

COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

In the matter of:

Bobby Young
(Your Full Name)
COMPLAINANT

VS.

Ky. American Water Co.
(Name of Utility)
DEFENDANT

RECEIVED

AUG 01 2023

PUBLIC SERVICE
COMMISSION

COMPLAINT

The complaint of Bobby Young
(Your Full Name) respectfully shows:

(a) Bobby J. Young
(Your Full Name)

1691 Donald Wal Dr. Lexington, Ky.
(Your Address)

(b) Ky. American Water Co.
(Name of Utility)

Ky American Water 2000 Logan Canyon Street, E L 6029
(Address of Utility)

(c) That He had no lead in Ten months.
(Describe here, attaching additional sheets if necessary,

NE lead in January Feb. 2023, excuse for the complaint
the specific act, fully and clearly, or facts that are the reason

and basis for the complaint.)

Continued on Next Page

Formal Complaint

Bobby Young vs. Ky American Water Co.

Page 2 of 2

Wherefore, complainant asks adjustment to June Feb bill
(Specifically state the relief desired.)

No leak according to maintenance man, just
the water com said. He said our meter was not
running, so charge was deducted in water, which
had now returned due to excessive rain we had
Feb. that was the problem!

Dated at Lexington, Kentucky, this 30 day
(Your City)

of July, 2023
(Month)

Bobby Joe Young
(Your Signature)

(Name and address of attorney, if any)

7-30-23
Date

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

- I don't feel like the water co. has done their job!
1. They did not call the maintenance man back in that had been out here & checked our meter & whole house. He is the one that said we did not have a leak.
 2. We were told, by the water co, they were sending out forms for us to fill out. They never sent the forms, I finally went to water co & picked them up.
 3. The inspector says going back to our May bill and that is not the bill we are concerned about. It is the January & February bill we want an adjustment on.
 4. We have done everything they have asked us to do, but I don't think they have done theirs!
 5. If you need to talk to someone my number is 859-227-0264. I can talk better than write.

Attachment A

Kentucky-American Water Company Meter Test Results

RECEIVED

AUG 01 2023

PUBLIC SERVICE
COMMISSION

The white box can't be tested, according to Rosemary in Frankfort. Phone No. 502-782-2576
Test results was done on 5-8-23. This is not the month we are concerned about. The months in question are January & ~~later~~ February 2023. at that time one of water co. maintenance men called & checked the meter and said we did not have a leak & they didn't either. The raw water had submerged the white box. when they changed the meter & the white box, my problem went away. So, the white box was causing the problem all along! We want and adjust in the January and February bill, not one in (May) We asked the inspector to check with the maintenance men about there being no change in the water, but he didn't so, the white box seems to be the problem and we were told there is no way to check the ~~white~~ white box, so

Attachment B

Admin has the problem.

Louisville Water Company Meter Test Results

We really need help on this problem: we have always been very prompt in paying our bill, have company involved, and you can go back & check our monthly bills and see that we have. There are the only two months that we are ~~concerned~~ concerned about and we don't use them!



Andy Beshear
Governor

Rebecca W. Goodman
Secretary
Energy and Environment Cabinet

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

Kent A. Chandler
Chairman

Angie Hatton
Vice Chairman

Mary Pat Regan
Commissioner

**METER STANDARDS LABORATORY
REQUEST METER TEST REPORT
[Pursuant to 807 KAR 5:066, Section 15(2)(a)]
WATER**

CUSTOMER: Bobby Young
UTILITY: Kentucky-American Water Company
TEST DATE: 5/8/2023
TESTING FACILITY: Louisville Water Company

DISCUSSION:

The Division of Inspections (DOI) received a request from the Consumer Services Branch to have Bobby Young's meter tested by Kentucky Public Service Commission (Commission) as per 807 KAR 5:006, Section 19(2).

On May 8, 2023, Mr. Young's meter was tested by Louisville Water Company, an independent third party representing the Commission. Louisville Water Company's meter testing facility is located at 4801 Almond Ave. Louisville, KY 40214. Records indicate that Mr. Young's meter was first tested by Kentucky-American Water Company on February 17, 2023. (See attachment A)

FINDINGS:

The request test was performed in accordance with 807 KAR 5:066, Section 15(2)(a). The meter was tested at the minimum flow rate of ¼ gallon per minute ("gpm"), the intermediate flow rate of 2 gpm, and the high flow rate of 15 gpm. At each flow test, the resulting accuracies were then compared with the accuracy requirements prescribed by 807 KAR 5:066, Section 15(2)(a).

The accuracy results of this meter were 97 percent at 1/4 gpm, 101 percent at 2 gpm, and 99 percent at 15 gpm.

These accuracy results are within the Commission's accuracy limits for each flow rate.

REPORT SUBMITTED BY:

Date: June 15, 2023

Utility Inspector
Division of Inspections
Kentucky Public Service Commission

Attachments:

- A. Kentucky-American Water Company's Meter Test Results
- B. Louisville Water Company's Meter Test Results



Louisville Water Company
 4801 Allmond Ave.
 Louisville, Ky 40214
 502-569-3600

| | |
|---------------------|----------------|
| Date Tested: | 5/8/2023 |
| Tester: | Angela Thacker |

Meter Shop Test Report

| | |
|------------------|-----|
| Customer: | PSC |
|------------------|-----|

| | | | | |
|-------------------|---------------|--------------|--------------|-------------|
| Meter Mfg: | Model: | Type: | Size: | SN#: |
| Neptune | T-10 | PD | 5/8 x 3/4 | 88701030 |

| | |
|--------------------------|----------|
| As Found Reading: | 72382.10 |
| As Left Reading: | 72418.05 |

| Test Rate | Test Quantity gal/cf | Flow Rate gpm | Start Read | Final Read | % Accuracy | % Accuracy Limits | Pass/Fail |
|--------------|----------------------|---------------|------------|------------|------------|----------------------|-----------|
| Minimum | cf | 1/4 | 72406.13 | 72407.10 | 97% | ≥ 90% and ≤ 101% | Pass |
| Intermediate | cf | 2 | 72407.10 | 72408.11 | 101% | ≥ 98.5% and ≤ 101.5% | Pass |
| Maximum | cf | 15 | 72408.11 | 72418.05 | 99% | ≥ 98.5% and ≤ 101.5% | Pass |



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Division of Inspections
Kentucky Public Service Commission

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- B. Louisville Water Company's Meter Test Results



WE KEEP LIFE FLOWING™

Service Address:

BOBBY YOUNG
1691 DONELWAL DR
LEXINGTON, KY 40511-9051

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 and make the selection for paperless billing.
- Tired of buying stamps and writing checks? Enroll in Auto Pay and your bill will be paid on time, every time directly from your bank account. To enroll, register or log on to My Account at amwater.com/myaccount.

For more information, visit www.kentuckyamwater.com

View your account information or pay your bill anytime at: www.amwater.com/MyAccount

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

Customer Service: 1-800-678-8301
M-F 7:00am to 7:00pm - Emergencies 24/7

KENTUCKY AMERICAN WATER
PO BOX 6029
CAROL STREAM, IL 60197-6029



P.O. BOX 91623
RANTOUL, IL 61866-8623

Service to: 1691 DONELWAL DR
LEXINGTON, KY 40511-9051

Statement

Account No

\$322.86

Payment Due By:

March 6, 2023

Billing Date:

February 16, 2023

Service Period:

Jan 24 to Feb 14 (22 Days)

Total Gallons:

1.900

Account Summary – See page 3 for Account Detail

| | |
|--------------------------|-----------------|
| Prior Billing: | \$211.35 |
| Payments: | \$0.00 |
| Balance Forward: | \$211.35 |
| Service Related Charges: | \$105.19 |
| Taxes: | \$6.32 |
| Total Amount Due: | \$322.86 |

0024661004934 VC2582 ETMIC00001 1 IVC258200100246601021001

Account No

\$322.86

Payment Due By:

March 6, 2023

Amount Enclosed \$



KENTUCKY AMERICAN WATER
PO BOX 6029
CAROL STREAM, IL 60197-6029

002466 1 AB 0 504 02466/002466/004934 9 02 VC2582 001
BOBBY YOUNG
1691 DONELWAL DR
LEXINGTON KY 40511-9051





**KENTUCKY
AMERICAN WATER**

P.O. Box 2798, Camden, NJ 08101

05/11/2023



004671 | A80 50 4 04667/004671/005300 1801 VC2FVA003

BOBBY YOUNG
1691 DONELWAL DR
LEXINGTON KY 40511-9051

For Service To:

Account Number:

Service Address: 1691 Donelwal Dr
Lexington, KY 40511-9051

Dear Customer Young:

Thank you for your request to investigate your higher than expected water bill. Your feedback is important to us and we appreciate your bringing this issue to our attention.

After reviewing your account and billing history information, we issued a field service order to verify the meter reading used to calculate the bill in question. We verified a meter reading of 327 as of 05/09/2023.

The results of the field investigation align with the original meter reading. The usage was accurately reflected, and your water bill is correct.

We understand the inconvenience that can occur when you receive a higher than expected bill. If you have additional questions or would like to discuss a possible payment arrangement for your account, please contact our customer service center.

Also, many leaks are not noticeable but can still contribute to unexpected water use. Our website, www.amwater.com, includes water saving ideas and a downloadable leak detection kit to help you check for leaks.

We appreciate your business and the opportunity to continue serving you, your neighbors and our local communities.

Sincerely,

[Handwritten signature] DID NOT SIGN

DON'T KNOW WHO DID THIS

Kentucky American Water Customer Service



NO LEAK

Meter Reading and Usage Summary

| Meter No. | Measure | Size | From Date | To Date | Previous Read | Current Read | Meter Units | Billing Units | Total Gallons |
|-----------|---------|------|------------|------------|---------------|--------------|-------------|---------------|---------------|
| 64854592 | 100 gal | 5/8" | 03/17/2023 | 04/18/2023 | 19 (A) | 127 (A) | 108 | 108.00 | 10,800 |

A = Actual E = Estimate

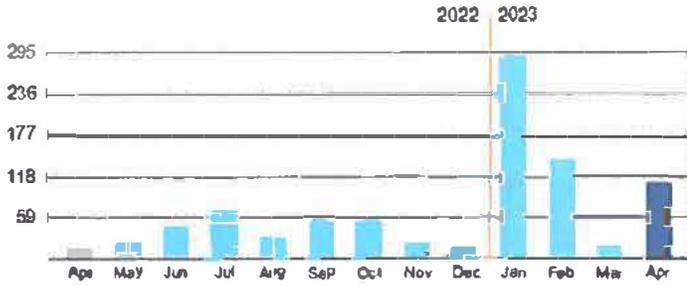
1 Billing Unit = 100 gallons

Total Gallons: 10,800

Billed Usage History (graph shown in 100 gallons)

Next Scheduled Read Date: on or about May 16, 2023
Account Type: Residential

- 10,800 gallons = usage for this period
- 1,496 gallons = usage for same period last year



Average daily use for this period is: (33 days)



Year to Date Billed Usage: 56,084 gallons

Account Detail

Account No

Service To: 1691 DONELWAL DR LEXINGTON, KY 40511-9051

| | |
|--|---------------|
| Prior Billing | 352.18 |
| Payments | -29.30 |
| Total payments as of Mar 28. Thank you! | -29.30 |
| Balance Forward | 322.86 |
| Service Related Charges - 03/17/23 to 04/18/23 | |
| Water Service | 77.18 |
| Water Service Charge | 15.00 |
| Water Usage Charge (108 x \$0.5757) | 62.18 |
| Other Charges | 6.38 |
| QIP Surcharge Water (\$77.18 x 4.49%) | 3.47 |
| KRA Withdrawal Fee 03/17/23 to 03/30/23 (45.81 x \$0.0275) | 1.26 |
| 03/31/23 to 04/18/23 (62.19 x \$0.0265) | 1.65 |
| Total Service Related Charges | 83.56 |
| Taxes | 5.02 |
| Franchise Taxes (\$83.56 x 3.000%) | 2.51 |
| School District Tax \$83.56 x 3.000% | 2.51 |
| Total Current Period Charges | 88.58 |

Total Amount Due



\$411.44

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 (or wastewater) service. 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.
- Surcharges:** Surcharges are used to recover charges to costs that occur between ratemaking cycles. Common surcharges include Purchased Water, Consolidated Expenses, Conservation, Intervenor Compensation and Payment Assistance.
- 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.

Para obtener asistencia con la traducción de su factura, comuníquese con nuestro Centro de Servicio al Cliente, de lunes a viernes de 7 a.m. a 7 p.m.

For more information about your charges and rates, please visit: <https://kamwater.com/ky/w/rates>



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NO LEAK

Meter Reading and Usage Summary

| Meter No. | Measure | Size | From Date | To Date | Previous Read | Current Read | Meter Units | Billing Units | Total Gallons |
|-----------|---------|------|------------|------------|---------------|--------------|-------------|---------------|---------------|
| 64854592 | 100 gal | 5/8" | 05/16/2023 | 06/16/2023 | 344 (A) | 374(A) | 30 | 30.00 | 3,000 |

A = Actual E = Estimate

1 Billing Unit = 100 gallons

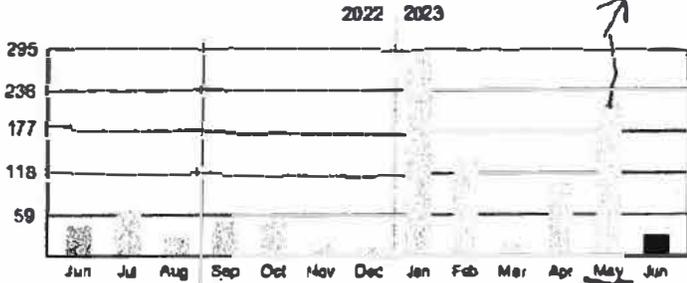
Total Gallons: 3,000

Billed Usage History (graph shown in 100 gallons)

Next Scheduled Read Date: on or about July 18, 2023
Account Type: Residential

- 3,000 gallons = usage for this period
- 4,488 gallons = usage for same period last year

Leak ONLY LEAK



Average daily use for this period is: (32 days)

94 gallons

Year to Date Billed Usage: 80,784 gallons

Account Detail

Account No.

Service To: 1891 DONELWAL DR LEXINGTON, KY 40511-9051

| | |
|--|---------------|
| Prior Billing | 572.52 |
| Payments | 0.00 |
| Balance Forward | 572.52 |
| Service Related Charges -05/16/23 to 06/16/23 | |
| Water Service | 32.27 |
| Water Service Charge | 15.00 |
| Water Usage Charge (30 x \$0.5757) | 17.27 |
| Other Charges | 2.25 |
| QIP Surcharge Water (\$32.27 x 4.49%) | 1.45 |
| KRA Withdrawal Fee (30 x \$0.0265) | 0.80 |
| Total Service Related Charges | 34.52 |
| Taxes | 2.06 |
| Franchise Taxes (\$34.52 x 3.00%) | 1.03 |
| School District Tax (\$34.52 x 3.00%) | 1.03 |
| Total Current Period Charges | 36.58 |

Total Amount Due



\$609.10

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- Surcharges:** Surcharges are used to recover charges to costs that occur between ratemaking cycles. Common surcharges include Purchased Water, Consolidated Expenses, Conservation, Intervenor Compensation and Payment Assistance.
- 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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For more information about your charges and rates, please visit: <https://kamwater.com/kyaw/rates>

WE KEEP LIFE FLOWING™

Meter Reading and Usage Summary

| Meter No. | Measure | Size | From Date | To Date | Previous Read | Current Read | Meter Units | Billing Units | Total Gallons |
|------------|---------|------|------------|------------|---------------|--------------|-------------|---------------|---------------|
| 000701030N | 100 gal | 5/8" | 01/24/2023 | 02/14/2023 | 704 (A) | 723 (A) | 19 | 19.00 | 1,900 |

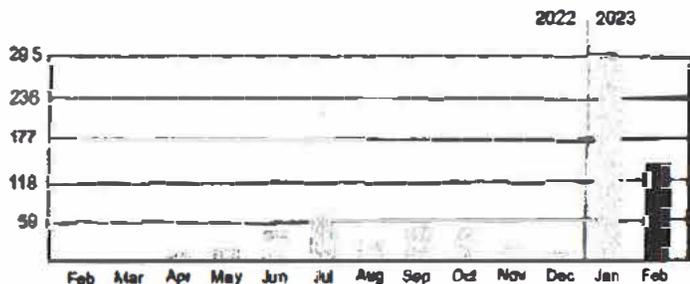
A = Actual E = Estimate

1 Billing Unit = 100 gallons

Total Gallons: 1,900

Billed Usage History (graph shown in 100 gallons)

- 1,900 gallons = usage for this period
- 0 gallons = usage for same period last year


 Next Scheduled Read Date: on or about March 16, 2023
Account Type: Residential

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

86
gallons

Year to Date Billed Usage: 43,384 gallons

Account Detail

Account No

Service To: 1691 DONELWALDR LEXINGTON, KY 40511.9051

| | | |
|--|---------------------|---------------|
| Prior Billing | | 211.35 |
| Payments | | 0.00 |
| Balance Forward | | 211.35 |
| Service Related Charges - 01/24/23 to 02/14/23 | | |
|  Water Service | | 96.82 |
| Water Service Charge | | 15.00 |
| Water Usage Charge | (142.12 x \$0.5757) | 81.82 |
|  Other Charges | | 8.37 |
| QIP Surcharge Water | (\$96.82 x 4.61%) | 4.46 |
| KRA Withdrawal Fee | (142.12 x \$0.0275) | 3.91 |
| Total Service Related Charges | | 105.19 |
|  Taxes | | 6.32 |
| Franchise Taxes (\$105.19 x 3.00%) | | 3.16 |
| School District Tax (\$105.19 x 3.00%) | | 3.16 |
| Total Current Period Charges | | 111.51 |

Total Amount Due

\$322.86
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- **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.
- **Surcharges:** Surcharges are used to recover changes to costs that occur between rate-making cycles. Common surcharges include Purchased Water, Consolidated Expenses, Conservation, Intervenor Compensation and Payment Assistance.
- **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.
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NO LEAK

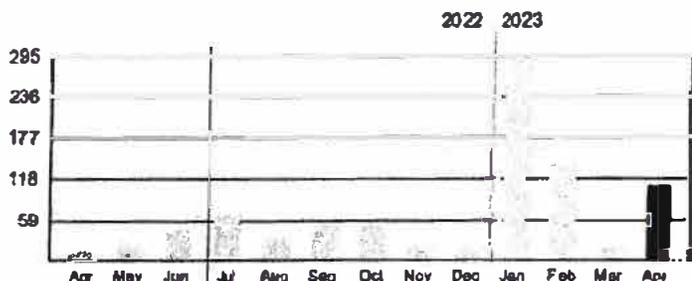
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| Meter No. | Measure | Size | From Date | To Date | Previous Read | Current Read | Meter Units | Billing Units | Total Gallons |
|-------------------------|---------|------|------------------------------|------------|---------------|--------------|----------------|---------------|---------------|
| 64854592 | 100 gal | 5/8" | 03/17/2023 | 04/18/2023 | 19 (A) | 127 (A) | 108 | 108.00 | 10,800 |
| A = Actual E = Estimate | | | 1 Billing Unit = 100 Gallons | | | | Total Gallons: | | 10,800 |

Billed Usage History (graph shown in 100 gallons)

- 10,800 gallons = usage for this period
- 1,496 gallons = usage for same period last year

Next Scheduled Read Date: on or about May 16, 2023
Account Type: Residential



Average daily use for this period is: **327** gallons (33 days)

Year to Date Billed Usage: 56,084 gallons

Account Detail

Account No.

Service To: 1691 DONELWAL DR LEXINGTON, KY 40511-9051

| | | |
|---|--------------------|---------------|
| Prior Billing | | 352.16 |
| Payments | | -29.30 |
| Total payments as of Mar 28. Thank you! | | -29.30 |
| Balance Forward | | 322.86 |
| Service Related Charges - 03/17/23 to 04/18/23 | | |
| Water Service | | 77.18 |
| Water Service Charge | | 15.00 |
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| Other Charges | | 6.38 |
| QIP Surcharge Water | (\$77.18 x 4.49%) | 3.47 |
| KRA Withdrawal Fee | | |
| 03/17/23 to 03/30/23 | (45.81 x \$0.0275) | 1.26 |
| 03/31/23 to 04/18/23 | (62.19 x \$0.0265) | 1.65 |
| Total Service Related Charges | | 83.56 |
| Taxes | | 5.02 |
| Franchise Taxes (\$83.56 x 3.000%) | | 2.51 |
| School District Tax (\$83.56 x 3.000%) | | 2.51 |
| Total Current Period Charges | | 88.58 |

Total Amount Due **\$411.44**

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Kentucky American Water - Customer Meter Test Form

BENCH 2 (5/8") Only

CUSTOMER NAME: Bobby Young ACCT _____

SERVICE ADDRESS: 1691 Donelwal Dr PREMISE # 9120066636

METER SIZE: 5/8" NUMBER: 88701030 DATE: 2/17/23

FIRST TEST READINGS

| Volume / Test | GPM | Adj. Read | Final Read | Test % | Required Accuracy |
|--------------------|------------|-----------------|-----------------|-------------|---------------------|
| <u>1 CF / LOW</u> | <u>1/4</u> | <u>723.7015</u> | <u>723.7113</u> | <u>98</u> | <u>95%-101%</u> |
| <u>1 CF / MED</u> | <u>2</u> | <u>723.7113</u> | <u>723.7214</u> | <u>101</u> | <u>98.5%-101.5%</u> |
| <u>10CF / HIGH</u> | <u>15</u> | <u>723.7214</u> | <u>723.8209</u> | <u>99.5</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 % of Capacity / Volume / Test | GPM | Adj. Read | Final Read | Test % | % 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% / 10CF / HIGH</u> | _____ | _____ | _____ | _____ | <u>98.5%-101.5%</u> |

First Test Series % Average: 99.5 Second Test Series % Average: _____

Less Standard: 100% Equal % of Error: _____ Fast: _____ Slow: _____

Before Test Reading: 0723.70 After Test Reading: 0723.82

Customer Witness? Yes: No: Joe Nye

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 could not be data logged because it has an old model MIU.

Meter passed bench test.

Copy To: _____ Disputes: Customer Advocacy Meter Tech: E. Mosby



KENTUCKY AMERICAN WATER WE KEEP LIFE FLOWING™

Service Address: BOBBY YOUNG 1691 DONELWALDR LEXINGTON, KY 40511-9051

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 and make the selection for paperless billing. Tired of buying stamps and writing checks? Enroll in Auto Pay and your bill will be paid on time, every time directly from your bank account. To enroll, register or log on to My Account at amwater.com/myaccount.

For more information, visit www.kentuckyamwater.com

Statement

Account No.

Table with 2 columns: Description, Amount. Total Amount Due: \$322.86, Payment Due By: March 6, 2023

Billing Date: February 16, 2023
Service Period: Jan 24 to Feb 14 (22 Days)
Total Gallons: 1,900

Account Summary - See page 3 for Account Detail

Table with 2 columns: Description, Amount. Rows include Prior Billing (\$211.35), Payments (\$0.00), Balance Forward (\$211.35), Service Related Charges (\$105.19), Taxes (\$6.32), Total Amount Due (\$322.86)

What is the service related charge. We don't understand.

View your account information or pay your bill anytime at www.amwater.com/MyAccount

Pay by Phone: Pay anytime at 1-855-748-6066 *Convenience fee may apply

Customer Service: 1800-678-6301 MF 7:00am to 7:00pm - Emergencies 24/7

KENTUCKY AMERICAN WATER PO BOX 6029 CAROL STREAM, IL 60197-6029

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

Account No.

Table with 2 columns: Description, Amount. Total Amount Due: \$322.86, Payment Due By: March 6, 2023



P.O. BOX 91623 RANTOUL, IL 61866-8623

Service to: 1691 DONELWALDR LEXINGTON, KY 40511-9051

Amount Enclosed \$

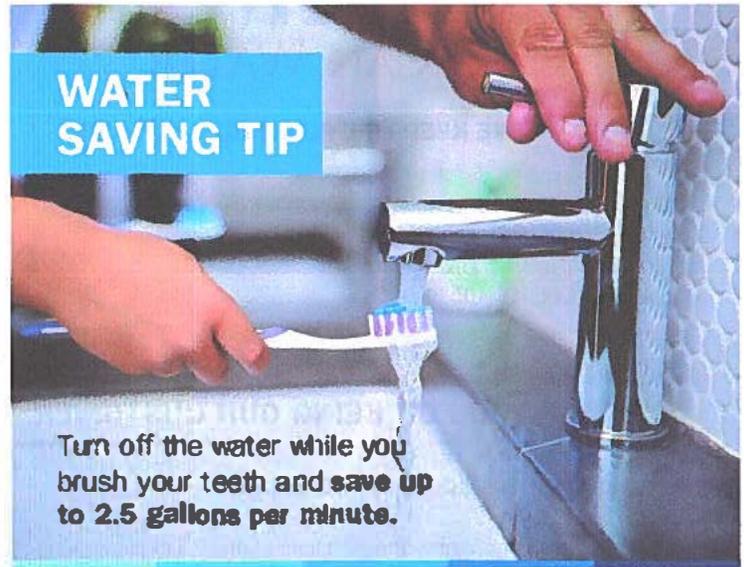


Barcode and address: 002466 1 AB 0.504 02466/002466/004934 9 02 VC2582001 BOBBY YOUNG 1691 DONELWALDR LEXINGTON KY 40511-9051

Barcode and address: KENTUCKY AMERICAN WATER PO BOX 6029 CAROL STREAM, IL 60197-6029

Messages from Kentucky American Water

- Cloudy or "milky-looking" water is caused by dissolved oxygen and poses no health risk. Dissolved oxygen in water is most evident during winter months when the water temperature is the coldest. Cold water absorbs more air out of the atmosphere than warm water. When cold water enters the internal plumbing system of a structure, it warms up to room temperature. This warmer water cannot hold as much dissolved air, but because the water is under pressure within the plumbing system's pipes, the excess dissolved air cannot escape until the water flows from the faucet. The result is cloudy water when the faucet is initially turned on. If cloudy water does not clear up within a few minutes, please call us at 1-800-678-6301 or contact us online using the Water Quality Inquiry option via your MyWater account.





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)

LOCAL OFFICE: 2300 Richmond Road in Lexington

SERVICES

-  **Go Paperless:** Save time. Save money. Sign up for Paperless Billing and Auto Pay on MyWater at anwater.com/mywater. 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. 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. Under Customer Service & Billing, select Customer Assistance 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 (or a copy of your tariff) is available by contacting Customer Service, visiting us at kentuckyamwater.com, or by visiting our customer lobby at 2300 Richmond Road in Lexington anytime between 9 a.m. to 4 p.m., Monday through Friday.
-  **Correspondence:** Please send written correspondence to PO Box 2798, Camden, NJ 08101. 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 _____

(____) _____
Phone Number _____

Mobile 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.anwater.com/MyAccount or pay without registration at www.anwater.com/billpay (fee may apply).

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

WE KEEP LIFE FLOWING™

NO LEAK

Meter Reading and Usage Summary

| Meter No. | Measure | Size | From Date | To Date | Previous Read | Current Read | Meter Units | Billing Units | Total Gallons |
|-----------|---------|------|------------|------------|---------------|--------------|-------------|---------------|---------------|
| 64854592 | 100 gal | 5/8" | 05/16/2023 | 06/16/2023 | 344 (A) | 374 (A) | 30 | 30.00 | 3000 |

A = Actual E = Estimate

1 Billing Unit = 100 gallons

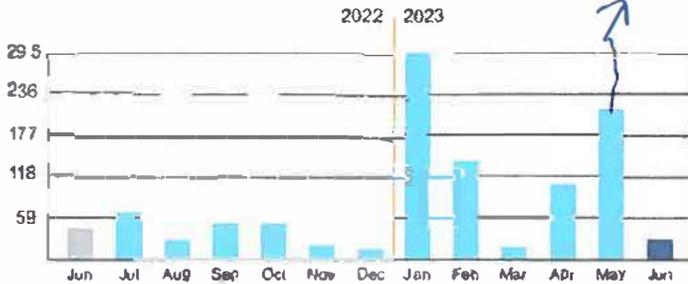
Total Gallons: 3,000

Billed Usage History (graph shown in 100 gallons)

Next Scheduled Read Date: on or about July 18, 2023
Account Type: Residential

- 3,000 gallons = usage for this period
- 4,488 gallons = usage for same period last year

(LEAK ONLY LEAK)



Average daily use for this period is: (32 days)



Year to Date Billed Usage: 80,784 gallons

Account Detail

Account No

Service To: 1691 DONELWALDR LEXINGTON, KY 40511.9051

Prior Billing **572.52**

Payments **0.00**

Balance Forward **572.52**

Service Related Charges -05/16/23 to 06/16/23

Water Service 32.27

Water Service Charge 15.00
Water Usage Charge (30 x \$0.5757) 17.27

Other Charges 2.25

QIP Surcharge Water (\$32.27 x 4.49%) 1.45
KRA Withdrawal Fee (30 x \$0.0265) 0.80

Total Service Related Charges 34.52

Taxes 2.06

Franchise Taxes (\$34.52 x 3.000%) 1.03
School District Tax (\$34.52 x 3.000%) 1.03

Total Current Period Charges 36.58

Total Amount Due  **\$609.10**

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 (or wastewater) service. 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.
- Surcharges:** Surcharges are used to recover charges to costs that occur between rate making cycles. Common surcharges include Purchased Water, Consolidated Expenses, Conservation, Intervenor Compensation and Payment Assistance.
- 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.

Para obtener asistencia con la traducción de su factura, comuníquese con nuestro Centro de Servicio al Cliente, de lunes a viernes de 7 a.m. a 7 p.m.

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



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WE KEEP LIFE FLOWING™

Meter Reading and Usage Summary

| Meter No. | Measure | Size | From Date | To Date | Previous Read | Current Read | Meter Units | Billing Units | Total Gallons |
|------------|---------|------|------------|------------|---------------|--------------|-------------|---------------|---------------|
| 088701030N | 100gal | 5/8" | 01/24/2023 | 02/14/2023 | 704 (A) | 723(A) | 19 | 19.00 | 1,900 |

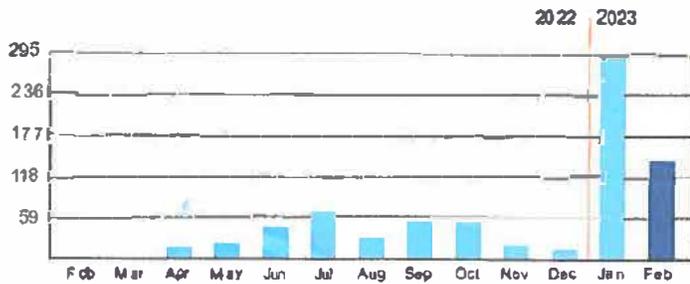
A = Actual E = Estimate

1 Billing Unit = 100 gallons

Total Gallons: 1,900

Billed Usage History (graph shown in 100 gallons)

- 1,900 gallons = usage for this period
- 0 gallons = usage for same period last year


 Next Scheduled Read Date: on or about March 16, 2023
 Account Type: Residential

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



Year to Date Billed Usage: 43,384 gallons

Account Detail

Account No

Service To: 1691 DONELWAL DR LEXINGTON, KY 40511-9051

Prior Billing 211.35
Payments 0.00
Balance Forward 211.35

Service Related Charges -01/24/23 to 02/14/23

| | | |
|--|---------------------|--------------|
|  Water Service | | 96.82 |
| Water Service Charge | | 15.00 |
| Water Usage Charge | (142.12 x \$0.5757) | 81.82 |
|  Other Charges | | 8.37 |
| QIP Surcharge Water | (\$96.82 x 4.61%) | 4.46 |
| KRA Withdrawal Fee | (142.12 x \$0.0275) | 3.91 |

Total Service Related Charges 105.19
 **Taxes 6.32**

 Franchise Taxes (\$105.19 x 3.00%) 3.16
 School District Tax (\$105.19 x 3.00%) 3.16

Total Current Period Charges 111.51
Total Amount Due  **\$322.86**

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