



LINDSEY W. INGRAM III
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300 WEST VINE STREET
SUITE 2100
LEXINGTON, KY 40507-1801
MAIN: (859) 231-3000
FAX: (859) 253-1093

June 19, 2026

ELECTRONICALLY SUBMITTED

Linda C. Bridwell
Executive Director
Kentucky Public Service Commission
211 Sower Blvd
Frankfort, KY 40601

Re: Case No. 2024-00303: Stinson Fitness, LLC d/b/a Workout Anytime vs. Kentucky American Water

Dear Ms. Bridwell:

Enclosed please find Kentucky American Water's submission via e-mail. I hereby certify that: (1) this electronic submission is a true and accurate copy of the original documents in paper medium; and (2) the electronic filing has been transmitted to the Commission on June 19, 2026 by e-mail.

Very truly yours,

A handwritten signature in blue ink, reading "Lindsey W. Ingram III".

Lindsey W. Ingram III

CC: Rhett B. Ramsey
rhett@garmonandramsey.com

RECEIVED

JUN 19 2026

**PUBLIC SERVICE
COMMISSION**

COMMONWEALTH OF KENTUCKY)
) SS:
COUNTY OF FAYETTE)


William A. Lewis

Molly McCleese Van Over
Notary Public

Notary ID: KYNP26988

KENTUCKY-AMERICAN WATER COMPANY
CASE NO. 2024-00303
COMMISSION STAFF'S FIRST REQUEST FOR INFORMATION

Witness: William A. Lewis

1. Provide copies of all meter records, including data logs and test results for the meter in place at the premise in question, meter number 13260242, during the Case No. 2024-00303 relevant period for the period June 1, 2022, to the date the meter was removed from service.

Response: Please see the documentation attached to Kentucky-American Water Company's Answer and Motion to Dismiss filed on May 22, 2025. That documentation includes correspondence to the customer, meter test results, and usage data logs. Note at page 59 of 99 of that pdf file that is the Answer and Motion to Dismiss, including attachments, usage decreased *significantly* from its previous levels in the early afternoon of November 12, 2023 and stayed at that decreased level. Importantly, the meter change for this customer did not happen until December 5, 2023.

KENTUCKY-AMERICAN WATER COMPANY
CASE NO. 2024-00303
COMMISSION STAFF'S FIRST REQUEST FOR INFORMATION

Witness: William A. Lewis

2. Provide copies of all communications with the Complainants concerning water usage for the period June 1, 2022, to the date meter number 13260242 has been removed from service.

Response: Please see the attached letters to the customer. The meter was removed from service on December 5, 2023. See the response to Question No. 1 noting that the elevated usage ceased on November 12, 2023, several weeks before the meter was changed.

06/21/2023

Workout Anytime
3130 Mapleleaf Dr
Ste 140
Lexington, KY 40509-1339

For Service To:
Account Number: [REDACTED]
Service Address: 3130 Maple Leaf Dr 140
Lexington, KY 40509-1308

Dear Kentucky American Water Customer:

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

One of our responsibilities as your water service provider is to give you all the information you need to manage your water use, and to alert you when we notice something out of the ordinary. When we obtained your most recent meter reading, we noticed that your water use is considerably higher than normal.

There could be many reasons for unusually high water use, including short-term visitors, seasonal usage, or potential leaks. We suggest that you check your property for possible leaks or problems which could cause unusually high water use. If you determine that the source of the high water use is the result of a broken service line or internal plumbing problem, we encourage you to take steps as soon as possible to prevent recurring high bills.

We offer a Leak Detection Kit and other useful information for identifying high water use on our website, www.amwater.com. Many leaks are not noticeable but can contribute to unexpected water use. If you cannot determine the reason for your higher water use, please call our customer service center between the hours of 7am and 7pm at the number below.

Sincerely,

Kentucky American Water Customer Service

07/18/2023

Workout Anytime
3130 Mapleleaf Dr
Ste 140
Lexington, KY 40509-1339

For Service To:
Account Number: [REDACTED]
Service Address: 3130 Maple Leaf Dr 140
Lexington, KY 40509-1308

Dear Kentucky American Water Customer:

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

One of our responsibilities as your water service provider is to give you all the information you need to manage your water use, and to alert you when we notice something out of the ordinary. When we obtained your most recent meter reading, we noticed that your water use is considerably higher than normal.

There could be many reasons for unusually high water use, including short-term visitors, seasonal usage, or potential leaks. We suggest that you check your property for possible leaks or problems which could cause unusually high water use. If you determine that the source of the high water use is the result of a broken service line or internal plumbing problem, we encourage you to take steps as soon as possible to prevent recurring high bills.

We offer a Leak Detection Kit and other useful information for identifying high water use on our website, www.amwater.com. Many leaks are not noticeable but can contribute to unexpected water use. If you cannot determine the reason for your higher water use, please call our customer service center between the hours of 7am and 7pm at the number below.

Sincerely,

Kentucky American Water Customer Service

08/15/2023

Workout Anytime
3130 Mapleleaf Dr
Ste 140
Lexington, KY 40509-1339

For Service To:
Account Number: [REDACTED]
Service Address: 3130 Maple Leaf Dr 140
Lexington, KY 40509-1308

Dear Kentucky American Water Customer:

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

One of our responsibilities as your water service provider is to give you all the information you need to manage your water use, and to alert you when we notice something out of the ordinary. When we obtained your most recent meter reading, we noticed that your water use is considerably higher than normal.

There could be many reasons for unusually high water use, including short-term visitors, seasonal usage, or potential leaks. We suggest that you check your property for possible leaks or problems which could cause unusually high water use. If you determine that the source of the high water use is the result of a broken service line or internal plumbing problem, we encourage you to take steps as soon as possible to prevent recurring high bills.

We offer a Leak Detection Kit and other useful information for identifying high water use on our website, www.amwater.com. Many leaks are not noticeable but can contribute to unexpected water use. If you cannot determine the reason for your higher water use, please call our customer service center between the hours of 7am and 7pm at the number below.

Sincerely,

Kentucky American Water Customer Service

09/27/2023

Workout Anytime
3130 Mapleleaf Dr
Ste 140
Lexington, KY 40509-1339

For Service To:
Account Number: [REDACTED]
Service Address: 3130 Maple Leaf Dr 140
Lexington, KY 40509-1308

Dear Kentucky American Water Customer:

Providing reliable, quality water and wastewater service to our customers is a top priority. This commitment includes timely and accurate billing. We are presently experiencing a delay that is preventing us from sending your current bill in a timely manner. We're working to resolve the issue, and when we do, we'll send out the delayed bill as soon as possible.

If the delay is resolved close to your next scheduled billing cycle, we'll include the current delayed bill with your next bill. In this case, each billing period will be individually calculated and totaled on the invoice. If the delay is resolved in advance of your next scheduled billing cycle, we will send your current bill separately. In this case, you may receive two bills in close proximity.

We will extend the time you have to pay the delayed bill. In addition, if needed, we can provide a payment agreement to extend the amount due over the same time period that your bill was delayed. You can now set up an installment plan online through MyWater. If you do not have a MyWater account, it is easy to sign up at www.kentuckyamwater.com.

We sincerely apologize for any inconvenience this may have caused. These are isolated events and once identified, we work to resolve them as quickly as possible. We also take steps to reduce the possibility of future delays. Thank you for your understanding.

Sincerely,

Kentucky American Water Customer Service

11/10/2023

Workout Anytime
3130 Mapleleaf Dr
Ste 140
Lexington, KY 40509-1339

For Service To:
Account Number: [REDACTED]
Service Address: 3130 Maple Leaf Dr 140
Lexington, KY 40509-1308

Dear Kentucky American Water Customer:

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

One of our responsibilities as your water service provider is to give you all the information you need to manage your water use, and to alert you when we notice something out of the ordinary. When we obtained your most recent meter reading, we noticed that your water use is considerably higher than normal.

There could be many reasons for unusually high water use, including short-term visitors, seasonal usage, or potential leaks. We suggest that you check your property for possible leaks or problems which could cause unusually high water use. If you determine that the source of the high water use is the result of a broken service line or internal plumbing problem, we encourage you to take steps as soon as possible to prevent recurring high bills.

We offer a Leak Detection Kit and other useful information for identifying high water use on our website, www.amwater.com. Many leaks are not noticeable but can contribute to unexpected water use. If you cannot determine the reason for your higher water use, please call our customer service center between the hours of 7am and 7pm at the number below.

Sincerely,

Kentucky American Water Customer Service

11/15/2023

WORKOUT ANYTIME
STINSON FITNESS
3130 MAPLELEAF DR STE 140
LEXINGTON, KY 40509-1339

For Service To:

Account Number: [REDACTED]

Service Address: 3130 Maple Leaf Dr 140
Lexington, KY 40509-1308

Dear Kentucky American Water Customer:

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

After reviewing your account and billing history information, we issued a field service order to verify the meter reading used to calculate the bill in question. We verified a meter reading of 2617 as of 11/14/2023.

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

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

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

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

Sincerely,

Kentucky American Water Customer Service

KENTUCKY-AMERICAN WATER COMPANY
CASE NO. 2024-00303
COMMISSION STAFF'S FIRST REQUEST FOR INFORMATION

Witness: William A. Lewis

3. Provide the monthly water usage for the service address of 3130 Maple Leaf Drive, Suite 140, Lexington, Kentucky 40509, for the billing periods for the period June 1, 2023, to June 1, 2025.

Response: The following is a chart summarizing the monthly water usage as reflected in the monthly bills; for ease of use, Kentucky American has indicated that the meter was replaced on December 5, 2023 after water usage decreased significantly on November 12, 2023. For the bills themselves and the usage period pertaining to those bills, see the response to Question No. 4. Each bill provides usage dates and usage amounts.

Bill Date	Gallons
6/21/2023	43,384
7/18/2023	53,108
8/16/2023	88,264
9/27/2023	14,212 (estimated)
10/26/2023	243,100
11/13/2023	121,176
12/5/2023	Meter replaced
12/12/2023	19,448
1/12/2024	5,600
2/12/2024	4,300
3/12/2024	4,700
4/10/2024	5,000
5/13/2024	4,700
6/12/2024	4,600
7/11/2024	3,900
8/12/2024	5,600
9/16/2024	5,000
10/14/2024	4,100
11/13/2024	4,200
12/11/2024	4,500
1/13/2025	4,300
2/12/2025	4,300
3/12/2025	4,500
4/10/2025	4,000
5/12/2025	5,500
6/12/2025	5,100

KENTUCKY-AMERICAN WATER COMPANY
CASE NO. 2024-00303
COMMISSION STAFF'S FIRST REQUEST FOR INFORMATION

Witness: William A. Lewis

4. Provide copies of all bills to the Complainants for water service to service address of 3130 Maple Leaf Drive, Suite 140, Lexington, Kentucky 40509, for the period June 1, 2023, to June 1, 2025.

Response: See attached .pdf file.
KAW_R_PSCDR1_NUM004_Attachment



**KENTUCKY
AMERICAN WATER**
WE KEEP LIFE FLOWING™

Service Address:

WORKOUT ANYTIME
3130 MAPLE LEAF DR 140
LEXINGTON, KY 40509-1308

THANK YOU FOR BEING OUR CUSTOMER

Important Account Messages

- Want to get to know us better? Visit www.kentuckyamwater.com to learn more about the services we provide.
- Want more convenience and less clutter? Try paperless billing. We send an email when your bill is available for viewing and include an option to pay. It's simple to sign up, just register or log into My Account at amwater.com/myaccount and make the selection for paperless billing.

For more information, visit www.kentuckyamwater.com



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



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



Customer Service: 1-800-678-6301
M-F 7:00am to 7:00pm – Emergencies 24/7



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

6 Please return bottom portion with your payment. DO NOT send cash. Retain upper portion for your records. 6



Service to: 3130 MAPLE LEAF DR 140
LEXINGTON, KY 40509-1308

WORKOUT ANYTIME
c/o STINSON FITNESS
3130 MAPLELEAF DR STE 140
LEXINGTON, KY 40509-1339



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

Statement

Attachment to PSC 1-4
Page 1 of 118

Page 1 of
630004900290

Account No. [REDACTED]

Total Amount Due:	\$294.99
Payment Due By:	July 7, 2023

Thank you for using AutoPay. Payment will be automatically deducted on the bill due date.

Billing Date: June 21, 2023
Service Period: May 10 to Jun 09 (31 Days)
Total Gallons: 43,384

Account Summary – See page 3 for Account Detail

Prior Billing:		\$213.70
Payments - Thank You!	-	\$213.70
Balance Forward:	=	\$0.00
Service Related Charges:	+	\$263.20
Taxes:	+	\$31.79
Total Amount Due:	=	\$294.99

Account No. [REDACTED]

Total Amount Due:	\$294.99
Payment Due By:	July 7, 2023

If paying after 7/7/23, pay this amount: \$308.98

Amount Enclosed \$ **Paid Electronically on Due Date**

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

0000000000029499011

Messages from Kentucky American Water

- ***IMPORTANT WATER QUALITY MESSAGE: 2022 Kentucky American Water annual water quality report is available. This report contains important information about your drinking water. Please go to www.amwater.com/ccr/lexington.pdf or www.amwater.com/ccr/owenton.pdf to view your 2022 annual water quality report or to request a paper copy call 800-678-6301.

**WANT FAST,
SIMPLE,
24/7 ONLINE SERVICE**

We've got you
covered with
MyWater

**Enroll today at
amwater.com/mywater**

CUSTOMER SERVICE

1-800-678-6301

HOURS: M-F, 7am-7pm • **Emergencies:** 24/7

TTY/TDD FOR THE HEARING IMPAIRED:

711 (and then reference Customer Service number listed above)

LOCAL OFFICE: 2300 Richmond Road in Lexington

SERVICES



Go Paperless: Save time. Save money. Sign up for **Paperless Billing** and **Auto Pay** on MyWater at amwater.com/mywater. Not registered? Log in and be sure to have your account number handy.



Water Quality: We take water quality seriously. When it comes to complying with federal drinking water standards, we consistently score better than the industry average. For a copy of the annual water quality report for your area, visit kentuckyamwater.com. Under Water Quality, select Water Quality Reports.



H2O Help To Others: This program helps low-income customers who qualify with their water bills. For more information, visit kentuckyamwater.com. Under Customer Service & Billing, select Customer Assistance Program.

EXPLANATION OF OTHER TERMS



Payment by Check: Paying by check authorizes American Water to send the information from your check electronically to your bank for payment. The transaction will appear on your bank statement. The physical check will not be presented to your financial institution or returned to you.



Estimated Bill: This occurs when we are unable to read the water meter. Your usage from the same billing period the prior year is used to calculate the estimated bill. The next actual meter reading corrects any over or under estimates.



Disputes: If you have questions or complaints about your bill, please call us at 1-800-678-6301 before the due date. If your bill is unusually high, it may indicate that there is a leak in your plumbing. For tips on how to detect leaks and use water wisely, visit us online. You'll find helpful tools under the Water Information menu. Every drop counts!



Rates: A detailed listing of charges that make up your bill (or a copy of your tariff) is available by contacting Customer Service, visiting us at kentuckyamwater.com, or by visiting our customer lobby at 2300 Richmond Road in Lexington anytime between 9 a.m. to 4 p.m., Monday through Friday.



Correspondence: Please send written correspondence to PO Box 2798, Camden, NJ 08101. Be sure to include your name, account number, service address, mailing address and phone number including area code. Please do not send correspondence with your payment, as it may delay processing your payment and correspondence.

H2O HELP TO OTHERS PROGRAM - lend a hand to customers in need

- ☐ I'm adding a one time contribution of \$_____ with my payment.
- ☐ I'd like to add a recurring contribution to each bill of \$_____. I understand this amount will be added to each bill.

Address Change(s)

Name _____

Address _____

City _____

State _____ Zip Code _____

(_____) _____ ☐ Mobile Number

Phone Number

E-mail Address _____

Other ways to pay your bill



Auto Pay



Online



In Person

Save time and money. Enroll in Auto Pay, and your bill will be paid on time, every time, directly from your bank account on the due date. No stamps required!

With My Account, you can pay your bill anytime, anywhere. Registration is fast and easy. Visit www.amwater.com/MyAccount or pay without registration at www.amwater.com/billpay (fee may apply).

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

Meter Reading and Usage Summary

Meter No.	Measure	Size	From Date	To Date	Previous Read	Current Read	Meter Units	Billing Units	Total Gallons
H013260242	100 CF	5/8"	05/10/2023	06/09/2023	1,843 (A)	1,901 (A)	58	433.84	43,384

A = Actual E = Estimate

1 CF = 7.48 gallons

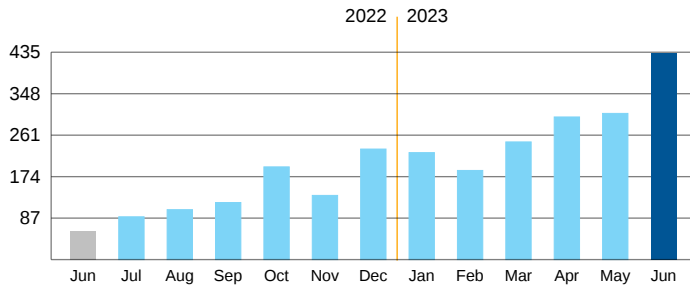
1 Billing Unit = 100 gallons

Total Gallons: 43,384

Billed Usage History (graph shown in 100 gallons)

43,384 gallons = usage for this period

5,984 gallons = usage for same period last year



Next Scheduled Read Date: on or about July 12, 2023
Account Type: Commercial

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

1,399
gallons

Year to Date Billed Usage: 169,796 gallons

Account Detail

Account No. [REDACTED]

Service To: 3130 MAPLE LEAF DR 140 LEXINGTON, KY 40509-1308

Prior Billing 213.70

Payments -213.70

Total payments as of May 30. Thank you! -213.70

Balance Forward 0.00

Service Related Charges - 05/10/23 to 06/09/23

Water Service 240.88

Water Service Charge 15.00

Water Usage Charge (433.84 x \$0.52066) 225.88

Other Charges 22.32

QIP Surcharge Water (\$240.88 x 4.49%) 10.82

KRA Withdrawal Fee (433.84 x \$0.0265) 11.50

Total Service Related Charges 263.20

Taxes 31.79

Franchise Taxes (\$263.20 x 3.000%) 7.89

School District Tax (\$263.20 x 3.000%) 7.89

State Sales Tax (\$266.80 x 6.000%) 16.01

Total Current Period Charges 294.99

Total Amount Due



\$294.99

Understanding Your Bill

The information below defines some of the new terms you may find on your bill:

- Service Related Charges:** This section includes charges for services related to water (or wastewater) service. If applicable, credits and debits for correction to previously billed charges are itemized in this section.
- Fees and Adjustments:** This section provides details related to additional charges or adjustments for the service period referenced. Fees, when applicable, would include items such as service activation and late payment charges.
- Surcharges:** Surcharges are used to recover changes to costs that occur between ratemaking cycles. Common surcharges include Purchased Water, Consolidated Expenses, Conservation, Intervenor Compensation and Payment Assistance.
- Billing Units:** One billing unit equals 100 gallons of water used. If the meter serving your property measures your water use in cubic feet or a different unit of measure, we convert the usage to gallons to make it easier to understand.
- Average Daily Use:** The gallons shown in the water droplet above represent your average daily water use for the current billing period. Tracking the amount of water you use can help you manage your overall water use from month to month.
- Still have questions?** We are here to help. Our customer service representatives are available M-F, 7 a.m. to 7 p.m. More information on understanding your bill and charges can also be found on our website. See the link below.

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

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

<This page is intentionally left blank and reserved for future messages>



WE KEEP LIFE FLOWING™

Service Address:

WORKOUT ANYTIME
3130 MAPLE LEAF DR 140
LEXINGTON, KY 40509-1308

THANK YOU FOR BEING OUR CUSTOMER

Important Account Messages

- Want to get to know us better? Visit www.kentuckyamwater.com to learn more about the services we provide.
- Want more convenience and less clutter? Try paperless billing. We send an email when your bill is available for viewing and include an option to pay. It's simple to sign up, just register or log into My Account at amwater.com/myaccount and make the selection for paperless billing.

For more information, visit www.kentuckyamwater.com



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



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



Customer Service: 1-800-678-6301
M-F 7:00am to 7:00pm – Emergencies 24/7



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

6 Please return bottom portion with your payment. DO NOT send cash. Retain upper portion for your records. 6



Service to: 3130 MAPLE LEAF DR 140
LEXINGTON, KY 40509-1308

WORKOUT ANYTIME
c/o STINSON FITNESS
3130 MAPLELEAF DR STE 140
LEXINGTON, KY 40509-1339



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

Statement

Attachment to PSC 1-4
Page 5 of 118

Page 1 of
632504875287

Account No. [REDACTED]

Total Amount Due:	\$357.16
Payment Due By:	August 3, 2023

Thank you for using AutoPay. Payment will be automatically deducted on the bill due date.

Billing Date: July 18, 2023
Service Period: Jun 10 to Jul 11 (32 Days)
Total Gallons: 53,108

Account Summary – See page 3 for Account Detail

Prior Billing:		\$294.99
Payments - Thank You!	-	\$294.99
Balance Forward:	=	\$0.00
Service Related Charges:	+	\$318.67
Taxes:	+	\$38.49
Total Amount Due:	=	\$357.16

Account No. [REDACTED]

Total Amount Due:	\$357.16
Payment Due By:	August 3, 2023

If paying after 8/3/23, pay this amount: \$374.10

Amount Enclosed \$ **Paid Electronically on Due Date**

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

0000000000035716010

Messages from Kentucky American Water

- *****IMPORTANT WATER QUALITY MESSAGE:** 2022 Kentucky American Water annual water quality report is available. This report contains important information about your drinking water. Please go to www.amwater.com/ccr/lexington.pdf or www.amwater.com/ccr/owenton.pdf to view your 2022 annual water quality report or to request a paper copy call 800-678-6301.



CONSERVE & SAVE MONEY THIS SUMMER

It's estimated that up to 50% of the water we use outdoors in the summer is not needed to maintain a healthy landscape. For tips and information about using water wisely, visit the blog on our NewsFlow page at press.amwater.com. You can also visit our Conservation page online for more ways to save.

CUSTOMER SERVICE

1-800-678-6301

HOURS: M-F, 7am-7pm • Emergencies: 24/7

TTY/TDD FOR THE HEARING IMPAIRED:

711 (and then reference Customer Service number listed above)

LOCAL OFFICE: 2300 Richmond Road in Lexington



EXPLANATION OF OTHER TERMS



Payment by Check: Paying by check authorizes American Water to send the information from your check electronically to your bank for payment. The transaction will appear on your bank statement. The physical check will not be presented to your financial institution or returned to you.



Estimated Bill: This occurs when we are unable to read the water meter. Your usage from the same billing period the prior year is used to calculate the estimated bill. The next actual meter reading corrects any over or under estimates.



Disputes: If you have questions or complaints about your bill, please call us at 1-800-678-6301 before the due date. If your bill is unusually high, it may indicate that there is a leak in your plumbing. For tips on how to detect leaks and use water wisely, visit us online. You'll find helpful tools under the Water Information menu. Every drop counts!



Rates: A detailed listing of charges that make up your bill (or a copy of your tariff) is available by contacting Customer Service, visiting us at kentuckyamwater.com, or by visiting our customer lobby at 2300 Richmond Road in Lexington anytime between 9 a.m. to 4 p.m., Monday through Friday.



Correspondence: Please send written correspondence to PO Box 2798, Camden, NJ 08101. Be sure to include your name, account number, service address, mailing address and phone number including area code. Please do not send correspondence with your payment, as it may delay processing your payment and correspondence.

SERVICES



Go Paperless: Save time. Save money. Sign up for **Paperless Billing** and **Auto Pay** on MyWater at amwater.com/mywater. Not registered? Log in and be sure to have your account number handy.



Water Quality: We take water quality seriously. When it comes to complying with federal drinking water standards, we consistently score better than the industry average. For a copy of the annual water quality report for your area, visit kentuckyamwater.com. Under Water Quality, select Water Quality Reports.



H2O Help To Others: This program helps low-income customers who qualify with their water bills. For more information, visit kentuckyamwater.com. Under Customer Service & Billing, select Customer Assistance Program.

H2O HELP TO OTHERS PROGRAM - lend a hand to customers in need

- ☐ I'm adding a one time contribution of \$_____ with my payment.
- ☐ I'd like to add a recurring contribution to each bill of \$_____. I understand this amount will be added to each bill.

Address Change(s)

Name _____

Address _____

City _____

State _____ Zip Code _____

(____) _____
Phone Number

☐ Mobile Number

E-mail Address _____

Other ways to pay your bill



Auto Pay



Online



In Person

Save time and money. Enroll in Auto Pay, and your bill will be paid on time, every time, directly from your bank account on the due date. No stamps required!

With My Account, you can pay your bill anytime, anywhere. Registration is fast and easy. Visit www.amwater.com/MyAccount or pay without registration at www.amwater.com/billpay (fee may apply).

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

Meter Reading and Usage Summary

Meter No.	Measure	Size	From Date	To Date	Previous Read	Current Read	Meter Units	Billing Units	Total Gallons
H013260242	100 CF	5/8"	06/10/2023	07/11/2023	1,901 (A)	1,972 (A)	71	531.08	53,108

A = Actual E = Estimate

1 CF = 7.48 gallons

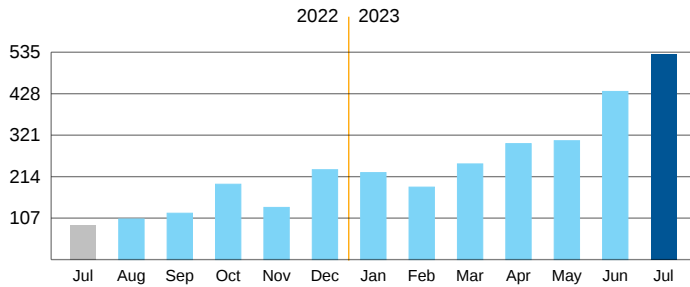
1 Billing Unit = 100 gallons

Total Gallons: 53,108

Billed Usage History (graph shown in 100 gallons)

53,108 gallons = usage for this period

8,976 gallons = usage for same period last year



Next Scheduled Read Date: on or about August 09, 2023
Account Type: Commercial

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

1,660
gallons

Year to Date Billed Usage: 222,904 gallons

Account Detail

Account No. [REDACTED]

Service To: 3130 MAPLE LEAF DR 140 LEXINGTON, KY 40509-1308

Prior Billing 294.99

Payments -294.99

Total payments as of Jul 7. Thank you! -294.99

Balance Forward 0.00

Service Related Charges - 06/10/23 to 07/11/23

Water Service 291.51

Water Service Charge 15.00

Water Usage Charge (531.08 x \$0.52066) 276.51

Other Charges 27.16

QIP Surcharge Water (\$291.51 x 4.49%) 13.09

KRA Withdrawal Fee (531.08 x \$0.0265) 14.07

Total Service Related Charges 318.67

Taxes 38.49

Franchise Taxes (\$318.67 x 3.000%) 9.56

School District Tax (\$318.67 x 3.000%) 9.56

State Sales Tax (\$322.88 x 6.000%) 19.37

Total Current Period Charges 357.16

Total Amount Due ➡ **\$357.16**

Understanding Your Bill

The information below defines some of the new terms you may find on your bill:

- Service Related Charges:** This section includes charges for services related to water (or wastewater) service. If applicable, credits and debits for correction to previously billed charges are itemized in this section.
- Fees and Adjustments:** This section provides details related to additional charges or adjustments for the service period referenced. Fees, when applicable, would include items such as service activation and late payment charges.
- Surcharges:** Surcharges are used to recover changes to costs that occur between ratemaking cycles. Common surcharges include Purchased Water, Consolidated Expenses, Conservation, Intervenor Compensation and Payment Assistance.
- Billing Units:** One billing unit equals 100 gallons of water used. If the meter serving your property measures your water use in cubic feet or a different unit of measure, we convert the usage to gallons to make it easier to understand.
- Average Daily Use:** The gallons shown in the water droplet above represent your average daily water use for the current billing period. Tracking the amount of water you use can help you manage your overall water use from month to month.
- Still have questions?** We are here to help. Our customer service representatives are available M-F, 7 a.m. to 7 p.m. More information on understanding your bill and charges can also be found on our website. See the link below.

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

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

<This page is intentionally left blank and reserved for future messages>

Bill Inserts and Important Notices

We encourage you to click the link(s) below to view any bill inserts and other important notices you would have received with your printed bill.

<https://amwater.com/files/OAKY73.pdf>



WE KEEP LIFE FLOWING™

Service Address:

WORKOUT ANYTIME
3130 MAPLE LEAF DR 140
LEXINGTON, KY 40509-1308

THANK YOU FOR BEING OUR CUSTOMER

Important Account Messages

- Want to get to know us better? Visit www.kentuckyamwater.com to learn more about the services we provide.
- Want more convenience and less clutter? Try paperless billing. We send an email when your bill is available for viewing and include an option to pay. It's simple to sign up, just register or log into My Account at amwater.com/myaccount and make the selection for paperless billing.

For more information, visit www.kentuckyamwater.com



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



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



Customer Service: 1-800-678-6301
M-F 7:00am to 7:00pm – Emergencies 24/7



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

6 Please return bottom portion with your payment. DO NOT send cash. Retain upper portion for your records. 6



WE KEEP LIFE FLOWING™



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

Service to: 3130 MAPLE LEAF DR 140
LEXINGTON, KY 40509-1308

WORKOUT ANYTIME
c/o STINSON FITNESS
3130 MAPLELEAF DR STE 140
LEXINGTON, KY 40509-1339

Statement

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677504806517

Account No. [REDACTED]

Total Amount Due:	\$581.96
Payment Due By:	September 1, 2023

Thank you for using AutoPay. Payment will be automatically deducted on the bill due date.

Billing Date: August 16, 2023
Service Period: Jul 12 to Aug 08 (28 Days)
Total Gallons: 88,264

Account Summary – See page 3 for Account Detail

Prior Billing:		\$357.16
Payments - Thank You!	-	\$357.16
Balance Forward:	=	\$0.00
Service Related Charges:	+	\$519.26
Taxes:	+	\$62.70
Total Amount Due:	=	\$581.96

Account No. [REDACTED]

Total Amount Due:	\$581.96
Payment Due By:	September 1, 2023

If paying after 9/1/23, pay this amount: \$609.57

Amount Enclosed \$ **Paid Electronically on Due Date**

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

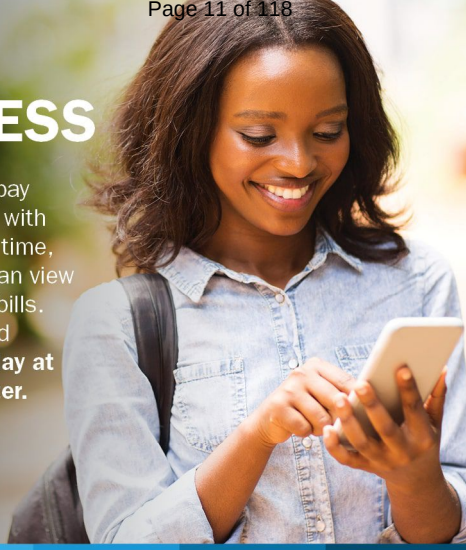
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Messages from Kentucky American Water

- ***IMPORTANT WATER QUALITY MESSAGE: 2022 Kentucky American Water annual water quality report is available. This report contains important information about your drinking water. Please go to www.amwater.com/ccr/lexington.pdf or www.amwater.com/ccr/owenton.pdf to view your 2022 annual water quality report or to request a paper copy call 800-678-6301.

GO PAPERLESS

Receive, access and pay your bill electronically with **Paperless Billing** any time, anywhere. Plus, you can view up to 3 years of past bills. It's simple, secure and clutter-free! **Enroll today at amwater.com/mywater.**




CUSTOMER SERVICE

1-800-678-6301

HOURS: M-F, 7am-7pm • Emergencies: 24/7

TTY/TDD FOR THE HEARING IMPAIRED:

711 (and then reference Customer Service number listed above)

LOCAL OFFICE: 2300 Richmond Road in Lexington



SERVICES

 **Go Paperless:** Save time. Save money. Sign up for **Paperless Billing** and **Auto Pay** on MyWater at amwater.com/mywater. Not registered? Log in and be sure to have your account number handy.

 **Water Quality:** We take water quality seriously. When it comes to complying with federal drinking water standards, we consistently score better than the industry average. For a copy of the annual water quality report for your area, visit kentuckyamwater.com. Under Water Quality, select Water Quality Reports.

 **H2O Help To Others:** This program helps low-income customers who qualify with their water bills. For more information, visit kentuckyamwater.com. Under Customer Service & Billing, select Customer Assistance Program.

EXPLANATION OF OTHER TERMS



Payment by Check: Paying by check authorizes American Water to send the information from your check electronically to your bank for payment. The transaction will appear on your bank statement. The physical check will not be presented to your financial institution or returned to you.



Estimated Bill: This occurs when we are unable to read the water meter. Your usage from the same billing period the prior year is used to calculate the estimated bill. The next actual meter reading corrects any over or under estimates.



Disputes: If you have questions or complaints about your bill, please call us at 1-800-678-6301 before the due date. If your bill is unusually high, it may indicate that there is a leak in your plumbing. For tips on how to detect leaks and use water wisely, visit us online. You'll find helpful tools under the Water Information menu. Every drop counts!



Rates: A detailed listing of charges that make up your bill (or a copy of your tariff) is available by contacting Customer Service, visiting us at kentuckyamwater.com, or by visiting our customer lobby at 2300 Richmond Road in Lexington anytime between 9 a.m. to 4 p.m., Monday through Friday.



Correspondence: Please send written correspondence to PO Box 2798, Camden, NJ 08101. Be sure to include your name, account number, service address, mailing address and phone number including area code. Please do not send correspondence with your payment, as it may delay processing your payment and correspondence.

H2O HELP TO OTHERS PROGRAM - lend a hand to customers in need

- ☐ I'm adding a one time contribution of \$_____ with my payment.
- ☐ I'd like to add a recurring contribution to each bill of \$_____. I understand this amount will be added to each bill.

Address Change(s)

Name _____

Address _____

City _____

State _____ Zip Code _____

(_____) _____ ☐ Mobile Number

Phone Number

E-mail Address _____

Other ways to pay your bill



Auto Pay



Online



In Person

Save time and money. Enroll in Auto Pay, and your bill will be paid on time, every time, directly from your bank account on the due date. No stamps required!

With My Account, you can pay your bill anytime, anywhere. Registration is fast and easy. Visit www.amwater.com/MyAccount or pay without registration at www.amwater.com/billpay (fee may apply).

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

Meter Reading and Usage Summary

Meter No.	Measure	Size	From Date	To Date	Previous Read	Current Read	Meter Units	Billing Units	Total Gallons
H013260242	100 CF	5/8"	07/12/2023	08/08/2023	1,972 (A)	2,090 (A)	118	882.64	88,264

A = Actual E = Estimate

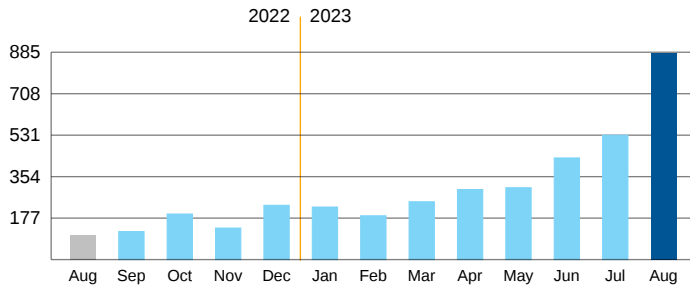
1 CF = 7.48 gallons

1 Billing Unit = 100 gallons

Total Gallons: 88,264

Billed Usage History (graph shown in 100 gallons)

- 88,264 gallons = usage for this period
- 10,472 gallons = usage for same period last year



Next Scheduled Read Date: on or about September 12, 2023
Account Type: Commercial

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

3,152
gallons

Year to Date Billed Usage: 311,168 gallons

Account Detail

Account No. [REDACTED]

Service To: 3130 MAPLE LEAF DR 140 LEXINGTON, KY 40509-1308

Prior Billing 357.16

Payments -357.16

Total payments as of Aug 3. Thank you! -357.16

Balance Forward 0.00

Service Related Charges - 07/12/23 to 08/08/23

Water Service 474.56

Water Service Charge 15.00

Water Usage Charge (882.64 x \$0.52066) 459.56

Other Charges 44.70

QIP Surcharge Water (\$474.56 x 4.49%) 21.31

KRA Withdrawal Fee (882.64 x \$0.0265) 23.39

Total Service Related Charges 519.26

Taxes 62.70

Franchise Taxes (\$519.26 x 3.000%) 15.58

School District Tax (\$519.26 x 3.000%) 15.58

State Sales Tax (\$525.63 x 6.000%) 31.54

Total Current Period Charges 581.96

Total Amount Due ➡ **\$581.96**

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

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

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Bill Inserts and Important Notices

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<https://amwater.com/files/OAKY81.pdf>



WE KEEP LIFE FLOWING™

Service Address:

WORKOUT ANYTIME
3130 MAPLE LEAF DR 140
LEXINGTON, KY 40509-1308

THANK YOU FOR BEING OUR CUSTOMER

Important Account Messages

- Want to get to know us better? Visit www.kentuckyamwater.com to learn more about the services we provide.
- Want more convenience and less clutter? Try paperless billing. We send an email when your bill is available for viewing and include an option to pay. It's simple to sign up, just register or log into My Account at amwater.com/myaccount and make the selection for paperless billing.

For more information, visit www.kentuckyamwater.com



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



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



Customer Service: 1-800-678-6301
M-F 7:00am to 7:00pm – Emergencies 24/7



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

6 Please return bottom portion with your payment. DO NOT send cash. Retain upper portion for your records. 6



Service to: 3130 MAPLE LEAF DR 140
LEXINGTON, KY 40509-1308

WORKOUT ANYTIME
c/o STINSON FITNESS
3130 MAPLELEAF DR STE 140
LEXINGTON, KY 40509-1339



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

Statement

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666255281107

Account No. [REDACTED]

Total Amount Due:	\$108.48
Payment Due By:	October 13, 2023

Thank you for using AutoPay. Payment will be automatically deducted on the bill due date.

Billing Date: September 27, 2023
Service Period: Aug 09 to Sep 11 (34 Days)
Total Gallons: 14,212

Account Summary – See page 3 for Account Detail

Prior Billing:		\$581.96
Payments - Thank You!	-	\$581.96
Balance Forward:	=	\$0.00
Service Related Charges:	+	\$96.77
Taxes:	+	\$11.71
Total Amount Due:	=	\$108.48

Account No. [REDACTED]

Total Amount Due:	\$108.48
Payment Due By:	October 13, 2023

If paying after 10/13/23, pay this amount: \$113.63

Amount Enclosed \$ **Paid Electronically on Due Date**

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

0000000000010848010

Messages from Kentucky American Water

- *****IMPORTANT WATER QUALITY MESSAGE:** 2022 Kentucky American Water annual water quality report is available. This report contains important information about your drinking water. Please go to www.amwater.com/ccr/lexington.pdf or www.amwater.com/ccr/owenton.pdf to view your 2022 annual water quality report or to request a paper copy call 800-678-6301.



CUSTOMER SERVICE

1-800-678-6301

HOURS: M-F, 7am-7pm • Emergencies: 24/7

TTY/TDD FOR THE HEARING IMPAIRED:

711 (and then reference Customer Service number listed above)

LOCAL OFFICE: 2300 Richmond Road in Lexington



SERVICES



Go Paperless: Save time. Save money. Sign up for **Paperless Billing** and **Auto Pay** on MyWater at amwater.com/mywater. Not registered? Log in and be sure to have your account number handy.



Water Quality: We take water quality seriously. When it comes to complying with federal drinking water standards, we consistently score better than the industry average. For a copy of the annual water quality report for your area, visit kentuckyamwater.com. Under Water Quality, select Water Quality Reports.



H2O Help To Others: This program helps low-income customers who qualify with their water bills. For more information, visit kentuckyamwater.com. Under Customer Service & Billing, select Customer Assistance Program.

EXPLANATION OF OTHER TERMS



Payment by Check: Paying by check authorizes American Water to send the information from your check electronically to your bank for payment. The transaction will appear on your bank statement. The physical check will not be presented to your financial institution or returned to you.



Estimated Bill: This occurs when we are unable to read the water meter. Your usage from the same billing period the prior year is used to calculate the estimated bill. The next actual meter reading corrects any over or under estimates.



Disputes: If you have questions or complaints about your bill, please call us at 1-800-678-6301 before the due date. If your bill is unusually high, it may indicate that there is a leak in your plumbing. For tips on how to detect leaks and use water wisely, visit us online. You'll find helpful tools under the Water Information menu. Every drop counts!



Rates: A detailed listing of charges that make up your bill (or a copy of your tariff) is available by contacting Customer Service, visiting us at kentuckyamwater.com, or by visiting our customer lobby at 2300 Richmond Road in Lexington anytime between 9 a.m. to 4 p.m., Monday through Friday.



Correspondence: Please send written correspondence to PO Box 2798, Camden, NJ 08101. Be sure to include your name, account number, service address, mailing address and phone number including area code. Please do not send correspondence with your payment, as it may delay processing your payment and correspondence.

H2O HELP TO OTHERS PROGRAM - lend a hand to customers in need

- ☐ I'm adding a one time contribution of \$_____ with my payment.
- ☐ I'd like to add a recurring contribution to each bill of \$_____. I understand this amount will be added to each bill.

Address Change(s)

Name _____

Address _____

City _____

State _____ Zip Code _____

(_____) _____ ☐ Mobile Number

Phone Number

E-mail Address _____

Other ways to pay your bill



Auto Pay



Online



In Person

Save time and money. Enroll in Auto Pay, and your bill will be paid on time, every time, directly from your bank account on the due date. No stamps required!

With My Account, you can pay your bill anytime, anywhere. Registration is fast and easy. Visit www.amwater.com/MyAccount or pay without registration at www.amwater.com/billpay (fee may apply).

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

Meter Reading and Usage Summary

Meter No.	Measure	Size	From Date	To Date	Previous Read	Current Read	Meter Units	Billing Units	Total Gallons
H013260242	100 CF	5/8"	08/09/2023	09/11/2023	2,090 (A)	2,109 (E)	19	142.12	14,212

A = Actual E = Estimate

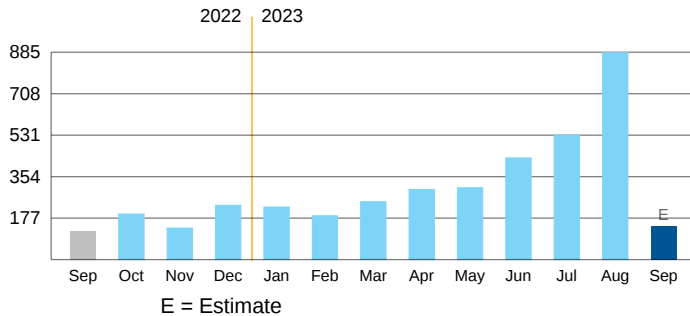
1 CF = 7.48 gallons

1 Billing Unit = 100 gallons

Total Gallons: 14,212

Billed Usage History (graph shown in 100 gallons)

- 14,212 gallons = usage for this period
- 11,968 gallons = usage for same period last year



Next Scheduled Read Date: on or about October 10, 2023
Account Type: Commercial

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

418
gallons

Year to Date Billed Usage: 325,380 gallons

Account Detail

Account No. [REDACTED]

Service To: 3130 MAPLE LEAF DR 140 LEXINGTON, KY 40509-1308

Prior Billing 581.96

Payments -581.96

Total payments as of Sep 1. Thank you! -581.96

Balance Forward 0.00

Service Related Charges - 08/09/23 to 09/11/23

Water Service 89.00

Water Service Charge 15.00

Water Usage Charge (142.12 x \$0.52066) 74.00

Other Charges 7.77

QIP Surcharge Water (\$89.00 x 4.49%) 4.00

KRA Withdrawal Fee (142.12 x \$0.0265) 3.77

Total Service Related Charges 96.77

Taxes 11.71

Franchise Taxes (\$96.77 x 3.000%) 2.90

School District Tax (\$96.77 x 3.000%) 2.90

State Sales Tax (\$98.58 x 6.000%) 5.91

Total Current Period Charges 108.48

Total Amount Due ➡ **\$108.48**

Understanding Your Bill

The information below defines some of the new terms you may find on your bill:

- Service Related Charges:** This section includes charges for services related to water (or wastewater) service. If applicable, credits and debits for correction to previously billed charges are itemized in this section.
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- Surcharges:** Surcharges are used to recover changes to costs that occur between ratemaking cycles. Common surcharges include Purchased Water, Consolidated Expenses, Conservation, Intervenor Compensation and Payment Assistance.
- Billing Units:** One billing unit equals 100 gallons of water used. If the meter serving your property measures your water use in cubic feet or a different unit of measure, we convert the usage to gallons to make it easier to understand.
- Average Daily Use:** The gallons shown in the water droplet above represent your average daily water use for the current billing period. Tracking the amount of water you use can help you manage your overall water use from month to month.
- Still have questions?** We are here to help. Our customer service representatives are available M-F, 7 a.m. to 7 p.m. More information on understanding your bill and charges can also be found on our website. See the link below.

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

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

<This page is intentionally left blank and reserved for future messages>



WE KEEP LIFE FLOWING™

Service Address:

WORKOUT ANYTIME
3130 MAPLE LEAF DR 140
LEXINGTON, KY 40509-1308

THANK YOU FOR BEING OUR CUSTOMER

Important Account Messages

- The water use on your last bill was estimated. If your bill appears to be higher than normal, it could be because this bill is based on an actual meter reading, which would capture any water use that may not have been previously billed.
- Your charges contain a change in pricing that was effective on 10/01/23. Please review the Account Detail section of your bill for more information.

For more information, visit www.kentuckyamwater.com



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



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



Customer Service: 1-800-678-6301
M-F 7:00am to 7:00pm – Emergencies 24/7



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

6 Please return bottom portion with your payment. DO NOT send cash. Retain upper portion for your records. 6



Service to: 3130 MAPLE LEAF DR 140
LEXINGTON, KY 40509-1308

WORKOUT ANYTIME
c/o STINSON FITNESS
3130 MAPLELEAF DR STE 140
LEXINGTON, KY 40509-1339



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

Statement

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631255050704

Account No. [REDACTED]

Total Amount Due:	\$1,589.39
Payment Due By:	November 13, 2023

Thank you for using AutoPay. Payment will be automatically deducted on the bill due date.

Billing Date: October 26, 2023
Service Period: Sep 12 to Oct 09 (28 Days)
Total Gallons: 243,100

Account Summary – See page 3 for Account Detail

Prior Billing:		\$108.48
Payments - Thank You!	-	\$108.48
Balance Forward:	=	\$0.00
Service Related Charges:	+	\$1,418.21
Taxes:	+	\$171.18
Total Amount Due:	=	\$1,589.39

Account No. [REDACTED]

Total Amount Due:	\$1,589.39
Payment Due By:	November 13, 2023

If paying after 11/13/23, pay this amount: \$1,664.80

Amount Enclosed \$ **Paid Electronically on Due Date**

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

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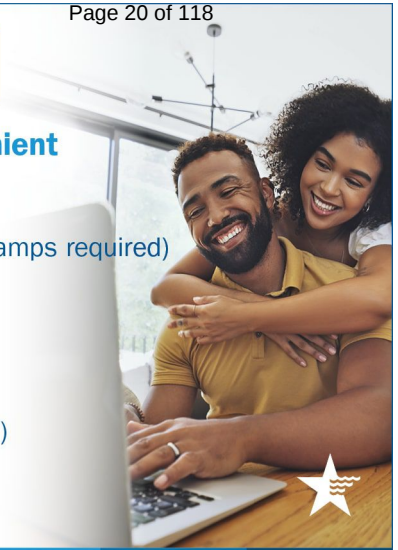
Messages from Kentucky American Water

- ***IMPORTANT WATER QUALITY MESSAGE: 2022 Kentucky American Water annual water quality report is available. This report contains important information about your drinking water. Please go to www.amwater.com/ccr/lexington.pdf or www.amwater.com/ccr/owenton.pdf to view your 2022 annual water quality report or to request a paper copy call 800-678-6301.

PAY YOUR WAY

Choose from 5 convenient payment options:

-  **AUTO PAY** (no stamps required)
-  **ONLINE** (24/7)
-  **BY MAIL**
-  **BY PHONE** (24/7)
-  **IN PERSON**



CUSTOMER SERVICE

1-800-678-6301

HOURS: M-F, 7am-7pm • Emergencies: 24/7

TTY/TDD FOR THE HEARING IMPAIRED:

711 (and then reference Customer Service number listed above)

LOCAL OFFICE: 2300 Richmond Road in Lexington



SERVICES



Go Paperless: Save time. Save money. Sign up for **Paperless Billing** and **Auto Pay** on MyWater at amwater.com/mywater. Not registered? Log in and be sure to have your account number handy.



Water Quality: We take water quality seriously. When it comes to complying with federal drinking water standards, we consistently score better than the industry average. For a copy of the annual water quality report for your area, visit kentuckyamwater.com. Under Water Quality, select Water Quality Reports.



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EXPLANATION OF OTHER TERMS



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- ☐ I'd like to add a recurring contribution to each bill of \$_____. I understand this amount will be added to each bill.

Address Change(s)

Name _____

Address _____

City _____

State _____ Zip Code _____

(_____) _____ ☐ Mobile Number

Phone Number _____

E-mail Address _____

Other ways to pay your bill



Auto Pay



Online



In Person

Save time and money. Enroll in Auto Pay, and your bill will be paid on time, every time, directly from your bank account on the due date. No stamps required!

With My Account, you can pay your bill anytime, anywhere. Registration is fast and easy. Visit www.amwater.com/MyAccount or pay without registration at www.amwater.com/billpay (fee may apply).

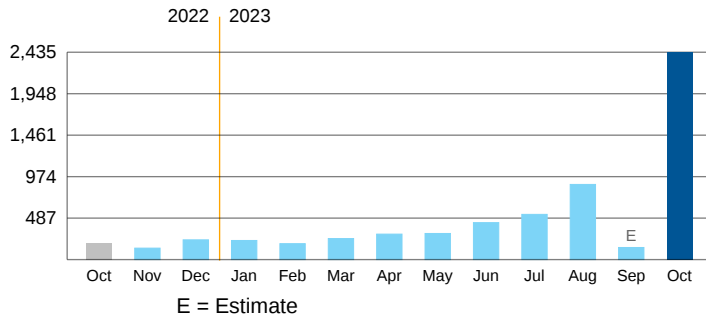
We have agreements with several authorized payment locations in our service areas. Visit our website to find one near you.

Meter Reading and Usage Summary

Meter No.	Measure	Size	From Date	To Date	Previous Read	Current Read	Meter Units	Billing Units	Total Gallons
H013260242	100 CF	5/8"	09/12/2023	10/09/2023	2,109 (E)	2,434 (A)	325	2,431.00	243,100
A = Actual E = Estimate			1 CF = 7.48 gallons		1 Billing Unit = 100 gallons		Total Gallons:		243,100

Billed Usage History (graph shown in 100 gallons)

- 243,100 gallons = usage for this period
- 19,448 gallons = usage for same period last year



Next Scheduled Read Date: on or about November 09, 2023
Account Type: Commercial

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

8,682
gallons

Year to Date Billed Usage: 568,480 gallons

Account Detail

Account No. [REDACTED]

Service To: 3130 MAPLE LEAF DR 140 LEXINGTON, KY 40509-1308

Prior Billing 108.48

Payments -108.48

Total payments as of Oct 13. Thank you! -108.48

Balance Forward 0.00

Service Related Charges - 09/12/23 to 10/09/23

Water Service 1,280.73

Water Service Charge 10.18

09/12/23 to 09/30/23 4.82

10/01/23 to 10/09/23

Water Usage Charge 858.89

09/12/23 to 09/30/23 (1,649.61 x \$0.52066)

10/01/23 to 10/09/23 (781.39 x \$0.52066) 406.84

Other Charges 137.48

QIP Surcharge Water 39.02

09/12/23 to 09/30/23 (\$869.07 x 4.49%)

10/01/23 to 10/09/23 (\$411.66 x 8.27%) 34.04

KRA Withdrawal Fee (2,431 x \$0.0265) 64.42

Total Service Related Charges 1,418.21

Taxes 171.18

Franchise Taxes (\$1,418.21 x 3.000%) 42.54

School District Tax (\$1,418.21 x 3.000%) 42.54

State Sales Tax (\$1,435.01 x 6.000%) 86.10

Total Current Period Charges 1,589.39

Total Amount Due  **\$1,589.39**

Understanding Your Bill

The information below defines some of the new terms you may find on your bill:

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- Fees and Adjustments:** This section provides details related to additional charges or adjustments for the service period referenced. Fees, when applicable, would include items such as service activation and late payment charges.
- Surcharges:** Surcharges are used to recover changes to costs that occur between ratemaking cycles. Common surcharges include Purchased Water, Consolidated Expenses, Conservation, Intervenor Compensation and Payment Assistance.
- Billing Units:** One billing unit equals 100 gallons of water used. If the meter serving your property measures your water use in cubic feet or a different unit of measure, we convert the usage to gallons to make it easier to understand.
- Average Daily Use:** The gallons shown in the water droplet above represent your average daily water use for the current billing period. Tracking the amount of water you use can help you manage your overall water use from month to month.
- Still have questions?** We are here to help. Our customer service representatives are available M-F, 7 a.m. to 7 p.m. More information on understanding your bill and charges can also be found on our website. See the link below.

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

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

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WE KEEP LIFE FLOWING™

Service Address:

WORKOUT ANYTIME
3130 MAPLE LEAF DR 140
LEXINGTON, KY 40509-1308

THANK YOU FOR BEING OUR CUSTOMER

Important Account Messages

- Want to get to know us better? Visit www.kentuckyamwater.com to learn more about the services we provide.
- Did you know contacting us on a Monday or the day following a holiday will result in longer wait times? Consider contacting us on a different day of the week for a quicker response.

For more information, visit www.kentuckyamwater.com



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



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



Customer Service: 1-800-678-6301
M-F 7:00am to 7:00pm – Emergencies 24/7



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

6 Please return bottom portion with your payment. DO NOT send cash. Retain upper portion for your records. 6



Service to: 3130 MAPLE LEAF DR 140
LEXINGTON, KY 40509-1308

WORKOUT ANYTIME
c/o STINSON FITNESS
3130 MAPLELEAF DR STE 140
LEXINGTON, KY 40509-1339



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

Statement

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667505323461

Account No. [REDACTED]

Total Amount Due:	\$819.80
Payment Due By:	November 29, 2023

Thank you for using AutoPay. Payment will be automatically deducted on the bill due date.

Billing Date: November 13, 2023
Service Period: Oct 10 to Nov 08 (30 Days)
Total Gallons: 121,176

Account Summary – See page 3 for Account Detail

Prior Billing:	\$1,589.39
Payments - Thank You!	= \$1,589.39
Balance Forward:	= \$0.00
Service Related Charges:	+ \$731.44
Taxes:	+ \$88.36
Total Amount Due:	= \$819.80

Account No. [REDACTED]

Total Amount Due:	\$819.80
Payment Due By:	November 29, 2023

If paying after 11/29/23, pay this amount: \$858.69

Amount Enclosed \$ Paid Electronically on Due Date

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

0000000000081980015

Messages from Kentucky American Water

- ***IMPORTANT WATER QUALITY MESSAGE: 2022 Kentucky American Water annual water quality report is available. This report contains important information about your drinking water. Please go to www.amwater.com/ccr/lexington.pdf or www.amwater.com/ccr/owenton.pdf to view your 2022 annual water quality report or to request a paper copy call 800-678-6301.



CUSTOMER SERVICE

1-800-678-6301

HOURS: M-F, 7am-7pm • Emergencies: 24/7

TTY/TDD FOR THE HEARING IMPAIRED:

711 (and then reference Customer Service number listed above)

LOCAL OFFICE: 2300 Richmond Road in Lexington

SERVICES



Go Paperless: Save time. Save money. Sign up for **Paperless Billing** and **Auto Pay** on MyWater at amwater.com/mywater. Not registered? Log in and be sure to have your account number handy.



Water Quality: We take water quality seriously. When it comes to complying with federal drinking water standards, we consistently score better than the industry average. For a copy of the annual water quality report for your area, visit kentuckyamwater.com. Under Water Quality, select Water Quality Reports.



H2O Help To Others: This program helps low-income customers who qualify with their water bills. For more information, visit kentuckyamwater.com. Under Customer Service & Billing, select Customer Assistance Program.

EXPLANATION OF OTHER TERMS



Payment by Check: Paying by check authorizes American Water to send the information from your check electronically to your bank for payment. The transaction will appear on your bank statement. The physical check will not be presented to your financial institution or returned to you.



Estimated Bill: This occurs when we are unable to read the water meter. Your usage from the same billing period the prior year is used to calculate the estimated bill. The next actual meter reading corrects any over or under estimates.



Disputes: If you have questions or complaints about your bill, please call us at 1-800-678-6301 before the due date. If your bill is unusually high, it may indicate that there is a leak in your plumbing. For tips on how to detect leaks and use water wisely, visit us online. You'll find helpful tools under the Water Information menu. Every drop counts!



Rates: A detailed listing of charges that make up your bill (or a copy of your tariff) is available by contacting Customer Service, visiting us at kentuckyamwater.com, or by visiting our customer lobby at 2300 Richmond Road in Lexington anytime between 9 a.m. to 4 p.m., Monday through Friday.



Correspondence: Please send written correspondence to PO Box 2798, Camden, NJ 08101. Be sure to include your name, account number, service address, mailing address and phone number including area code. Please do not send correspondence with your payment, as it may delay processing your payment and correspondence.

H2O HELP TO OTHERS PROGRAM - lend a hand to customers in need

- ☐ I'm adding a one time contribution of \$_____ with my payment.
- ☐ I'd like to add a recurring contribution to each bill of \$_____. I understand this amount will be added to each bill.

Address Change(s)

Name _____

Address _____

City _____

State _____ Zip Code _____

(_____) _____ ☐ Mobile Number

Phone Number _____

E-mail Address _____

Other ways to pay your bill



Auto Pay



Online



In Person

Save time and money. Enroll in Auto Pay, and your bill will be paid on time, every time, directly from your bank account on the due date. No stamps required!

With My Account, you can pay your bill anytime, anywhere. Registration is fast and easy. Visit www.amwater.com/MyAccount or pay without registration at www.amwater.com/billpay (fee may apply).

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

Meter Reading and Usage Summary

Meter No.	Measure	Size	From Date	To Date	Previous Read	Current Read	Meter Units	Billing Units	Total Gallons
H013260242	100 CF	5/8"	10/10/2023	11/08/2023	2,434 (A)	2,596 (A)	162	1,211.76	121,176

A = Actual E = Estimate

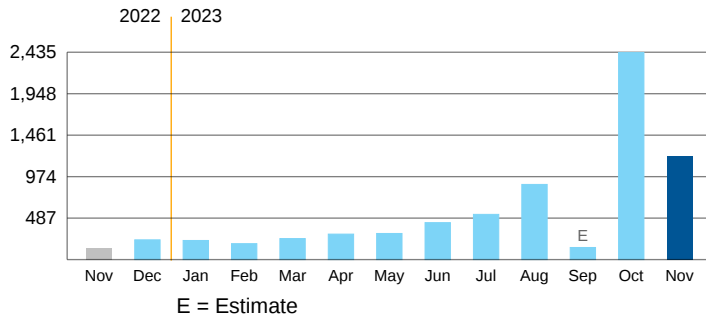
1 CF = 7.48 gallons

1 Billing Unit = 100 gallons

Total Gallons: 121,176

Billed Usage History (graph shown in 100 gallons)

- 121,176 gallons = usage for this period
- 13,464 gallons = usage for same period last year



Next Scheduled Read Date: on or about December 11, 2023
Account Type: Commercial

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

4,039
gallons

Year to Date Billed Usage: 689,656 gallons

Account Detail

Account No. [REDACTED]

Service To: 3130 MAPLE LEAF DR 140 LEXINGTON, KY 40509-1308

Prior Billing 1,589.39

Payments -1,589.39

Total payments as of Nov 13. Thank you! -1,589.39

Balance Forward 0.00

Service Related Charges - 10/10/23 to 11/08/23

Water Service 645.91

Water Service Charge 15.00

Water Usage Charge (1,211.76 x \$0.52066) 630.91

Other Charges 85.53

QIP Surcharge Water (\$645.91 x 8.27%) 53.42

KRA Withdrawal Fee (1,211.76 x \$0.0265) 32.11

Total Service Related Charges 731.44

Taxes 88.36

Franchise Taxes (\$731.44 x 3.000%) 21.94

School District Tax (\$731.44 x 3.000%) 21.94

State Sales Tax (\$741.29 x 6.000%) 44.48

Total Current Period Charges 819.80

Total Amount Due ➡ **\$819.80**

Understanding Your Bill

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- Billing Units:** One billing unit equals 100 gallons of water used. If the meter serving your property measures your water use in cubic feet or a different unit of measure, we convert the usage to gallons to make it easier to understand.
- Average Daily Use:** The gallons shown in the water droplet above represent your average daily water use for the current billing period. Tracking the amount of water you use can help you manage your overall water use from month to month.
- Still have questions?** We are here to help. Our customer service representatives are available M-F, 7 a.m. to 7 p.m. More information on understanding your bill and charges can also be found on our website. See the link below.

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

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

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Bill Inserts and Important Notices

We encourage you to click the link(s) below to view any bill inserts and other important notices you would have received with your printed bill.

<https://amwater.com/files/OAKYB1.pdf>



**KENTUCKY
AMERICAN WATER**
WE KEEP LIFE FLOWING™

Service Address:

WORKOUT ANYTIME
3130 MAPLE LEAF DR 140
LEXINGTON, KY 40509-1308

THANK YOU FOR BEING OUR CUSTOMER

Important Account Messages

- Thank you for being a long time customer! We work hard every day to deliver water service that is safe, reliable, and affordable -- our customers deserve nothing less.
- On 12/05/23, the meter serving your property was removed and replaced with a new meter. Please see Meter Reading and Usage Summary for more detail.

For more information, visit www.kentuckyamwater.com

Statement

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636255001767

Account No. [REDACTED]

Total Amount Due:	\$970.00
Payment Due By:	December 28, 2023

Billing Date: December 12, 2023
Service Period: Nov 09 to Dec 08 (30 Days)
Total Gallons: 19,948

Account Summary – See page 3 for Account Detail

Prior Billing:		\$819.80
Payments:	-	\$0.00
Balance Forward:	=	\$819.80
Service Related Charges:	+	\$133.98
Taxes:	+	\$16.22
Total Amount Due:	=	\$970.00



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



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



Customer Service: 1-800-678-6301
M-F 7:00am to 7:00pm – Emergencies 24/7



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

6 Please return bottom portion with your payment. DO NOT send cash. Retain upper portion for your records. 6



WE KEEP LIFE FLOWING™



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

Service to: 3130 MAPLE LEAF DR 140
LEXINGTON, KY 40509-1308

WORKOUT ANYTIME
c/o STINSON FITNESS
3130 MAPLELEAF DR STE 140
LEXINGTON, KY 40509-1339

Account No. [REDACTED]

Total Amount Due:	\$970.00
Payment Due By:	December 28, 2023

Amount Enclosed \$

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

0000000000097000014

Messages from Kentucky American Water

What's the best
way to reach youIN CASE OF AN
EMERGENCY

We use a notification system to quickly alert customers via phone, text and email when water emergencies occur. Visit **MyWater** at **amwater.com/mywater** to choose how you want to be notified and enter your contact information.



CUSTOMER SERVICE

1-800-678-6301

HOURS: M-F, 7am-7pm • Emergencies: 24/7

TTY/TDD FOR THE HEARING IMPAIRED:

711 (and then reference Customer Service
number listed above)

LOCAL OFFICE: 2300 Richmond Road in Lexington



SERVICES



Go Paperless: Save time. Save money. Sign up for **Paperless Billing** and **Auto Pay** on MyWater at amwater.com/mywater. Not registered? Log in and be sure to have your account number handy.



Water Quality: We take water quality seriously. When it comes to complying with federal drinking water standards, we consistently score better than the industry average. For a copy of the annual water quality report for your area, visit kentuckyamwater.com. Under Water Quality, select Water Quality Reports.



H2O Help To Others: This program helps low-income customers who qualify with their water bills. For more information, visit kentuckyamwater.com. Under Customer Service & Billing, select Customer Assistance Program.

EXPLANATION OF OTHER TERMS



Payment by Check: Paying by check authorizes American Water to send the information from your check electronically to your bank for payment. The transaction will appear on your bank statement. The physical check will not be presented to your financial institution or returned to you.



Estimated Bill: This occurs when we are unable to read the water meter. Your usage from the same billing period the prior year is used to calculate the estimated bill. The next actual meter reading corrects any over or under estimates.



Disputes: If you have questions or complaints about your bill, please call us at 1-800-678-6301 before the due date. If your bill is unusually high, it may indicate that there is a leak in your plumbing. For tips on how to detect leaks and use water wisely, visit us online. You'll find helpful tools under the Water Information menu. Every drop counts!



Rates: A detailed listing of charges that make up your bill (or a copy of your tariff) is available by contacting Customer Service, visiting us at kentuckyamwater.com, or by visiting our customer lobby at 2300 Richmond Road in Lexington anytime between 9 a.m. to 4 p.m., Monday through Friday.



Correspondence: Please send written correspondence to PO Box 2798, Camden, NJ 08101. Be sure to include your name, account number, service address, mailing address and phone number including area code. Please do not send correspondence with your payment, as it may delay processing your payment and correspondence.

H2O HELP TO OTHERS PROGRAM - lend a hand to customers in need

- ☐ I'm adding a one time contribution of \$_____ with my payment.
- ☐ I'd like to add a recurring contribution to each bill of \$_____. I understand this amount will be added to each bill.

Address Change(s)

Name

Address

City

State

Zip Code

()

Phone Number

☐ Mobile Number

E-mail Address

Other ways to pay your bill



Auto Pay



Online



In Person

Save time and money. Enroll in Auto Pay, and your bill will be paid on time, every time, directly from your bank account on the due date. No stamps required!

With My Account, you can pay your bill anytime, anywhere. Registration is fast and easy. Visit www.amwater.com/MyAccount or pay without registration at www.amwater.com/billpay (fee may apply).

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

Meter Reading and Usage Summary

Meter No.	Measure	Size	From Date	To Date	Previous Read	Current Read	Meter Units	Billing Units	Total Gallons
27835815	100 gal	5/8"	12/05/2023	12/08/2023	0 (A)	5 (A)	5	5.00	500
H013260242	100 CF	5/8"	11/09/2023	12/04/2023	2,596 (A)	2,622 (A)	26	194.48	19,448

A = Actual E = Estimate

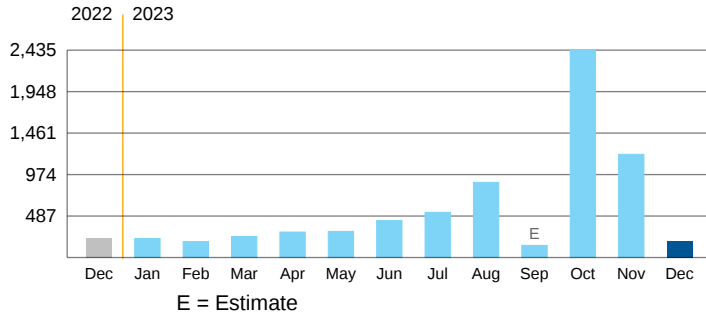
1 CF = 7.48 gallons

1 Billing Unit = 100 gallons

Total Gallons: 19,948

Billed Usage History (graph shown in 100 gallons)

- 19,948 gallons = usage for this period
- 23,188 gallons = usage for same period last year



Next Scheduled Read Date: on or about January 11, 2024
Account Type: Commercial

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

665
gallons

Year to Date Billed Usage: 709,604 gallons

Account Detail

Account No. [REDACTED]

Service To: 3130 MAPLE LEAF DR 140 LEXINGTON, KY 40509-1308

Prior Billing 819.80

Payments 0.00

Balance Forward 819.80

Service Related Charges - 11/09/23 to 12/08/23

Water Service 118.86

Water Service Charge 13.00
11/09/23 to 12/04/23 2.00
12/05/23 to 12/08/23
Water Usage Charge (199.48 x \$0.52066) 103.86

Other Charges 15.12

QIP Surcharge Water (\$118.86 x 8.27%) 9.83
KRA Withdrawal Fee (199.48 x \$0.0265) 5.29

Total Service Related Charges 133.98

Taxes 16.22

Franchise Taxes (\$133.98 x 3.000%) 4.02
School District Tax (\$133.98 x 3.000%) 4.02
State Sales Tax (\$136.41 x 6.000%) 8.18

Total Current Period Charges 150.20

Total Amount Due



\$970.00

Understanding Your Bill

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- Billing Units:** One billing unit equals 100 gallons of water used. If the meter serving your property measures your water use in cubic feet or a different unit of measure, we convert the usage to gallons to make it easier to understand.
- Average Daily Use:** The gallons shown in the water droplet above represent your average daily water use for the current billing period. Tracking the amount of water you use can help you manage your overall water use from month to month.
- Still have questions?** We are here to help. Our customer service representatives are available M-F, 7 a.m. to 7 p.m. More information on understanding your bill and charges can also be found on our website. See the link below.

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

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

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WE KEEP LIFE FLOWING™

Service Address:

WORKOUT ANYTIME
3130 MAPLE LEAF DR 140
LEXINGTON, KY 40509-1308

THANK YOU FOR BEING OUR CUSTOMER

Important Account Messages

- Want to get to know us better? Visit www.kentuckyamwater.com to learn more about the services we provide.
- Thank you for being a long time customer! We work hard every day to deliver water service that is safe, reliable, and affordable -- our customers deserve nothing less.

For more information, visit www.kentuckyamwater.com

Statement

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630005179077

Account No. [REDACTED]

Total Amount Due:	\$1,025.27
Payment Due By:	January 29, 2024

Billing Date: January 12, 2024
Service Period: Dec 09 to Jan 10 (33 Days)
Total Gallons: 5,600

Account Summary – See page 3 for Account Detail

Prior Billing:	\$970.00
Payments:	– \$0.00
Balance Forward:	= \$970.00
Service Related Charges:	+ \$49.29
Taxes:	+ \$5.98
Total Amount Due:	= \$1,025.27



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



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



Customer Service: 1-800-678-6301
M-F 7:00am to 7:00pm – Emergencies 24/7



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

6 Please return bottom portion with your payment. DO NOT send cash. Retain upper portion for your records. 6

Account No. [REDACTED]

Total Amount Due:	\$1,025.27
Payment Due By:	January 29, 2024

Amount Enclosed \$

[REDACTED]



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

Service to: 3130 MAPLE LEAF DR 140
LEXINGTON, KY 40509-1308

WORKOUT ANYTIME
c/o STINSON FITNESS
3130 MAPLELEAF DR STE 140
LEXINGTON, KY 40509-1339

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

0000000000102527019

Messages from Kentucky American Water



REMINDERS

Sign up for our online customer portal **MyWater** at amwater.com/mywater.

Make sure your contact information is up to date.



CUSTOMER SERVICE

1-800-678-6301

HOURS: M-F, 7am-7pm • Emergencies: 24/7

TTY/TDD FOR THE HEARING IMPAIRED:

711 (and then reference Customer Service number listed above)

LOCAL OFFICE: 2300 Richmond Road in Lexington

SERVICES



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EXPLANATION OF OTHER TERMS



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- ☐ I'm adding a one time contribution of \$_____ with my payment.
- ☐ I'd like to add a recurring contribution to each bill of \$_____. I understand this amount will be added to each bill.

Address Change(s)

Name

Address

City

State

()

Phone Number

Zip Code

☐ Mobile Number

E-mail Address

Other ways to pay your bill



Auto Pay



Online



In Person

Save time and money. Enroll in Auto Pay, and your bill will be paid on time, every time, directly from your bank account on the due date. No stamps required!

With My Account, you can pay your bill anytime, anywhere. Registration is fast and easy. Visit www.amwater.com/MyAccount or pay without registration at www.amwater.com/billpay (fee may apply).

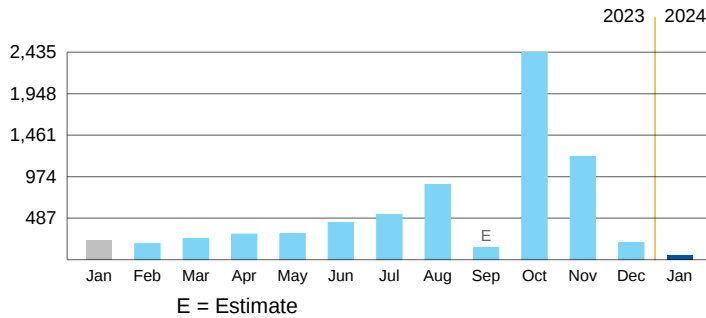
We have agreements with several authorized payment locations in our service areas. Visit our website to find one near you.

Meter Reading and Usage Summary

Meter No.	Measure	Size	From Date	To Date	Previous Read	Current Read	Meter Units	Billing Units	Total Gallons
27835815	100 gal	5/8"	12/09/2023	01/10/2024	5 (A)	61 (A)	56	56.00	5,600
A = Actual E = Estimate			1 Billing Unit = 100 gallons			Total Gallons:			5,600

Billed Usage History (graph shown in 100 gallons)

- 5,600 gallons = usage for this period
- 22,440 gallons = usage for same period last year



Next Scheduled Read Date: on or about February 09, 2024
Account Type: Commercial

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

170
gallons

Year to Date Billed Usage: 5,600 gallons

Account Detail

Account No. [REDACTED]

Service To: 3130 MAPLE LEAF DR 140 LEXINGTON, KY 40509-1308

Prior Billing 970.00
Payments 0.00

Balance Forward 970.00

Service Related Charges - 12/09/23 to 01/10/24

	Water Service	44.16
	Water Service Charge	15.00
	Water Usage Charge (56 x \$0.52066)	29.16
	Other Charges	5.13
	QIP Surcharge Water (\$44.16 x 8.27%)	3.65
	KRA Withdrawal Fee (56 x \$0.0265)	1.48
	Total Service Related Charges	49.29
	Taxes	5.98
	Franchise Taxes (\$49.29 x 3.000%)	1.47
	School District Tax (\$49.29 x 3.000%)	1.47
	State Sales Tax (\$50.67 x 6.000%)	3.04
	Total Current Period Charges	55.27

Total Amount Due **\$1,025.27**

Understanding Your Bill

The information below defines some of the new terms you may find on your bill:

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- Fees and Adjustments:** This section provides details related to additional charges or adjustments for the service period referenced. Fees, when applicable, would include items such as service activation and late payment charges.
- Surcharges:** Surcharges are used to recover changes to costs that occur between ratemaking cycles. Common surcharges include Purchased Water, Consolidated Expenses, Conservation, Intervenor Compensation and Payment Assistance.
- Billing Units:** One billing unit equals 100 gallons of water used. If the meter serving your property measures your water use in cubic feet or a different unit of measure, we convert the usage to gallons to make it easier to understand.
- Average Daily Use:** The gallons shown in the water droplet above represent your average daily water use for the current billing period. Tracking the amount of water you use can help you manage your overall water use from month to month.
- Still have questions?** We are here to help. Our customer service representatives are available M-F, 7 a.m. to 7 p.m. More information on understanding your bill and charges can also be found on our website. See the link below.

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

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

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Bill Inserts and Important Notices

We encourage you to click the link(s) below to view any bill inserts and other important notices you would have received with your printed bill.

<https://amwater.com/files/OAKY11.pdf>



**KENTUCKY
AMERICAN WATER**
WE KEEP LIFE FLOWING™

Service Address:

WORKOUT ANYTIME
3130 MAPLE LEAF DR 140
LEXINGTON, KY 40509-1308

THANK YOU FOR BEING OUR CUSTOMER

Important Account Messages

- The Due Date shown on your bill applies to current charges only. **However, \$1,025.27 is past due and is due immediately.** To see if other payment options are available, please contact us.
- Your charges contain a change in pricing that was effective on 02/06/24. Please review the Account Detail section of your bill for more information.

For more information, visit www.kentuckyamwater.com

Statement

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Page 1 of
646254491821

Account No. [REDACTED]

Total Amount Due: \$1,075.88

Payment Due By: February 28, 2024

A portion of your account balance is past due. Please see account messages for more information.

Billing Date: February 12, 2024

Service Period: Jan 11 to Feb 08 (29 Days)

Total Gallons: 4,300

Account Summary – See page 3 for Account Detail

Prior Billing:	\$1,025.27
Payments:	= \$0.00
Balance Forward - Past Due	= \$1,025.27
Fees and Adjustments:	+ \$2.76
Service Related Charges:	+ \$42.65
Taxes:	+ \$5.20
Total Amount Due:	= \$1,075.88



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



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



Customer Service: 1-800-678-6301
M-F 7:00am to 7:00pm – Emergencies 24/7



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

6 Please return bottom portion with your payment. DO NOT send cash. Retain upper portion for your records. 6



WE KEEP LIFE FLOWING™



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

Service to: 3130 MAPLE LEAF DR 140
LEXINGTON, KY 40509-1308

WORKOUT ANYTIME
c/o STINSON FITNESS
3130 MAPLELEAF DR STE 140
LEXINGTON, KY 40509-1339

Account No. [REDACTED]

Total Amount Due: \$1,075.88

Payment Due By: February 28, 2024

If paying after 2/28/24, pay this amount: \$1,078.29

Amount Enclosed \$

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

0000000000107588016

Messages from Kentucky American Water

- ***IMPORTANT WATER QUALITY MESSAGE: 2022 Kentucky American Water annual water quality report is available. This report contains important information about your drinking water. Please go to www.amwater.com/ccr/lexington.pdf or www.amwater.com/ccr/owenton.pdf to view your 2022 annual water quality report or to request a paper copy call 800-678-6301.

PAY YOUR WAY

Choose from 5 convenient payment options

-  **AUTO PAY**
-  **ONLINE** (24/7)
-  **BY MAIL**
-  **BY PHONE** (24/7)
-  **IN PERSON**



CUSTOMER SERVICE

1-800-678-6301

HOURS: M-F, 7am-7pm • Emergencies: 24/7

TTY/TDD FOR THE HEARING IMPAIRED:

711 (and then reference Customer Service number listed above)

LOCAL OFFICE: 2300 Richmond Road in Lexington



SERVICES



Go Paperless: Save time. Save money. Sign up for **Paperless Billing** and **Auto Pay** on MyWater at amwater.com/mywater. Not registered? Log in and be sure to have your account number handy.



Water Quality: We take water quality seriously. When it comes to complying with federal drinking water standards, we consistently score better than the industry average. For a copy of the annual water quality report for your area, visit kentuckyamwater.com. Under Water Quality, select Water Quality Reports.



H2O Help To Others: This program helps low-income customers who qualify with their water bills. For more information, visit kentuckyamwater.com. Under Customer Service & Billing, select Customer Assistance Program.

EXPLANATION OF OTHER TERMS



Payment by Check: Paying by check authorizes American Water to send the information from your check electronically to your bank for payment. The transaction will appear on your bank statement. The physical check will not be presented to your financial institution or returned to you.



Estimated Bill: This occurs when we are unable to read the water meter. Your usage from the same billing period the prior year is used to calculate the estimated bill. The next actual meter reading corrects any over or under estimates.



Disputes: If you have questions or complaints about your bill, please call us at 1-800-678-6301 before the due date. If your bill is unusually high, it may indicate that there is a leak in your plumbing. For tips on how to detect leaks and use water wisely, visit us online. You'll find helpful tools under the Water Information menu. Every drop counts!



Rates: A detailed listing of charges that make up your bill (or a copy of your tariff) is available by contacting Customer Service, visiting us at kentuckyamwater.com, or by visiting our customer lobby at 2300 Richmond Road in Lexington anytime between 9 a.m. to 4 p.m., Monday through Friday.



Correspondence: Please send written correspondence to PO Box 2798, Camden, NJ 08101. Be sure to include your name, account number, service address, mailing address and phone number including area code. Please do not send correspondence with your payment, as it may delay processing your payment and correspondence.

H2O HELP TO OTHERS PROGRAM - lend a hand to customers in need

- ☐ I'm adding a one time contribution of \$_____ with my payment.
- ☐ I'd like to add a recurring contribution to each bill of \$_____. I understand this amount will be added to each bill.

Address Change(s)

Name _____

Address _____

City _____

State _____

Zip Code _____

(_____) _____

Phone Number _____

☐ Mobile Number _____

E-mail Address _____

Other ways to pay your bill



Auto Pay



Online



In Person

Save time and money. Enroll in Auto Pay, and your bill will be paid on time, every time, directly from your bank account on the due date. No stamps required!

With My Account, you can pay your bill anytime, anywhere. Registration is fast and easy. Visit www.amwater.com/MyAccount or pay without registration at www.amwater.com/billpay (fee may apply).

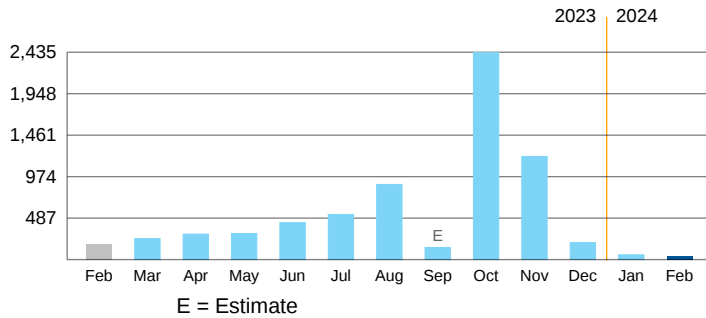
We have agreements with several authorized payment locations in our service areas. Visit our website to find one near you.

Meter Reading and Usage Summary

Meter No.	Measure	Size	From Date	To Date	Previous Read	Current Read	Meter Units	Billing Units	Total Gallons
27835815	100 gal	5/8"	01/11/2024	02/08/2024	61 (A)	104 (A)	43	43.00	4,300
A = Actual E = Estimate			1 Billing Unit = 100 gallons			Total Gallons:			4,300

Billed Usage History (graph shown in 100 gallons)

- 4,300 gallons = usage for this period
- 18,700 gallons = usage for same period last year



Next Scheduled Read Date: on or about March 11, 2024
Account Type: Commercial

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

148
gallons

Year to Date Billed Usage: 9,900 gallons

Account Detail

Account No. [REDACTED]

Service To: 3130 MAPLE LEAF DR 140 LEXINGTON, KY 40509-1308

Prior Billing 1,025.27
Payments 0.00

Balance Forward - Past Due 1,025.27

Fees and Adjustments 2.76
Water Late Payment Charge 2.76

Service Related Charges - 01/11/24 to 02/08/24

Water Service 38.74
Water Service Charge 01/11/24 to 02/05/24 13.45
02/06/24 to 02/08/24 2.07
Water Usage Charge 01/11/24 to 02/05/24 (38.56 x \$0.52066) 20.08
02/06/24 to 02/08/24 (4.44 x \$0.7076) 3.14

Other Charges 3.91
QIP Surcharge Water (\$33.53 x 8.27%) 2.77
KRA Withdrawal Fee (43 x \$0.0265) 1.14

Total Service Related Charges 42.65

Taxes 5.20
Franchise Taxes (\$42.65 x 3.000%) 1.28
School District Tax (\$42.65 x 3.000%) 1.28
State Sales Tax (\$44.01 x 6.000%) 2.64

Total Current Period Charges 50.61

Total Amount Due  **\$1,075.88**

Understanding Your Bill

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- Surcharges:** Surcharges are used to recover changes to costs that occur between ratemaking cycles. Common surcharges include Purchased Water, Consolidated Expenses, Conservation, Intervenor Compensation and Payment Assistance.
- Billing Units:** One billing unit equals 100 gallons of water used. If the meter serving your property measures your water use in cubic feet or a different unit of measure, we convert the usage to gallons to make it easier to understand.
- Average Daily Use:** The gallons shown in the water droplet above represent your average daily water use for the current billing period. Tracking the amount of water you use can help you manage your overall water use from month to month.
- Still have questions?** We are here to help. Our customer service representatives are available M-F, 7 a.m. to 7 p.m. More information on understanding your bill and charges can also be found on our website. See the link below.

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

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

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Bill Inserts and Important Notices

We encourage you to click the link(s) below to view any bill inserts and other important notices you would have received with your printed bill.

<https://amwater.com/files/OAKY23.pdf>



WE KEEP LIFE FLOWING™

Service Address:

WORKOUT ANYTIME
3130 MAPLE LEAF DR 140
LEXINGTON, KY 40509-1308

THANK YOU FOR BEING OUR CUSTOMER

Important Account Messages

- Want to get to know us better? Visit www.kentuckyamwater.com to learn more about the services we provide.
- Thank you for being a long time customer! We work hard every day to deliver water service that is safe, reliable, and affordable -- our customers deserve nothing less.

For more information, visit www.kentuckyamwater.com

Statement

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Page 1 of
672505410032

Account No. [REDACTED]

Total Amount Due:	\$1,137.06
Payment Due By:	March 28, 2024

Billing Date: March 12, 2024
Service Period: Feb 09 to Mar 08 (29 Days)
Total Gallons: 4,700

Account Summary – See page 3 for Account Detail

Prior Billing:	\$1,075.88
Payments:	– \$0.00
Balance Forward:	= \$1,075.88
Service Related Charges:	+ \$54.51
Taxes:	+ \$6.67
Total Amount Due:	= \$1,137.06



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



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



Customer Service: 1-800-678-6301
M-F 7:00am to 7:00pm – Emergencies 24/7



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

6 Please return bottom portion with your payment. DO NOT send cash. Retain upper portion for your records. 6



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

Service to: 3130 MAPLE LEAF DR 140
LEXINGTON, KY 40509-1308

WORKOUT ANYTIME
c/o STINSON FITNESS
3130 MAPLELEAF DR STE 140
LEXINGTON, KY 40509-1339

Account No. [REDACTED]

Total Amount Due:	\$1,137.06
Payment Due By:	March 28, 2024

Amount Enclosed \$

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

0000000000113706016

Messages from Kentucky American Water

- For information on leak detection, download our Leak Detection Kit (PDF) by visiting us online. Under Water & Wastewater Information, select Detecting Leaks.

DO IT YOURSELF

A TIP TO FIX LEAKS

If your toilet keeps draining and refilling, the plunger ball or flapper valve may need to be realigned or replaced.



CUSTOMER SERVICE

1-800-678-6301

HOURS: M-F, 7am-7pm • Emergencies: 24/7

TTY/TDD FOR THE HEARING IMPAIRED:

711 (and then reference Customer Service number listed above)

LOCAL OFFICE: 2300 Richmond Road in Lexington



SERVICES



Go Paperless: Save time. Save money. Sign up for **Paperless Billing** and **Auto Pay** on MyWater at amwater.com/mywater. Not registered? Log in and be sure to have your account number handy.



Water Quality: We take water quality seriously. When it comes to complying with federal drinking water standards, we consistently score better than the industry average. For a copy of the annual water quality report for your area, visit kentuckyamwater.com. Under Water Quality, select Water Quality Reports.



H2O Help To Others: This program helps low-income customers who qualify with their water bills. For more information, visit kentuckyamwater.com. Under Customer Service & Billing, select Customer Assistance Program.

EXPLANATION OF OTHER TERMS



Payment by Check: Paying by check authorizes American Water to send the information from your check electronically to your bank for payment. The transaction will appear on your bank statement. The physical check will not be presented to your financial institution or returned to you.



Estimated Bill: This occurs when we are unable to read the water meter. Your usage from the same billing period the prior year is used to calculate the estimated bill. The next actual meter reading corrects any over or under estimates.



Disputes: If you have questions or complaints about your bill, please call us at 1-800-678-6301 before the due date. If your bill is unusually high, it may indicate that there is a leak in your plumbing. For tips on how to detect leaks and use water wisely, visit us online. You'll find helpful tools under the Water Information menu. Every drop counts!



Rates: A detailed listing of charges that make up your bill (or a copy of your tariff) is available by contacting Customer Service, visiting us at kentuckyamwater.com, or by visiting our customer lobby at 2300 Richmond Road in Lexington anytime between 9 a.m. to 4 p.m., Monday through Friday.



Correspondence: Please send written correspondence to PO Box 2798, Camden, NJ 08101. Be sure to include your name, account number, service address, mailing address and phone number including area code. Please do not send correspondence with your payment, as it may delay processing your payment and correspondence.

H2O HELP TO OTHERS PROGRAM - lend a hand to customers in need

- ☐ I'm adding a one time contribution of \$_____ with my payment.
- ☐ I'd like to add a recurring contribution to each bill of \$_____. I understand this amount will be added to each bill.

Address Change(s)

Name _____

Address _____

City _____

State _____ Zip Code _____

(_____) _____
Phone Number

☐ Mobile Number

E-mail Address _____

Other ways to pay your bill



Auto Pay



Online



In Person

Save time and money. Enroll in Auto Pay, and your bill will be paid on time, every time, directly from your bank account on the due date. No stamps required!

With My Account, you can pay your bill anytime, anywhere. Registration is fast and easy. Visit www.amwater.com/MyAccount or pay without registration at www.amwater.com/billpay (fee may apply).

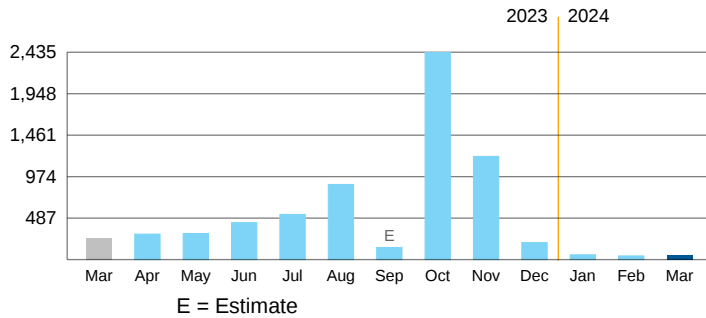
We have agreements with several authorized payment locations in our service areas. Visit our website to find one near you.

Meter Reading and Usage Summary

Meter No.	Measure	Size	From Date	To Date	Previous Read	Current Read	Meter Units	Billing Units	Total Gallons
27835815	100 gal	5/8"	02/09/2024	03/08/2024	104 (A)	151 (A)	47	47.00	4,700
A = Actual E = Estimate			1 Billing Unit = 100 gallons			Total Gallons:			4,700

Billed Usage History (graph shown in 100 gallons)

- 4,700 gallons = usage for this period
- 24,684 gallons = usage for same period last year



Next Scheduled Read Date: on or about April 09, 2024
Account Type: Commercial

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

162
gallons

Year to Date Billed Usage: 14,600 gallons

Account Detail

Account No. [REDACTED]

Service To: 3130 MAPLE LEAF DR 140 LEXINGTON, KY 40509-1308

Prior Billing 1,075.88

Payments 0.00

Balance Forward 1,075.88

Service Related Charges - 02/09/24 to 03/08/24

Water Service	53.26
Water Service Charge	20.00
Water Usage Charge (47 x \$0.7076)	33.26
Other Charges	1.25
KRA Withdrawal Fee (47 x \$0.0265)	1.25
Total Service Related Charges	54.51
Taxes	6.67
Franchise Taxes (\$54.51 x 3.000%)	1.64
School District Tax (\$54.51 x 3.000%)	1.64
State Sales Tax (\$56.46 x 6.000%)	3.39
Total Current Period Charges	61.18

Total Amount Due  **\$1,137.06**

Understanding Your Bill

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- Fees and Adjustments:** This section provides details related to additional charges or adjustments for the service period referenced. Fees, when applicable, would include items such as service activation and late payment charges.
- Surcharges:** Surcharges are used to recover changes to costs that occur between ratemaking cycles. Common surcharges include Purchased Water, Consolidated Expenses, Conservation, Intervenor Compensation and Payment Assistance.
- Billing Units:** One billing unit equals 100 gallons of water used. If the meter serving your property measures your water use in cubic feet or a different unit of measure, we convert the usage to gallons to make it easier to understand.
- Average Daily Use:** The gallons shown in the water droplet above represent your average daily water use for the current billing period. Tracking the amount of water you use can help you manage your overall water use from month to month.
- Still have questions?** We are here to help. Our customer service representatives are available M-F, 7 a.m. to 7 p.m. More information on understanding your bill and charges can also be found on our website. See the link below.

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

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

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**KENTUCKY
AMERICAN WATER**
WE KEEP LIFE FLOWING™

Service Address:

WORKOUT ANYTIME
3130 MAPLE LEAF DR 140
LEXINGTON, KY 40509-1308

THANK YOU FOR BEING OUR CUSTOMER

Important Account Messages

- The Due Date shown on your bill applies to current charges only. **However, \$1,137.06 is past due and is due immediately.** To see if other payment options are available, please contact us.
- Your charges contain a change in pricing that was effective on 03/31/24. Please review the Account Detail section of your bill for more information.

For more information, visit www.kentuckyamwater.com

Statement

Attachment to PSC 1-4
Page 46 of 118

Page 1 of
675005093744

Account No. [REDACTED]

Total Amount Due:	\$1,203.79
Payment Due By:	April 26, 2024

A portion of your account balance is past due. Please see account messages for more information.

Billing Date: April 10, 2024
Service Period: Mar 09 to Apr 08 (31 Days)
Total Gallons: 5,000

Account Summary – See page 3 for Account Detail

Prior Billing:	\$1,137.06
Payments:	= \$0.00
Balance Forward - Past Due	= \$1,137.06
Fees and Adjustments:	+ \$3.06
Service Related Charges:	+ \$56.75
Taxes:	+ \$6.92
Total Amount Due:	= \$1,203.79



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



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



Customer Service: 1-800-678-6301
M-F 7:00am to 7:00pm – Emergencies 24/7



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

6 Please return bottom portion with your payment. DO NOT send cash. Retain upper portion for your records. 6

Account No. [REDACTED]

Total Amount Due:	\$1,203.79
Payment Due By:	April 26, 2024

If paying after 4/26/24, pay this amount: \$1,206.96

Amount Enclosed \$



Service to: 3130 MAPLE LEAF DR 140
LEXINGTON, KY 40509-1308



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

WORKOUT ANYTIME
c/o STINSON FITNESS
3130 MAPLELEAF DR STE 140
LEXINGTON, KY 40509-1339

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

0000000000120379013

Messages from Kentucky American Water

Page 47 of 118



CUSTOMER SERVICE

1-800-678-6301



HOURS: M-F, 7am-7pm • Emergencies: 24/7

TTY/TDD FOR THE HEARING IMPAIRED:

711 (and then reference Customer Service number listed above)

LOCAL OFFICE: 2300 Richmond Road in Lexington

SERVICES



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EXPLANATION OF OTHER TERMS



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Estimated Bill: This occurs when we are unable to read the water meter. Your usage from the same billing period the prior year is used to calculate the estimated bill. The next actual meter reading corrects any over or under estimates.



Disputes: If you have questions or complaints about your bill, please call us at 1-800-678-6301 before the due date. If your bill is unusually high, it may indicate that there is a leak in your plumbing. For tips on how to detect leaks and use water wisely, visit us online. You'll find helpful tools under the Water Information menu. Every drop counts!



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Correspondence: Please send written correspondence to PO Box 2798, Camden, NJ 08101. Be sure to include your name, account number, service address, mailing address and phone number including area code. Please do not send correspondence with your payment, as it may delay processing your payment and correspondence.

H2O HELP TO OTHERS PROGRAM - lend a hand to customers in need

- ☐ I'm adding a one time contribution of \$_____ with my payment.
- ☐ I'd like to add a recurring contribution to each bill of \$_____. I understand this amount will be added to each bill.

Address Change(s)

Name _____

Address _____

City _____

State _____ Zip Code _____

(____) _____ ☐ Mobile Number

Phone Number _____

E-mail Address _____

Other ways to pay your bill



Auto Pay



Online



In Person

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

Meter Reading and Usage Summary

Meter No.	Measure	Size	From Date	To Date	Previous Read	Current Read	Meter Units	Billing Units	Total Gallons
27835815	100 gal	5/8"	03/09/2024	04/08/2024	151 (A)	201 (A)	50	50.00	5,000

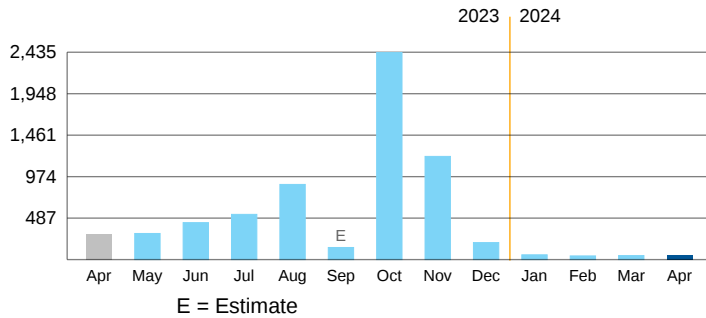
A = Actual E = Estimate

1 Billing Unit = 100 gallons

Total Gallons: 5,000

Billed Usage History (graph shown in 100 gallons)

- 5,000 gallons = usage for this period
- 29,920 gallons = usage for same period last year



E = Estimate

Next Scheduled Read Date: on or about May 09, 2024
Account Type: Commercial

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

161
gallons

Year to Date Billed Usage: 19,600 gallons

Account Detail

Account No. [REDACTED]

Service To: 3130 MAPLE LEAF DR 140 LEXINGTON, KY 40509-1308

Prior Billing 1,137.06
Payments 0.00

Balance Forward - Past Due 1,137.06

Fees and Adjustments 3.06
Water Late Payment Charge 3.06

Service Related Charges - 03/09/24 to 04/08/24

Water Service 55.38
Water Service Charge 20.00
Water Usage Charge (50 x \$0.7076) 35.38

Other Charges 1.37
KRA Withdrawal Fee
03/09/24 to 03/30/24 (35.49 x \$0.0265) 0.94
03/31/24 to 04/08/24 (14.51 x \$0.0298) 0.43

Total Service Related Charges 56.75

Taxes 6.92
Franchise Taxes (\$56.75 x 3.000%) 1.70
School District Tax (\$56.75 x 3.000%) 1.70
State Sales Tax (\$58.70 x 6.000%) 3.52

Total Current Period Charges 66.73

Total Amount Due  **\$1,203.79**

Understanding Your Bill

The information below defines some of the new terms you may find on your bill:

- Service Related Charges:** This section includes charges for services related to water (or wastewater) service. If applicable, credits and debits for correction to previously billed charges are itemized in this section.
- Fees and Adjustments:** This section provides details related to additional charges or adjustments for the service period referenced. Fees, when applicable, would include items such as service activation and late payment charges.
- Surcharges:** Surcharges are used to recover changes to costs that occur between ratemaking cycles. Common surcharges include Purchased Water, Consolidated Expenses, Conservation, Intervenor Compensation and Payment Assistance.
- Billing Units:** One billing unit equals 100 gallons of water used. If the meter serving your property measures your water use in cubic feet or a different unit of measure, we convert the usage to gallons to make it easier to understand.
- Average Daily Use:** The gallons shown in the water droplet above represent your average daily water use for the current billing period. Tracking the amount of water you use can help you manage your overall water use from month to month.
- Still have questions?** We are here to help. Our customer service representatives are available M-F, 7 a.m. to 7 p.m. More information on understanding your bill and charges can also be found on our website. See the link below.

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

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

<This page is intentionally left blank and reserved for future messages>

Bill Inserts and Important Notices

We encourage you to click the link(s) below to view any bill inserts and other important notices you would have received with your printed bill.

<https://amwater.com/files/OAKY44.pdf>



WE KEEP LIFE FLOWING™

Service Address:

WORKOUT ANYTIME
3130 MAPLE LEAF DR 140
LEXINGTON, KY 40509-1308

THANK YOU FOR BEING OUR CUSTOMER

Important Account Messages

- Thank you for being a long time customer! We work hard every day to deliver water service that is safe, reliable, and affordable -- our customers deserve nothing less.
- The Due Date shown on your bill applies to current charges only. **However, \$903.79 is past due and is due immediately.** To see if other payment options are available, please contact us.

For more information, visit www.kentuckyamwater.com

Statement

Attachment to PSC 1-4
Page 51 of 118

Page 1 of
682504918194

Account No. [REDACTED]

Total Amount Due:	\$968.46
Payment Due By:	May 29, 2024

A portion of your account balance is past due. Please see account messages for more information.

Billing Date: May 13, 2024
Service Period: Apr 09 to May 08 (30 Days)
Total Gallons: 4,700

Account Summary – See page 3 for Account Detail

Prior Billing:	\$1,203.79
Payments - Thank You!	- \$300.00
Balance Forward - Past Due	= \$903.79
Fees and Adjustments:	+ \$3.34
Service Related Charges:	+ \$54.66
Taxes:	+ \$6.67
Total Amount Due:	= \$968.46



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



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



Customer Service: 1-800-678-6301
M-F 7:00am to 7:00pm – Emergencies 24/7



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

6 Please return bottom portion with your payment. DO NOT send cash. Retain upper portion for your records. 6



WE KEEP LIFE FLOWING™



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

Service to: 3130 MAPLE LEAF DR 140
LEXINGTON, KY 40509-1308

WORKOUT ANYTIME
c/o STINSON FITNESS
3130 MAPLELEAF DR STE 140
LEXINGTON, KY 40509-1339

Account No. [REDACTED]

Total Amount Due:	\$968.46
Payment Due By:	May 29, 2024

If paying after 5/29/24, pay this amount: \$971.53

Amount Enclosed \$

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

0000000000096846011

Messages from Kentucky American Water

- ***IMPORTANT WATER QUALITY MESSAGE: 2023 Kentucky American Water annual water quality report is available. This report contains important information about your drinking water. Please go to www.amwater.com/ccr/lexington.pdf or www.amwater.com/ccr/owenton.pdf to view your 2023 annual water quality report or to request a paper copy call 800-678-6301.

OUR SUCCESS BEGINS
WITH HIGH STANDARDS

We take pride in what we do and hold ourselves to high standards when it comes to delivering safe, reliable water service. Scan the QR code and enter your zip code to **view your community's water quality report** online.



CUSTOMER SERVICE

1-800-678-6301

HOURS: M-F, 7am-7pm • Emergencies: 24/7

TTY/TDD FOR THE HEARING IMPAIRED:

711 (and then reference Customer Service number listed above)

LOCAL OFFICE: 2300 Richmond Road in Lexington



EXPLANATION OF OTHER TERMS



Payment by Check: Paying by check authorizes American Water to send the information from your check electronically to your bank for payment. The transaction will appear on your bank statement. The physical check will not be presented to your financial institution or returned to you.



Estimated Bill: This occurs when we are unable to read the water meter. Your usage from the same billing period the prior year is used to calculate the estimated bill. The next actual meter reading corrects any over or under estimates.



Disputes: If you have questions or complaints about your bill, please call us at 1-800-678-6301 before the due date. If your bill is unusually high, it may indicate that there is a leak in your plumbing. For tips on how to detect leaks and use water wisely, visit us online. You'll find helpful tools under the Water Information menu. Every drop counts!



Rates: A detailed listing of charges that make up your bill (or a copy of your tariff) is available by contacting Customer Service, visiting us at kentuckyamwater.com, or by visiting our customer lobby at 2300 Richmond Road in Lexington anytime between 9 a.m. to 4 p.m., Monday through Friday.



Correspondence: Please send written correspondence to PO Box 2798, Camden, NJ 08101. Be sure to include your name, account number, service address, mailing address and phone number including area code. Please do not send correspondence with your payment, as it may delay processing your payment and correspondence.

SERVICES



Go Paperless: Save time. Save money. Sign up for **Paperless Billing** and **Auto Pay** on MyWater at amwater.com/mywater. Not registered? Log in and be sure to have your account number handy.



Water Quality: We take water quality seriously. When it comes to complying with federal drinking water standards, we consistently score better than the industry average. For a copy of the annual water quality report for your area, visit kentuckyamwater.com. Under Water Quality, select Water Quality Reports.



H2O Help To Others: This program helps low-income customers who qualify with their water bills. For more information, visit kentuckyamwater.com. Under Customer Service & Billing, select Customer Assistance Program.

H2O HELP TO OTHERS PROGRAM - lend a hand to customers in need

- ☐ I'm adding a one time contribution of \$_____ with my payment.
- ☐ I'd like to add a recurring contribution to each bill of \$_____. I understand this amount will be added to each bill.

Address Change(s)

Name

Address

City

State

()

Phone Number

Zip Code

☐ Mobile Number

E-mail Address

Other ways to pay your bill



Auto Pay



Online



In Person

Save time and money. Enroll in Auto Pay, and your bill will be paid on time, every time, directly from your bank account on the due date. No stamps required!

With My Account, you can pay your bill anytime, anywhere. Registration is fast and easy. Visit www.amwater.com/MyAccount or pay without registration at www.amwater.com/billpay (fee may apply).

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

Meter Reading and Usage Summary

Meter No.	Measure	Size	From Date	To Date	Previous Read	Current Read	Meter Units	Billing Units	Total Gallons
27835815	100 gal	5/8"	04/09/2024	05/08/2024	201 (A)	248 (A)	47	47.00	4,700

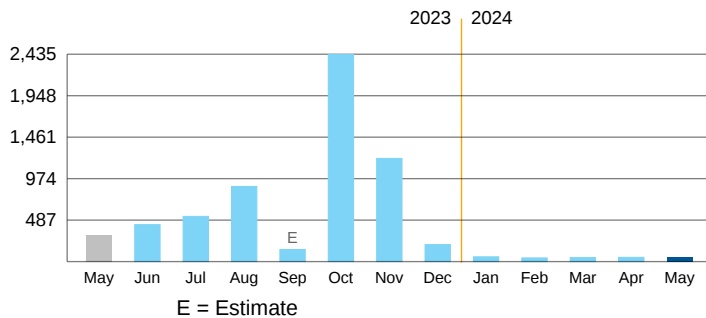
A = Actual E = Estimate

1 Billing Unit = 100 gallons

Total Gallons: 4,700

Billed Usage History (graph shown in 100 gallons)

- 4,700 gallons = usage for this period
- 30,668 gallons = usage for same period last year



Next Scheduled Read Date: on or about June 11, 2024
Account Type: Commercial

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

157
gallons

Year to Date Billed Usage: 24,300 gallons

Account Detail

Account No. [REDACTED]

Service To: 3130 MAPLE LEAF DR 140 LEXINGTON, KY 40509-1308

Prior Billing 1,203.79

Payments -300.00

Total payments as of Apr 23. Thank you! -300.00

Balance Forward - Past Due 903.79

Fees and Adjustments 3.34

Water Late Payment Charge 3.34

Service Related Charges - 04/09/24 to 05/08/24

Water Service 53.26

Water Service Charge 20.00

Water Usage Charge (47 x \$0.7076) 33.26

Other Charges 1.40

KRA Withdrawal Fee (47 x \$0.0298) 1.40

Total Service Related Charges 54.66

Taxes 6.67

Franchise Taxes (\$54.66 x 3.000%) 1.64

School District Tax (\$54.66 x 3.000%) 1.64

State Sales Tax (\$56.46 x 6.000%) 3.39

Total Current Period Charges 64.67

Total Amount Due  **\$968.46**

Understanding Your Bill

The information below defines some of the new terms you may find on your bill:

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- Billing Units:** One billing unit equals 100 gallons of water used. If the meter serving your property measures your water use in cubic feet or a different unit of measure, we convert the usage to gallons to make it easier to understand.
- Average Daily Use:** The gallons shown in the water droplet above represent your average daily water use for the current billing period. Tracking the amount of water you use can help you manage your overall water use from month to month.
- Still have questions?** We are here to help. Our customer service representatives are available M-F, 7 a.m. to 7 p.m. More information on understanding your bill and charges can also be found on our website. See the link below.

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

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

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Bill Inserts and Important Notices

We encourage you to click the link(s) below to view any bill inserts and other important notices you would have received with your printed bill.

<https://amwater.com/files/OAKY52.pdf>



WE KEEP LIFE FLOWING™

Service Address:

WORKOUT ANYTIME
3130 MAPLE LEAF DR 140
LEXINGTON, KY 40509-1308

THANK YOU FOR BEING OUR CUSTOMER

Important Account Messages

- Thank you for being a long time customer! We work hard every day to deliver water service that is safe, reliable, and affordable -- our customers deserve nothing less.
- The Due Date shown on your bill applies to current charges only. **However, \$768.46 is past due and is due immediately.** To see if other payment options are available, please contact us.

For more information, visit www.kentuckyamwater.com

Statement

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Page 56 of 118

Page 1 of
688750211143

Account No. [REDACTED]

Total Amount Due:	\$832.19
Payment Due By:	June 28, 2024

A portion of your account balance is past due. Please see account messages for more information.

Billing Date: June 12, 2024
Service Period: May 09 to Jun 10 (33 Days)
Total Gallons: 4,600

Account Summary – See page 3 for Account Detail

Prior Billing:		\$968.46
Payments - Thank You!	-	\$200.00
Balance Forward - Past Due	=	\$768.46
Fees and Adjustments:	+	\$3.23
Service Related Charges:	+	\$53.92
Taxes:	+	\$6.58
Total Amount Due:	=	\$832.19



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



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



Customer Service: 1-800-678-6301
M-F 7:00am to 7:00pm – Emergencies 24/7



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

6 Please return bottom portion with your payment. DO NOT send cash. Retain upper portion for your records. 6



WE KEEP LIFE FLOWING™



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

Service to: 3130 MAPLE LEAF DR 140
LEXINGTON, KY 40509-1308

WORKOUT ANYTIME
c/o STINSON FITNESS
3130 MAPLELEAF DR STE 140
LEXINGTON, KY 40509-1339

Account No. [REDACTED]

Total Amount Due:	\$832.19
Payment Due By:	June 28, 2024

If paying after 6/28/24, pay this amount: \$835.22

Amount Enclosed \$

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

0000000000083219016

Messages from Kentucky American Water

- ***IMPORTANT WATER QUALITY MESSAGE: 2023 Kentucky American Water annual water quality report is available. This report contains important information about your drinking water. Please go to www.amwater.com/ccr/lexington.pdf or www.amwater.com/ccr/owenton.pdf to view your 2023 annual water quality report or to request a paper copy call 800-678-6301.

Making an IMPACT in our communities!



Combined, Kentucky American Water and the American Water Charitable Foundation contributed more than

\$516k IN KENTUCKY

CUSTOMER SERVICE

1-800-678-6301

HOURS: M-F, 7am-7pm • Emergencies: 24/7

TTY/TDD FOR THE HEARING IMPAIRED:

711 (and then reference Customer Service number listed above)

LOCAL OFFICE: 2300 Richmond Road in Lexington



SERVICES



Go Paperless: Save time. Save money. Sign up for **Paperless Billing** and **Auto Pay** on MyWater at amwater.com/mywater. Not registered? Log in and be sure to have your account number handy.



Water Quality: We take water quality seriously. When it comes to complying with federal drinking water standards, we consistently score better than the industry average. For a copy of the annual water quality report for your area, visit kentuckiamwater.com. Under Water Quality, select Water Quality Reports.



H2O Help To Others: This program helps low-income customers who qualify with their water bills. For more information, visit kentuckiamwater.com. Under Customer Service & Billing, select Customer Assistance Program.

EXPLANATION OF OTHER TERMS



Payment by Check: Paying by check authorizes American Water to send the information from your check electronically to your bank for payment. The transaction will appear on your bank statement. The physical check will not be presented to your financial institution or returned to you.



Estimated Bill: This occurs when we are unable to read the water meter. Your usage from the same billing period the prior year is used to calculate the estimated bill. The next actual meter reading corrects any over or under estimates.



Disputes: If you have questions or complaints about your bill, please call us at 1-800-678-6301 before the due date. If your bill is unusually high, it may indicate that there is a leak in your plumbing. For tips on how to detect leaks and use water wisely, visit us online. You'll find helpful tools under the Water Information menu. Every drop counts!



Rates: A detailed listing of charges that make up your bill (or a copy of your tariff) is available by contacting Customer Service, visiting us at kentuckiamwater.com, or by visiting our customer lobby at 2300 Richmond Road in Lexington anytime between 9 a.m. to 4 p.m., Monday through Friday.



Correspondence: Please send written correspondence to PO Box 2798, Camden, NJ 08101. Be sure to include your name, account number, service address, mailing address and phone number including area code. Please do not send correspondence with your payment, as it may delay processing your payment and correspondence.

H2O HELP TO OTHERS PROGRAM - lend a hand to customers in need

- ☐ I'm adding a one time contribution of \$_____ with my payment.
- ☐ I'd like to add a recurring contribution to each bill of \$_____. I understand this amount will be added to each bill.

Address Change(s)

Name _____

Address _____

City _____

State _____ Zip Code _____

(_____) _____ ☐ Mobile Number

Phone Number _____

E-mail Address _____

Other ways to pay your bill



Auto Pay



Online



In Person

Save time and money. Enroll in Auto Pay, and your bill will be paid on time, every time, directly from your bank account on the due date. No stamps required!

With My Account, you can pay your bill anytime, anywhere. Registration is fast and easy. Visit www.amwater.com/MyAccount or pay without registration at www.amwater.com/billpay (fee may apply).

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

Meter Reading and Usage Summary

Meter No.	Measure	Size	From Date	To Date	Previous Read	Current Read	Meter Units	Billing Units	Total Gallons
27835815	100 gal	5/8"	05/09/2024	06/10/2024	248 (A)	294 (A)	46	46.00	4,600

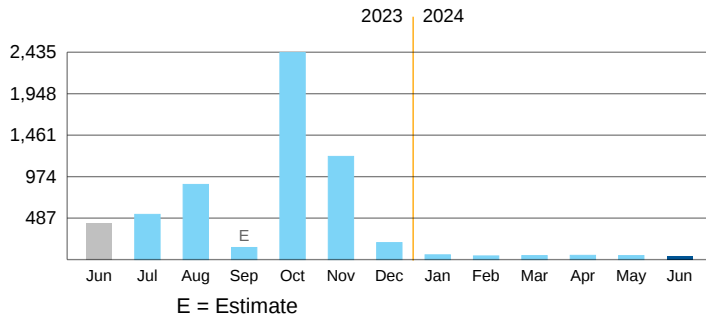
A = Actual E = Estimate

1 Billing Unit = 100 gallons

Total Gallons: 4,600

Billed Usage History (graph shown in 100 gallons)

- 4,600 gallons = usage for this period
- 43,384 gallons = usage for same period last year



Next Scheduled Read Date: on or about July 10, 2024
Account Type: Commercial

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

139
gallons

Year to Date Billed Usage: 28,900 gallons

Account Detail

Account No. [REDACTED]

Service To: 3130 MAPLE LEAF DR 140 LEXINGTON, KY 40509-1308

Prior Billing 968.46

Payments -200.00

Total payments as of Jun 6. Thank you! -200.00

Balance Forward - Past Due 768.46

Fees and Adjustments 3.23

Water Late Payment Charge 3.23

Service Related Charges - 05/09/24 to 06/10/24

Water Service 52.55

Water Service Charge 20.00

Water Usage Charge (46 x \$0.7076) 32.55

Other Charges 1.37

KRA Withdrawal Fee (46 x \$0.0298) 1.37

Total Service Related Charges 53.92

Taxes 6.58

Franchise Taxes (\$53.92 x 3.000%) 1.62

School District Tax (\$53.92 x 3.000%) 1.62

State Sales Tax (\$55.71 x 6.000%) 3.34

Total Current Period Charges 63.73

Total Amount Due **\$832.19**

Understanding Your Bill

The information below defines some of the new terms you may find on your bill:

- Service Related Charges:** This section includes charges for services related to water (or wastewater) service. If applicable, credits and debits for correction to previously billed charges are itemized in this section.
- Fees and Adjustments:** This section provides details related to additional charges or adjustments for the service period referenced. Fees, when applicable, would include items such as service activation and late payment charges.
- Surcharges:** Surcharges are used to recover changes to costs that occur between ratemaking cycles. Common surcharges include Purchased Water, Consolidated Expenses, Conservation, Intervenor Compensation and Payment Assistance.
- Billing Units:** One billing unit equals 100 gallons of water used. If the meter serving your property measures your water use in cubic feet or a different unit of measure, we convert the usage to gallons to make it easier to understand.
- Average Daily Use:** The gallons shown in the water droplet above represent your average daily water use for the current billing period. Tracking the amount of water you use can help you manage your overall water use from month to month.
- Still have questions?** We are here to help. Our customer service representatives are available M-F, 7 a.m. to 7 p.m. More information on understanding your bill and charges can also be found on our website. See the link below.

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

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

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Bill Inserts and Important Notices

We encourage you to click the link(s) below to view any bill inserts and other important notices you would have received with your printed bill.

<https://amwater.com/files/OAKY61.pdf>



WE KEEP LIFE FLOWING™

Service Address:

WORKOUT ANYTIME
3130 MAPLE LEAF DR 140
LEXINGTON, KY 40509-1308

THANK YOU FOR BEING OUR CUSTOMER

Important Account Messages

- Thank you for being a long time customer! We work hard every day to deliver water service that is safe, reliable, and affordable -- our customers deserve nothing less.
- Your charges contain a change in pricing that was effective on 06/27/24. Please review the Account Detail section of your bill for more information.

For more information, visit www.kentuckyamwater.com

Statement

Attachment to PSC 1-4
Page 61 of 118

Page 1 of
642504658434

Account No. [REDACTED]

Total Amount Due:	\$683.84
Payment Due By:	July 29, 2024

Billing Date: July 11, 2024
Service Period: Jun 11 to Jul 09 (29 Days)
Total Gallons: 3,900

Account Summary – See page 3 for Account Detail

Prior Billing:		\$832.19
Payments - Thank You!	-	\$200.00
Balance Forward:	=	\$632.19
Service Related Charges:	+	\$46.04
Taxes:	+	\$5.61
Total Amount Due:	=	\$683.84



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



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



Customer Service: 1-800-678-6301
M-F 7:00am to 7:00pm – Emergencies 24/7



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

6 Please return bottom portion with your payment. DO NOT send cash. Retain upper portion for your records. 6

Account No. [REDACTED]

Total Amount Due:	\$683.84
Payment Due By:	July 29, 2024



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

Service to: 3130 MAPLE LEAF DR 140
LEXINGTON, KY 40509-1308

Amount Enclosed \$

WORKOUT ANYTIME
c/o STINSON FITNESS
3130 MAPLELEAF DR STE 140
LEXINGTON, KY 40509-1339

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

0000000000068384017

Messages from Kentucky American Water

- ***IMPORTANT WATER QUALITY MESSAGE: 2023 Kentucky American Water annual water quality report is available. This report contains important information about your drinking water. Please go to www.amwater.com/ccr/lexington.pdf or www.amwater.com/ccr/owenton.pdf to view your 2023 annual water quality report or to request a paper copy call 800-678-6301.



Experts estimate that as much as 50% of the water we use outdoors goes to waste due to overwatering, evaporation and wind. Scan the QR code for tips on how to conserve water outdoors and indoors.



CUSTOMER SERVICE

1-800-678-6301

HOURS: M-F, 7am-7pm • Emergencies: 24/7

TTY/TDD FOR THE HEARING IMPAIRED:

711 (and then reference Customer Service number listed above)

LOCAL OFFICE: 2300 Richmond Road in Lexington



EXPLANATION OF OTHER TERMS



Payment by Check: Paying by check authorizes American Water to send the information from your check electronically to your bank for payment. The transaction will appear on your bank statement. The physical check will not be presented to your financial institution or returned to you.



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Disputes: If you have questions or complaints about your bill, please call us at 1-800-678-6301 before the due date. If your bill is unusually high, it may indicate that there is a leak in your plumbing. For tips on how to detect leaks and use water wisely, visit us online. You'll find helpful tools under the Water Information menu. Every drop counts!



Rates: A detailed listing of charges that make up your bill (or a copy of your tariff) is available by contacting Customer Service, visiting us at kentuckyamwater.com, or by visiting our customer lobby at 2300 Richmond Road in Lexington anytime between 9 a.m. to 4 p.m., Monday through Friday.



Correspondence: Please send written correspondence to PO Box 2798, Camden, NJ 08101. Be sure to include your name, account number, service address, mailing address and phone number including area code. Please do not send correspondence with your payment, as it may delay processing your payment and correspondence.

SERVICES



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Water Quality: We take water quality seriously. When it comes to complying with federal drinking water standards, we consistently score better than the industry average. For a copy of the annual water quality report for your area, visit kentuckyamwater.com. Under Water Quality, select Water Quality Reports.



H2O Help To Others: This program helps low-income customers who qualify with their water bills. For more information, visit kentuckyamwater.com. Under Customer Service & Billing, select Customer Assistance Program.

H2O HELP TO OTHERS PROGRAM - lend a hand to customers in need

- ☐ I'm adding a one time contribution of \$_____ with my payment.
- ☐ I'd like to add a recurring contribution to each bill of \$_____. I understand this amount will be added to each bill.

Address Change(s)

Name _____

Address _____

City _____

State _____ Zip Code _____

(_____) _____
Phone Number ☐ Mobile Number

E-mail Address _____

Other ways to pay your bill



Auto Pay

Save time and money. Enroll in Auto Pay, and your bill will be paid on time, every time, directly from your bank account on the due date. No stamps required!



Online

With My Account, you can pay your bill anytime, anywhere. Registration is fast and easy. Visit www.amwater.com/MyAccount or pay without registration at www.amwater.com/billpay (fee may apply).



In Person

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

Meter Reading and Usage Summary

Meter No.	Measure	Size	From Date	To Date	Previous Read	Current Read	Meter Units	Billing Units	Total Gallons
27835815	100 gal	5/8"	06/11/2024	07/09/2024	294 (A)	333 (A)	39	39.00	3,900

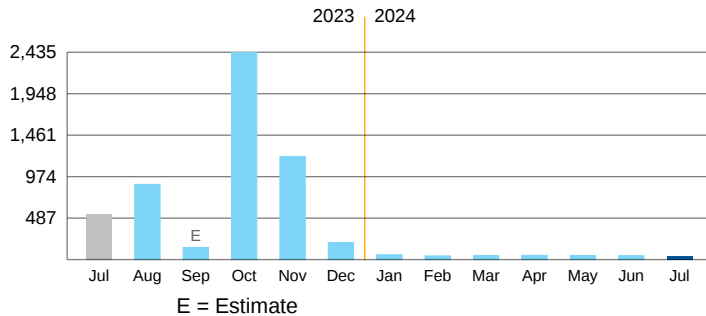
A = Actual E = Estimate

1 Billing Unit = 100 gallons

Total Gallons: 3,900

Billed Usage History (graph shown in 100 gallons)

- 3,900 gallons = usage for this period
- 53,108 gallons = usage for same period last year



Next Scheduled Read Date: on or about August 09, 2024
Account Type: Commercial

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

134
gallons

Year to Date Billed Usage: 32,800 gallons

Account Detail

Account No. [REDACTED]

Service To: 3130 MAPLE LEAF DR 140 LEXINGTON, KY 40509-1308

Prior Billing 832.19

Payments -200.00

Total payments as of Jul 1. Thank you! -200.00

Balance Forward 632.19

Service Related Charges - 06/11/24 to 07/09/24

Water Service 43.76

Water Service Charge 06/11/24 to 06/26/24 11.03

06/27/24 to 07/09/24 7.35

Water Usage Charge 06/11/24 to 06/26/24 (22.1 x \$0.7076) 15.64

06/27/24 to 07/09/24 (16.9 x \$0.57661) 9.74

Other Charges 2.28

QIP Surcharge Water (\$17.09 x 6.58%) 1.12

KRA Withdrawal Fee (39 x \$0.0298) 1.16

Total Service Related Charges 46.04

Taxes 5.61

Franchise Taxes (\$46.04 x 3.000%) 1.38

School District Tax (\$46.04 x 3.000%) 1.38

State Sales Tax (\$47.58 x 6.000%) 2.85

Total Current Period Charges 51.65

Total Amount Due



\$683.84

Understanding Your Bill

The information below defines some of the new terms you may find on your bill:

- Service Related Charges:** This section includes charges for services related to water (or wastewater) service. If applicable, credits and debits for correction to previously billed charges are itemized in this section.
- Fees and Adjustments:** This section provides details related to additional charges or adjustments for the service period referenced. Fees, when applicable, would include items such as service activation and late payment charges.
- Surcharges:** Surcharges are used to recover changes to costs that occur between ratemaking cycles. Common surcharges include Purchased Water, Consolidated Expenses, Conservation, Intervenor Compensation and Payment Assistance.
- Billing Units:** One billing unit equals 100 gallons of water used. If the meter serving your property measures your water use in cubic feet or a different unit of measure, we convert the usage to gallons to make it easier to understand.
- Average Daily Use:** The gallons shown in the water droplet above represent your average daily water use for the current billing period. Tracking the amount of water you use can help you manage your overall water use from month to month.
- Still have questions?** We are here to help. Our customer service representatives are available M-F, 7 a.m. to 7 p.m. More information on understanding your bill and charges can also be found on our website. See the link below.

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

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

<This page is intentionally left blank and reserved for future messages>

Bill Inserts and Important Notices

We encourage you to click the link(s) below to view any bill inserts and other important notices you would have received with your printed bill.

<https://amwater.com/files/OAKY74.pdf>



WE KEEP LIFE FLOWING™

Service Address:

WORKOUT ANYTIME
3130 MAPLE LEAF DR 140
LEXINGTON, KY 40509-1308

THANK YOU FOR BEING OUR CUSTOMER

Important Account Messages

- Want to get to know us better? Visit www.kentuckyamwater.com to learn more about the services we provide.
- Thank you for being a long time customer! We work hard every day to deliver water service that is safe, reliable, and affordable -- our customers deserve nothing less.

For more information, visit www.kentuckyamwater.com

Statement

Attachment to PSC 1-4
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Page 1 of
665005839290

Account No. [REDACTED]

Total Amount Due:	\$692.30
Payment Due By:	August 28, 2024

Billing Date: August 12, 2024
Service Period: Jul 10 to Aug 08 (30 Days)
Total Gallons: 5,600

Account Summary – See page 3 for Account Detail

Prior Billing:		\$683.84
Payments:	-	\$0.00
Balance Forward:	=	\$683.84
Fees and Adjustments:	-	\$45.94
Service Related Charges:	+	\$53.56
Taxes:	+	\$0.84
Total Amount Due:	=	\$692.30



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



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



Customer Service: 1-800-678-6301
M-F 7:00am to 7:00pm – Emergencies 24/7



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

6 Please return bottom portion with your payment. DO NOT send cash. Retain upper portion for your records. 6

Account No. [REDACTED]

Total Amount Due:	\$692.30
Payment Due By:	August 28, 2024



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

Service to: 3130 MAPLE LEAF DR 140
LEXINGTON, KY 40509-1308

Amount Enclosed \$

WORKOUT ANYTIME
c/o STINSON FITNESS
3130 MAPLELEAF DR STE 140
LEXINGTON, KY 40509-1339

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

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Messages from Kentucky American Water

- ***IMPORTANT WATER QUALITY MESSAGE: 2023 Kentucky American Water annual water quality report is available. This report contains important information about your drinking water. Please go to www.amwater.com/ccr/lexington.pdf or www.amwater.com/ccr/owenton.pdf to view your 2023 annual water quality report or to request a paper copy call 800-678-6301.

What's the best way to reach you?

IN CASE OF AN EMERGENCY

We use a high-speed notification system to quickly alert customers via phone, text and email when water emergencies occur. Visit **MyWater** at amwater.com/mywater to choose how you want to be notified and to enter your contact information.

CUSTOMER SERVICE

1-800-678-6301

HOURS: M-F, 7am-7pm • Emergencies: 24/7

TTY/TDD FOR THE HEARING IMPAIRED:

711 (and then reference Customer Service number listed above)

LOCAL OFFICE: 2300 Richmond Road in Lexington

EXPLANATION OF OTHER TERMS



Payment by Check: Paying by check authorizes American Water to send the information from your check electronically to your bank for payment. The transaction will appear on your bank statement. The physical check will not be presented to your financial institution or returned to you.



Estimated Bill: This occurs when we are unable to read the water meter. Your usage from the same billing period the prior year is used to calculate the estimated bill. The next actual meter reading corrects any over or under estimates.



Disputes: If you have questions or complaints about your bill, please call us at 1-800-678-6301 before the due date. If your bill is unusually high, it may indicate that there is a leak in your plumbing. For tips on how to detect leaks and use water wisely, visit us online. You'll find helpful tools under the Water Information menu. Every drop counts!



Rates: A detailed listing of charges that make up your bill (or a copy of your tariff) is available by contacting Customer Service, visiting us at kentuckyamwater.com, or by visiting our customer lobby at 2300 Richmond Road in Lexington anytime between 9 a.m. to 4 p.m., Monday through Friday.



Correspondence: Please send written correspondence to PO Box 2798, Camden, NJ 08101. Be sure to include your name, account number, service address, mailing address and phone number including area code. Please do not send correspondence with your payment, as it may delay processing your payment and correspondence.

SERVICES



Go Paperless: Save time. Save money. Sign up for **Paperless Billing** and **Auto Pay** on MyWater at amwater.com/mywater. Not registered? Log in and be sure to have your account number handy.



Water Quality: We take water quality seriously. When it comes to complying with federal drinking water standards, we consistently score better than the industry average. For a copy of the annual water quality report for your area, visit kentuckyamwater.com. Under Water Quality, select Water Quality Reports.



H2O Help To Others: This program helps low-income customers who qualify with their water bills. For more information, visit kentuckyamwater.com. Under Customer Service & Billing, select Customer Assistance Program.

H2O HELP TO OTHERS PROGRAM - lend a hand to customers in need

- ☐ I'm adding a one time contribution of \$_____ with my payment.
- ☐ I'd like to add a recurring contribution to each bill of \$_____. I understand this amount will be added to each bill.

Address Change(s)

Name

Address

City

State

()

Phone Number

Zip Code

☐ Mobile Number

E-mail Address

Other ways to pay your bill



Auto Pay

Save time and money. Enroll in Auto Pay, and your bill will be paid on time, every time, directly from your bank account on the due date. No stamps required!



Online

With My Account, you can pay your bill anytime, anywhere. Registration is fast and easy. Visit www.amwater.com/MyAccount or pay without registration at www.amwater.com/billpay (fee may apply).



In Person

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

Meter Reading and Usage Summary

Meter No.	Measure	Size	From Date	To Date	Previous Read	Current Read	Meter Units	Billing Units	Total Gallons
27835815	100 gal	5/8"	07/10/2024	08/08/2024	333 (A)	389 (A)	56	56.00	5,600

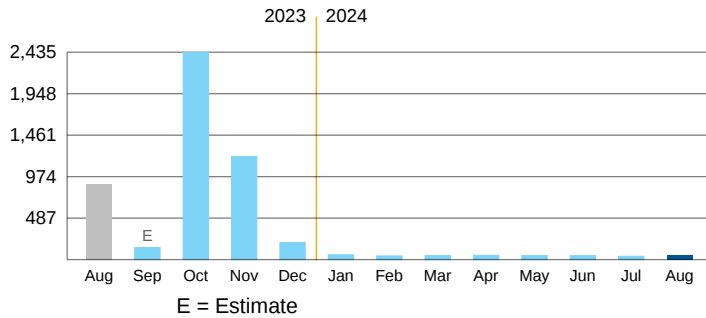
A = Actual E = Estimate

1 Billing Unit = 100 gallons

Total Gallons: 5,600

Billed Usage History (graph shown in 100 gallons)

- 5,600 gallons = usage for this period
- 88,264 gallons = usage for same period last year



Next Scheduled Read Date: on or about September 11, 2024
Account Type: Commercial

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

187
gallons

Year to Date Billed Usage: 38,400 gallons

Account Detail

Account No. [REDACTED]

Service To: 3130 MAPLE LEAF DR 140 LEXINGTON, KY 40509-1308

Prior Billing 683.84

Payments 0.00

Balance Forward 683.84

Fees and Adjustments	-45.94
Rate Refund	-45.13
Rate Refund Late Chg Adj	-0.21
Interest on Rate Refund	-0.60

Service Related Charges - 07/10/24 to 08/08/24

Water Service	48.69
Water Service Charge	16.40
Water Usage Charge (56 x \$0.57661)	32.29
Other Charges	4.87
QIP Surcharge Water (\$48.69 x 6.58%)	3.20
KRA Withdrawal Fee (56 x \$0.0298)	1.67

Total Service Related Charges 53.56

Taxes	0.84
State Sales Tax (\$6.31 x 6.000%)	0.38
School District Tax (\$7.62 x 3.000%)	0.23
Franchise Taxes (\$7.62 x 3.000%)	0.23

Total Current Period Charges 8.46

Total Amount Due



\$692.30

Understanding Your Bill

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- Billing Units:** One billing unit equals 100 gallons of water used. If the meter serving your property measures your water use in cubic feet or a different unit of measure, we convert the usage to gallons to make it easier to understand.
- Average Daily Use:** The gallons shown in the water droplet above represent your average daily water use for the current billing period. Tracking the amount of water you use can help you manage your overall water use from month to month.
- Still have questions?** We are here to help. Our customer service representatives are available M-F, 7 a.m. to 7 p.m. More information on understanding your bill and charges can also be found on our website. See the link below.

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

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

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Bill Inserts and Important Notices

We encourage you to click the link(s) below to view any bill inserts and other important notices you would have received with your printed bill.

<https://amwater.com/files/OAKY82.pdf>



WE KEEP LIFE FLOWING™

Service Address:

WORKOUT ANYTIME
3130 MAPLE LEAF DR 140
LEXINGTON, KY 40509-1308

THANK YOU FOR BEING OUR CUSTOMER

Important Account Messages

- The Due Date shown on your bill applies to current charges only. **However, \$692.30 is past due and is due immediately.** To see if other payment options are available, please contact us.
- Your charges contain a change in pricing that was effective on 09/01/24. Please review the Account Detail section of your bill for more information.

For more information, visit www.kentuckiamwater.com



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



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



Customer Service: 1-800-678-6301
M-F 7:00am to 7:00pm – Emergencies 24/7



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

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



WE KEEP LIFE FLOWING™



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

Service to: 3130 MAPLE LEAF DR 140
LEXINGTON, KY 40509-1308

WORKOUT ANYTIME
c/o STINSON FITNESS
3130 MAPLELEAF DR STE 140
LEXINGTON, KY 40509-1339

Statement

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671255760033

Account No. [REDACTED]

Total Amount Due:	\$750.97
Payment Due By:	October 2, 2024

A portion of your account balance is past due. Please see account messages for more information.

Billing Date: September 16, 2024
Service Period: Aug 09 to Sep 11 (34 Days)
Total Gallons: 5,000

Account Summary – See page 3 for Account Detail

Prior Billing:		\$692.30
Payments:	-	\$0.00
Balance Forward - Past Due	=	\$692.30
Fees and Adjustments:	+	\$3.00
Service Related Charges:	+	\$49.65
Taxes:	+	\$6.02
Total Amount Due:	=	\$750.97

Account No. [REDACTED]

Total Amount Due:	\$750.97
Payment Due By:	October 2, 2024

If paying after 10/2/24, pay this amount: \$753.76

Amount Enclosed \$

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

00000000000075097016

Messages from Kentucky American Water

- *****IMPORTANT WATER QUALITY MESSAGE:** 2023 Kentucky American Water annual water quality report is available. This report contains important information about your drinking water. Please go to www.amwater.com/ccr/lexington.pdf or www.amwater.com/ccr/owenton.pdf to view your 2023 annual water quality report or to request a paper copy call 800-678-6301.

SAFE TAP WATER

Our experts are champions
— working hard to provide
our customers with safe,
reliable water service.



Scan the QR code and enter your
zip code to **view your community's
water quality report** online.



CUSTOMER SERVICE: 1-800-678-6301

HOURS: M-F, 7am-7pm ▪ Emergencies: 24/7
TTY/TDD FOR THE HEARING IMPAIRED : 711
(and then reference Customer Service number listed above)
LOCAL OFFICE: 2300 Richmond Road in Lexington

SERVICES

- **Go Paperless:** Save time. Save money. Sign up for **Paperless Billing** and **Auto Pay** on MyWater at amwater.com/mywater. Not registered? Log in and be sure to have your account number handy.
- **Water Quality:** We take water quality seriously. When it comes to complying with federal drinking water standards, we consistently score better than the industry average. For a copy of the annual water quality report for your area, visit kentuckyamwater.com. Under Water Quality, select Water Quality Reports.
- **H2O Help To Others:** This program helps low-income customers who qualify with their water bills. For more information, visit kentuckyamwater.com. Under Customer Service & Billing, select Customer Assistance Program.

EXPLANATION OF OTHER TERMS

- **Payment by Check:** Paying by check authorizes American Water to send the information from your check electronically to your bank for payment. The transaction will appear on your bank statement. The physical check will not be presented to your financial institution or returned to you.
- **Estimated Bill:** This occurs when we are unable to read the water meter. Your usage from the same billing period the prior year is used to calculate the estimated bill. The next actual meter reading corrects any over or under estimates.
- **Disputes:** If you have questions or complaints about your bill, please call us at 1-800-678-6301 before the due date. If your bill is unusually high, it may indicate that there is a leak in your plumbing. For tips on how to detect leaks and use water wisely, visit us online. You'll find helpful tools under the Water & Wastewater Information menu. Every drop counts!
- **Rates:** A detailed listing of charges that make up your bill (or a copy of your tariff) is available by contacting Customer Service, visiting us at kentuckyamwater.com, or by visiting our customer lobby at 2300 Richmond Road in Lexington anytime between 9 a.m. to 4 p.m., Monday through Friday.
- **Correspondence:** Please send written correspondence to PO Box 2798, Camden, NJ 08101. Be sure to include your name, account number, service address, mailing address and phone number including area code. Please do not send correspondence with your payment, as it may delay processing your payment and correspondence.

H2O HELP TO OTHERS PROGRAM - lend a hand to customers in need

- ☐ I'm adding a one time contribution of \$_____ with my payment.
- ☐ I'd like to add a recurring contribution to each bill of \$_____. I understand this amount will be added to each bill.

Address Change(s)

Name

Address

City

State

Zip Code

(____) _____
Phone Number

☐ Mobile Number

E-mail Address

Other ways to pay your bill



Auto Pay



Online



In Person

Save time and money. Enroll in Auto Pay, and your bill will be paid on time, every time, directly from your bank account on the due date. No stamps required!

With My Account, you can pay your bill anytime, anywhere. Registration is fast and easy. Visit www.amwater.com/MyAccount or pay without registration at www.amwater.com/billpay (fee may apply).

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

Meter Reading and Usage Summary

Meter No.	Measure	Size	From Date	To Date	Previous Read	Current Read	Meter Units	Billing Units	Total Gallons
27835815	100 gal	5/8"	08/09/2024	09/11/2024	389 (A)	439 (A)	50	50.00	5,000

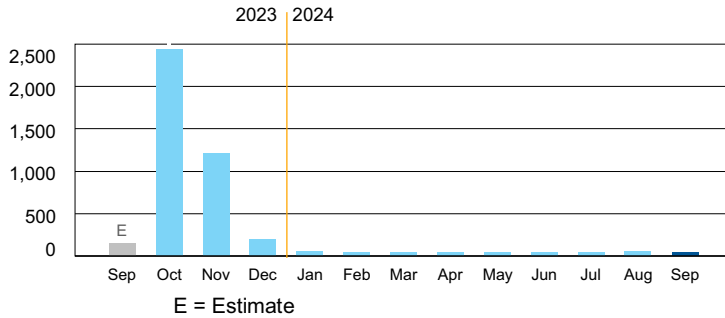
A = Actual E = Estimate

1 Billing Unit = 100 gallons

Total Gallons: 5,000

Billed Usage History (graph shown in 100 gallons)

- 5,000 gallons = usage for this period
- 14,212 gallons = usage for same period last year



Next Scheduled Read Date: on or about October 09, 2024
Account Type: Commercial

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

147
gallons

Year to Date Billed Usage: 43,400 gallons

Account Detail

Account No. [REDACTED]

Service To: 3130 MAPLE LEAF DR 140 LEXINGTON, KY 40509-1308

Prior Billing	692.30
Payments	0.00
Balance Forward - Past Due	692.30
Fees and Adjustments	3.00
Water Late Payment Charge	3.00
Service Related Charges - 08/09/24 to 09/11/24	
Water Service	45.23
Water Service Charge	
08/09/24 to 08/31/24	11.09
09/01/24 to 09/11/24	5.31
Water Usage Charge	
08/09/24 to 08/31/24 (33.83 x \$0.57661)	19.51
09/01/24 to 09/11/24 (16.17 x \$0.57661)	9.32
Other Charges	4.42
QIP Surcharge Water	
08/09/24 to 08/31/24 (\$30.60 x 6.58%)	2.01
09/01/24 to 09/11/24 (\$14.63 x 6.29%)	0.92
KRA Withdrawal Fee (50 x \$0.0298)	1.49
Total Service Related Charges	49.65
Taxes	6.02
Franchise Taxes (\$49.65 x 3.000%)	1.48
School District Tax (\$49.65 x 3.000%)	1.48
State Sales Tax (\$51.04 x 6.000%)	3.06

Total Current Period Charges 58.67

(Continued on next page)

Understanding Your Bill

The information below defines some of the new terms you may find on your bill:

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- Average Daily Use:** The gallons shown in the water droplet above represent your average daily water use for the current billing period. Tracking the amount of water you use can help you manage your overall water use from month to month.
- Still have questions?** We are here to help. Our customer service representatives are available M-F, 7 a.m. to 7 p.m. More information on understanding your bill and charges can also be found on our website. See the link below.

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

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

Total Amount Due



\$750.97



WE KEEP LIFE FLOWING™

Service Address:

WORKOUT ANYTIME
3130 MAPLE LEAF DR 140
LEXINGTON, KY 40509-1308

THANK YOU FOR BEING OUR CUSTOMER

Important Account Messages

- Want to get to know us better? Visit www.kentuckyamwater.com to learn more about the services we provide.
- Thank you for being a long time customer! We work hard every day to deliver water service that is safe, reliable, and affordable -- our customers deserve nothing less.

For more information, visit www.kentuckyamwater.com



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



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



Customer Service: 1-800-678-6301
M-F 7:00am to 7:00pm – Emergencies 24/7



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

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



Service to: 3130 MAPLE LEAF DR 140
LEXINGTON, KY 40509-1308

WORKOUT ANYTIME
c/o STINSON FITNESS
3130 MAPLELEAF DR STE 140
LEXINGTON, KY 40509-1339



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

Statement

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613756283308

Account No. [REDACTED]

Total Amount Due: \$600.10

Payment Due By: October 30, 2024

Billing Date: October 14, 2024
Service Period: Sep 12 to Oct 11 (30 Days)
Total Gallons: 4,100

Account Summary – See page 3 for Account Detail

Prior Billing:		\$750.97
Payments - Thank You!	-	\$200.00
Balance Forward:	=	\$550.97
Service Related Charges:	+	\$43.78
Taxes:	+	\$5.35
Total Amount Due:	=	\$600.10

Account No. [REDACTED]

Total Amount Due: \$600.10

Payment Due By: October 30, 2024

Amount Enclosed \$

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

00000000000060010016

Messages from Kentucky American Water

- The Kentucky Public Service Commission recently approved an adjustment in the Qualified Infrastructure Program (QIP) fee. This change is reflected on your bill.
- ***IMPORTANT WATER QUALITY MESSAGE: 2023 Kentucky American Water annual water quality report is available. This report contains important information about your drinking water. Please go to www.amwater.com/ccr/lexington.pdf or www.amwater.com/ccr/owenton.pdf to view your 2023 annual water quality report or to request a paper copy call 800-678-6301.

DO IT YOURSELF

A TIP TO FIX LEAKS

If your toilet keeps draining and refilling, the plunger ball or flapper valve may need to be realigned or replaced.



CUSTOMER SERVICE: 1-800-678-6301

HOURS: M-F, 7am-7pm ▪ Emergencies: 24/7
TTY/TDD FOR THE HEARING IMPAIRED : 711
(and then reference Customer Service number listed above)
LOCAL OFFICE: 2300 Richmond Road in Lexington

SERVICES

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EXPLANATION OF OTHER TERMS

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- Disputes:** If you have questions or complaints about your bill, please call us at 1-800-678-6301 before the due date. If your bill is unusually high, it may indicate that there is a leak in your plumbing. For tips on how to detect leaks and use water wisely, visit us online. You'll find helpful tools under the Water & Wastewater Information menu. Every drop counts!
- Rates:** A detailed listing of charges that make up your bill (or a copy of your tariff) is available by contacting Customer Service, visiting us at kentuckiamwater.com, or by visiting our customer lobby at 2300 Richmond Road in Lexington anytime between 9 a.m. to 4 p.m., Monday through Friday.
- Correspondence:** Please send written correspondence to PO Box 2798, Camden, NJ 08101. Be sure to include your name, account number, service address, mailing address and phone number including area code. Please do not send correspondence with your payment, as it may delay processing your payment and correspondence.

H2O HELP TO OTHERS PROGRAM - lend a hand to customers in need

- ☐ I'm adding a one time contribution of \$_____ with my payment.
- ☐ I'd like to add a recurring contribution to each bill of \$_____. I understand this amount will be added to each bill.

Address Change(s)

Name _____

Address _____

City _____

State _____ Zip Code _____

() _____
Phone Number _____

☐ Mobile Number

E-mail Address _____

Other ways to pay your bill



Auto Pay



Online



In Person

Save time and money. Enroll in Auto Pay, and your bill will be paid on time, every time, directly from your bank account on the due date. No stamps required!

With My Account, you can pay your bill anytime, anywhere. Registration is fast and easy. Visit www.amwater.com/MyAccount or pay without registration at www.amwater.com/billpay (fee may apply).

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

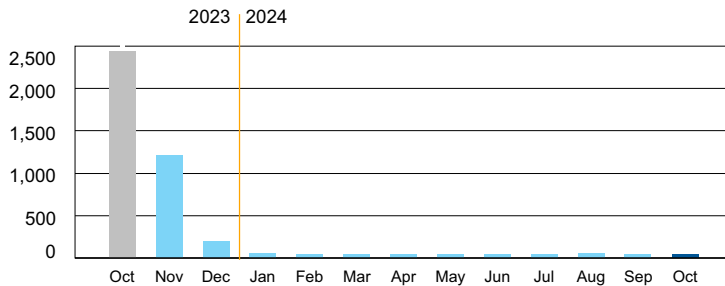
Meter Reading and Usage Summary

Meter No.	Measure	Size	From Date	To Date	Previous Read	Current Read	Meter Units	Billing Units	Total Gallons
27835815	100 gal	5/8"	09/12/2024	10/11/2024	439 (A)	480 (A)	41	41.00	4,100

A = Actual E = Estimate 1 Billing Unit = 100 gallons Total Gallons: 4,100

Billed Usage History (graph shown in 100 gallons)

- 4,100 gallons = usage for this period
- 243,100 gallons = usage for same period last year



Next Scheduled Read Date: on or about November 11, 2024
Account Type: Commercial

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

137
gallons

Year to Date Billed Usage: 47,500 gallons

Account Detail

Account No. [REDACTED]

Service To: 3130 MAPLE LEAF DR 140 LEXINGTON, KY 40509-1308

Prior Billing	750.97
Payments	-200.00
Total payments as of Sep 17. Thank you!	-200.00
Balance Forward	550.97
Service Related Charges - 09/12/24 to 10/11/24	
Water Service	40.04
Water Service Charge	16.40
Water Usage Charge (41 x \$0.57661)	23.64
Other Charges	3.74
QIP Surcharge Water (\$40.04 x 6.29%)	2.52
KRA Withdrawal Fee (41 x \$0.0298)	1.22
Total Service Related Charges	43.78
Taxes	5.35
Franchise Taxes (\$43.78 x 3.000%)	1.32
School District Tax (\$43.78 x 3.000%)	1.32
State Sales Tax (\$45.12 x 6.000%)	2.71
Total Current Period Charges	49.13

Total Amount Due



\$600.10

Understanding Your Bill

The information below defines some of the new terms you may find on your bill:

- Service Related Charges:** This section includes charges for services related to water (or wastewater) service. If applicable, credits and debits for correction to previously billed charges are itemized in this section.
- Fees and Adjustments:** This section provides details related to additional charges or adjustments for the service period referenced. Fees, when applicable, would include items such as service activation and late payment charges.
- Surcharges:** Surcharges are used to recover changes to costs that occur between ratemaking cycles. Common surcharges include Purchased Water, Consolidated Expenses, Conservation, Intervenor Compensation and Payment Assistance.
- Billing Units:** One billing unit equals 100 gallons of water used. If the meter serving your property measures your water use in cubic feet or a different unit of measure, we convert the usage to gallons to make it easier to understand.
- Average Daily Use:** The gallons shown in the water droplet above represent your average daily water use for the current billing period. Tracking the amount of water you use can help you manage your overall water use from month to month.
- Still have questions?** We are here to help. Our customer service representatives are available M-F, 7 a.m. to 7 p.m. More information on understanding your bill and charges can also be found on our website. See the link below.

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

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

<This page is intentionally left blank and reserved for future messages>

Bill Inserts and Important Notices

We encourage you to click the link(s) below to view any bill inserts and other important notices you would have received with your printed bill.

<https://amwater.com/files/OAKY01.pdf>

<https://amwater.com/files/OAKY02.pdf>



WE KEEP LIFE FLOWING™

Service Address:

WORKOUT ANYTIME
3130 MAPLE LEAF DR 140
LEXINGTON, KY 40509-1308

THANK YOU FOR BEING OUR CUSTOMER

Important Account Messages

- Thank you for being a long time customer! We work hard every day to deliver water service that is safe, reliable, and affordable -- our customers deserve nothing less.
- Your charges contain a change in pricing that was effective on 11/06/24. Please review the Account Detail section of your bill for more information.

For more information, visit www.kentuckiamwater.com



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



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



Customer Service: 1-800-678-6301
M-F 7:00am to 7:00pm – Emergencies 24/7



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

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



Service to: 3130 MAPLE LEAF DR 140
LEXINGTON, KY 40509-1308

WORKOUT ANYTIME
c/o STINSON FITNESS
3130 MAPLELEAF DR STE 140
LEXINGTON, KY 40509-1339



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

Statement

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635005427300

Account No. [REDACTED]

Total Amount Due:	\$650.53
Payment Due By:	December 2, 2024

Billing Date: November 13, 2024
Service Period: Oct 12 to Nov 11 (31 Days)
Total Gallons: 4,200

Account Summary – See page 3 for Account Detail

Prior Billing:		\$600.10
Payments:	-	\$0.00
Balance Forward:	=	\$600.10
Service Related Charges:	+	\$44.95
Taxes:	+	\$5.48
Total Amount Due:	=	\$650.53

Account No. [REDACTED]

Total Amount Due:	\$650.53
Payment Due By:	December 2, 2024

Amount Enclosed \$

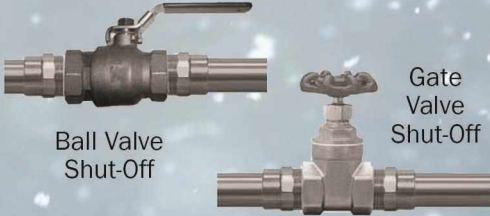
KENTUCKY AMERICAN WATER
PO BOX 6029
CAROL STREAM, IL 60197-6029

0000000000065053011

Messages from Kentucky American Water

- The Kentucky Public Service Commission has approved a water rate adjustment for all Kentucky American Water customers, effective Nov. 6, 2024. This is an update to the previous rate adjustment approved by the PSC on May 3, 2024. The new rate is reflected on your bill.
- ***IMPORTANT WATER QUALITY MESSAGE: 2023 Kentucky American Water annual water quality report is available. This report contains important information about your drinking water. Please go to www.amwater.com/ccr/lexington.pdf or www.amwater.com/ccr/owenton.pdf to view your 2023 annual water quality report or to request a paper copy call 800-678-6301.

**BEFORE TEMPERATURES DROP
LOCATE YOUR MAIN
WATER SHUT-OFF VALVE**



Ball Valve Shut-Off Gate Valve Shut-Off

Above are two types.
We recommend locating and testing your main water shut-off valve now. If your pipes freeze this winter, you will be able to turn off your water quickly.

Scan the below QR code to learn more about preparing your pipes for cold weather.




CUSTOMER SERVICE: 1-800-678-6301

HOURS: M-F, 7am-7pm ▪ Emergencies: 24/7
TTY/TDD FOR THE HEARING IMPAIRED : 711
(and then reference Customer Service number listed above)
LOCAL OFFICE: 2300 Richmond Road in Lexington

SERVICES

- Go Paperless:** Save time. Save money. Sign up for **Paperless Billing** and **Auto Pay** on MyWater at amwater.com/mywater. Not registered? Log in and be sure to have your account number handy.
- Water Quality:** We take water quality seriously. When it comes to complying with federal drinking water standards, we consistently score better than the industry average. For a copy of the annual water quality report for your area, visit kentuckyamwater.com. Under Water Quality, select Water Quality Reports.
- H2O Help To Others:** This program helps low-income customers who qualify with their water bills. For more information, visit kentuckyamwater.com. Under Customer Service & Billing, select Customer Assistance Program.

EXPLANATION OF OTHER TERMS

- Payment by Check:** Paying by check authorizes American Water to send the information from your check electronically to your bank for payment. The transaction will appear on your bank statement. The physical check will not be presented to your financial institution or returned to you.
- Estimated Bill:** This occurs when we are unable to read the water meter. Your usage from the same billing period the prior year is used to calculate the estimated bill. The next actual meter reading corrects any over or under estimates.
- Disputes:** If you have questions or complaints about your bill, please call us at 1-800-678-6301 before the due date. If your bill is unusually high, it may indicate that there is a leak in your plumbing. For tips on how to detect leaks and use water wisely, visit us online. You'll find helpful tools under the Water & Wastewater Information menu. Every drop counts!
- Rates:** A detailed listing of charges that make up your bill (or a copy of your tariff) is available by contacting Customer Service, visiting us at kentuckyamwater.com, or by visiting our customer lobby at 2300 Richmond Road in Lexington anytime between 9 a.m. to 4 p.m., Monday through Friday.
- Correspondence:** Please send written correspondence to PO Box 2798, Camden, NJ 08101. Be sure to include your name, account number, service address, mailing address and phone number including area code. Please do not send correspondence with your payment, as it may delay processing your payment and correspondence.

H2O HELP TO OTHERS PROGRAM - lend a hand to customers in need

- ☐ I'm adding a one time contribution of \$_____ with my payment.
- ☐ I'd like to add a recurring contribution to each bill of \$_____. I understand this amount will be added to each bill.

Address Change(s)

Name _____

Address _____

City _____

State _____ Zip Code _____

() _____ ☐ Mobile Number

Phone Number _____

E-mail Address _____

Other ways to pay your bill



Auto Pay



Online



In Person

Save time and money. Enroll in Auto Pay, and your bill will be paid on time, every time, directly from your bank account on the due date. No stamps required!

With My Account, you can pay your bill anytime, anywhere. Registration is fast and easy. Visit www.amwater.com/MyAccount or pay without registration at www.amwater.com/billpay (fee may apply).

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

Meter Reading and Usage Summary

Meter No.	Measure	Size	From Date	To Date	Previous Read	Current Read	Meter Units	Billing Units	Total Gallons
27835815	100 gal	5/8"	10/12/2024	11/11/2024	480 (A)	522 (A)	42	42.00	4,200

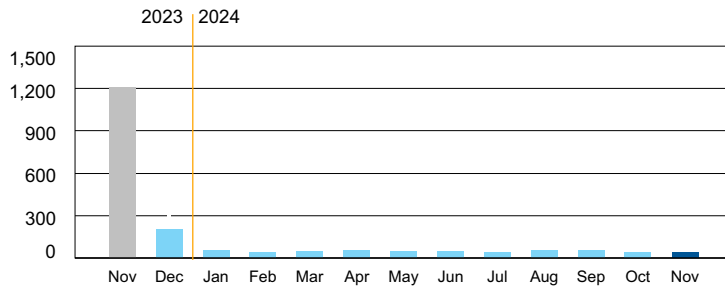
A = Actual E = Estimate

1 Billing Unit = 100 gallons

Total Gallons: 4,200

Billed Usage History (graph shown in 100 gallons)

- 4,200 gallons = usage for this period
- 121,176 gallons = usage for same period last year



Next Scheduled Read Date: on or about December 10, 2024
Account Type: Commercial

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

135
gallons

Year to Date Billed Usage: 51,700 gallons

Account Detail

Account No. [REDACTED]

Service To: 3130 MAPLE LEAF DR 140 LEXINGTON, KY 40509-1308

Prior Billing	600.10
Payments	0.00
Balance Forward	600.10
Service Related Charges - 10/12/24 to 11/11/24	
Water Service	41.11
Water Service Charge	
10/12/24 to 11/05/24	13.23
11/06/24 to 11/11/24	3.40
Water Usage Charge	
10/12/24 to 11/05/24 (33.88 x \$0.57661)	19.54
11/06/24 to 11/11/24 (8.12 x \$0.60875)	4.94
Other Charges	3.84
QIP Surcharge Water (\$41.11 x 6.29%)	2.59
KRA Withdrawal Fee (42 x \$0.0298)	1.25
Total Service Related Charges	44.95
Taxes	5.48
Franchise Taxes (\$44.95 x 3.000%)	1.35
School District Tax (\$44.95 x 3.000%)	1.35
State Sales Tax (\$46.32 x 6.000%)	2.78
Total Current Period Charges	50.43

Total Amount Due



\$650.53

Understanding Your Bill

The information below defines some of the new terms you may find on your bill:

- Service Related Charges:** This section includes charges for services related to water (or wastewater) service. If applicable, credits and debits for correction to previously billed charges are itemized in this section.
- Fees and Adjustments:** This section provides details related to additional charges or adjustments for the service period referenced. Fees, when applicable, would include items such as service activation and late payment charges.
- Surcharges:** Surcharges are used to recover changes to costs that occur between ratemaking cycles. Common surcharges include Purchased Water, Consolidated Expenses, Conservation, Intervenor Compensation and Payment Assistance.
- Billing Units:** One billing unit equals 100 gallons of water used. If the meter serving your property measures your water use in cubic feet or a different unit of measure, we convert the usage to gallons to make it easier to understand.
- Average Daily Use:** The gallons shown in the water droplet above represent your average daily water use for the current billing period. Tracking the amount of water you use can help you manage your overall water use from month to month.
- Still have questions?** We are here to help. Our customer service representatives are available M-F, 7 a.m. to 7 p.m. More information on understanding your bill and charges can also be found on our website. See the link below.

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

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

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Bill Inserts and Important Notices

We encourage you to click the link(s) below to view any bill inserts and other important notices you would have received with your printed bill.

<https://amwater.com/files/OAKYA1.pdf>



WE KEEP LIFE FLOWING™

Service Address:

WORKOUT ANYTIME
3130 MAPLE LEAF DR 140
LEXINGTON, KY 40509-1308

THANK YOU FOR BEING OUR CUSTOMER

Important Account Messages

- Thank you for being a long time customer! We work hard every day to deliver water service that is safe, reliable, and affordable -- our customers deserve nothing less.
- The Due Date shown on your bill applies to current charges only. **However, \$540.53 is past due and is due immediately.** To see if other payment options are available, please contact us.

For more information, visit www.kentuckyamwater.com



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



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



Customer Service: 1-800-678-6301
M-F 7:00am to 7:00pm – Emergencies 24/7



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

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



WE KEEP LIFE FLOWING™



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

Service to: 3130 MAPLE LEAF DR 140
LEXINGTON, KY 40509-1308

WORKOUT ANYTIME
c/o STINSON FITNESS
3130 MAPLELEAF DR STE 140
LEXINGTON, KY 40509-1339

Statement

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Page 1 of 4
682505076914

Account No. [REDACTED]

Total Amount Due: \$598.14

Payment Due By: December 27, 2024

A portion of your account balance is past due. Please see account messages for more information.

Billing Date: December 11, 2024

Service Period: Nov 12 to Dec 09 (28 Days)

Total Gallons: 4,500

Account Summary – See page 3 for Account Detail

Prior Billing:		\$650.53
Payments - Thank You!	-	\$110.00
Balance Forward - Past Due	=	\$540.53
Fees and Adjustments:	+	\$2.52
Service Related Charges:	+	\$49.11
Taxes:	+	\$5.98
Total Amount Due:	=	\$598.14

Account No. [REDACTED]

Total Amount Due: \$598.14

Payment Due By: December 27, 2024

If paying after 12/27/24, pay this amount: \$600.88

Amount Enclosed \$

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

0000000000059814014

Messages from Kentucky American Water

- The Kentucky Public Service Commission has approved a water rate adjustment for all Kentucky American Water customers, effective Nov. 6, 2024. This is an update to the previous rate adjustment approved by the PSC on May 3, 2024. The new rate is reflected on your bill.
- ***IMPORTANT WATER QUALITY MESSAGE: 2023 Kentucky American Water annual water quality report is available. This report contains important information about your drinking water. Please go to www.amwater.com/ccr/lexington.pdf or www.amwater.com/ccr/owenton.pdf to view your 2023 annual water quality report or to request a paper copy call 800-678-6301.

What's the best way to reach you?

IN CASE OF AN EMERGENCY

We use a high-speed notification system to quickly alert customers via phone, text and email when water emergencies occur. Visit **MyWater** at amwater.com/mywater to choose how you want to be notified and to enter your contact information.



CUSTOMER SERVICE: 1-800-678-6301

HOURS: M-F, 7am-7pm ▪ Emergencies: 24/7

TTY/TDD FOR THE HEARING IMPAIRED : 711

(and then reference Customer Service number listed above)

LOCAL OFFICE: 2300 Richmond Road in Lexington

SERVICES

- Go Paperless:** Save time. Save money. Sign up for **Paperless Billing** and **Auto Pay** on MyWater at amwater.com/mywater. Not registered? Log in and be sure to have your account number handy.
- Water Quality:** We take water quality seriously. When it comes to complying with federal drinking water standards, we consistently score better than the industry average. For a copy of the annual water quality report for your area, visit kentuckyamwater.com. Under Water Quality, select Water Quality Reports.
- H2O Help To Others:** This program helps low-income customers who qualify with their water bills. For more information, visit kentuckyamwater.com. Under Customer Service & Billing, select Customer Assistance Program.

EXPLANATION OF OTHER TERMS

- Payment by Check:** Paying by check authorizes American Water to send the information from your check electronically to your bank for payment. The transaction will appear on your bank statement. The physical check will not be presented to your financial institution or returned to you.
- Estimated Bill:** This occurs when we are unable to read the water meter. Your usage from the same billing period the prior year is used to calculate the estimated bill. The next actual meter reading corrects any over or under estimates.
- Disputes:** If you have questions or complaints about your bill, please call us at 1-800-678-6301 before the due date. If your bill is unusually high, it may indicate that there is a leak in your plumbing. For tips on how to detect leaks and use water wisely, visit us online. You'll find helpful tools under the Water & Wastewater Information menu. Every drop counts!
- Rates:** A detailed listing of charges that make up your bill (or a copy of your tariff) is available by contacting Customer Service, visiting us at kentuckyamwater.com, or by visiting our customer lobby at 2300 Richmond Road in Lexington anytime between 9 a.m. to 4 p.m., Monday through Friday.
- Correspondence:** Please send written correspondence to PO Box 2798, Camden, NJ 08101. Be sure to include your name, account number, service address, mailing address and phone number including area code. Please do not send correspondence with your payment, as it may delay processing your payment and correspondence.

H2O HELP TO OTHERS PROGRAM - lend a hand to customers in need

- ☐ I'm adding a one time contribution of \$_____ with my payment.
- ☐ I'd like to add a recurring contribution to each bill of \$_____. I understand this amount will be added to each bill.

Address Change(s)

Name _____

Address _____

City _____

State _____ Zip Code _____

() _____
Phone Number

E-mail Address _____

Other ways to pay your bill



Auto Pay



Online



In Person

Save time and money. Enroll in Auto Pay, and your bill will be paid on time, every time, directly from your bank account on the due date. No stamps required!

With My Account, you can pay your bill anytime, anywhere. Registration is fast and easy. Visit www.amwater.com/MyAccount or pay without registration at www.amwater.com/billpay (fee may apply).

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

Meter Reading and Usage Summary

Meter No.	Measure	Size	From Date	To Date	Previous Read	Current Read	Meter Units	Billing Units	Total Gallons
27835815	100 gal	5/8"	11/12/2024	12/09/2024	522 (A)	567 (A)	45	45.00	4,500

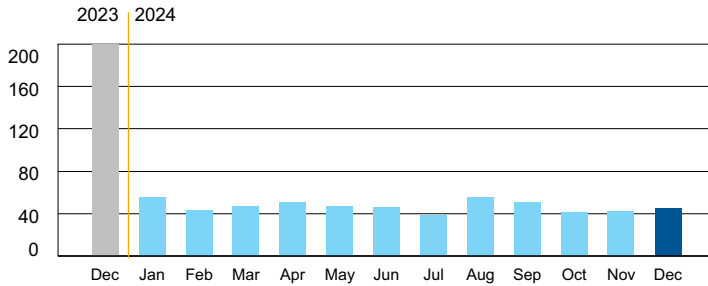
A = Actual E = Estimate

1 Billing Unit = 100 gallons

Total Gallons: 4,500

Billed Usage History (graph shown in 100 gallons)

- 4,500 gallons = usage for this period
- 19,948 gallons = usage for same period last year



Next Scheduled Read Date: on or about January 10, 2025
Account Type: Commercial

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

161
gallons

Year to Date Billed Usage: 56,200 gallons

Account Detail

Account No. [REDACTED]

Service To: 3130 MAPLE LEAF DR 140 LEXINGTON, KY 40509-1308

Prior Billing	650.53
Payments	-110.00
Total payments as of Dec 5. Thank you!	-110.00
Balance Forward - Past Due	540.53
Fees and Adjustments	2.52
Water Late Payment Charge	2.52
Service Related Charges - 11/12/24 to 12/09/24	
Water Service	44.94
Water Service Charge	17.55
Water Usage Charge (45 x \$0.60875)	27.39
Other Charges	4.17
QIP Surcharge Water (\$44.94 x 6.29%)	2.83
KRA Withdrawal Fee (45 x \$0.0298)	1.34
Total Service Related Charges	49.11
Taxes	5.98
Franchise Taxes (\$49.11 x 3.000%)	1.47
School District Tax (\$49.11 x 3.000%)	1.47
State Sales Tax (\$50.64 x 6.000%)	3.04
Total Current Period Charges	57.61

Total Amount Due



\$598.14

Understanding Your Bill

The information below defines some of the new terms you may find on your bill:

- Service Related Charges:** This section includes charges for services related to water (or wastewater) service. If applicable, credits and debits for correction to previously billed charges are itemized in this section.
- Fees and Adjustments:** This section provides details related to additional charges or adjustments for the service period referenced. Fees, when applicable, would include items such as service activation and late payment charges.
- Surcharges:** Surcharges are used to recover changes to costs that occur between ratemaking cycles. Common surcharges include Purchased Water, Consolidated Expenses, Conservation, Intervenor Compensation and Payment Assistance.
- Billing Units:** One billing unit equals 100 gallons of water used. If the meter serving your property measures your water use in cubic feet or a different unit of measure, we convert the usage to gallons to make it easier to understand.
- Average Daily Use:** The gallons shown in the water droplet above represent your average daily water use for the current billing period. Tracking the amount of water you use can help you manage your overall water use from month to month.
- Still have questions?** We are here to help. Our customer service representatives are available M-F, 7 a.m. to 7 p.m. More information on understanding your bill and charges can also be found on our website. See the link below.

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

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

<This page is intentionally left blank and reserved for future messages>



WE KEEP LIFE FLOWING™

Service Address:

WORKOUT ANYTIME
3130 MAPLE LEAF DR 140
LEXINGTON, KY 40509-1308

THANK YOU FOR BEING OUR CUSTOMER

Important Account Messages

- The Due Date shown on your bill applies to current charges only. **However, \$498.14 is past due and is due immediately.** To see if other payment options are available, please contact us.
- Your charges contain a change in pricing that was effective on 01/01/25. Please review the Account Detail section of your bill for more information.

For more information, visit www.kentuckyamwater.com



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



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



Customer Service: 1-800-678-6301
M-F 7:00am to 7:00pm – Emergencies 24/7



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

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



WE KEEP LIFE FLOWING™



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

Service to: 3130 MAPLE LEAF DR 140
LEXINGTON, KY 40509-1308

WORKOUT ANYTIME
c/o STINSON FITNESS
3130 MAPLELEAF DR STE 140
LEXINGTON, KY 40509-1339

Statement

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Page 1 of 5
678755284595

Account No. [REDACTED]

Total Amount Due: \$555.27

Payment Due By: January 29, 2025

A portion of your account balance is past due. Please see account messages for more information.

Billing Date: January 13, 2025

Service Period: Dec 10 to Jan 09 (31 Days)

Total Gallons: 4,300

Account Summary – See page 3 for Account Detail

Prior Billing:		\$598.14
Payments - Thank You!	-	\$100.00
Balance Forward - Past Due	=	\$498.14
Fees and Adjustments:	+	\$2.88
Service Related Charges:	+	\$48.36
Taxes:	+	\$5.89
Total Amount Due:	=	\$555.27

Account No. [REDACTED]

Total Amount Due: \$555.27

Payment Due By: January 29, 2025

If paying after 1/29/25, pay this amount: \$557.99

Amount Enclosed \$

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

0000000000055527016

Messages from Kentucky American Water

- *****IMPORTANT WATER QUALITY MESSAGE:** 2023 Kentucky American Water annual water quality report is available. This report contains important information about your drinking water. Please go to www.amwater.com/ccr/lexington.pdf or www.amwater.com/ccr/owenton.pdf to view your 2023 annual water quality report or to request a paper copy call 800-678-6301.



CUSTOMER SERVICE: 1-800-678-6301

HOURS: M-F, 7am-7pm ▪ **Emergencies:** 24/7
TTY/TDD FOR THE HEARING IMPAIRED : 711
 (and then reference Customer Service number listed above)
LOCAL OFFICE: 2300 Richmond Road in Lexington

SERVICES

- **Go Paperless:** Save time. Save money. Sign up for **Paperless Billing** and **Auto Pay** on MyWater at amwater.com/mywater. Not registered? Log in and be sure to have your account number handy.
- **Water Quality:** We take water quality seriously. When it comes to complying with federal drinking water standards, we consistently score better than the industry average. For a copy of the annual water quality report for your area, visit kentuckyamwater.com. Under Water Quality, select Water Quality Reports.
- **H2O Help To Others:** This program helps low-income customers who qualify with their water bills. For more information, visit kentuckyamwater.com. Under Customer Service & Billing, select Customer Assistance Program.

EXPLANATION OF OTHER TERMS

- **Payment by Check:** Paying by check authorizes American Water to send the information from your check electronically to your bank for payment. The transaction will appear on your bank statement. The physical check will not be presented to your financial institution or returned to you.
- **Estimated Bill:** This occurs when we are unable to read the water meter. Your usage from the same billing period the prior year is used to calculate the estimated bill. The next actual meter reading corrects any over or under estimates.
- **Disputes:** If you have questions or complaints about your bill, please call us at 1-800-678-6301 before the due date. If your bill is unusually high, it may indicate that there is a leak in your plumbing. For tips on how to detect leaks and use water wisely, visit us online. You'll find helpful tools under the Water & Wastewater Information menu. Every drop counts!
- **Rates:** A detailed listing of charges that make up your bill (or a copy of your tariff) is available by contacting Customer Service, visiting us at kentuckyamwater.com, or by visiting our customer lobby at 2300 Richmond Road in Lexington anytime between 9 a.m. to 4 p.m., Monday through Friday.
- **Correspondence:** Please send written correspondence to PO Box 2798, Camden, NJ 08101. Be sure to include your name, account number, service address, mailing address and phone number including area code. Please do not send correspondence with your payment, as it may delay processing your payment and correspondence.

H2O HELP TO OTHERS PROGRAM - lend a hand to customers in need

- ☐ I'm adding a one time contribution of \$_____ with my payment.
- ☐ I'd like to add a recurring contribution to each bill of \$_____. I understand this amount will be added to each bill.

Address Change(s)

 Name

 Address

 City

 State

 Zip Code

(_____) _____
 Phone Number

☐ Mobile Number

 E-mail Address

Other ways to pay your bill



Auto Pay



Online



In Person

Save time and money. Enroll in Auto Pay, and your bill will be paid on time, every time, directly from your bank account on the due date. No stamps required!

With My Account, you can pay your bill anytime, anywhere. Registration is fast and easy. Visit www.amwater.com/MyAccount or pay without registration at www.amwater.com/billpay (fee may apply).

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

Meter Reading and Usage Summary

Meter No.	Measure	Size	From Date	To Date	Previous Read	Current Read	Meter Units	Billing Units	Total Gallons
27835815	100 gal	5/8"	12/10/2024	01/09/2025	567 (A)	610 (A)	43	43.00	4,300

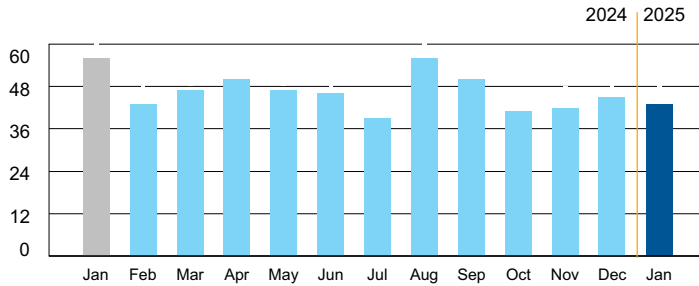
A = Actual E = Estimate

1 Billing Unit = 100 gallons

Total Gallons: 4,300

Billed Usage History (graph shown in 100 gallons)

- 4,300 gallons = usage for this period
- 5,600 gallons = usage for same period last year



Next Scheduled Read Date: on or about February 11, 2025
Account Type: Commercial

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

139
gallons

Year to Date Billed Usage: 4,300 gallons

Account Detail

Account No. [REDACTED]

Service To: 3130 MAPLE LEAF DR 140 LEXINGTON, KY 40509-1308

Prior Billing 598.14

Payments -100.00

Total payments as of Dec 19. Thank you! -100.00

Balance Forward - Past Due 498.14

Fees and Adjustments 2.88

Water Late Payment Charge 2.88

Service Related Charges - 12/10/24 to 01/09/25

Water Service 43.73

Water Service Charge		
12/10/24 to 12/31/24		12.45
01/01/25 to 01/09/25		5.10
Water Usage Charge		
12/10/24 to 12/31/24	(30.52 x \$0.60875)	18.58
01/01/25 to 01/09/25	(12.48 x \$0.60875)	7.60

Other Charges 4.63

QIP Surcharge Water		
12/10/24 to 12/31/24	(\$31.03 x 6.29%)	1.95
01/01/25 to 01/09/25	(\$12.70 x 11.06%)	1.40
KRA Withdrawal Fee	(43 x \$0.0298)	1.28

Total Service Related Charges 48.36

Taxes 5.89

Franchise Taxes	(\$48.36 x 3.000%)	1.45
School District Tax	(\$48.36 x 3.000%)	1.45
State Sales Tax	(\$49.90 x 6.000%)	2.99

(Continued on next page)

Understanding Your Bill

The information below defines some of the new terms you may find on your bill:

- Service Related Charges:** This section includes charges for services related to water (or wastewater) service. If applicable, credits and debits for correction to previously billed charges are itemized in this section.
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- Billing Units:** One billing unit equals 100 gallons of water used. If the meter serving your property measures your water use in cubic feet or a different unit of measure, we convert the usage to gallons to make it easier to understand.
- Average Daily Use:** The gallons shown in the water droplet above represent your average daily water use for the current billing period. Tracking the amount of water you use can help you manage your overall water use from month to month.
- Still have questions?** We are here to help. Our customer service representatives are available M-F, 7 a.m. to 7 p.m. More information on understanding your bill and charges can also be found on our website. See the link below.

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

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

Total Current Period Charges	57.13
Total Amount Due 	\$555.27

Bill Inserts and Important Notices

We encourage you to click the link(s) below to view any bill inserts and other important notices you would have received with your printed bill.

<https://amwater.com/files/OAKY13.pdf>

<https://amwater.com/files/OAKY14.pdf>



WE KEEP LIFE FLOWING™

Service Address:

WORKOUT ANYTIME
3130 MAPLE LEAF DR 140
LEXINGTON, KY 40509-1308

THANK YOU FOR BEING OUR CUSTOMER

Important Account Messages

- Thank you for being a long time customer! We work hard every day to deliver water service that is safe, reliable, and affordable -- our customers deserve nothing less.
- The Due Date shown on your bill applies to current charges only. **However, \$399.27 is past due and is due immediately.** To see if other payment options are available, please contact us.

For more information, visit www.kentuckiamwater.com



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



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



Customer Service: 1-800-678-6301
M-F 7:00am to 7:00pm – Emergencies 24/7



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

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



Service to: 3130 MAPLE LEAF DR 140
LEXINGTON, KY 40509-1308

WORKOUT ANYTIME
c/o STINSON FITNESS
3130 MAPLELEAF DR STE 140
LEXINGTON, KY 40509-1339



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

Statement

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685005052879

Account No. [REDACTED]

Total Amount Due: **\$458.07**

Payment Due By: **February 28, 2025**

A portion of your account balance is past due. Please see account messages for more information.

Billing Date: February 12, 2025

Service Period: Jan 10 to Feb 10 (32 Days)

Total Gallons: 4,300

Account Summary – See page 3 for Account Detail

Prior Billing:		\$555.27
Payments - Thank You!	-	\$156.00
Balance Forward - Past Due	=	\$399.27
Fees and Adjustments:	+	\$2.86
Service Related Charges:	+	\$49.85
Taxes:	+	\$6.09
Total Amount Due:	=	\$458.07

Account No. [REDACTED]

Total Amount Due: **\$458.07**

Payment Due By: **February 28, 2025**

If paying after 2/28/25, pay this amount: \$460.86

Amount Enclosed \$

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

00000000000045807015

Messages from Kentucky American Water

- *****IMPORTANT WATER QUALITY MESSAGE:** 2023 Kentucky American Water annual water quality report is available. This report contains important information about your drinking water. Please go to www.amwater.com/ccr/lexington.pdf or www.amwater.com/ccr/owenton.pdf to view your 2023 annual water quality report or to request a paper copy call 800-678-6301.



**HOW TO PAY YOUR BILL?
YOU'VE GOT OPTIONS!**

We're making it easier than ever to pay your bill. Pay online through your MyWater account or visit amwater.com/billpay. For other ways to pay, please visit the **Billing & Payment** page under the **Customer Service & Billing** menu on our website. If you're not registered for MyWater, sign up today at amwater.com/mywater.



CUSTOMER SERVICE: 1-800-678-6301

HOURS: M-F, 7am-7pm ▪ Emergencies: 24/7
TTY/TDD FOR THE HEARING IMPAIRED : 711
(and then reference Customer Service number listed above)
LOCAL OFFICE: 2300 Richmond Road in Lexington

SERVICES

- **Go Paperless:** Save time. Save money. Sign up for **Paperless Billing** and **Auto Pay** on MyWater at amwater.com/mywater. Not registered? Log in and be sure to have your account number handy.
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EXPLANATION OF OTHER TERMS

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H2O HELP TO OTHERS PROGRAM - lend a hand to customers in need

- ☐ I'm adding a one time contribution of \$_____ with my payment.
- ☐ I'd like to add a recurring contribution to each bill of \$_____. I understand this amount will be added to each bill.

Address Change(s)

Name _____

Address _____

City _____

State _____ Zip Code _____

() _____ ☐ Mobile Number

Phone Number _____

E-mail Address _____

Other ways to pay your bill

**Auto Pay****Online****In Person**

Save time and money. Enroll in Auto Pay, and your bill will be paid on time, every time, directly from your bank account on the due date. No stamps required!

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Meter Reading and Usage Summary

Meter No.	Measure	Size	From Date	To Date	Previous Read	Current Read	Meter Units	Billing Units	Total Gallons
27835815	100 gal	5/8"	01/10/2025	02/10/2025	610 (A)	653 (A)	43	43.00	4,300

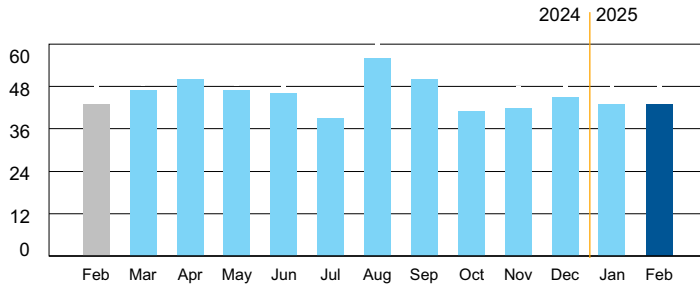
A = Actual E = Estimate

1 Billing Unit = 100 gallons

Total Gallons: 4,300

Billed Usage History (graph shown in 100 gallons)

- 4,300 gallons = usage for this period
- 4,300 gallons = usage for same period last year



Next Scheduled Read Date: on or about March 11, 2025
Account Type: Commercial

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

134
gallons

Year to Date Billed Usage: 8,600 gallons

Account Detail

Account No. [REDACTED]

Service To: 3130 MAPLE LEAF DR 140 LEXINGTON, KY 40509-1308

Prior Billing	555.27
Payments	-156.00
Total payments as of Feb 11. Thank you!	-156.00
Balance Forward - Past Due	399.27
Fees and Adjustments	2.86
Water Late Payment Charge	2.86
Service Related Charges - 01/10/25 to 02/10/25	
Water Service	43.73
Water Service Charge	17.55
Water Usage Charge (43 x \$0.60875)	26.18
Other Charges	6.12
QIP Surcharge Water (\$43.73 x 11.06%)	4.84
KRA Withdrawal Fee (43 x \$0.0298)	1.28
Total Service Related Charges	49.85
Taxes	6.09
Franchise Taxes (\$49.85 x 3.000%)	1.50
School District Tax (\$49.85 x 3.000%)	1.50
State Sales Tax (\$51.48 x 6.000%)	3.09
Total Current Period Charges	58.80

Total Amount Due



\$458.07

Understanding Your Bill

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- Still have questions?** We are here to help. Our customer service representatives are available M-F, 7 a.m. to 7 p.m. More information on understanding your bill and charges can also be found on our website. See the link below.

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

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

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Bill Inserts and Important Notices

We encourage you to click the link(s) below to view any bill inserts and other important notices you would have received with your printed bill.

<https://amwater.com/files/OAKY24.pdf>



WE KEEP LIFE FLOWING™

Service Address:

WORKOUT ANYTIME
3130 MAPLE LEAF DR 140
LEXINGTON, KY 40509-1308

THANK YOU FOR BEING OUR CUSTOMER

Important Account Messages

- Thank you for being a long time customer! We work hard every day to deliver water service that is safe, reliable, and affordable -- our customers deserve nothing less.
- The Due Date shown on your bill applies to current charges only. **However, \$458.07 is past due and is due immediately.** To see if other payment options are available, please contact us.

For more information, visit www.kentuckiamwater.com



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



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



Customer Service: 1-800-678-6301
M-F 7:00am to 7:00pm – Emergencies 24/7



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

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



Service to: 3130 MAPLE LEAF DR 140
LEXINGTON, KY 40509-1308

WORKOUT ANYTIME
c/o STINSON FITNESS
3130 MAPLELEAF DR STE 140
LEXINGTON, KY 40509-1339



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

Statement

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636255539007

Account No. [REDACTED]

Total Amount Due:	\$518.51
Payment Due By:	March 28, 2025

A portion of your account balance is past due. Please see account messages for more information.

Billing Date: March 12, 2025
Service Period: Feb 11 to Mar 11 (29 Days)
Total Gallons: 4,500

Account Summary – See page 3 for Account Detail

Prior Billing:	\$458.07
Payments:	= \$0.00
Balance Forward - Past Due	= \$458.07
Fees and Adjustments:	+ \$2.94
Service Related Charges:	+ \$51.25
Taxes:	+ \$6.25
Total Amount Due:	= \$518.51

Account No. [REDACTED]

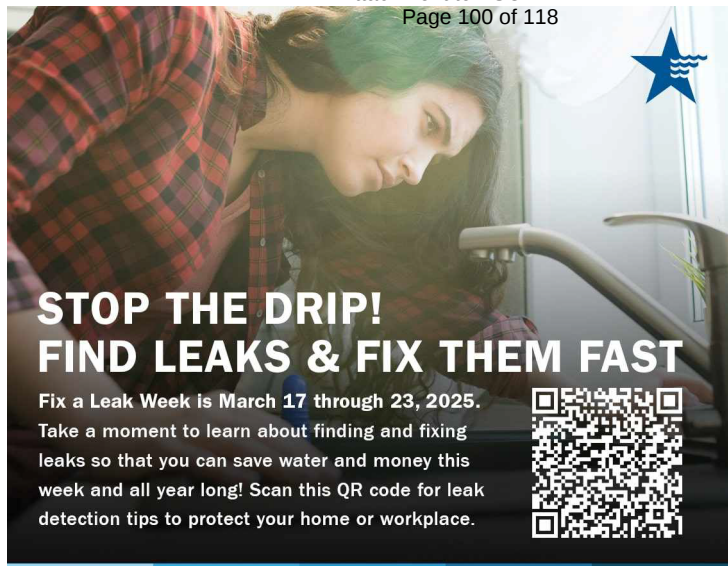
Total Amount Due:	\$518.51
Payment Due By:	March 28, 2025

If paying after 3/28/25, pay this amount: \$521.38

Amount Enclosed \$

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

0000000000051851014



**STOP THE DRIP!
FIND LEAKS & FIX THEM FAST**

Fix a Leak Week is March 17 through 23, 2025. Take a moment to learn about finding and fixing leaks so that you can save water and money this week and all year long! Scan this QR code for leak detection tips to protect your home or workplace.





CUSTOMER SERVICE: 1-800-678-6301
HOURS: M-F, 7am-7pm ▪ Emergencies: 24/7
TTY/TDD FOR THE HEARING IMPAIRED : 711
(and then reference Customer Service number listed above)
LOCAL OFFICE: 2300 Richmond Road in Lexington

SERVICES

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EXPLANATION OF OTHER TERMS

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H2O HELP TO OTHERS PROGRAM - lend a hand to customers in need

- ☐ I'm adding a one time contribution of \$_____ with my payment.
- ☐ I'd like to add a recurring contribution to each bill of \$_____. I understand this amount will be added to each bill.

Address Change(s)

Name _____

Address _____

City _____

State _____ Zip Code _____

() _____ ☐ Mobile Number

Phone Number _____

E-mail Address _____

Other ways to pay your bill



Auto Pay



Online



In Person

Save time and money. Enroll in Auto Pay, and your bill will be paid on time, every time, directly from your bank account on the due date. No stamps required!

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Meter Reading and Usage Summary

Meter No.	Measure	Size	From Date	To Date	Previous Read	Current Read	Meter Units	Billing Units	Total Gallons
27835815	100 gal	5/8"	02/11/2025	03/11/2025	653 (A)	698 (A)	45	45.00	4,500

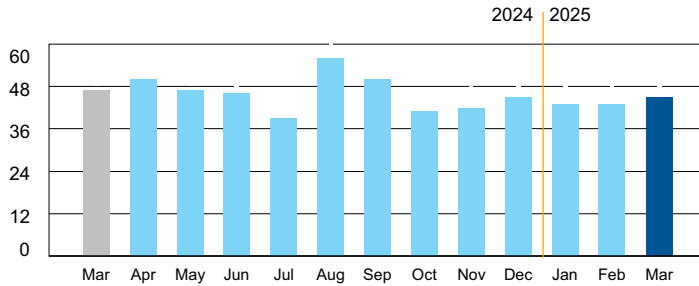
A = Actual E = Estimate

1 Billing Unit = 100 gallons

Total Gallons: 4,500

Billed Usage History (graph shown in 100 gallons)

- 4,500 gallons = usage for this period
- 4,700 gallons = usage for same period last year



Next Scheduled Read Date: on or about April 09, 2025
Account Type: Commercial

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

155
gallons

Year to Date Billed Usage: 13,100 gallons

Account Detail

Account No. [REDACTED]

Service To: 3130 MAPLE LEAF DR 140 LEXINGTON, KY 40509-1308

Prior Billing	458.07
Payments	0.00
Balance Forward - Past Due	458.07
Fees and Adjustments	2.94
Water Late Payment Charge	2.94
Service Related Charges - 02/11/25 to 03/11/25	
Water Service	44.94
Water Service Charge	17.55
Water Usage Charge (45 x \$0.60875)	27.39
Other Charges	6.31
QIP Surcharge Water (\$44.94 x 11.06%)	4.97
KRA Withdrawal Fee (45 x \$0.0298)	1.34
Total Service Related Charges	51.25
Taxes	6.25
Franchise Taxes (\$51.25 x 3.000%)	1.54
School District Tax (\$51.25 x 3.000%)	1.54
State Sales Tax (\$52.90 x 6.000%)	3.17
Total Current Period Charges	60.44

Total Amount Due



\$518.51

Understanding Your Bill

The information below defines some of the new terms you may find on your bill:

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

For more information about your charges and rates, please visit:
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<https://amwater.com/files/OAKY31.pdf>



WE KEEP LIFE FLOWING™

Service Address:

WORKOUT ANYTIME
3130 MAPLE LEAF DR 140
LEXINGTON, KY 40509-1308

THANK YOU FOR BEING OUR CUSTOMER

Important Account Messages

- The Due Date shown on your bill applies to current charges only. **However, \$518.51 is past due and is due immediately.** To see if other payment options are available, please contact us.
- Your charges contain a change in pricing that was effective on 03/31/25. Please review the Account Detail section of your bill for more information.

For more information, visit www.kentuckiamwater.com



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



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



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M-F 7:00am to 7:00pm – Emergencies 24/7



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

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



Service to: 3130 MAPLE LEAF DR 140
LEXINGTON, KY 40509-1308

WORKOUT ANYTIME
c/o STINSON FITNESS
3130 MAPLELEAF DR STE 140
LEXINGTON, KY 40509-1339



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

Statement

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657506825267

Account No. [REDACTED]

Total Amount Due: **\$575.12**

Payment Due By: **April 28, 2025**

A portion of your account balance is past due. Please see account messages for more information.

Billing Date: April 10, 2025

Service Period: Mar 12 to Apr 09 (29 Days)

Total Gallons: 4,000

Account Summary – See page 3 for Account Detail

Prior Billing:		\$518.51
Payments:	-	\$0.00
Balance Forward - Past Due	=	\$518.51
Fees and Adjustments:	+	\$3.02
Service Related Charges:	+	\$47.75
Taxes:	+	\$5.84
Total Amount Due:	=	\$575.12

Account No. [REDACTED]

Total Amount Due: **\$575.12**

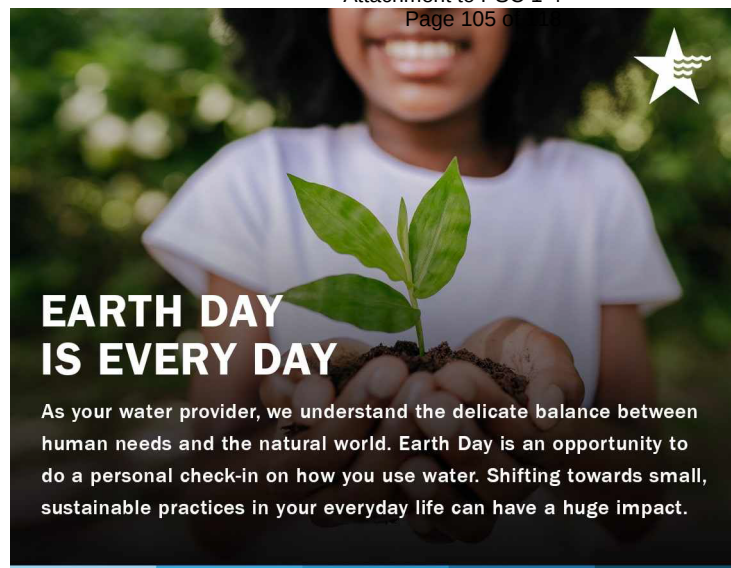
Payment Due By: **April 28, 2025**

If paying after 4/28/25, pay this amount: \$577.81

Amount Enclosed \$

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

0000000000057512016





CUSTOMER SERVICE: 1-800-678-6301
HOURS: M-F, 7am-7pm ▪ Emergencies: 24/7
TTY/TDD FOR THE HEARING IMPAIRED : 711
 (and then reference Customer Service number listed above)
LOCAL OFFICE: 2300 Richmond Road in Lexington

SERVICES

- **Go Paperless:** Save time. Save money. Sign up for **Paperless Billing** and **Auto Pay** on MyWater at amwater.com/mywater. Not registered? Log in and be sure to have your account number handy.
- **Water Quality:** We take water quality seriously. When it comes to complying with federal drinking water standards, we consistently score better than the industry average. For a copy of the annual water quality report for your area, visit kentuckiamwater.com. Under Water Quality, select Water Quality Reports.
- **H2O Help To Others:** This program helps low-income customers who qualify with their water bills. For more information, visit kentuckiamwater.com. Under Customer Service & Billing, select Customer Assistance Program.

EXPLANATION OF OTHER TERMS

- **Payment by Check:** Paying by check authorizes American Water to send the information from your check electronically to your bank for payment. The transaction will appear on your bank statement. The physical check will not be presented to your financial institution or returned to you.
- **Estimated Bill:** This occurs when we are unable to read the water meter. Your usage from the same billing period the prior year is used to calculate the estimated bill. The next actual meter reading corrects any over or under estimates.
- **Disputes:** If you have questions or complaints about your bill, please call us at 1-800-678-6301 before the due date. If your bill is unusually high, it may indicate that there is a leak in your plumbing. For tips on how to detect leaks and use water wisely, visit us online. You'll find helpful tools under the Water & Wastewater Information menu. Every drop counts!
- **Rates:** A detailed listing of charges that make up your bill (or a copy of your tariff) is available by contacting Customer Service, visiting us at kentuckiamwater.com, or by visiting our customer lobby at 2300 Richmond Road in Lexington anytime between 9 a.m. to 4 p.m., Monday through Friday.
- **Correspondence:** Please send written correspondence to PO Box 2798, Camden, NJ 08101. Be sure to include your name, account number, service address, mailing address and phone number including area code. Please do not send correspondence with your payment, as it may delay processing your payment and correspondence.

H2O HELP TO OTHERS PROGRAM - lend a hand to customers in need

- ☐ I'm adding a one time contribution of \$_____ with my payment.
- ☐ I'd like to add a recurring contribution to each bill of \$_____. I understand this amount will be added to each bill.

Address Change(s)

Name
 Address
 City
 State Zip Code
 () ☐ Mobile Number
 Phone Number
 E-mail Address

Other ways to pay your bill



Auto Pay



Online



In Person

Save time and money. Enroll in Auto Pay, and your bill will be paid on time, every time, directly from your bank account on the due date. No stamps required!

With My Account, you can pay your bill anytime, anywhere. Registration is fast and easy. Visit www.amwater.com/MyAccount or pay without registration at www.amwater.com/billpay (fee may apply).

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

Meter Reading and Usage Summary

Meter No.	Measure	Size	From Date	To Date	Previous Read	Current Read	Meter Units	Billing Units	Total Gallons
27835815	100 gal	5/8"	03/12/2025	04/09/2025	698 (A)	738 (A)	40	40.00	4,000

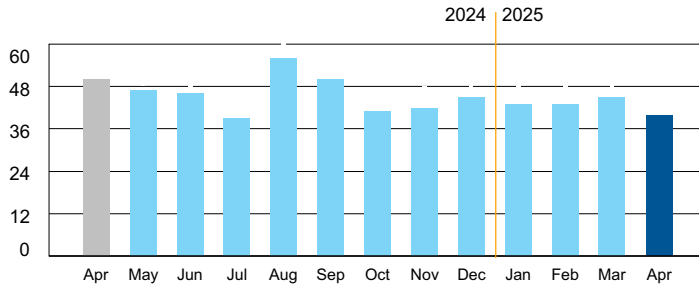
A = Actual E = Estimate

1 Billing Unit = 100 gallons

Total Gallons: 4,000

Billed Usage History (graph shown in 100 gallons)

- 4,000 gallons = usage for this period
- 5,000 gallons = usage for same period last year



Next Scheduled Read Date: on or about May 09, 2025
Account Type: Commercial

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

138
gallons

Year to Date Billed Usage: 17,100 gallons

Account Detail

Account No. [REDACTED]

Service To: 3130 MAPLE LEAF DR 140 LEXINGTON, KY 40509-1308

Prior Billing	518.51
Payments	0.00
Balance Forward - Past Due	518.51
Fees and Adjustments	3.02
Water Late Payment Charge	3.02
Service Related Charges - 03/12/25 to 04/09/25	
Water Service	41.90
Water Service Charge	17.55
Water Usage Charge (40 x \$0.60875)	24.35
Other Charges	5.85
QIP Surcharge Water (\$41.90 x 11.06%)	4.63
KRA Withdrawal Fee	
03/12/25 to 03/30/25 (26.21 x \$0.0298)	0.78
03/31/25 to 04/09/25 (13.79 x \$0.0316)	0.44
Total Service Related Charges	47.75
Taxes	5.84
Franchise Taxes (\$47.75 x 3.000%)	1.44
School District Tax (\$47.75 x 3.000%)	1.44
State Sales Tax (\$49.32 x 6.000%)	2.96
Total Current Period Charges	56.61

Total Amount Due



\$575.12

Understanding Your Bill

The information below defines some of the new terms you may find on your bill:

- Service Related Charges:** This section includes charges for services related to water (or wastewater) service. If applicable, credits and debits for correction to previously billed charges are itemized in this section.
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- Surcharges:** Surcharges are used to recover changes to costs that occur between ratemaking cycles. Common surcharges include Purchased Water, Consolidated Expenses, Conservation, Intervenor Compensation and Payment Assistance.
- Billing Units:** One billing unit equals 100 gallons of water used. If the meter serving your property measures your water use in cubic feet or a different unit of measure, we convert the usage to gallons to make it easier to understand.
- Average Daily Use:** The gallons shown in the water droplet above represent your average daily water use for the current billing period. Tracking the amount of water you use can help you manage your overall water use from month to month.
- Still have questions?** We are here to help. Our customer service representatives are available M-F, 7 a.m. to 7 p.m. More information on understanding your bill and charges can also be found on our website. See the link below.

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

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

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Bill Inserts and Important Notices

We encourage you to click the link(s) below to view any bill inserts and other important notices you would have received with your printed bill.

<https://amwater.com/files/OAKY45.pdf>

<https://amwater.com/files/OAKY46.pdf>



WE KEEP LIFE FLOWING™

Service Address:

WORKOUT ANYTIME
3130 MAPLE LEAF DR 140
LEXINGTON, KY 40509-1308

THANK YOU FOR BEING OUR CUSTOMER

Important Account Messages

- Thank you for being a long time customer! We work hard every day to deliver water service that is safe, reliable, and affordable -- our customers deserve nothing less.
- The Due Date shown on your bill applies to current charges only. **However, \$475.12 is past due and is due immediately.** To see if other payment options are available, please contact us.

For more information, visit www.kentuckiamwater.com



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



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



Customer Service: 1-800-678-6301
M-F 7:00am to 7:00pm – Emergencies 24/7



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

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



WE KEEP LIFE FLOWING™



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

Service to: 3130 MAPLE LEAF DR 140
LEXINGTON, KY 40509-1308

WORKOUT ANYTIME
c/o STINSON FITNESS
3130 MAPLELEAF DR STE 140
LEXINGTON, KY 40509-1339

Statement

Attachment to PSC 1-4
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633755720049

Account No. [REDACTED]

Total Amount Due: \$543.46

Payment Due By: May 28, 2025

A portion of your account balance is past due. Please see account messages for more information.

Billing Date: May 12, 2025

Service Period: Apr 10 to May 09 (30 Days)

Total Gallons: 5,500

Account Summary – See page 3 for Account Detail

Prior Billing:		\$575.12
Payments - Thank You!	-	\$100.00
Balance Forward - Past Due	=	\$475.12
Fees and Adjustments:	+	\$2.83
Service Related Charges:	+	\$58.41
Taxes:	+	\$7.10
Total Amount Due:	=	\$543.46

Account No. [REDACTED]

Total Amount Due: \$543.46

Payment Due By: May 28, 2025

If paying after 5/28/25, pay this amount: \$546.71

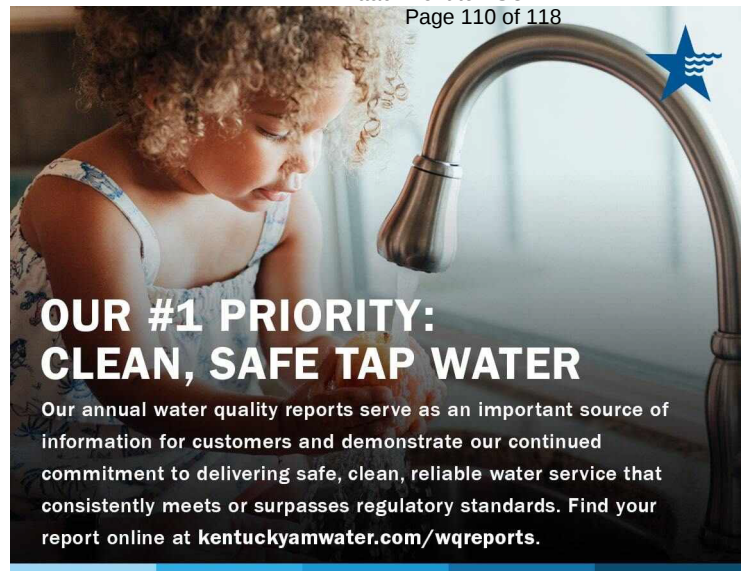
Amount Enclosed \$

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

0000000000054346012

Messages from Kentucky American Water

- *****IMPORTANT WATER QUALITY MESSAGE:** 2024 Kentucky American Water annual water quality report is available. This report contains important information about your drinking water. Please go to www.amwater.com/ccr/centralandnorthern.pdf to view your 2024 annual water quality report or to request a paper copy call 800-678-6301.



CUSTOMER SERVICE: 1-800-678-6301

HOURS: M-F, 7am-7pm ▪ Emergencies: 24/7
TTY/TDD FOR THE HEARING IMPAIRED : 711
(and then reference Customer Service number listed above)
LOCAL OFFICE: 2300 Richmond Road in Lexington

SERVICES

- **Go Paperless:** Save time. Save money. Sign up for **Paperless Billing** and **Auto Pay** on MyWater at amwater.com/mywater. Not registered? Log in and be sure to have your account number handy.
- **Water Quality:** We take water quality seriously. When it comes to complying with federal drinking water standards, we consistently score better than the industry average. For a copy of the annual water quality report for your area, visit kentuckyamwater.com. Under Water Quality, select Water Quality Reports.
- **H2O Help To Others:** This program helps low-income customers who qualify with their water bills. For more information, visit kentuckyamwater.com. Under Customer Service & Billing, select Customer Assistance Program.

EXPLANATION OF OTHER TERMS

- **Payment by Check:** Paying by check authorizes American Water to send the information from your check electronically to your bank for payment. The transaction will appear on your bank statement. The physical check will not be presented to your financial institution or returned to you.
- **Estimated Bill:** This occurs when we are unable to read the water meter. Your usage from the same billing period the prior year is used to calculate the estimated bill. The next actual meter reading corrects any over or under estimates.
- **Disputes:** If you have questions or complaints about your bill, please call us at 1-800-678-6301 before the due date. If your bill is unusually high, it may indicate that there is a leak in your plumbing. For tips on how to detect leaks and use water wisely, visit us online. You'll find helpful tools under the Water & Wastewater Information menu. Every drop counts!
- **Rates:** A detailed listing of charges that make up your bill (or a copy of your tariff) is available by contacting Customer Service, visiting us at kentuckyamwater.com, or by visiting our customer lobby at 2300 Richmond Road in Lexington anytime between 9 a.m. to 4 p.m., Monday through Friday.
- **Correspondence:** Please send written correspondence to PO Box 2798, Camden, NJ 08101. Be sure to include your name, account number, service address, mailing address and phone number including area code. Please do not send correspondence with your payment, as it may delay processing your payment and correspondence.

H2O HELP TO OTHERS PROGRAM - lend a hand to customers in need

- ☐ I'm adding a one time contribution of \$_____ with my payment.
- ☐ I'd like to add a recurring contribution to each bill of \$_____. I understand this amount will be added to each bill.

Address Change(s)

Name _____

Address _____

City _____

State _____ Zip Code _____

() _____
Phone Number

E-mail Address _____

Other ways to pay your bill

**Auto Pay****Online****In Person**

Save time and money. Enroll in Auto Pay, and your bill will be paid on time, every time, directly from your bank account on the due date. No stamps required!

With My Account, you can pay your bill anytime, anywhere. Registration is fast and easy. Visit www.amwater.com/MyAccount or pay without registration at www.amwater.com/billpay (fee may apply).

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

Meter Reading and Usage Summary

Meter No.	Measure	Size	From Date	To Date	Previous Read	Current Read	Meter Units	Billing Units	Total Gallons
27835815	100 gal	5/8"	04/10/2025	05/09/2025	738 (A)	793 (A)	55	55.00	5,500

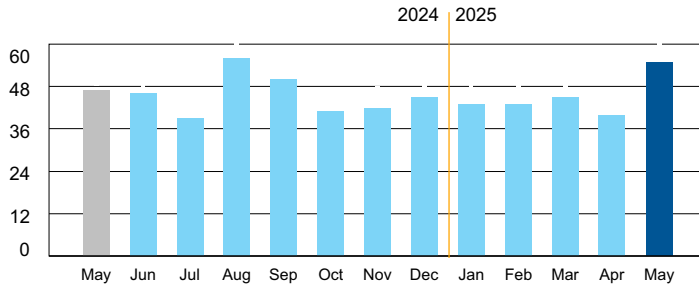
A = Actual E = Estimate

1 Billing Unit = 100 gallons

Total Gallons: 5,500

Billed Usage History (graph shown in 100 gallons)

- 5,500 gallons = usage for this period
- 4,700 gallons = usage for same period last year



Next Scheduled Read Date: on or about June 10, 2025
Account Type: Commercial

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

183
gallons

Year to Date Billed Usage: 22,600 gallons

Account Detail

Account No. [REDACTED]

Service To: 3130 MAPLE LEAF DR 140 LEXINGTON, KY 40509-1308

Prior Billing	575.12
Payments	-100.00
Total payments as of Apr 11. Thank you!	-100.00
Balance Forward - Past Due	475.12
Fees and Adjustments	2.83
Water Late Payment Charge	2.83
Service Related Charges - 04/10/25 to 05/09/25	
Water Service	51.03
Water Service Charge	17.55
Water Usage Charge (55 x \$0.60875)	33.48
Other Charges	7.38
QIP Surcharge Water (\$51.03 x 11.06%)	5.64
KRA Withdrawal Fee (55 x \$0.0316)	1.74
Total Service Related Charges	58.41
Taxes	7.10
Franchise Taxes (\$58.41 x 3.000%)	1.75
School District Tax (\$58.41 x 3.000%)	1.75
State Sales Tax (\$60.07 x 6.000%)	3.60
Total Current Period Charges	68.34

Total Amount Due



\$543.46

Understanding Your Bill

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- Billing Units:** One billing unit equals 100 gallons of water used. If the meter serving your property measures your water use in cubic feet or a different unit of measure, we convert the usage to gallons to make it easier to understand.
- Average Daily Use:** The gallons shown in the water droplet above represent your average daily water use for the current billing period. Tracking the amount of water you use can help you manage your overall water use from month to month.
- Still have questions?** We are here to help. Our customer service representatives are available M-F, 7 a.m. to 7 p.m. More information on understanding your bill and charges can also be found on our website. See the link below.

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

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

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Bill Inserts and Important Notices

We encourage you to click the link(s) below to view any bill inserts and other important notices you would have received with your printed bill.

<https://amwater.com/files/OAKY53.pdf>



KENTUCKY

AMERICAN WATER

WE KEEP LIFE FLOWING™

Service Address:

WORKOUT ANYTIME
3130 MAPLE LEAF DR 140
LEXINGTON, KY 40509-1308

THANK YOU FOR BEING OUR CUSTOMER

Important Account Messages

- Thank you for being a long time customer! We work hard every day to deliver water service that is safe, reliable, and affordable -- our customers deserve nothing less.
- The Due Date shown on your bill applies to current charges only. **However, \$418.46 is past due and is due immediately.** To see if other payment options are available, please contact us.

For more information, visit www.kentuckyamwater.com



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



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



Customer Service: 1-800-678-6301
M-F 7:00am to 7:00pm – Emergencies 24/7



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

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



KENTUCKY
AMERICAN WATER

WE KEEP LIFE FLOWING™



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

Service to: 3130 MAPLE LEAF DR 140
LEXINGTON, KY 40509-1308

WORKOUT ANYTIME
c/o STINSON FITNESS
3130 MAPLELEAF DR STE 140
LEXINGTON, KY 40509-1339

Statement

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665006379512

Account No. [REDACTED]

Total Amount Due: \$484.24

Payment Due By: June 30, 2025

A portion of your account balance is past due. Please see account messages for more information.

Billing Date: June 12, 2025

Service Period: May 10 to Jun 09 (31 Days)

Total Gallons: 5,100

Account Summary – See page 3 for Account Detail

Prior Billing:		\$543.46
Payments - Thank You!	-	\$125.00
Balance Forward - Past Due	=	\$418.46
Fees and Adjustments:	+	\$3.42
Service Related Charges:	+	\$55.59
Taxes:	+	\$6.77
Total Amount Due:	=	\$484.24

Account No. [REDACTED]

Total Amount Due: \$484.24

Payment Due By: June 30, 2025

If paying after 6/30/25, pay this amount: \$487.37

Amount Enclosed \$

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

00000000000048424016

Messages from Kentucky American Water

- *****IMPORTANT WATER QUALITY MESSAGE:** 2024 Kentucky American Water annual water quality report is available. This report contains important information about your drinking water. Please go to www.amwater.com/ccr/centralandnorthern.pdf to view your 2024 annual water quality report or to request a paper copy call 800-678-6301.



MANAGE YOUR ACCOUNT ANYTIME, ANYWHERE

With MyWater, you can access your account when it's convenient for you, day or night from anywhere! View and pay your bill, track your water usage, sign up for alerts and much more. Visit amwater.com/mywater.

KENTUCKY AMERICAN WATER
WE KEEP LIFE FLOWING™



CUSTOMER SERVICE: 1-800-678-6301

HOURS: M-F, 7am-7pm ▪ Emergencies: 24/7
TTY/TDD FOR THE HEARING IMPAIRED : 711
(and then reference Customer Service number listed above)
LOCAL OFFICE: 2300 Richmond Road in Lexington

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EXPLANATION OF OTHER TERMS

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H2O HELP TO OTHERS PROGRAM - lend a hand to customers in need

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- ☐ I'd like to add a recurring contribution to each bill of \$_____. I understand this amount will be added to each bill.

Address Change(s)

Name _____

Address _____

City _____

State _____ Zip Code _____

() _____ ☐ Mobile Number

Phone Number _____

E-mail Address _____

Other ways to pay your bill



Auto Pay



Online



In Person

Save time and money. Enroll in Auto Pay, and your bill will be paid on time, every time, directly from your bank account on the due date. No stamps required!

With My Account, you can pay your bill anytime, anywhere. Registration is fast and easy. Visit www.amwater.com/MyAccount or pay without registration at www.amwater.com/billpay (fee may apply).

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

Meter Reading and Usage Summary

Meter No.	Measure	Size	From Date	To Date	Previous Read	Current Read	Meter Units	Billing Units	Total Gallons
27835815	100 gal	5/8"	05/10/2025	06/09/2025	793 (A)	844 (A)	51	51.00	5,100

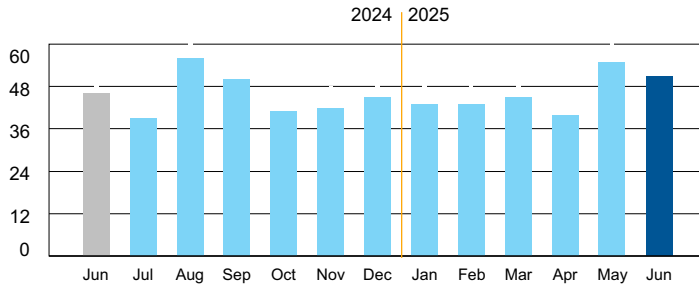
A = Actual E = Estimate

1 Billing Unit = 100 gallons

Total Gallons: 5,100

Billed Usage History (graph shown in 100 gallons)

- 5,100 gallons = usage for this period
- 4,600 gallons = usage for same period last year



Next Scheduled Read Date: on or about July 10, 2025
Account Type: Commercial

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

165
gallons

Year to Date Billed Usage: 27,700 gallons

Account Detail

Account No. [REDACTED]

Service To: 3130 MAPLE LEAF DR 140 LEXINGTON, KY 40509-1308

Prior Billing	543.46
Payments	-125.00
Total payments as of Jun 3. Thank you!	-125.00
Balance Forward - Past Due	418.46
Fees and Adjustments	3.42
Water Late Payment Charge	3.42
Service Related Charges - 05/10/25 to 06/09/25	
Water Service	48.60
Water Service Charge	17.55
Water Usage Charge (51 x \$0.60875)	31.05
Other Charges	6.99
QIP Surcharge Water (\$48.60 x 11.06%)	5.38
KRA Withdrawal Fee (51 x \$0.0316)	1.61
Total Service Related Charges	55.59
Taxes	6.77
Franchise Taxes (\$55.59 x 3.000%)	1.67
School District Tax (\$55.59 x 3.000%)	1.67
State Sales Tax (\$57.22 x 6.000%)	3.43
Total Current Period Charges	65.78

Total Amount Due



\$484.24

Understanding Your Bill

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

For more information about your charges and rates, please visit:
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Bill Inserts and Important Notices

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<https://amwater.com/files/OAKY62.pdf>