

COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

ELECTRONIC INVESTIGATION OF KENTUCKY-)	
AMERICAN WATER COMPANY'S ALLEGED)	
VIOLATION OF A TARIFF AND COMMISSION)	CASE NO.
REGULATIONS REGARDING METERS AND)	2022-00299
MONITORING CUSTOMER USAGE)	

COMMISSION STAFF'S THIRD REQUEST FOR INFORMATION
TO KENTUCKY-AMERICAN WATER COMPANY

Kentucky-American Water Company (Kentucky-American), pursuant to 807 KAR 5:001E, is to file with the Commission an electronic version of the following information. The information requested is due on March 14, 2023. The Commission directs Kentucky-American to the Commission's July 22, 2021 Order in Case No. 2020-00085¹ regarding filings with the Commission. Electronic documents shall be in portable document format (PDF), shall be searchable, and shall be appropriately bookmarked.

Each response shall include the question to which the response is made and shall include the name of the witness responsible for responding to the questions related to the information provided. Each response shall be answered under oath or, for representatives of a public or private corporation or a partnership or association or a governmental agency, be accompanied by a signed certification of the preparer or the person supervising the preparation of the response on behalf of the entity that the

¹ Case No. 2020-00085, *Electronic Emergency Docket Related to the Novel Coronavirus COVID-19* (Ky. PSC July 22, 2021), Order (in which the Commission ordered that for case filings made on and after March 16, 2020, filers are NOT required to file the original physical copies of the filings required by 807 KAR 5:001, Section 8).

response is true and accurate to the best of that person's knowledge, information, and belief formed after a reasonable inquiry.

Kentucky-American shall make timely amendment to any prior response if Kentucky-American obtains information that indicates the response was incorrect or incomplete when made or, though correct when made, is now incorrect or incomplete in any material respect.

For any request to which Kentucky-American fails or refuses to furnish all or part of the requested information, Kentucky-American shall provide a written explanation of the specific grounds for its failure to completely and precisely respond.

Careful attention shall be given to copied and scanned material to ensure that it is legible. When the requested information has been previously provided in this proceeding in the requested format, reference may be made to the specific location of that information in responding to this request. When applicable, the requested information shall be separately provided for total company operations and jurisdictional operations. When filing a paper containing personal information, Kentucky-American shall, in accordance with 807 KAR 5:001E, Section 4(10), encrypt or redact the paper so that personal information cannot be read.

1. Refer to Kentucky-American's response to Commission Staff's Second Request for Information (Staff's Second Request), Item 1(c).

a. Provide the dollar amount threshold(s) that would generate a manual review by the billing team.

b. Explain under what circumstances a letter would be issued and under what circumstances a read for billing service order would be issued.

c. Explain whether any of the correspondence sent to customers regarding unusual deviations from historical usage specifically informs customers of their right to request a meter test pursuant to 807 KAR 5:006, Section 19. If not, why not.

d. Explain the timeline for meter reading, billing, company review, and customer notification compared to when the customer payment is due. Explain whether the timeline would change if the customer participates in either electronic communications or automatic payments.

2. Refer to Kentucky-American's response to Staff's Second Request, Item 5, Attachment KAW_R_PSCDR2_NUM005_021023_ATTACHMENT 1, PSC 2-5 Pivot tab. Several rows have the same number in consecutive columns. Explain why the same number would be in consecutive columns. For example, in Row 32, the number 5 appears in columns 2018-01 through 2018-05.



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DATED FEB 24 2023

cc: Parties of Record

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