

COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

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

NOTICE OF FILING

Notice is given to all parties that the following materials have been filed into the record of this proceeding:

- The digital video recording of the evidentiary hearing conducted on June 8, 2023 in this proceeding;
- Certification of the accuracy and correctness of the digital video recording;
- A written log listing, inter alia, the date and time of where each witness' testimony begins and ends on the digital video recording of the evidentiary hearing conducted on June 8, 2023.

A copy of this Notice, the certification of the digital video record, and hearing log have been served upon all persons listed at the end of this Notice. Parties desiring to view the digital video recording of the hearing may do so at <https://youtu.be/k0f4ulaOewk>.

Parties wishing an annotated digital video recording may submit a written request by electronic mail to pscfilings@ky.gov. A minimal fee will be assessed for a copy of this recording.

Done at Frankfort, Kentucky, this 3rd day of August 2023.



Linda C. Bridwell

Executive Director

Public Service Commission of Kentucky

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CERTIFICATION

I, Candace H. Sacre, hereby certify that:

1. The attached flash drive contains a digital recording of the Formal Hearing conducted in the above-styled proceeding on June 8, 2023. The Formal Hearing Log is included with the recording on June 8, 2023;
2. I am responsible for the preparation of the digital recording;
3. The digital recording accurately and correctly depicts the Formal Hearing of June 8, 2023; and
4. The Formal Hearing Log attached to this Certificate accurately and correctly states the events that occurred at the Formal Hearing of June 8, 2023, and the time at which each occurred.

Signed this 31st day of July, 2023.



Candace H. Sacre
Administrative Specialist III



Stephanie Schweighardt
Kentucky State at Large ID# KYNP 64180
Commission Expires: January 14, 2027



Kentucky-American Water Company (Kentucky-American)

Date:	Type:	Location:	Department:
6/8/2023	Public Hearing\Public Comments	Hearing Room 1	Hearing Room 1 (HR 1)

Witness: Dave Hill; Heather Hoatling; William Lewis; Kathryn Nash; Jeffrey Newcomb; Oscar Portillo; Melissa Schwartzel; Roderick Sherman
 Judge: Kent Chandler; Angie Hatton; Mary Pat Regan
 Clerk: Candace Sacre

Event Time	Log Event	
9:14:22 AM	Session Started	
9:14:34 AM	Chairman Chandler Note: Sacre, Candace	On the record in 2022-00299, Electronic Investigation of Kentucky-American Water Company's Alleged Violation of a Tariff and Commission Regulations Regarding Meter and Monitoring Customer Usage. (Click on link for further comments.)
9:15:09 AM	Chairman Chandler Note: Sacre, Candace	Entry of appearance of counsel.
9:15:22 AM	Atty Ingraham Kentucky-American Note: Sacre, Candace	Lindsey Ingraham, David Pippen, Molly Vanover, all witnesses identified on data responses. (Click on link for further comments.)
9:16:21 AM	Chairman Chandler Note: Sacre, Candace	Confirm documents available to witnesses only record documents, data request responses, attachments. (Click on link for further comments.)
9:16:50 AM	Asst Atty General Cook Note: Sacre, Candace	Lawrence Cook.
9:16:55 AM	Staff Attorney Temple PSC Note: Sacre, Candace	Heather Temple and Moriah Tussey.
9:17:00 AM	Chairman Chandler Note: Sacre, Candace	Public notice. (Click on link for further comments.)
9:17:10 AM	Chairman Chandler Note: Sacre, Candace	Outstanding motions. (Click on link for further comments.)
9:17:28 AM	Chairman Chandler Note: Sacre, Candace	Public comments. (Click on link for further comments.)
9:19:12 AM	Chairman Chandler Note: Sacre, Candace	Presentation of evidence, procedural discussion. (Click on link for further comments.)
9:21:31 AM	Chairman Chandler Note: Sacre, Candace	Call first witness.
9:21:33 AM	Atty Ingraham Kentucky-American Note: Sacre, Candace	Kathryn Nash.
9:21:49 AM	Chairman Chandler Note: Sacre, Candace	Witness is sworn.
9:21:57 AM	Chairman Chandler - witness Nash Note: Sacre, Candace	Examination. Name and address?
9:22:12 AM	Atty Ingraham Kentucky-American - witness Nash Note: Sacre, Candace	Cross Examination. Job title?
9:22:20 AM	Atty Ingraham Kentucky-American - witness Nash Note: Sacre, Candace	Identified as witness or co-witness on data responses?

9:22:30 AM Atty Ingraham Kentucky-American - witness Nash
Note: Sacre, Candace Corrections?

9:22:35 AM Atty Ingraham Kentucky-American - witness Nash
Note: Sacre, Candace Here to answer questions about responses and any other matter?

9:22:45 AM Chairman Chandler
Note: Sacre, Candace Questions?

9:22:50 AM Staff Atty Temple PSC - witness Nash
Note: Sacre, Candace Cross Examination. Meters read physically, aware of deviation from Commission?

9:24:16 AM Staff Atty Temple PSC - witness Nash
Note: Sacre, Candace As post-hearing data request, provide deviation?

9:24:18 AM POST-HEARING DATA REQUEST
Note: Sacre, Candace STAFF ATTY TEMPLE PSC - WITNESS NASH
Note: Sacre, Candace WRITTEN METER READ DEVIATION GRANTED BY COMMISSION

9:24:26 AM Staff Atty Temple PSC - witness Nash
Note: Sacre, Candace How many employees?

9:24:32 AM Atty Ingraham Kentucky-American
Note: Sacre, Candace On post-hearing data request, process clear. (Click on link for further comments.)

9:25:07 AM Staff Atty Temple PSC - witness Nash
Note: Sacre, Candace Cross Examination (cont'd). A hundred fifty-one?

9:26:08 AM Staff Atty Temple PSC - witness Nash
Note: Sacre, Candace Last rating filing, how many employees at that time?

9:26:45 AM Staff Atty Temple PSC - witness Nash
Note: Sacre, Candace Filed notice of intent for adjustment of rates?

9:26:53 AM Staff Atty Temple PSC - witness Nash
Note: Sacre, Candace Additional funding seeking for additional employees?

9:27:14 AM Staff Atty Temple PSC - witness Nash
Note: Sacre, Candace Filed within next month?

9:27:30 AM Staff Atty Temple PSC - witness Nash
Note: Sacre, Candace Appears when issues burden placed on customer, explain why?

9:28:42 AM Staff Atty Temple PSC - witness Nash
Note: Sacre, Candace What is that proactive approach?

9:29:32 AM Staff Atty Temple PSC - witness Nash
Note: Sacre, Candace Before letter, will read meter again or something else?

9:29:53 AM Staff Atty Temple PSC - witness Nash
Note: Sacre, Candace When that decided upon?

9:29:59 AM Staff Atty Temple PSC - witness Nash
Note: Sacre, Candace When customer calls, talking someone in Kentucky or call center?

9:30:33 AM Staff Atty Temple PSC - witness Nash
Note: Sacre, Candace Which number on customer bills?

9:30:41 AM Staff Atty Temple PSC - witness Nash
Note: Sacre, Candace Local number not on bills at all?

9:30:52 AM Staff Atty Temple PSC - witness Nash
Note: Sacre, Candace Customer comes to office, able to speak to representative?

9:31:09 AM Staff Atty Temple PSC - witness Nash
Note: Sacre, Candace Who speak to onsite?

9:31:36 AM Chairman Chandler
Note: Sacre, Candace Questions?

9:31:39 AM Vice Chairman Hatton - witness Nash
Note: Sacre, Candace Examination. Unusual deviation, how arrived at that threshold?

9:32:21 AM Vice Chairman Hatton - witness Nash
Note: Sacre, Candace Over 1500 complaints, Kentucky-American concerned before investigation?

9:32:58 AM Vice Chairman Hatton - witness Nash
Note: Sacre, Candace Idea what Kentucky-American done internally?

9:37:15 AM Chairman Chandler
Note: Sacre, Candace Commissioner?

9:37:18 AM Commissioner Regan - witness Nash
Note: Sacre, Candace Examination. Training program for people in field?

9:38:01 AM Commissioner Regan - witness Nash
Note: Sacre, Candace As far as 151 employees, how many in Kentucky?

9:38:12 AM Commissioner Regan - witness Nash
Note: Sacre, Candace Call center, one location have in Kentucky?

9:38:29 AM Commissioner Regan - witness Nash
Note: Sacre, Candace How many come to office versus calling in?

9:38:42 AM Chairman Chandler - witness Nash
Note: Sacre, Candace Examination. Response, Staff Request 1-6, page 4, figure 4, aware 80,000 quoted?

9:40:11 AM Chairman Chandler - witness Nash
Note: Sacre, Candace Reading (click on link for further comments), saying concerns accuracy of meters in ten years?

9:41:58 AM Chairman Chandler - witness Nash
Note: Sacre, Candace Obligation read meter usage regardless communication issue?

9:42:16 AM Chairman Chandler - witness Nash
Note: Sacre, Candace Become issue because issue with AMR modules?

9:42:29 AM Chairman Chandler - witness Nash
Note: Sacre, Candace Hundreds per month not read, some months thousands?

9:43:15 AM Chairman Chandler - witness Nash
Note: Sacre, Candace Seen Commission approved installation AMR meters?

9:43:41 AM Chairman Chandler - witness Nash
Note: Sacre, Candace Order in 2009 case petitioned keep 5/8-inch meters without testing?

9:44:18 AM Chairman Chandler - witness Nash
Note: Sacre, Candace Page 9, reading (click on link for further comments), result in higher costs for consumers?

9:45:16 AM Chairman Chandler - witness Nash
Note: Sacre, Candace Tell me how could not?

9:46:09 AM Chairman Chandler - witness Nash
Note: Sacre, Candace Replacing with meters also last ten years?

9:46:18 AM Chairman Chandler - witness Nash
Note: Sacre, Candace Talking about communication modules lasting ten years?

9:47:00 AM Chairman Chandler - witness Nash
Note: Sacre, Candace Now meters more expensive, greater issues read, and last shorter time period, about right?

9:47:50 AM Chairman Chandler - witness Nash
Note: Sacre, Candace Big picture, meters greater issues and lasting shorter time?

9:48:16 AM Chairman Chandler - witness Nash
Note: Sacre, Candace What takeaway usefulness metering options?

9:48:46 AM Chairman Chandler - witness Nash
Note: Sacre, Candace Have looked at whether cost beneficial go back to manual reading?

9:49:20 AM Chairman Chandler - witness Nash
Note: Sacre, Candace Aware directed look at cost analysis?

9:49:32 AM Chairman Chandler - witness Nash
Note: Sacre, Candace New meters capital expense?

9:49:35 AM Chairman Chandler - witness Nash
Note: Sacre, Candace Greater number manual reads, capital expense?

9:49:59 AM Chairman Chandler - witness Nash
Note: Sacre, Candace 2017 Order in 2016 case quarterly and annual recurring regulations?

9:50:16 AM	Chairman Chandler - witness Nash Note: Sacre, Candace	What understanding have deviation for?
9:50:31 AM	Chairman Chandler - witness Nash Note: Sacre, Candace	Under impression have deviation from regulation quarterly read?
9:50:40 AM	Chairman Chandler - witness Nash Note: Sacre, Candace	Believe reading all meters quarterly?
9:51:35 AM	Chairman Chandler - witness Nash Note: Sacre, Candace	Unaware of Kentucky-American failing to read meter quarterly that you not deem within control?
9:52:30 AM	Chairman Chandler - witness Nash Note: Sacre, Candace	Did not read quarterly that were within control?
9:52:41 AM	Chairman Chandler - witness Nash Note: Sacre, Candace	Excel document provided to AG 1-2, 5,000 data points seem to have 12 months or more of estimates, aware of response and data?
9:53:12 AM	Chairman Chandler - witness Nash Note: Sacre, Candace	5,000 meters or meter with 13 months show up as both 12 and 13 data point?
9:53:37 AM	Chairman Chandler - witness Nash Note: Sacre, Candace	Believe are hundreds of meters last few years three to five that have at least 12 months of consecutive estimates?
9:54:12 AM	Chairman Chandler - witness Nash Note: Sacre, Candace	A couple or quite a few?
9:54:19 AM	Chairman Chandler - witness Nash Note: Sacre, Candace	More than ten?
9:54:29 AM	Chairman Chandler - witness Nash Note: Sacre, Candace	More than year?
9:54:31 AM	Chairman Chandler - witness Nash Note: Sacre, Candace	Read data request walked through SAP automated notifications sent internally, aware of data request?
9:55:02 AM	Chairman Chandler - witness Nash Note: Sacre, Candace	Believe adequate to put company on notice there is issue?
9:56:25 AM	Chairman Chandler - witness Nash Note: Sacre, Candace	Expertise may be missed, make sure understanding orders going off into cyberspace, process orders created, somebody supposed to do it, not being done?
9:57:06 AM	Chairman Chandler - witness Nash Note: Sacre, Candace	Not mistake going to inbox nobody had access to, employee/agent of K-A put on notice?
9:57:39 AM	Chairman Chandler - witness Nash Note: Sacre, Candace	If anticipate replacing 80,000 meters, capital plan anticipated replacing in 10 years or 15 years?
9:58:04 AM	Chairman Chandler - witness Nash Note: Sacre, Candace	Came into position when?
9:58:14 AM	Chairman Chandler - witness Nash Note: Sacre, Candace	Prior to May 2022, information learned previously capital plan not changed to take into account reading ability diminished
9:58:41 AM	Chairman Chandler - witness Nash Note: Sacre, Candace	Before that, not being taken into account accurate all the way to 15 years?
9:58:48 AM	Chairman Chandler - witness Nash Note: Sacre, Candace	Capital plan reflected last 15 years, not useful beyond ten years?
9:59:12 AM	Chairman Chandler - witness Nash Note: Sacre, Candace	Over what time meters depreciated?

9:59:38 AM	Chairman Chandler - witness Nash Note: Sacre, Candace	What keeping employees from getting manual meter reading so bill not have to be estimated?
10:01:22 AM	Chairman Chandler - witness Nash Note: Sacre, Candace	Things done in late 2022 and 2023?
10:01:28 AM	Chairman Chandler - witness Nash Note: Sacre, Candace	In 2022, earned ROE on pro forma basis?
10:02:15 AM	Chairman Chandler - witness Nash Note: Sacre, Candace	Agree in neighborhood of what ROE was?
10:02:37 AM	Chairman Chandler - witness Nash Note: Sacre, Candace	Is fact fine with ROE earned in 2022 was around Commission determined investor required ROE and incurring expenses in 2022 and 2023, how much driver of anticipated rate increase filed notice for?
10:03:45 AM	Chairman Chandler - witness Nash Note: Sacre, Candace	How much driver of anticipated rate case?
10:03:59 AM	Chairman Chandler - witness Nash Note: Sacre, Candace	Invested some amount of money not recovered through QIP?
10:04:19 AM	Chairman Chandler - witness Nash Note: Sacre, Candace	If were not other things, just for expenses, would this be driver in and of itself?
10:04:48 AM	Chairman Chandler - witness Nash Note: Sacre, Candace	Obligation to provide adequate, efficient, and reasonable service?
10:05:10 AM	Chairman Chandler - witness Nash Note: Sacre, Candace	Of eight witnesses today, all employees of Kentucky-American or employees of American Water, actually work in Kentucky?
10:06:11 AM	Chairman Chandler - witness Nash Note: Sacre, Candace	You are employee of Kentucky-American Water?
10:06:25 AM	Chairman Chandler Note: Sacre, Candace	Additional questions?
10:06:30 AM	Vice Chairman Hatton - witness Nash Note: Sacre, Candace	Examination. Now doing 10,000 readings a month?
10:06:48 AM	Vice Chairman Hatton - witness Nash Note: Sacre, Candace	Ones needed manual reading?
10:06:51 AM	Vice Chairman Hatton - witness Nash Note: Sacre, Candace	Corrected problem?
10:06:56 AM	Vice Chairman Hatton - witness Nash Note: Sacre, Candace	What are meters beyond control?
10:08:16 AM	Chairman Chandler - witness Nash Note: Sacre, Candace	Examination. What think Kentucky-American obligation to notify customers of issues, what obligation have to communicate with customer so can get read, get access to meter, where line drawn?
10:10:01 AM	Chairman Chandler - witness Nash Note: Sacre, Candace	Inside and outside meters, direct access, post-hearing data request?
10:10:02 AM	POST-HEARING DATA REQUEST Note: Sacre, Candace Note: Sacre, Candace	CHAIRMAN CHANDLER - WITNESS NASH NUMBER OF INSIDE METERS AND OUTSIDE METERS AND IDENTIFY THOSE WITH DIRECT ACCESS AND THOSE WITH NO DIRECT ACCESS
10:10:46 AM	Commissioner Regan - witness Nash Note: Sacre, Candace	Examination. 10,000 meters need manual reads?
10:10:55 AM	Commissioner Regan - witness Nash Note: Sacre, Candace	Five people doing manual meter reading?
10:11:13 AM	Commissioner Regan - witness Nash Note: Sacre, Candace	How many do a day?

10:11:27 AM	Chairman Chandler Note: Sacre, Candace	Mr. Ingraham?
10:11:31 AM	Atty Ingraham Kentucky-American - witness Nash Note: Sacre, Candace	Redirect Examination. Single estimate good for customer, explain why?
10:12:48 AM	Atty Ingraham Kentucky-American - witness Nash Note: Sacre, Candace	Information in supplemental response PSC 1-6, recent replacement of meters, able to get hands on meters, towards level of consecutive estimates?
10:14:10 AM	Vice Chairman Hatton - witness Nash Note: Sacre, Candace	Examination. Which figure?
10:14:41 AM	Atty Ingraham Kentucky-American Note: Sacre, Candace	Supplemented yesterday, PSC 1-6 and AG 2-9, supplemental info identical in each.
10:15:03 AM	Atty Ingraham Kentucky-American - witness Nash Note: Sacre, Candace	Redirect Examination (cont'd). Consecutive estimates that exceed two, what level today and percentage?
10:16:25 AM	Atty Ingraham Kentucky-American - witness Nash Note: Sacre, Candace	Think focus on issue has led to improved state of affairs?
10:17:00 AM	Chairman Chandler - witness Nash Note: Sacre, Candace	Examination. Just not a focus to begin with?
10:17:44 AM	Chairman Chandler - witness Nash Note: Sacre, Candace	Assume aware in '18 or '19, Commission had Kentucky-American in to discuss, aware of issue, trying to address, just forgotten, focus went down, numbers went up right before you got there?
10:18:50 AM	Chairman Chandler - witness Nash Note: Sacre, Candace	Lot of turnover in folks oversee Kentucky-American distribution system?
10:19:05 AM	Chairman Chandler - witness Nash Note: Sacre, Candace	Contributing factor, new person in charge of system every year, year and a half?
10:19:38 AM	Chairman Chandler - witness Nash Note: Sacre, Candace	Since been there, get more direction on issues from board or from American Water?
10:20:01 AM	Chairman Chandler Note: Sacre, Candace	Anything else?
10:20:10 AM	Chairman Chandler Note: Sacre, Candace	Recess until 10:35.
10:20:31 AM	Session Paused	
10:37:52 AM	Session Resumed	
10:38:02 AM	Chairman Chandler Note: Sacre, Candace	Back on the record in 2022-00299.
10:38:06 AM	Chairman Chandler Note: Sacre, Candace	Call another witness.
10:38:08 AM	Atty Ingraham Kentucky-American Note: Sacre, Candace	William Lewis.
10:38:29 AM	Chairman Chandler Note: Sacre, Candace	Witness is sworn.
10:38:36 AM	Chairman Chandler - witness Lewis Note: Sacre, Candace	Examination. Name and address?
10:38:50 AM	Atty Ingraham Kentucky-American - witness Lewis Note: Sacre, Candace	Direct Examination. Identified as responsible witness?
10:38:59 AM	Atty Ingraham Kentucky-American - witness Lewis Note: Sacre, Candace	Corrections?

10:39:05 AM	Chairman Chandler Note: Sacre, Candace	Mr. Cook?
10:39:08 AM	Asst Atty General Cook - witness Lewis Note: Sacre, Candace	Cross Examination. Several problems caused issues that brought us here?
10:39:58 AM	Asst Atty General Cook - witness Lewis Note: Sacre, Candace	Metering one of those?
10:40:03 AM	Asst Atty General Cook - witness Lewis Note: Sacre, Candace	Meters alone not account for primary problem?
10:40:41 AM	Asst Atty General Cook - witness Lewis Note: Sacre, Candace	In course of this case and in 2018, some meters found to be defective and swapped out?
10:41:01 AM	Asst Atty General Cook - witness Lewis Note: Sacre, Candace	Also MIUs sometimes causes of problems?
10:41:19 AM	Asst Atty General Cook - witness Lewis Note: Sacre, Candace	Sounds like problems with radio-read devices?
10:41:37 AM	Asst Atty General Cook - witness Lewis Note: Sacre, Candace	Correct conclude meters and related equipment accounted for majority of problems?
10:42:57 AM	Asst Atty General Cook - witness Lewis Note: Sacre, Candace	Response to AG 1-13, stated, reading (click on link for further comments), that action resolve issues for those locations?
10:44:15 AM	Asst Atty General Cook - witness Lewis Note: Sacre, Candace	Response to AG 1-6 provided table number of unscheduled meter replacements 2018 through 2023?
10:44:35 AM	Asst Atty General Cook - witness Lewis Note: Sacre, Candace	Figures are good proxy for interface unit replacements?
10:44:42 AM	Asst Atty General Cook - witness Lewis Note: Sacre, Candace	Response to AG 2-7, prior 2022, company not track MIUs separately from meters?
10:45:05 AM	Asst Atty General Cook - witness Lewis Note: Sacre, Candace	Prior to 2022, problems in metering discussed in AG 1-6 could have been in meter or MIU?
10:45:26 AM	Asst Atty General Cook - witness Lewis Note: Sacre, Candace	Based on AG 2-7, since July last year, over 5700 MIUs replaced?
10:45:48 AM	Asst Atty General Cook - witness Lewis Note: Sacre, Candace	Give description, MIU easily detachable or built in, take a lot of work to get to it?
10:47:56 AM	Asst Atty General Cook - witness Lewis Note: Sacre, Candace	Response to AG 2-7, unscheduled meter replacements, more than two years earlier than expected?
10:48:22 AM	Asst Atty General Cook - witness Lewis Note: Sacre, Candace	Based on response 2-7(b), total annual unscheduled replacements represents four percent?
10:48:37 AM	Asst Atty General Cook - witness Lewis Note: Sacre, Candace	In line with industry norms?
10:49:01 AM	Asst Atty General Cook - witness Lewis Note: Sacre, Candace	Response to AG 1-6, table depicting more than 7200 unscheduled meter replacements in 2018?
10:49:25 AM	Asst Atty General Cook - witness Lewis Note: Sacre, Candace	Annual number starts to taper off?
10:49:35 AM	Asst Atty General Cook - witness Lewis Note: Sacre, Candace	Four percent figure Response AG 2-7 based on average of meter replacements?

10:51:22 AM	Asst Atty General Cook - witness Lewis Note: Sacre, Candace	Responded to PSC 2-12?
10:51:31 AM	Asst Atty General Cook - witness Lewis Note: Sacre, Candace	Provided updated response to PSC 1-9, consecutive estimates created one of three types of service orders?
10:51:59 AM	Asst Atty General Cook - witness Lewis Note: Sacre, Candace	Three types service orders repair/install reading device, stop consecutive estimate outside, and stop consecutive estimate inside orders?
10:52:16 AM	Asst Atty General Cook - witness Lewis Note: Sacre, Candace	Response to PSC 2-12 included Excel spreadsheet update on service orders consecutive meter read estimates?
10:52:30 AM	Asst Atty General Cook - witness Lewis Note: Sacre, Candace	Explain what expired service order is?
10:53:31 AM	Asst Atty General Cook - witness Lewis Note: Sacre, Candace	Looking at Excel spreadsheet total number expired order peaked in 2018 and dropped off in 2020?
10:53:51 AM	Asst Atty General Cook - witness Lewis Note: Sacre, Candace	Response AG 2-12 detailed why orders picked up again, five field service reps retired?
10:54:10 AM	Asst Atty General Cook - witness Lewis Note: Sacre, Candace	Company filled positions?
10:58:20 AM	Chairman Chandler - witness Lewis Note: Sacre, Candace	Examination. Saying under no situation was order ignored?
10:58:41 AM	Chairman Chandler - witness Lewis Note: Sacre, Candace	When start having problems getting meters?
10:58:56 AM	Chairman Chandler - witness Lewis Note: Sacre, Candace	Issues 2017 and 2018 nothing to do with ability get meters?
10:59:07 AM	Chairman Chandler - witness Lewis Note: Sacre, Candace	Just spoke to it, trying to figure out?
10:59:18 AM	Chairman Chandler - witness Lewis Note: Sacre, Candace	2019 had problem, have to do with being able get meters?
10:59:35 AM	Chairman Chandler - witness Lewis Note: Sacre, Candace	This issue caused by inability to get meters, not start till 2020-2021?
10:59:49 AM	Chairman Chandler - witness Lewis Note: Sacre, Candace	Problem is issue between communications from meter to vehicle and put in system in meaningful way?
11:00:30 AM	Chairman Chandler - witness Lewis Note: Sacre, Candace	Entire testimony need to take into context was communications?
11:01:05 AM	Chairman Chandler - witness Lewis Note: Sacre, Candace	Trying to figure out, nothing talks about inability actually walk up and read meter, saying did not have ability to physically read every meter in a timely manner?
11:01:43 AM	Chairman Chandler - witness Lewis Note: Sacre, Candace	Aware Commission approved put in AMR system?
11:01:51 AM	Chairman Chandler - witness Lewis Note: Sacre, Candace	If Commission approved that, remember saying from box to meter and up to truck receiving that?
11:02:10 AM	Chairman Chandler - witness Lewis Note: Sacre, Candace	Reading a meter is defined in regulations?
11:02:18 AM	Chairman Chandler - witness Lewis Note: Sacre, Candace	Aware if Commission changed that post KAW investing in AMR?
11:02:35 AM	Chairman Chandler - witness Lewis Note: Sacre, Candace	Around one-year inspection date?

11:02:39 AM Chairman Chandler - witness Lewis
Note: Sacre, Candace Not reading, about inspecting, agree?

11:02:43 AM Chairman Chandler - witness Lewis
Note: Sacre, Candace Under obligation to read meters in some time period?

11:02:55 AM Chairman Chandler - witness Lewis
Note: Sacre, Candace May be convenient sent to truck, aware anything in regulation permits be definition of attempting do meter read?

11:03:13 AM Asst Atty General Cook - witness Lewis
Note: Sacre, Candace Recross Examination. AG 1-19 breakdown expired service orders by type?

11:03:32 AM Asst Atty General Cook - witness Lewis
Note: Sacre, Candace Most frequent type expired order repair/install reading device?

11:03:44 AM Asst Atty General Cook - witness Lewis
Note: Sacre, Candace Second most frequent expired order stop consecutive estimate?

11:03:54 AM Asst Atty General Cook - witness Lewis
Note: Sacre, Candace Outside?

11:04:01 AM Asst Atty General Cook - witness Lewis
Note: Sacre, Candace AG 1-7(c) state MIU battery 20-year lifespan?

11:04:19 AM Asst Atty General Cook - witness Lewis
Note: Sacre, Candace Response AG 2-11 depreciable life MIU itself identical to MIU battery?

11:04:35 AM Asst Atty General Cook - witness Lewis
Note: Sacre, Candace PSC 1-6 see in response actual average lifespan of KAW meters ten years?

11:04:55 AM Asst Atty General Cook - witness Lewis
Note: Sacre, Candace Swapping out meters at faster rate than MIU 20-year battery?

11:05:14 AM Asst Atty General Cook - witness Lewis
Note: Sacre, Candace What happens MIU used on meter retired before end of useful life?

11:05:35 AM Asst Atty General Cook - witness Lewis
Note: Sacre, Candace Response to AG 2-10(c), page 2, state, reading (click on link for further comments), correct?

11:06:52 AM Asst Atty General Cook - witness Lewis
Note: Sacre, Candace Explain discrepancy between two figures, 18 years and actual ten years?

11:07:10 AM Asst Atty General Cook - witness Lewis
Note: Sacre, Candace Why are ratepayers not getting 18 years of lifespan?

11:08:17 AM Chairman Chandler
Note: Sacre, Candace Counsel?

11:08:32 AM Staff Atty Temple PSC - witness Lewis
Note: Sacre, Candace Cross Examination. Expired order not forgotten order?

11:08:40 AM Staff Atty Temple PSC - witness Lewis
Note: Sacre, Candace Orders never addressed, what perspective on that?

11:09:18 AM Staff Atty Temple PSC - witness Lewis
Note: Sacre, Candace A lot of issues MIU failing?

11:09:34 AM Staff Atty Temple PSC - witness Lewis
Note: Sacre, Candace Note missing estimated reads, why not system where person gets actual read?

11:11:48 AM Staff Atty Temple PSC - witness Lewis
Note: Sacre, Candace Question was, why is not there a list, need physical read every month?

11:12:14 AM Staff Atty Temple PSC - witness Lewis
Note: Sacre, Candace Believe there is a list somewhere in system that shows accounts with MIUs that do not work?

11:12:34 AM Staff Atty Temple PSC - witness Lewis
Note: Sacre, Candace Is there a list of accounts with MIUs that do not work?

11:12:43 AM Staff Atty Temple PSC - witness Lewis
Note: Sacre, Candace Post-hearing data request provide list?

11:12:53 AM Chairman Chandler
Note: Sacre, Candace Include list that exists, not creation of new list. (Click on link for further comments.)

11:13:16 AM Commissioner Regan - witness Lewis
Note: Sacre, Candace Examination. Pull out of system electronically?

11:13:17 AM POST-HEARING DATA REQUEST
Note: Sacre, Candace STAFF ATTY TEMPLE PSC - WITNESS LEWIS
Note: Sacre, Candace LIST OF ACCOUNTS WITH METER INTERFACE UNITS THAT DO NOT WORK

11:13:35 AM Staff Atty Temple PSC - witness Lewis
Note: Sacre, Candace If now know MIU not work, does meter get tested as well?

11:14:17 AM Staff Atty Temple PSC - witness Lewis
Note: Sacre, Candace Familiar with regulation requires when manually read, that list available?

11:14:46 AM Chairman Chandler
Note: Sacre, Candace Vice Chair?

11:14:53 AM Vice Chairman Hatton - witness Lewis
Note: Sacre, Candace Examination. Figure 3, supplemental received yesterday, have?

11:15:23 AM Atty Ingraham Kentucky-American
Note: Sacre, Candace Which supplemental response? (Click on link for further comments.)

11:15:40 AM Vice Chairman Hatton - witness Lewis
Note: Sacre, Candace Examination (cont'd). Commission Staff 1-6, solid blue lines scheduled replacement of meters, notice unscheduled a lot more, still expect have massive meter replacement coming up?

11:18:58 AM Vice Chairman Hatton - witness Lewis
Note: Sacre, Candace 37,000 replaced in last four years, most dire need?

11:19:07 AM Vice Chairman Hatton - witness Lewis
Note: Sacre, Candace How many more expect?

11:19:25 AM Vice Chairman Hatton - witness Lewis
Note: Sacre, Candace Expected to last 15 years and not lasting 15 years, faulty line or is there a lawsuit, were there warranties, nationwide, understandable gotten way less value for this equipment?

11:20:31 AM Vice Chairman Hatton - witness Lewis
Note: Sacre, Candace Nash testified actions taken to relieve situation, which actions have been effective, what still needs to be done so customers stop seeing inaccuracy in reading?

11:21:34 AM Vice Chairman Hatton - witness Lewis
Note: Sacre, Candace What actions taken do you see as effective, and what still needs to be done?

11:31:33 AM Chairman Chandler
Note: Sacre, Candace Commissioner?

11:31:35 AM Commissioner Regan - witness Lewis
Note: Sacre, Candace Examination. On notification, saying not receive until third month, the alert?

11:33:14 AM Chairman Chandler - witness Lewis
Note: Sacre, Candace Examination. Understanding that third month under obligation to read?

11:33:26 AM Chairman Chandler - witness Lewis
Note: Sacre, Candace Up to that point, not notified timely of third meter read?

11:34:15 AM	Chairman Chandler - witness Lewis Note: Sacre, Candace	Respondent to AG DR-1-2, Excel spreadsheet, second tab called AG 2-1-2 plus, column M, sort that column from Z to A, should result in data that populates 2023, see that?
11:35:41 AM	Chairman Chandler - witness Lewis Note: Sacre, Candace	Column G, see row 1, descriptions of columns?
11:35:54 AM	Chairman Chandler - witness Lewis Note: Sacre, Candace	Column G is consecutive months?
11:35:59 AM	Chairman Chandler - witness Lewis Note: Sacre, Candace	Number of consecutive months been estimated reads?
11:36:09 AM	Chairman Chandler - witness Lewis Note: Sacre, Candace	Should not be anything beyond one or two for Jan and Feb?
11:36:33 AM	Chairman Chandler - witness Lewis Note: Sacre, Candace	Should not have information for Mar Apr or May this year?
11:36:44 AM	Chairman Chandler - witness Lewis Note: Sacre, Candace	Everything in 2023 dated Jan or Feb?
11:36:49 AM	Chairman Chandler - witness Lewis Note: Sacre, Candace	Scroll down to Row 167 where information results in 12 or more estimated consecutive reads?
11:37:30 AM	Chairman Chandler - witness Lewis Note: Sacre, Candace	First do sort G from Z to A, after go back to column M and sort from G to A, should be about row 167-168 Column G moves from 12 to 11, earlier this year in excess 150 meters with reads in Jan and Feb reads estimated 12th consecutive month?
11:38:21 AM	Chairman Chandler - witness Lewis Note: Sacre, Candace	Post-hearing request update most recent month have. (Click on link for further comments.)
11:38:22 AM	POST-HEARING DATA REQUEST Note: Sacre, Candace Note: Sacre, Candace	CHAIRMAN CHANDLER - WITNESS LEWIS UPDATE AG 2-1
11:38:31 AM	Chairman Chandler - witness Lewis Note: Sacre, Candace	Sort Row G from Z to A should have largest number of months consecutive reading at top going down.
11:38:48 AM	Chairman Chandler - witness Lewis Note: Sacre, Candace	When just 2023, 60- or 61-month data set, Row 13 and 14, two meters with more than 60 months of consecutive reads?
11:39:13 AM	Chairman Chandler - witness Lewis Note: Sacre, Candace	Fixed issue where have meters with five years of consecutive estimated reads?
11:39:34 AM	Chairman Chandler - witness Lewis Note: Sacre, Candace	Been in a meeting that you had one meter gone five years with somebody not reading it?
11:39:51 AM	Chairman Chandler - witness Lewis Note: Sacre, Candace	Filed this with Commission, previously aware that you had a meter out there not read in five years?
11:40:10 AM	Chairman Chandler - witness Lewis Note: Sacre, Candace	Consecutive estimated meter means not been read?
11:40:17 AM	Chairman Chandler - witness Lewis Note: Sacre, Candace	Has person been sent bill with read of meter?
11:40:38 AM	Chairman Chandler - witness Lewis Note: Sacre, Candace	Sending bill with estimated read?
11:40:45 AM	Chairman Chandler - witness Lewis Note: Sacre, Candace	Five years of estimated readings, know about this before asked question?

11:41:02 AM	Chairman Chandler - witness Lewis Note: Sacre, Candace	Why not go to longest estimated read and start there first?
11:41:31 AM	Chairman Chandler - witness Lewis Note: Sacre, Candace	Not know this one been addressed?
11:41:50 AM	Chairman Chandler - witness Lewis Note: Sacre, Candace	As of Jan, 166 meters that had more than one year with consecutive estimated reads?
11:42:12 AM	Chairman Chandler - witness Lewis Note: Sacre, Candace	Would have received 11 different orders for each month consecutive read?
11:42:26 AM	Chairman Chandler - witness Lewis Note: Sacre, Candace	Just for 12-month ones?
11:42:30 AM	Chairman Chandler - witness Lewis Note: Sacre, Candace	For 60-months one, sixty orders created?
11:42:42 AM	Chairman Chandler - witness Lewis Note: Sacre, Candace	Orders may have been closer to third read, could have been under new process, at some point each month order being created, someone on notice?
11:43:12 AM	Chairman Chandler - witness Lewis Note: Sacre, Candace	Have information there is a problem with being able read meters?
11:43:25 AM	Chairman Chandler - witness Lewis Note: Sacre, Candace	Benefits of AMI, not an issue of knowing, issue of dealing with problems?
11:44:35 AM	Chairman Chandler - witness Lewis Note: Sacre, Candace	When saying meters were failing, consider meter accurately registering and displaying usage but otherwise not communicating as a failing meter?
11:44:51 AM	Chairman Chandler - witness Lewis Note: Sacre, Candace	Is that meter can accurately register usage?
11:44:56 AM	Chairman Chandler - witness Lewis Note: Sacre, Candace	Can it be read?
11:45:05 AM	Chairman Chandler - witness Lewis Note: Sacre, Candace	From creation of first meter until AMR, that meter would be able to be and should have been read each and every month?
11:45:39 AM	Chairman Chandler - witness Lewis Note: Sacre, Candace	Make sure clear, not being able to communicate not mean meter not be able to be read, one not equal other?
11:46:05 AM	Chairman Chandler - witness Lewis Note: Sacre, Candace	Do you equate the two?
11:47:14 AM	Chairman Chandler - witness Lewis Note: Sacre, Candace	But would describe that meter as a failed meter?
11:48:29 AM	Chairman Chandler - witness Lewis Note: Sacre, Candace	Binary situation whether bill accurate or inaccurate?
11:48:40 AM	Chairman Chandler - witness Lewis Note: Sacre, Candace	Bill for usage either one of two, third or fourth alternative option?
11:49:37 AM	Chairman Chandler - witness Lewis Note: Sacre, Candace	What just said when get actual reading, not necessarily imply anything other than actual is inaccurate?
11:49:56 AM	Chairman Chandler - witness Lewis Note: Sacre, Candace	Does an estimated bill accurately reflect customer usage?
11:50:07 AM	Chairman Chandler - witness Lewis Note: Sacre, Candace	Does an estimated bill accurately reflect customer usage on that bill?
11:50:30 AM	Chairman Chandler Note: Sacre, Candace	Mr. Ingraham?

11:50:33 AM Atty Ingraham Kentucky-American - witness Lewis
Note: Sacre, Candace Redirect Examination. Actual use in billing process, twelve months, tear up MIU, truck comes by and not get actual read, system generate estimated bill?

11:51:15 AM Atty Ingraham Kentucky-American - witness Lewis
Note: Sacre, Candace Estimated bill not reflect use but is based on historical usage?

11:51:35 AM Atty Ingraham Kentucky-American - witness Lewis
Note: Sacre, Candace High degree of confidence derive those estimates?

11:51:47 AM Atty Ingraham Kentucky-American - witness Lewis
Note: Sacre, Candace Service truck rolls and fixes MIU, actual read following month?

11:51:58 AM Atty Ingraham Kentucky-American - witness Lewis
Note: Sacre, Candace If estimated read off by a gallon, actual read true-up and get actual read plus or minus?

11:52:11 AM Atty Ingraham Kentucky-American - witness Lewis
Note: Sacre, Candace All leads to reasonable, reliable estimates?

11:52:33 AM Chairman Chandler
Note: Sacre, Candace Staff?

11:52:48 AM Staff Atty Tussey PSC - witness Lewis
Note: Sacre, Candace Recross Examination. If look at Merriam-Webster, tentatively or approximately quantify?

11:53:09 AM Staff Atty Tussey PSC - witness Lewis
Note: Sacre, Candace Go to Merriam-Webster definition of estimate is to judge tentatively or approximately, does that mean the same thing as actual?

11:53:34 AM Staff Atty Tussey PSC - witness Lewis
Note: Sacre, Candace Estimated read not actual exact reading that month?

11:53:48 AM Chairman Chandler
Note: Sacre, Candace Questions?

11:54:03 AM Asst Atty General Cook - witness Lewis
Note: Sacre, Candace Recross Examination. AMI help in leak detection also?

11:54:19 AM Asst Atty General Cook - witness Lewis
Note: Sacre, Candace Monetary value of leaks gets socialized rest of rate base?

11:55:43 AM Asst Atty General Cook - witness Lewis
Note: Sacre, Candace Any affiliates using AMI currently?

11:55:52 AM Asst Atty General Cook - witness Lewis
Note: Sacre, Candace Different categories of savings AMI brought about?

11:56:17 AM Asst Atty General Cook - witness Lewis
Note: Sacre, Candace Repeat names?

11:56:49 AM Chairman Chandler - witness Lewis
Note: Sacre, Candace Examination. Contention estimated bill not inaccurate?

11:57:07 AM Chairman Chandler - witness Lewis
Note: Sacre, Candace Not asserting estimate accurate in sense reflective of actual usage?

11:57:20 AM Chairman Chandler - witness Lewis
Note: Sacre, Candace Borne out by fact reality subsequent actual billing deviates from estimate?

11:58:00 AM Chairman Chandler - witness Lewis
Note: Sacre, Candace When take issue with use of word inaccurate defending process of estimation not actual estimate?

11:58:26 AM Atty Ingraham Kentucky-American - witness Lewis
Note: Sacre, Candace Redirect Examination. Able to provide data shows high degree accuracy estimating process?

11:58:52 AM Atty Ingraham Kentucky-American - witness Lewis
Note: Sacre, Candace Certainty any given month have to issue bills based on estimated bills, some of reasons have to make estimates?

12:00:12 PM Atty Ingraham Kentucky-American - witness Lewis
Note: Sacre, Candace Customer notified on bill based on estimated or actual read?

12:00:34 PM Chairman Chandler - witness Lewis
Note: Sacre, Candace Examination. All Commission requirements?

12:00:51 PM Chairman Chandler - witness Lewis
Note: Sacre, Candace Agree regulations require quarterly?

12:01:00 PM Chairman Chandler - witness Lewis
Note: Sacre, Candace Assumes not possible every month?

12:01:08 PM Chairman Chandler - witness Lewis
Note: Sacre, Candace Quarterly reasonable?

12:01:26 PM Chairman Chandler - witness Lewis
Note: Sacre, Candace Within utility control?

12:01:44 PM Chairman Chandler - witness Lewis
Note: Sacre, Candace Within control, have customer not access meter and not communicate, policies or procedures take actions ensure get actual read?

12:03:00 PM Chairman Chandler - witness Lewis
Note: Sacre, Candace Estimated meter reads impacts ability to accurately estimate, usage change within 12-, 20-, 40-, 60-month time period?

12:03:22 PM Chairman Chandler - witness Lewis
Note: Sacre, Candace Estimating old usage not recover actually used, loss reflected in subsequent rate cases?

12:03:50 PM Chairman Chandler - witness Lewis
Note: Sacre, Candace Bad debt expense used determining revenue requirement?

12:04:00 PM Chairman Chandler
Note: Sacre, Candace Ten-minute recess.

12:04:23 PM Session Paused

12:18:48 PM Session Resumed

12:18:57 PM Chairman Chandler
Note: Sacre, Candace Back on the record Case No. 2022-00299.

12:19:02 PM Chairman Chandler
Note: Sacre, Candace Call another witness?

12:19:04 PM Atty Ingraham Kentucky-American
Note: Sacre, Candace Melissa Schwartzel.

12:19:14 PM Chairman Chandler
Note: Sacre, Candace Witness is sworn.

12:19:21 PM Chairman Chandler - witness Schwartzel
Note: Sacre, Candace Examination. Name and address?

12:19:38 PM Atty Ingraham Kentucky-American - witness Schwartzel
Note: Sacre, Candace Direct Examination. Job title?

12:19:48 PM Atty Ingraham Kentucky-American - witness Schwartzel
Note: Sacre, Candace Identified as responsible witness on data responses?

12:19:58 PM Atty Ingraham Kentucky-American - witness Schwartzel
Note: Sacre, Candace Corrections?

12:20:41 PM Chairman Chandler - witness Schwartzel
Note: Sacre, Candace Examination. Explain distinction between two?

12:21:53 PM Chairman Chandler - witness Schwartzel
Note: Sacre, Candace AG 1-2 represents estimated billings or estimated readings?

12:22:05 PM Chairman Chandler - witness Schwartzel
Note: Sacre, Candace Universe of estimated billings or estimated readings larger?

12:23:22 PM Chairman Chandler - witness Schwartzel
Note: Sacre, Candace Indicate customer received estimated bill each and every one of months?

12:24:17 PM	Chairman Chandler - witness Schwartzel Note: Sacre, Candace	Have data available replicate AG DR 1-2 consecutive estimated billings opposed to consecutive estimated meter readings?
12:24:49 PM	Chairman Chandler - witness Schwartzel Note: Sacre, Candace	Excel spreadsheet provided in response PSC 2-5 provides consecutive estimated billings?
12:26:29 PM	Chairman Chandler Note: Sacre, Candace	Mr. Cook?
12:26:38 PM	Asst Atty General Cook - witness Schwartzel Note: Sacre, Candace	Cross Examination. Aware data showing average meter life expectancy in water utility industry?
12:26:55 PM	Asst Atty General Cook - witness Schwartzel Note: Sacre, Candace	Who would be?
12:27:13 PM	Asst Atty General Cook - witness Schwartzel Note: Sacre, Candace	Aware data indicating industry average consecutive estimated meter reads?
12:27:40 PM	Chairman Chandler Note: Sacre, Candace	Counsel?
12:27:45 PM	Staff Atty Temple PSC - witness Schwartzel Note: Sacre, Candace	Cross Examination. Involved in preparation of rate case 2023-00191?
12:28:10 PM	Staff Atty Temple PSC - witness Schwartzel Note: Sacre, Candace	Have estimate have talked about requested for 80,000 meters be replaced?
12:29:25 PM	Chairman Chandler - witness Schwartzel Note: Sacre, Candace	Examination. If water treatment plant retired before fully depreciated, unrecovered value left, as general matter year retired is expensed unless deferral accounting approved?
12:30:04 PM	Chairman Chandler - witness Schwartzel Note: Sacre, Candace	Trying to understand under USOA retire power plant excess value or undepreciated value expensed in year retired, aware of any assets of that size that water utilities if retired early undepreciated value gets expensed unless deferral approved?
12:31:01 PM	Chairman Chandler - witness Schwartzel Note: Sacre, Candace	When take a meter out of service not expense undepreciated value?
12:31:15 PM	Chairman Chandler - witness Schwartzel Note: Sacre, Candace	If utility installs meters, replaces year later, undepreciated value not expensed, any other impacts to bottom line taking out of service before fully depreciated?
12:32:08 PM	Chairman Chandler - witness Schwartzel Note: Sacre, Candace	Just because entire account depreciated and not individual assets?
12:32:38 PM	Chairman Chandler - witness Schwartzel Note: Sacre, Candace	Insofar as entire account being depreciated over 18 years, usually based off of life of meters?
12:33:38 PM	Chairman Chandler - witness Schwartzel Note: Sacre, Candace	The 15 years about testing meter?
12:34:04 PM	Chairman Chandler - witness Schwartzel Note: Sacre, Candace	Removed, but remember Order said had to be retired, if gotten rid of had to be kept three months after removal?
12:34:20 PM	Chairman Chandler - witness Schwartzel Note: Sacre, Candace	Remember anything about refurbishment or reuse, just remove?
12:34:42 PM	Chairman Chandler - witness Schwartzel Note: Sacre, Candace	Whatever depreciation amount mass plant account changed, CPCN for AMI, manual read last four years, continue to depreciate at previous rate approved by Commission?

12:35:27 PM	Chairman Chandler - witness Schwartzel Note: Sacre, Candace	If buy 80,000 AMRs or manual reads, depreciation rate is most recently set, change depreciation rate without Commission approval?
12:36:23 PM	Chairman Chandler Note: Sacre, Candace	Mr. Ingraham?
12:36:33 PM	Atty Ingraham Kentucky-American Note: Sacre, Candace	Dave Hill.
12:36:57 PM	Chairman Chandler Note: Sacre, Candace	Witness is sworn.
12:37:04 PM	Chairman Chandler - witness Hill Note: Sacre, Candace	Examination. Name and address?
12:37:16 PM	Atty Ingraham Kentucky-American - witness Hill Note: Sacre, Candace	Direct Examination. Job title and employer?
12:37:30 PM	Atty Ingraham Kentucky-American - witness Hill Note: Sacre, Candace	Identified as witness on data responses?
12:37:39 PM	Atty Ingraham Kentucky-American - witness Hill Note: Sacre, Candace	Corrections?
12:37:46 PM	Chairman Chandler Note: Sacre, Candace	Mr. Cook?
12:38:15 PM	Asst Atty General Cook - witness Hill Note: Sacre, Candace	Cross Examination. In room for questioning?
12:38:25 PM	Asst Atty General Cook - witness Hill Note: Sacre, Candace	Earlier heard questions posed about unscheduled meter replacements?
12:38:41 PM	Asst Atty General Cook - witness Hill Note: Sacre, Candace	In response to AG 2-7, annual unscheduled meter replacements represents four percent?
12:39:06 PM	Asst Atty General Cook - witness Hill Note: Sacre, Candace	In line with industry norms?
12:39:17 PM	Asst Atty General Cook - witness Hill Note: Sacre, Candace	Studies or analyses?
12:40:45 PM	Asst Atty General Cook - witness Hill Note: Sacre, Candace	How meter and MIU work?
12:40:57 PM	Asst Atty General Cook - witness Hill Note: Sacre, Candace	One of witnesses said MIU separate, in response indicated depreciable life identical to battery?
12:41:42 PM	Asst Atty General Cook - witness Hill Note: Sacre, Candace	Aware of data average meter life expectancy in water utility industry?
12:42:02 PM	Asst Atty General Cook - witness Hill Note: Sacre, Candace	Among American Water affiliates?
12:42:08 PM	Asst Atty General Cook - witness Hill Note: Sacre, Candace	Not aware broader entire industry?
12:42:22 PM	Asst Atty General Cook - witness Hill Note: Sacre, Candace	Aware of data indicating industry average estimated meter readings?
12:42:55 PM	Asst Atty General Cook - witness Hill Note: Sacre, Candace	Particular study or filings of documents?
12:43:25 PM	Asst Atty General Cook Note: Sacre, Candace	Confidential documents. (Click on link for further comments.)
12:47:15 PM	Chairman Chandler Note: Sacre, Candace	Recess until 1:50.
12:47:29 PM	Session Paused	
2:38:43 PM	Session Resumed	

2:38:51 PM	Chairman Chandler Note: Sacre, Candace	Back on record in Case No. 2022-00299.
2:38:59 PM	Chairman Chandler Note: Sacre, Candace	Confidential, Mr. Cook?
2:39:13 PM	Private Mode Activated	
2:39:13 PM	Private Recording Activated	
2:45:27 PM	Chairman Chandler Note: Sacre, Candace	Objection back on public record?
2:45:39 PM	Normal Mode Activated	
2:45:39 PM	Public Recording Activated	
2:45:40 PM	Chairman Chandler Note: Sacre, Candace	Back on the public record.
2:45:42 PM	Chairman Chandler Note: Sacre, Candace	Mr. Cook?
2:45:46 PM	Chairman Chandler Note: Sacre, Candace	Questions?
2:45:53 PM	Chairman Chandler Note: Sacre, Candace	Any redirect at all?
2:45:59 PM	Chairman Chandler Note: Sacre, Candace	Call next witness?
2:46:03 PM	Atty Ingraham Kentucky-American Note: Sacre, Candace	Roderick Sherman.
2:46:20 PM	Chairman Chandler Note: Sacre, Candace	Witness is sworn.
2:46:29 PM	Chairman Chandler - witness Sherman Note: Sacre, Candace	Examination. Name and address?
2:46:42 PM	Atty Ingraham Kentucky-American - witness Sherman Note: Sacre, Candace	Direct Examination. Job title and employer?
2:46:47 PM	Atty Ingraham Kentucky-American - witness Sherman Note: Sacre, Candace	Witness on data responses?
2:46:56 PM	Atty Ingraham Kentucky-American - witness Sherman Note: Sacre, Candace	Corrections?
2:47:07 PM	Atty Ingraham Kentucky-American - witness Sherman Note: Sacre, Candace	Recall when Lewis on stand, service orders, but defer some to you?
2:47:26 PM	Atty Ingraham Kentucky-American - witness Sherman Note: Sacre, Candace	Saw that happen?
2:47:28 PM	Atty Ingraham Kentucky-American - witness Sherman Note: Sacre, Candace	Best person to answer further questions about service orders?
2:47:42 PM	Atty Ingraham Kentucky-American - witness Sherman Note: Sacre, Candace	Remember questions Chairman had about consecutive estimates in Excel files ongoing two years to five years?
2:47:56 PM	Atty Ingraham Kentucky-American - witness Sherman Note: Sacre, Candace	Had a chance to look at those situations?
2:48:07 PM	Atty Ingraham Kentucky-American - witness Sherman Note: Sacre, Candace	Draw conclusions or give context before cross examination?
2:51:16 PM	Atty Ingraham Kentucky-American - witness Sherman Note: Sacre, Candace	When say vacant account, no customer there?
2:51:55 PM	Chairman Chandler Note: Sacre, Candace	Ms. Temple?
2:52:19 PM	Staff Atty Temple PSC - witness Sherman Note: Sacre, Candace	Cross Examination. Why meter being read, why on route, why anything for all accounts saying inactive?

2:53:32 PM	Staff Atty Temple PSC - witness Sherman Note: Sacre, Candace	One of complaints deals with this issue, why registering usage for 60 months when no one there, Fourth Data Request about lived there for two years, have usage there but inactive, why?
2:54:30 PM	Atty Ingraham Kentucky-American Note: Sacre, Candace	Specific data request in Four?
2:54:47 PM	Staff Atty Temple PSC - witness Sherman Note: Sacre, Candace	Alena Williams, Data Request Item 9?
2:56:36 PM	Staff Atty Temple PSC - witness Sherman Note: Sacre, Candace	Moratorium lifted on Oct 19 2020, water not shut off until 2022, something being transmitted every single month, back fill for months?
2:57:34 PM	Staff Atty Temple PSC - witness Sherman Note: Sacre, Candace	Response, Staff First, Data Request 1, page 2 of 5 of attachment, outreach, ongoing inform customers about remedies, what actually is outreach and what being done?
2:59:40 PM	Staff Atty Temple PSC - witness Sherman Note: Sacre, Candace	Post-hearing data request what kind of outreach done in community?
2:59:41 PM	POST-HEARING DATA REQUEST Note: Sacre, Candace	STAFF ATTY TEMPLE PSC - WITNESS SHERMAN
	Note: Sacre, Candace	TYPES OF OUTREACH PERFORMED IN COMMUNITY
3:00:05 PM	Staff Atty Temple PSC - witness Sherman Note: Sacre, Candace	In that response, customer bills state estimated read or actual read, how work customers on electronic bill?
3:01:01 PM	Staff Atty Temple PSC - witness Sherman Note: Sacre, Candace	After two consecutive estimated read, letter goes out to customers?
3:01:28 PM	Staff Atty Temple PSC - witness Sherman Note: Sacre, Candace	How letter generated, automated or staff look at all?
3:01:55 PM	Staff Atty Temple PSC - witness Sherman Note: Sacre, Candace	Anyone at Kentucky-American get a list each month who sent letter?
3:03:15 PM	Staff Atty Temple PSC - witness Sherman Note: Sacre, Candace	If no list, how anyone know that every person followed up with?
3:04:24 PM	Staff Atty Temple PSC - witness Sherman Note: Sacre, Candace	How do you know it gets done?
3:04:33 PM	Staff Atty Temple PSC - witness Sherman Note: Sacre, Candace	Who checks that at end of month, quarter, fiscal year that person was talked to?
3:05:55 PM	Staff Atty Temple PSC - witness Sherman Note: Sacre, Candace	PSC 4-1, Herald Leader article, how true-up actually happen?
3:07:48 PM	Staff Atty Temple PSC - witness Sherman Note: Sacre, Candace	Want to know have estimate and want to true up, what steps are taken internally?
3:08:52 PM	Staff Atty Temple PSC - witness Sherman Note: Sacre, Candace	Owens mentioned in 4-1 estimated, service order, but more estimates, what happened?
3:11:05 PM	Staff Atty Temple PSC - witness Sherman Note: Sacre, Candace	Estimations continued until March 2023 because of human error, what happened?
3:12:57 PM	Staff Atty Temple PSC - witness Sherman Note: Sacre, Candace	Provide post-hearing who checked it, what field service rep did it and notes maintained?
3:12:58 PM	POST-HEARING DATA REQUEST Note: Sacre, Candace	STAFF ATTY TEMPLE PSC - WITNESS SHERMAN

	Note: Sacre, Candace	FIELD SERVICE REP WHO CHECKED ESTIMATIONS AND WHOSE NOTES WERE MAINTAINED REGARDING CUSTOMER OWENS ESTIMATIONS MENTIONED IN PSC 4-1
3:13:40 PM	Staff Atty Temple PSC - witness Sherman Note: Sacre, Candace	Consecutive estimates, should have given letter, bill estimated for so many months?
3:14:07 PM	Staff Atty Temple PSC - witness Sherman Note: Sacre, Candace	What is difference?
3:17:08 PM	Staff Atty Temple PSC - witness Sherman Note: Sacre, Candace	When does Owens get told?
3:17:18 PM	Staff Atty Temple PSC - witness Sherman Note: Sacre, Candace	Not send letter to any these people estimated reads?
3:17:53 PM	Staff Atty Temple PSC - witness Sherman Note: Sacre, Candace	Not everyone gets letter?
3:18:32 PM	Staff Atty Temple PSC - witness Sherman Note: Sacre, Candace	You said 2-3?
3:18:56 PM	Staff Atty Temple PSC - witness Sherman Note: Sacre, Candace	On 2-3?
3:19:05 PM	Staff Atty Temple PSC - witness Sherman Note: Sacre, Candace	Point out what part of that discusses outside meter issue?
3:19:43 PM	Chairman Chandler - witness Sherman Note: Sacre, Candace	Examination. Back to first paragraph, second sentence, RID order is distinct from RID letter, letter external and order internal?
3:21:06 PM	Chairman Chandler Note: Sacre, Candace	Vice Chair?
3:21:09 PM	Vice Chairman Hatton - witness Sherman Note: Sacre, Candace	Examination. How confident are you updated methods so ready for next time something unusual happens, what else is still needed, what assurances provide issues dealt with?
3:24:16 PM	Vice Chairman Hatton - witness Sherman Note: Sacre, Candace	Articles like Herald Leader and investigations, what specific things are still needed?
3:25:13 PM	Chairman Chandler Note: Sacre, Candace	Commissioner?
3:25:15 PM	Commissioner Regan - witness Sherman Note: Sacre, Candace	Examination. Scrub done between active accounts and inactive accounts?
3:25:34 PM	Commissioner Regan - witness Sherman Note: Sacre, Candace	Report run what active what not, due diligence done ones inactive, know if been done?
3:26:34 PM	Commissioner Regan - witness Sherman Note: Sacre, Candace	Is billing ID tied to phone number or address?
3:26:50 PM	Commissioner Regan - witness Sherman Note: Sacre, Candace	Account number?
3:27:36 PM	Commissioner Regan - witness Sherman Note: Sacre, Candace	If customer concerned about true-up from 2020 to 2022, someone explain how true-up is done?
3:28:56 PM	Chairman Chandler - witness Sherman Note: Sacre, Candace	Examination. Approximate breakout for 5/8 meters between indoor and outdoor sets, how many outdoor sets versus indoor sets meters less than two inches?
3:29:31 PM	Chairman Chandler - witness Sherman Note: Sacre, Candace	Your estimation 90-plus percent or more outdoor sets?
3:29:57 PM	Chairman Chandler - witness Sherman Note: Sacre, Candace	Even of proportion, indoor in excess of two inches?

3:30:06 PM	Chairman Chandler - witness Sherman	
	Note: Sacre, Candace	Certainly not 5/8-inch meters?
3:30:26 PM	Chairman Chandler - witness Sherman	
	Note: Sacre, Candace	Benefit reading meters identify nonrevenue water?
3:30:42 PM	Chairman Chandler - witness Sherman	
	Note: Sacre, Candace	Opposed to pulling meter, keep on route and once a month identify usage, alternative?
3:31:05 PM	Chairman Chandler - witness Sherman	
	Note: Sacre, Candace	When that start?
3:31:36 PM	Chairman Chandler - witness Sherman	
	Note: Sacre, Candace	With AMR not do disconnect/reconnect when folks move?
3:32:49 PM	Chairman Chandler - witness Sherman	
	Note: Sacre, Candace	If going year, two years, five years attempting read meter usage and not getting read, believe vacant account, risk there is usage and not getting it resulting in nonrevenue water?
3:34:24 PM	Chairman Chandler - witness Sherman	
	Note: Sacre, Candace	Response earlier talking about 60-month read, not spend money on vacant accounts, money or limited resources, focusing resources on active accounts?
3:35:49 PM	Chairman Chandler - witness Sherman	
	Note: Sacre, Candace	Agree purpose of meter accurately register and display usage?
3:36:15 PM	Chairman Chandler - witness Sherman	
	Note: Sacre, Candace	Equating inability to communicate unit, not display, as failure of meter?
3:36:39 PM	Chairman Chandler - witness Sherman	
	Note: Sacre, Candace	Equating failure meter to communicate, inability of meter to communicate as a failing meter?
3:37:19 PM	Chairman Chandler - witness Sherman	
	Note: Sacre, Candace	Trying have appreciation concern failing meters, how many determined failing are inaccurately measuring or displaying usage?
3:38:54 PM	Chairman Chandler - witness Sherman	
	Note: Sacre, Candace	Test meters when pull, when say meter failed and pulling at ten years, test meter?
3:40:01 PM	Chairman Chandler - witness Sherman	
	Note: Sacre, Candace	If pull meter is accurately measuring and actually displaying usage, meter performing exact same or similar task prior to investing in AMR?
3:41:18 PM	Chairman Chandler - witness Sherman	
	Note: Sacre, Candace	Prior to investing ARM had electromechanical meters?
3:41:35 PM	Chairman Chandler - witness Sherman	
	Note: Sacre, Candace	Know what electromechanical meters?
3:41:50 PM	Chairman Chandler - witness Sherman	
	Note: Sacre, Candace	Meters that mechanically register usage but display in electrical?
3:42:12 PM	Chairman Chandler - witness Sherman	
	Note: Sacre, Candace	Meters measure water usage mechanically?
3:42:30 PM	Chairman Chandler - witness Sherman	
	Note: Sacre, Candace	5/8-inch meters measure water mechanically?
3:42:36 PM	Chairman Chandler - witness Sherman	
	Note: Sacre, Candace	Determine usage over time period?
3:42:56 PM	Chairman Chandler - witness Sherman	
	Note: Sacre, Candace	Without using communication module?
3:43:02 PM	Chairman Chandler - witness Sherman	
	Note: Sacre, Candace	Could install meter have today with a nonoperating communication module and measure monthly usage?

3:43:25 PM	Chairman Chandler - witness Sherman Note: Sacre, Candace	Issue discussing with failing meters around communications and walk-by or drive-by meters?
3:45:07 PM	Chairman Chandler - witness Sherman Note: Sacre, Candace	Purpose of meter, what benefit of measuring if cannot read it, have data how many failing meters accurately measure and display usage but are failing exclusively lack of communication?
3:46:35 PM	Chairman Chandler - witness Sherman Note: Sacre, Candace	If failing consecutive reads through communication failure, read meter or send someone out to see what problem is?
3:47:53 PM	Chairman Chandler Note: Sacre, Candace	Counsel?
3:48:14 PM	Chairman Chandler Note: Sacre, Candace	Call next witness?
3:48:16 PM	Atty Ingraham Kentucky-American Note: Sacre, Candace	Heather Hoatling.
3:48:25 PM	Chairman Chandler Note: Sacre, Candace	Witness is sworn.
3:48:30 PM	Chairman Chandler - witness Hoatling Note: Sacre, Candace	Examination. Name and address?
3:48:57 PM	Atty Ingraham Kentucky-American - witness Hoatling Note: Sacre, Candace	Direct Examination. Job title?
3:49:03 PM	Atty Ingraham Kentucky-American - witness Hoatling Note: Sacre, Candace	Identified as witness on data responses?
3:49:11 PM	Atty Ingraham Kentucky-American - witness Hoatling Note: Sacre, Candace	Corrections?
3:49:19 PM	Chairman Chandler Note: Sacre, Candace	Questions?
3:49:30 PM	Staff Atty Temple PSC - witness Hoatling Note: Sacre, Candace	Cross Examination. Two hundred percent for unusual usage, who decided that was the threshold?
3:51:35 PM	Staff Atty Temple PSC - witness Hoatling Note: Sacre, Candace	200 percent or \$200 vary between other utilities?
3:51:45 PM	Staff Atty Temple PSC - witness Hoatling Note: Sacre, Candace	Once bill hits \$200 higher than normal, divided by meter?
3:52:00 PM	Staff Atty Temple PSC - witness Hoatling Note: Sacre, Candace	Electronic bill, paper letter or electronic letter?
3:52:17 PM	Staff Atty Temple PSC - witness Hoatling Note: Sacre, Candace	Through the billing system or person?
3:52:29 PM	Staff Atty Temple PSC - witness Hoatling Note: Sacre, Candace	Once letters pushed out, someone get list of those letters?
3:52:45 PM	Staff Atty Temple PSC - witness Hoatling Note: Sacre, Candace	Know for Kentucky how many a month this happens?
3:53:12 PM	Staff Atty Temple PSC - witness Hoatling Note: Sacre, Candace	About 4,000 customers a month get letter unusual usage?
3:53:31 PM	Staff Atty Temple PSC - witness Hoatling Note: Sacre, Candace	Assuming not all 4,000 people have a problem, how many call in or contact about unusual usage?
3:54:41 PM	Staff Atty Temple PSC - witness Hoatling Note: Sacre, Candace	Calls Kentucky 19 percent, how big is Kentucky operation?
3:55:24 PM	Atty Ingraham Kentucky-American Note: Sacre, Candace	May I interrupt? Make sure something clear.

3:55:25 PM	Staff Atty Temple PSC - witness Hoatling Note: Sacre, Candace	Direct Examination. When say 19 percent, calls related to billing issue?
3:55:49 PM	Staff Atty Temple PSC - witness Hoatling Note: Sacre, Candace	19 percent for Kentucky equivalent to same amount calls other utilities?
3:56:04 PM	Staff Atty Temple PSC - witness Hoatling Note: Sacre, Candace	True-up, how that exactly occurs?
3:57:18 PM	Chairman Chandler Note: Sacre, Candace	Questions?
3:57:34 PM	Chairman Chandler - witness Hoatling Note: Sacre, Candace	Examination. If I talk about issues, generally appreciation what referring to?
3:57:51 PM	Chairman Chandler - witness Hoatling Note: Sacre, Candace	Investigating customers receiving estimated bills in excess two, three, four months, consistently occur in any American Water subsidiaries assist?
3:58:22 PM	Chairman Chandler - witness Hoatling Note: Sacre, Candace	Other subsidiaries have out that expectation or requirement read meters quarterly within utility's control, other subsidiaries having consecutive months in which estimating bills when within utility's control?
3:59:33 PM	Chairman Chandler Note: Sacre, Candace	Redirect?
3:59:36 PM	Chairman Chandler Note: Sacre, Candace	Questions?
3:59:49 PM	Chairman Chandler Note: Sacre, Candace	Ten-minute recess.
4:00:06 PM	Session Paused	
4:10:38 PM	Session Resumed	
4:10:59 PM	Chairman Chandler Note: Sacre, Candace	Back on record in Case No. 2022-00299
4:11:08 PM	Chairman Chandler Note: Sacre, Candace	Next witness?
4:11:12 PM	Atty Ingraham Kentucky-American Note: Sacre, Candace	Jeffrey Newcomb.
4:11:22 PM	Chairman Chandler Note: Sacre, Candace	Witness is sworn.
4:11:31 PM	Chairman Chandler - witness Newcomb Note: Sacre, Candace	Examination. Name and address?
4:11:41 PM	Atty Ingraham Kentucky-American - witness Newcomb Note: Sacre, Candace	Direct Examination. Job title and employer?
4:11:53 PM	Atty Ingraham Kentucky-American - witness Newcomb Note: Sacre, Candace	Identified as responsible witness on data responses?
4:12:03 PM	Atty Ingraham Kentucky-American - witness Newcomb Note: Sacre, Candace	Corrections?
4:12:10 PM	Chairman Chandler Note: Sacre, Candace	Mr. Cook?
4:12:12 PM	Asst Atty General Cook - witness Newcomb Note: Sacre, Candace	Cross Examination. In room questioning prior witnesses life span of meters versus what set in depreciation rates?
4:12:36 PM	Asst Atty General Cook - witness Newcomb Note: Sacre, Candace	One of witnesses who responded to data request AG 2-10, explain discrepancy 18 years versus average actual life span?

4:14:56 PM	Chairman Chandler Note: Sacre, Candace	Counsel?
4:15:00 PM	Staff Atty Temple PSC - witness Newcomb Note: Sacre, Candace	Cross Examination. Concentrix hired for this case or hired for rate filing and just happen work for this case?
4:15:22 PM	Staff Atty Temple PSC - witness Newcomb Note: Sacre, Candace	Not know depreciation answer this case or how get it?
4:15:55 PM	Staff Atty Temple PSC - witness Newcomb Note: Sacre, Candace	Referred back to you how many employees Kentucky-American have in last rate filing?
4:16:14 PM	Staff Atty Temple PSC - witness Newcomb Note: Sacre, Candace	How many have now?
4:16:19 PM	Staff Atty Temple PSC - witness Newcomb Note: Sacre, Candace	How many in new rate case filing?
4:16:41 PM	Staff Atty Temple PSC - witness Newcomb Note: Sacre, Candace	As far as cost of meter replacement, in new rate filing?
4:17:11 PM	Staff Atty Temple PSC - witness Newcomb Note: Sacre, Candace	Any legal fees, travel fees, any fees Concentrix included in rate case filing?
4:18:04 PM	Chairman Chandler Note: Sacre, Candace	Vice Chair?
4:18:07 PM	Vice Chairman Hatton - witness Newcomb Note: Sacre, Candace	Examination. Reason here, meters inaccurate, failing too early, who's mad about it, what are we doing about it?
4:18:40 PM	Vice Chairman Hatton - witness Newcomb Note: Sacre, Candace	What doing about fact meters terrible investment, customers bought, anything done about that, anybody mad about it?
4:19:12 PM	Vice Chairman Hatton - witness Newcomb Note: Sacre, Candace	Just supposed to accept pay for things doing bad job and not lasting very long?
4:19:40 PM	Vice Chairman Hatton - witness Newcomb Note: Sacre, Candace	Going to select better ones, test them, be more careful, this has cost a ton of money?
4:20:17 PM	Chairman Chandler Note: Sacre, Candace	Commissioner?
4:20:22 PM	Commissioner Regan - witness Newcomb Note: Sacre, Candace	Examination. Questions in DR about depreciation?
4:20:49 PM	Chairman Chandler - witness Newcomb Note: Sacre, Candace	Examination. How many employees need?
4:21:24 PM	Chairman Chandler - witness Newcomb Note: Sacre, Candace	Never been informed by operations people believe need?
4:22:02 PM	Chairman Chandler - witness Newcomb Note: Sacre, Candace	Managing head count to amount rates were set based on?
4:22:46 PM	Chairman Chandler - witness Newcomb Note: Sacre, Candace	Have had conversations indicated to you need additional employees?
4:23:12 PM	Chairman Chandler Note: Sacre, Candace	Mr. Ingraham?
4:23:19 PM	Chairman Chandler Note: Sacre, Candace	Next witness?
4:23:20 PM	Chairman Chandler Note: Sacre, Candace	Anybody else like to call?
4:23:32 PM	Chairman Chandler Note: Sacre, Candace	Anything else from company for hearing?

4:23:42 PM	Staff Atty Temple PSC Note: Sacre, Candace	Call Oscar Portillo.
4:23:56 PM	Chairman Chandler Note: Sacre, Candace	Witness is sworn.
4:24:01 PM	Chairman Chandler - witness Portillo Note: Sacre, Candace	Examination. Name and address?
4:24:14 PM	Staff Atty Temple PSC - witness Portillo Note: Sacre, Candace	Cross Examination. Job title at Kentucky-American?
4:24:25 PM	Staff Atty Temple PSC - witness Portillo Note: Sacre, Candace	Familiar with May 17 Order incorporated informal complaints into record?
4:24:41 PM	Staff Atty Temple PSC - witness Portillo Note: Sacre, Candace	Person of contact Commission consumer support services reach out to you when customer complaint?
4:25:15 PM	Staff Atty Temple PSC - witness Portillo Note: Sacre, Candace	After information from Commission staff, what do you do?
4:25:45 PM	Staff Atty Temple PSC Note: Sacre, Candace	Have ability to put order up on monitor?
4:26:53 PM	Staff Atty Temple PSC - witness Portillo Note: Sacre, Candace	Couple of those ask about, Ersham complaint, PDF page 20, Jan 6 2023, Katherine Ersham, recall anything about complaint and how handled?
4:28:28 PM	Staff Atty Temple PSC - witness Portillo Note: Sacre, Candace	Not only person who handles these?
4:28:34 PM	Staff Atty Temple PSC - witness Portillo Note: Sacre, Candace	Have their names?
4:28:58 PM	Staff Atty Temple PSC Note: Sacre, Candace	Put question in post-hearing data request.
4:28:59 PM	POST-HEARING DATA REQUEST Note: Sacre, Candace	STAFF ATTY TEMPLE PSC - WITNESS PORTILLO EXPLAIN HOW ERSHAM COMPLAINT JAN 6 2023 HANDLED
4:29:10 PM	Staff Atty Temple PSC - witness Portillo Note: Sacre, Candace	Barrett complaint, Jason Barrett, that one yours?
4:29:27 PM	Staff Atty Temple PSC - witness Portillo Note: Sacre, Candace	Explain what happened?
4:31:02 PM	Staff Atty Temple PSC - witness Portillo Note: Sacre, Candace	How many estimates receive?
4:31:26 PM	Staff Atty Temple PSC - witness Portillo Note: Sacre, Candace	Made a case to adjust bill?
4:31:29 PM	Staff Atty Temple PSC - witness Portillo Note: Sacre, Candace	What does that mean?
4:31:52 PM	Staff Atty Temple PSC - witness Portillo Note: Sacre, Candace	Why was estimate so wrong?
4:32:08 PM	Staff Atty Temple PSC - witness Portillo Note: Sacre, Candace	Have a way internally to write it off, say adjustments wrong?
4:32:31 PM	Staff Atty Temple PSC - witness Portillo Note: Sacre, Candace	Some kind of internal policy through Depend program, I think estimate wrong, change bill?
4:33:18 PM	Chairman Chandler Note: Sacre, Candace	Commissioner?
4:33:22 PM	Commissioner Regan - witness Portillo Note: Sacre, Candace	Examination. Ability to do adjustment for complaint?
4:33:30 PM	Commissioner Regan - witness Portillo Note: Sacre, Candace	Manual write-off?

4:33:52 PM Commissioner Regan - witness Portillo
Note: Sacre, Candace Threshold you have, adjustments up to certain level?

4:34:17 PM Commissioner Regan - witness Portillo
Note: Sacre, Candace Written policy?

4:34:29 PM Chairman Chandler - witness Portillo
Note: Sacre, Candace Examination. Multiple estimates, then what you do?

4:35:19 PM Chairman Chandler - witness Portillo
Note: Sacre, Candace Process between what investigation look like and your call to make adjustment?

4:35:52 PM Chairman Chandler - witness Portillo
Note: Sacre, Candace Put in order for manual read?

4:36:14 PM Chairman Chandler - witness Portillo
Note: Sacre, Candace Want actual read, what putting in order for?

4:36:25 PM Chairman Chandler - witness Portillo
Note: Sacre, Candace Goes electronically, somebody does read?

4:36:37 PM Chairman Chandler - witness Portillo
Note: Sacre, Candace Sent back to you, this is actual amount?

4:36:46 PM Chairman Chandler - witness Portillo
Note: Sacre, Candace Who do you tell you need to send new bill based on actual reading when completed order?

4:37:22 PM Chairman Chandler - witness Portillo
Note: Sacre, Candace Put in and gets sent to billing department?

4:37:28 PM Chairman Chandler - witness Portillo
Note: Sacre, Candace In Lexington or somewhere else?

4:37:33 PM Chairman Chandler - witness Portillo
Note: Sacre, Candace Directly communicate or through system?

4:37:45 PM Chairman Chandler - witness Portillo
Note: Sacre, Candace Ever re-estimate, not get actual read, opportunity to give more accurate estimate?

4:38:32 PM Chairman Chandler - witness Portillo
Note: Sacre, Candace Multiple estimates not necessarily high?

4:38:39 PM Chairman Chandler - witness Portillo
Note: Sacre, Candace Complain not receive bill?

4:38:54 PM Chairman Chandler - witness Portillo
Note: Sacre, Candace Aware missed route thousands not get read in December?

4:39:09 PM Chairman Chandler - witness Portillo
Note: Sacre, Candace Most people happy when not get bill?

4:39:16 PM Chairman Chandler - witness Portillo
Note: Sacre, Candace Until get two bills next bill?

4:39:34 PM Chairman Chandler - witness Portillo
Note: Sacre, Candace If had specific questions about specific complaints, doing for how long?

4:39:50 PM Chairman Chandler - witness Portillo
Note: Sacre, Candace Two more individuals?

4:39:55 PM Chairman Chandler - witness Portillo
Note: Sacre, Candace Third individual, how long been doing this?

4:40:03 PM Chairman Chandler - witness Portillo
Note: Sacre, Candace Anybody may have worked these complaints no longer with company?

4:40:14 PM Chairman Chandler - witness Portillo
Note: Sacre, Candace Anybody worked complaints no longer there?

4:40:22 PM Chairman Chandler - witness Portillo
Note: Sacre, Candace If asked for each complaint who investigator played role, single person assigned to each complaint?

4:40:35 PM Chairman Chandler - witness Portillo
Note: Sacre, Candace Would have record this person did investigation?

4:40:41 PM Chairman Chandler - witness Portillo
Note: Sacre, Candace Talk about start investigation, what actions ordinarily take?

4:41:30 PM Chairman Chandler - witness Portillo
Note: Sacre, Candace Sometimes require issue orders do other investigations?

4:41:39 PM Chairman Chandler - witness Portillo
Note: Sacre, Candace Sending somebody out to field?

4:41:43 PM Chairman Chandler - witness Portillo
Note: Sacre, Candace You ever do field visits?

4:41:46 PM Chairman Chandler - witness Portillo
Note: Sacre, Candace Have to take action and have someone else go?

4:42:02 PM Chairman Chandler - witness Portillo
Note: Sacre, Candace Communicate email or web site or program all communications in on complaint?

4:42:21 PM Chairman Chandler - witness Portillo
Note: Sacre, Candace Email talking to other folks but orders through program?

4:42:38 PM Chairman Chandler - witness Portillo
Note: Sacre, Candace Put in order for manual read, notified when somebody did read and brought it back?

4:43:28 PM Chairman Chandler - witness Portillo
Note: Sacre, Candace When put in order goes to people to satisfy order?

4:43:42 PM Chairman Chandler - witness Portillo
Note: Sacre, Candace Sends out on its own?

4:43:47 PM Chairman Chandler - witness Portillo
Note: Sacre, Candace Not get anything back?

4:43:53 PM Chairman Chandler - witness Portillo
Note: Sacre, Candace Person completed order have to take action convey to you satisfied order?

4:44:26 PM Chairman Chandler - witness Portillo
Note: Sacre, Candace System not set up to send back?

4:44:35 PM Chairman Chandler - witness Portillo
Note: Sacre, Candace Either talk to them or by email?

4:44:42 PM Chairman Chandler - witness Portillo
Note: Sacre, Candace Put back in as note into case file?

4:44:54 PM Chairman Chandler
Note: Sacre, Candace Mr. Ingraham?

4:44:56 PM Atty Ingraham Kentucky-American
Note: Sacre, Candace PSC Fourth set, provided answers investigations. (Click on link for further comments.)

4:47:58 PM Chairman Chandler - witness Portillo
Note: Sacre, Candace Examination. Appearing pursuant to subpoena?

4:48:03 PM Chairman Chandler - witness Portillo
Note: Sacre, Candace Bring documents?

4:48:23 PM Chairman Chandler
Note: Sacre, Candace Have all internal documents? (Click on link for further comments.)

4:48:53 PM Chairman Chandler
Note: Sacre, Candace Additional questions?

4:49:02 PM Chairman Chandler
Note: Sacre, Candace Additional evidence?

4:49:07 PM Chairman Chandler
Note: Sacre, Candace Post-hearing data requests. (Click on link for further comments.)

4:51:08 PM Chairman Chandler
Note: Sacre, Candace Post-hearing process. (Click on link for further comments.)

4:52:23 PM	Chairman Chandler Note: Sacre, Candace	Anything else?
4:52:29 PM	Chairman Chandler Note: Sacre, Candace	Hearing adjourned.
4:52:53 PM	Session Ended	

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