

RECEIVED

MAY 10 2019

PUBLIC SERVICE  
COMMISSION

COMMONWEALTH OF KENTUCKY  
KENTUCKY PUBLIC SERVICE COMMISSION

In the Matter of:

EARL D. ISON and	COMPLAINANTS	)	
BRENDA C. ISON		)	CASE NO.
		)	2019-00093
V.		)	
		)	
KENTUCKY-AMERICAN	DEFENDANT	)	
WATER COMPANY		)	

**KENTUCKY-AMERICAN WATER COMPANY'S  
RESPONSE TO COMPLAINANT'S COMPLAINT**

In accordance with the Commission's May 2, 2019 Order in this matter, Kentucky-American Water Company ("KAW") hereby responds to Complainants March 8, 2019 Complaint.

Ordering Paragraph 1 of the Commission's May 2, 2019 Order directs KAW to provide in this response: "the disputed billing amount; copies of all bills from Mr. and Ms. Ison's account from December 2018 to the present; and a statement as to whether the old water meter was tested for accuracy, including the results of any testing." KAW states that the disputed billing amount is \$147.51 as shown on the attached bill dated February 27, 2019. Copies of all bills for service from December 2018 to the present are attached collectively as Exhibit 1. KAW states that the old meter was tested for accuracy and that it did, in fact, test accurately. A copy of those meter test results is attached as Exhibit 2.

For its response to the Complaint, KAW states that in response to Mr. Ison's inquiries, KAW realized that a February 7, 2019 meter change that had happened at his premise was not reflected in KAW's computer system. After updating the information in

the computer system to reflect that meter change, KAW conducted a billing review of his account to ensure the accuracy of amounts billed. As a result of that effort, there was a billing correction as shown by the \$392 cancelled bill at page 3 of 4 of the attached February 19, 2019 bill (for service from June 22, 2018 to January 24, 2019). Mr. Ison was pleased with that result. The subsequent bill is dated February 22, 2019 and is for service from January 25, 2019 to February 21, 2019 and is for \$147.51. KAW believes this is the billing amount in dispute as the customer has refused to pay that bill and disputes it. KAW states that the amount in dispute is based on both the old and new meter (as the old meter was changed on February 7, 2019 during the middle of the service period in question) and is based on meters that are accurate. As stated above, the old meter was tested for accuracy and did, in fact, test accurately as shown in Exhibit 2.

In response to the specific allegations of the Complaint, KAW denies that it has overcharged the Complainants; admits that the old meter was replaced with a new meter on February 7, 2019; agrees that the new meter has been functioning properly; and denies that the monthly statement in dispute should be determined by averaging daily use on the basis that the old meter which measured use for a portion of the service period in question did, in fact, test accurately. KAW further states that the problem with the "old meter" was not a problem with the meter itself or its accuracy. Instead, KAW believes there was a problem with the radio equipment attached to the meter responsible for transmitting usage information to KAW's meter reader. Since KAW's investigation of this matter, billings based on the problematic radio equipment were canceled, all billings have been based on the actual usage taken from both the old and new meters, and the usage from the old meter was taken without relying on the problematic radio equipment that was attached

to that old meter. Therefore, KAW believes the billing amount in question is accurate.

Respectfully submitted,



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Stoll Keenon Ogden PLLC  
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Lexington, KY 40507  
Telephone: (859) 231-3982  
Fax: (859) 246-3672  
[l.ingram@skofirm.com](mailto:l.ingram@skofirm.com)  
*Counsel for Kentucky American Water*

**CERTIFICATE OF SERVICE**

I hereby certify that I have served a true copy of the foregoing by regular U.S. mail, postage prepaid, this 10<sup>th</sup> day of May, 2019, upon the following:

Earl D. Ison  
Brenda C. Ison  
1404 Saddle Club Way  
Lexington, KY 40504-1696



---

*Counsel for Kentucky American Water*



WE KEEP LIFE FLOWING™

**Service Address:**

BRENDA C. ISON  
1404 SADDLE CLUB WAY  
LEXINGTON, KY 40504-1696



THANK YOU FOR BEING OUR CUSTOMER.

**Important Account Messages**

- Your charges contain a change in pricing that was effective on 09/01/18. Please review the Account Detail section of your bill for more information.
- This bill reflects an extended or partial billing period. As a result, a portion of your charges are prorated accordingly to represent actual days of service received. Please refer to Account Detail for more information.

For more information, visit [www.kentuckyamwater.com](http://www.kentuckyamwater.com)

**Monthly Statement**

Account No.

<b>Total Amount Due:</b>	<b>\$0.56</b>
<b>Payment Due By:</b>	<b>March 7, 2019</b>

**Billing Date:** February 19, 2019  
**Service Period:** Jun 22 to Jan 24 (217 Days)  
**Total Gallons:** 17,204

**Account Summary – See page 3 for Account Detail**

Prior Billing:	\$52.54
Payments - Thank You!	\$241.87
<b>Balance Forward:</b>	<b>-\$189.33</b>
Service Related Charges:	\$179.12
Taxes:	\$10.77
<b>Total Amount Due:</b>	<b>\$0.56</b>



**View your account information or pay your bill anytime at:** [www.amwater.com/MyAccount](http://www.amwater.com/MyAccount)



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



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

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

Account No.

<b>Total Amount Due:</b>	<b>\$0.56</b>
<b>Payment Due By:</b>	<b>March 7, 2019</b>



WE KEEP LIFE FLOWING™

PO Box 790247  
St Louis, MO 63179-0247

**Service to:** 1404 SADDLE CLUB WAY  
LEXINGTON, KY 40504-1696

**Amount Enclosed** \$

BRENDA C. ISON  
1404 SADDLE CLUB WAY  
LEXINGTON, KY 40504-1696

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

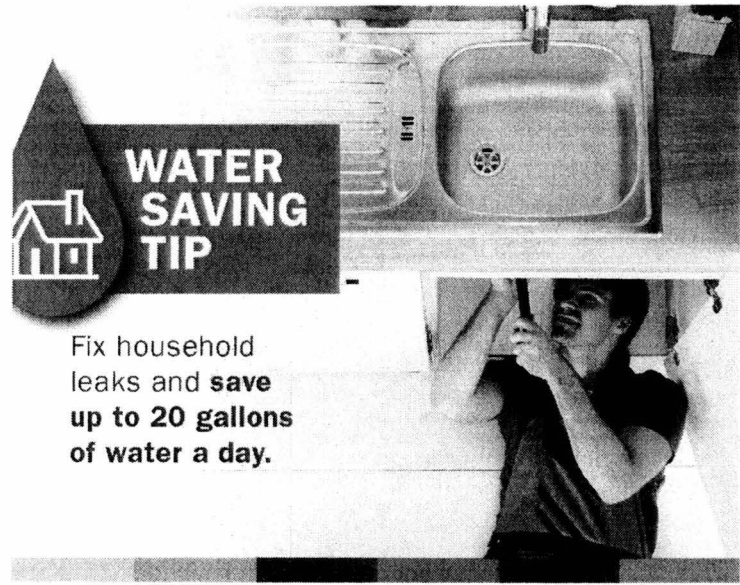
## Messages from Kentucky American Water

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

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

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

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



### CUSTOMER SERVICE

1-800-678-6301

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

### SERVICES

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

### EXPLANATION OF OTHER TERMS

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

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

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

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

Address Change(s) \_\_\_\_\_

Name \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_

State \_\_\_\_\_ Zip Code \_\_\_\_\_

(\_\_\_\_) \_\_\_\_\_  Mobile Number

Phone Number \_\_\_\_\_

E-mail Address \_\_\_\_\_

### Other ways to pay your bill

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



## Meter Reading and Usage Summary

Meter No.	Measure	Size	From Date	To Date	Previous Read	Current Read	Meter Units	Billing Units	Total Gallons
085346287N	100 CF	5/8"	06/22/2018	01/24/2019	861 (A)	884 (A)	23	172.04	17,204

A = Actual E = Estimate

1 CF = 7.48 gallons

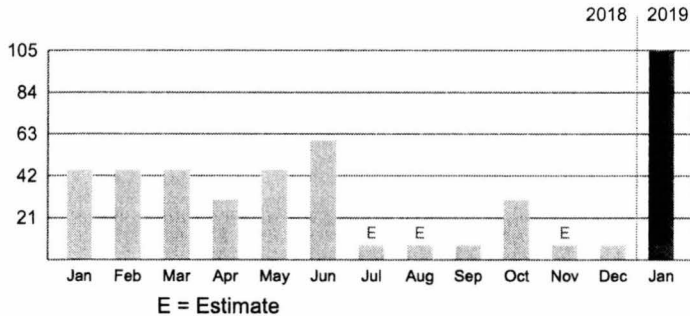
1 Billing Unit = 100 gallons

Total Gallons:

17,204

### Billed Usage History (graph shown in 100 gallons)

- 17,204 gallons = usage for this period
- 4,488 gallons = usage for same period last year



**Next Scheduled Read Date:** on or about February 21, 2019  
**Account Type:** Residential

Average daily use for this period is: (217 days)

**79**  
gallons

Year to Date Billed Usage: 10,472 gallons

### Account Detail

Account No.

Service To: 1404 SADDLE CLUB WAY LEXINGTON, KY 40504-1696

<b>Prior Billing</b>	<b>52.54</b>
<b>Payments</b>	<b>-241.87</b>
Total payments as of Jan 30. Thank you!	-241.87
<b>Balance Forward</b>	<b>-189.33</b>
<b>Cancellation of Prior Billing</b>	<b>-392.00</b>
Cancelled Bill Period 06/22/2018 - 01/24/2019	-392.00
Reason: Over Estimated Meter Reading	

#### Service Related Charges - 06/22/18 to 01/24/19

##### Rebill - 06/22/18 to 07/23/18

<b>Water Service</b>	<b>16.99</b>
Water Service Charge	12.49
Water Usage Charge (7.48 x \$0.6019)	4.50
<b>Other Charges</b>	<b>0.13</b>
KRA Withdrawal Fee (7.48 x \$0.0177)	0.13

##### Rebill - 07/24/18 to 08/22/18

<b>Water Service</b>	<b>16.99</b>
Water Service Charge	12.49
Water Usage Charge (7.48 x \$0.6019)	4.50
<b>Other Charges</b>	<b>0.13</b>
KRA Withdrawal Fee (7.48 x \$0.0177)	0.13

##### Rebill - 08/23/18 to 09/25/18

<b>Water Service</b>	<b>16.47</b>
Water Service Charge	12.49
Water Usage Charge	
08/23/18 to 08/31/18 (1.97 x \$0.6019)	1.19
09/01/18 to 09/25/18 (5.51 x \$0.5059)	2.79

(Continued on next page)











### Understanding Your Bill

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

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

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

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	<b>Other Charges</b>	<b>0.13</b>
	KRA Withdrawal Fee (7.48 x \$0.0177)	0.13
	<b>Rebill - 09/26/18 to 10/23/18</b>	
	<b>Water Service</b>	<b>27.63</b>
	Water Service Charge	12.49
	Water Usage Charge (29.92 x \$0.5059)	15.14
	<b>Other Charges</b>	<b>0.53</b>
	KRA Withdrawal Fee (29.92 x \$0.0177)	0.53
	<b>Rebill - 10/24/18 to 11/26/18</b>	
	<b>Water Service</b>	<b>16.27</b>
	Water Service Charge	12.49
	Water Usage Charge (7.48 x \$0.5059)	3.78
	<b>Other Charges</b>	<b>0.13</b>
	KRA Withdrawal Fee (7.48 x \$0.0177)	0.13
	<b>Rebill - 11/27/18 to 12/26/18</b>	
	<b>Water Service</b>	<b>16.27</b>
	Water Service Charge	12.49
	Water Usage Charge (7.48 x \$0.5059)	3.78
	<b>Other Charges</b>	<b>0.13</b>
	KRA Withdrawal Fee (7.48 x \$0.0177)	0.13
	<b>Rebill - 12/27/18 to 01/24/19</b>	
	<b>Water Service</b>	<b>65.47</b>
	Water Service Charge	12.49
	Water Usage Charge (104.72 x \$0.5059)	52.98
	<b>Other Charges</b>	<b>1.85</b>
	KRA Withdrawal Fee (104.72 x \$0.0177)	1.85
	<b>Total Service Related Charges</b>	<b>179.12</b>
	<b>Taxes</b>	<b>10.77</b>
	Franchise Taxes (\$179.18 x 3.000%)	5.43
	School District Tax (\$179.18 x 3.000%)	5.34
	<b>Total Current Period Charges</b>	<b>189.89</b>

**Total Amount Due**  **\$0.56**



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**Service Address:**

BRENDA C. ISON  
1404 SADDLE CLUB WAY  
LEXINGTON, KY 40504-1696



THANK YOU FOR BEING OUR CUSTOMER.

**Important Account Messages**

- On 02/07/19, the meter serving your property was removed and replaced with a new meter. Please see Meter Reading and Usage Summary for more detail.
- Want more convenience and less clutter? Try paperless billing. We send an email when your bill is available for viewing and include an option to pay. It's simple to sign up, just register or log into My Account at [amwater.com/myaccount](http://amwater.com/myaccount) and make the selection for paperless billing.

For more information, visit [www.kentuckyamwater.com](http://www.kentuckyamwater.com)

**Monthly Statement**

Account No.

<b>Total Amount Due:</b>	<b>\$147.51</b>
<b>Payment Due By:</b>	<b>March 11, 2019</b>

**Billing Date:** February 22, 2019  
**Service Period:** Jan 25 to Feb 21 (28 Days)  
**Total Gallons:** 24,092

**Account Summary – See page 3 for Account Detail**

Prior Billing:	\$0.56
Payments:	\$0.00
<b>Balance Forward:</b>	<b>\$0.56</b>
Service Related Charges:	\$138.63
Taxes:	\$8.32
<b>Total Amount Due:</b>	<b>\$147.51</b>



**View your account information or pay your bill anytime at:** [www.amwater.com/MyAccount](http://www.amwater.com/MyAccount)



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



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

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



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PO Box 790247  
St Louis, MO 63179-0247

**Service to:** 1404 SADDLE CLUB WAY  
LEXINGTON, KY 40504-1696

BRENDA C. ISON  
1404 SADDLE CLUB WAY  
LEXINGTON, KY 40504-1696

Account No.

<b>Total Amount Due:</b>	<b>\$147.51</b>
<b>Payment Due By:</b>	<b>March 11, 2019</b>

**Amount Enclosed** \$

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



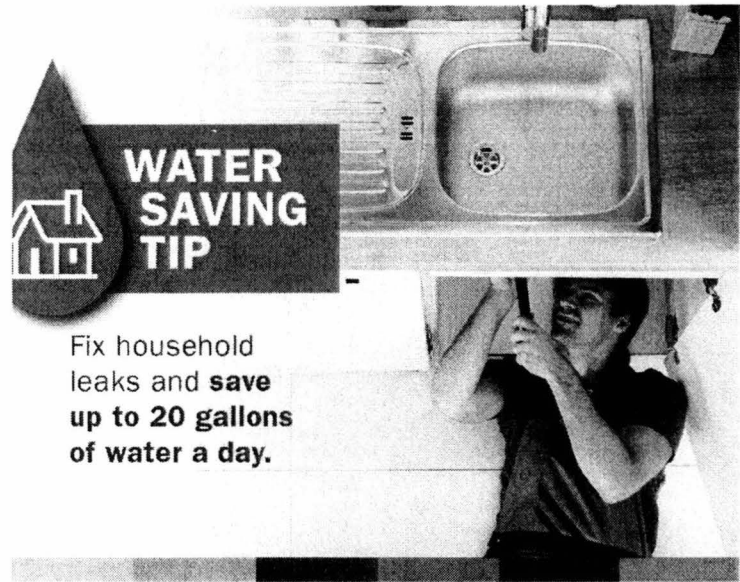
# Messages from Kentucky American Water

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

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



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

**CUSTOMER SERVICE**  
**1-800-678-6301**  
**HOURS:** M-F, 7am-7pm ▪ Emergencies: 24/7  
**TTY/TDD FOR THE HEARING IMPAIRED:**  
 711 (and then reference Customer Service number listed above)

## SERVICES

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

## EXPLANATION OF OTHER TERMS

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

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

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

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

Address Change(s) \_\_\_\_\_

Name \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_

State \_\_\_\_\_ Zip Code \_\_\_\_\_

(\_\_\_\_\_) \_\_\_\_\_  Mobile Number

Phone Number \_\_\_\_\_

E-mail Address \_\_\_\_\_

## Other ways to pay your bill

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



## Meter Reading and Usage Summary

Meter No.	Measure	Size	From Date	To Date	Previous Read	Current Read	Meter Units	Billing Units	Total Gallons
085346287N	100 CF	5/8"	01/25/2019	02/06/2019	884 (A)	913 (A)	29	216.92	21,692
26985651	100 gal	5/8"	02/07/2019	02/21/2019	0 (A)	24 (E)	24	24.00	2,400

A = Actual E = Estimate

1 CF = 7.48 gallons

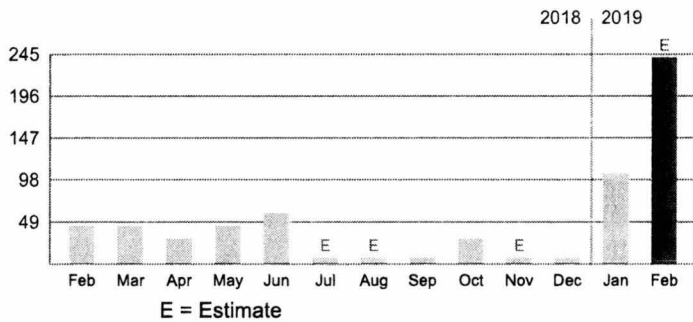
1 Billing Unit = 100 gallons

Total Gallons:

24,092

### Billed Usage History (graph shown in 100 gallons)

- 24,092 gallons = usage for this period
- 4,488 gallons = usage for same period last year


**Next Scheduled Read Date:** on or about March 21, 2019  
**Account Type:** Residential

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

**860**  
gallons

Year to Date Billed Usage: 34,564 gallons

### Account Detail

Account No.

Service To: 1404 SADDLE CLUB WAY LEXINGTON, KY 40504-1696

Prior Billing	0.56
Payments	0.00
<b>Balance Forward</b>	<b>0.56</b>
<b>Service Related Charges - 01/25/19 to 02/21/19</b>	
<b>Water Service</b>	<b>134.37</b>
Water Service Charge	
01/25/19 to 02/06/19	5.80
02/07/19 to 02/21/19	6.69
Water Usage Charge (240.92 x \$0.5059)	121.88
<b>Other Charges</b>	<b>4.26</b>
KRA Withdrawal Fee (240.92 x \$0.0177)	4.26
<b>Total Service Related Charges</b>	<b>138.63</b>
<b>Taxes</b>	<b>8.32</b>
Franchise Taxes (\$138.63 x 3.000%)	4.16
School District Tax (\$138.63 x 3.000%)	4.16
<b>Total Current Period Charges</b>	<b>146.95</b>

**Total Amount Due**

**\$147.51**

### Understanding Your Bill

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

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



WE KEEP LIFE FLOWING™

**Service Address:**

BRENDA C. ISON  
1404 SADDLE CLUB WAY  
LEXINGTON, KY 40504-1696



THANK YOU FOR BEING OUR CUSTOMER.

**Important Account Messages**

- Your bill contains a change in pricing that was effective on 09/01/18. Please review to the Account Detail and messaging section for more information.
- This bill reflects an extended or partial billing period. As a result, a portion of your charges are prorated accordingly to represent actual days of service received. Please refer to Account Detail for more information.

For more information, visit [www.kentuckyamwater.com](http://www.kentuckyamwater.com)

**Monthly Statement**

Account No.:

<b>Total Amount Due:</b>	<b>\$365.32</b>
<b>Payment Due By:</b>	<b>February 25, 2019</b>

**Billing Date:** February 07, 2019  
**Service Period:** Jun 22 to Jan 24 (217 Days)  
**Total Gallons:** 10,472

**Account Summary – See page 3 for Account Detail**

Prior Billing:	\$52.54
Payments - Thank You!	\$241.87
<b>Balance Forward:</b>	<b>-\$189.33</b>
Service Related Charges:	\$523.25
Taxes:	\$31.40
<b>Total Amount Due:</b>	<b>\$365.32</b>



**View your account information or pay your bill anytime at:** [www.amwater.com/MyAccount](http://www.amwater.com/MyAccount)



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



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

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

Account No.

<b>Total Amount Due:</b>	<b>\$365.32</b>
<b>Payment Due By:</b>	<b>February 25, 2019</b>



WE KEEP LIFE FLOWING™

PO Box 790247  
St Louis, MO 63179-0247

**Service to:** 1404 SADDLE CLUB WAY  
LEXINGTON, KY 40504-1696

BRENDA C. ISON  
1404 SADDLE CLUB WAY  
LEXINGTON, KY 40504-1696

**Amount Enclosed** \$

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



**CUSTOMER SERVICE**  
**1-800-678-6301**  
**HOURS:** M-F, 7am-7pm ▪ **Emergencies:** 24/7  
**TTY/TDD FOR THE HEARING IMPAIRED:**  
 711 (and then reference Customer Service number listed above)

**SERVICES**

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

**EXPLANATION OF OTHER TERMS**

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

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

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

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

**Address Change(s)**

\_\_\_\_\_

Name \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_

State \_\_\_\_\_ Zip Code \_\_\_\_\_

(\_\_\_\_\_) \_\_\_\_\_  Mobile Number

Phone Number \_\_\_\_\_

E-mail Address \_\_\_\_\_

**Other ways to pay your bill**

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

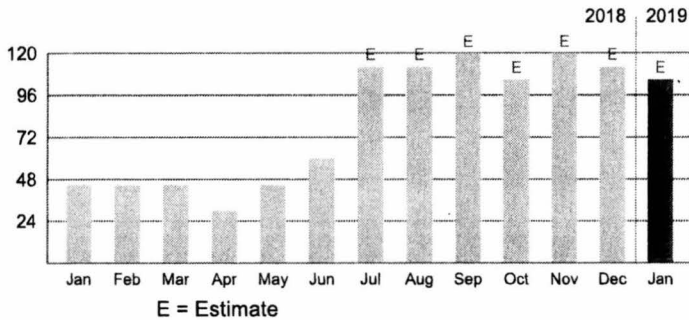


## Meter Reading and Usage Summary

**\*Please see additional pages for meter reading details\***

### Billed Usage History (graph shown in 100 gallons)

- 10,472 gallons = usage for this period
- 4,488 gallons = usage for same period last year



**Next Scheduled Read Date:** on or about February 21, 2019  
**Account Type:** Residential

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

**48**  
gallons

Year to Date Billed Usage: 10,472 gallons

### Account Detail

Account No. :

Service To: 1404 SADDLE CLUB WAY LEXINGTON, KY 40504-1696

<b>Prior Billing</b>	<b>52.54</b>
<b>Payments</b>	<b>-241.87</b>



<b>Balance Forward</b>	<b>-189.33</b>
------------------------	----------------

<b>Cancellation of Prior Billing</b>	<b>-2.63</b>
--------------------------------------	--------------



Cancelled Bill Period 06/22/2018 - 09/25/2018	91.05
Reason: Invalid Meter Read	
Cancelled Bill Period 09/26/2018 - 10/23/2018	-29.85
Reason: Invalid Meter Read	
Cancelled Bill Period 10/24/2018 - 12/26/2018	7.53
Reason: Invalid Meter Read	
Cancelled Bill Period 12/27/2018 - 01/24/2019	-71.36
Reason: Invalid Meter Read	

### Service Related Charges - 06/22/18 to 01/24/19

#### Rebill - 06/22/18 to 07/23/18

 <b>Water Service</b>	<b>80.02</b>
Water Service Charge	12.49
Water Usage Charge (112.2 x \$0.6019)	67.53
 <b>Other Charges</b>	<b>1.99</b>
KRA Withdrawal Fee (112.2 x \$0.0177)	1.99

#### Rebill - 07/24/18 to 08/22/18

 <b>Water Service</b>	<b>80.02</b>
Water Service Charge	12.49
Water Usage Charge (112.2 x \$0.6019)	67.53
 <b>Other Charges</b>	<b>1.99</b>
KRA Withdrawal Fee (112.2 x \$0.0177)	1.99

#### Rebill - 08/23/18 to 09/25/18

(Continued on next page)












### Understanding Your Bill

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

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

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

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	<b>Water Service</b>	<b>76.07</b>
	Water Service Charge	12.49
	Water Usage Charge	
	08/23/18 to 08/31/18 (31.67 x \$0.6019)	19.06
	09/01/18 to 09/25/18 (88.01 x \$0.5059)	44.52
	<b>Other Charges</b>	<b>2.12</b>
	KRA Withdrawal Fee (119.68 x \$0.0177)	2.12
	<b>Rebill - 09/26/18 to 10/23/18</b>	
	<b>Water Service</b>	<b>65.47</b>
	Water Service Charge	12.49
	Water Usage Charge (104.72 x \$0.5059)	52.98
	<b>Other Charges</b>	<b>1.85</b>
	KRA Withdrawal Fee (104.72 x \$0.0177)	1.85
	<b>Rebill - 10/24/18 to 11/26/18</b>	
	<b>Water Service</b>	<b>73.04</b>
	Water Service Charge	12.49
	Water Usage Charge (119.68 x \$0.5059)	60.55
	<b>Other Charges</b>	<b>2.12</b>
	KRA Withdrawal Fee (119.68 x \$0.0177)	2.12
	<b>Rebill - 11/27/18 to 12/26/18</b>	
	<b>Water Service</b>	<b>69.25</b>
	Water Service Charge	12.49
	Water Usage Charge (112.2 x \$0.5059)	56.76
	<b>Other Charges</b>	<b>1.99</b>
	KRA Withdrawal Fee (112.2 x \$0.0177)	1.99
	<b>Rebill - 12/27/18 to 01/24/19</b>	
	<b>Water Service</b>	<b>65.47</b>
	Water Service Charge	12.49
	Water Usage Charge (104.72 x \$0.5059)	52.98
	<b>Other Charges</b>	<b>1.85</b>
	KRA Withdrawal Fee (104.72 x \$0.0177)	1.85
	<b>Total Service Related Charges</b>	<b>523.25</b>
	<b>Taxes</b>	<b>31.40</b>
	School District Tax (\$523.25 x 3.000%)	15.67
	Franchise Taxes (\$523.25 x 3.000%)	15.73
	<b>Total Current Period Charges</b>	<b>554.65</b>

**Total Amount Due**  **\$365.32**



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### Meter Reading and Usage Summary

Meter No.	Measure	Size	From Date	To Date	Previous Read	Current Read	Meter Units	Billing Units	Water Used in Gallons
			00/00/0000	08/22/2018	0	891 (E)	891	0.00	0
			00/00/0000	10/23/2018	0	921 (E)	921	0.00	0
			00/00/0000	12/26/2018	0	952 (E)	952	0.00	0
085346287N	100 CF	5/8"	12/27/2018	01/24/2019	952 (E)	966 (E)	14	104.72	10,472

A = Actual E = Estimate

1 CF = 7.48 gallons

1 Billing Unit = 100 gallons

Total Gallons:

10,472





**WE KEEP LIFE FLOWING™**

**Service Address:**

BRENDA C. ISON  
1404 SADDLE CLUB WAY  
LEXINGTON, KY 40504-1696



THANK YOU FOR BEING OUR CUSTOMER.

**Important Account Messages**

- Thank you for being a long time customer! We work hard every day to deliver water service that is safe, reliable, and affordable -- our customers deserve nothing less.
- Want more convenience and less clutter? Try paperless billing. We send an email when your bill is available for viewing and include an option to pay. It's simple to sign up, just register or log into My Account at [amwater.com/myaccount](http://amwater.com/myaccount) and make the selection for paperless billing.

For more information, visit [www.kentuckyamwater.com](http://www.kentuckyamwater.com)

**Monthly Statement**

Account No.

<b>Total Amount Due:</b>	<b>\$179.62</b>
<b>Payment Due By:</b>	<b>April 11, 2019</b>

**Billing Date:** March 26, 2019  
**Service Period:** Feb 22 to Mar 22 (29 Days)  
**Total Gallons:** 3,500

**Account Summary – See page 3 for Account Detail**

Prior Billing:	\$147.51
Payments - Thank You!	\$0.56
<b>Balance Forward:</b>	<b>\$146.95</b>
Service Related Charges:	\$30.82
Taxes:	\$1.85
<b>Total Amount Due:</b>	<b>\$179.62</b>



**View your account information or pay your bill anytime at:** [www.amwater.com/MyAccount](http://www.amwater.com/MyAccount)



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



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

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



**WE KEEP LIFE FLOWING™**

PO Box 790247  
St Louis, MO 63179-0247

**Service to:** 1404 SADDLE CLUB WAY  
LEXINGTON, KY 40504-1696

BRENDA C. ISON  
1404 SADDLE CLUB WAY  
LEXINGTON, KY 40504-1696

Account No.

<b>Total Amount Due:</b>	<b>\$179.62</b>
<b>Payment Due By:</b>	<b>April 11, 2019</b>

**Amount Enclosed \$**

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

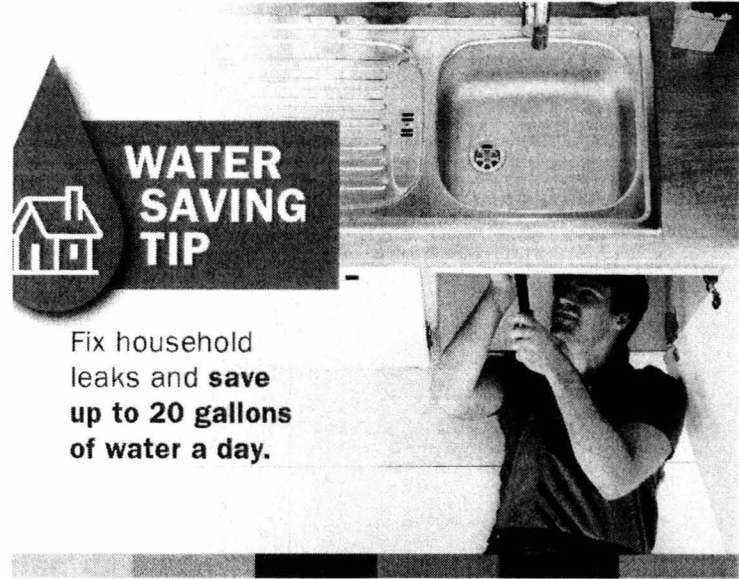
## Messages from Kentucky American Water

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

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

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

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



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

**CUSTOMER SERVICE**  
**1-800-678-6301**  
HOURS: M-F, 7am-7pm ▪ Emergencies: 24/7  
**TTY/TDD FOR THE HEARING IMPAIRED:**  
711 (and then reference Customer Service number listed above)

### SERVICES

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

### EXPLANATION OF OTHER TERMS

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

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

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

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

Address Change(s) \_\_\_\_\_

Name \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_

State \_\_\_\_\_ Zip Code \_\_\_\_\_

(\_\_\_\_\_) \_\_\_\_\_  Mobile Number

Phone Number \_\_\_\_\_

E-mail Address \_\_\_\_\_

### Other ways to pay your bill

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

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

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

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



## Meter Reading and Usage Summary

Meter No.	Measure	Size	From Date	To Date	Previous Read	Current Read	Meter Units	Billing Units	Total Gallons
26985651	100 gal	5/8"	02/22/2019	03/22/2019	24 (E)	59 (A)	35	35.00	3,500

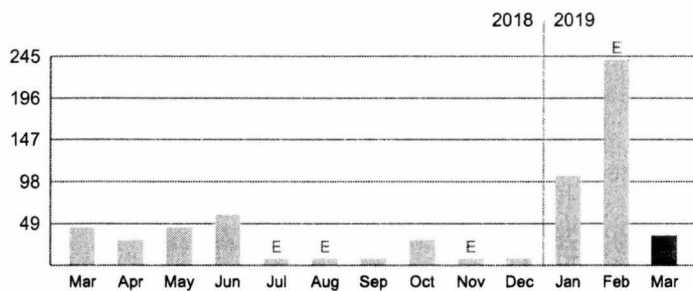
A = Actual E = Estimate

1 Billing Unit = 100 gallons

Total Gallons: 3,500

### Billed Usage History (graph shown in 100 gallons)

- 3,500 gallons = usage for this period
- 4,488 gallons = usage for same period last year



E = Estimate

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

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

**121**  
gallons

Year to Date Billed Usage: 38,064 gallons

### Account Detail

Account No.

Service To: 1404 SADDLE CLUB WAY LEXINGTON, KY 40504-1696

<b>Prior Billing</b>	<b>147.51</b>
<b>Payments</b>	<b>-0.56</b>
Total payments as of Feb 27. Thank you!	
<b>Balance Forward</b>	<b>146.95</b>
<b>Service Related Charges - 02/22/19 to 03/22/19</b>	
<b>Water Service</b>	<b>30.20</b>
Water Service Charge	12.49
Water Usage Charge (35 x \$0.5059)	17.71
<b>Other Charges</b>	<b>0.62</b>
KRA Withdrawal Fee (35 x \$0.0177)	0.62
<b>Total Service Related Charges</b>	<b>30.82</b>
<b>Taxes</b>	<b>1.85</b>
Franchise Taxes (\$30.65 x 3.000%)	0.93
School District Tax (\$30.65 x 3.000%)	0.92
<b>Total Current Period Charges</b>	<b>32.67</b>

**Total Amount Due**

**\$179.62**

### Understanding Your Bill

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

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

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

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



**WE KEEP LIFE FLOWING™**

**Service Address:**

BRENDA C. ISON  
1404 SADDLE CLUB WAY  
LEXINGTON, KY 40504-1696



THANK YOU FOR BEING OUR CUSTOMER.

**Important Account Messages**

- Want more convenience and less clutter? Try paperless billing. We send an email when your bill is available for viewing and include an option to pay. It's simple to sign up, just register or log into My Account at [amwater.com/myaccount](http://amwater.com/myaccount) and make the selection for paperless billing.
- Your charges contain a change in pricing that was effective on 03/31/19. Please review the Account Detail section of your bill for more information.

For more information, visit [www.kentuckyamwater.com](http://www.kentuckyamwater.com)



**View your account information or pay your bill anytime at:** [www.amwater.com/MyAccount](http://www.amwater.com/MyAccount)



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



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

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

**Monthly Statement**

Account No.

<b>Total Amount Due:</b>	<b>\$185.03</b>
<b>Payment Due By:</b>	<b>May 9, 2019</b>

<b>Billing Date:</b>	April 23, 2019
<b>Service Period:</b>	Mar 23 to Apr 22 (31 Days)
<b>Total Gallons:</b>	4,400

**Account Summary – See page 3 for Account Detail**

Prior Billing:	\$179.62
Payments - Thank You!	\$32.67
<b>Balance Forward:</b>	<b>\$146.95</b>
Service Related Charges:	\$35.92
Taxes:	\$2.16
<b>Total Amount Due:</b>	<b>\$185.03</b>

Account No.

<b>Total Amount Due:</b>	<b>\$185.03</b>
<b>Payment Due By:</b>	<b>May 9, 2019</b>



**WE KEEP LIFE FLOWING™**

PO Box 790247  
St Louis, MO 63179-0247

**Service to:** 1404 SADDLE CLUB WAY  
LEXINGTON, KY 40504-1696

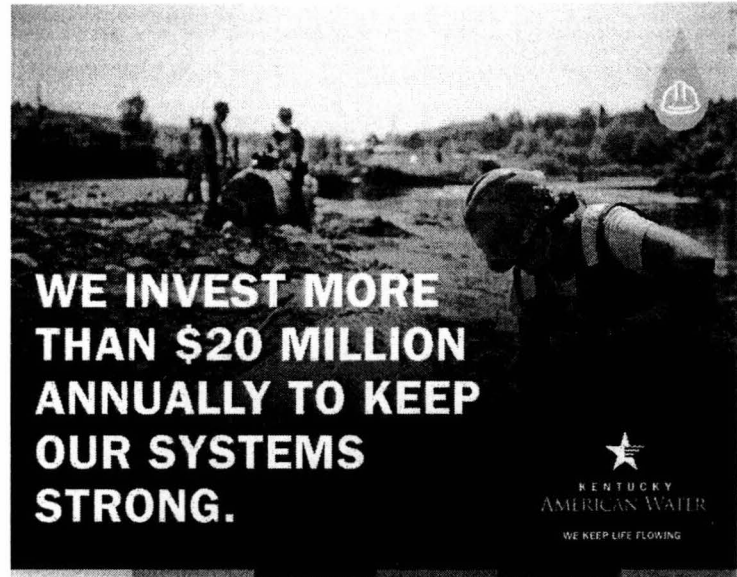
**Amount Enclosed** \$

BRENDA C. ISON  
1404 SADDLE CLUB WAY  
LEXINGTON, KY 40504-1696

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

## Messages from Kentucky American Water

- **2019 KRA Fee Adjustment :** Water utilities that withdraw water from the Kentucky River are required to collect a "KRA Withdrawal Fee" from their customers. This fee is collected by utilities and provided to the Kentucky River Authority (KRA). This fee is adjusted annually to reflect usage from the Kentucky River, and may also be adjusted due to fee increases. The latest adjustment to this fee was approved by the Kentucky Public Service Commission in March and was effective March 31, 2019. This change is reflected on your bill.













**CUSTOMER SERVICE**  
**1-800-678-6301**

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

### SERVICES

-  **Go Paperless:** Save time. Save money. Sign up for **Paperless Billing and Auto Pay** on My Account at [amwater.com/myaccount](http://amwater.com/myaccount). Not registered? Log in and be sure to have your account number handy.
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-  **H2O Help To Others:** This program helps low-income customers who qualify with their water bills. For more information, visit [kentuckyamwater.com](http://kentuckyamwater.com). Under Customer Service & Billing, select Low Income Program.

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

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

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

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

**Address Change(s)**

\_\_\_\_\_

Name \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_

State \_\_\_\_\_ Zip Code \_\_\_\_\_

(\_\_\_\_\_) \_\_\_\_\_  Mobile Number

Phone Number \_\_\_\_\_

E-mail Address \_\_\_\_\_

### Other ways to pay your bill

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



## Meter Reading and Usage Summary

Meter No.	Measure	Size	From Date	To Date	Previous Read	Current Read	Meter Units	Billing Units	Total Gallons
26985651	100 gal	5/8"	03/23/2019	04/22/2019	59 (A)	103 (A)	44	44.00	4,400

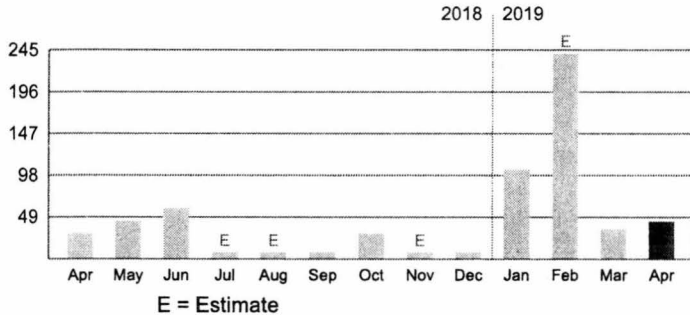
A = Actual E = Estimate

1 Billing Unit = 100 gallons

Total Gallons: 4,400

### Billed Usage History (graph shown in 100 gallons)

- 4,400 gallons = usage for this period
- 2,992 gallons = usage for same period last year



E = Estimate

**Next Scheduled Read Date:** on or about May 21, 2019  
**Account Type:** Residential

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

**142**  
gallons

Year to Date Billed Usage: 42,464 gallons

### Account Detail

Account No.

Service To: 1404 SADDLE CLUB WAY LEXINGTON, KY 40504-1696

<b>Prior Billing</b>	179.62
<b>Payments</b>	-32.67
Total payments as of Apr 3. Thank you!	-32.67
<b>Balance Forward</b>	<b>146.95</b>
<b>Service Related Charges - 03/23/19 to 04/22/19</b>	
<b>Water Service</b>	<b>34.75</b>
Water Service Charge	12.49
Water Usage Charge (44 x \$0.5059)	22.26
<b>Other Charges</b>	<b>1.17</b>
KRA Withdrawal Fee	
03/23/19 to 03/30/19 (11.35 x \$0.0177)	0.20
03/31/19 to 04/22/19 (32.65 x \$0.0296)	0.97
<b>Total Service Related Charges</b>	<b>35.92</b>
<b>Taxes</b>	<b>2.16</b>
Franchise Taxes (\$35.94 x 3.000%)	1.09
School District Tax (\$35.94 x 3.000%)	1.07
<b>Total Current Period Charges</b>	<b>38.08</b>

**Total Amount Due**



**\$185.03**

### Understanding Your Bill

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

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

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**Kentucky American Water - Customer Meter Test Form** **BENCH 2**

CUSTOMER NAME Brenda Ison ACCT # \_\_\_\_\_

SERVICE ADDRESS 1404 Saddle Club Way PREMISE # 9120115059

METER SIZE 5/8 NUMBER \_\_\_\_\_ DATE 3/4/19

**FIRST TEST READINGS**

Volume / Test	GPM	Adj. Read	Final Read	Test %	Required Accuracy
<u>1 CF / LOW</u>	<u>1/4</u>	<u>0913.5500</u>	<u>0913.5598</u>	<u>98</u>	<u>95%-101%</u>
<u>1 CF / MED</u>	<u>2</u>	<u>0913.5598</u>	<u>0913.5699</u>	<u>101</u>	<u>98.5%-101.5%</u>
<u>10 CF / HIGH</u>	<u>15</u>	<u>0913.5699</u>	<u>0913.6700</u>	<u>100.1</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

**SECOND TEST READINGS**

Flow Rate % of Capacity / Volume / Test	GPM	Adj. Read	Final Read	Test %	% of Accuracy
<u>25% / 1 CF / LOW</u>	_____	_____	_____	_____	<u>95%-101%</u>
<u>50% / 1 CF / MED</u>	_____	_____	_____	_____	<u>98.5%-101.5%</u>
<u>75% / 10 CF / HIGH</u>	_____	_____	_____	_____	<u>98.5%-101.5%</u>

First Test Series % Average 1 99.7 Second Test Series % Average / \_\_\_\_\_

Less Standard: 100% Equal % of Error \_\_\_\_\_ Fast \_\_\_\_\_ Slow \_\_\_\_\_

Before Test Reading: 0913.55 After Test Reading: 0913.67

Customer Witness? Yes \_\_\_\_\_ No

IF % OF ERROR IS GREATER THAN 2%, COMPLETE 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. RF device was removed. Scrapped meter in SAP but will keep 1yr. (Glass is cracked)  
Data log not possible.

Copy To: J. Riley Disputes: \_\_\_\_\_ Meter Tech: R. Mattingly

# METER INFORMATION FORM

S

Meter Shop Only: Log \_\_\_ Crate 44 Scanned \_\_\_ Scrap \_\_\_

(As shown in SAP) (Correct number of dials)

Meter # 85346287 ✓ Reading 0913 ✓

Make N Size 5/8 Address 1404 Saddle Club way

Premise # 9120115059 Date Removed 2-7-15

\_\_\_ Common Removal / Demo (No apparent meter problem)

\_\_\_ Customer Meter Test (per Disputes, Local Office or PSC)

\_\_\_ Stuck / Stopped \_\_\_ Burst / Leaking

\_\_\_ Bad Register (Glass cracked, etc) ✓ False Reading

\_\_\_ Periodic Change (PSC only) \_\_\_ Other (Explain in notes)



New Meter # 26985651 Make B Size 5/8

Reading 00000 (Correct number of dials)

MIU # 1551220074 Hot Rod \_\_\_

Name PSam 1551220074 Install Date 2-7-15