

RECEIVED

COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

NOV 28 2023

PUBLIC SERVICE
COMMISSION

In the matter of:

Alison Patricia Reiber (Van Sant)

(Your Full Name)

COMPLAINANT

VS.

Northern Kentucky Water District

(Name of Utility)

DEFENDANT

COMPLAINT

The complaint of Alison Patricia Reiber (Van Sant) respectfully shows:
(Your Full Name)

(a) Alison Patricia Reiber (Van Sant)
(Your Full Name)

3488 Meadowlark Dr. Edgewood, KY 4018
(Your Address)

(b) Northern Kentucky Water District
(Name of Utility)

3835 Crescent Springs Rd. Erlanger, KY 41018
(Address of Utility)

(c) That: (See attached)

(Describe here, attaching additional sheets if necessary,

the specific act, fully and clearly, or facts that are the reason

and basis for the complaint.)

Continued on Next Page

Formal Complaint

vs.

Page 2 of 2

Wherefore, complainant asks (See att. ached)
(Specifically state the relief desired.)

Dated at Edgewood, Kentucky, this 1 day
(Your City)

of November, 2023
(Month)

Alison Reiko
(Your Signature*)

(Name and address of attorney, if any)

11/23
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.

Fwd: Your Northern Kentucky Water District bill is ready

From: Alison Van Sant [REDACTED]

To: [REDACTED]

Date: Friday, July 7, 2023 at 12:12 PM EDT

Sent from my iPhone

Begin forwarded message:

From: NKWDnotifications@paymentus.com
Date: July 7, 2023 at 9:33:11 AM EDT
To: [REDACTED]
Subject: Your Northern Kentucky Water District bill is ready
Reply-To: NKWDnotifications@paymentus.com

Dear Alison Van Sant,

Your Northern Kentucky Water District bill is now available for

Customer #: [REDACTED]
Account # : [REDACTED]

Total Amount Due: \$5954.06
Bill due date: Aug 08, 2023

Please click [Customer Portal](#) to log in to your account.

Please do not reply to this email, it has been sent from an automated system.

11/1/2023

To whom it may concern,

I, Alison Reiber (Van Sant), am lodging a complaint against the Northern Kentucky Water District and their bill stating that I owe \$5,503.48 (which keeps increasing over time) in water usage.

My husband and I bought our home, 3488 Meadowlark Dr. Edgewood, KY 41018, in July 2022. We officially moved in October 2022. Over the course of residency, we paid two bills before the situation at hand began. The first bill was for \$25.31 in November 2022 and the second \$61.37 in February 2023. We had no reports of active leaks, current water damage, or foundation issues from water damage from our home inspection. We had the water heater replaced in November 2022 but did not see any increased activity for the water bill covering that time period (confirmed in the documentation provided).

We had a NKWD worker come to our home on 3/21/23 stating that we had a high water reading meaning that we had an active leak. He did a meter reading in front of our home with the water on. We requested our water not be turned off until we found out what the issue was. We had a plumber come out that day and inspect the house. He confirmed there was no leak.

When we received our bill I immediately called NKWD to try to resolve the bill because we had never used that much water. I was put in touch with a supervisor named Jenny Klute. Over the next two months I worked with Jenny to try and figure out what the issue was. Our communications can be viewed in the documents provided. She had the meter from the road sent out, changed, and read multiple times. She also sent a meter profile that stated the increase clearly began on 1/4/23. Yet still, we had no signs of leaks anywhere inside our home, surrounding our home in the street, nor in our yard.

When a resolution couldn't be found, I was directed to file a complaint to the Public Service Commission. During that investigation, I had a second plumber come out to read the outside meter with and without the water on (findings confirmed in documentation provided). They confirmed there is no leak. I also had the first plumber come out again to inspect the house once more. He confirmed there is no leak nor signs of water damage in or outside the house. The initial complaint with PSC did not end with a resolution (documentation of their findings provided) so I was directed to file a formal complaint.

I have enclosed documentation from both plumbers that have inspected the outside of our home and inside confirming we have no leaks or signs of leaks. I have provided a timeline of my calls to ensure that the situation did not get ignored. I have provided documentation of my communications with Jenny Klute, the meter profile, and the findings of the PSC investigation. I have also made a payment to NKWD for 09/2023 for \$61.37 and will continue to make it monthly for that amount until this is resolved to ensure that we can maintain water usage in our home.

Desired relief: I would like to have this bill for \$5,503.48 (now, \$5,936.44 as of 9/25/23) removed from our payment obligation. We have been asked to pay for a leak that we have proved doesn't exist with multiple professional opinions. If we are going to be required to pay this bill we want the NKWD to pay to have a company come out and inspect our home and prove there is a leak with the assistance of a company we trust. We also want to make sure this is resolved so that it doesn't continue every time we have a bill.

I sincerely appreciate your time and consideration. Please let me know if I can be of any further assistance,

Alison Reiber (Van Sant)

Timeline of Communications:

3/21/23- Bailey from NKWD came to the house and stated we showed a high reading

3/21/23- Gary Ratliff with Cincinnati Plumbing came into the house and confirmed there was no leak

4/13/23- Received first email about water bill amt (documentation provided)

4/13/23- Cancelled scheduled autopayments with two NKWD accounts

4/14/23- Call with customer service, Autumn, at NKWD @ 10:35am and left a voicemail for Jenny Klute (859) 578-7897

Manual reading done by foreman at the house on a Monday

Note: Every time the water company sent someone new to check the meter we were never asked to turn off the water to watch the meter movement

5/1/23- Left voicemail for Jenny to follow up @ 3:39pm

5/23/23- Received meter profile report from Jenny confirming that readings began spiking on 1/4/23 (documentation provided along with follow up emails)

Note: Water heater was installed in November 2022 and the spike in water usage doesn't begin until 1/4/23 so that does not match up as being the culprit of the issue

5/30/23- Joe Lay & Sons plumbing came to check outside meter with water on and off (documentation provided) and found no leak or water movement

5/31/23- Gary Ratliff checked outside meter and confirmed no issues

5/31/23- Called Public Service Commission at 11:16am and gave verbal complaint to Rosemary Tutt (502) 782-2576

6/5/23- PSC call to Rosemary to confirm that water can't be turned off while our bill is in dispute

6/6/23- Gary Ratliff came again into the house and confirmed no leaking or signs of leaking (documentation provided)

6/13/23- PSC call to check in with Rosemary who confirmed the investigation can take a few weeks

6/15/23- Spoke to Rosemary at 4:22pm who confirmed a formal inquiry needed to be submitted via email to have someone come out to the house and do a reading. Confirmed that there was no timeline for this to be completed. Email sent at 4:35pm to psc.consumer.inquiries@ky.gov (documentation provided)

7/7/23- Spoke to Rosemary at 11:40am about the inspector having come out to the house. She stated their findings indicated that the high usage began on 12/22/22 but that is not what the report from Jenny was stating. She said she would follow up for more details and call me back.

7/7/23- Spoke to a lawyer, Michael Keeney, for the first time

8/8/23- Left voicemail for Rosemary at 11:19am to follow up

8/17/23- Letter from Rosemary about Inspector's report (documentation provided)

9/1/23- Spoke with Rosemary and requested legal forms be mailed to me

9/15/23- Spoke with Rosemary at 10:30am and requested legal forms to be mailed again because they weren't received

9/25/23- LVM for Michael Keeney @ 10:46am



Cincinnati Plumbing Solutions

We have an app for that!

Gary Ratliff

C: 859-446-3020

937 Tremises Dr. Apt 137, Florence Ky 41042

Statement

TO: *Al Vasant*
3988 MEADOWLARK
DR. Edgewood Ky 41018

DATE: *MARCH 21-2023*
 AMOUNT REMITTED
MAY 31-2023
JUNE -6-2023

DETACH AND MAIL WITH YOUR REMITTANCE YOUR CANCELLED CHECK IS YOUR RECEIPT.

DATE	DESCRIPTION	CHARGES	CREDITS	BALANCE
	<i>I have checked</i>			
	<i>All plumbing in the</i>			
	<i>house & toilets</i>			
	<i>working as they</i>			
	<i>should.</i>			
	<i>checked meter</i>			
	<i>found no prob.</i>			
	<i>Toilets working</i>			
	<i>as they should.</i>			
	<i>[Signature]</i>			
CURRENT	OVER 30 DAYS	OVER 60 DAYS	TOTAL AMOUNT	<i>200.00</i>
				<i>200.00</i>

LABOR AND MATERIALS WARRANTED FOR 60 DAYS EXCEPT FOR CUSTOMER SUPPLIED MATERIALS.

Thank You!



110 RICHWOOD RD SUITE A WALTON, KY 41094

PHONE: 859-384-3467

FAX: 859-384-9131

WEBSITE: www.layplumbing.com

EMAIL: joelay@fuse.net

June 1, 2023

**Project: Ali Van Sant
3488 Meadowlark Drive
Edgewood, Ky 41018**

On May 30th 2023 Joe Lay & Sons Plumbing performed a service call at 3488 Meadowlark Drive Edgewood, Ky as requested by the customer to check for a waterline leak since the customer had received a very high water bill. Below are the techs notes from that visit. As you can see there clearly is no water leak at this home. It is our opinion that there is a faulty water meter installed at this customers home.

Tech notes:

Shut water off too house and checked meter and it did not move at all. Watched it for 5-10min , told customer to contact water company to switch meter out due to getting a \$5000 bill. Told customer. If it was leaking that much the whole yard would be full of water.

**Rob Heeger
Joe Lay & Sons Plumbing**

**Thank you,
Joe Lay and Sons Plumbing**

Meter Profile

From: Jenny Klute (jklute@nkywater.org)

To: [REDACTED]

Date: Tuesday, May 23, 2023 at 10:43 AM EDT

Hello Ali-

I have attached the meter profile report that I left you the voicemail about yesterday.

Your billing dates during your most recent invoice are 12/14/22 through 3/17/23. This profile will show you the dates that your water went through your meter during the billing period in question which are found on pages 18-20.

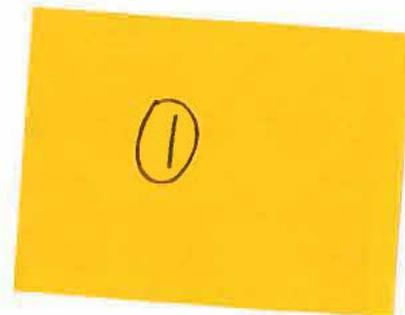
Our meters are calibrated to read in hundreds of cubic feet therefore, you use water each day, but it may take one day or several days to use 100 cuft of water. If something is going on such as watering grass, filling pools, kids playing with hoses, watering flowers, washing cars, leaks etc. (these are examples) then the usage may go up to the 200 or 300 or more in a day. As you can see yours were extremely high, some being as high as 18,23,24,25 in one day and 95 on 4/15/23.

I also wanted to mention that when our serviceman was at your home on 3/21/23 he put a new meter in and the NKWD tested, the results show the meter was in good working condition. You can see by the usage on the report that the high usage continues after that date which is showing there is nothing wrong with our meters. Unfortunately, your next bill will also be extremely high, and I hate having to pass that on to you, but I am sure you can see after your billing period this past quarter how the usage continued to be higher than normal.

After your review of this information, if you have any additional questions, please feel free to contact us by replying to this email and we will follow up with your continued concerns. Please do not worry about any kind of disconnection of your water bill at this time, I will continue to work with you on your account.

Thank you,
Jenny

Jennifer Klute
Account Services Supervisor
Phone: 859-578-7897
Fax: 859-578-3668
jklute@nkywater.org



Beginning February 1st 2023, customers who pay their NKWD bill by credit or debit card will also pay a convenience fee per transaction. This includes automatic payments that are made with a credit or debit card. The same fee will apply to one-time e-check payments made over the phone and online. This is a pass-through fee that is charged by and goes directly to Paymentus, NKWD's third-party vendor. Visit www.nkywater.org for additional information and a list of fee-free bill payment options.

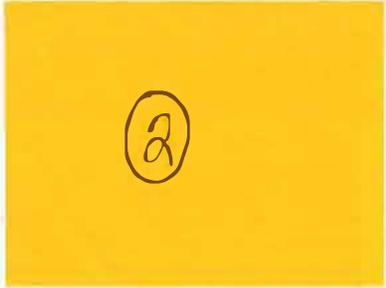


3488 Meadowlark - Meter Profile.pdf

1017.8kB

Re: Meter Profile

From: Alison Van Sant [REDACTED]
To: jklute@nkywater.org
Date: Tuesday, May 30, 2023 at 03:16 PM EDT



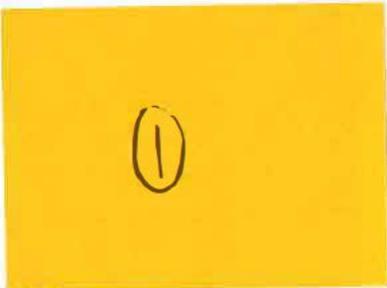
Jenny,

Thank you for supplying us with that information. I had a second licensed plumbing company come out and check the meter. They had us turn the water off and they watched the meter for ten minutes confirming there was zero leak. I'd be happy to get documentation sent to you guys to confirm. Please let me know how you'd like to proceed.

Sincerely,
Ali Reber

Sent from my iPhone

On May 23, 2023, at 10:43 AM, Jenny Klute <JKlute@nkywater.org> wrote:



Hello Ali-

I have attached the meter profile report that I left you the voicemail about yesterday.

Your billing dates during your most recent invoice are 12/14/22 through 3/17/23. This profile will show you the dates that your water went through your meter during the billing period in question which are found on pages 18-20.

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Thank you,
Jenny

Jennifer Klute
Account Services Supervisor

Phone: 859-578-7897

Fax: 859-578-3668

jklyte@nkywater.org

<image001.png>

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<3488 Meadowlark - Meter Profile.pdf>

RE: *EXTERNAL* Re: *EXTERNAL* Re: Meter Profile

From: Jenny Klute (jklute@nkywater.org)

To: [REDACTED]

Date: Tuesday, May 30, 2023 at 05:39 PM EDT

Ali-

Please go ahead and send me what you have as proof and then I will forward to our attorney when I reach out to him to see if you qualify for the Type 2 adjustment.

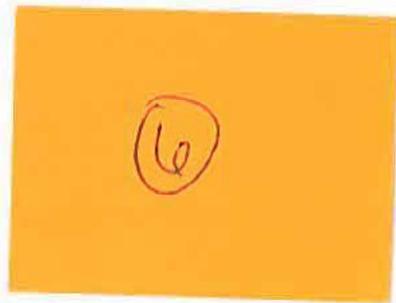
If you would like us to perform another test on your meter and you or your husband would like to be present that is also an option at this time, let me know and I can send you the form to sign and our meter shop can set something up for you.

The next step for you would be reaching out to the Public Service Commission and file a complaint, that is who regulates us. They can be reached by calling 1-800-772-4636 and then they will reach out to me, and I will submit all the information we have. You can have them get the meter from us and test it and provide you with those results, maybe at that time they can give you some next steps to take.

If you feel that your best option is to seek legal counsel before going to the PSC then I completely understand. If there are any further questions that you have for me, please let me know and I will try to help you as much as I can.

Thank you,
Jenny

Jennifer Klute
Account Services Supervisor
Phone: 859-578-7897
Fax: 859-578-3668
jklute@nkywater.org



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From: Alison Van Sant [REDACTED]
Sent: Tuesday, May 30, 2023 5:03 PM

To: Jenny Klute <JKlute@nkywater.org>
Subject: *EXTERNAL* Re: *EXTERNAL* Re: Meter Profile

CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.



Jenny,

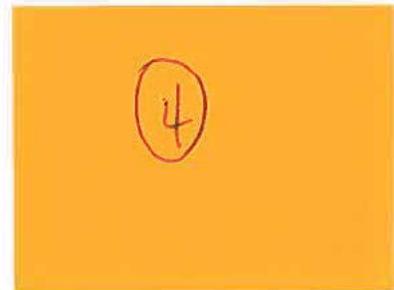
The dates do not match up to either the water heater being installed or the valve being adjusted by the first plumber. The document you sent me shows the spike on 1/4/23. The water heater was changed in November of 2022 and the valve was adjusted in March 2023. The document shows that the issue persists into May 2023. If we are to the point where the proof we've acquired isn't sufficient then I will go ahead and seek legal counsel.

Sincerely,

Ali

Sent from my iPhone

On May 30, 2023, at 4:12 PM, Jenny Klute <JKlute@nkywater.org> wrote:



Hello Ali-

You are very welcome! I am upset that I cannot help you more.

I don't believe you had a leak either, I believe it was from the valve that your 1st plumber shut off on your hot water heater. That is why I wanted you to see the meter profile that shows when that water was running through the meter. Did you reach out to who installed your hot water heater to find out if the dates match up to when your water started running so much through your meter?

We are regulated by the Public Service Commission and per our regulations we are only allowed to adjust a bill for an underground leak on your service line from the meter to the home called a Type 1 adjustment. I have had the meter read, checked to make sure everything is in working order, pulled the meter profile and then also tested our

meter that we removed and installed a new one, which shows our equipment is in working order. Even after we put a new meter in the water continued to run.

There is one more type of adjustment which we could possibly try to see if we can apply to your account, but I would need to run it by our inside Legal Counsel. This is a Type 2 adjustment for customers that have a high bill but hired a plumber and did not find any issues, with your plumber finding or hearing water running and turned a valve off I am not sure that your account would qualify. I will reach out to him and follow up with you if we can go that route, even if it wouldn't be a large adjustment, it could get you something off your bill possibly.

Thank you,

Jenny

Jennifer Klute

Account Services Supervisor

Phone: 859-578-7897

Fax: 859-578-3668

ijklute@nkywater.org

<image001.png>

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From: Alison Van Sant [REDACTED]
Sent: Tuesday, May 30, 2023 3:17 PM
To: Jenny Klute <JKlute@nkywater.org>
Subject: *EXTERNAL* Re: Meter Profile

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Jenny,



Thank you for supplying us with that in the meter. They had us turn the water leak. I'd be happy to get documentation proceed.

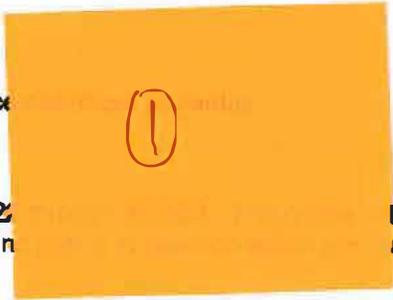
d plumbing company come out and check for ten minutes confirming there was zero use let me know how you'd like to

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Thank you,
Jenny

Jennifer Klute

Account Services Supervisor

Phone: 859-578-7897

Fax: 859-578-3668

ijklute@nkywater.org

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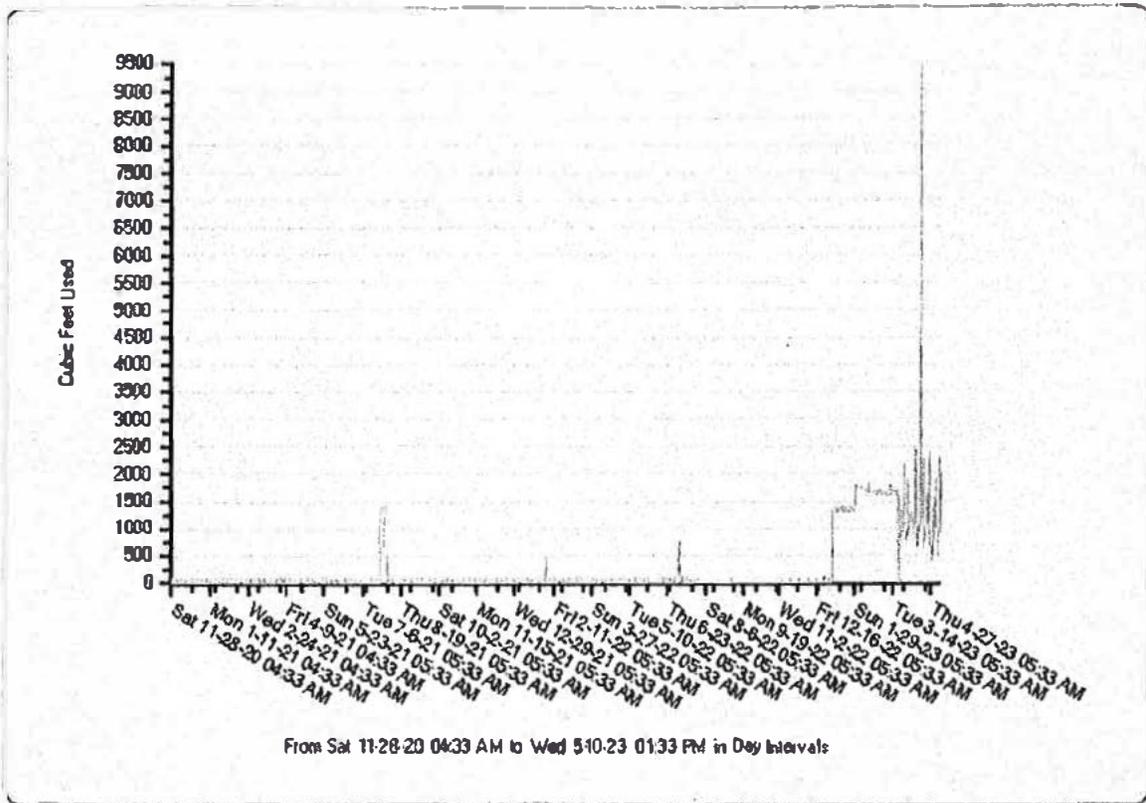
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<3488 Meadowlark - Meter Profile.pdf>

ORION Meter Reading Profile
Serial # 81957021



Profile Name: 81957021 20230510 1335

3488 Meadowlark Edgewood

100 cf

ORION Profile Viewer - Copyright 2023 Badger Meter, Inc.

ORION Meter Reading Profile

Serial # [REDACTED]

Read #	Read Time	Cubic Feet Use
=====	=====	=====
1	Sat 11-28-20 04:33 AM	0
2	Sun 11-29-20 04:33 AM	100
3	Mon 11-30-20 04:33 AM	0
4	Tue 12-1-20 04:33 AM	0
5	Wed 12-2-20 04:33 AM	0
6	Thu 12-3-20 04:33 AM	0
7	Fri 12-4-20 04:33 AM	100
8	Sat 12-5-20 04:33 AM	0
9	Sun 12-6-20 04:33 AM	0
10	Mon 12-7-20 04:33 AM	0
11	Tue 12-8-20 04:33 AM	0
12	Wed 12-9-20 04:33 AM	100
13	Thu 12-10-20 04:33 AM	0
14	Fri 12-11-20 04:33 AM	0
15	Sat 12-12-20 04:33 AM	0
16	Sun 12-13-20 04:33 AM	0
17	Mon 12-14-20 04:33 AM	100
18	Tue 12-15-20 04:33 AM	0
19	Wed 12-16-20 04:33 AM	0
20	Thu 12-17-20 04:33 AM	0
21	Fri 12-18-20 04:33 AM	0
22	Sat 12-19-20 04:33 AM	100
23	Sun 12-20-20 04:33 AM	0
24	Mon 12-21-20 04:33 AM	0
25	Tue 12-22-20 04:33 AM	0
26	Wed 12-23-20 04:33 AM	0
27	Thu 12-24-20 04:33 AM	100
28	Fri 12-25-20 04:33 AM	0
29	Sat 12-26-20 04:33 AM	0
30	Sun 12-27-20 04:33 AM	0
31	Mon 12-28-20 04:33 AM	0
32	Tue 12-29-20 04:33 AM	100
33	Wed 12-30-20 04:33 AM	0
34	Thu 12-31-20 04:33 AM	0
35	Fri 1-1-21 04:33 AM	0
36	Sat 1-2-21 04:33 AM	100
37	Sun 1-3-21 04:33 AM	0
38	Mon 1-4-21 04:33 AM	0
39	Tue 1-5-21 04:33 AM	0
40	Wed 1-6-21 04:33 AM	0
41	Thu 1-7-21 04:33 AM	0
42	Fri 1-8-21 04:33 AM	100
43	Sat 1-9-21 04:33 AM	0
44	Sun 1-10-21 04:33 AM	0
45	Mon 1-11-21 04:33 AM	0

ORION Profile Viewer - Copyright 2023 Badger Meter, Inc.

ORION Meter Reading Profile

Serial # [REDACTED]

Read #	Read Time	Cubic Feet Use
=====	=====	=====
46	Tue 1-12-21 04:33 AM	100
47	Wed 1-13-21 04:33 AM	0
48	Thu 1-14-21 04:33 AM	0
49	Fri 1-15-21 04:33 AM	0
50	Sat 1-16-21 04:33 AM	0
51	Sun 1-17-21 04:33 AM	0
52	Mon 1-18-21 04:33 AM	100
53	Tue 1-19-21 04:33 AM	0
54	Wed 1-20-21 04:33 AM	0
55	Thu 1-21-21 04:33 AM	0
56	Fri 1-22-21 04:33 AM	100
57	Sat 1-23-21 04:33 AM	0
58	Sun 1-24-21 04:33 AM	0
59	Mon 1-25-21 04:33 AM	0
60	Tue 1-26-21 04:33 AM	0
61	Wed 1-27-21 04:33 AM	100
62	Thu 1-28-21 04:33 AM	0
63	Fri 1-29-21 04:33 AM	0
64	Sat 1-30-21 04:33 AM	0
65	Sun 1-31-21 04:33 AM	0
66	Mon 2-1-21 04:33 AM	100
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71	Sat 2-6-21 04:33 AM	0
72	Sun 2-7-21 04:33 AM	0
73	Mon 2-8-21 04:33 AM	0
74	Tue 2-9-21 04:33 AM	0
75	Wed 2-10-21 04:33 AM	0
76	Thu 2-11-21 04:33 AM	100
77	Fri 2-12-21 04:33 AM	0
78	Sat 2-13-21 04:33 AM	0
79	Sun 2-14-21 04:33 AM	0
80	Mon 2-15-21 04:33 AM	0
81	Tue 2-16-21 04:33 AM	100
82	Wed 2-17-21 04:33 AM	0
83	Thu 2-18-21 04:33 AM	0
84	Fri 2-19-21 04:33 AM	0
85	Sat 2-20-21 04:33 AM	0
86	Sun 2-21-21 04:33 AM	100
87	Mon 2-22-21 04:33 AM	0
88	Tue 2-23-21 04:33 AM	0
89	Wed 2-24-21 04:33 AM	0
90	Thu 2-25-21 04:33 AM	0

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ORION Meter Reading Profile

Serial # [REDACTED]

Read #	Read Time	Cubic Feet Use
=====	=====	=====
91	Fri 2-26-21 04:33 AM	100
92	Sat 2-27-21 04:33 AM	0
93	Sun 2-28-21 04:33 AM	0
94	Mon 3-1-21 04:33 AM	0
95	Tue 3-2-21 04:33 AM	0
96	Wed 3-3-21 04:33 AM	0
97	Thu 3-4-21 04:33 AM	100
98	Fri 3-5-21 04:33 AM	0
99	Sat 3-6-21 04:33 AM	0
100	Sun 3-7-21 04:33 AM	0
101	Mon 3-8-21 04:33 AM	0
102	Tue 3-9-21 04:33 AM	0
103	Wed 3-10-21 04:33 AM	100
104	Thu 3-11-21 04:33 AM	0
105	Fri 3-12-21 04:33 AM	0
106	Sat 3-13-21 04:33 AM	0
107	Sun 3-14-21 04:33 AM	0
108	Mon 3-15-21 04:33 AM	0
109	Tue 3-16-21 04:33 AM	100
110	Wed 3-17-21 04:33 AM	0
111	Thu 3-18-21 04:33 AM	0
112	Fri 3-19-21 04:33 AM	0
113	Sat 3-20-21 04:33 AM	0
114	Sun 3-21-21 04:33 AM	0
115	Mon 3-22-21 04:33 AM	100
116	Tue 3-23-21 04:33 AM	0
117	Wed 3-24-21 04:33 AM	0
118	Thu 3-25-21 04:33 AM	0
119	Fri 3-26-21 04:33 AM	0
120	Sat 3-27-21 04:33 AM	0
121	Sun 3-28-21 04:33 AM	0
122	Mon 3-29-21 04:33 AM	100
123	Tue 3-30-21 04:33 AM	0
124	Wed 3-31-21 04:33 AM	0
125	Thu 4-1-21 04:33 AM	0
126	Fri 4-2-21 04:33 AM	0
127	Sat 4-3-21 04:33 AM	100
128	Sun 4-4-21 04:33 AM	0
129	Mon 4-5-21 04:33 AM	0
130	Tue 4-6-21 04:33 AM	0
131	Wed 4-7-21 04:33 AM	100
132	Thu 4-8-21 04:33 AM	0
133	Fri 4-9-21 04:33 AM	0
134	Sat 4-10-21 04:33 AM	0
135	Sun 4-11-21 04:33 AM	0

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ORION Meter Reading Profile

Serial # [REDACTED]

Read #	Read Time	Cubic Feet Use
=====	=====	=====
136	Mon 4-12-21 04:33 AM	0
137	Tue 4-13-21 04:33 AM	0
138	Wed 4-14-21 04:33 AM	100
139	Thu 4-15-21 04:33 AM	0
140	Fri 4-16-21 04:33 AM	0
141	Sat 4-17-21 04:33 AM	0
142	Sun 4-18-21 04:33 AM	0
143	Mon 4-19-21 04:33 AM	0
144	Tue 4-20-21 04:33 AM	100
145	Wed 4-21-21 04:33 AM	0
146	Thu 4-22-21 04:33 AM	0
147	Fri 4-23-21 04:33 AM	0
148	Sat 4-24-21 04:33 AM	0
149	Sun 4-25-21 04:33 AM	0
150	Mon 4-26-21 04:33 AM	100
151	Tue 4-27-21 04:33 AM	0
152	Wed 4-28-21 04:33 AM	0
153	Thu 4-29-21 04:33 AM	0
154	Fri 4-30-21 04:33 AM	0
155	Sat 5-1-21 04:33 AM	0
156	Sun 5-2-21 04:33 AM	0
157	Mon 5-3-21 04:33 AM	100
158	Tue 5-4-21 04:33 AM	0
159	Wed 5-5-21 04:33 AM	0
160	Thu 5-6-21 04:33 AM	0
161	Fri 5-7-21 04:33 AM	0
162	Sat 5-8-21 04:33 AM	0
163	Sun 5-9-21 04:33 AM	100
164	Mon 5-10-21 04:33 AM	0
165	Tue 5-11-21 04:33 AM	0
166	Wed 5-12-21 04:33 AM	0
167	Thu 5-13-21 04:33 AM	0
168	Fri 5-14-21 04:33 AM	0
169	Sat 5-15-21 04:33 AM	0
170	Sun 5-16-21 04:33 AM	100
171	Mon 5-17-21 05:33 AM	0
172	Tue 5-18-21 05:33 AM	0
173	Wed 5-19-21 05:33 AM	0
174	Thu 5-20-21 05:33 AM	0
175	Fri 5-21-21 05:33 AM	100
176	Sat 5-22-21 05:33 AM	0
177	Sun 5-23-21 05:33 AM	0
178	Mon 5-24-21 05:33 AM	0
179	Tue 5-25-21 05:33 AM	100
180	Wed 5-26-21 05:33 AM	0

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ORION Meter Reading Profile

Serial # [REDACTED]

Read #	Read Time	Cubic Feet Use
=====	=====	=====
181	Thu 5-27-21 05:33 AM	0
182	Fri 5-28-21 05:33 AM	0
183	Sat 5-29-21 05:33 AM	0
184	Sun 5-30-21 05:33 AM	0
185	Mon 5-31-21 05:33 AM	100
186	Tue 6-1-21 05:33 AM	0
187	Wed 6-2-21 05:33 AM	0
188	Thu 6-3-21 05:33 AM	0
189	Fri 6-4-21 05:33 AM	0
190	Sat 6-5-21 05:33 AM	0
191	Sun 6-6-21 05:33 AM	100
192	Mon 6-7-21 05:33 AM	0
193	Tue 6-8-21 05:33 AM	100
194	Wed 6-9-21 05:33 AM	0
195	Thu 6-10-21 05:33 AM	0
196	Fri 6-11-21 05:33 AM	0
197	Sat 6-12-21 05:33 AM	0
198	Sun 6-13-21 05:33 AM	0
199	Mon 6-14-21 05:33 AM	0
200	Tue 6-15-21 05:33 AM	100
201	Wed 6-16-21 05:33 AM	0
202	Thu 6-17-21 05:33 AM	0
203	Fri 6-18-21 05:33 AM	0
204	Sat 6-19-21 05:33 AM	100
205	Sun 6-20-21 05:33 AM	0
206	Mon 6-21-21 05:33 AM	0
207	Tue 6-22-21 05:33 AM	0
208	Wed 6-23-21 05:33 AM	0
209	Thu 6-24-21 05:33 AM	100
210	Fri 6-25-21 05:33 AM	0
211	Sat 6-26-21 05:33 AM	0
212	Sun 6-27-21 05:33 AM	0
213	Mon 6-28-21 05:33 AM	100
214	Tue 6-29-21 05:33 AM	0
215	Wed 6-30-21 05:33 AM	0
216	Thu 7-1-21 05:33 AM	0
217	Fri 7-2-21 05:33 AM	0
218	Sat 7-3-21 05:33 AM	100
219	Sun 7-4-21 05:33 AM	0
220	Mon 7-5-21 05:33 AM	0
221	Tue 7-6-21 05:33 AM	0
222	Wed 7-7-21 05:33 AM	0
223	Thu 7-8-21 05:33 AM	0
224	Fri 7-9-21 05:33 AM	0
225	Sat 7-10-21 05:33 AM	0

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ORION Meter Reading Profile

Serial # [REDACTED]

Read #	Read Time	Cubic Feet Use
=====	=====	=====
226	Sun 7-11-21 05:33 AM	0
227	Mon 7-12-21 05:33 AM	0
228	Tue 7-13-21 05:33 AM	0
229	Wed 7-14-21 05:33 AM	0
230	Thu 7-15-21 05:33 AM	0
231	Fri 7-16-21 05:33 AM	100
232	Sat 7-17-21 05:33 AM	0
233	Sun 7-18-21 05:33 AM	0
234	Mon 7-19-21 05:33 AM	0
235	Tue 7-20-21 05:33 AM	0
236	Wed 7-21-21 05:33 AM	0
237	Thu 7-22-21 05:33 AM	100
238	Fri 7-23-21 05:33 AM	0
239	Sat 7-24-21 05:33 AM	0
240	Sun 7-25-21 05:33 AM	0
241	Mon 7-26-21 05:33 AM	1100
242	Tue 7-27-21 05:33 AM	1400
243	Wed 7-28-21 05:33 AM	1300
244	Thu 7-29-21 05:33 AM	1400
245	Fri 7-30-21 05:33 AM	1400
246	Sat 7-31-21 05:33 AM	1400
247	Sun 8-1-21 05:33 AM	1400
248	Mon 8-2-21 05:33 AM	1500
249	Tue 8-3-21 05:33 AM	500
250	Wed 8-4-21 05:33 AM	0
251	Thu 8-5-21 05:33 AM	200
252	Fri 8-6-21 05:33 AM	0
253	Sat 8-7-21 05:33 AM	0
254	Sun 8-8-21 05:33 AM	0
255	Mon 8-9-21 05:33 AM	100
256	Tue 8-10-21 05:33 AM	100
257	Wed 8-11-21 05:33 AM	100
258	Thu 8-12-21 05:33 AM	100
259	Fri 8-13-21 05:33 AM	0
260	Sat 8-14-21 05:33 AM	0
261	Sun 8-15-21 05:33 AM	0
262	Mon 8-16-21 05:33 AM	0
263	Tue 8-17-21 05:33 AM	0
264	Wed 8-18-21 05:33 AM	100
265	Thu 8-19-21 05:33 AM	0
266	Fri 8-20-21 05:33 AM	0
267	Sat 8-21-21 05:33 AM	0
268	Sun 8-22-21 05:33 AM	0
269	Mon 8-23-21 05:33 AM	100
270	Tue 8-24-21 05:33 AM	0

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ORION Meter Reading Profile

Serial # [REDACTED]

Read #	Read Time	Cubic Feet Use
=====	=====	=====
271	Wed 8-25-21 05:33 AM	0
272	Thu 8-26-21 05:33 AM	0
273	Fri 8-27-21 05:33 AM	0
274	Sat 8-28-21 05:33 AM	0
275	Sun 8-29-21 05:33 AM	0
276	Mon 8-30-21 05:33 AM	0
277	Tue 8-31-21 05:33 AM	100
278	Wed 9-1-21 05:33 AM	0
279	Thu 9-2-21 05:33 AM	0
280	Fri 9-3-21 05:33 AM	0
281	Sat 9-4-21 05:33 AM	0
282	Sun 9-5-21 05:33 AM	0
283	Mon 9-6-21 05:33 AM	0
284	Tue 9-7-21 05:33 AM	100
285	Wed 9-8-21 05:33 AM	0
286	Thu 9-9-21 05:33 AM	0
287	Fri 9-10-21 05:33 AM	0
288	Sat 9-11-21 05:33 AM	0
289	Sun 9-12-21 05:33 AM	0
290	Mon 9-13-21 05:33 AM	100
291	Tue 9-14-21 05:33 AM	0
292	Wed 9-15-21 05:33 AM	0
293	Thu 9-16-21 05:33 AM	0
294	Fri 9-17-21 05:33 AM	0
295	Sat 9-18-21 05:33 AM	0
296	Sun 9-19-21 05:33 AM	0
297	Mon 9-20-21 05:33 AM	0
298	Tue 9-21-21 05:33 AM	100
299	Wed 9-22-21 05:33 AM	0
300	Thu 9-23-21 05:33 AM	0
301	Fri 9-24-21 05:33 AM	0
302	Sat 9-25-21 05:33 AM	0
303	Sun 9-26-21 05:33 AM	0
304	Mon 9-27-21 05:33 AM	100
305	Tue 9-28-21 05:33 AM	0
306	Wed 9-29-21 05:33 AM	0
307	Thu 9-30-21 05:33 AM	0
308	Fri 10-1-21 05:33 AM	0
309	Sat 10-2-21 05:33 AM	0
310	Sun 10-3-21 05:33 AM	0
311	Mon 10-4-21 05:33 AM	0
312	Tue 10-5-21 05:33 AM	0
313	Wed 10-6-21 05:33 AM	100
314	Thu 10-7-21 05:33 AM	0
315	Fri 10-8-21 05:33 AM	0

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ORION Meter Reading Profile

Serial # [REDACTED]

Read #	Read Time	Cubic Feet Use
=====	=====	=====
316	Sat 10-9-21 05:33 AM	0
317	Sun 10-10-21 05:33 AM	0
318	Mon 10-11-21 05:33 AM	0
319	Tue 10-12-21 05:33 AM	0
320	Wed 10-13-21 05:33 AM	100
321	Thu 10-14-21 05:33 AM	0
322	Fri 10-15-21 05:33 AM	0
323	Sat 10-16-21 05:33 AM	0
324	Sun 10-17-21 05:33 AM	0
325	Mon 10-18-21 05:33 AM	100
326	Tue 10-19-21 05:33 AM	0
327	Wed 10-20-21 05:33 AM	0
328	Thu 10-21-21 05:33 AM	0
329	Fri 10-22-21 05:33 AM	0
330	Sat 10-23-21 05:33 AM	0
331	Sun 10-24-21 05:33 AM	0
332	Mon 10-25-21 05:33 AM	100
333	Tue 10-26-21 05:33 AM	0
334	Wed 10-27-21 05:33 AM	0
335	Thu 10-28-21 05:33 AM	0
336	Fri 10-29-21 05:33 AM	0
337	Sat 10-30-21 05:33 AM	0
338	Sun 10-31-21 05:33 AM	100
339	Mon 11-1-21 05:33 AM	0
340	Tue 11-2-21 05:33 AM	0
341	Wed 11-3-21 05:33 AM	0
342	Thu 11-4-21 05:33 AM	0
343	Fri 11-5-21 05:33 AM	0
344	Sat 11-6-21 05:33 AM	100
345	Sun 11-7-21 05:33 AM	0
346	Mon 11-8-21 05:33 AM	0
347	Tue 11-9-21 05:33 AM	0
348	Wed 11-10-21 05:33 AM	0
349	Thu 11-11-21 05:33 AM	0
350	Fri 11-12-21 05:33 AM	100
351	Sat 11-13-21 05:33 AM	0
352	Sun 11-14-21 05:33 AM	0
353	Mon 11-15-21 05:33 AM	0
354	Tue 11-16-21 05:33 AM	0
355	Wed 11-17-21 05:33 AM	0
356	Thu 11-18-21 05:33 AM	100
357	Fri 11-19-21 05:33 AM	0
358	Sat 11-20-21 05:33 AM	0
359	Sun 11-21-21 05:33 AM	0
360	Mon 11-22-21 05:33 AM	0

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ORION Meter Reading Profile

Serial # [REDACTED]

Read #	Read Time	Cubic Feet Use
361	Tue 11-23-21 05:33 AM	0
362	Wed 11-24-21 05:33 AM	100
363	Thu 11-25-21 05:33 AM	0
364	Fri 11-26-21 05:33 AM	0
365	Sat 11-27-21 05:33 AM	100
366	Sun 11-28-21 05:33 AM	0
367	Mon 11-29-21 05:33 AM	0
368	Tue 11-30-21 05:33 AM	0
369	Wed 12-1-21 05:33 AM	0
370	Thu 12-2-21 05:33 AM	100
371	Fri 12-3-21 05:33 AM	0
372	Sat 12-4-21 05:33 AM	0
373	Sun 12-5-21 05:33 AM	0
374	Mon 12-6-21 05:33 AM	0
375	Tue 12-7-21 05:33 AM	100
376	Wed 12-8-21 05:33 AM	0
377	Thu 12-9-21 05:33 AM	0
378	Fri 12-10-21 05:33 AM	0
379	Sat 12-11-21 05:33 AM	0
380	Sun 12-12-21 05:33 AM	0
381	Mon 12-13-21 05:33 AM	100
382	Tue 12-14-21 05:33 AM	0
383	Wed 12-15-21 05:33 AM	0
384	Thu 12-16-21 05:33 AM	0
385	Fri 12-17-21 05:33 AM	0
386	Sat 12-18-21 05:33 AM	100
387	Sun 12-19-21 05:33 AM	0
388	Mon 12-20-21 05:33 AM	0
389	Tue 12-21-21 05:33 AM	0
390	Wed 12-22-21 05:33 AM	0
391	Thu 12-23-21 05:33 AM	0
392	Fri 12-24-21 05:33 AM	0
393	Sat 12-25-21 05:33 AM	0
394	Sun 12-26-21 05:33 AM	0
395	Mon 12-27-21 05:33 AM	0
396	Tue 12-28-21 05:33 AM	100
397	Wed 12-29-21 05:33 AM	0
398	Thu 12-30-21 05:33 AM	0
399	Fri 12-31-21 05:33 AM	0
400	Sat 1-1-22 05:33 AM	0
401	Sun 1-2-22 05:33 AM	100
402	Mon 1-3-22 05:33 AM	0
403	Tue 1-4-22 05:33 AM	0
404	Wed 1-5-22 05:33 AM	0
405	Thu 1-6-22 05:33 AM	0

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ORION Meter Reading Profile

Serial # [REDACTED]

Read #	Read Time	Cubic Feet Use
=====	=====	=====
406	Fri 1-7-22 05:33 AM	100
407	Sat 1-8-22 05:33 AM	0
408	Sun 1-9-22 05:33 AM	0
409	Mon 1-10-22 05:33 AM	0
410	Tue 1-11-22 05:33 AM	0
411	Wed 1-12-22 05:33 AM	100
412	Thu 1-13-22 05:33 AM	0
413	Fri 1-14-22 05:33 AM	0
414	Sat 1-15-22 05:33 AM	0
415	Sun 1-16-22 05:33 AM	0
416	Mon 1-17-22 05:33 AM	100
417	Tue 1-18-22 05:33 AM	0
418	Wed 1-19-22 05:33 AM	0
419	Thu 1-20-22 05:33 AM	0
420	Fri 1-21-22 05:33 AM	0
421	Sat 1-22-22 05:33 AM	0
422	Sun 1-23-22 05:33 AM	0
423	Mon 1-24-22 05:33 AM	100
424	Tue 1-25-22 05:33 AM	0
425	Wed 1-26-22 05:33 AM	0
426	Thu 1-27-22 05:33 AM	0
427	Fri 1-28-22 05:33 AM	0
428	Sat 1-29-22 05:33 AM	0
429	Sun 1-30-22 05:33 AM	100
430	Mon 1-31-22 05:33 AM	0
431	Tue 2-1-22 05:33 AM	0
432	Wed 2-2-22 05:33 AM	0
433	Thu 2-3-22 05:33 AM	500
434	Fri 2-4-22 05:33 AM	0
435	Sat 2-5-22 05:33 AM	0
436	Sun 2-6-22 05:33 AM	0
437	Mon 2-7-22 05:33 AM	100
438	Tue 2-8-22 05:33 AM	0
439	Wed 2-9-22 05:33 AM	0
440	Thu 2-10-22 05:33 AM	0
441	Fri 2-11-22 05:33 AM	0
442	Sat 2-12-22 05:33 AM	100
443	Sun 2-13-22 05:33 AM	0
444	Mon 2-14-22 05:33 AM	0
445	Tue 2-15-22 05:33 AM	0
446	Wed 2-16-22 05:33 AM	0
447	Thu 2-17-22 05:33 AM	0
448	Fri 2-18-22 05:33 AM	100
449	Sat 2-19-22 05:33 AM	0
450	Sun 2-20-22 05:33 AM	0

ORION Meter Reading Profile

Serial # [REDACTED]

Read #	Read Time	Cubic Feet Use
=====	=====	=====
451	Mon 2-21-22 05:33 AM	0
452	Tue 2-22-22 05:33 AM	100
453	Wed 2-23-22 05:33 AM	0
454	Thu 2-24-22 05:33 AM	0
455	Fri 2-25-22 05:33 AM	0
456	Sat 2-26-22 05:33 AM	0
457	Sun 2-27-22 05:33 AM	0
458	Mon 2-28-22 05:33 AM	100
459	Tue 3-1-22 05:33 AM	0
460	Wed 3-2-22 05:33 AM	0
461	Thu 3-3-22 05:33 AM	0
462	Fri 3-4-22 05:33 AM	0
463	Sat 3-5-22 05:33 AM	100
464	Sun 3-6-22 05:33 AM	0
465	Mon 3-7-22 05:33 AM	0
466	Tue 3-8-22 05:33 AM	0
467	Wed 3-9-22 05:33 AM	0
468	Thu 3-10-22 05:33 AM	0
469	Fri 3-11-22 05:33 AM	100
470	Sat 3-12-22 05:33 AM	0
471	Sun 3-13-22 05:33 AM	0
472	Mon 3-14-22 05:33 AM	0
473	Tue 3-15-22 05:33 AM	0
474	Wed 3-16-22 05:33 AM	100
475	Thu 3-17-22 05:33 AM	0
476	Fri 3-18-22 05:33 AM	0
477	Sat 3-19-22 05:33 AM	0
478	Sun 3-20-22 05:33 AM	0
479	Mon 3-21-22 05:33 AM	100
480	Tue 3-22-22 05:33 AM	0
481	Wed 3-23-22 05:33 AM	0
482	Thu 3-24-22 05:33 AM	0
483	Fri 3-25-22 05:33 AM	0
484	Sat 3-26-22 05:33 AM	0
485	Sun 3-27-22 05:33 AM	0
486	Mon 3-28-22 05:33 AM	100
487	Tue 3-29-22 05:33 AM	0
488	Wed 3-30-22 05:33 AM	0
489	Thu 3-31-22 05:33 AM	0
490	Fri 4-1-22 05:33 AM	0
491	Sat 4-2-22 05:33 AM	100
492	Sun 4-3-22 05:33 AM	0
493	Mon 4-4-22 05:33 AM	0
494	Tue 4-5-22 05:33 AM	0
495	Wed 4-6-22 05:33 AM	0

ORION Meter Reading Profile

Serial # [REDACTED]

Read #	Read Time	Cubic Feet Use
=====	=====	=====
496	Thu 4-7-22 05:33 AM	0
497	Fri 4-8-22 05:33 AM	100
498	Sat 4-9-22 05:33 AM	0
499	Sun 4-10-22 05:33 AM	0
500	Mon 4-11-22 05:33 AM	0
501	Tue 4-12-22 05:33 AM	0
502	Wed 4-13-22 05:33 AM	100
503	Thu 4-14-22 05:33 AM	0
504	Fri 4-15-22 05:33 AM	0
505	Sat 4-16-22 05:33 AM	0
506	Sun 4-17-22 05:33 AM	0
507	Mon 4-18-22 05:33 AM	0
508	Tue 4-19-22 05:33 AM	0
509	Wed 4-20-22 05:33 AM	100
510	Thu 4-21-22 05:33 AM	0
511	Fri 4-22-22 05:33 AM	0
512	Sat 4-23-22 05:33 AM	0
513	Sun 4-24-22 05:33 AM	0
514	Mon 4-25-22 05:33 AM	100
515	Tue 4-26-22 05:33 AM	0
516	Wed 4-27-22 05:33 AM	0
517	Thu 4-28-22 05:33 AM	0
518	Fri 4-29-22 05:33 AM	0
519	Sat 4-30-22 05:33 AM	100
520	Sun 5-1-22 05:33 AM	0
521	Mon 5-2-22 05:33 AM	0
522	Tue 5-3-22 05:33 AM	0
523	Wed 5-4-22 05:33 AM	0
524	Thu 5-5-22 05:33 AM	100
525	Fri 5-6-22 05:33 AM	0
526	Sat 5-7-22 05:33 AM	0
527	Sun 5-8-22 05:33 AM	0
528	Mon 5-9-22 05:33 AM	0
529	Tue 5-10-22 05:33 AM	100
530	Wed 5-11-22 05:33 AM	0
531	Thu 5-12-22 05:33 AM	0
532	Fri 5-13-22 05:33 AM	0
533	Sat 5-14-22 05:33 AM	0
534	Sun 5-15-22 05:33 AM	0
535	Mon 5-16-22 05:33 AM	0
536	Tue 5-17-22 05:33 AM	100
537	Wed 5-18-22 05:33 AM	0
538	Thu 5-19-22 05:33 AM	0
539	Fri 5-20-22 05:33 AM	0
540	Sat 5-21-22 05:33 AM	0

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ORION Meter Reading Profile

Serial # [REDACTED]

Read #	Read Time	Cubic Feet Use
=====	=====	=====
541	Sun 5-22-22 05:33 AM	0
542	Mon 5-23-22 05:33 AM	100
543	Tue 5-24-22 05:33 AM	0
544	Wed 5-25-22 05:33 AM	0
545	Thu 5-26-22 05:33 AM	0
546	Fri 5-27-22 05:33 AM	0
547	Sat 5-28-22 05:33 AM	100
548	Sun 5-29-22 05:33 AM	0
549	Mon 5-30-22 05:33 AM	0
550	Tue 5-31-22 05:33 AM	0
551	Wed 6-1-22 05:33 AM	100
552	Thu 6-2-22 05:33 AM	0
553	Fri 6-3-22 05:33 AM	0
554	Sat 6-4-22 05:33 AM	0
555	Sun 6-5-22 05:33 AM	0
556	Mon 6-6-22 05:33 AM	0
557	Tue 6-7-22 05:33 AM	0
558	Wed 6-8-22 05:33 AM	0
559	Thu 6-9-22 05:33 AM	0
560	Fri 6-10-22 05:33 AM	0
561	Sat 6-11-22 05:33 AM	0
562	Sun 6-12-22 05:33 AM	100
563	Mon 6-13-22 05:33 AM	0
564	Tue 6-14-22 05:33 AM	0
565	Wed 6-15-22 05:33 AM	0
566	Thu 6-16-22 05:33 AM	0
567	Fri 6-17-22 05:33 AM	100
568	Sat 6-18-22 05:33 AM	0
569	Sun 6-19-22 05:33 AM	0
570	Mon 6-20-22 05:33 AM	0
571	Tue 6-21-22 05:33 AM	100
572	Wed 6-22-22 05:33 AM	0
573	Thu 6-23-22 05:33 AM	0
574	Fri 6-24-22 05:33 AM	0
575	Sat 6-25-22 05:33 AM	100
576	Sun 6-26-22 05:33 AM	0
577	Mon 6-27-22 05:33 AM	100
578	Tue 6-28-22 05:33 AM	0
579	Wed 6-29-22 05:33 AM	0
580	Thu 6-30-22 05:33 AM	0
581	Fri 7-1-22 05:33 AM	0
582	Sat 7-2-22 05:33 AM	100
583	Sun 7-3-22 05:33 AM	0
584	Mon 7-4-22 05:33 AM	0
585	Tue 7-5-22 05:33 AM	0

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ORION Meter Reading Profile

Serial # [REDACTED]

Read #	Read Time	Cubic Feet Use
586	Wed 7-6-22 05:33 AM	0
587	Thu 7-7-22 05:33 AM	800
588	Fri 7-8-22 05:33 AM	500
589	Sat 7-9-22 05:33 AM	0
590	Sun 7-10-22 05:33 AM	0
591	Mon 7-11-22 05:33 AM	100
592	Tue 7-12-22 05:33 AM	0
593	Wed 7-13-22 05:33 AM	0
594	Thu 7-14-22 05:33 AM	0
595	Fri 7-15-22 05:33 AM	100
596	Sat 7-16-22 05:33 AM	0
597	Sun 7-17-22 05:33 AM	0
598	Mon 7-18-22 05:33 AM	0
599	Tue 7-19-22 05:33 AM	100
600	Wed 7-20-22 05:33 AM	0
601	Thu 7-21-22 05:33 AM	0
602	Fri 7-22-22 05:33 AM	0
603	Sat 7-23-22 05:33 AM	0
604	Sun 7-24-22 05:33 AM	100
605	Mon 7-25-22 05:33 AM	0
606	Tue 7-26-22 05:33 AM	0
607	Wed 7-27-22 05:33 AM	0
608	Thu 7-28-22 05:33 AM	100
609	Fri 7-29-22 05:33 AM	0
610	Sat 7-30-22 05:33 AM	0
611	Sun 7-31-22 05:33 AM	0
612	Mon 8-1-22 05:33 AM	0
613	Tue 8-2-22 05:33 AM	0
614	Wed 8-3-22 05:33 AM	0
615	Thu 8-4-22 05:33 AM	0
616	Fri 8-5-22 05:33 AM	0
617	Sat 8-6-22 05:33 AM	0
618	Sun 8-7-22 05:33 AM	0
619	Mon 8-8-22 05:33 AM	0
620	Tue 8-9-22 05:33 AM	0
621	Wed 8-10-22 05:33 AM	0
622	Thu 8-11-22 05:33 AM	0
623	Fri 8-12-22 05:33 AM	0
624	Sat 8-13-22 05:33 AM	0
625	Sun 8-14-22 05:33 AM	0
626	Mon 8-15-22 05:33 AM	0
627	Tue 8-16-22 05:33 AM	0
628	Wed 8-17-22 05:33 AM	0
629	Thu 8-18-22 05:33 AM	0
630	Fri 8-19-22 05:33 AM	0

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ORION Meter Reading Profile

Serial # [REDACTED]

Read #	Read Time	Cubic Feet Use
=====	=====	=====
631	Sat 8-20-22 05:33 AM	0
632	Sun 8-21-22 05:33 AM	0
633	Mon 8-22-22 05:33 AM	0
634	Tue 8-23-22 05:33 AM	0
635	Wed 8-24-22 05:33 AM	0
636	Thu 8-25-22 05:33 AM	0
637	Fri 8-26-22 05:33 AM	0
638	Sat 8-27-22 05:33 AM	0
639	Sun 8-28-22 05:33 AM	0
640	Mon 8-29-22 05:33 AM	0
641	Tue 8-30-22 05:33 AM	0
642	Wed 8-31-22 05:33 AM	0
643	Thu 9-1-22 05:33 AM	0
644	Fri 9-2-22 05:33 AM	0
645	Sat 9-3-22 05:33 AM	0
646	Sun 9-4-22 05:33 AM	0
647	Mon 9-5-22 05:33 AM	100
648	Tue 9-6-22 05:33 AM	0
649	Wed 9-7-22 05:33 AM	0
650	Thu 9-8-22 05:33 AM	0
651	Fri 9-9-22 05:33 AM	0
652	Sat 9-10-22 05:33 AM	0
653	Sun 9-11-22 05:33 AM	0
654	Mon 9-12-22 05:33 AM	0
655	Tue 9-13-22 05:33 AM	0
656	Wed 9-14-22 05:33 AM	0
657	Thu 9-15-22 05:33 AM	0
658	Fri 9-16-22 05:33 AM	0
659	Sat 9-17-22 05:33 AM	0
660	Sun 9-18-22 05:33 AM	0
661	Mon 9-19-22 05:33 AM	0
662	Tue 9-20-22 05:33 AM	0
663	Wed 9-21-22 05:33 AM	0
664	Thu 9-22-22 05:33 AM	0
665	Fri 9-23-22 05:33 AM	0
666	Sat 9-24-22 05:33 AM	0
667	Sun 9-25-22 05:33 AM	0
668	Mon 9-26-22 05:33 AM	0
669	Tue 9-27-22 05:33 AM	0
670	Wed 9-28-22 05:33 AM	0
671	Thu 9-29-22 05:33 AM	0
672	Fri 9-30-22 05:33 AM	0
673	Sat 10-1-22 05:33 AM	0
674	Sun 10-2-22 05:33 AM	0
675	Mon 10-3-22 05:33 AM	0

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ORION Meter Reading Profile

Serial # [REDACTED]

Read #	Read Time	Cubic Feet Use
=====	=====	=====
676	Tue 10-4-22 05:33 AM	0
677	Wed 10-5-22 05:33 AM	0
678	Thu 10-6-22 05:33 AM	0
679	Fri 10-7-22 05:33 AM	0
680	Sat 10-8-22 05:33 AM	0
681	Sun 10-9-22 05:33 AM	0
682	Mon 10-10-22 05:33 AM	0
683	Tue 10-11-22 05:33 AM	0
684	Wed 10-12-22 05:33 AM	0
685	Thu 10-13-22 05:33 AM	0
686	Fri 10-14-22 05:33 AM	0
687	Sat 10-15-22 05:33 AM	0
688	Sun 10-16-22 05:33 AM	0
689	Mon 10-17-22 05:33 AM	0
690	Tue 10-18-22 05:33 AM	0
691	Wed 10-19-22 05:33 AM	0
692	Thu 10-20-22 05:33 AM	0
693	Fri 10-21-22 05:33 AM	0
694	Sat 10-22-22 05:33 AM	0
695	Sun 10-23-22 05:33 AM	0
696	Mon 10-24-22 05:33 AM	0
697	Tue 10-25-22 05:33 AM	0
698	Wed 10-26-22 05:33 AM	0
699	Thu 10-27-22 05:33 AM	0
700	Fri 10-28-22 05:33 AM	0
701	Sat 10-29-22 05:33 AM	0
702	Sun 10-30-22 05:33 AM	0
703	Mon 10-31-22 05:33 AM	0
704	Tue 11-1-22 05:33 AM	0
705	Wed 11-2-22 05:33 AM	0
706	Thu 11-3-22 05:33 AM	0
707	Fri 11-4-22 05:33 AM	0
708	Sat 11-5-22 05:33 AM	100
709	Sun 11-6-22 05:33 AM	0
710	Mon 11-7-22 05:33 AM	0
711	Tue 11-8-22 05:33 AM	0
712	Wed 11-9-22 05:33 AM	0
713	Thu 11-10-22 05:33 AM	0
714	Fri 11-11-22 05:33 AM	0
715	Sat 11-12-22 05:33 AM	0
716	Sun 11-13-22 05:33 AM	0
717	Mon 11-14-22 05:33 AM	0
718	Tue 11-15-22 05:33 AM	100
719	Wed 11-16-22 05:33 AM	0
720	Thu 11-17-22 05:33 AM	0

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ORION Meter Reading Profile

Serial # [REDACTED]

Read #	Read Time	Cubic Feet Use
721	Fri 11-18-22 05:33 AM	0
722	Sat 11-19-22 05:33 AM	0
723	Sun 11-20-22 05:33 AM	0
724	Mon 11-21-22 05:33 AM	0
725	Tue 11-22-22 05:33 AM	0
726	Wed 11-23-22 05:33 AM	0
727	Thu 11-24-22 05:33 AM	0
728	Fri 11-25-22 05:33 AM	0
729	Sat 11-26-22 05:33 AM	100
730	Sun 11-27-22 05:33 AM	0
731	Mon 11-28-22 05:33 AM	0
732	Tue 11-29-22 05:33 AM	0
733	Wed 11-30-22 05:33 AM	0
734	Thu 12-1-22 05:33 AM	0
735	Fri 12-2-22 05:33 AM	0
736	Sat 12-3-22 05:33 AM	0
737	Sun 12-4-22 05:33 AM	0
738	Mon 12-5-22 05:33 AM	0
739	Tue 12-6-22 05:33 AM	100
740	Wed 12-7-22 05:33 AM	0
741	Thu 12-8-22 05:33 AM	0
742	Fri 12-9-22 05:33 AM	0
743	Sat 12-10-22 05:33 AM	0
744	Sun 12-11-22 05:33 AM	0
745	Mon 12-12-22 05:33 AM	0
746	Tue 12-13-22 05:33 AM	0
747	Wed 12-14-22 05:33 AM	0
748	Thu 12-15-22 05:33 AM	0
749	Fri 12-16-22 05:33 AM	100
750	Sat 12-17-22 05:33 AM	0
751	Sun 12-18-22 05:33 AM	0
752	Mon 12-19-22 05:33 AM	0
753	Tue 12-20-22 05:33 AM	0
754	Wed 12-21-22 05:33 AM	0
755	Thu 12-22-22 05:33 AM	0
756	Fri 12-23-22 05:33 AM	0
757	Sat 12-24-22 05:33 AM	100
758	Sun 12-25-22 05:33 AM	100
759	Mon 12-26-22 05:33 AM	0
760	Tue 12-27-22 05:33 AM	0
761	Wed 12-28-22 05:33 AM	0
762	Thu 12-29-22 05:33 AM	0
763	Fri 12-30-22 05:33 AM	0
764	Sat 12-31-22 05:33 AM	100
765	Sun 1-1-23 05:33 AM	0

Billing Period start date: 12/14/22

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ORION Meter Reading Profile

Serial # [REDACTED]

Read #	Read Time	Cubic Feet Use
766	Mon 1-2-23 05:33 AM	0
767	Tue 1-3-23 05:33 AM	0
768	Wed 1-4-23 05:33 AM	1300
769	Thu 1-5-23 05:33 AM	1400
770	Fri 1-6-23 05:33 AM	1400
771	Sat 1-7-23 05:33 AM	1300
772	Sun 1-8-23 05:33 AM	1400
773	Mon 1-9-23 05:33 AM	1300
774	Tue 1-10-23 05:33 AM	1400
775	Wed 1-11-23 05:33 AM	1300
776	Thu 1-12-23 05:33 AM	1400
777	Fri 1-13-23 05:33 AM	1400
778	Sat 1-14-23 05:33 AM	1300
779	Sun 1-15-23 05:33 AM	1400
780	Mon 1-16-23 05:33 AM	1300
781	Tue 1-17-23 05:33 AM	1400
782	Wed 1-18-23 05:33 AM	1300
783	Thu 1-19-23 05:33 AM	1400
784	Fri 1-20-23 05:33 AM	1300
785	Sat 1-21-23 05:33 AM	1400
786	Sun 1-22-23 05:33 AM	1300
787	Mon 1-23-23 05:33 AM	1400
788	Tue 1-24-23 05:33 AM	1300
789	Wed 1-25-23 05:33 AM	1400
790	Thu 1-26-23 05:33 AM	1400
791	Fri 1-27-23 05:33 AM	1300
792	Sat 1-28-23 05:33 AM	1400
793	Sun 1-29-23 05:33 AM	1500
794	Mon 1-30-23 05:33 AM	1800
795	Tue 1-31-23 05:33 AM	1700
796	Wed 2-1-23 05:33 AM	1700
797	Thu 2-2-23 05:33 AM	1700
798	Fri 2-3-23 05:33 AM	1700
799	Sat 2-4-23 05:33 AM	1700
800	Sun 2-5-23 05:33 AM	1700
801	Mon 2-6-23 05:33 AM	1800
802	Tue 2-7-23 05:33 AM	1700
803	Wed 2-8-23 05:33 AM	1700
804	Thu 2-9-23 05:33 AM	1700
805	Fri 2-10-23 05:33 AM	1700
806	Sat 2-11-23 05:33 AM	1700
807	Sun 2-12-23 05:33 AM	1700
808	Mon 2-13-23 05:33 AM	1600
809	Tue 2-14-23 05:33 AM	1800
810	Wed 2-15-23 05:33 AM	1700

Start of high usage
1/4/23

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ORION Meter Reading Profile

Serial # [REDACTED]

Read #	Read Time	Cubic Feet Use
=====	=====	=====
811	Thu 2-16-23 05:33 AM	1600
812	Fri 2-17-23 05:33 AM	1700
813	Sat 2-18-23 05:33 AM	1700
814	Sun 2-19-23 05:33 AM	1700
815	Mon 2-20-23 05:33 AM	1700
816	Tue 2-21-23 05:33 AM	1600
817	Wed 2-22-23 05:33 AM	1700
818	Thu 2-23-23 05:33 AM	1600
819	Fri 2-24-23 05:33 AM	1700
820	Sat 2-25-23 05:33 AM	1700
821	Sun 2-26-23 05:33 AM	1600
822	Mon 2-27-23 05:33 AM	1700
823	Tue 2-28-23 05:33 AM	1700
824	Wed 3-1-23 05:33 AM	1600
825	Thu 3-2-23 05:33 AM	1700
826	Fri 3-3-23 05:33 AM	1700
827	Sat 3-4-23 05:33 AM	1600
828	Sun 3-5-23 05:33 AM	1700
829	Mon 3-6-23 05:33 AM	1700
830	Tue 3-7-23 05:33 AM	1600
831	Wed 3-8-23 05:33 AM	1700
832	Thu 3-9-23 05:33 AM	1600
833	Fri 3-10-23 05:33 AM	1700
834	Sat 3-11-23 05:33 AM	1800
835	Sun 3-12-23 05:33 AM	1600
836	Mon 3-13-23 05:33 AM	1700
837	Tue 3-14-23 05:33 AM	1700
838	Wed 3-15-23 05:33 AM	1700
839	Thu 3-16-23 05:33 AM	1600
840	Fri 3-17-23 05:33 AM	1700
841	Sat 3-18-23 05:33 AM	1700
842	Sun 3-19-23 05:33 AM	1600
843	Mon 3-20-23 05:33 AM	1700
844	Tue 3-21-23 05:33 AM	1700
845	Wed 3-22-23 05:33 AM	0
846	Thu 3-23-23 05:33 AM	1600
847	Fri 3-24-23 05:33 AM	1300
848	Sat 3-25-23 05:33 AM	600
849	Sun 3-26-23 05:33 AM	1300
850	Mon 3-27-23 05:33 AM	900
851	Tue 3-28-23 05:33 AM	2200
852	Wed 3-29-23 05:33 AM	1000
853	Thu 3-30-23 05:33 AM	800
854	Fri 3-31-23 05:33 AM	900
855	Sat 4-1-23 05:33 AM	1900

Billing Period End Date
3/17/23

1700 Meter was changed

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ORION Meter Reading Profile

Serial # [REDACTED]

Read #	Read Time	Cubic Feet Use
856	Sun 4-2-23 05:33 AM	1000
857	Mon 4-3-23 05:33 AM	1000
858	Tue 4-4-23 05:33 AM	1100
859	Wed 4-5-23 05:33 AM	1300
860	Thu 4-6-23 05:33 AM	1100
861	Fri 4-7-23 05:33 AM	900
862	Sat 4-8-23 05:33 AM	1300
863	Sun 4-9-23 05:33 AM	2500
864	Mon 4-10-23 05:33 AM	700
865	Tue 4-11-23 05:33 AM	1000
866	Wed 4-12-23 05:33 AM	700
867	Thu 4-13-23 05:33 AM	1200
868	Fri 4-14-23 05:33 AM	900
869	Sat 4-15-23 05:33 AM	9500
870	Sun 4-16-23 05:33 AM	1100
871	Mon 4-17-23 05:33 AM	1300
872	Tue 4-18-23 05:33 AM	2300
873	Wed 4-19-23 05:33 AM	600
874	Thu 4-20-23 05:33 AM	800
875	Fri 4-21-23 05:33 AM	1000
876	Sat 4-22-23 05:33 AM	1100
877	Sun 4-23-23 05:33 AM	1600
878	Mon 4-24-23 05:33 AM	900
879	Tue 4-25-23 05:33 AM	1100
880	Wed 4-26-23 05:33 AM	2400
881	Thu 4-27-23 05:33 AM	700
882	Fri 4-28-23 05:33 AM	500
883	Sat 4-29-23 05:33 AM	400
884	Sun 4-30-23 05:33 AM	1400
885	Mon 5-1-23 05:33 AM	800
886	Tue 5-2-23 05:33 AM	1000
887	Wed 5-3-23 05:33 AM	1900
888	Thu 5-4-23 05:33 AM	1400
889	Fri 5-5-23 05:33 AM	500
890	Sat 5-6-23 05:33 AM	500
891	Sun 5-7-23 05:33 AM	2300
892	Mon 5-8-23 05:33 AM	900
893	Tue 5-9-23 05:33 AM	2000



Ardy 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 Hatten
Vice Chairman

Mary Pat Regan
Commissioner

August 17, 2023

Allison van Sant
3488 Meadowlark Dr.
Edgewood KY 41018

Re: Meter tests results

Dear Ms. Van Sant

Per your request the Kentucky Public Service Commission received your meter [REDACTED] located at 3488 Meadowlark Drive, Edgewood, KY on June 22, 2023.

After obtaining the meter by commission staff it was transported to the third party testing facility to perform the meter testing. Louisville Water Company, in Louisville Kentucky.

According to the test results, included the meter demonstrated consistent accuracies with the allowable tolerances in accordance with 807 KAR 5:041, Section 17.

The inspector did mention that a plumber, usually, does not the ability to check supply lines to the house without digging up the ground.

Enclosed are the meter test results along with the Inspector's report.

Sincerely,

Rosemary Tutt
Kentucky Public Service Commission
Consumer Service Branch Manager

TEAM 
KENTUCKY.



Andy Beshear
Governor

Rebecca W. Goodrian
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
pscky.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: Allison Van Sant
UTILITY: Northern Kentucky Water District
TEST DATE: 6/22/23
TESTING FACILITY: Louisville Water Company

DISCUSSION:

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

On June 22, 2023, the Ms. Sant'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 Allmond Ave. Louisville, KY 40214. Records indicate that Ms. Sant's meter was first tested by Northern Kentucky Water Association on March 27, 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 1/4 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 resulting accuracies of this meter at each flow test were 97.2 percent at the 1/4 gpm, 100.5 percent at the 2 gpm, and 99.50 percent at the 15 gpm.

These accuracy results were within the Commission's accuracy limits for all three flow rates.

REPORT SUBMITTED BY:

Date: July 18, 2023

Utility Inspector
Division of Inspections
Kentucky Public Service Commission

Attachments:

- A. Northern Kentucky Water District'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: 6/22/2023

Tester: Angela Thacker

Meter Shop Test Report

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

Meter Mfg:	Model:	Type:	Size:	SN#:
Badger	25	PD	5/8 x 5/8	20094420

As Found Reading:	158260.940
As Left Reading:	158297.489

Test Rate	Test Quantity gal/cf	Flow Rate gpm	Start Read	Final Read	% Accuracy	% Accuracy Limits	Pass/Fail
Minimum	cf	1/4	158285.562	158286.534	97.2%	≥ 90% and ≤ 101%	Pass
Intermediate	cf	2	158286.534	158287.539	100.5%	≥ 98.5% and ≤ 101.5%	Pass
Maximum	cf	15	158287.539	158297.489	99.5%	≥ 98.5% and ≤ 101.5%	Pass

Northern Kentucky Water District

REPORT OF METER TEST AND REPAIRS

3488 *Meridian Lakes Dr.*

SIZE	MAKE	TYPE	NUMBER
5/8	Badger	PD	20094420

METER READINGS

AS RECEIVED	AFTER REPAIRS
1582	158260.940

REASON FOR TEST OR REPAIR

STOPPED	FROZEN	LEAKING	TURN-OFF	COMPLAINT	PER. TEST
<input type="checkbox"/>					

OTHER:

CAPACITY

DATE METER LAST RECONDITIONED

CONDITION AS RECEIVED				CONDITION AFTER REPAIRS			
RATE: G. P. M. G. P. M.	QUANTITY AT	GALS. CU. FT.	RESULT (%)	RATE: G. P. M. G. P. M.	QUANTITY AT	GALS. CU. FT.	RESULT (%)
1/4	AT	1	97.9		AT		
2	AT	1	100.2		AT		
15	AT	10	100.4		AT		
	AT				AT		

CONDITION OF METER AT

REPAIR PARTS USED

Transmitter 81957021

REPAIRED BY	DATE	TESTED BY	DATE
		<i>Brady</i>	<i>3/27/23</i>

REMARKS

80 - PSI