

governmental agency, be accompanied by a signed certification of the preparer or the person supervising the preparation of the response on behalf of the entity that the response is true and accurate to the best of that person's knowledge, information, and belief formed after a reasonable inquiry.

Kentucky-American shall make timely amendment to any prior response if Kentucky-American obtains information that indicates the response was incorrect or incomplete when made or, though correct or complete when made, is now incorrect or incomplete in any material respect.

For any request to which Kentucky-American fails or refuses to furnish all or part of the requested information, Kentucky-American shall provide a written explanation of the specific grounds for its failure to completely and precisely respond.

Careful attention shall be given to copied and scanned material to ensure that it is legible. When the requested information has been previously provided in this proceeding in the requested format, reference may be made to the specific location of that information in responding to this request. When applicable, the requested information shall be separately provided for total company operations and jurisdictional operations. When filing a paper containing personal information, Kentucky-American shall, in accordance with 807 KAR 5:001, Section 4(10), encrypt or redact the paper so that personal information cannot be read.

1. State whether Kentucky-American has reached any agreement, settlement, or other resolution with the complainant, Morgan Taylor, regarding the issues raised in this proceeding.

a. If a resolution has been reached, describe in detail the terms of the resolution, including but not limited to:

- (1) Any billing adjustments, credits, or refunds applied;
- (2) Any meter testing, inspections, or repairs performed;
- (3) Any payment arrangements entered into; and
- (4) The date on which the resolution was finalized.

b. If a resolution has been reached, state whether the complainant has indicated satisfaction with the resolution and whether Kentucky-American considers the matter fully resolved.

2. If no resolution has been reached, state in detail:

- a. The current status of the dispute;
- b. Any additional actions taken by Kentucky-American to investigate or address the complainant's concerns; and
- c. Whether Kentucky-American is continuing efforts to resolve the matter.

3. Provide copies of any correspondence, agreements, account notes, or other documentation reflecting communications between Kentucky-American and the complainant regarding this complaint since the filing of Kentucky-American's last response to Commission Staff's Request for Information filed on June 6, 2024.

Linda Bridwell RP

Linda C. Bridwell, PE
Executive Director
Public Service Commission
211 Sower Blvd.
Frankfort, KY 40601-8294

DATED APR 13 2026

cc: Parties of Record

Case No. 2023-00155

Service List for 2023-00155

Morgan Taylor
4464 Stuart Hall Blvd.
#5102
Lexington, KY 40509

* Kentucky-American Water Company
2300 Richmond Road
Lexington, KY 40502

* Kentucky-American Water Company
Kentucky-American Water Company
2300 Richmond Road
Lexington, KY 40502