

JAN 23 2024

PUBLIC SERVICE  
COMMISSION

January 22, 2024

Linda Bridwell, P.E. (by electronic mail only)  
Executive Director  
Public Service Commission  
211 Sower Boulevard Frankfort, Kentucky  
40602-0615

**RE: *Northern Kentucky Water District – Case No. 20223-00399***

Dear Ms. Bridwell:

In accordance with the Public Service Commission's January 12, 2024 Order in Case No. 2023-00399, please find the enclosed Answer and Motion to Dismiss.

If you have any questions about this filing, please feel free to contact me.

Respectfully Submitted,



Tom Edge, Esq. (KBA #95534)  
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Manager of Legal, Compliance, and Regulatory Affairs  
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enclosure

**COMMONWEALTH OF KENTUCKY**  
**BEFORE THE PUBLIC SERVICE COMMISSION**

**In the Matter of:**

ALISON PATRICIA VAN SANT V. NORTHERN KENTUCKY     )  
WATER DISTRICT   ) **CASE NO. 2023-00399**  
   )

**ANSWER AND MOTION TO DISMISS**

Northern Kentucky Water District (“NKWD”), by and through counsel, submits its Answer and Motion to Dismiss in response to the Public Service Commission’s January 12, 2024 Order.

**ANSWER**

For NKWD’s Answer to the Complaint, NKWD states as follows:

1. With respect to Ms. Van Sant’s statement that: “My husband and I bought our home, 3488 Meadowlark Dr., Edgewood, KY 41018 in July 22. We officially moved in October 22” NKWD states that it is without sufficient information or knowledge to form a belief as to the allegations and therefore denies the same. NKWD further states Ms. Van Sant began service on August 2, 2022.

2. With respect to Ms. Van Sant’s statement that: “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” NKWD admits.

3. With respect to Ms. Van Sant’s statement that: “ We had no reports of active leaks, current water damage, or foundation issues from water damage from our home inspection” NKWD states that it is without sufficient information or knowledge to form a belief as to the allegations and therefore denies the same.

4. With respect to Ms. Van Sant’s statement that: “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)” NKWD states that it is without sufficient information or

knowledge to form a belief as to the allegation regarding the water heater and therefore denies the same. NKWD notes that the profiling of the meter shows the high consumption started on January 4, 2023 as illustrated in the enclosed Exhibit A, Meter Profile.

5. With respect to Ms. Van Sant's statement that: "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" NKWD admits.

6. With respect to Ms. Van Sant's statement that: "We had a plumber come out that day and inspect the house. He confirmed there was no leak" NKWD generally states that it is without sufficient information or knowledge to form a belief as to the allegations and therefore denies the same. Specifically, NKWD does admit that Ms. Van Sant has submitted an invoice from Cincinnati Plumbing Solutions with dates listed of March 21, 2023, May 31, 2023 and June 6, 2023 which reads "I have checked all plumbing in the house Toilets working as they should Checked meter found no prog. Toilets working as they should."

7. With respect to Ms. Van Sant's statement that: "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" NKWD generally admits the statements and the content contained in the email communications submitted by Ms. Van Sant.

8. With respect to Ms. Van Sant's statement that: "Yet still, we had no signs of leaks anywhere inside our home, surrounding our home in the street, nor in our yard" NKWD states that it is without sufficient information or knowledge to form a belief as to the allegation regarding the water

heater and therefore denies the same.

9. With respect to Ms. Van Sant's statement that: "When a resolution couldn't be found, I was directed to file a complaint to the Public Service Commission" NKWD admits that on May 30, 2023, NKWD did advise Ms. Van Sant she could file a complaint with the Public Service Commission but denies that a resolution could not be found. See November 28, 2023 Complaint at 13 (May 30, 2023 Email).

10. With respect to Ms. Van Sant's statement that: "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" NKWD generally states that it is without sufficient information or knowledge to form a belief as to the allegation regarding the water heater and therefore denies the same. Specifically, NKWD does admit that Ms. Van Sant has submitted an invoice from Cincinnati Plumbing Solutions with dates listed of March 21, 2023, May 31, 2023 and June 6, 2023 which reads "I have checked all plumbing in the house Toilets working as they should Checked meter found no prog. Toilets working as they should." See November 28, 2023 Complaint at 7. Further, NKWD admits that Ms. Van Sant has submitted a letter dated June 1, 2023 from Joe Lay & Sons Plumbing Company, LLC that states in part "Shut water off too house and checked meter and it did not move at all." See November 28, 2023 Complaint at 8.

11. With respect to Ms. Van Sant's statement that: "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" once more. He confirmed there is no leak nor signs of water damage in or outside the house" NKWD generally states that it is without sufficient information or knowledge to form a belief as to the allegation regarding the water heater and therefore denies the same. Specifically, NKWD does admit that Ms. Van Sant has submitted a August 17, 2023 letter from Rosemary Tutt of the Public Service

Commission stating Ms. Van Sant's meter was tested and demonstrated consistent accuracies in accordance with 807 KAR 5:041, Section 17 along with copies of the Inspector's report and test results. See November 28, 2023 Complaint at 39-42.

12. With respect to Ms. Van Sant's statement that: "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" NKWD admits that Ms. Van Sant has enclosed documentation from plumbers but denies the claim regarding inspection and confirmation of no leaks or signs of leaks outside or inside the home.

13. With respect to Ms. Van Sant's statement that: "I have provided a timeline of my calls to ensure that the situation did not get ignored" NKWD states that Ms. Van Sant has submitted a timeline but denies the timeline to the extent it is contradicted by the documentation provided herein by NKWD or addresses items outside scope or knowledge of NKWD to form a belief as to the allegation.

14. With respect to Ms. Van Sant's statement that: "I have provided documentation of my communications with Jenny Klute, the meter profile, and the findings of the PSC investigation" NKWD generally admits that Ms. Van Sant has enclosed the aforementioned documentation.

15. With respect to Ms. Van Sant's statement that: "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" NKWD admits that it has received payment in August 28, 2023 in the amount of \$61.37 through NKWD's online payment portal, and another payment of \$61.37 on October 18, 2023 through NKWD's online payment portal. A Transaction History for Ms. Van Sant is attached hereto as Exhibit F. As to the remaining portion of the statement, NKWD states that it is without sufficient information or knowledge to form a belief as to the allegation and therefore denies the same.

16. With respect to Ms. Van Sant's statement that: "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” NKWD denies the allegation and states in part that it is without sufficient information or knowledge to form a belief as to the allegation and therefore denies the same.

### **AFFIRMATIVE DEFENSES**

17. Ms. Van Sant has not set forth a sufficient factual basis to support the relief she seeks.

18. NKWD has acted fully consistent with its tariffs and the Filed Rate Doctrine set forth in KRS 278.160 therefore bars her claims.

19. Ms. Van Sant has generally failed to sustain her burden of proof under the applicable statutes, including but not limited to, KRS 278.260, KRS 278.270, and KRS 278.280.

20. NKWD respectfully reserves the right to plead any and all additional defenses that discovery may reveal.

### **MOTION TO DISMISS**

#### **I. BACKGROUND**

Since August 2, 2022 NKWD has provided water service to the Complainant, Alison Patricia Van Sant (“Complainant” or “Ms. Van Sant”) at her property commonly located at 3488 Meadowlark Drive, Edgewood, Kentucky 41018 (“property”). The meter at the property at the time Ms. Van Sant started service was installed on July 2, 2019 as part of NKWD’s regular meter changeout and testing program. At the time the service was started at the property for Ms. Van Sant, the meter read 357 HCF. See Exhibit B, October 5, 2022 Invoice.

On January 4, 2023, high water consumption began at Ms. Van Sant's property as indicated by the enclosed Exhibit A, Meter Profile.

On March 17, 2023, NKWD conducted a drive by read of the meter for billing which showed a usage total of 1,154 HCF. See Exhibit B, April 11, 2023 Invoice.

On March 21, 2023, a NKWD customer service representative visited the property to manually check the reading. See Exhibit C, March 21, 2023 Service Order. Upon arriving, the NKWD representative found the meter spinning very quickly. Id. The representative changed the meter out and the new meter nonetheless continued spinning. Id. The replaced meter, which read in 100 cubic feet increments as compared to newly installed meter that read to the cubic foot was returned to shop for testing. Id. The representative, while on site, notified Ms. Van Sant of the high meter reading and advised that she may have a leak. Ms. Van Sant advised that she wanted the water left on. Id.

On April 13, 2023, Ms. Van Sant called NKWD and spoke with an Account Services Representative. See Exhibit G, Recording and Transcript of April 13, 2023 Phone Call. During that conversation and contrary to Ms. Van Sant allegations herein, Ms. Van Sant reported that she had a plumber come in and the plumber reported to her that there was water running through an additional pipe that was not necessary in the house. Id. Ms. Van Sant further reported that the plumber shut off the supply to that pipe. Id. Thereafter, Ms. Van Sant advised that she didn't feel like she should be held responsible for the water usage and was placed into the Customer Service Supervisor's voicemail for follow-up communication. Id.

On April 17, 2023, an NKWD representative on a service order inspection following up from the April 13, 2023 communication went to Ms. Van Sant's meter and although no one was home, confirmed that there was no movement on meter. See Exhibit C, April 14, 2023 Service Order.

On April 24, 2023, an NKWD representative responded pursuant to a service order to follow up and the meter was working as it should. See Exhibit C, April 24, 2023 Service Order.

On May 2, 2023, an NKWD representative visited Ms. Van Sant's property and downloaded the meter profile. See Exhibit C, May 2, 2023 Service Order.

On May 23, 2023, NKWD staff emailed a copy of the meter profile showing the usage and advised that Ms. Van Sant's water would not be shut off until the dispute was resolved. See Complaint at 16-17.

On May 30, 2023 NKWD advised Ms. Van Sant to submit her documents for a Type II Leak Adjustment under NKWD's Tariff for review and consideration by legal counsel. See Complaint at 13. Further, NKWD advised that arrangements could be made if Ms. Van Sant wanted to be in person for a test of the meter replaced on March 21, 2023. Id. Lastly, in the same communication NKWD advised that Ms. Van Sant could call the Public Service Commission regarding this matter. Id.

On or about May 31, 2023, Ms. Van Sant started an informal complaint with the Public Service Commission and NKWD responded to the Public Service Commission's information inquiry. A copy of that email correspondence is attached hereto as Exhibit D.

On January 15, 2024 NKWD sent a customer service representative to check the meter condition and read that the usage was currently 35 HCF.

On January 16, 2024 NKWD replaced the meter transmitter with one of NKWD's new Sensus AMI transmitter which will deliver meter readings every four hours and provides NKWD alerts for high usage along with various other abnormalities.

## **II. LAW AND ARGUMENT**

NKWD respectfully request that this matter be dismissed as the Complainant has failed to state a claim for which relief may be granted. While NKWD regrets these unfortunate circumstances that have happened upon Ms. Van Sant, NKWD has complied with its requirements under NKWD Tariff and relevant statutes and regulations as it relates to Ms. Van Sant's water service.

In summary, it appears something changed in the internal plumbing of Ms. Van Sant's property on January 4, 2023 resulting in high water flows. That continued through March 21, 2023 even after a meter changeout and field observations of no running water outside. However, at some point later on March 21, 2023 that stopped as there was no usage on March 22, 2023 and usage returned to normal thereafter. As learned thereafter from Ms. Van Sant and evidenced by plumber invoices submitted, a plumber came out after NKWD conducted the meter changeout on March 21, 2023 and turned some type of valve resulting in water to stop flowing down the drain. Despite an offer by NKWD to review the matter for a bill adjustment under NKWD's tariff and set up Ms. Van Sant a payment plan, Ms. Van Sant proceeded with an informal complaint. Public Service Commission staff tested the replaced meter and similar to NKWD, found it accurate within the prescribed limits of 807 KAR 5:066, Section 15. Ms. Van Sant then filed this formal complaint. While it provides for the relief desired, it does not state a basis on which that relief should be granted. Nevertheless, NKWD will attempt to address any implied basis herein.

First, as to the implied argument the meter was inaccurate or faulty, the evidenced presented by Ms. Van Sant clearly indicates that the meter was accurate for both the tests conducted by NKWD and the Public Service Commission (via Louisville Water Company). See Complaint at 39-42.

Second, as to the implied argument that the water bill is not Ms. Van Sant's responsibility, NKWD's Tariff, Section I<sup>1</sup>, clearly states:

**3. Upon approval of an Application for Water Service**, whether Residential or Commercial, water service will be connected in accordance with 807 KAR 5:006 by ensuring the water is turned on at the meter which services the address listed on the application as either the "Service Location Address" or "Property Address" on the Residential or Commercial Application for Water Service, respectively. **The applicant, or co-applicant, will be responsible for all charges**, including, but not limited to, the fixed service charge as shown in "Section II – Retail Water

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<sup>1</sup> Available online at:

<https://psc.ky.gov/tariffs/Water/Districts,%20Associations,%20%26%20Privately%20Owned/Northern%20Kentucky%20Water%20District/Tariff.pdf>

Rates 3, Fixed Service Charge” for the respective meter size **and interval billing period from the date water is connected and available for use, and every billing period thereafter until water service is terminated.**

(emphasis added).<sup>2</sup> That said, Ms. Van Sant may be eligible for relief under NKWD’s Tariff, Section IX – Adjustment of Water Bills, which contains an allowance for two types of leak adjustments. Particularly, Ms. Van Sant may be eligible for a leak adjustment under Type 2 which states:

**Type 2 – Unknown Leaks Resulting in a High Consumption**

A customer can be eligible for a courtesy adjustment for an unknown leak and/or unknown plumbing malfunction where it shall be found after an investigation by a District employee, and a licensed plumber, that the cause for high consumption is unknown.

1. Customers are eligible for this type of courtesy adjustment once every five years. Total adjustment will not exceed \$1,500.00 per occurrence.
2. The customer is required to submit a letter in writing requesting an adjustment for an unknown leak resulting in high consumption together with a receipt from a licensed plumber. The letter should also state that the customer has done due diligence at investigating the property for any possible leaks and has found no evidence that would cause an escalation in consumption that was recorded on the meter for the account.
3. The adjustment will be calculated for one billing period and will be based on the customer’s average bill plus one half of the lost water.
4. A customer is eligible for a leak adjustment only if the consumption is in excess of 200% of the average consumption.
5. This type of adjustment transfers with the customer to different locations.

Based on the information presented in this matter, NKWD believes this would be an unknown plumbing malfunction and the formal complaint would sufficiently comply with the Section 2

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<sup>2</sup> Additionally, Appendix A of the NKWD Tariff, NKWD’s Application for Water Service(Residential), Part B., Subpart c) states: “Applicant will purchase water from the District to be supplied to the service location address designated above, subject to all terms and conditions set out in the District’s rules, regulations, and tariffs now in force or hereafter supplemented or amended. Applicant shall make timely payment of all amounts and charges due on or before their due dates.”

requirement for a request from the customer but would defer to the Commission's judgment on the matter. If the Commission finds it agreeable to go ahead and give the adjustment, Ms. Van Sant's bill for water service would receive the maximum reduction of \$1,500 as the adjustment calculation is higher than the maximum authorized reduction. A copy of the calculations are attached hereto as Exhibit E. Additionally, Ms. Van Sant would also be eligible for a payment plan under the NKWD Tariff, Section VII.

Third and lastly, this action may in part stem from some confusion regarding the interpretation of the information on the Meter Profile, Exhibit A. A review of the Meter Profile clearly shows the readings in 100 cubic feet. However, when the meter was changed on March 21, 2023, the newly installed meter was a new meter that reads by each cubic foot. Accordingly, after March 21, 2023 it should be read as having a decimal point before the last two digits in any reading. For example, on March 23, 2023, the reading shows 1600 CF but it is actually 16 CF (16.00). As such, the profile clearly indicates what generally appears to be regular usage after March 23, 2023. While that anomaly is present in the meter profiling system data which only recognizes meter dials by HCF, it is corrected by the NKWD billing system prior to the customer being billed as evidenced by the Ms. Van Sant's billing which is attached hereto as Exhibit B.<sup>3</sup> In the instant matter, Ms. Van Sant's subsequent bill on July 6, 2023 shows 66 HCF on the old meter from March 17, 2023 through March 21, 2023 and regular usage of only 13 HCF on the new meter through the end of the billing period. See Exhibit B, July 6, 2023 Water Service Invoice. Ms. Van Sant's October 5, 2023 water service invoice similarly shows only regular usage. See Exhibit B, October 5, 2023. To the extent this was not clearly communicated with Ms. Van Sant, NKWD is contrite. With the new Sensus AMI transmitter installed on January 16, 2024 which will deliver meter readings every four hours

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<sup>3</sup> The meter profile variation is a result of NKWD's current meter reading system technology that is in the process of being replaced after approval by the Public Service Commission. See Case No. 2021-00095, *Electronic Application of Northern Kentucky Water District for a Certificate of Public Convenience and Necessity to Replace its Existing Automated Meter Reading ("AMR") Meters with Advanced Metering Infrastructure ("AMI") and Issuance of a Bond Anticipation Note.*

and provides NKWD alerts for high usage along with various other abnormalities, NKWD is hopeful to further mitigate such circumstances from happening again to Ms. Van Sant.

In closing and response to Ms. Van Sant's demanded relief, NKWD is willing to grant the relief as outlined herein. As to the relief of an inspection for leaks, we do not believe it is necessary as the records clearly show according to Ms. Van Sant that her plumber found and fixed where the water was escaping without intentionally being used by Ms. Van Sant's household. Further NKWD's records validate those statements as the high water usage stopped thereafter.

### **III. CONCLUSION**

WHEREFORE, based on the foregoing, NKWD respectfully request the Public Service Commission dismiss the Complaint as NKWD has complied with its Tariff and the relevant statutory and regulatory requirements. Furthermore, it has offered Ms. Van Sant all available assistance available to her as authorized by NKWD's tariff and as highlighted herein. While NKWD regrets that this unfortunate circumstance has happened upon Ms. Van Sant, NKWD is limited only to the remedies called for in its Tariff as approved by the Public Service Commission as outlined herein.

RESPECTFULLY SUBMITTED:

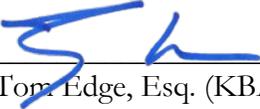


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## CERTIFICATE OF SERVICE

In accordance with 807 KAR 5:001, Section 8, and Case No. 2020-00085, Electronic Emergency Docket Related to the Novel Coronavirus COVID-19 (Ky. PSC July 22, 2021), Order, I certify that this document was submitted electronically to the Public Service Commission on January 22, 2024 and a copy was placed in the U.S. mail, postage prepaid as certified mail return receipt requested to the Complainant Alison Patricia Van Sant, 3488 Meadowlark Drive, Edgewood, Kentucky 41018.

  
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Tom Edge, Esq. (KBA #95534)

# **Exhibit List**

Exhibit A – Meter Profile

Exhibit B – Water Service Invoices

Exhibit C – Service Orders

Exhibit D – NKWD Email Communication to Public Service Commission

Exhibit E – Billing Adjustment Calculations

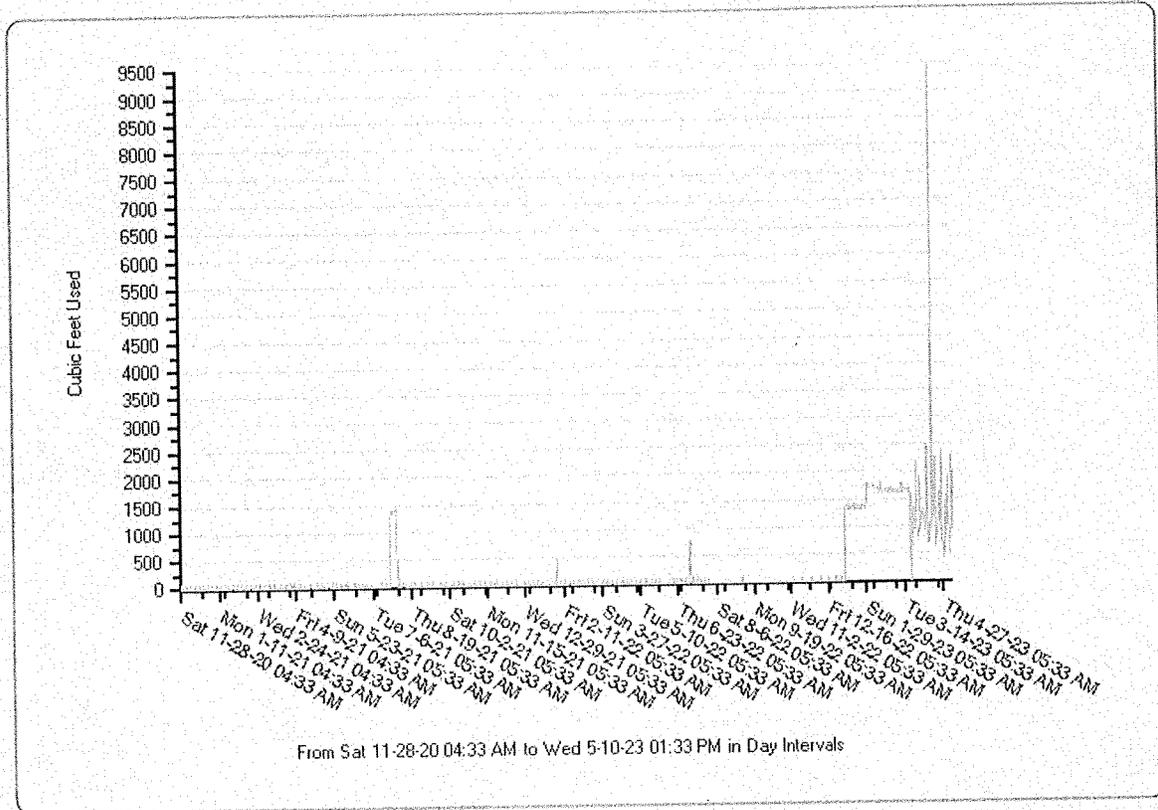
Exhibit F – Transaction History

Exhibit G – April 13, 2023 Phone Call Recording and Transcript



## **Exhibit A – Meter Profile**

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 # 81957021

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

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ORION Meter Reading Profile

Serial # 81957021

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
67	Tue 2-2-21 04:33 AM	0
68	Wed 2-3-21 04:33 AM	0
69	Thu 2-4-21 04:33 AM	0
70	Fri 2-5-21 04:33 AM	100
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

ORION Profile Viewer - Copyright 2023 Badger Meter, Inc.

ORION Meter Reading Profile

Serial # 81957021

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 # 81957021

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

ORION Profile Viewer - Copyright 2023 Badger Meter, Inc.

ORION Meter Reading Profile

Serial # 81957021

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 # 81957021

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 # 81957021

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 # 81957021

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 # 81957021

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 # 81957021

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

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ORION Meter Reading Profile

Serial # 81957021

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

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ORION Meter Reading Profile

Serial # 81957021

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 # 81957021

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 # 81957021

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 # 81957021

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 # 81957021

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 # 81957021

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 # 81957021

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 # 81957021

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

Date Meter Changeout  
from 100 CF reading to 1 CF  
reading. Decimal point  
should move over  
two spots hereafter (i.e.,  
1600 should read 16 CF)  
See Answer and  
Motion to Dismiss

ORION Profile Viewer - Copyright 2023 Badger Meter, Inc.

ORION Meter Reading Profile

Serial # 81957021

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



## **Exhibit B – Water Service Invoices**

Service Address  
3488 MEADOWLARK DR

Customer Number

Account Number

Account Summary

Prior Balance	Payments	Bal. Forward	Adjustments	New Charges	Total Amount Due
\$0.00	\$0.00	\$0.00	\$0.00	\$25.31	\$25.31

Billing Date  
October 05, 2022

Payment Due BEFORE  
November 07, 2022

Payment Due AFTER Due Date  
\$27.77

Office:  
2835 Crescent Springs Rd  
Erlanger, KY 41018

Meter Reading Data

Meter #	Meter Size	Previous Read Date	Current Read Date	Days	Read Type	Previous Reading	Current Reading	Usage	Units
20094420	5/8"	08/02/22	09/15/22	44	Regular	357	358	1	HCF

Next Reading Date: December 2022      Total Usage Billed: 1 HCF

Mailing Address:  
P.O. Box 449  
Burlington, KY 41005-0449

Any questions?  
Please call us at  
(859) 578-9898  
Monday to Friday  
8:00 AM to 5:00 PM

Make checks to:  
NKWD

Current Charges Detail      Service period: August 02, 2022 to September 15, 2022

Current Charges Detail

Consumption - Tier 1: 1.00 HCF @ \$4.77 per HCF .....	\$4.77
Fixed Service Charge.....	19.80
School Taxes - Kenton County.....	0.74
<b>Current Charges for 3488 MEADOWLARK DR</b>	<b>\$25.31</b>

Any Questions? Please call us at  
859-578-9898  
Monday - Friday 8:00 AM - 5:00 PM

**Amount Due ON or BEFORE November 07, 2022 ..... \$25.31**

Usage History

Bill date	Days	Usage
		HCF

**DO NOT PAY**

Your bill will be paid through our Automatic  
Payment Program on the due date indicated.

Return this portion with your payment. Make check or money order made to **NKWD**

Customer Number	ON or BEFORE	Pay this Amount	AFTER	Pay this Amount
██████████	11/07/22	\$25.31	11/07/22	\$27.77

Account Number

██████████

If address has changed, please check here, complete the information on the reverse side and mail back to NKWD.

PO BOX 449  
Burlington, KY 41005-0449  
Address Service Requested

Service Address  
3488 MEADOWLARK DR

ALISON VANSANT  
3488 MEADOWLARK DR  
EDGEWOOD KY 41018-2649

**DO NOT PAY**  
Northern Kentucky Water District  
P.O. BOX 449  
Your bill will be paid through our Automatic  
Burlington, KY, 41005-0449  
Payment Program on the due date indicated.

Service Address  
3488 MEADOWLARK DR

Customer Number

Account Number

Account Summary

Prior Balance	Payments	Bal. Forward	Adjustments	New Charges	Total Amount Due
\$0.00	\$0.00	\$0.00	\$0.00	\$61.37	\$61.37

Billing Date  
January 06, 2023

Payment Due BEFORE  
February 07, 2023

Payment Due AFTER Due Date  
\$67.33

Office:  
2835 Crescent Springs Rd  
Erlanger, KY 41018

Meter Reading Data

Meter #	Meter Size	Previous Read Date	Current Read Date	Days	Read Type	Previous Reading	Current Reading	Usage	Units
20094420	5/8"	09/15/22	12/14/22	90	Regular	358	362	4	HCF

Next Reading Date: March 2023      Total Usage Billed: 4 HCF

Mailing Address:  
P.O. Box 449  
Burlington, KY 41005-0449

Any questions?  
Please call us at  
(859) 578-9898  
Monday to Friday  
8:00 AM to 5:00 PM

Make checks to:  
NKWD

Current Charges Detail      Service period: September 15, 2022 to December 14, 2022

Balance Forward.....	\$0.00
<b>Current Charges Detail</b>	
Consumption - Tier 1: 4.00 HCF @ \$4.77 per HCF .....	\$19.08
Fixed Service Charge.....	40.50
School Taxes - Kenton County.....	1.79
<b>Current Charges for 3488 MEADOWLARK DR</b>	<b>\$61.37</b>

Any Questions? Please call us at  
859-578-9898  
Monday - Friday 8:00 AM - 5:00 PM

Beginning in 2023, convenience fees will apply to some payment options. This pass-through fee is charged by Paymentus, NKWD's 3rd party vendor. Visit www.nkywater.org for fee-free bill payment options.

**Amount Due ON or BEFORE February 07, 2023 ..... \$61.37**

Usage History

Bill date	Days	Usage	
9/15/2022	44	1.00	HCF

**DO NOT PAY**

Your bill will be paid through our Automatic Payment Program on the due date indicated.

Return this portion with your payment. Make check or money order made to **NKWD**

Customer Number	ON or BEFORE	Pay this Amount	AFTER	Pay this Amount
██████████	<b>02/07/23</b>	<b>\$61.37</b>	<b>02/07/23</b>	<b>\$67.33</b>

Account Number

██████████

If address has changed, please check here, complete the information on the reverse side and mail back to NKWD.

PO BOX 449  
Burlington, KY 41005-0449  
Address Service Requested

Service Address  
**3488 MEADOWLARK DR**

ALISON VANSANT  
3488 MEADOWLARK DR  
EDGEWOOD KY 41018-2649

**DO NOT PAY**  
Northern Kentucky Water District  
P.O. BOX 449  
Burlington, KY, 41005-0449  
Your bill will be paid through our Automatic Payment Program on the due date indicated.

Service Address  
3488 MEADOWLARK DR

Customer Number

Account Number

Account Summary

Prior Balance	Payments	Bal. Forward	Adjustments	New Charges	Total Amount Due
\$0.00	\$0.00	\$0.00	\$0.00	\$5,503.48	\$5,503.48

Billing Date  
April 11, 2023

Payment Due BEFORE  
May 15, 2023

Payment Due AFTER Due Date  
\$6,037.80

Office:  
2835 Crescent Springs Rd  
Erlanger, KY 41018

Meter Reading Data

Meter #	Meter Size	Previous Read Date	Current Read Date	Days	Read Type	Previous Reading	Current Reading	Usage	Units
20094420	5/8"	12/14/22	03/17/23	93	Regular	362	1516	1,154	HCF

Next Reading Date: June 2023      Total Usage Billed: 1,154 HCF

Mailing Address:  
P.O. Box 449  
Burlington, KY 41005-0449

Any questions?  
Please call us at  
(859) 578-9898  
Monday to Friday  
8:00 AM to 5:00 PM

Make checks to:  
NKWD

Current Charges Detail      Service period: December 14, 2022 to March 17, 2023

Balance Forward.....	\$0.00
<b>Current Charges Detail</b>	
Consumption - Tier 1: 18.50 HCF @ \$5.15 per HCF .....	\$95.28
Consumption - Tier 2: 440.62 HCF @ \$4.79 per HCF .....	\$2,110.57
Fixed Service Charge.....	17.62
Consumption - Tier 1: 28.00 HCF @ \$4.77 per HCF .....	\$133.56
Consumption - Tier 2: 666.88 HCF @ \$4.44 per HCF .....	\$2,960.95
Fixed Service Charge.....	25.20
School Taxes - Kenton County.....	160.30
<b>Current Charges for 3488 MEADOWLARK DR</b>	<b>\$5,503.48</b>

**Amount Due ON or BEFORE      May 15, 2023      \$5,503.48**

Any Questions? Please call us at  
859-578-9898  
Monday - Friday 8:00 AM - 5:00 PM

Beginning in 2023, convenience fees will apply to some payment options. This pass-through fee is charged by Paymentus, NKWD's 3rd party vendor. Visit [www.nkywater.org](http://www.nkywater.org) for fee-free bill payment options.

2023 Northern Kentucky Water District annual water quality report for the calendar year 2022 is available. This report contains important information about your drinking water.

Please go to [www.nkywater.org/ccr.pdf](http://www.nkywater.org/ccr.pdf) to view your 2022 annual water quality report or to request a paper copy call (859) 441-0482.

Usage History

Bill date	Days	Usage	
12/14/2022	90	4.00	HCF
9/15/2022	44	1.00	HCF

**DO NOT PAY**

Your bill will be paid through our Automatic Payment Program on the due date indicated.

Return this portion with your payment. Make check or money order made to **NKWD**

Customer Number	ON or BEFORE	Pay this Amount	AFTER	Pay this Amount
[REDACTED]	<b>05/15/23</b>	<b>\$5,503.48</b>	<b>05/15/23</b>	<b>\$6,037.80</b>

Account Number

[REDACTED]

If address has changed, please check here, complete the information on the reverse side and mail back to NKWD.

PO BOX 449  
Burlington, KY 41005-0449  
Address Service Requested

Service Address  
**3488 MEADOWLARK DR**

ALISON VANSANT  
3488 MEADOWLARK DR  
EDGEWOOD KY 41018-2649

**DO NOT PAY**  
Northern Kentucky Water District  
P.O. BOX 449  
Burlington, KY 41005-0449  
Your bill will be paid through our Automatic Payment Program on the due date indicated.

Service Address  
3488 MEADOWLARK DR

Customer Number

Account Number

Account Summary

Prior Balance	Payments	Bal. Forward	Adjustments	New Charges	Total Amount Due
\$5,503.48	\$0.00	\$5,503.48	\$0.00	\$450.58	\$5,954.06

Billing Date  
July 06, 2023

Payment Due BEFORE  
August 08, 2023

Payment Due AFTER Due Date  
\$5,997.81

Office:  
2835 Crescent Springs Rd  
Erlanger, KY 41018

Meter Reading Data

Meter #	Meter Size	Previous Read Date	Current Read Date	Days	Read Type	Previous Reading	Current Reading	Usage	Units
20094420	5/8"	03/17/23	03/21/23	4	Regular	1516	1582	66	HCF
21007186	5/8"	03/21/23	06/15/23	86	Regular		13	13	CF

Next Reading Date: July 2023

Total Usage Billed: 79 CF

Mailing Address:  
P.O. Box 449  
Burlington, KY 41005-0449

Any questions?  
Please call us at  
(859) 578-9898  
Monday to Friday  
8:00 AM to 5:00 PM

Make checks to:  
NKWD

Current Charges Detail Service period: March 17, 2023 to June 15, 2023

Balance Forward.....	\$5,503.48
Penalties Adjustment.....	\$0.00

Current Charges Detail

Consumption - Tier 1: 45.00 HCF @ \$5.15 per HCF .....	\$231.75
Consumption - Tier 2: 34.00 HCF @ \$4.79 per HCF .....	\$162.86
Fixed Service Charge.....	40.95
Fixed Service Charge.....	1.90
School Taxes - Kenton County.....	13.12

Current Charges for 3488 MEADOWLARK DR \$450.58

Amount Due ON or BEFORE August 08, 2023 \$5,954.06

Beginning in 2023, convenience fees will apply to some payment options. This pass-through fee is charged by Paymentus, NKWD's 3rd party vendor. Visit www.nkywater.org for fee-free bill payment options.

2023 Northern Kentucky Water District annual water quality report for the calendar year 2022 is available. This report contains important information about your drinking water.

Please go to www.nkywater.org/ccr.pdf to view your 2022 annual water quality report or to request a paper copy call (859) 441-0482.

Usage History

Bill date	Days	Usage	
3/17/2023	93	1,154.00	HCF
12/14/2022	90	4.00	HCF
9/15/2022	44	1.00	HCF

Return this portion with your payment. Make check or money order made to NKWD

Customer Number	ON or BEFORE	Pay this Amount	AFTER	Pay this Amount
	08/08/23	\$5,954.06	08/08/23	\$5,997.81

Account Number

If address has changed, please check here, complete the information on the reverse side and mail back to NKWD.

PO BOX 449  
Burlington, KY 41005-0449  
Address Service Requested

Service Address  
3488 MEADOWLARK DR

ALISON VANSANT  
3488 MEADOWLARK DR  
EDGEWOOD KY 41018-2649

Northern Kentucky Water District  
P.O. BOX 449  
Burlington, KY, 41005-0449

Service Address  
3488 MEADOWLARK DR

Customer Number

Account Number

Account Summary

Prior Balance	Payments	Bal. Forward	Adjustments	New Charges	Total Amount Due
\$5,892.69	\$0.00	\$5,892.69	\$43.75	\$91.88	\$6,028.32

Billing Date  
October 05, 2023

Payment Due BEFORE  
November 06, 2023

Payment Due AFTER Due Date  
\$6,037.24

Office:  
2835 Crescent Springs Rd  
Erlanger, KY 41018

Meter Reading Data

Meter #	Meter Size	Previous Read Date	Current Read Date	Days	Read Type	Previous Reading	Current Reading	Usage	Units
21007186	5/8"	06/15/23	09/15/23	92	Regular	13	22	9	CF
<b>Next Reading Date:</b> December 2023								<b>Total Usage Billed:</b>	9 CF

Mailing Address:  
P.O. Box 449  
Burlington, KY 41005-0449

Any questions?  
Please call us at  
(859) 578-9898  
Monday to Friday  
8:00 AM to 5:00 PM

Make checks to:  
NKWD

Current Charges Detail Service period: June 15, 2023 to September 15, 2023

Balance Forward.....	\$5,892.69
Penalties Adjustment.....	\$43.75

Current Charges Detail

Consumption - Tier 1: 9.00 HCF @ \$5.15 per HCF .....	\$46.35
Fixed Service Charge.....	42.85
School Taxes - Kenton County.....	2.68

Current Charges for 3488 MEADOWLARK DR \$91.88

Amount Due ON or BEFORE November 06, 2023 ..... \$6,028.32

Beginning in 2023, convenience fees will apply to some payment options. This pass-through fee is charged by Paymentus, NKWD's 3rd party vendor. Visit www.nkywater.org for fee-free bill payment options.

2023 Northern Kentucky Water District annual water quality report for the calendar year 2022 is available. This report contains important information about your drinking water.

Please go to www.nkywater.org/ccr.pdf to view your 2022 annual water quality report or to request a paper copy call (859) 441-0482.

Usage History

Bill date	Days	Usage	
6/15/2023	86	79.00	HCF
3/17/2023	93	1,154.00	HCF
12/14/2022	90	4.00	HCF
9/15/2022	44	1.00	HCF

Return this portion with your payment. Make check or money order made to NKWD

Customer Number	ON or BEFORE	Pay this Amount	AFTER	Pay this Amount
	11/06/23	\$6,028.32	11/06/23	\$6,037.24

PO BOX 449  
Burlington, KY 41005-0449  
Address Service Requested

Account Number

If address has changed, please check here, complete the information on the reverse side and mail back to NKWD.

Service Address  
3488 MEADOWLARK DR

ALISON VANSANT  
3488 MEADOWLARK DR  
EDGEWOOD KY 41018-2649

Northern Kentucky Water District  
P.O. BOX 449  
Burlington, KY, 41005-0449



## **Exhibit C – Service Orders**

Completion Code

Completed       Work Done By       Date Work Completed

Cancelled

Service Order Re-class

Closing Notes

Date/Time Created	<input type="text" value="03/20/2023 07:14:40 AM"/>	Created By	<input type="text" value="SMILLER"/>
Date/Time Printed	<input type="text" value="03/21/2023 06:56:26 AM"/>	Printed By	<input type="text" value="ABROWN"/>
Date/Time Closed	<input type="text" value="03/22/2023 11:26:47 AM"/>	Closed By	<input type="text" value="SMILLER"/>

Service Order Details | Meter/Equipment Selection | Progress/Completion Notes | Appointment | Events | Work Order System

Service Order Type

Emergency Service Order

Hold Service Order

Assigned to Department

Service Message

Print Date       Print When Saved

Service Order #

**Completed**

Service Request #

Service Request Key

Work Order Key

<b>Service Order Details</b>		Meter/Equipment Selection	Progress/Completion Notes	Appointment	Events	Work Order System
Service Order Type	Customer Service Inspection		Service Order # 1182758			
<input type="checkbox"/> Emergency Service Order <input type="checkbox"/> Hold Service Order		<b>Completed</b> Service Request # 0				
Assigned to	Department	CUSTOMER SERVICE	Service Request Key			
Service Message	go in pm, swbh, check for movement and read. cust states her plumber found a valve (in basement) and turned it off saying it came off the hot water tank and thinks that is where all the water was going into the drian for this?					Work Order Key
Print Date	04/14/2023	Print When Saved <input type="checkbox"/>				

Completion Code		
Completed <input checked="" type="checkbox"/>	Work Done By	Date Work Completed
Cancelled <input type="checkbox"/>	DHAAS	04/14/2023
Service Order Re-class	Customer Service Inspection	
Closing Notes	No one home for PM appt, no movement on meter....4/17 HH	
Date/Time Created	04/13/2023 03:26:21 PM	Created By
Date/Time Printed	04/14/2023 06:54:10 AM	Printed By
Date/Time Closed	04/17/2023 12:43:30 PM	Closed By
		SKRUSE
		ABROWN
		HHAHN

Service Order Details

Meter/Equipment Selection

Progress/Completion Notes

Appointment

Events

Work Order System

Service Order Type

Emergency Service Order

Hold Service Order

Assigned to Department

Service Message

Print Date

Print When Saved

Service Order #

**Completed**

Service Request #

Service Request Key

Work Order Key

Completion Code

Completed

Cancelled

Service Order Re-class

Work Done By

Date Work Completed

Closing Notes

Date/Time Created

Created By

Date/Time Printed

Printed By

Date/Time Closed

Closed By

Service Order Details | Meter/Equipment Selection | Progress/Completion Notes | Appointment | Events | Work Order System

Service Order Type

- Emergency Service Order
- Hold Service Order

Assigned to Department

Service Message

Service Order #  
  
**Completed**  
Service Request #  
  
Service Request Key  
  
Work Order Key

Print Date

Print When Saved

Completion Code

Completed       Work Done By       Date Work Completed   
Cancelled

Service Order Re-class

Closing Notes

Date/Time Created	<input type="text" value="05/02/2023 01:27:21 PM"/>	Created By	<input type="text" value="SMILLER"/>
Date/Time Printed	<input type="text" value="05/02/2023 01:29:09 PM"/>	Printed By	<input type="text" value="SMILLER"/>
Date/Time Closed	<input type="text" value="05/03/2023 10:26:42 AM"/>	Closed By	<input type="text" value="SMILLER"/>



**Exhibit D – NKWD Email Communication to  
Public Service Commission**

**From:** [Jenny Klute](#)  
**To:** [Tom Edge](#)  
**Subject:** FW: \*EXTERNAL\* 2023\_641.pdf Van Sant  
**Date:** Friday, December 8, 2023 2:22:40 PM  
**Attachments:** [image001.png](#)  
[image002.png](#)  
[image003.png](#)  
[3488 Meadowlark - Meter Profile.pdf](#)  
[image004.png](#)

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**From:** Jenny Klute  
**Sent:** Wednesday, May 31, 2023 4:40 PM  
**To:** Tutt, Rosemary (PSC) <Rosemary.Tutt@ky.gov>  
**Subject:** RE: \*EXTERNAL\* 2023\_641.pdf Van Sant

Rosemary-

3/17/23 – Billing department scheduled a serviceman to check for leaks and to read the meter manually and electronically after receiving the high reading.

3/21/23- Serviceman arrived and meter was spinning very quickly, he changed the meter out and then wired new transmitter. He advised the owners that meter was still spinning and asked if they wanted the water left on and they said yes, they had a baby, he left on per their request.

3/27/23 – Meter was tested since it was removed, please see the test results below.

4/13/23- Customer called and said there was no way that they used this amount of water, she was transferred to me. The customer, states plumber came and could not find a leak but did find a pipe coming off her hot water tank that had a valve on it and the plumber thinks this is where water could have possibly been running. She said they have no reason to go into the basement and turn on a valve for any reasons, so she does not feel she needs to be held responsible for this high bill.

4/24/23 – I scheduled another meter reading; reading was good and no movement at that time, I also asked for a meter profile on 5/2/23 to see exactly the time the water went through the meter, this is attached.

5/23/23 – I sent her the results of the meter profile.

**Meter Profile- pages 18 thru 20 show the billing dates of 12/14/22 to 3/17/23 and when the high usage started. I also wanted to mention that when our serviceman was at the home on 3/21/23 he installed a new meter, but the high usage continues after that date even on the new meter. Unfortunately, their next bill will also be high.**

Yesterday I told her that if she wanted an in-person test of the meter our meter shop would set that up with her and her husband, I would send her the form. She said she had another plumber come out and they are not finding any leaks and she was going to send me that documentation; however, she mentioned that if the proof they have acquired was not sufficient then she would go ahead and seek

legal counsel.

I explained that filing a complaint with PSC would be the next step for her or I could set up a payment arrangement but did tell her I would keep her water from being disconnected while in dispute. If you need anything further let me know.

Meter Number	20094420	Test Number	1
Test Type	Water Meter Test	Previous Test Date	/ /
Tested By	Brody Dunaway	Test Date	03/27/2023

**Test Results**

<b>High Flow:</b>	Flow Rate	100.40	Flow Volume	0.00	Flow Accuracy:	0.00
<b>Medium Flow:</b>	Flow Rate	100.20	Flow Volume	0.00	Flow Accuracy:	0.00
<b>Low Flow:</b>	Flow Rate	97.90	Flow Volume	0.00	Flow Accuracy:	0.00
<b>Overall:</b>	Flow Rate	100.30			Flow Accuracy:	0.00

Test Status: Reset Meter

Notes: reset mtr r-1582

Customer: [REDACTED] Account: [REDACTED] ALISON VANSANT 3488 MEADOWLARK DR EDGEWOOD, KY 41018-2649	Balance: \$5503.48 Deposit: \$0.00 Last Bill: \$5503.48 Due 05/15/2023 Plan: None Next:		
Customer	Service Address	Customer/Account	Services
AR	Write Off Bad Debts	Bankruptcy	
Actual Balance		Pending	
\$5,503.48		\$0.00	
Trans Date	Transaction	Amount	Balance
05/23/2023	Penalties	\$-534.32	\$5,503.48
05/18/2023	Penalties	\$534.32	\$6,037.80
04/11/2023	Cycle Billing Due: 05/15/2023	\$5,503.48	\$5,503.48
02/07/2023	Payment Paymentus	\$-61.37	\$0.00
01/06/2023	Cycle Billing Due: 02/07/2023	\$61.37	\$61.37
11/07/2022	Payment Paymentus	\$-25.31	\$0.00
10/05/2022	Cycle Billing Due: 11/07/2022	\$25.31	\$25.31

Customer: [REDACTED] Account: [REDACTED] ALISON VANSANT 3488 MEADOWLARK DR EDGEWOOD, KY 41018-2649	Balance: \$5503.48 Deposit: \$0.00 Last Bill: \$5503.48 Due 05/15/2023 Plan: None Next:	Active No Service Orders to be completed on file Credit is Good (0) 21007186-RADIO - Z-1						
Customer	Service Address	Customer/Account	Services	Addresses	Reading Histor			
Water								
Service	Read Date	Meter #	Read Type	Read Status	Previous	Current	Days	Billed Usage
Water	03/17/2023	20094420	Water	Regular	362.00	1516.00	93	1154.00
Water	12/14/2022	20094420	Water	Regular	358.00	362.00	90	4.00
Water	09/15/2022	20094420	Water	Regular	357.00	358.00	44	1.00

Thanks,  
Jenny

*Jennifer Kfute*  
Account Services Supervisor  
Phone: 859-578-7897  
Fax: 859-578-3668  
[jkfute@nkywater.org](mailto:jkfute@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](http://www.nkywater.org) for additional information and a list of fee-free bill payment options.*

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**From:** Tutt, Rosemary (PSC) <[Rosemary.Tutt@ky.gov](mailto:Rosemary.Tutt@ky.gov)>

**Sent:** Wednesday, May 31, 2023 11:57 AM

**To:** Jenny Klute <[JKlute@nkywater.org](mailto:JKlute@nkywater.org)>

**Subject:** \*EXTERNAL\* 2023\_641.pdf Van Sant

**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.



## **Exhibit E – Billing Adjustment Calculations**

**SPLIT RATE Type 2 , ADJ 1 Bill**

<b>Customer Number:</b>					
<b>Account Number:</b>					
<b>Name:</b>	ALISON VANSANT			Subject To Sales Tax	
<b>Address:</b>	3488 MEADOWLARK DR			Subject To School Tax	X KENTON
<b>City:</b>	EDGEWOOD				
<b>Enter</b>	Average after leak (Hundred Cu. Ft.)	9		0.1000	per day average

SPLIT RATE			DAYS	REBILL	CONSUMPTION
<b>Adj Computation:</b>			89	DAYS	581
<b>Date Billing Period:</b>	3/17/2023		7	DAYS OLD RATE	45.70
	HCF			cons tier 1	3.50
<b>Billed (Enter)</b>	1154	<b>DAYS @ OLD RATE</b>		<b>cons tier 2</b>	42.20
<b>Average</b>	9	cons tier 1		<b>DAYS NEW RATE</b>	535.30
<b>Difference</b>	1145	cons tier 2	82	cons tier 1	41.00
<b>Difference Divided by 2</b>	572	<b>DAYS @ NEW RATE</b>		cons tier 2	494.30
<b>Add: Average</b>	9	cons tier 1			
<b>Average of Diff. + Avg.</b>	581	cons tier 2	1022.24	old fixed S/C	40.50
				new fixed S/C	42.85

ORIGINALLY BILLED FOR			1154 HCFT	ADJUST BILL TO			581 HCFT
<b>OLD RATE</b>		<b>Rate/</b>		<b>OLD RATE</b>		<b>Rate/</b>	
<b>Billed</b>	<b>Applicable Amount</b>	<b>HCF</b>		<b>Billed</b>	<b>Applicable Amount</b>	<b>HCF</b>	
First 45 HCF	28.00	\$4.77	\$133.56	First 45 HCF	3.50	\$4.77	\$16.70
Next 4,905 HCF	666.88	\$4.44	\$2,960.95	Next 4,905 HCF	42.20	\$4.44	\$187.35
Next 4,950 HCF		\$3.25	\$0.00	Next 4,950 HCF		\$3.25	\$0.00
Quarterly Fixed Ser.Chg.		\$25.20				\$3.15	
			\$3,119.71		<b>Water Charges</b>		\$207.20
	<b>School Tax</b>		\$93.59		<b>School Tax</b>		\$6.22
	<b>Sales Tax</b>		\$0.00		<b>Sales Tax</b>		\$0.00
			\$3,213.30				\$213.42

NEW RATE			Rate/	NEW RATE			Rate/
Applicable Amount			HCF	Applicable Amount			HCF
First 45 HCF	18.50	\$5.15	\$95.28	First 45 HCF	41.00	\$5.15	\$211.15
Next 4,905 HCF	440.62	\$4.79	\$2,110.57	Next 4,905 HCF	494.30	\$4.79	\$2,367.71
Next 4,950 HCF		\$3.54	\$0.00	Next 4,950 HCF		\$3.54	\$0.00
Quarterly Fixed Ser.Chg.		\$17.62		Quarterly Fixed Ser.Chg.		\$39.04	
	<b>Water Charges</b>		\$2,223.47		<b>Water Charges</b>		\$2,617.90
	<b>School Tax</b>		\$66.70		<b>School Tax</b>		\$78.54
	<b>Sales Tax</b>		\$0.00		<b>Sales Tax</b>		\$0.00
	<b>Total</b>		\$2,290.17		<b>Total</b>		\$2,696.44

Grand Total First Bill		Grand Total Adj First Bill		Adjusted off 1st bill		573 HCFT	
Water	\$5,343.18	Water	\$2,825.10	Water			\$2,518.08
School Tax	\$160.29	School Tax	\$84.76	School Tax			\$75.53
Sales Tax	\$0.00	Sales Tax	\$0.00	Sales Tax			\$0.00
<b>Total</b>	<b>\$5,503.47</b>	<b>Total</b>	<b>\$2,909.86</b>	<b>Total</b>			<b>\$2,593.61</b>

	Prepared By	SM		<b>GRAND TOTALS</b>	
<b>Check List (Enter X)</b>	<b>Adjustment Complete</b>			<b>CONSUMPTION</b>	573
<b>Or sign name as</b>	<b>Approval</b>			<b>WATER</b>	\$2,518.08
<b>Needed</b>	<b>Letter</b>			<b>SCHOOL TAX</b>	\$75.53
	<b>Sanitation</b>			<b>SALES TAX</b>	\$0.00
	<b>Tracking Sheet</b>			<b>GRAND TOTAL</b>	\$2,593.61

**Type 2 Adjustment/ QUARTERLY BILL 1 BILL**

<b>Customer Number:</b>				<b>DATE:</b>			
<b>Account Number:</b>							
<b>Name:</b>	ALISON VANSANT			<b>Subject To Sales Tax</b>			
<b>Address:</b>	3488 MEADOWLARK DR			<b>Subject To School Tax</b>		X	KENTON
<b>City:</b>	EDGEWOOD						
<b>Enter</b>	Average after incident (Hundred Cu. Ft.)	9					
<b>Adjustment Computation</b>							
<b>Date Billing Period</b>	6/15/2023						
	<b>HCF</b>						
<b>Billed (Enter)</b>	79						
<b>Average</b>	9						
<b>Difference</b>	70						
<b>Difference Divided by 2</b>	35						
<b>Add: Average</b>	9						
<b>Average of Diff. + Avg.</b>	44						
<b>Billed</b>	<b>Applicable Amount</b>	<b>Rate/ HCF</b>					
First 45 HCF	45	\$5.15	\$231.75				
Next 4,905 HCF	34	\$4.79	\$162.86				
Next 4,950 HCF	0	\$3.54	\$0.00				
Quarterly Fixed Ser. Chg.		\$42.85					
	<b>Water Charges</b>		\$437.46				
	<b>School Tax</b>		\$13.12	KENTON			
	<b>Sales Tax</b>		\$0.00				
			\$450.58				
<b>Adjust To:</b>	<b>Applicable Amount</b>	<b>Rate/ HCF</b>					
First 45 HCF	44	\$5.15	\$226.60				
Next 4,905 HCF	0	\$4.79	\$0.00				
Next 4,950 HCF	0	\$3.54	\$0.00				
Quarterly Fixed Ser. Chg.		\$42.85					
	<b>Water Charges</b>		\$269.45				
	<b>School Tax</b>		\$8.08	KENTON			
	<b>Sales Tax</b>		\$0.00				
	<b>Total</b>		\$277.53				
<b>Comp Adj</b>							
Water	\$168.01						
School Tax	\$5.04	KENTON					
Sales tax	\$0.00						
<b>Adjustment Total</b>	<b>\$173.05</b>						
<b>Basis for Adjustment</b>	underground leak						
<b>HCF</b>	35						
				<b>GRAND TOTALS</b>			
<b>Check List (Enter X)</b>	<b>Adjustment Complete</b>	<b>SM</b>					
	<b>Approval</b>				<b>CONSUMPTION</b>	35	
	<b>Letter</b>						
	<b>Sanitation</b>				<b>WATER</b>	\$168.01	
	<b>Tracking Sheet</b>				<b>SCHOOL TAX</b>	\$5.04	KENTON
					<b>SALES TAX</b>	\$0.00	
					<b>GRAND TOTAL</b>	\$173.05	



## **Exhibit F – Transaction History**

# Transaction History

Customer: <span style="background-color: black; color: black;">[REDACTED]</span> Account: <span style="background-color: black; color: black;">[REDACTED]</span> ALISON VANSANT 3488 MEADOWLARK DR EDGEWOOD, KY 41018-2649		Balance: \$6073.05 Deposit: \$0.00 Last Bill: \$6073.05 Due 02/06/2024 Plan: None Next:	
Customer	Service Address	Customer/Account	Services
AR	Write Off Bad Debts	Bankruptcy	
Actual Balance <input type="checkbox"/>		Pending	
\$6,073.05		\$0.00	
Trans Date	Transaction	Amount	Balance
01/05/2024	Cycle Billing Due: 02/06/2024	\$97.18	\$6,073.05
11/09/2023	Penalties	\$8.92	\$5,975.87
10/18/2023	Payment Paymentus	\$-61.37	\$5,966.95
10/05/2023	Cycle Billing Due: 11/06/2023	\$91.88	\$6,028.32
08/28/2023	Payment Paymentus	\$-61.37	\$5,936.44
08/11/2023	Penalties	\$43.75	\$5,997.81
07/06/2023	Cycle Billing Due: 08/08/2023	\$450.58	\$5,954.06
05/23/2023	Penalties	\$-534.32	\$5,503.48
05/18/2023	Penalties	\$534.32	\$6,037.80
04/11/2023	Cycle Billing Due: 05/15/2023	\$5,503.48	\$5,503.48
02/07/2023	Payment Paymentus	\$-61.37	\$0.00
01/06/2023	Cycle Billing Due: 02/07/2023	\$61.37	\$61.37
11/07/2022	Payment Paymentus	\$-25.31	\$0.00
10/05/2022	Cycle Billing Due: 11/07/2022	\$25.31	\$25.31



## **Exhibit G – April 13, 2023 Phone Call Recording and Transcript**

Call includes hold time in recording from 9:30 mark until 14:11 mark.

\*Please note that phone call is filed separately and can be found in the electronic file documents for Case 2023-00399 at: <https://psc.ky.gov/Case/ViewCaseFilings/2023-00399>.

# Transcript

00:00:00 NKWD Customer Service Representative

Customer service, Shellie, can I help you?

00:00:02 Ms. Van Sant

Um, yes, I need to speak to somebody about my bill.

00:00:05 NKWD Customer Service Representative

How can I help you, what's your address?

00:00:07 Ms. Van Sant

Um, 3488 Meadowlark Drive.

00:00:11 NKWD Customer Service Representative

And what's the name?

00:00:13 Ms. Van Sant

Allison Van Sant or Reiber

00:00:16 NKWD Customer Service Representative

All right. Oh, Lord.

00:00:20 NKWD Customer Service Representative

Alright, mmm, bear with me just a moment.

00:00:22 Ms. Van Sant

Okay

00:00:27 NKWD Customer Service Representative

Okay. So, we were out there on

00:00:28 NKWD Customer Service Representative

the 21st.

00:00:29 Ms. Van Sant

Yep

00:00:31 NKWD Customer Service Representative

Um, removed reading, type save, found blank screens, you know meter word, large leak found, customer request I leave on.

00:00:39 NKWD Customer Service Representative

So what type, do you have underground leak?

00:00:43 Ms. Van Sant

Um, I have no idea. We, we. So, I'm, I'm so sorry if, if I am rambling because I, you know as you can see, I'm having a mild heart attack at that number.

00:00:54 Ms. Van Sant

Um so, the gentleman named Bailey came out and knocked on our door and said, hey, we have a reading that you have a leak. It's not on the outside so you need to have somebody come in and check inside. We had absolutely no indicators that we had a leak, um um, except, you know, sounds in our house.

00:01:16 Ms. Van Sant

But we had a plumber come in that day. Um, he, he, turned some sort of knob and, and, and I and, and we have no idea if that's what it was.

00:01:28 NKWD Customer Service Representative

Okay

00:01:29 Ms. Van Sant

Um, but my concern comes in is we previously have paid 2 water bills. One was like 25 and one was \$63.

00:01:31 NKWD Customer Service Representative

Uh, huh

00:01:38 Ms. Van Sant

And it definitely shouldn't have taken, you know, we've, we've been here almost a year. It shouldn't have taken a year for, for, that to, to, have been

00:01:49 Ms. Van Sant

noticed by the water company.

00:01:50 NKWD Customer Service Representative

Well, your leak it, it leak started, we bill every three months. Your leak started between 12/14 and 3/17. So when we came out on 3/17 is where we found the high usage.

00:02:04 Ms. Van Sant

Um, what do I do? Because I, I, can't, I can't, I can't pay this. I, we had no idea.

00:02:08 NKWD Customer Service Representative

Did they fix a leak? Did the plumber fix the leak?

00:02:08 Ms. Van Sant

We had a,

00:02:12 Ms. Van Sant

yeah, he, he

00:02:13 Ms. Van Sant

pulled a lever and, and,

00:02:16 Ms. Van Sant

I guess, he said, he said he, he,

00:02:18 Ms. Van Sant

wasn't sure if that was the problem or not.

00:02:21 NKWD Customer Service Representative

Pulled a lever?

00:02:23 Ms. Van Sant

Yeah, like, like he said that there was, there was water running not leaking, but water running through, through an additional pipe that was absolutely not necessary in the house and he just shut off the supply from, to that site.

00:02:36 NKWD Customer Service Representative

The problem is, where was that water going though?

00:02:39 Ms. Van Sant

I, uh, see we

00:02:40 Ms. Van Sant

have absolutely no idea because our house has, we just moved in last July and haven't had no water problems.

00:02:52 NKWD Customer Service Representative

Hmm, is there a, do you have a pool or something like that?

00:02:53 Ms. Van Sant

No, ma'am.

00:02:55 NKWD Customer Service Representative

That's weird that there, there was something in your house and the water was going to that pipe.

00:03:04 NKWD Customer Service Representative

That's weird. I don't see it.

00:03:06 Ms. Van Sant

I know and, and you would have, I mean you would think we, if maybe it lead, led to outside that, that we would have seen nothing around our house.

00:03:17 NKWD Customer Service Representative

That's weird. It just makes you wonder where was it going, you know?

00:03:22 Ms. Van Sant

I mean it literally a phantom somewhere.

00:03:26 NKWD Customer Service Representative

Yeah, because with that much water, you would think you would see a river somewhere or water coming out of your walls.

00:03:26 Ms. Van Sant

Um,

00:03:31 Ms. Van Sant

something, I mean, nothing, I promise we

00:03:37 Ms. Van Sant

nothing in our basement. Nothing. We have a, a septic and not a septic tank. What do you

00:03:43 NKWD Customer Service Representative

Okay

00:03:44 Ms. Van Sant

call them a sub pump?

00:03:47 NKWD Customer Service Representative

It wasn't going through the sump pump and just going down the drain, was it?

00:03:50 Ms. Van Sant

No, no running water into the sub pump.

00:03:54 NKWD Customer Service Representative

Okay, So what we would need to do next is we're going to have to send someone out again. Are you going to be home tomorrow?

00:03:57 Ms. Van Sant

Yes

00:04:00 NKWD Customer Service Representative

Once an amount, let's check for movement again and let's get a reading and see what you've used since the last time we were out there at 3/21.

00:04:08 Ms. Van Sant

Okay

00:04:09 Ms. Van Sant

Because we had somebody, he, we had him come in that day. Um, yeah. So that would be great.

00:04:31 NKWD Customer Service Representative

So, you found the valve and turned it off?

00:04:34 Ms. Van Sant

Yeah, he, he said so, it's in our basement and he found it. He literally looked around, he said I have no idea what, where this is coming from. He said, so trial and error because, you know, he, he said, I don't see anything. He said that there was an extra pipe.

00:04:54 Ms. Van Sant

Um, that was somehow connected to our water heater and he said that it could have been water for absolutely,

00:05:00 NKWD Customer Service Representative

Going straight down the drain.

00:05:03 Ms. Van Sant

don't like with, with

00:05:04 Ms. Van Sant

no purpose, and, and, literally water and concrete maybe.

00:05:08 NKWD Customer Service Representative

Water and concrete going down the drain?

00:05:10 NKWD Customer Service Representative

Yeah, that's weird.

00:05:12 Ms. Van Sant

And no indicator.

00:05:13 NKWD Customer Service Representative

I wonder who put that, yeah, I wonder who put that

00:05:17 NKWD Customer Service Representative

pipe in like that? You know what I'm saying here?

00:05:18 Ms. Van Sant

Well, he, he, literally said he was like, I don't know what the idiots who built this house were thinking, but that is he said it was a, it is a completely pointless pipe.

00:05:32 NKWD Customer Service Representative

Huh, wow okay.

00:05:35 NKWD Customer Service Representative

So, it came from the hot water tank?

00:05:38 Ms. Van Sant

Yes, but it wasn't hot, he said, he doesn't think it was hot water. Whatever cold water he said, and he said all hearsay because he wasn't really sure, but he thinks that whatever cold water was feeding into the hot water heater to be warmed up,

00:05:53 Ms. Van Sant

he said that he thinks a portion of that was always going into this other pipe.

00:06:01 NKWD Customer Service Representative

And this is uh, you had a master plumber come out from a company?

00:06:06 Ms. Van Sant

Yes, yes ma'am. And I, I, can get his information.

00:06:09 NKWD Customer Service Representative

Yeah, that's weird though. Okay, I see. Let me check for a moment.

00:06:41 NKWD Customer Service Representative

Okay, what is tomorrow? It's the 14<sup>th</sup>, alrighty.

00:06:46 NKWD Customer Service Representative

Let me make sure I got a good phone number on the account, so I have a 513-382-8469.

00:06:52 Ms. Van Sant

That is my husband. Could I give you mine?

00:06:54 NKWD Customer Service Representative

816-0689.

00:06:57 Ms. Van Sant

Yes, ma'am.

00:06:57 NKWD Customer Service Representative

Okay, alright, we got that already on the account. Alright, let's see here.

00:07:03 NKWD Customer Service Representative

You know, that's really weird because

00:07:06 NKWD Customer Service Representative

you didn't have the usage like that, well, your first bill was only for 44 days out of a 90-day cycle.

00:07:10 NKWD Customer Service Representative

The second bill was of course, the 90-day cycle billing, and then of course this bill was 90-day cycle billing as well. But gosh, that's crazy.

00:07:21 Ms. Van Sant

Right. And, and don't you think,

00:07:22 NKWD Customer Service Representative

And he didn't find anything underground? Nothing?

00:07:25 Ms. Van Sant

No ma'am, nothing. Um, and, and the point and, and, just the point you know I would, I was thinking about logically is you know we, my husband and I are not do-it-yourselfers, we do not touch things because we don't know anything about them. So, we haven't touched any, you know this lever that he pulled to close the pipe.

00:07:46 Ms. Van Sant

We've never touched it. We would have no reason to.

00:07:47 NKWD Customer Service Representative

Uh, right.

00:07:50 Ms. Van Sant

So, my thought is, is

00:07:53 Ms. Van Sant

it had to have been going on longer, you know it doesn't just start out of nowhere.

00:07:59 NKWD Customer Service Representative

Right.

00:08:02 NKWD Customer Service Representative

Uh, now I know back in 2021

00:08:05 NKWD Customer Service Representative

there was a leak here. It says customer can hear hissing sound, noise outside of the basement walls.

00:08:14 NKWD Customer Service Representative

The customer had an outside leak, says that was in 20/21. It was a previous customer.

00:08:21 Ms. Van Sant

Uh, yeah, they said that they,

00:08:23 Ms. Van Sant

Well, I'm sorry. I didn't mean to interrupt.

00:08:24 NKWD Customer Service Representative

Oh no, you're fine, hun.

00:08:26 Ms. Van Sant

Um, they, they, said that they did have a leak, um but they got it fixed and they got a new and it, it, came from like an issue with their um sub pump. So, they completely replaced the sub pump.

00:08:39 NKWD Customer Service Representative

So weird, what?

00:08:41 NKWD Customer Service Representative

I have never, I have to go home and ask my husband about this

00:08:44 NKWD Customer Service Representative

because my husband's a plumber, too.

00:08:45 NKWD Customer Service Representative

I have to go home and ask him about this.

00:08:48 NKWD Customer Service Representative

And I'm like have

00:08:48 NKWD Customer Service Representative

you ever heard, see what he would...

00:08:50 Ms. Van Sant

I, I, feel like I'm going crazy. I saw my, my, my bill comes through my, my, e-mail and I, I, almost had a heart attack. I,

00:08:54 NKWD Customer Service Representative

Right.

00:08:57 Ms. Van Sant

was like,

00:08:58 NKWD Customer Service Representative

Oh, I would have done, I would have too, yes.

00:09:00 NKWD Customer Service Representative

Alright, back to the active account.

00:09:07 NKWD Customer Service Representative

I mean, you got hot water and regular water now.

00:09:09 NKWD Customer Service Representative

And okay, right?

00:09:11 Ms. Van Sant

Yes, ma'am. Nothing has changed since we moved in.

00:09:14 NKWD Customer Service Representative

Okay, alright, so, let me place you on hold. I'm probably going to have to get a,

00:09:20 NKWD Customer Service Representative

approval for something, I'm going to put you on an arrangement but I might have to talk to a supervisor. Can you hold on just a second?

00:09:26 Ms. Van Sant

Yeah, absolutely. Thank you.

00:14:12 NKWD Customer Service Representative

Alright, you still there?

00:14:13 Ms. Van Sant

Yes, ma'am.

00:14:14 NKWD Customer Service Representative

Do you know how much you'll be able to put down on this and we can get, we give you, you know, a payment arrangement on them, give you possibly up to two years to pay it.

00:14:25 Ms. Van Sant

I'm. I'm so sorry. I, I, don't think I should be, I mean, we, we, didn't, we didn't know, I, I...

00:14:32 NKWD Customer Service Representative

Yeah. And we wouldn't have known until we come to read it and that's when we found out and they did send out a letter on the 23rd about it that, hey, something's going on here to you. And then we went out on the 21st and checked after we read it to see what was going on ourselves.

00:14:47 NKWD Customer Service Representative

So, umm and it just says here its customer requested. I can leave it on, that was on

00:14:50 NKWD Customer Service Representative

the 21st

00:14:51 NKWD Customer Service Representative

of March. So, and we just read it on the 17th ourselves. So, we wouldn't have known until we come out to read it.

00:14:53 Ms. Van Sant

Yeah. I mean, I'm sitting here.

00:14:59 Ms. Van Sant

I'm gonna, I'm gonna, have to talk to somebody because I, I, can't, I can't pay that. I don't, I, to be very frank, I don't feel like I should be, uh, we had no idea, and I don't think we should be held responsible for that.

00:15:12 NKWD Customer Service Representative

Well, the only problem

00:15:13 NKWD Customer Service Representative

is it runs through your meter and the accounts in your

00:15:15 NKWD Customer Service Representative

name, I mean

00:15:16 NKWD Customer Service Representative

we wouldn't have known you had, you know what was going on here. We don't know until we go out to read it because we read every three months, but unfortunately, it's the responsibility of the customer if you've got an account in your name.

00:15:26 NKWD Customer Service Representative

That water runs through that meter registers and that meter sits outside of the street.

00:15:32 Ms. Van Sant

Then I need to, I need to speak with someone who, who, can, who might be able to help me.  
Because I, I, I can't, um and, and I, and

00:15:42 Ms. Van Sant

I'll, I'll, I'll, I'll,

00:15:43 Ms. Van Sant

find it if I have to.

00:15:45 NKWD Customer Service Representative

Okay. Well, I can let you speak to our supervisor, but she won't be back until Monday and the team lead's not going to be able to do any other difference than

00:15:54 NKWD Customer Service Representative

I can and,

00:15:56 Ms. Van Sant

Then yeah, I'd like the supervisor.

00:15:56 NKWD Customer Service Representative

So, I'll put you in her voicemail, but she might not get a hold of

00:15:59 NKWD Customer Service Representative

them until Monday.

00:15:61 Ms. Van Sant

Okay, thank you.