8.90
• Water Usage Charge (\$0.530040 x 67.32)	35.68
• Total Water Service Related Charges	44.58
Other Charges	
• KRA Withdrawal Fee (\$0.009100 x 67.32)	0.61
• Total Other Charges	0.61
Taxes	
• Franchise Taxes Fayette	1.36
• School Tax Lexington	1.35
• Total Taxes	2.71
TOTAL CURRENT CHARGES	47.90

TOTAL AMOUNT DUE **\$73.90**

- Pay your bill online: www.water.paymybill.com
- Pay by phone: 24-hours a day, every day at 1-888-422-5269
- Pay in person: Residential customers may obtain a listing of payment locations by visiting www.amwater.com/myh2o
- Pay by mail: Remit your payment to the address shown above

Important messages from Kentucky American Water

- Local Office: 2300 Richmond Road (Lexington) and 102 Main Street (Owenton).
- ***** IMPORTANT WATER QUALITY INFORMATION *****
- In 2012, Kentucky American Water detected 11 contaminants in the drinking water in the Ford Hampton / Boonesboro area and 13 contaminants in the Lexington area, but none of the contaminants detected were above the EPA accepted level for drinking water. To view your 2012 annual water quality report and learn more about your drinking water, customers in the Ford Hampton / Boonesboro area should go to www.amwater.com/ccr/fordhampton.pdf and all other customers should go to www.amwater.com/ccr/lexington.pdf. These reports contain important information about the source and quality of your drinking water, so we encourage you to review them. To speak with someone about your water quality report, please call 800-678-6301. If you would like a paper copy of your 2012 Annual Water Quality Report mailed to your home, please call 800-678-6301.
- *****
- THE DUE DATE PERTAINS TO CURRENT CHARGES ONLY. ANY PAST DUE BALANCE SHOULD BE PAID IMMEDIATELY.

Questions about this bill? Call our 24-Hour Customer Service Center: 1-800-678-6301 www.kentuckyamwater.com
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0001012210010167585000000000006536013



**KENTUCKY
AMERICAN WATER**

PO Box 371880, Pittsburgh, PA 15250-7880

For Service To: 3649 WINDING WOOD LN

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

LAYNE NETHERTON
3649 WINDING WOOD LN
LEXINGTON, KY 40515-1284

Account Number	1012-210010167585
Due Date	July 29, 2013
Total Due	\$65.36
If Paid After Due Date	\$67.33 after 7/29/13

Amount Enclosed \$

KENTUCKY AMERICAN WATER
PO BOX 371880
PITTSBURGH, PA 15250-7880



Please return this portion with your payment.

BILLING PERIOD AND METER READINGS

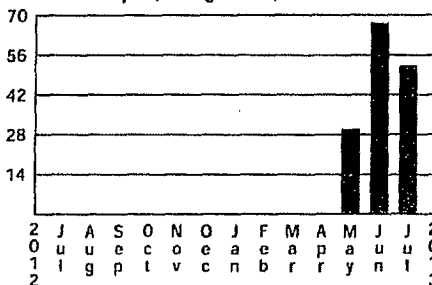
- Billing date: July 11, 2013
- Due Date: July 29, 2013
- Billing period: Jun D7 to Jul 09 (33 Days)
- Next reading on or about: Aug 06, 2013
- Customer Type: Residential
- Meter Reading Measurement:
1 unit = 100 CF or 748 gallons of water
- Billing Measurement: 100 gallons (CGL)

Meter No.	090537102N
Size of meter	5/8"
Current Read	299 (Actual)
Previous Read	292 (Actual)
Total water used this billing period	7 units (5,236 gallons)

Total Water Use Comparison (in 100 gallons)

- Current billing period 2013: 52.36 CGL
- Same billing period 2012: 0.00 CGL

Billed Use Graph (100 gallons)



BILLING SUMMARY

For Account 1012-210010167585

Prior Balance	
• Balance from last bill	73.90
• Payments as of Jun19. Thank you!	-47.90
TOTAL PAST AMOUNT - DUE IMMEDIATELY	26.00

Current Water Service	
• Water Service Charge	8.90
• Water Usage Charge (\$0.53004000 x 52.36)	27.75
• Total Water Service Related Charges	36.65

Other Charges	
• KRA Withdrawal Fee (\$0.00910000 x 52.36)	0.48
• Total Other Charges	0.48

Taxes	
• Franchise Taxes Fayette	1.12
• School Tax Lexington	1.11
• Total Taxes	2.23

TOTAL CURRENT CHARGES 39.36

TOTAL AMOUNT DUE → \$65.36

- Pay your bill online: www.water.paymybill.com
- Pay by phone: 24-hours a day, every day at 1-866-271-5522
- Pay in person: Residential customers may obtain a listing of payment locations by visiting www.amwater.com/myh2o
- Pay by mail: Remit your payment to the address shown above

Important messages from Kentucky American Water

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

Questions about this bill? Call our 24-Hour Customer Service Center: 1-800-678-6301

www.kentuckyamwater.com
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Account Number	1012-210010167585
Due Date	August 26, 2013
Total Due	\$73.53
If Paid After Due Date	\$75.91 after 8/26/13

For Service To: 3649 WINDING WOOD LN

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

Amount Enclosed \$

LAYNE NETHERTON
3649 WINDING WOOD LN
LEXINGTON, KY 40515-1284

KENTUCKY AMERICAN WATER
PO BOX 371880
PITTSBURGH, PA 15250-7880



Please return this portion with your payment.

BILLING PERIOD AND METER READINGS

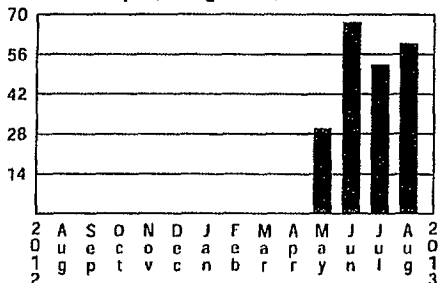
- Billing date: August 9, 2013
- Due Date: August 26, 2013
- Billing period: Jul 10 to Aug 07 (29 Days)
- Next reading on or about: Sep 06, 2013
- Customer Type: Residential
- Meter Reading Measurement:
1 unit = 100 CF or 748 gallons of water
- Billing Measurement: 100 gallons (CGL)

Meter No.	090537102N
Size of meter	5/B"
Current Read	307 (Actual)
Previous Read	299 (Actual)
Total water used this billing period	8 units (5,984 gallons)

Total Water Use Comparison (in 100 gallons)

- Current billing period 2013: 59.84 CGL
- Same billing period 2012: 0.00 CGL

Billed Use Graph (100 gallons)



BILLING SUMMARY

For Account 1012-210010167585

Prior Balance	
• Balance from last bill	65.36
• Payments as of Jul24. Thank you!	-39.36
TOTAL PAST AMOUNT - DUE IMMEDIATELY	26.00

Current Water Service	
• Water Service Charge	
• 07/10/13 to 07/26/13	5.22
• 07/27/13 to 08/07/13	5.79
• Water Usage Charge	
• 07/10/13 to 07/26/13 (\$0.53004000 x 35.08)	18.59
• 07/27/13 to 08/07/13 (\$0.54460000 x 24.76)	13.48
• Total Water Service Related Charges	43.08

Other Charges	
• KRA Withdrawal Fee (\$0.00910000 x 59.84)	0.54
• Water Late Payment Charge	1.30
• Total Other Charges	1.84

Taxes	
• Franchise Taxes Fayette	1.31
• School Tax Lexington	1.30
• Total Taxes	2.61

TOTAL CURRENT CHARGES 47.53

TOTAL AMOUNT DUE ➡ \$73.53

Important messages from Kentucky American Water

- Effective July 27, 2013, 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.
- Local Office: 2300 Richmond Road (Lexington) and 102 Main Street (Owenton).
- THE DUE DATE PERTAINS TO CURRENT CHARGES ONLY. ANY PAST DUE BALANCE SHOULD BE PAID IMMEDIATELY.
- Kentucky American Water is now offering paperless billing. It's a convenient, environmentally friendly and secure way to receive your bill. Users must enroll online. To get started, visit www.amwater.com/myh2o. Go to Account Detail and click on the green Paperless Billing button. Follow the steps, press submit and you're enrolled!

Questions about this bill? Call our 24-Hour Customer Service Center: 1-800-678-6301

www.kentuckyamwater.com
602500227239



KENTUCKY AMERICAN WATER

PO Box 371880, Pittsburgh, PA 15250-7880

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For Service To: 3649 WINDING WOOD LN

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

Account Number	1012-210010167585
Due Date	September 27, 2013
Total Due	\$78.68
If Paid After Due Date	\$82.61 after 9/27/13

Amount Enclosed \$

LAYNE NETHERTON
3649 WINDING WOOD LN
LEXINGTON, KY 40515-1284

KENTUCKY AMERICAN WATER
PO BOX 371880
PITTSBURGH, PA 15250-7880



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

BILLING PERIOD AND METER READINGS

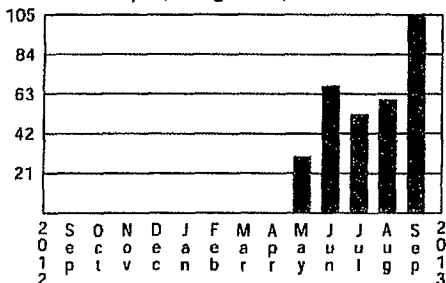
- Billing date: September 11, 2013
- Due Date: September 27, 2013
- Billing period: Aug 08 to Sep 06 (30 Days)
- Next reading on or about: Oct 07, 2013
- Customer Type: Residential
- Meter Reading Measurement:
1 unit = 100 CF or 748 gallons of water
- Billing Measurement: 100 gallons (CGL)

Meter No.	090537102N
Size of meter	5/8"
Current Read	321 (Actual)
Previous Read	307 (Actual)
Total water used this billing period	14 units (10,472 gallons)

Total Water Use Comparison (in 100 gallons)

- Current billing period 2013: 104.72 CGL
- Same billing period 2012: 0.00 CGL

Billed Use Graph (100 gallons)



BILLING SUMMARY

For Account 1012-210010167585

Prior Balance	
• Balance from last bill	73.53
• Payments as of Sep5. Thank you!	-73.53
TOTAL PAST DUE AMOUNT	0.00

Current Water Service	
• Water Service Charge	14.00
• Water Usage Charge (\$0.54460000 x 104.72)	57.03
• Total Water Service Related Charges	71.03

Other Charges	
• KRA Withdrawal Fee (\$0.00910000 x 104.72)	0.95
• Water Late Payment Charge	2.38
• Total Other Charges	3.33

Taxes	
• Franchise Taxes Fayette	2.16
• School District Tax	2.16
• Total Taxes	4.32

TOTAL CURRENT CHARGES 78.68

TOTAL AMOUNT DUE \$78.68

Pay your bill online: www.water.paymybill.com

Pay by phone: 24-hours a day, every day at 1-866-271-5522

Pay in person: Residential customers may obtain a listing of payment locations by visiting www.amwater.com/myh2o

Pay by mail: Remit your payment to the address shown above

Important messages from Kentucky American Water

- Effective July 27, 2013, 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.
- Local Office: 2300 Richmond Road (Lexington) and 102 Main Street (Owenton).
- Kentucky American Water is now offering paperless billing. It's a convenient, environmentally friendly and secure way to receive your bill. Users must enroll online. To get started, visit www.amwater.com/myh2o. Go to Account Detail and click on the green Paperless Billing button. Follow the steps, press submit and you're enrolled!

Questions about this bill? Call our 24-Hour Customer Service Center: 1-800-678-6301

www.kentuckyamwater.com
650000140899



KENTUCKY AMERICAN WATER

PO Box 371880, Pittsburgh, PA 15250-7880

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For Service To: 3649 WINDING WOOD LN

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

Account Number	1012-210010167585
Due Date	October 25, 2013
Total Due	\$102.64
If Paid After Due Date	\$107.77 after 10/25/13

Amount Enclosed \$

LAYNE NETHERTON
3649 WINDING WOOD LN
LEXINGTON, KY 40515-1284

KENTUCKY AMERICAN WATER
PO BOX 371880
PITTSBURGH, PA 15250-7880



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

BILLING PERIOD AND METER READINGS

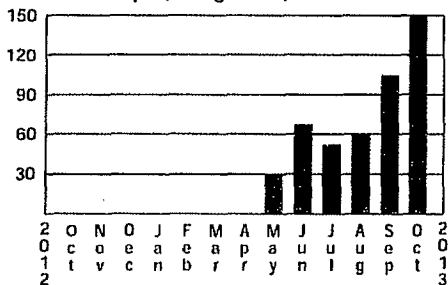
- Billing date: October 9, 2013
- Due Date: October 25, 2013
- Billing period: Sep 07 to Oct 07 (31 Days)
- Next reading on or about: Nov 05, 2013
- Customer Type: Residential
- Meter Reading Measurement:
1 unit = 100 CF or 748 gallons of water
- Billing Measurement: 100 gallons (CGL)

Meter No.	090537102N
Size of meter	5/8"
Current Read	341 (Actual)
Previous Read	321 (Actual)
Total water used this billing period	20 units (14,960 gallons)

Total Water Use Comparison (in 100 gallons)

- Current billing period 2013: 149.60 CGL
- Same billing period 2012: 0.00 CGL

Billed Use Graph (100 gallons)



BILLING SUMMARY

For Service To: 3649 WINDING WOOD LN
For Account 1012-210010167585

Prior Balance	
• Balance from last bill	78.68
• Payments as of Sep18. Thank you!	-78.68
TOTAL PAST DUE AMOUNT	0.00

Current Water Service	
• Water Service Charge	14.00
• Water Usage Charge (\$0.54460000 x 149.60)	81.47
• Total Water Service Related Charges	95.47

Other Charges	
• KRA Withdrawal Fee (\$0.00910000 x 149.60)	1.36
• Total Other Charges	1.36

Taxes	
• Franchise Taxes Fayette	2.91
• School District Tax	2.90
• Total Taxes	5.81

TOTAL CURRENT CHARGES	102.64
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TOTAL AMOUNT DUE **\$102.64**

- Pay your bill online: www.water.paymybill.com
- Pay by phone: 24-hours a day, every day at 1-866-271-5522
- Pay in person: Residential customers may obtain a listing of payment locations by visiting www.amwater.com/myh2o
- Pay by mail: Remit your payment to the address shown above

Important messages from Kentucky American Water

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



KENTUCKY AMERICAN WATER

PO Box 371880, Pittsburgh, PA 15250-7880

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For Service To: 3649 WINDING WOOD LN

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

Account Number	1012-210010167585
Due Date	November 25, 2013
Total Due	\$53.25
If Paid After Due Date	\$55.91 after 11/25/13

Amount Enclosed \$

LAYNE NETHERTON
3649 WINDING WOOD LN
LEXINGTON, KY 40515-1284

KENTUCKY AMERICAN WATER
PO BOX 371880
PITTSBURGH, PA 15250-7880



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

BILLING PERIOD AND METER READINGS

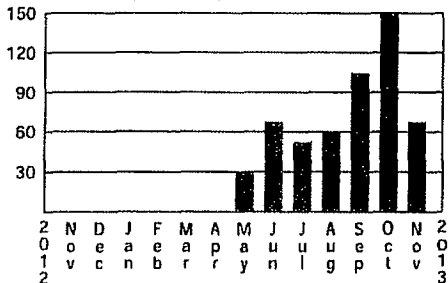
- Billing date: November 7, 2013
- Due Date: November 25, 2013
- Billing period: Oct 08 to Nov 05 (29 Days)
- Next reading on or about: Dec 05, 2013
- Customer Type: Residential
- Meter Reading Measurement:
1 unit = 100 CF or 748 gallons of water
- Billing Measurement: 100 gallons (CGL)

Meter No.	090537102N
Size of meter	5/8"
Current Read	350 (Actual)
Previous Read	341 (Actual)
Total water used this billing period	9 units (6,732 gallons)

Total Water Use Comparison (in 100 gallons)

- Current billing period 2013: 67.32 CGL
- Same billing period 2012: 0.00 CGL

Billed Use Graph (100 gallons)



BILLING SUMMARY

For Service To: 3649 WINDING WOOD LN
For Account 1012-210010167585

Prior Balance	
• Balance from last bill	102.64
• Payments as of Oct20. Thank you!	-102.64
Balance Forward	0.00

Current Water Service

• Water Service Charge	
• 10/08/13 to 10/24/13	8.21
• 10/25/13 to 11/05/13	5.15
• Water Usage Charge	
• 10/08/13 to 10/24/13 (\$0.54460000 x 39.47)	21.50
• 10/25/13 to 11/05/13 (\$0.53004000 x 27.85)	14.76
• Total Water Service Related Charges	49.62

Other Charges

• KRA Withdrawal Fee (\$0.00910000 x 67.32)	0.61
• Total Other Charges	0.61

Taxes

• Franchise Taxes	1.51
• School District Tax	1.51
• Total Taxes	3.02

TOTAL CURRENT CHARGES 53.25

TOTAL AMOUNT DUE → \$53.25

Important messages from Kentucky American Water

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

Questions about this bill? Call our 24-Hour Customer Service Center: 1-800-678-6301

www.kentuckyamwater.com
651250212591



KENTUCKY AMERICAN WATER

PO Box 371880, Pittsburgh, PA 15250-7880

0001012210010167585000000000083679017

For Service To: 3649 WINDING WOOD LN

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

Account Number	1012-210010167585
Due Date	January 22, 2014
Total Due	\$836.79
If Paid After Due Date	\$879.13 after 1/22/14

Amount Enclosed \$

LAYNE NETHERTON
3649 WINDING WOOD LN
LEXINGTON, KY 40515-1284

KENTUCKY AMERICAN WATER
PO BOX 371880
PITTSBURGH, PA 15250-7880



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

BILLING PERIOD AND METER READINGS

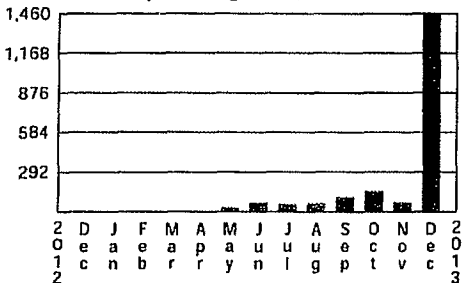
- Billing date: January 6, 2014
- Due Date: January 22, 2014
- Billing period: Nov 06 to Dec 05 (30 Days)
- Next reading on or about: Jan 07, 2014
- Customer Type: Residential
- Meter Reading Measurement:
1 unit = 100 CF or 748 gallons of water
- Billing Measurement: 100 gallons (CGL)

Meter No.	090537102N
Size of meter	5/8"
Current Read	545 (Actual)
Previous Read	350 (Actual)
Total water used this billing period	195 units (145,860 gallons)

Total Water Use Comparison (in 100 gallons)

- Current billing period 2013: 1,458.60 CGL
- Same billing period 2012: 0.00 CGL

Billed Use Graph (100 gallons)



BILLING SUMMARY

For Service To: 3649 WINDING WOOD LN
For Account 1012-210010167585

Prior Balance	
• Balance from last bill	53.25
• Payments as of Nov14. Thank you!	-53.25
Balance Forward	0.00
Current Water Service	
• Water Service Charge	12.45
• Water Usage Charge (\$0.53004000 x 1,458.60)	773.12
• Total Water Service Related Charges	785.57
Other Charges	
• KRA Withdrawal Fee (\$0.00910000 x 1,458.60)	13.27
• Total Other Charges	13.27
Adjustments	
• Rate Refund Late Chg Adj	-0.13
• Rate Refund	-9.85
• Total Adjustments	-9.98
Taxes	
• Franchise Taxes	23.97
• School District Tax	23.96
• Total Taxes	47.93
TOTAL CURRENT CHARGES	836.79

TOTAL AMOUNT DUE **\$836.79**

Important messages from Kentucky American Water

- Local Office: 2300 Richmond Road (Lexington) and 102 Main Street (Owenton).
- Effective Oct. 25, 2013, the Kentucky Public Service Commission (PSC) approved new rates for Kentucky American Water customers. The new rates are reflected on your bill. In accordance with the PSC's Oct. 25 decision, any difference in these new rates and those that the company implemented on July 27, 2013 plus interest will be refunded to customers through a credit on their bills within 60 days of the PSC's Oct. 25 decision.
- We are now offering paperless billing. It's a convenient, environmentally friendly and secure way to receive your water and/or wastewater bill. Users must enroll online. To get started, visit www.amwater.com/myh2o. Go to Account Detail and click on the green Paperless Billing button. Follow the steps, press submit and you're enrolled!

Questions about this bill? Call our 24-Hour Customer Service Center: 1-800-678-6301

www.kentuckyamwater.com
10000523456



KENTUCKY AMERICAN WATER

PO Box 371880, Pittsburgh, PA 15250-7880

0001012210010167585000000000144419015

For Service To: 3649 WINDING WOOD LN

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

Account Number	1012-210010167585
Due Date	January 29, 2014
Total Due	\$1,444.19
If Paid After Due Date	\$1,474.56 after 1/29/14

Amount Enclosed \$

LAYNE NETHERTON
3649 WINDING WOOD LN
LEXINGTON, KY 40515-1284

KENTUCKY AMERICAN WATER
PO BOX 371880
PITTSBURGH, PA 15250-7880



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BILLING PERIOD AND METER READINGS

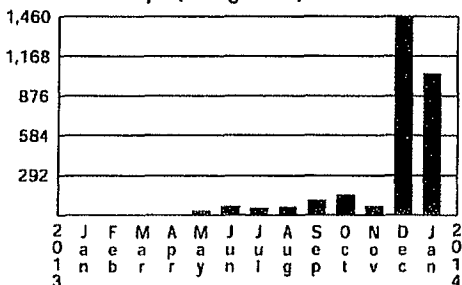
- Billing date: January 13, 2014
- Due Date: January 29, 2014
- Billing period: Dec 06 to Jan 07 (33 Days)
- Next reading on or about: Feb 06, 2014
- Customer Type: Residential
- Meter Reading Measurement:
1 unit = 100 CF or 748 gallons of water
- Billing Measurement: 100 gallons (CGL)

Meter No.	090537102N
Size of meter	5/8"
Current Read	684 (Actual)
Previous Read	545 (Actual)
Total water used this billing period	139 units (103,972 gallons)

Total Water Use Comparison (in 100 gallons)

- Current billing period 2014: 1,039.72 CGL
- Same billing period 2013: 0.00 CGL

Billed Use Graph (100 gallons)



BILLING SUMMARY

For Service To: 3649 WINDING WOOD LN
For Account 1012-210010167585

Prior Balance	
• Balance from last bill	836.79
TOTAL PAST AMOUNT - DUE IMMEDIATELY	836.79

Current Water Service	
• Water Service Charge	
• 12/06/13 to 12/23/13	6.79
• 12/24/13 to 01/07/14	5.68
• Water Usage Charge (\$0.53004000 x 1,039.72)	551.09
• Total Water Service Related Charges	563.56

Other Charges	
• KRA Withdrawal Fee (\$0.00910000 x 1,039.72)	9.46
• Total Other Charges	9.46

Taxes	
• Franchise Taxes	17.20
• School District Tax	17.18
• Total Taxes	34.38

TOTAL CURRENT CHARGES	607.40
------------------------------	---------------

TOTAL AMOUNT DUE  **\$1,444.19**

Important messages from Kentucky American Water

- Local Office: 2300 Richmond Road (Lexington) and 102 Main Street (Owenton).
- THE DUE DATE PERTAINS TO CURRENT CHARGES ONLY. ANY PAST DUE BALANCE SHOULD BE PAID IMMEDIATELY.
- We are now offering paperless billing. It's a convenient, environmentally friendly and secure way to receive your water and/or wastewater bill. Users must enroll online. To get started, visit www.amwater.com/myh2o. Go to Account Detail and click on the green Paperless Billing button. Follow the steps, press submit and you're enrolled!

Questions about this bill? Call our 24-Hour Customer Service Center: 1-800-678-6301

www.kentuckyamwater.com
100000557694



KENTUCKY AMERICAN WATER

PO Box 371880, Pittsburgh, PA 15250-7880

00010122100101675850000000000152499016

Account Number	1012-210010167585
Due Date	March 24, 2014
Total Due	\$1,524.99

For Service To: 3649 WINDING WOOD LN

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

Amount Enclosed \$

LAYNE NETHERTON
3649 WINDING WOOD LN
LEXINGTON, KY 40515-1284

KENTUCKY AMERICAN WATER
PO BOX 371880
PITTSBURGH, PA 15250-7880



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

BILLING PERIOD AND METER READINGS

- Billing date: March 7, 2014
- Due Date: March 24, 2014
- Billing period: Jan 08 to Mar 06 (58 Days)
- Next reading on or about: Apr 04, 2014
- Customer Type: Residential
- Meter Reading Measurement:
 - 1 unit = 100 CF or 748 gallons of water
- Billing Measurement: 100 gallons (CGL)

Meter No.	090537102N
Size of meter	5/8"
Current Read	690 (Actual)
Previous Read	684 (Actual)
Total water used this billing period	6 units (4,488 gallons)

Meter Changed: 01/29/2014

Meter No.	H013289897
Size of meter	5/8"
Current Read	7 (Actual)
Previous Read	0 (Actual)
Total water used this billing period	7 units (5,236 gallons)
Total water used this billing period	13 units (9,724 gallons)

Total Water Use Comparison (in 100 gallons)

- Current billing period 2014: 97.24 CGL
- Same billing period 2013: 0.00 CGL

BILLING SUMMARY

For Service To: 3649 WINDING WOOD LN
For Account 1012-210010167585

Prior Balance	
• Balance from last bill	1,444.19
TOTAL PAST AMOUNT - DUE IMMEDIATELY	1,444.19

Current Water Service	
• Water Service Charge	23.81
• Water Usage Charge (\$0.53004000 x 97.24)	51.54
• Total Water Service Related Charges	75.35

Other Charges	
• KRA Withdrawal Fee (\$0.00910000 x 97.24)	0.88
• Total Other Charges	0.88

Taxes	
• Franchise Taxes	2.29
• School District Tax	2.28
• Total Taxes	4.57

TOTAL CURRENT CHARGES 80.80

TOTAL AMOUNT DUE  \$1,524.99

- | | |
|-------------------------------------|---|
| <input checked="" type="checkbox"/> | Pay your bill online: www.water.paymybill.com |
| <input type="checkbox"/> | Pay by phone: 24-hours a day, every day at 1-866-271-5522 |
| <input type="checkbox"/> | Pay in person: Residential customers may obtain a listing of payment locations by visiting www.amwater.com/myh2o |
| <input checked="" type="checkbox"/> | Pay by mail: Remit your payment to the address shown above |

Important messages from Kentucky American Water

- Local Office: 2300 Richmond Road (Lexington) and 102 Main Street (Owenton).
- THE DUE DATE PERTAINS TO CURRENT CHARGES ONLY. ANY PAST DUE BALANCE SHOULD BE PAID IMMEDIATELY.
- We are now offering paperless billing. It's a convenient, environmentally friendly and secure way to receive your water and/or wastewater bill. Users must enroll online. To get started, visit www.amwater.com/myh2o. Go to Account Detail and click on the green Paperless Billing button. Follow the steps, press submit and you're enrolled!

Questions about this bill? Call our 24-Hour Customer Service Center: 1-800-678-6301

www.kentuckyamwater.com

10000702923



KENTUCKY AMERICAN WATER

PO Box 371880, Pittsburgh, PA 15250-7880

0001012210010167585000000000148720012

For Service To: 3649 WINDING WOOD LN

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

Account Number	1012-210010167585
Due Date	April 24, 2014
Total Due	\$1,487.20
If Paid After Due Date	\$1,489.35 after 4/24/14

Amount Enclosed \$

LAYNE NETHERTON
3649 WINDING WOOD LN
LEXINGTON, KY 40515-1284

KENTUCKY AMERICAN WATER
PO BOX 371880
PITTSBURGH, PA 15250-7880



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

BILLING PERIOD AND METER READINGS

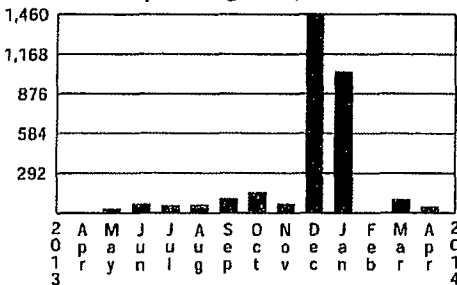
- Billing date: April 8, 2014
- Due Date: April 24, 2014
- Billing period: Mar 07 to Apr 04 (29 Days)
- Next reading on or about: May 06, 2014
- Customer Type: Residential
- Meter Reading Measurement:
1 unit = 100 CF or 748 gallons of water
- Billing Measurement: 100 gallons (CGL)

Meter No.	H013289897
Size of meter	5/8"
Current Read	13 (Actual)
Previous Read	7 (Actual)
Total water used this billing period	6 units (4,488 gallons)

Total Water Use Comparison (in 100 gallons)

- Current billing period 2014: 44.88 CGL
- Same billing period 2013: 0.00 CGL

Billed Use Graph (100 gallons)



BILLING SUMMARY

For Service To: 3649 WINDING WOOD LN
For Account 1012-210010167585

Prior Balance	
• Balance from last bill	1,524.99
• Payments as of Mar 24. Thank you!	-80.80
TOTAL PAST AMOUNT - DUE IMMEDIATELY	1,444.19

Current Water Service	
• Water Service Charge	12.49
• Water Usage Charge (\$0.53004000 x 44.88)	23.79
• Total Water Service Related Charges	36.28

Other Charges	
• KRA Withdrawal Fee	
• 03/07/14 to 03/30/14 (\$0.00910000 x 37.15)	0.34
• 03/31/14 to 04/04/14 (\$0.01800000 x 7.73)	0.14
• Water Late Payment Charge	4.04
• Total Other Charges	4.52

Taxes	
• Franchise Taxes	1.11
• School District Tax	1.10
• Total Taxes	2.21

TOTAL CURRENT CHARGES 43.01

TOTAL AMOUNT DUE → \$1,487.20

Important messages from Kentucky American Water

- 2014 Kentucky River Authority (KRA) Fee: The KRA Withdrawal Fee is adjusted annually to reflect the amount of water withdrawn from the Kentucky River and adjustments in fees charged by the Kentucky River Authority. The latest adjustment to this fee was approved by the Kentucky Public Service Commission in March and was effective March 31, 2014. This change is reflected on your bill. This fee is collected by utilities and remitted to the Kentucky River Authority (KRA).
- Local Office: 2300 Richmond Road (Lexington) and 102 Main Street (Owenton).
- THE DUE DATE PERTAINS TO CURRENT CHARGES ONLY. ANY PAST DUE BALANCE SHOULD BE PAID IMMEDIATELY.**
- We are now offering paperless billing. It's a convenient, environmentally friendly and secure way to receive your water and/or wastewater bill. Users must enroll online. To get started, visit www.amwater.com/myh2o. Go to Account Detail and click on the green Paperless Billing button. Follow the steps, press submit and you're enrolled!

Questions about this bill? Call our 24-Hour Customer Service Center: 1-800-678-6301

www.kentuckyamwater.com
10000077898



KENTUCKY AMERICAN WATER

PO Box 371880, Pittsburgh, PA 15250-7880

For Service To: 3649 WINDING WOOD LN

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

0001012210010167585000000000148970013

Account Number	1012-210010167585
Due Date	May 29, 2014
Total Due	\$1,489.70
If Paid After Due Date	\$1,491.77 after 5/29/14

Amount Enclosed \$

LAYNE NETHERTON
3649 WINDING WOOD LN
LEXINGTON, KY 40515-1284

KENTUCKY AMERICAN WATER
PO BOX 371880
PITTSBURGH, PA 15250-7880



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

BILLING PERIOD AND METER READINGS

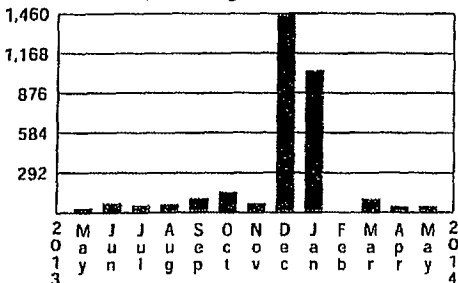
- Billing date: May 13, 2014
- Due Date: May 29, 2014
- Billing period: Apr 05 to May 06 (32 Days)
- Next reading on or about: Jun 05, 2014
- Customer Type: Residential
- Meter Reading Measurement:
1 unit = 100 CF or 748 gallons of water
- Billing Measurement: 100 gallons (CGL)

Meter No.	H013289897
Size of meter	5/8"
Current Read	19 (Actual)
Previous Read	13 (Actual)
Total water used this billing period	6 units (4,488 gallons)

Total Water Use Comparison (in 100 gallons)

- Current billing period 2014: 44.88 CGL
- Same billing period 2013: 29.92 CGL

Billed Use Graph (100 gallons)



BILLING SUMMARY

For Service To: 3649 WINDING WOOD LN
For Account 1012-210010167585

Prior Balance	
• Balance from last bill	1,487.20
• Payments as of Apr 21. Thank you!	38.97
TOTAL PAST AMOUNT - DUE IMMEDIATELY	1,448.23
Current Water Service	
• Water Service Charge	12.49
• Water Usage Charge (\$0.53004000 x 44.88)	23.79
• Total Water Service Related Charges	36.28
Other Charges	
• KRA Withdrawal Fee (\$0.01800000 x 44.88)	0.81
• Water Late Payment Charge	2.15
• Total Other Charges	2.96
Taxes	
• Franchise Taxes	1.12
• School District Tax	1.11
• Total Taxes	2.23
TOTAL CURRENT CHARGES	41.47

TOTAL AMOUNT DUE ➔ **\$1,489.70**

Important messages from Kentucky American Water

• In 2013, Kentucky American Water detected 15 contaminants in the drinking water in the Ford Hampton / Boonesboro area and 16 contaminants in the Lexington area; only one of the contaminants detected was above the EPA accepted level for drinking water and it was in our Lexington area. To view your 2013 annual water quality report and learn more about your drinking water, customers in the Ford Hampton / Boonesboro area should go to www.amwater.com/ccr/fordhampton.pdf and all other customers should go to www.amwater.com/ccr/lexington.pdf. These reports contain important information about the source and quality of your drinking water, so we encourage you to review them. To speak with someone about your water quality report, please call 800-678-6301. If you would like a paper copy of your 2013 Annual Water Quality Report mailed to your home, please call 800-678-6301.

Questions about this bill? Call our 24-Hour Customer Service Center: 1-800-678-6301

www.kentuckyamwater.com
100000843319



PO Box 371880, Pittsburgh, PA 15250-7880

For Service To: 3649 WINDING WOOD LN

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

0001012210010167585000000000149177014

Account Number	1012-210010167585
Due Date	June 23, 2014
Total Due	\$1,491.77
If Paid After Due Date	\$1,493.84 after 6/23/14

Amount Enclosed \$

LAYNE NETHERTON
3649 WINDING WOOD LN
LEXINGTON, KY 40515-1284

KENTUCKY AMERICAN WATER
PO BOX 371880
PITTSBURGH, PA 15250-7880



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

BILLING PERIOD AND METER READINGS

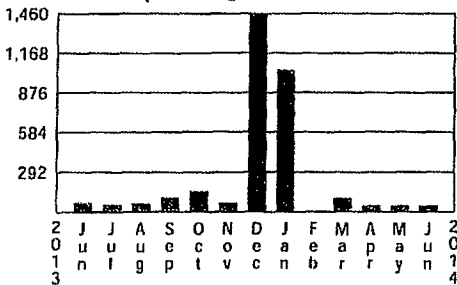
- Billing date: June 6, 2014
- Due Date: June 23, 2014
- Billing period: May 07 to Jun 05 (30 Days)
- Next reading on or about: Jul 07, 2014
- Customer Type: Residential
- Meter Reading Measurement:
1 unit = 100 CF or 748 gallons of water
- Billing Measurement: 100 gallons (CGL)

Meter No.	H013289897
Size of meter	5/8"
Current Read	25 (Actual)
Previous Read	19 (Actual)
Total water used this billing period	6 units (4,488 gallons)

Total Water Use Comparison (in 100 gallons)

- Current billing period 2014: 44.88 CGL
- Same billing period 2013: 67.32 CGL

Billed Use Graph (100 gallons)



BILLING SUMMARY

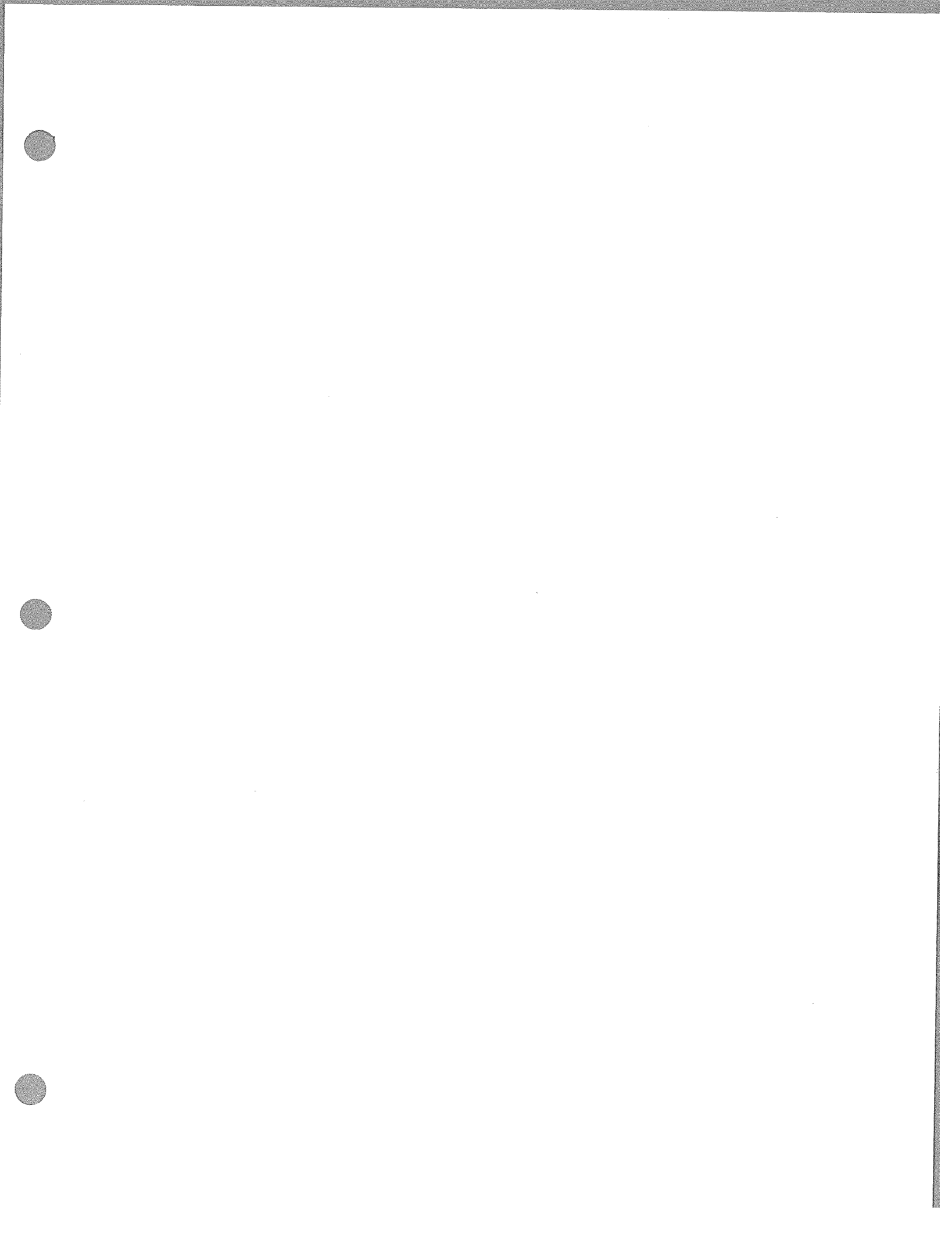
For Service To: 3649 WINDING WOOD LN
For Account 1012-210010167585

Prior Balance	
• Balance from last bill	1,489.70
• Payments as of May20. Thank you!	-39.32
TOTAL PAST AMOUNT - DUE IMMEDIATELY	1,450.38
Current Water Service	
• Water Service Charge	12.49
• Water Usage Charge (\$0.53004000 x 44.88)	23.79
• Total Water Service Related Charges	36.28
Other Charges	
• KRA Withdrawal Fee (\$0.01800000 x 44.88)	0.81
• Water Late Payment Charge	2.07
• Total Other Charges	2.88
Taxes	
• Franchise Taxes	1.12
• School District Tax	1.11
• Total Taxes	2.23
TOTAL CURRENT CHARGES	41.39

TOTAL AMOUNT DUE ➔ **\$1,491.77**

Important messages from Kentucky American Water

• In 2013, Kentucky American Water detected 15 contaminants in the drinking water in the Ford Hampton / Boonesboro area and 16 contaminants in the Lexington area; only one of the contaminants detected was above the EPA accepted level for drinking water and it was in our Lexington area. To view your 2013 annual water quality report and learn more about your drinking water, customers in the Ford Hampton / Boonesboro area should go to www.amwater.com/ccr/fordhampton.pdf and all other customers should go to www.amwater.com/ccr/lexington.pdf. These reports contain important information about the source and quality of your drinking water, so we encourage you to review them. To speak with someone about your water quality report, please call 800-678-6301. If you would like a paper copy of your 2013 Annual Water Quality Report mailed to your home, please call 800-678-6301.



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

Witness: Keith Cartier

2. Provide meter reading logs or other documentation that demonstrates the readings of the meter with the serial # 90537102 and the replacement meter located at the Complainants' residence from May 4, 2013, through the current date.

Response:

Please see the table below with requested information. "AMR" refers to an automatic meter reading performed when a KAW employee drives a vehicle in the vicinity of a meter and the usage information is transmitted electronically and automatically from the meter to equipment in the employee's vehicle.

Meter Device	Date	Activity	Meter reading recorded
H013289897	4/23/2014	service order	16
H013289897	4/4/2014	AMR	13
H013289897	3/6/2014	AMR	7
H013289897	1/29/2014	meter changed – new meter install	0
090537102N	1/29/2014	meter changed – meter remove	690
090537102N	1/24/2014	service order	689
090537102N	1/7/2014	AMR	684
090537102N	12/27/2013	service order	681
090537102N	12/5/2013	AMR	545
090537102N	11/5/2013	AMR	350
090537102N	10/7/2013	AMR	341
090537102N	9/6/2013	AMR	321
090537102N	8/7/2013	AMR	307
090537102N	7/9/2013	AMR	299
090537102N	6/6/2013	AMR	292
090537102N	5/4/2013	Meter reading at move in	283



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

Witness: Keith Cartier

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

Response:

See attached.



01/07/2014

LAYNE NETHERTON
3649 WINDING WOOD LN
LEXINGTON, KY 40515-1284

For Service To:
Account Number: 1012-210010167585
Service Address: 3649 Winding Wood Ln
Lexington, KY 40515-1284

Dear Layne Netherton:

One of our responsibilities as your water service company is to give you all the information you need to manage your water use, and to alert you when we notice something out of the ordinary. While at your property to get a meter reading, we noticed that your water use is considerably higher than normal.

There could be many reasons for unusually high water use and not all of them necessarily indicate a problem. We suggest that you check your property for possible problems which could cause unusually high water use. If you determine that the source of the high water use is the result of a broken service line or internal plumbing problem, we encourage you to take steps as soon as possible to prevent recurring high bills.

If you cannot determine the reason for your higher water use or anything else related to your account, please call us at your convenience at 1-800-678-6301. Our representatives are available 24 hours a day to assist you. You may also find useful information for identifying high water use on our website. Please visit us at www.kentuckyamwater.com.

Sincerely,

Kentucky American Water
Customer Service

0008389867 Billing High/Low Bill Inquiry

Note

01/22/2014 06:34:17 RULISODC

Email received 1.21.14 from layniemia@yahoo.com with comments:

Thanks. We have verified that there is not a leak inside or outside of the property. It's obvious from the reading that the reading is either incorrect or the meter is broken. There is no way the consumption could have been over 14,000 gallons of water. We would have had to fill up 15 swimming pools to have used that much water. We only have 2 people in our household.

Regards,

Layne Netherton

Sent response:

Dear Layne Netherton,

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

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

likely allowing water to seep from the tank into the bowl which can cause a significant amount of water loss.

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

We hope this information is helpful.

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

Sincerely,

American Water

Customer Service



02/07/2014

LAYNE NETHERTON
3649 WINDING WOOD LN
LEXINGTON, KY 40515-1284

For Service To:
Account Number: 1012-210010167585
Service Address: 3649 Winding Wood Ln
Lexington, KY 40515-1284

Dear Layne Netherton,

It is important to us, as we know it is to you, that your concerns with a higher than expected water bill be reviewed as quickly as possible. When you contacted us we reviewed your situation immediately by issuing a service order to verify the meter reading was correct.

We have looked into this situation and determined that the water use billed is correct on the account. On January 24, 2014 Kentucky American Water went to the property and obtained a reading of 689. The field office representative found no movement on the meter, which indicates that there is not a water leak at the present time. If you recently repaired a leak, please send in a copy of the contractor or hardware receipt for consideration of an adjustment. Adjustment requests and receipts maybe mailed to the address at the top of this letter.

We recognize the added financial burden that may have been placed on you. If you would like to discuss a possible payment arrangement for your account or have other questions, please contact our customer service center at (800-678-6301). Please call when it is convenient for you. Our representatives are available 24 hours a day, 7 days a week.

Your effort to conserve water -- a precious natural resource, and using water wisely, will help manage your future water cost. Thanks for making this a priority. For water saving ideas and leak detection tips, please visit www.amwater.com.

Sincerely,

American Water Customer Service

February 10, 2014

Kurt and Layne Netherton
3649 Winding Wood Lane
Lexington, KY 40515

Kentucky American Water Company
Service Address: 3649 Winding Wood Lane
Account No. 1012-210010167585

Dear Cheryl Norton:

I'm writing to inform you of an ongoing matter regarding two outstanding water bills we recently received. We have forwarded the matter to the Public Service Commission, but out of a courtesy to you, are enclosing a copy of the letter and enclosures sent to Jeff DeRouen on 2/10/14.

To date, we've dealt with several representatives at KAWC but have been unable to get this matter resolved. As you can tell from the enclosed letter, the matter is material to us financially and we cannot simply afford to pay a bill for water usage that we absolutely did not consume.

Your assistance with getting this matter resolved is requested and greatly appreciated.

Regards,

Handwritten signatures of Kurt and Layne Netherton. The signature on the left is Kurt Netherton and the signature on the right is Layne Netherton.

Kurt and Layne Netherton

859-221-4841 and 859-536-8875

Enclosures: Letter to Jeff DeRouen, KAWC meter test, Invoice and Water Usage Recap

February 10, 2014

Kurt and Layne Netherton
3649 Winding Wood Lane
Lexington, KY 40515

Kentucky American Water Company
Service Address: 3649 Winding Wood Lane
Account No. 1012-210010167585

Dear Mr. DeRouen:

I'm writing to you regarding two outstanding water bills we recently received.

11/6/13-12/5/13 \$836.79 for 145,860 gallons of water usage
12/6/13-01/7/14 \$607.40 for 103,972 gallons of water usage

These two bills, totaling \$1,444.19 are in addition to the LexServ bills totaling \$1,285.48 for the reported usage by KAWC.

There are two people that live in our home full-time and a daughter lives with us on a rotating basis every other weekend.

Since we moved into the home in May 2013, we our highest water bill was for \$102.64 for the time period 9/7/13-10/7/13. During that time period, we watered our lawn three times a week, which accounted for the unusually high bill.

With the exception of that one bill, our average monthly usage has been a little over 6,000-7,000 gallons per month, for an average bill of around \$70.00 per month.

We have had the meter re-read and also tested by KAWC. I am enclosing a copy of the meter test that was performed on 1/29/14. It indicates that the meter passed the performed test.

There is no leak at this time and we have not repaired any leaks in the past. The meter readings have returned to normal as of the last reading on 1/24/2014.

We are very conscientious regarding our home and our water usage so we are positive that we did not use this water. It doesn't make sense from any perspective that this amount of water could have possibly been used.

At this time we respectfully request that the Public Service Commission test the meter, review the matter, and grant a hearing if necessary.

I am also enclosing a recap of the water usage for our home since we moved in. We are requesting that someone can review this matter with a common sense perspective and recognize that there is a mistake in the usage reported and credit us accordingly.

We look forward to getting this matter resolved as soon as possible.

Regards,

A handwritten signature in black ink, appearing to read "Kurt and Layne Netherton". The signature is fluid and cursive, with the first name "Kurt" being more prominent and the last name "Netherton" written in a similar style.

Kurt and Layne Netherton

859-221-4841 and 859-536-8875

Enclosures: KAWC meter test, Invoice and Water Usage Recap

Kentucky-American Water Company

Customer Name Layne Netherton Account # 210010167585
 Service Address 3649 Winding Wood Ln. Premise# 9120097170
 Meter Size 5/8 Make N Number 90537102 Date 1-31-14

Readings

	GPM	Begin	End	% of Accuracy	Required Accuracy
Low flow	<u>1/4</u>	<u>4000</u>	<u>4096</u>	<u>96</u>	<u>95%-101%</u>
Intermediate flow	<u>2</u>	<u>4096</u>	<u>4197</u>	<u>101</u>	<u>98.5%-101.5%</u>
Maximum flow	<u>15</u>	<u>4197</u>	<u>5195</u>	<u>99.8</u>	<u>98.5%-101.5%</u>

IF ANY OF THE TESTS ABOVE ARE NOT WITHIN THE REQUIRED ACCURACY LIMITS THEN FURTHER TESTING IS REQUIRED BELOW.

Readings

Flow Rate %
Of Capacity

	GPM	Begin	End	% of Accuracy
25%	_____	_____	_____	_____
50%	_____	_____	_____	_____
75%	_____	_____	_____	_____

Average of first test 98.93 Average of second test _____
 Less Standard: 100%
 Equal % of Error: _____ Fast _____ Slow _____
 Before Test Reading: 0690.40 after Test Reading 0690.51
 Customer Witness? Yes _____ No

IF PERCENT OF ERROR IS GREATER THAN 2% THEN COMPLETE THE APPROPRIATE SECTION BELOW.

Length of time error is known to have existed _____
 FAST METER basis for refund _____ Amount of refund _____
 SLOW METER basis for additional Bill _____ Amount of additional Bill _____
 Comments Meter passed test MFD and register are OK
Meter will be returned to inventory

Copy to : Stephanic Padgett
 Disputes : _____ Meter Tech. : Tony E. Richardson
Terry McFarland

METER SHOP

METER INFORMATION FORM

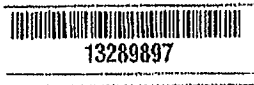
Meter # 90537102 Make N Reading 0690

Address 3649 Winding Wood Ln

Premis # 9122097170 Date removed 1/29/14

Reason meter is in shop:

- common removal / no apparant problem with meter
- customer complaint test
- stuck
- bad register
- weak signal
- periodic change
- burst
- bad MIU / Hot Rod
- other (explain in notes)



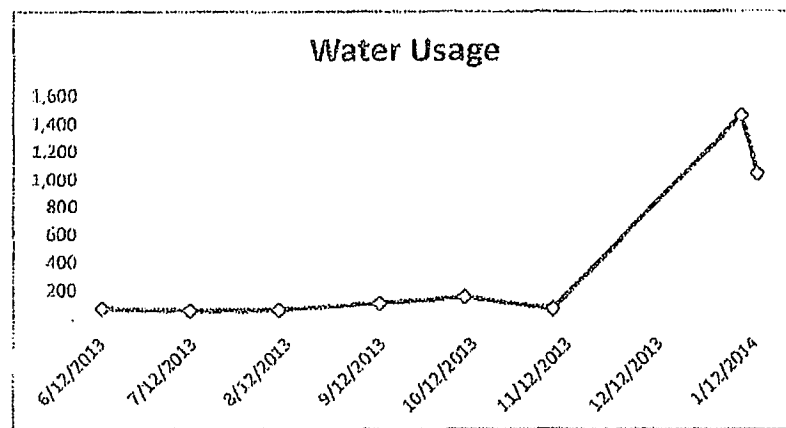
New meter # _____ Make _____ Reading _____

Notes removed for test Send Results to
Stephanie Padgett

Name K Brown Date 1/29/14

Kentucky American Water Company
Invoice and Water Usage Recap

<u>Bill Date</u>	<u>Billing Period</u>	<u>No of Days</u>	<u>Beginning Meter Reading</u>	<u>Ending Meter Reading</u>	<u>Water Usage</u>	<u>Water Usage in Gallons</u>	<u>Bill Amount</u>
1/13/2014	12/6/13-1/7/14	33	545	684	1,039.72	103,972.00	\$ 607.40
1/8/2014	11/6/13-12/5/13	30	350	545	1,458.60	145,860.00	\$ 836.79
11/7/2013	10/8/13-11/5/13	29	341	350	67.32	6,732.00	\$ 53.25
10/9/2013	9/7/13-10/7/13	31	321	341	149.60	14,960.00	\$ 102.64
9/11/2013	8/8/13-9/6/13	30	307	321	104.72	10,472.00	\$ 78.68
8/9/2013	7/10/13-8/7/13	29	299	307	59.84	5,984.00	\$ 73.53
7/11/2013	6/7/13-7/9/13	33	292	299	52.36	5,236.00	\$ 65.36
6/12/2013	5/4/13-6/6/13	34	283	292	67.32	6,732.00	\$ 73.90



March 20, 2014

Kurt and Layne Netherton
3649 Winding Wood Lane
Lexington, KY 40515

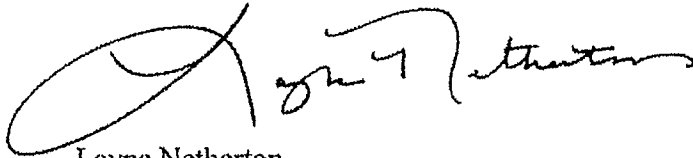
MAR 28 2014

Kentucky American Water Company
Service Address: 3649 Winding Wood Lane
Account No. 1012-210010167585

Dear Customer Service,

I'm writing to inform you that this account is still under formal dispute. As such, we are paying the current amount due of \$80.80 in a check coming from our bank, which was scheduled for payment today.

Regards,



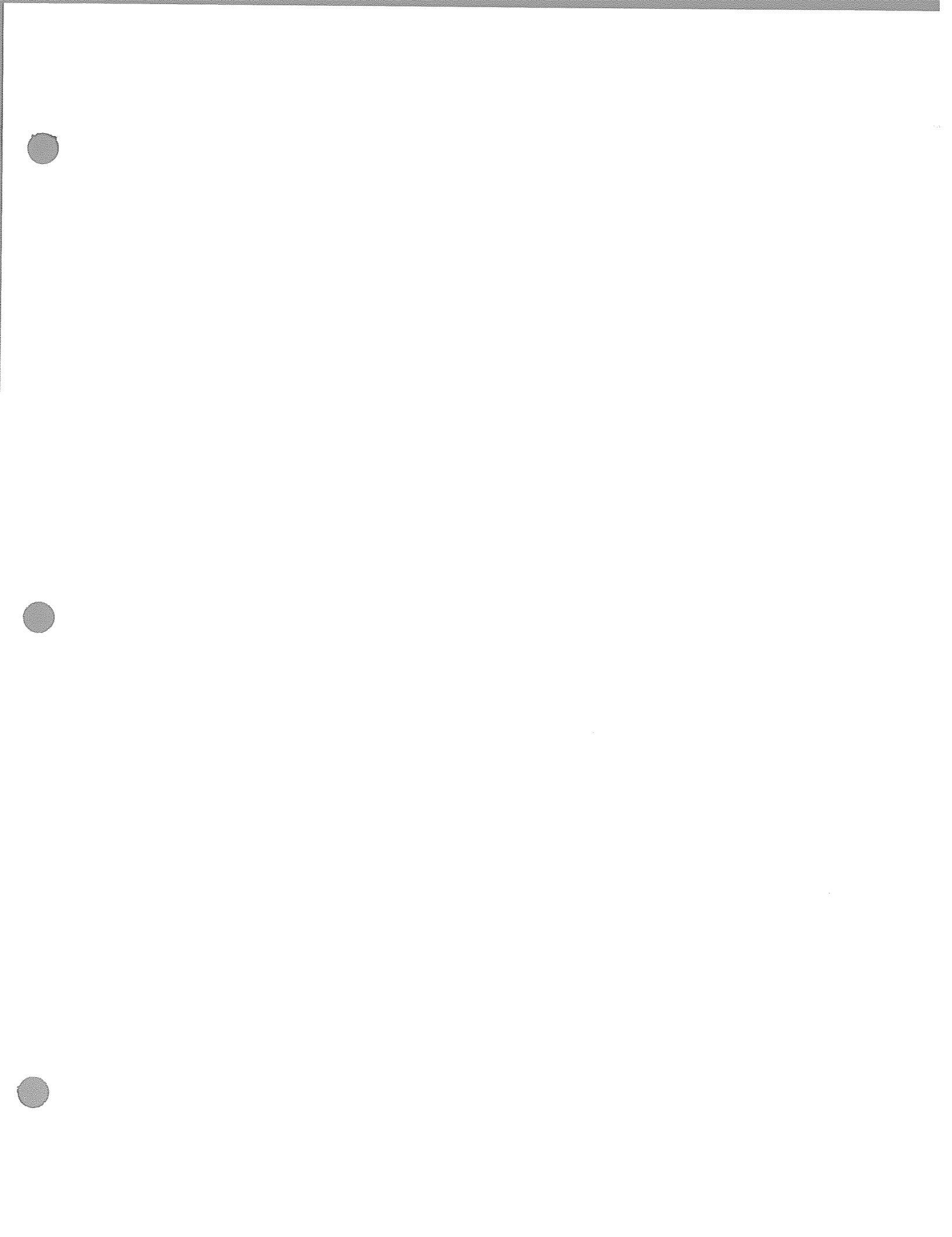
Layne Netherton

859-536-8875

CORRESPONDENCE

MAR 28 2014

BP# 1100960132



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

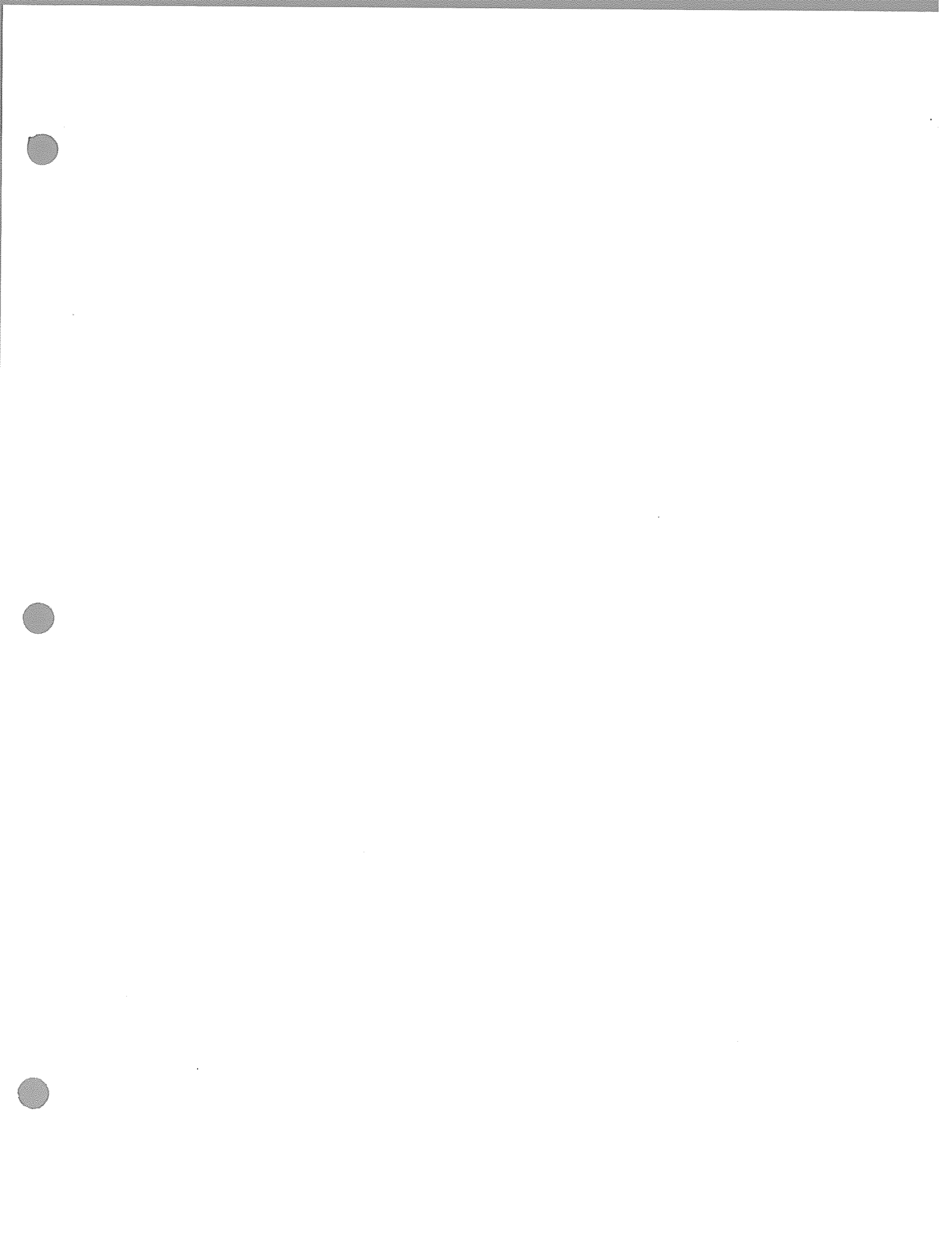
Witness: Keith Cartier

4. State the notification procedures normally taken prior to removing a water meter for testing when there is a variance or deviation in a customer's water usage that is noted on the daily billing edit and/or billing exception report.

Response:

There is not a customer notification procedure associated with removing a water meter for testing when there is a variance or deviation in a customer's water usage that is noted on the daily billing edit and/or billing exception report. In the event of a variation, a service order is issued to verify the accuracy of the reading, and depending on the findings of that re-read, additional action may or may not need to occur. A meter may be removed from service if KAW believes that it is not functioning properly.

Residential meters are not tested in the field. If a customer requests the meter to be tested, since they are making the request, no notification of removal for testing is necessary. Customers are given the opportunity to witness the test which is performed at KAW facilities. Although residential customers are not explicitly notified of the removal following their request for testing, the meter change is noted on the ensuing billing statement. (See March 7, 2014 billing statement provided in Response to Item No. 1.)



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

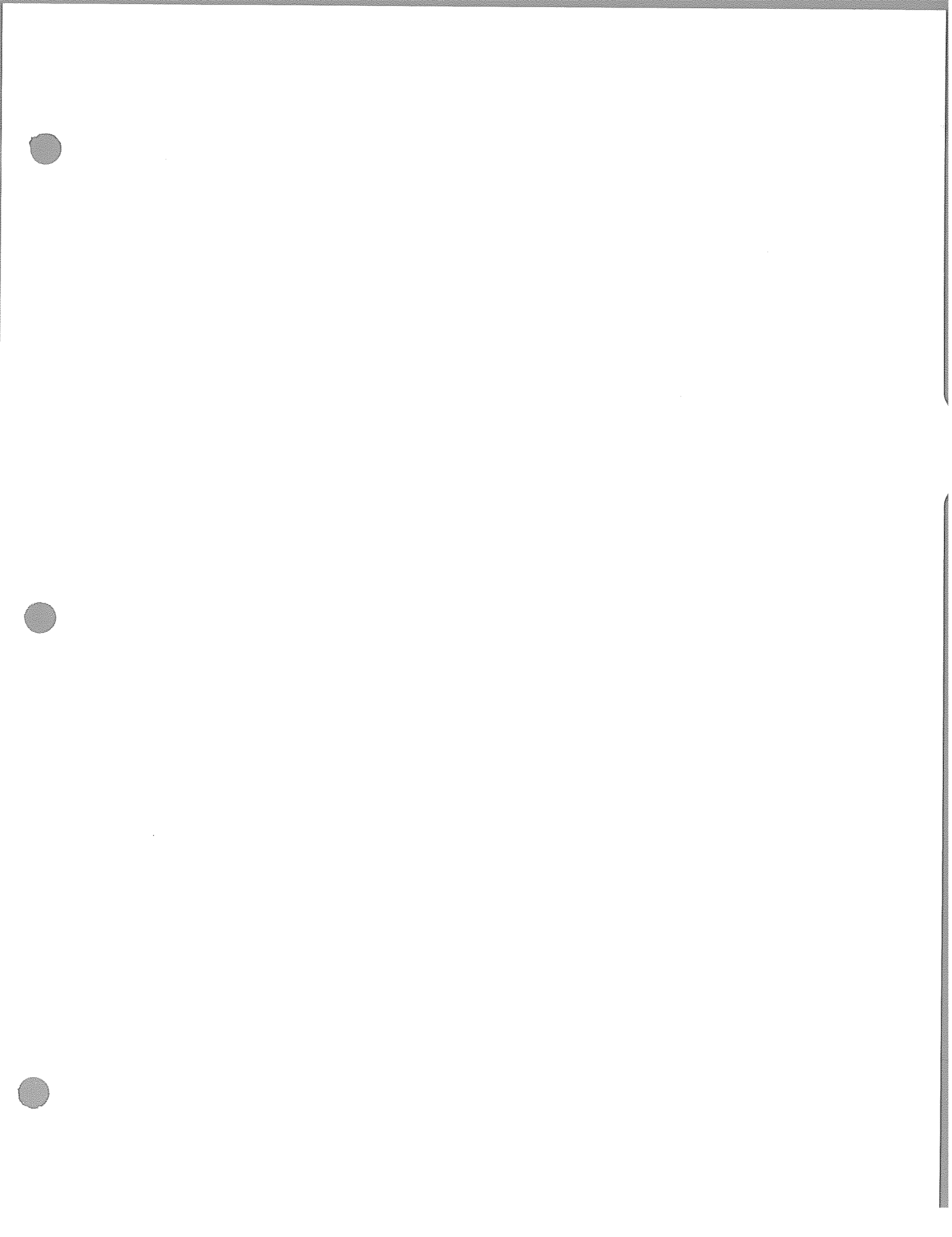
Witness: Keith Cartier

5. Refer to Exhibit A of the complaint, which the Complainants assert recaps the Complainants' invoices and water usage. State whether the Complainants were billed on January 8, 2014, for the billing period of November 6, 2013, through December 5, 2013, then billed on January 13, 2014, for the billing period of December 6, 2013, through January 7, 2014.
 - a. If the answer is in the affirmative, explain the delay in billing the Complainants for the billing period of November 6, 2013, through December 5, 2013.
 - b. If the answer is in the negative, state the date the bill was generated and mailed to the Complainants for the billing period of November 6, 2013, through December 5, 2013.

Response:

The Complainants' invoice for the billing period of November 6, 2013, through December 5, 2013, was mailed to the customer on January 6, 2014. The invoice for the billing period of December 6, 2013 through January 7, 2014 was mailed to the customer on January 13, 2014.

- a. The invoice could not be issued until the meter reading was confirmed to be accurate. Therefore, the accuracy of the meter reading had to be confirmed by a KAW investigation. As part of that investigation, a service order was created on December 23, 2013, and the order was worked in the field on December 27, 2013. The meter reading on December 27, 2013 was 681, confirming that the December 5, 2013 meter reading of 545 was correct. The invoice for the November 6 to December 5 billing period was then issued January 6, 2014. Please also see KAW's response to Item No. 2 of Complainants' First Request for Information.
- b. Not applicable.



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

Witness: Keith Cartier

6. Pursuant to administrative regulation 807 KAR 5:006 §11(3) and Kentucky-American Tariff Rule 20(K), Kentucky-American is to monitor each customer's water usage for unusual deviations in usage. Stat whether the water usage at Complainants' residence for the billing period of November 6, 2013, through December 5, 2013, was noted on Kentucky-American's daily billing edit and/or included in the billing exception report.
- a. If the answer is in the affirmative, state whether the meter was reread before the account was billed.
 - b. If the answer is in the affirmative, state what steps Kentucky-American took to investigate the water usage at the Complainants' residence.
 - c. If the answer is in the affirmative, provide copies of all documents related to any investigation of water usage at Complainants' residence.
 - d. If the answer is in the negative, explain why the water usage did not trigger notice on the daily billing edit and/or billing exception report.

Response:

Yes, the water usage for the November 6 to December 5 billing period was noted on the daily billing exception report.

- a. Yes, the meter was re-read at 2:26 pm December 27, 2013.
- b. During the re-read of December 27, 2013, the KAW employee noted that at the time of the reading, there was no movement on the meter, indicating no usage at the time of observation. As the December 27, 2013 reading validated the December 5, 2013 reading, an invoice was generated for the November 6 to December 5 billing period. In addition, a letter indicating high usage was prepared and sent to the Complainants on January 7, 2014 to alert them to the higher than normal usage. Please also see KAW's response to Item No. 2 of Complainants' First Request for Information.
- c. See attached.
- d. Not applicable.

Read for Billing

Please verify reads 11/5/13 read was (350) 12/5/13 read is (545)
195 units customers average is 11 units.

Read for Billing Please verify reads 11/5/13 read was (350)
12/5/13 read is (545) 195 units customers average is 11
units. [bra

dyjal [12/27/2013 02:26 PM] : Meter : [] VERIFIED READING OF
0681 NO MOVEMENT ON METER BRADY



P.O. Box 578 Alton, IL 62002

01/07/2014

LAYNE NETHERTON
3649 WINDING WOOD LN
LEXINGTON, KY 40515-1284

For Service To:
Account Number: 1012-210010167585
Service Address: 3649 Winding Wood Ln
Lexington, KY 40515-1284

Dear Layne Netherton:

One of our responsibilities as your water service company is to give you all the information you need to manage your water use, and to alert you when we notice something out of the ordinary. While at your property to get a meter reading, we noticed that your water use is considerably higher than normal.

There could be many reasons for unusually high water use and not all of them necessarily indicate a problem. We suggest that you check your property for possible problems which could cause unusually high water use. If you determine that the source of the high water use is the result of a broken service line or internal plumbing problem, we encourage you to take steps as soon as possible to prevent recurring high bills.

If you cannot determine the reason for your higher water use or anything else related to your account, please call us at your convenience at 1-800-678-6301. Our representatives are available 24 hours a day to assist you. You may also find useful information for identifying high water use on our website. Please visit us at www.kentuckyamwater.com.

Sincerely,

Kentucky American Water
Customer Service



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

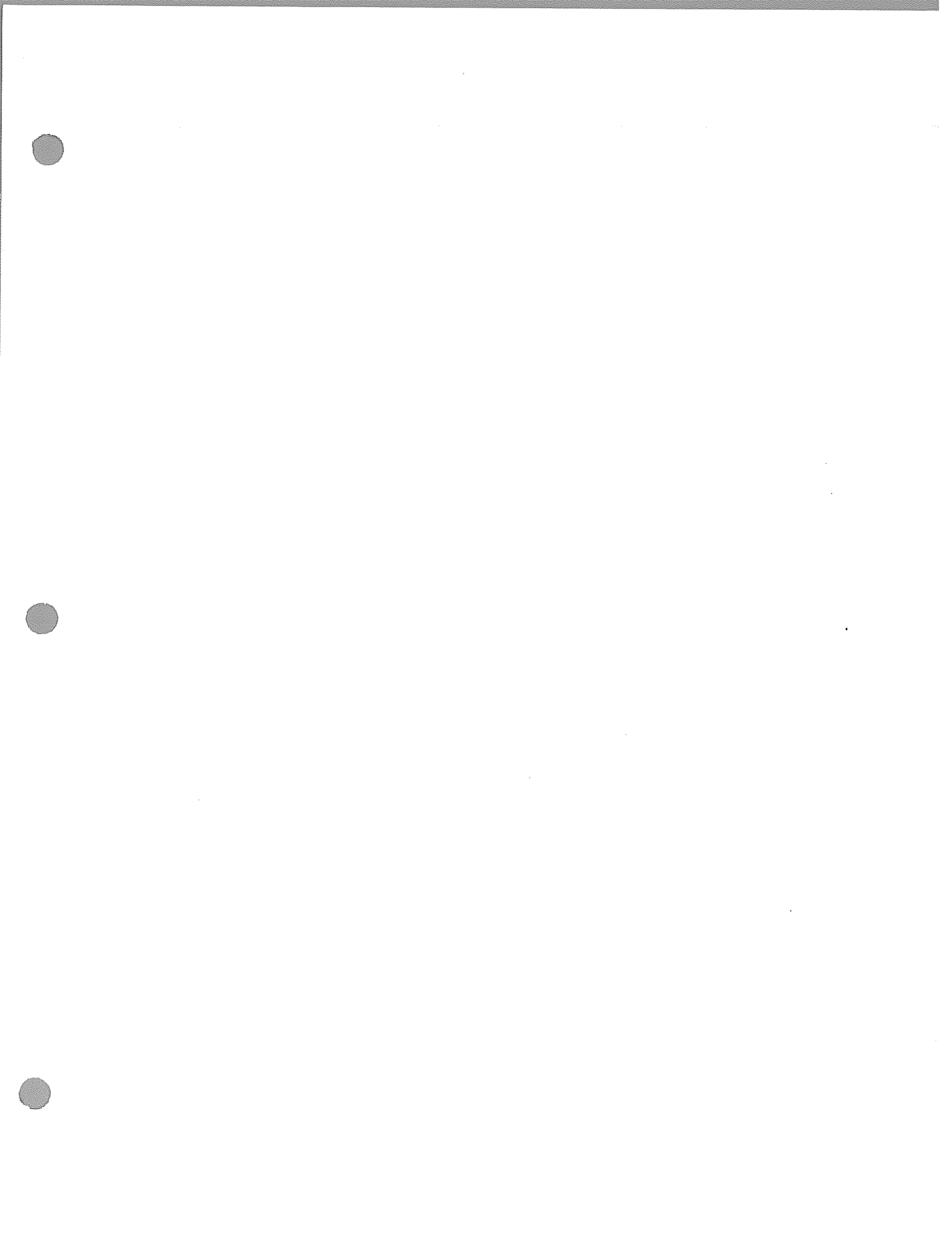
Witness: Keith Cartier

7. State whether the water usage at Complainants' residence for the billing period of December 6, 2013, through January 7, 2014, was noted on Kentucky-American's daily billing edit and/or included in the billing exception report.
- a. If the answer is in the affirmative, state whether the meter was reread before the account was billed.
 - b. If the answer is in the affirmative, state what steps Kentucky-American took to investigate the water usage at the Complainants' residence and state the results of said investigation.
 - c. If the answer is in the affirmative, provide copies of all documents related to any investigation of water usage at Complainants' residence.
 - d. If the answer is in the negative, explain why the water usage did not trigger notice on the daily billing edit and/or billing exception report.

Response:

No, the December 6 to January 7 usage was not noted on the billing exception report.

- a. Not applicable.
- b. Not applicable.
- c. Not applicable.
- d. The customer's usage from December 6, 2013 through January 7, 2014 did not trigger a billing exception for consumption due to the previously verified usage from November 6, 2013 through December 5, 2013. Please also see KAW's response to Item No. 2 of Complainants' First Request for Information.



KURT AND LAYNE NETHERTON V. KENTUCKY-AMERICAN WATER COMPANY
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COMMISSION STAFF'S FIRST REQUEST FOR INFORMATION

Witness: Keith Cartier

8. If Kentucky-American investigated the water usage at the Complainants' residence for the billing periods in question, state whether the Complainants were contacted as part of the investigation.
 - a. If the answer is in the affirmative, identify the date(s) and content of all verbal and written communication with the Complainants related to the investigation.

Response:

The customer was not contacted during the initial field investigation. The initial customer contact occurred when KAW sent the letter January 7 alerting to high usage.

- a. For a description of investigation events and interactions with the customer, please see KAW's response to Item No. 2 of Complainants' First Request for Information.

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

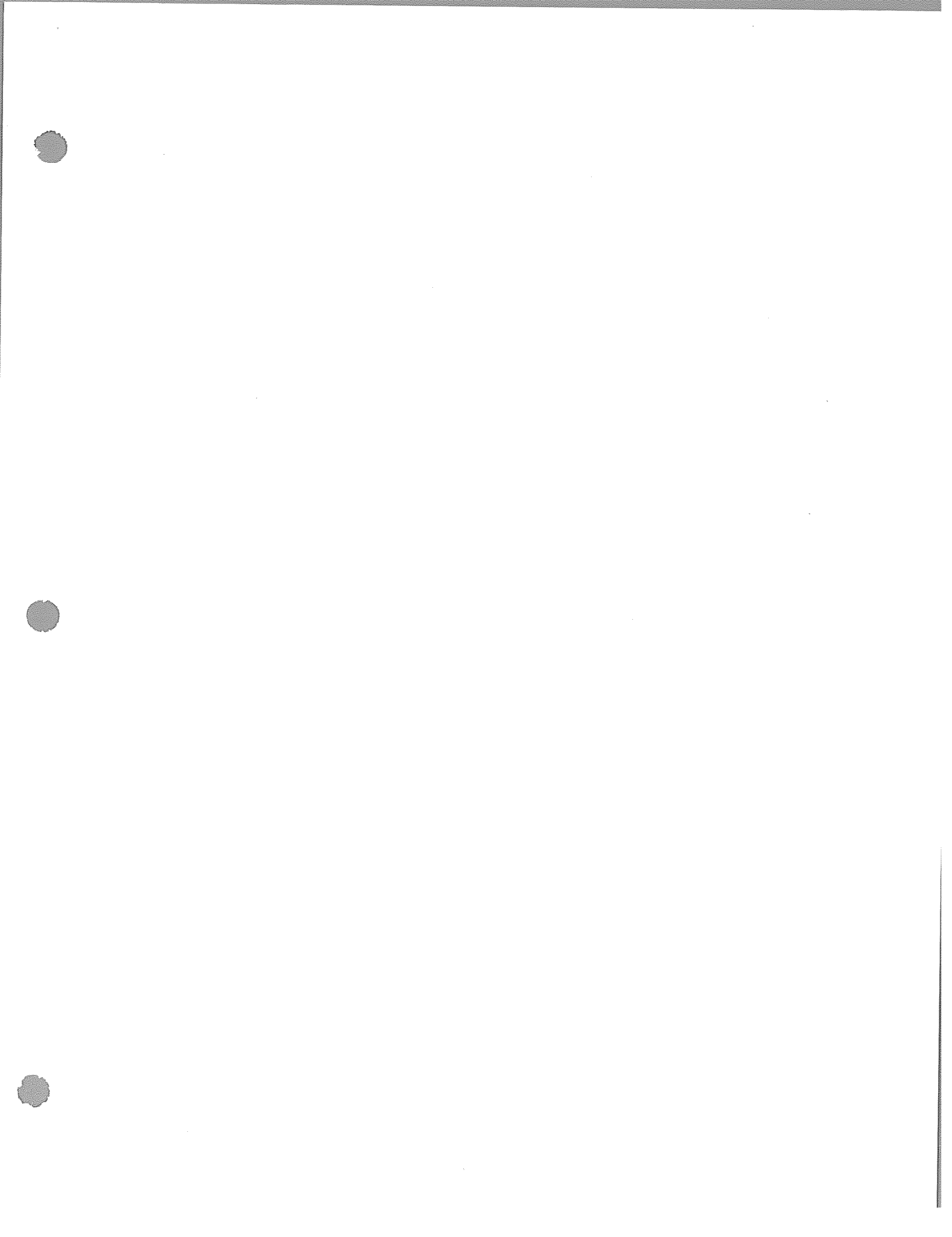
Witness: Keith Cartier

9. Refer to Paragraph 6 of the Answer. State whether the Complainants were notified that the water meter at their residence would be tested prior to the water meter's removal for testing.
 - a. If the answer is in the affirmative, state whether the Complainants were given the opportunity to attend the meter testing.
 - b. If the Complainants were not given the opportunity to attend the meter testing, explain why not.

Response:

Yes, the customer was made aware during a January 27, 2014 conversation that KAW would be testing the water meter. KAW tested the meter on January 31, 2014.

- a. Yes, during the January 27, 2014 conversation, the offer to witness was conveyed.



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

Witness: Keith Cartier

10. Provide a copy of the results for the meter testing conducted by Kentucky-American on the meter removed from the Complainants' residence which are referenced in Paragraph 6 of the Answer.

Response:

See attached.

Kentucky-American Water Company

Customer Name Layne Netherton Account # 210010167585
 Service Address 3649 Winding Wood Ln. Premise# 9120097170
 Meter Size 5/8 Make N Number 90537102 Date 1-31-14

Readings

	GPM	Begin	End	% of Accuracy	Required Accuracy
Low flow	<u>1/4</u>	<u>4000</u>	<u>4096</u>	<u>96</u>	<u>95%-101%</u>
Intermediate flow	<u>2</u>	<u>4096</u>	<u>4197</u>	<u>101</u>	<u>98.5%-101.5%</u>
Maximum flow	<u>15</u>	<u>4197</u>	<u>5195</u>	<u>99.8</u>	<u>98.5%-101.5%</u>

IF ANY OF THE TESTS ABOVE ARE NOT WITHIN THE REQUIRED ACCURACY LIMITS THEN FURTHER TESTING IS REQUIRED BELOW.

Readings

Flow Rate %
Of Capacity

	GPM	Begin	End	% of Accuracy
25%	_____	_____	_____	_____
50%	_____	_____	_____	_____
75%	_____	_____	_____	_____

Average of first test 98.93 Average of second test _____
 Less Standard: 100%
 Equal % of Error: _____ Fast _____ Slow _____
 Before Test Reading: 0690.40 after Test Reading 0690.51
 Customer Witness? Yes _____ No

IF PERCENT OF ERROR IS GREATER THAN 2% THEN COMPLETE THE APPROPRIATE SECTION BELOW.

Length of time error is known to have existed _____
 FAST METER basis for refund _____ Amount of refund _____
 SLOW METER basis for additional Bill _____ Amount of additional Bill _____
 Comments Meter passed test MIU and register are OK
Meter will be returned to inventory

Copy to: Stephanic Padgett

Disputes: _____ Meter Tech.: Tony E. Richardson
Terry McFarland