

Janet Graham

From: cr.coe.ky@amwater.com
Sent: Thursday, December 13, 2012 9:30 AM
To: Candice Deininger
Subject: RE: Premise 120028554; Account 637945

Hi Candice,
It looks like credits were issued for 6/25/12 & 7/25/12 bills.

Angie

American Water
Customer Relations Center of Expertise (CoE) - Lexington
2300 Richmond Rd
Lexington KY 40502

Phone: 859-335-3430
Fax: 859-268-6739

email: cr.coe.ky@amwater.com

"Candice Deininger" <cdeining@lexingtonky.gov>

To <cr.coe.ky@amwater.com>

cc

12/13/2012 08:36 AM

Subject RE: Premise 120028554; Account 637945

Good morning, Angie, and thank you. Is there anything on the account that states what period of time this adjustment covers?

Candice J. Deininger
Revenue Supervisor
LFUCG Division of Revenue
200 East Main Street
Lexington, KY 40507
859-258-3364
cdeining@lexingtonky.gov

From: Angela.Griffin@amwater.com [<mailto:Angela.Griffin@amwater.com>] **On Behalf Of**
cr.coe.ky@amwater.com
Sent: Thursday, December 13, 2012 8:09 AM
To: Candice Deininger
Subject: Re: Premise 120028554; Account 637945

04/27/2013

Good morning,
I appears the adjustment was issued on 11/19/12. The adjustment was based on 2829 units of water.

Please let me know if you need any further information.

Thank you,
Angie Griffin

American Water
Customer Relations Center of Expertise (CoE) - Lexington
2300 Richmond Rd
Lexington KY 40502

Phone: 859-335-3430
Fax: 859-268-6739

email: cr.coe.ky@amwater.com

"Candice Deininger" <cdeining@lexingtonky.gov>

12/12/2012 01:19 PM

To <cr.coe.ky@amwater.com>

cc

Subject Premise 120028554; Account 637945

Good afternoon, Angie. Sorry to bother you but I was wondering if you would be able to provide me with the billing dates for an adjustment KAWC made on the above account some time in November in the amount of \$8,952.60. Apparently this adjustment never came over from KAWC, so I'm trying to get the adjustment processed on our end ASAP. Thanks so much your help and have a good day!!

Candice J. Deininger
Revenue Supervisor
LFUCG Division of Revenue
200 East Main Street
Lexington, KY 40507
859-258-3364
cdeining@lexingtonky.gov

Janet Graham

From: Candice Deininger [CDEINING@LEXINGTONKY.GOV]
Sent: Thursday, December 13, 2012 8:37 AM
To: cr.coe.ky@amwater.com
Subject: RE: Premise 120028554; Account 637945

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Candice J. Deininger
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From: Angela.Griffin@amwater.com [mailto:Angela.Griffin@amwater.com] **On Behalf Of**
cr.coe.ky@amwater.com
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email: cr.coe.ky@amwater.com

"Candice Deininger" <cdeining@lexingtonky.gov>

To <cr.coe.ky@amwater.com>

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Revenue Supervisor
LFUCG Division of Revenue
200 East Main Street
Lexington, KY 40507
859-258-3364
cdeining@lexingtonky.gov

Janet Graham

From: Candice Deininger [CDEINING@LEXINGTONKY.GOV]

Sent: Wednesday, December 12, 2012 1:19 PM

To: cr.coe.ky@amwater.com

Subject: Premise 120028554; Account 637945

Good afternoon, Angie. Sorry to bother you but I was wondering if you would be able to provide me with the billing dates for an adjustment KAWC made on the above account some time in November in the amount of \$8,952.60. Apparently this adjustment never came over from KAWC, so I'm trying to get the adjustment processed on our end ASAP. Thanks so much your help and have a good day!!

Candice J. Deininger
Revenue Supervisor
LFUCG Division of Revenue
200 East Main Street
Lexington, KY 40507
859-258-3364
cdeining@lexingtonky.gov

Janet Graham

From: Basu, Sandip [Sandip.Basu@gcww.cincinnati-oh.gov]
Sent: Wednesday, December 12, 2012 11:55 AM
To: Rachel.Cole@amwater.com; Candice Deininger; Wiest, Gary; John Hoggard @ UtilPlan; Meyer, Matt; Nam, Eileen; Dorko, Andy
Cc: Cheryl.DiSanti@amwater.com; Cossins, Faye; VonderMeulen, Paul; Thomas.Gildea@amwater.com
Subject: RE: Transition to SAP format-11:00 am today
Attachments: KAWC SAP Conversion.docx

FYI - Attached draft meeting notes from today's call. Please excuse any grammatical/editorial errors.

Thank you.
Sandip.

From: Rachel.Cole@amwater.com [mailto:Rachel.Cole@amwater.com]
Sent: Wed 12/12/2012 9:24 AM
To: Nam, Eileen; Wiest, Gary; Basu, Sandip
Cc: Cheryl.DiSanti@amwater.com; Thomas.Gildea@amwater.com
Subject: Transition to SAP format-11:00 am today

Everyone,

These are the files to review for this morning's call. Please disregard the ones sent yesterday. Thank you!

(See attached file: Q A New Disconnect-Reconnect Process 10_24_12.docx)(See attached file: Q A New Usage File Layouts Revised 11_27_12.2.docx)(See attached file: File Layout Premise Customer Change and Usage Description of Fields 7.31.12.xls)

Rachel S. Cole
Kentucky American Water
Field Services Supervisor
Customer Advocacy Office
Email: rachel.cole@amwater.com
Ph: 859-268-6307
Fax: 859-335-3307

Janet Graham

From: Anderson, Stacey [Stacey.Anderson@gcww.cincinnati-oh.gov]
Sent: Wednesday, December 12, 2012 11:01 AM
To: Rachel.Cole@amwater.com
Cc: Candice Deininger
Subject: RE: adjustments

Hi Rachel,

The adjustments are processed manually each week. Our goal is to have them completed before we receive the next file. The account that you have attached (774 Hildee) has been processed and the account will update tonight. Please let me know if you have any other questions.

Sincerely,

Stacey Anderson
Accountant
GCWW - Billing Operations
(513) 591-7951

-----Original Message-----

From: Candice Deininger [mailto:cdeining@lexingtonky.gov]
Sent: Wednesday, December 12, 2012 10:49 AM
To: Anderson, Stacey
Cc: Rachel.Cole@amwater.com; Webb, Lynne; Walters, Tonia; Morgan, Hilori; Harris, Laura
Subject: FW: adjustments

Good morning, Stacey. Since you are the one doing the adjustments coming over from KAWC, would you kindly respond to Rachel's email below and copy me as well? Thanks very much!!!

Candice J. Deininger
Revenue Supervisor
LFUCG Division of Revenue
200 East Main Street
Lexington, KY 40507
859-258-3364
cdeining@lexingtonky.gov

-----Original Message-----

From: Rachel.Cole@amwater.com [mailto:Rachel.Cole@amwater.com]
Sent: Wednesday, December 12, 2012 10:13 AM
To: Candice Deininger
Subject: adjustments

Hi Candice,

Just testing...do you see this usage adjustment on your end yet? If we sent the file last Friday, would it automatically update by this week or is there a manual process for adjustments?

Would just like to be able to understand the timing so that we can let our customers know. Thanks.

(Embedded image moved to file: pic30259.gif)

Rachel S. Cole
Kentucky American Water
Field Services Supervisor
Customer Advocacy Office
Email: rachel.cole@amwater.com

Ph: 859-268-6307
Fax: 859-335-3307

Janet Graham

From: Candice Deininger [CDEINING@LEXINGTONKY.GOV]
Sent: Wednesday, December 12, 2012 10:49 AM
To: Anderson, Stacey
Cc: Rachel.Cole@amwater.com; Laura Harris; Tonia Walters; Hilori Morgan; Lynne Webb
Subject: FW: adjustments

Attachments: pic30259.gif



pic30259.gif (6
KB)

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Candice J. Deininger
Revenue Supervisor
LFUCG Division of Revenue
200 East Main Street
Lexington, KY 40507
859-258-3364
cdeining@lexingtonky.gov

-----Original Message-----

From: Rachel.Cole@amwater.com [mailto:Rachel.Cole@amwater.com]
Sent: Wednesday, December 12, 2012 10:13 AM
To: Candice Deininger
Subject: adjustments

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Rachel S. Cole
Kentucky American Water
Field Services Supervisor
Customer Advocacy Office
Email: rachel.cole@amwater.com
Ph: 859-268-6307
Fax: 859-335-3307

Janet Graham

From: Rachel.Cole@amwater.com
Sent: Wednesday, December 12, 2012 10:13 AM
To: Candice Deininger
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Attachments: pic30259.gif



pic30259.gif (6 KB)

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Rachel S. Cole
Kentucky American Water
Field Services Supervisor
Customer Advocacy Office
Email: rachel.cole@amwater.com
Ph: 859-268-6307
Fax: 859-335-3307

Janet Graham

From: Cheryl.DiSanti@amwater.com
Sent: Tuesday, December 11, 2012 12:31 PM
To: Rachel.Cole@amwater.com
Cc: Bryan.Siler@amwater.com; Candice Deininger; gary.wiest@gcww.cincinnati-oh.gov; John Hoggard; sandip.basu@gcww.cincinnati-oh.gov; Eileen.Nam@gcww.cincinnati-oh.gov; Thomas.Gildea@amwater.com
Subject: Re: Transition to SAP format
Attachments: Q&A New Disconnect-Reconnect Process 10_24_12.docx; Q&A New Usage File Layouts 10_24_12.docx; Q A New Usage File Layouts Revised 11_27_12.2.docx

Also, there is a revised Q&A you will want to deliver -- here it is

Cheryl DiSanti
 Business Transformation
 Acquisitions
 856-568-5573 (Desk)
 412-559-2497 (Mobile)

From: Rachel Cole/KAWC/AWWSC
 To: Eileen.Nam@gcww.cincinnati-oh.gov, Gary.Wiest@gcww.cincinnati-oh.gov, Sandip.Basu@gcww.cincinnati-oh.gov, cdeining@lexingtonky.gov, John Hoggard <jhoggard@utiliplan.com>
 Cc: Bryan Siler/KAWC/AWWSC@AWW, Thomas M Gildea/SHARVCS/AWWSC@AWW, Cheryl DiSanti/PAWC/AWWSC@AWW
 Date: 12/11/2012 11:14 AM
 Subject: Transition to SAP format

Everyone,

Please review the attached documents for our call tomorrow. We can review together and answer questions as well. Thanks!

Rachel S. Cole
 Kentucky American Water
 Field Services Supervisor
 Customer Advocacy Office
 Email: rachel.cole@amwater.com
 Ph: 859-268-6307
 Fax: 859-335-3307

Fax # 859-268-6739

"Candice
Deininger"
<cdeining@lexingt
To onky.gov> <cr.coe.ky@amwater.com>
cc 11/27/2012 02:09 <Rachel.Cole@amwater.com>,
"Carolyn PM E Knoll" <cknoll@lexingtonky.gov>
Subject
FW: credit adjustment

Good afternoon. Carrie (copied above) received an out-of-office email stating that Rachel will be out until December 3. If possible, would you kindly check the account in her attachment to see if there is a contact name/number so Carrie can call the customer back? If there is, would you please email Carrie (cknoll@lexingtonky.gov) with that information? Thanks very much!!

Candice J. Deininger
Revenue Supervisor
LFUCG Division of Revenue
200 East Main Street
Lexington, KY 40507
859-258-3364
cdeining@lexingtonky.gov

-----Original Message-----

From: Candice Deininger
Sent: Tuesday, November 27, 2012 8:03 AM
To: Carolyn E Knoll; Richard Lamey
Cc: 'Rachel.Cole@amwater.com'
Subject: FW: credit adjustment

Good morning! Hope you both had a great Thanksgiving! Now, on to my favorite holiday - hehehehehe!!!

I received this request from Rachel at KAWC regarding the attached bill for a church. I suspect that it will be due an adjustment, but since it's a commercial account and you know more than I about chillers, would you kindly take a look at it and make contact with the appropriate people to take care of this for me?

As always, thanks so much for your help - have a wonderful day!!

Candice J. Deininger
Revenue Supervisor
LFUCG Division of Revenue
200 East Main Street
Lexington, KY 40507
859-258-3364
cdeining@lexingtonky.gov

-----Original Message-----

From: Rachel.Cole@amwater.com [mailto:Rachel.Cole@amwater.com]
Sent: Tuesday, November 20, 2012 3:07 PM
To: Candice Deininger
Subject: credit adjustment

Hi Candice,

I'm not sure if water used in chillers go into the sewer system. This church's chiller had a leak and it caused this very high bill. Would a sewer credit be

applicable?

Hope you have a great Thanksgiving!

(Embedded image moved to file: pic16090.gif)

Rachel S. Cole
Kentucky American Water
Field Services Supervisor
Customer Advocacy Office
Email: rachel.cole@amwater.com
Ph: 859-268-6307
Fax: 859-335-3307

[attachment "pic16090.gif" deleted by Angela M Griffin/ADMIN/CORP/AWWSC]

Janet Graham

From: Cheryl.DiSanti@amwater.com
Sent: Tuesday, December 11, 2012 12:07 PM
To: Rachel.Cole@amwater.com
Cc: Bryan.Siler@amwater.com; Candice Deininger; gary.wiest@gcww.cincinnati-oh.gov; John Hoggard; sandip.basu@gcww.cincinnati-oh.gov; Eileen.Nam@gcww.cincinnati-oh.gov; Thomas.Gildea@amwater.com
Subject: Re: Transition to SAP format
Attachments: Q&A New Disconnect-Reconnect Process 10_24_12.docx; Q&A New Usage File Layouts 10_24_12.docx

Rachel,
 Did you also forward the actual file layouts?

Cheryl DiSanti
 Business Transformation
 Acquisitions
 856-568-5573 (Desk)
 412-559-2497 (Mobile)

From: Rachel Cole/KAWC/AWWSC
To: Eileen.Nam@gcww.cincinnati-oh.gov, Gary.Wiest@gcww.cincinnati-oh.gov, Sandip.Basu@gcww.cincinnati-oh.gov, cdeining@lexingtonky.gov, John Hoggard <jhoggard@utiliplan.com>
Cc: Bryan Siler/KAWC/AWWSC@AWW, Thomas M Gildea/SHARVCS/AWWSC@AWW, Cheryl DiSanti/PAWC/AWWSC@AWW
Date: 12/11/2012 11:14 AM
Subject: Transition to SAP format

Everyone,

Please review the attached documents for our call tomorrow. We can review together and answer questions as well. Thanks!

Rachel S. Cole
 Kentucky American Water
 Field Services Supervisor
 Customer Advocacy Office
 Email: rachel.cole@amwater.com
 Ph: 859-268-6307
 Fax: 859-335-3307

Janet Graham

From: Rachel.Cole@amwater.com
Sent: Tuesday, December 11, 2012 11:14 AM
To: Candice Deininger; gary.wiest@gcww.cincinnati-oh.gov; John Hoggard; sandip.basu@gcww.cincinnati-oh.gov; Eileen.Nam@gcww.cincinnati-oh.gov
Cc: Cheryl.DiSanti@amwater.com; Bryan.Siler@amwater.com; Thomas.Gildea@amwater.com
Subject: Transition to SAP format

Attachments: Q&A New Disconnect-Reconnect Process 10_24_12.docx; Q&A New Usage File Layouts 10_24_12.docx



Q&A New Q&A New Usage
:onnect-Reconnect File Layouts 10_...

Everyone,

Please review the attached documents for our call tomorrow. We can review together and answer questions as well. Thanks!

(See attached file: Q&A New Disconnect-Reconnect Process 10_24_12.docx) (See attached file: Q&A New Usage File Layouts 10_24_12.docx)

Rachel S. Cole
Kentucky American Water
Field Services Supervisor
Customer Advocacy Office
Email: rachel.cole@amwater.com
Ph: 859-268-6307
Fax: 859-335-3307

Janet Graham

From: Bryan.Siler@amwater.com
Sent: Friday, December 07, 2012 10:00 AM
To: Rachel.Cole@amwater.com
Cc: Candice Deininger; jhoggard@utiliplan.com; Brian.McDonough@amwater.com
Subject: Re: please reach out to GCWW today

Rachel,

I sent an e-mail last week notifying them of the changes that are coming. I was hoping to get a time we could discuss these changes.

Bryan

----- Forwarded by Bryan Siler/KAWC/AWWSO on 12/07/2012 09:58 AM -----

From: Bryan Siler/KAWC/AWWSO
To: "Basu, Sandip" <Sandip.Basu@gcww.cincinnati-oh.gov>, "Deininger, Candice" <cdeining@lexingtonky.gov>
Cc: "Nam, Eileen" <Eileen.Nam@gcww.cincinnati-oh.gov>, "Caldwell, Lisa" <Lisa.Caldwell@gcww.cincinnati-oh.gov>, "Wiest, Gary" <Gary.Wiest@gcww.cincinnati-oh.gov>
Date: 12/03/2012 11:37 PM
Subject: Re: 2013 Reading & Billing Schedule

As expected, changes are coming to the usage data file layouts. Let's talk soon.

Bryan Siler
Field Operations Supervisor
Kentucky American Water
2300 Richmond Road
Lexington, Kentucky 40502
859-268-6350 Office
859-268-6374 Fax
bryan.siler@amwater.com

From: Rachel Cole/KAWC/AWWSO
To: "John Hoggard" <jhoggard@utiliplan.com>@AWX
Cc: Brian.McDonough@amwater.com, Bryan.Siler@amwater.com, "'Candice Deininger'" <cdeining@lexingtonky.gov>
Date: 12/07/2012 08:50 AM
Subject: Re: please reach out to GCWW today

John,

I will reach out to him this morning. Thanks.

Rachel S. Cole
Kentucky American Water
Field Services Supervisor
Customer Advocacy Office
Email: rachel.cole@amwater.com
Ph: 859-268-6307
Fax: 859-335-3307

From: "John Hoggard" <jhoggard@utiliplan.com>
To: <Bryan.Siler@amwater.com>, <Rachel.Cole@amwater.com>, <Brian.McDonough@amwater.com>
Cc: "'Candice Deininger'" <cdeining@lexingtonky.gov>
Date: 12/07/2012 08:46 AM
Subject: please reach out to GCWW today

Hi all,

Can one or all of you please reach out to Sandip at GCWW today? GCWW says they are having a hard time getting a response from American Water lately, but I think they only contacted Bryan and he may be on vacation?

One topic they want to talk to you about is the conversion to SAP and the related data file structure changes. I know that won't happen until May, but GCWW wants to talk about it asap.

Can one of you please reach out to Sandip today to see what he needs?

Thanks so much!

John

Janet Graham

From: Cheryl.DiSanti@amwater.com
Sent: Friday, December 07, 2012 9:56 AM
To: jhoggard@utiliplan.com
Cc: Rachel.Cole@amwater.com; Candice Deininger; Douglas.Brock@amwater.com;
sandip.basu@gcww.cincinnati-oh.gov
Subject: RE: file structure change for SAP conversion

Well thanks for the vote of confidence John!

Rachel - Monday after 2:30 won't work for me, however I could do early Tuesday morning or Wednesday morning or afternoon. My calendar is up to date for Wednesday.

Cheryl DiSanti
Business Transformation
Acquisitions
856-568-5573 (Desk)
412-559-2497 (Mobile)

From: "John Hoggard" <jhoggard@utiliplan.com>
To: <Rachel.Cole@amwater.com>, <sandip.basu@gcww.cincinnati-oh.gov>
Cc: <cdeining@lexingtonky.gov>, <Cheryl.DiSanti@amwater.com>, <Douglas.Brock@amwater.com>
Date: 12/07/2012 09:41 AM
Subject: RE: file structure change for SAP conversion

Thanks, Rachel!

Sandip, Cheryl is fantastic to work with! GCWW will work directly with American Water on this, so there is no need for Candice or myself on that call. Of course let us know of any issues after you all talk, if any.

John

-----Original Message-----

From: Rachel.Cole@amwater.com [<mailto:Rachel.Cole@amwater.com>]
Sent: Friday, December 07, 2012 9:08 AM
To: sandip.basu@gcww.cincinnati-oh.gov
Cc: cdeining@lexingtonky.gov; John Hoggard; Cheryl.DiSanti@amwater.com;
Douglas.Brock@amwater.com
Subject: file structure change for SAP conversion

Good Morning Sandip,

04/27/2013

LFC_R_PSC_EX_#4(1)
Page 18 of 397

Let's get a conference call set up to introduce you the new usage data layout. There will be an MFT site user guide available soon. We will work with Cheryl Disanti from our BT Team with any questions.

When is a good time for you?

Rachel S. Cole
Kentucky American Water
Field Services Supervisor
Customer Advocacy Office
Email: rachel.cole@amwater.com
Ph: 859-268-6307
Fax: 859-335-3307

Janet Graham

From: John Hoggard [jhoggard@utiliplan.com]
Sent: Friday, December 07, 2012 9:41 AM
To: Rachel.Cole@amwater.com; sandip.basu@gcww.cincinnati-oh.gov
Cc: Cheryl.DiSanti@amwater.com; Candice Deininger; Douglas.Brock@amwater.com
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Sent: Friday, December 07, 2012 9:13 AM
To: Rachel.Cole@amwater.com
Cc: John Hoggard
Subject: RE: file structure change for SAP conversion

Bless you!!!

Candice J. Deininger
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LFUCG Division of Revenue
200 East Main Street
Lexington, KY 40507
859-258-3364
cdeining@lexingtonky.gov

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Email: rachel.cole@amwater.com
Ph: 859-268-6307
Fax: 859-335-3307

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Kentucky American Water
Field Services Supervisor
Customer Advocacy Office
Email: rachel.cole@amwater.com
Ph: 859-268-6307
Fax: 859-335-3307

Janet Graham

From: Candice Deininger [CDEINING@LEXINGTONKY.GOV]
Sent: Friday, December 07, 2012 9:08 AM
To: Rachel.Cole@amwater.com; John Hoggard
Subject: RE: please reach out to GCWW today

Thanks, Rachel - we always appreciate your help!!

Candice J. Deininger
Revenue Supervisor
LFUCG Division of Revenue
200 East Main Street
Lexington, KY 40507
859-258-3364
cdeining@lexingtonky.gov

-----Original Message-----

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Sent: Friday, December 07, 2012 8:55 AM
To: Rachel.Cole@amwater.com
Cc: Candice Deininger
Subject: RE: please reach out to GCWW today

Thank you! I knew I could count on you :)

He was starting to elevate a complaint and I wanted to give you a heads up!

Have a good one!
John

-----Original Message-----

From: Rachel.Cole@amwater.com [mailto:Rachel.Cole@amwater.com]
Sent: Friday, December 07, 2012 8:50 AM
To: jhoggard@utiliplan.com
Cc: Brian.McDonough@amwater.com; Bryan.Siler@amwater.com; 'Candice Deininger'
Subject: Re: please reach out to GCWW today

John,

I will reach out to him this morning. Thanks.

Rachel S. Cole
Kentucky American Water
Field Services Supervisor
Customer Advocacy Office
Email: rachel.cole@amwater.com
Ph: 859-268-6307
Fax: 859-335-3307

From: "John Hoggard" <jhoggard@utiliplan.com>
To: <Bryan.Siler@amwater.com>, <Rachel.Cole@amwater.com>, <Brian.McDonough@amwater.com>
Cc: "'Candice Deininger'" <cdeining@lexingtonky.gov>
Date: 12/07/2012 08:46 AM
Subject: please reach out to GCWW today

Hi all,

Can one or all of you please reach out to Sandip at GCWW today? GCWW says they are having a hard time getting a response from American Water lately, but I think they only contacted Bryan and he may be on vacation?

One topic they want to talk to you about is the conversion to SAP and the related data file structure changes. I know that won't happen until May, but GCWW wants to talk about it asap.

Can one of you please reach out to Sandip today to see what ne needs?

Thanks so much!
John

Janet Graham

From: Candice Deininger [CDEINING@LEXINGTONKY.GOV]
Sent: Friday, December 07, 2012 9:08 AM
To: Rachel.Cole@amwater.com; John Hoggard
Subject: RE: please reach out to GCWW today

Thanks, Rachel - we always appreciate your help!!

Candice J. Deininger
Revenue Supervisor
LFUCG Division of Revenue
200 East Main Street
Lexington, KY 40507
859-258-3364
cdeining@lexingtonky.gov

-----Original Message-----

From: John Hoggard [mailto:jhoggard@utiliplan.com]
Sent: Friday, December 07, 2012 8:55 AM
To: Rachel.Cole@amwater.com
Cc: Candice Deininger
Subject: RE: please reach out to GCWW today

Thank you! I knew I could count on you :)

He was starting to elevate a complaint and I wanted to give you a heads up!

Have a good one!
John

-----Original Message-----

From: Rachel.Cole@amwater.com [mailto:Rachel.Cole@amwater.com]
Sent: Friday, December 07, 2012 8:50 AM
To: jhoggard@utiliplan.com
Cc: Brian.McDonough@amwater.com; Bryan.Siler@amwater.com; 'Candice Deininger'
Subject: Re: please reach out to GCWW today

John,

I will reach out to him this morning. Thanks.

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Ph: 859-268-6307
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Thanks so much!
John

Janet Graham

From: Rachel.Cole@amwater.com
Sent: Thursday, December 06, 2012 3:54 PM
To: Candice Deininger
Subject: RE: Carter

Hi Candice,

Yes, I'll be hosting the whole clan....We should get together sometime and catch up!
Probably after work so we don't have to rush through lunch!

Rachel S. Cole
Kentucky American Water
Field Services Supervisor
Customer Advocacy Office
Email: rachel.cole@amwater.com
Ph: 859-268-6307
Fax: 859-335-3307

From: "Candice Deininger" <cdeining@lexingtonky.gov>
To: <Rachel.Cole@amwater.com>
Date: 12/06/2012 12:03 PM
Subject: RE: Carter

Gosh it doesn't seem possible that your daughters can be that old now!!
Where's the time gone? I'm sure you say that to yourself every day . .
. I'll be home with my family of friends coming over for a late brunch on Christmas day.
I always love that time . . . most of us don't have relatives who live close, so we've
created our own little family. My sisters have grown kids and grandchildren to spend the
holiday with, so I certainly understand that - quite honestly, I don't blame anybody for
not traveling during the holidays - too much work and too much of a chance of travel plans
going awry - lol!!! I took vacation the last part of October/early November to fly up to
visit David, but that changed abruptly with the impending arrival of Hurricane Sandy -
hence my hesitancy to travel! Will you be hosting Christmas or going to other family
members' homes?

Candice J. Deininger
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Sent: Thursday, December 06, 2012 9:50 AM
To: Candice Deininger
Subject: RE: Carter

Candice,

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EKU to start her graduate degree in something. It has already changed after one semester,
so I don't try to keep up.

Rebecca's
stressing with her biology and physics classes at UK. I'll be glad when finals are over.
She's living on campus, but when she comes home, I can tell she's not the same person.

Otherwise, Ed and I finished up all the house trimmings last week and we're all in
anticipation! Are your plans to stay in town this year?

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From: "Candice Deininger" <cdeining@lexingtonky.gov>
To: <Rachel.Cole@amwater.com>
Date: 12/06/2012 09:33 AM
Subject: RE: Carter

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How are things with you? Did you and the family have a good Thanksgiving? Hard to believe we're now onto Christmas . . . I'm just like a kid 'cause I just can't get enough this holiday!

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Sent: Wednesday, December 05, 2012 6:14 PM
To: Candice Deininger
Subject: RE: Carter

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Just surprised that GCW didn't forward the information to you..Haven't there been more payment agreement requests? I thought we were on the downhill side of all the confusion? I think we are, based on the decreasing volume of calls.

What are you seeing on your end? I hope things are getting better....

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Email: rachel.cole@amwater.com
Ph: 859-268-6307
Fax: 859-335-3307

From: "Candice Deininger" <cdeining@lexingtonky.gov>
To: <Rachel.Cole@amwater.com>
Cc: "Lynne Webb" <lwebb@lexingtonky.gov>
Date: 12/05/2012 03:46 PM
Subject: RE: Carter

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Next time you talk with Ginny, please pass along my hello - she and I had a lot of dealings with each other . . . she was always great to deal with and I'm sure she's the same way now . . .

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-----Original Message-----

From: Rachel.Cole@amwater.com [mailto:Rachel.Cole@amwater.com]
Sent: Wednesday, December 05, 2012 1:29 PM
To: Candice Deininger
Cc: Lynne Webb
Subject: Fw: Carter

Hi Candice,

Hope all is well since last Thanksgiving!

Before I call this customer, will you still grant a payment arrangement for this customer? She started a payment arrangement in Sept.

Thanks!

(Embedded image moved to file: pic15815.gif)

Rachel S. Cole
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Email: rachel.cole@amwater.com
Ph: 859-268-6307
Fax: 859-335-3307

----- Forwarded by Rachel Cole/KAWC/AWWS on 12/05/2012 01:18 PM -----

From: "Smith, Virginia L" <vlsmith@ky.gov>
To: "rachel.cole@amwater.com" <rachel.cole@amwater.com>
Date: 12/05/2012 11:38 AM
Subject: Carter

Rachel,
This is not a KAW complaint but one received on Lex Serve. Did this customer have a payment arrangement with KAW?

Thanks.

I hope you got to enjoy some of your time out of the office - you were still working.

Ginny(See attached file: 2012_2558.pdf)

Janet Graham

From: Candice Deininger [CDEINING@LEXINGTONKY.GOV]
Sent: Thursday, December 06, 2012 12:03 PM
To: Rachel.Cole@amwater.com
Subject: RE: Carter

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From: "Candice Deininger" <cdeining@lexingtonky.gov>
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Cc: "Lynne Webb" <lwebb@lexingtonky.gov>
Date: 12/05/2012 03:46 PM
Subject: RE: Carter

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From: Candice Deininger [CDEINING@LEXINGTONKY.GOV]
Sent: Thursday, December 06, 2012 9:34 AM
To: Rachel.Cole@amwater.com
Subject: RE: Carter

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Thanks for all your help, Candice. I'll agree with you regarding Ginny!
I've called Mr. Marquis and he will call within the next couple of days to get things set up again.

Just surprised that GCW didn't forward the information to you..Haven't there been more payment agreement requests? I thought we were on the downhill side of all the confusion? I think we are, based on the decreasing volume of calls.

What are you seeing on your end? I hope things are getting better....

Rachel S. Cole
Kentucky American Water
Field Services Supervisor
Customer Advocacy Office
Email: rachel.cole@amwater.com
Ph: 859-268-6307
Fax: 859-335-3307

From: "Candice Deininger" <cdeining@lexingtonky.gov>
To: <Rachel.Cole@amwater.com>
Cc: "Lynne Webb" <lwebb@lexingtonky.gov>
Date: 12/05/2012 03:46 PM
Subject: RE: Carter

Hi, Rachel!! Yes - we will grant a payment arrangement for this customer. When you speak with the customer, please have them call Lynne at 268-3363 to set up the arrangement before the end of the week. I'm copying Lynne as well on this email so she'll know to expect a call from the customer. As an aside, whether customers had a payment arrangement or not with KAWC, we are doing payments through GCWW - customers just need to call in and ask for one.

Next time you talk with Ginny, please pass along my hello - she and I had a lot of dealings with each other . . . she was always great to deal with and I'm sure she's the same way now . . .

Candice J. Deininger
Revenue Supervisor
LFUCG Division of Revenue
200 East Main Street
Lexington, KY 40507
859-258-3364
cdeining@lexingtonky.gov

-----Original Message-----

From: Rachel.Cole@amwater.com [mailto:Rachel.Cole@amwater.com]
Sent: Wednesday, December 05, 2012 1:29 PM
To: Candice Deininger
Cc: Lynne Webb
Subject: Fw: Carter

Hi Candice,

Hope all is well since last Thanksgiving!

Before I call this customer, will you still grant a payment arrangement for this customer? She started a payment arrangement in Sept.

Thanks!

(Embedded image moved to file: pic15815.gif)

Rachel S. Cole

Kentucky American Water

Field Services Supervisor

Customer Advocacy Office

Email: rachel.cole@amwater.com

Ph: 859-268-6307

Fax: 859-335-3307

----- Forwarded by Rachel Cole/KAWC/AWWSC on 12/05/2012 01:18 PM -----

From: "Smith, Virginia L (PSC)" <vlsmith@ky.gov>
To: "rachel.cole@amwater.com" <rachel.cole@amwater.com>
Date: 12/05/2012 11:38 AM
Subject: Carter

Rachel,

This is not a KAW complaint but one received on Lex Serve. Did this customer have a payment arrangement with KAW?

Thanks.

I hope you got to enjoy some of your time out of the office - you were still working.

Ginny(See attached file: 2012_2558.pdf)

Janet Graham

From: Candice Deininger [CDEINING@LEXINGTONKY.GOV]
Sent: Wednesday, December 05, 2012 3:46 PM
To: Rachel.Cole@amwater.com
Cc: Lynne Webb
Subject: RE: Carter

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Candice J. Deininger
Revenue Supervisor
LFUCG Division of Revenue
200 East Main Street
Lexington, KY 40507
859-258-3364
cdeining@lexingtonky.gov

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(Embedded image moved to file: pic15815.gif)

Rachel S. Cole
Kentucky American Water
Field Services Supervisor
Customer Advocacy Office
Email: rachel.cole@amwater.com
Ph: 859-268-6307
Fax: 859-335-3307

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To: "rachel.cole@amwater.com" <rachel.cole@amwater.com>
Date: 12/05/2012 11:38 AM
Subject: Carter

Rachel,
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Thanks.

I hope you got to enjoy some of your time out of the office - you were still working.

Ginny(See attached file: 2012_2558.pdf)

Janet Graham

From: Candice Deininger [CDEINING@LEXINGTONKY.GOV]
Sent: Wednesday, December 05, 2012 2:49 PM
To: MaryEllen.Pugh@amwater.com
Subject: RE: RRS Sewage November 2012

Hi, Mary Ellen!! Had a great Thanksgiving and hope you did as well – the year is buzzing right along, isn't it?! Thanks for sending this for billing. You have a very Merry Christmas well and a very Happy New Year!!

Candice J. Deininger
Revenue Supervisor
LFUCG Division of Revenue
200 East Main Street
Lexington, KY 40507
859-258-3364
cdeining@lexingtonky.gov

From: MaryEllen.Pugh@amwater.com [mailto:MaryEllen.Pugh@amwater.com]
Sent: Wednesday, December 05, 2012 2:31 PM
To: Candice Deininger
Subject: Fw: RRS Sewage November 2012

Hi Candice! See attached
Hope you had a good Thanksgiving. Have a Very Merry Christmas.

Mary Ellen Pugh
Kentucky American Water
2300 Richmond Rd
Lexington, KY 40502
859-335-3425
Maryellen.Pugh@amwater.com

----- Forwarded by Mary Ellen Pugh/KAWC/AWWSC on 12/05/2012 02:30 PM -----

From: Justin D Sensabaugh/KAWC/AWWSC
To: Mary Ellen Pugh/KAWC/AWWSC@AWW
Cc: Justin.Sensabaugh@amwater.com
Date: 12/05/2012 01:35 PM
Subject: RRS Sewage November 2012

Justin D. Sensabaugh

Operations Supervisor - Production
Kentucky American Water
2300 Richmond Road
Lexington, KY 40502
Office (859) 268-6342
Internal 7-533-6342
Cell (859) 455-6743
Fax (859) 335-3342
justin.sensabaugh@amwater.com

Janet Graham

From: MaryEllen.Pugh@amwater.com
Sent: Wednesday, December 05, 2012 2:31 PM
To: Candice Deininger
Subject: Fw: RRS Sewage November 2012
Attachments: SEWAGE_jds.doc

Hi Candice! See attached
Hope you had a good Thanksgiving. Have a Very Merry Christmas.

Mary Ellen Pugh
Kentucky American Water
2300 Richmond Rd
Lexington, KY 40502
859-335-3425
Maryellen.Pugh@amwater.com

----- Forwarded by Mary Ellen Pugh/KAWC/AWWSC on 12/05/2012 02:30 PM -----

From: Justin D Sensabaugh/KAWC/AWWSC
To: Mary Ellen Pugh/KAWC/AWWSC@AWW
Cc: Justin.Sensabaugh@amwater.com
Date: 12/05/2012 01:35 PM
Subject: RRS Sewage November 2012

Justin D. Sensabaugh
Operations Supervisor - Production
Kentucky American Water
2300 Richmond Road
Lexington, KY 40502
Office (859) 268-6342
Internal 7-533-6342
Cell (859) 455-6743
Fax (859) 335-3342
justin.sensabaugh@amwater.com

Janet Graham

From: Rachel.Cole@amwater.com
Sent: Wednesday, December 05, 2012 1:29 PM
To: Candice Deininger
Cc: Lynne Webb
Subject: Fw: Carter

Attachments: pic15815.gif; 2012_2558.pdf



pic15815.gif (6
KB)



2012_2558.pdf (6
KB)

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Thanks!

(Embedded image moved to file: pic15815.gif)

Rachel S. Cole
Kentucky American Water
Field Services Supervisor
Customer Advocacy Office
Email: rachel.cole@amwater.com
Ph: 859-268-6307
Fax: 859-335-3307

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Subject: Carter

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Thanks.

I hope you got to enjoy some of your time out of the office - you were still working.

Ginny(See attached file: 2012_2558.pdf)

Janet Graham

From: Rachel.Cole@amwater.com
Sent: Tuesday, December 04, 2012 3:39 PM
To: Amanda.Carney@amwater.com
Cc: Candice Deininger; bethany.hungate@amwater.com
Subject: Re: KY account 337097-Fetick

Attachments: pic10263.gif; pic31074.gif; pic22092.gif



pic10263.gif (6 KB)



pic31074.gif (6 KB)



pic22092.gif (6 KB)

Amanda,

The adjustment has already been made. We have requested an adjustment for LexServe services.

(Embedded image moved to file: pic10263.gif)

Rachel S. Cole
Kentucky American Water
Field Services Supervisor
Customer Advocacy Office
Email: rachel.cole@amwater.com
Ph: 859-268-6307
Fax: 859-335-3307

Amanda
Carney/CALLCTR/CO
RP/AWWSC

12/04/2012 02:48
PM

Rachel Cole/KAWC/AWWSC@AWW

To

cc

Subject

KY account 337097

I got this contact and it is back from September I believe this has already been taken care of...

(Embedded image moved to file: pic31074.gif)

(Embedded image moved to file: pic22092.gif)

Amanda K Carney
American Water Works
Universal Agent
1410 Discovery Pkwy.
Alton, IL 62002
p. (618)-433-4311 ex. 6850

Janet Graham

From: Basu, Sandip [Sandip.Basu@gcww.cincinnati-oh.gov]
Sent: Tuesday, December 04, 2012 11:45 AM
To: Bryan.Siler@amwater.com; Candice Deininger; John Hoggard @ UtilPlan
Cc: William O'Mara; Wiest, Gary; Cossins, Faye; VonderMeulen, Paul; McGarry, Mimi; Nam, Eileen; Caldwell, Lisa; Pickens, Patty
Subject: RE: 2013 Reading & Billing Schedule

Bryan & John -

Is this related to SAP upgrade at American Water/KAWC? Thanks for the heads up ... I was not expecting SAP-implementation until later in 2013 ...

As you know, the consumption data from KAWC is the lifeline of LFUCG sewer billing accuracy.

GCWW will need time to do conversion re-program, test and re-deploy impact of any such changes. Obviously, we need to learn details of the layout changes and receiving test files ASAP.

We need to talk about the timeline of AmWater/KAWC changes and a revert with resulting timeline from GCWW/LFUCG/BGMS teams to test & deploy the changes. There are possible Change Control involved as well (between GCWW/LFUCG/BGMS).

I am sure you are treating this as a highest priority item. Please let me know what is the earliest we can talk.

Thank you.
Sandip.

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]
Sent: Mon 12/3/2012 11:37 PM
To: Basu, Sandip; Deininger, Candice
Cc: Nam, Eileen; Caldwell, Lisa; Wiest, Gary
Subject: Re: 2013 Reading & Billing Schedule

As expected, changes are coming to the usage data file layouts. Let's talk soon.

----- Original Message -----

From: "Basu, Sandip" [Sandip.Basu@gcww.cincinnati-oh.gov]
Sent: 12/03/2012 10:55 AM EST
To: "Deininger, Candice" <cdeining@lexingtonky.gov>; Bryan Siler
Cc: "Nam, Eileen" <Eileen.Nam@gcww.cincinnati-oh.gov>; "Caldwell, Lisa" <Lisa.Caldwell@gcww.cincinnati-oh.gov>; "Wiest, Gary" <Gary.Wiest@gcww.cincinnati-oh.gov>
Subject: RE: 2013 Reading & Billing Schedule

Thanks much Candice and Bryan.

Bryan - I have copied Gary & Lisa's email addresses as well for the same purpose. Appreciate it.

Sandip.

-----Original Message-----

From: Candice Deininger [mailto:cdeining@lexingtonky.gov]

Sent: Monday, December 03, 2012 10:23 AM

To: Bryan.Siler@amwater.com

Cc: Basu, Sandip; Nam, Eileen

Subject: RE: 2013 Reading & Billing Schedule

Good morning, Bryan, and thank you for the update. Would you kindly add Sandip and Eileen at GCW to the distribution list for me? Thanks very much!!

Candice J. Deininger
Revenue Supervisor
LFUCG Division of Revenue
200 East Main Street
Lexington, KY 40507
859-258-3364
cdeining@lexingtonky.gov

-----Original Message-----

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]

Sent: Monday, December 03, 2012 7:47 AM

Cc: Brenda.Wickenhauser@amwater.com; Candice Deininger;
cr.coe.ky@amwater.com; cr.ops.il@amwater.com; Douglas.Brock@amwater.com;
Elizabeth.Pfleger@amwater.com; jirwin@neptuneequipment.com;
kawc.fieldservices@amwater.com; Rachel.Cole@amwater.com;
Tony.Richardson@amwater.com; Travis.Rodgers@amwater.com;
Vanessa.Conrad@amwater.com; westsglen@yahoo.com
Subject: Re: 2013 Reading & Billing Schedule

Everyone,

My apologies. I was just made aware of some new requirements for this schedule. I will be sending an updated schedule for 2013 in the next few days.

Bryan Siler
Field Operations Supervisor
Kentucky American Water
2300 Richmond Road
Lexington, Kentucky 40502
859-268-6350 Office
859-268-6374 Fax
bryan.siler@amwater.com

From: Bryan Siler/KAWC/AWWSC

To: Elizabeth A Pfleger/CALLCTR/CORP/AWWSC@AWW, Vanessa A Conrad/CALLCTR/CORP/AWWSC@AWW, CR - OPS - IL/AWWSC@AWW, CR - COE - KY/AWWSC@AWW, Brenda L Wickenhauser/SERVCO/AWWSC@AWW, Tony E Richardson/KAWC/AWWSC@AWW, KAWC - Field Services Team/AWWSC@AWW, Travis E Rodgers/KAWC/AWWSC@AWW,

jirwin@neptuneequipment.com, westsglen@yahoo.com,
cdeining@lexingtonky.gov

Cc: Douglas Brock/KAWC/AWWSC@AWW, Rachel Cole/KAWC/AWWSC@AWW

Date: 11/28/2012 10:50 PM

Subject: 2013 Reading & Billing Schedule

Everyone,

Attached is the current version of the 2013 Reading and Billing Schedule for Kentucky. If any changes are made I will send you an updated schedule.

Please let me know if you have any questions.

[attachment "KY 2013 Meter Reading and Billing Schedule .xlsx" deleted by Bryan Siler/KAWC/AWWSC]

Bryan Siler
Field Operations Supervisor
Kentucky American Water
2300 Richmond Road
Lexington, Kentucky 40502
859-268-6350 Office
859-268-6374 Fax
bryan.siler@amwater.com

Janet Graham

From: Candice Deininger [CDEINING@LEXINGTONKY.GOV]
Sent: Tuesday, December 04, 2012 8:40 AM
To: cr.coe.ky@amwater.com
Cc: Carolyn E Knoll; Caldwell, Lisa; Harrison, Tricia
Subject: RE: Account 11027699-2100624; KAWC Premise 120118388

Hi, Angie, and thanks for checking!

Candice J. Deininger
Revenue Supervisor
LFUCG Division of Revenue
200 East Main Street
Lexington, KY 40507
859-258-3364
cdeining@lexingtonky.gov

From: Angela.Griffin@amwater.com [mailto:Angela.Griffin@amwater.com] **On Behalf Of**
cr.coe.ky@amwater.com
Sent: Monday, December 03, 2012 4:05 PM
To: Candice Deininger
Cc: Carolyn E Knoll; cr.coe.ky@amwater.com; Caldwell, Lisa; Harrison, Tricia
Subject: Re: Account 11027699-2100624; KAWC Premise 120118388

Good afternoon,
The account is correct in our system. Please let me know if you need anything else.

Thank you,
Angie Griffin

American Water
Customer Relations Center of Expertise (CoE) - Lexington
2300 Richmond Rd
Lexington KY 40502

Phone: 859-335-3430
Fax: 859-268-6739

email: cr.coe.ky@amwater.com

"Candice Deininger" <cdeining@lexingtonky.gov>

12/03/2012 01:38 PM

To <cr.coe.ky@amwater.com>, "Caldwell, Lisa"

<Lisa.Caldwell@gcww.cincinnati-oh.gov>

cc "Harrison, Tricia" <Tricia.Harrison@gcww.cincinnati-oh.gov>, "Carolyn E

Knoll" <cknoll@lexingtonky.gov>

Subject Account 11027699-2100624; KAWC Premise 120118388

This is an irrigation account and should not be charged sewer; kindly remove sewer billing code and usage code.
Thanks very much and have a good afternoon!

Candice J. Deininger
Revenue Supervisor
LFUCG Division of Revenue
200 East Main Street
Lexington, KY 40507
859-258-3364
cdeining@lexingtonky.gov

Janet Graham

From: Bryan.Siler@amwater.com
Sent: Monday, December 03, 2012 11:38 PM
To: Candice Deininger; Basu, Sandip
Cc: Wiest, Gary; Nam, Eileen; Caldwell, Lisa
Subject: Re: 2013 Reading & Billing Schedule

As expected, changes are coming to the usage data file layouts. Let's talk soon.

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Sent: 12/03/2012 10:55 AM EST
To: "Deininger, Candice" <cdeining@lexingtonky.gov>; Bryan Siler
Cc: "Nam, Eileen" <Eileen.Nam@gcww.cincinnati-oh.gov>; "Caldwell, Lisa" <Lisa.Caldwell@gcww.cincinnati-oh.gov>; "Wiest, Gary" <Gary.Wiest@gcww.cincinnati-oh.gov>
Subject: RE: 2013 Reading & Billing Schedule

Thanks much Candice and Bryan.

Bryan - I have copied Gary & Lisa's email addresses as well for the same purpose. Appreciate it.

Sandip.

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Subject: Re: 2013 Reading & Billing Schedule

Everyone,

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Bryan Siler
Field Operations Supervisor
Kentucky American Water
2300 Richmond Road

Lexington, Kentucky 40502
859-268-6350 Office
859-268-6374 Fax
bryan.siler@amwater.com

From: Bryan Siler/KAWC/AWWSC
To: Elizabeth A Pfleger/CALLCTR/CORP/AWWSC@AWW, Vanessa A
Conrad/CALLCTR/CORP/AWWSC@AWW, CR - OPS - IL/AWWSC@AWW, CR -
COE - KY/AWWSC@AWW, Brenda L Wickenhauser/SERVCO/AWWSC@AWW,
Tony E Richardson/KAWC/AWWSC@AWW, KAWC - Field Services
Team/AWWSC@AWW, Travis E Rodgers/KAWC/AWWSC@AWW,
jirwin@neptuneequipment.com, westsglen@yahoo.com,
cdeining@lexingtonky.gov
Cc: Douglas Brock/KAWC/AWWSC@AWW, Rachel Cole/KAWC/AWWSC@AWW
Date: 11/28/2012 10:50 PM
Subject: 2013 Reading & Billing Schedule

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Bryan Siler
Field Operations Supervisor
Kentucky American Water
2300 Richmond Road
Lexington, Kentucky 40502
859-268-6350 Office
859-268-6374 Fax
bryan.siler@amwater.com

Janet Graham

From: cr.coe.ky@amwater.com
Sent: Monday, December 03, 2012 4:05 PM
To: Candice Deininger
Cc: Carolyn E Knoll; Caldwell, Lisa; Harrison, Tricia; cr.coe.ky@amwater.com
Subject: Re: Account 11027699-2100624; KAWC Premise 120118388

Good afternoon,
The account is correct in our system. Please let me know if you need anything else.

Thank you,
Angie Griffin

American Water
Customer Relations Center of Expertise (CoE) - Lexington
2300 Richmond Rd
Lexington KY 40502

Phone: 859-335-3430
Fax: 859-268-6739

email: cr.coe.ky@amwater.com

"Candice Deininger" <cdeining@lexingtonky.gov>

To <cr.coe.ky@amwater.com>, "Caldwell, Lisa"
<Lisa.Caldwell@gcww.cincinnati-oh.gov>

12/03/2012 01:38 PM

cc "Harrison, Tricia" <Tricia.Harrison@gcww.cincinnati-oh.gov>, "Carolyn E
Knoll" <cknoll@lexingtonky.gov>

Subject Account 11027699-2100624; KAWC Premise 120118388

This is an irrigation account and should not be charged sewer; kindly remove sewer billing code and usage code. Thanks very much and have a good afternoon!

Candice J. Deininger
Revenue Supervisor
LFUCG Division of Revenue
200 East Main Street
Lexington, KY 40507
859-258-3364
cdeining@lexingtonky.gov

Janet Graham

From: Candice Deininger [CDEINING@LEXINGTONKY.GOV]
Sent: Monday, December 03, 2012 2:03 PM
To: Caldwell, Lisa; Riegler, Amy; cr.coe.ky@amwater.com
Cc: Carolyn E Knoll; Harrison, Tricia
Subject: RE: Account 11027699-2100624; KAWC Premise 120118388

Thanks Amy!!

Candice J. Deininger
 Revenue Supervisor
 LFUCG Division of Revenue
 200 East Main Street
 Lexington, KY 40507
 859-258-3364
cdeining@lexingtonky.gov

From: Riegler, Amy [mailto:Amy.Riegler@gcww.cincinnati-oh.gov]
Sent: Monday, December 03, 2012 1:53 PM
To: Caldwell, Lisa; Candice Deininger; CR.COE.KY@AMWATER.COM
Cc: Harrison, Tricia; Carolyn E Knoll
Subject: RE: Account 11027699-2100624; KAWC Premise 120118388

Hi Lisa and Candice:

The sewer service for account 11027699-2100624 has been moved out and marked to "Prevent move in" and noted for irrigation only.

Thank you,

Amy Riegler
 Administrative Specialist
 Customer Service and Billing
 513-591-6583

From: Caldwell, Lisa
Sent: Monday, December 03, 2012 1:43 PM
To: Riegler, Amy
Subject: FW: Account 11027699-2100624; KAWC Premise 120118388

Amy, please move out services, prevent movein, note account and mark prem as irrigation and reply to all. Let me know what questions you may have.

Thanks.

From: Candice Deininger [mailto:cdeining@lexingtonky.gov]
Sent: Monday, December 03, 2012 1:38 PM
To: cr.coe.ky@amwater.com; Caldwell, Lisa
Cc: Harrison, Tricia; Wetherington, Carrie
Subject: Account 11027699-2100624; KAWC Premise 120118388

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04/28/2013

usage code. Thanks very much and have a good afternoon!

Candice J. Deininger
Revenue Supervisor
LFUCG Division of Revenue
200 East Main Street
Lexington, KY 40507
859-258-3364
cdeining@lexingtonky.gov

Janet Graham

From: Riegler, Amy [Amy.Riegler@gcww.cincinnati-oh.gov]
Sent: Monday, December 03, 2012 1:53 PM
To: Candice Deininger; Caldwell, Lisa; cr.coe.ky@amwater.com
Cc: Carolyn E Knoll; Harrison, Tricia
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Amy Riegler
Administrative Specialist
Customer Service and Billing
513-591-6583

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Subject: FW: Account 11027699-2100624; KAWC Premise 120118388

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Candice J. Deininger
Revenue Supervisor
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200 East Main Street
Lexington, KY 40507
859-258-3364
cdeining@lexingtonky.gov

Janet Graham

From: Candice Deininger [CDEINING@LEXINGTONKY.GOV]

Sent: Monday, December 03, 2012 1:38 PM

To: Caldwell, Lisa; cr.coe.ky@amwater.com

Cc: Carolyn E Knoll; Harrison, Tricia

Subject: Account 11027699-2100624; KAWC Premise 120118388

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Candice J. Deininger
Revenue Supervisor
LFUCG Division of Revenue
200 East Main Street
Lexington, KY 40507
859-258-3364
cdeining@lexingtonky.gov

Janet Graham

From: Basu, Sandip [Sandip.Basu@gcww.cincinnati-oh.gov]
Sent: Monday, December 03, 2012 10:55 AM
To: Bryan.Siler@amwater.com; Candice Deininger
Cc: Wiest, Gary; Nam, Eileen; Caldwell, Lisa
Subject: RE: 2013 Reading & Billing Schedule

Thanks much Candice and Bryan.

Bryan - I have copied Gary & Lisa's email addresses as well for the same purpose. Appreciate it.

Sandip.

-----Original Message-----

From: Candice Deininger [mailto:cdeining@lexingtonky.gov]
Sent: Monday, December 03, 2012 10:23 AM
To: Bryan.Siler@amwater.com
Cc: Basu, Sandip; Nam, Eileen
Subject: RE: 2013 Reading & Billing Schedule

Good morning, Bryan, and thank you for the update. Would you kindly add Sandip and Eileen at GCW to the distribution list for me? Thanks very much!!

Candice J. Deininger
Revenue Supervisor
LFUCG Division of Revenue
200 East Main Street
Lexington, KY 40507
859-258-3364
cdeining@lexingtonky.gov

-----Original Message-----

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]
Sent: Monday, December 03, 2012 7:47 AM
Cc: Brenda.Wickenhauser@amwater.com; Candice Deininger; cr.coe.ky@amwater.com; cr.ops.il@amwater.com; Douglas.Brock@amwater.com; Elizabeth.Pfleger@amwater.com; jirwin@neptuneequipment.com; kawc.fieldservices@amwater.com; Rachel.Cole@amwater.com; Tony.Richardson@amwater.com; Travis.Rodgers@amwater.com; Vanessa.Conrad@amwater.com; westsglen@yahoo.com
Subject: Re: 2013 Reading & Billing Schedule

Everyone,

My apologies. I was just made aware of some new requirements for this schedule. I will be sending an updated schedule for 2013 in the next few days.

Bryan Siler
Field Operations Supervisor
Kentucky American Water
2300 Richmond Road
Lexington, Kentucky 40502
859-268-6350 Office
859-268-6374 Fax
bryan.siler@amwater.com

From: Bryan Siler/KAWC/AWWSC
To: Elizabeth A Pfleger/CALLCTR/CORP/AWWSC@AWW, Vanessa A Conrad/CALLCTR/CORP/AWWSC@AWW, CR - OPS - IL/AWWSC@AWW, CR - COE - KY/AWWSC@AWW, Brenda L Wickenhauser/SERVCO/AWWSC@AWW, Tony E Richardson/KAWC/AWWSC@AWW, KAWC - Field Services

Team/AWWSC@AWW, Travis E Rodgers/KAWC/AWWSC@AWW,
jirwin@neptuneequipment.com, westsglen@yahoo.com,
cdeining@lexingtonky.gov

Cc: Douglas Brock/KAWC/AWWSC@AWW, Rachel Cole/KAWC/AWWSC@AWW

Date: 11/28/2012 10:50 PM

Subject: 2013 Reading & Billing Schedule

Everyone,

Attached is the current version of the 2013 Reading and Billing Schedule for Kentucky. If any changes are made I will send you an updated schedule.

Please let me know if you have any questions.

[attachment "KY 2013 Meter Reading and Billing Schedule .xlsx" deleted by Bryan Siler/KAWC/AWWSC]

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Cc: Rachel.Cole@amwater.com; Elizabeth.Pfleger@amwater.com;
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kawc.fieldservices@amwater.com; Douglas.Brock@amwater.com; cr.coe.ky@amwater.com;
cr.ops.il@amwater.com; Brenda.Wickenhauser@amwater.com;
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859-268-6350 Office
859-268-6374 Fax
bryan.siler@amwater.com

Janet Graham

From: Bryan.Siler@amwater.com
Sent: Wednesday, November 28, 2012 10:51 PM
To: Elizabeth.Pfleger@amwater.com; Vanessa.Conrad@amwater.com; Candice Deininger; Travis.Rodgers@amwater.com; kawc.fieldservices@amwater.com; cr.coe.ky@amwater.com; cr.ops.il@amwater.com; Brenda.Wickenhauser@amwater.com; Tony.Richardson@amwater.com; jirwin@neptuneequipment.com; westsglen@yahoo.com
Cc: Rachel.Cole@amwater.com; Douglas.Brock@amwater.com
Subject: 2013 Reading & Billing Schedule

Attachments: KY 2013 Meter Reading and Billing Schedule .xlsx



KY 2013 Meter
Reading and Bill...

Everyone,

Attached is the current version of the 2013 Reading and Billing Schedule for Kentucky. If any changes are made I will send you an updated schedule.

Please let me know if you have any questions.

(See attached file: KY 2013 Meter Reading and Billing Schedule .xlsx)

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Field Operations Supervisor
Kentucky American Water
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Lexington, Kentucky 40502
859-268-6350 Office
859-268-6374 Fax
bryan.siler@amwater.com

Janet Graham

From: Candice Deininger [CDEINING@LEXINGTONKY.GOV]
Sent: Tuesday, November 27, 2012 2:09 PM
To: cr.coe.ky@amwater.com
Cc: Rachel.Cole@amwater.com; Carolyn E Knoll
Subject: FW: credit adjustment

Attachments: pic16090.gif



pic16090.gif (6
KB)

Good afternoon. Carrie (copied above) received an out-of-office email stating that Rachel will be out until December 3. If possible, would you kindly check the account in her attachment to see if there is a contact name/number so Carrie can call the customer back? If there is, would you please email Carrie (cknoll@lexingtonky.gov) with that information? Thanks very much!!

Candice J. Deininger
Revenue Supervisor
LFUCG Division of Revenue
200 East Main Street
Lexington, KY 40507
859-258-3364
cdeining@lexingtonky.gov

-----Original Message-----

From: Candice Deininger
Sent: Tuesday, November 27, 2012 8:03 AM
To: Carolyn E Knoll; Richard Lamey
Cc: 'Rachel.Cole@amwater.com'
Subject: FW: credit adjustment

Good morning! Hope you both had a great Thanksgiving! Now, on to my favorite holiday - hehehehehe!!!

I received this request from Rachel at KAWC regarding the attached bill for a church. I suspect that it will be due an adjustment, but since it's a commercial account and you know more than I about chillers, would you kindly take a look at it and make contact with the appropriate people to take care of this for me?

As always, thanks so much for your help - have a wonderful day!!

Candice J. Deininger
Revenue Supervisor
LFUCG Division of Revenue
200 East Main Street
Lexington, KY 40507
859-258-3364
cdeining@lexingtonky.gov

-----Original Message-----

From: Rachel.Cole@amwater.com [mailto:Rachel.Cole@amwater.com]
Sent: Tuesday, November 20, 2012 3:07 PM
To: Candice Deininger
Subject: credit adjustment

Hi Candice,

I'm not sure if water used in chillers go into the sewer system. This church's chiller had a leak and it caused this very high bill. Would a sewer credit be applicable?

Hope you have a great Thanksgiving!

(Embedded image moved to file: pic16090.gif)

Rachel S. Cole
Kentucky American Water
Field Services Supervisor
Customer Advocacy Office
Email: rachel.cole@amwater.com
Ph: 859-268-6307
Fax: 859-335-3307

Janet Graham

From: Carolyn E Knoll [cknoll@lexingtonky.gov]
Sent: Tuesday, November 27, 2012 1:50 PM
To: Candice Deininger
Cc: Rachel.Cole@amwater.com
Subject: RE: credit adjustment

Rachel,
Do you have the name of the person you spoke with about this? We need more information about this account and I am not sure who to contact there.
Thanks,

Carrie Knoll Wetherington
Program Specialist
Division of Water Quality
Lexington-Fayette Urban County Government
Phone: (859) 425-2409
Fax: (859) 254-7787

-----Original Message-----

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Sent: Tuesday, November 27, 2012 8:03 AM
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Email: rachel.cole@amwater.com
Ph: 859-268-6307
Fax: 859-335-3307

Janet Graham

From: Candice Deininger [CDEINING@LEXINGTONKY.GOV]
Sent: Tuesday, November 27, 2012 8:03 AM
To: Richard Lamey; Carolyn E Knoll
Cc: Rachel.Cole@amwater.com
Subject: FW: credit adjustment

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Kentucky American Water
Field Services Supervisor
Customer Advocacy Office
Email: rachel.cole@amwater.com
Ph: 859-268-6307
Fax: 859-335-3307

Janet Graham

From: cr.coe.ky@amwater.com
Sent: Wednesday, November 14, 2012 9:51 AM
To: Candice Deininger
Subject: Re: Account 11022466-2113467

Candice,

Please provide the service address for this request. We want to ensure we update the correct account.
Thank you.

American Water
Customer Relations Center of Expertise (CoE) - Lexington
2300 Richmond Rd
Lexington KY 40502

Fax # 859-268-6739

"Candice Deininger" <cdeining@lexingtonky.gov>

11/09/2012 11:26 AM

To <cr.coe.ky@amwater.com>, "Anderson, Stacey"
<Stacey.Anderson@gcww.cincinnati-oh.gov>, "Caldwell, Lisa"
<Lisa.Caldwell@gcww.cincinnati-oh.gov>

CC <betty.dews@ky.gov>, <david.jacques@uky.edu>

Subject Account 11022466-2113467

Good morning. This account should not be billed for sewer as it is located in an area not served by LFUCG sewer. Please remove sewer billing code and KAWC delete usage code; all charges have been adjusted off this account. Thank you and have a good day!

Candice J. Deininger
Revenue Supervisor
LFUCG Division of Revenue
200 East Main Street
Lexington, KY 40507
859-258-3364
cdeining@lexingtonky.gov

Janet Graham

From: Candice Deininger [CDEINING@LEXINGTONKY.GOV]
Sent: Monday, November 12, 2012 4:07 PM
To: Rachel.Cole@amwater.com
Subject: RE: October 2012 Sewer Tap-On List

Great - thank you!! Yes - a great evening for a fire, huh? And maybe a Christmas movie?!

Candice J. Deininger
Revenue Supervisor
LFUCG Division of Revenue
200 East Main Street
Lexington, KY 40507
859-258-3364
cdeining@lexingtonky.gov

-----Original Message-----

From: Rachel.Cole@amwater.com [mailto:Rachel.Cole@amwater.com]
Sent: Monday, November 12, 2012 3:56 PM
To: Candice Deininger
Cc: cr.coe.ky@amwater.com
Subject: Re: October 2012 Sewer Tap-On List

Hi Candice,

I totally agree! Our COE group will take care of making sure these premises get the sewer code. Thanks and keep warm!

Rachel S. Cole
Kentucky American Water
Field Services Supervisor
Customer Advocacy Office
Email: rachel.cole@amwater.com
Ph: 859-268-6307
Fax: 859-335-3307

"Candice Deininger" <cdeining@lexingt onky.gov>	<Rachel.Cole@amwater.com>	To
		cc
11/12/2012 03:48 PM	<cr.coe.ky@amwater.com>	Subject
	October 2012 Sewer Tap-On List	

Hi, Rachel! Wasn't quite sure to whom I should send these . . . I've also copied Donna's group since they are making update/corrections for us. Just let me know for future reference. I appreciate your continued help as always - we got to stick together!! Thank you and have a good evening!

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Janet Graham

From: Candice Deininger [CDEINING@LEXINGTONKY.GOV]
Sent: Friday, November 09, 2012 12:02 PM
To: Rachel.Cole@amwater.com
Subject: RE: Monday, November 12

Enjoy!!!

Candice J. Deininger
Revenue Supervisor
LFUCG Division of Revenue
200 East Main Street
Lexington, KY 40507
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cdeining@lexingtonky.gov

-----Original Message-----

From: Rachel.Cole@amwater.com [mailto:Rachel.Cole@amwater.com]
Sent: Friday, November 09, 2012 12:01 PM
To: Candice Deininger
Subject: RE: Monday, November 12

Hi Candice,

We're not closed, either. I didn't read the part where you said GCW was closed.
Sorry..but yes, I'm looking forward to the weekend -long or short!

Rachel S. Cole
Kentucky American Water
Field Services Supervisor
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Email: rachel.cole@amwater.com
Ph: 859-268-6307
Fax: 859-335-3307

"Candice
Deininger"
<cdeining@lexingt
onky.gov>

<Rachel.Cole@amwater.com>

To

cc

11/09/2012 11:56
AM

Subject

RE: Monday, November 12

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remember if you guys are closed. Even though we don't get Monday off, I'm still gonna
enjoy the weekend and try to finish up the last of the cutting back of stuff. This year
seems to have flown by, and it's hard to believe Thanksgiving is less than two weeks away!

Candice J. Deininger
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200 East Main Street
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cdeining@lexingtonky.gov

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From: Rachel.Cole@amwater.com [mailto:Rachel.Cole@amwater.com]
Sent: Friday, November 09, 2012 11:53 AM
To: Candice Deininger
Subject: Re: Monday, November 12

Candice,

What a great weekend to have, as a long one! We're supposed to have great weather! Enjoy!

Rachel S. Cole
Kentucky American Water
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Ph: 859-268-6307
Fax: 859-335-3307

"Candice
Deininger"

To <cdeining@lexingt
onky.gov>

"Pat Tatum"
<ptatum@lexingtonky.gov>, "Kendra

11/09/2012 11:31
<kcarter@lexingtonky.gov>,
AM

Carter"
<Rachel.Cole@amwater.com>

cc

"John Hoggard"
<jhoggard@utiliplan.com>, "William
O'Mara" <billo@lexingtonky.gov>,

"Mark York"
<myork@lexingtonky.gov>, "Lynne
Webb" <lwebb@lexingtonky.gov>,

"Tonia Walters"
<twalters2@lexingtonky.gov>, "Laura
Harris"

<lharris@lexingtonky.gov>,

"Hilori Morgan"
<hmorgan@lexingtonky.gov>

Subject

Monday, November 12

As an FYI, GCW offices will be closed on Monday in observance of Veterans Day.

Candice J. Deininger
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LFUCG Division of Revenue
200 East Main Street
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859-258-3364

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"Candice
Deininger"
<cdeining@lexingt
To onky.gov>

"Pat Tatum"
<ptatum@lexingtonky.gov>, "Kendra
Carter"
<Rachel.Cole@amwater.com>

11/09/2012 11:31
<kcarter@lexingtonky.gov>,
AM

cc "John Hoggard"
<jhoggard@utiliplan.com>, "William
O'Mara" <billo@lexingtonky.gov>,
"Mark York"
<myork@lexingtonky.gov>, "Lynne
Webb" <lwebb@lexingtonky.gov>,
"Tonia Walters"
<twalters2@lexingtonky.gov>, "Laura
<lharris@lexingtonky.gov>,
Harris"
"Hilori Morgan"
<hmorgan@lexingtonky.gov>

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Sent: Friday, November 09, 2012 11:53 AM
To: Candice Deininger
Subject: Re: Monday, November 12

Candice,

What a great weekend to have, as a long one! We're supposed to have great weather! Enjoy!

Rachel S. Cole
Kentucky American Water
Field Services Supervisor
Customer Advocacy Office
Email: rachel.cole@amwater.com
Ph: 859-268-6307
Fax: 859-335-3307

"Candice
Deininger"
<cdeining@lexingt
onky.gov>

11/09/2012 11:31
AM

To
"Pat Tatum"
<ptatum@lexingtonky.gov>, "Kendra
Carter" <kcarter@lexingtonky.gov>,
<Rachel.Cole@amwater.com>

cc

"John Hoggard"
<jhoggard@utiliplan.com>, "William
O'Mara" <billo@lexingtonky.gov>,
"Mark York"
<myork@lexingtonky.gov>, "Lynne
Webb" <lwebb@lexingtonky.gov>,
"Tonia Walters"
<twalters2@lexingtonky.gov>, "Laura
Harris" <lharris@lexingtonky.gov>,
"Hilori Morgan"
<hmorgan@lexingtonky.gov>

Subject

Monday, November 12

As an FYI, GCW offices will be closed on Monday in observance of Veterans Day.

Candice J. Deininger
Revenue Supervisor
LFUCG Division of Revenue
200 East Main Street
Lexington, KY 40507
859-258-3364
cdeining@lexingtonky.gov

Janet Graham

From: Rachel.Cole@amwater.com
Sent: Friday, November 09, 2012 11:53 AM
To: Candice Deininger
Subject: Re: Monday, November 12

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"Tonia Walters"
<twalters2@lexingtonky.gov>, "Laura
Harris" <lharris@lexingtonky.gov>,
"Hilori Morgan"
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Subject

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Candice J. Deininger
Revenue Supervisor
LFUCG Division of Revenue
200 East Main Street
Lexington, KY 40507
859-258-3364
cdeining@lexingtonky.gov

Janet Graham

From: Candice Deininger [CDEINING@LEXINGTONKY.GOV]
Sent: Friday, November 09, 2012 11:26 AM
To: Caldwell, Lisa; Anderson, Stacey; cr.coe.ky@amwater.com
Cc: betty.dews@ky.gov; david.jacques@uky.edu
Subject: Account 11022466-2113467

Good morning. This account should not be billed for sewer as it is located in an area not served by LFUCG sewer. Please remove sewer billing code and KAWC delete usage code; all charges have been adjusted off this account. Thank you and have a good day!

Candice J. Deininger
Revenue Supervisor
LFUCG Division of Revenue
200 East Main Street
Lexington, KY 40507
859-258-3364
cdeining@lexingtonky.gov

Janet Graham

From: Rachel.Cole@amwater.com
Sent: Wednesday, November 07, 2012 6:27 PM
To: Candice Deininger
Cc: Lynne Webb
Subject: request for a customer for payment arrangement

Good Evening Candice,

This customer was not on our original list. She had \$217.74 of landfill and storm water fees transferred over to LEXServe. She has a history of paying her bills, but due to the payment matrix was never shut off for unpaid landfill and storm water fees that started accumulating since January 2011.

Will you entertain a payment arrangement for her? I told her I would ask so please let me know what I can tell her. Thanks.

Eddie Taylor 3500 Woodspring Drive premise 120086970

Rachel S. Cole
Kentucky American Water
Field Services Supervisor
Customer Advocacy Office
Email: rachel.cole@amwater.com
Ph: 859-268-6307
Fax: 859-335-3307

Janet Graham

From: Basu, Sandip [Sandip.Basu@gcww.cincinnati-oh.gov]
Sent: Wednesday, November 07, 2012 2:52 PM
To: Rachel.Cole@amwater.com
Cc: William O'Mara; Candice Deininger; Tonia Walters; Wiest, Gary; Cossins, Faye; John Hoggard @ UtilPlan; Lynne Webb; McGarry, Mimi; Nam, Eileen; Pickens, Patty; Brian McDonough @ AMWater
Subject: RE: LEXI - 11/01 Usage file process

Thanks Rachel - GCWW team will plan accordingly.

Sandip.

From: Rachel.Cole@amwater.com [mailto:Rachel.Cole@amwater.com]
Sent: Wed 11/7/2012 2:07 PM
To: Basu, Sandip
Cc: Bill O'Mara @ LFUCG; Brian McDonough @ AMWater; Deininger, Candice; Nam, Eileen; Cossins, Faye; Wiest, Gary; John Hoggard @ UtilPlan; Webb, Lynne; McGarry, Mimi; Pickens, Patty; Walters, Tonia
Subject: RE: LEXI - 11/01 Usage file process

Hi Sandip,

Regarding question #4, the usage will be sent on Friday's file. (11/9/12).
You are correct.

Rachel S. Cole
Kentucky American Water
Field Services Supervisor
Customer Advocacy Office
Email: rachel.cole@amwater.com
Ph: 859-268-6307
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"Basu, Sandip"
<Sandip.Basu@gcww.cincinnati-oh.gov>
v> To: "Brian McDonough @ AMWater"
<Brian.McDonough@amwater.com>,
11/07/2012 11:08 AM "Rachel Cole @ Amwater"
<Rachel.Cole@amwater.com>,
"Deininger, Candice"
<cdeining@lexingtonky.gov>, "John Hoggard @ UtilPlan"
<jhoggard@utiliplan.com>, "Webb, Lynne" <lwebb@lexingtonky.gov>,
"Walters, Tonia"
<twalters2@lexingtonky.gov>
cc
"Wiest, Gary"
<Gary.Wiest@gcww.cincinnati-oh.gov>
, "Nam, Eileen"
<Eileen.Nam@gcww.cincinnati-oh.gov>
, "McGarry, Mimi"

<Mimi.McGarry@gcww.cincinnati-oh.gov>, "Pickens, Patty"
<Patty.Pickens@gcww.cincinnati-oh.gov>, "Cossins, Faye"
<Faye.Cossins@gcww.cincinnati-oh.gov>, "Bill O'Mara @ LFUCG"
<billo@lexingtonky.gov>
Subject
RE: LEXI - 11/01 Usage file process

Brian, Rachel - How do you propose as to address this item today/tomorrow?

Candice & Team - FYI, we need to resolve Eileen's concerns by today/tomorrow - so that these cycles are billed on-time.

Thank you.
Sandip.

From: Nam, Eileen
Sent: Wed 11/7/2012 11:07 AM
To: Basu, Sandip
Cc: Wiest, Gary
Subject: RE: LEXI - 11/01 Usage file process

Sandip,

We haven't heard from Brian and Rachel for item #4. If we don't receive usages until this Friday, there will be around 27,300+ accounts billing on Friday (11/9).

Eileen

From: Basu, Sandip
Sent: Thursday, November 01, 2012 6:17 PM
To: 'Brian McDonough @ AMWater'; 'Rachel Cole @ Amwater'; Deininger, Candice; 'John Hoggard @ UtilPlan'
Cc: Webb, Lynne; Walters, Tonia; Nam, Eileen; Caldwell, Lisa; Wiest, Gary
Subject: FW: LEXI - 11/01 Usage file process

Candice & LFUCG Team – Please see attached and Eileen's message extract below:

1. The 'USAGE_TRX_FOR_NON_ICS_OR_CLOSED_ACCOUNT_20121101.xlsx' attached for Candice's review
2. We received readings for cycle 1900 (about 6,400+) accounts, which were scheduled to bill last night, on today's usage file. There will be around 12,000+ accounts billed (11,500+ regular bills for cycle 1900 & 2000 and 400+ Final bills, and 100+ exception bills) for tonight (Thu Nov 1st)
3. On 11/01 usage file, we received readings for cycle 1900, 2000, 2100, and 0100.

4. We are scheduled to bill accounts in cycle 0200, 0300, and 0400(few accounts in 3600, 3700, 3800) starting on 11/6 next week but usages were not included in today's usage file.

Brian & Rachel – Can you please address the yellow highlighted item above? Based on your feedback about reading/billing schedule GCWW will have to check if we need to change our billing schedule and inform BGMS (print & mail vendor) accordingly.

Thank you,
Sandip.

From: Nam, Eileen
Sent: Thursday, November 01, 2012 3:03 PM
To: Caldwell, Lisa; Riegler, Amy; Basu, Sandip
Cc: Wiest, Gary
Subject: LEXI - 11/01 Usage file process

Lisa,

We received usage file 11/01 today. I believe due to the month end process, we received the file one day earlier. The next usage file will be next Friday.

The attached is transaction exception & address changes from usage file 11/01 and the list of accounts needed adjustments for not converted accounts. There are NO Discount/UCGB account transactions with 1 to 15 DOS.

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Sandip,

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Thanks.

Eileen

[attachment "image001.png" deleted by Rachel Cole/KAWC/AWWSC]

Janet Graham

From: Candice Deininger [CDEINING@LEXINGTONKY.GOV]

Sent: Wednesday, November 07, 2012 2:29 PM

To: MaryEllen.Pugh@amwater.com

Subject: RE: RRS Sewage October 2012

Hi, Mary Ellen, and thank you! Been out on a much-needed vacation – hope all is well over there . . .

Candice J. Deininger
Revenue Supervisor
LFUCG Division of Revenue
200 East Main Street
Lexington, KY 40507
859-258-3364
cdeining@lexingtonky.gov

From: MaryEllen.Pugh@amwater.com [mailto:MaryEllen.Pugh@amwater.com]

Sent: Wednesday, October 31, 2012 12:03 PM

To: Candice Deininger

Subject: Fw: RRS Sewage October 2012

Hi Candice! Hope all is well. Happy Halloween!!!

See attached our usage for October

Mary Ellen Pugh
Kentucky American Water
2300 Richmond Rd
Lexington, KY 40502
859-335-3425
Maryellen.Pugh@amwater.com

----- Forwarded by Mary Ellen Pugh/KAWC/AWWSC on 10/31/2012 12:02 PM -----

From: Justin D Sensabaugh/KAWC/AWWSC

To: Mary Ellen Pugh/KAWC/AWWSC@AWW

Cc: Justin.Sensabaugh@amwater.com

Date: 10/31/2012 10:30 AM

Subject: RRS Sewage October 2012

Justin D. Sensabaugh
Operations Supervisor - Production

Kentucky American Water
2300 Richmond Road
Lexington, KY 40502
Office (859) 268-6342
Internal 7-533-6342
Cell (859) 455-6743
Fax (859) 335-3342
justin.sensabaugh@amwater.com

Janet Graham

From: Rachel.Cole@amwater.com
Sent: Wednesday, November 07, 2012 2:08 PM
To: sandip.basu@gcww.cincinnati-oh.gov
Cc: William O'Mara; Candice Deininger; Tonia Walters; Wiest, Gary; Cossins, Faye; John Hoggard @ UtilPlan; Lynne Webb; McGarry, Mimi; Nam, Eileen; Pickens, Patty; Brian McDonough @ AMWater
Subject: RE: LEXI - 11/01 Usage file process

Hi Sandip,

Regarding question #4, the usage will be sent on Friday's file. (11/9/12).
You are correct.

Rachel S. Cole
Kentucky American Water
Field Services Supervisor
Customer Advocacy Office
Email: rachel.cole@amwater.com
Ph: 859-268-6307
Fax: 859-335-3307

"Basu, Sandip"
<Sandip.Basu@gcww.cincinnati-oh.gov>
v>

11/07/2012 11:08 AM

To
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<Brian.McDonough@amwater.com>,
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<cdeining@lexingtonky.gov>, "John Hoggard @ UtilPlan"
<jhoggard@utiliplan.com>, "Webb, Lynne" <lwebb@lexingtonky.gov>,
"Walters, Tonia"
<twalters2@lexingtonky.gov>

cc

"Wiest, Gary"
<Gary.Wiest@gcww.cincinnati-oh.gov>
, "Nam, Eileen"
<Eileen.Nam@gcww.cincinnati-oh.gov>
, "McGarry, Mimi"
<Mimi.McGarry@gcww.cincinnati-oh.gov>,
"Pickens, Patty"
<Patty.Pickens@gcww.cincinnati-oh.gov>,
"Cossins, Faye"
<Faye.Cossins@gcww.cincinnati-oh.gov>,
"Bill O'Mara @ LFUCG"
<billo@lexingtonky.gov>

Subject

RE: LEXI - 11/01 Usage file process

Brian, Rachel - How do you propose as to address this item today/tomorrow?

Candice & Team - FYI, we need to resolve Eileen's concerns by today/tomorrow - so that these cycles are billed on-time.

Thank you.
Sandip.

From: Nam, Eileen
Sent: Wed 11/7/2012 11:07 AM
To: Basu, Sandip
Cc: Wiest, Gary
Subject: RE: LEXI - 11/01 Usage file process

Sandip,

We haven't heard from Brian and Rachel for item #4. If we don't receive usages until this Friday, there will be around 27,300+ accounts billing on Friday (11/9).

Eileen

From: Basu, Sandip
Sent: Thursday, November 01, 2012 6:17 PM
To: 'Brian McDonough @ AMWater'; 'Rachel Cole @ Amwater'; Deininger, Candice; 'John Hoggard @ UtilPlan'
Cc: Webb, Lynne; Walters, Tonia; Nam, Eileen; Caldwell, Lisa; Wiest, Gary
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Cc: William O'Mara; Wiest, Gary; Cossins, Faye; McGarry, Mimi; Nam, Eileen; Pickens, Patty
Subject: RE: LEXI - 11/01 Usage file process
Importance: High

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Sandip.

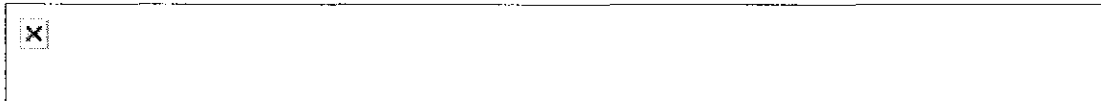
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Thanks.
Eileen

Janet Graham

From: Candice Deininger [CDEINING@LEXINGTONKY.GOV]
Sent: Tuesday, November 06, 2012 2:33 PM
To: Harrison, Tricia; LEXserv Assist
Cc: Rachel.Cole@amwater.com; Lynne Webb
Subject: RE: Ms. Cole -PSC complaint from 2011

Thank you!!

Candice J. Deininger
Revenue Supervisor
LFUCG Division of Revenue
200 East Main Street
Lexington, KY 40507
859-258-3364
cdeining@lexingtonky.gov

-----Original Message-----

From: Harrison, Tricia [mailto:Tricia.Harrison@gcww.cincinnati-oh.gov]
Sent: Tuesday, November 06, 2012 2:27 PM
To: Candice Deininger; LEXserv Assist
Cc: Lynne Webb; Rachel.Cole@amwater.com
Subject: RE: Ms. Cole -PSC complaint from 2011

Done.
Trish

-----Original Message-----

From: Candice Deininger [mailto:cdeining@lexingtonky.gov]
Sent: Tuesday, November 06, 2012 2:23 PM
To: LEXserv Assist
Cc: Webb, Lynne; Rachel.Cole@amwater.com
Subject: FW: Ms. Cole -PSC complaint from 2011

Good afternoon, Patty and Trish! Kindly add the attached documents from KAWC to the document management/workflow (as well as a copy of this email) for account 11018614-2065927. Thank you!!

Candice J. Deininger
Revenue Supervisor
LFUCG Division of Revenue
200 East Main Street
Lexington, KY 40507
859-258-3364
cdeining@lexingtonky.gov

-----Original Message-----

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Sent: Friday, October 26, 2012 2:20 PM
To: Lynne Webb
Cc: Candice Deininger
Subject: Ms. Cole -PSC complaint from 2011

Hi Lynn,

This customer was not on payment terms so she was never on the list of customers that received letters. She filed a formal complaint with the PSC in 2011. Ginny Smith (director at the PSC) actually calls her every month to get a payment. So I'm now looking at her account and thinking that you guys should know about this one. It looks like the only balance transferred to you, is \$141.00. I'll have to look into it a little bit more, but if you get a call from her, please note that she's "special".

You may not hear from her at all, since all you have is \$141.00 carryover.
Thanks.

(Embedded image moved to file: pic26803.gif)

Rachel S. Cole
Kentucky American Water
Field Services Supervisor
Customer Advocacy Office
Email: rachel.cole@amwater.com
Ph: 859-268-6307
Fax: 859-335-3307

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859-258-3364
cdeining@lexingtonky.gov

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Cc: Candice Deininger
Subject: Ms. Cole -PSC complaint from 2011

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Rachel S. Cole
Kentucky American Water
Field Services Supervisor
Customer Advocacy Office
Email: rachel.cole@amwater.com
Ph: 859-268-6307
Fax: 859-335-3307

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Attachments: pic26803.gif



pic26803.gif (6
KB)

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Candice J. Deininger
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This customer was not on payment terms so she was never on the list of customers that received letters. She filed a formal complaint with the PSC in 2011. Ginny Smith (director at the PSC) actually calls her every month to get a payment. So I'm now looking at her account and thinking that you guys should know about this one. It looks like the only balance transferred to you, is \$141.00. I'll have to look into it a little bit more, but if you get a call from her, please note that she's "special". You may not hear from her at all, since all you have is \$141.00 carryover. Thanks.

(Embedded image moved to file: pic26803.gif)

Rachel S. Cole
Kentucky American Water
Field Services Supervisor
Customer Advocacy Office
Email: rachel.cole@amwater.com
Ph: 859-268-6307
Fax: 859-335-3307

Janet Graham

From: Basu, Sandip [Sandip.Basu@gcww.cincinnati-oh.gov]
Sent: Thursday, November 01, 2012 6:17 PM
To: Rachel Cole @ Amwater; Candice Deininger; John Hoggard @ UtilPlan; Brian McDonough @ AMWater
Cc: Tonia Walters; Wiest, Gary; Nam, Eileen; Caldwell, Lisa; Lynne Webb
Subject: FW: LEXI - 11/01 Usage file process
Attachments: 20121101_USAGE_TRX.xlsx; NO_ICS_ACCOUNT_ADJ_NEEDED_20121101.xlsx

Candice & LFUCG Team – Please see attached and Eileen’s message extract below:

1. The ‘USAGE_TRX_FOR_NON_ICS_OR_CLOSED_ACCOUNT_20121101.xlsx’ attached for Candice’s review
2. We received readings for cycle 1900 (about 6,400+) accounts, which were scheduled to bill last night, on today’s usage file. There will be around 12,000+ accounts billed (11,500+ regular bills for cycle 1900 & 2000 and 400+ Final bills, and 100+ exception bills) for tonight (Thu Nov 1st)
3. On 11/01 usage file, we received readings for cycle 1900, 2000, 2100, and 0100.
4. We are scheduled to bill accounts in cycle **0200, 0300, and 0400** (few accounts in 3600, 3700, 3800) starting on 11/6 next week but **usages were not included in today’s usage file.**

Brian & Rachel – Can you please address the yellow highlighted item above? Based on your feedback about reading/billing schedule GCWW will have to check if we need to change our billing schedule and inform BGMS (print & mail vendor) accordingly.

Thank you,
Sandip.

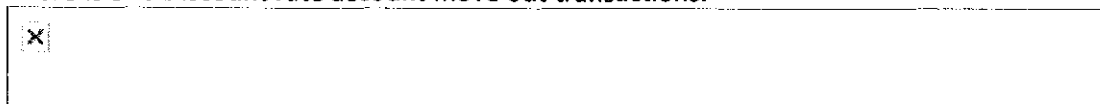
From: Nam, Eileen
Sent: Thursday, November 01, 2012 3:03 PM
To: Caldwell, Lisa; Riegler, Amy; Basu, Sandip
Cc: Wiest, Gary
Subject: LEXI - 11/01 Usage file process

Lisa,

We received usage file 11/01 today. I believe due to the month end process, we received the file one day earlier. The next usage file will be next Friday.

The attached is transaction exception & address changes from usage file 11/01 and the list of accounts needed adjustments for not converted accounts. There are NO Discount/UCGB account transactions with 1 to 15 DOS.

There is one Discount rate account move out transactions.



Sandip,

The ‘USAGE_TRX_FOR_NON_ICS_OR_CLOSED_ACCOUNT_20121101.xlsx’ may need to be forwarded to Candice. Also we received readings for cycle 1900 (about 6,400+) accounts, which were scheduled to bill

last night, on today's usage file. There will be around 12,000+ accounts billed (11,500+ regular bills for cycle 1900 & 2000 and 400+ Final bills, and 100+ exception bills) for tonight. On 11/01 usage file, we received readings for cycle 1900, 2000, 2100, and 0100. We are scheduled to bill accounts in cycle 0200, 0300, and 0400 (few accounts in 3600, 3700, 3800) starting on 11/6 next week but usages were not included in today's usage file. We may need to talk to KAWC about reading/billing schedule on Monday to see if we need to change our billing schedule and inform BGM accordingly.

Thanks.

Eileen

Janet Graham

From: Bryan.Siler@amwater.com
Sent: Wednesday, October 31, 2012 3:37 PM
To: Bryan.Siler@amwater.com
Cc: Rachel.Cole@amwater.com; Candice Deininger; jhoggard@utiliplan.com
Subject: RE: Reading/Billing Schedule - Account Volumes

Attachments: pic19104.gif



pic19104.gif (6 KB)

I will send 2013 soon.

Bryan Siler
Field Operations Supervisor
Kentucky American Water
2300 Richmond Road
Lexington, Kentucky 40502
859-268-6350 Office
859-268-6374 Fax
bryan.siler@amwater.com

From: Bryan Siler/KAWC/AWWS
To: "John Hoggard" <jhoggard@utiliplan.com>@AWX
Cc: "'Candice Deininger'" <cdeining@lexingtonky.gov>, Rachel.Cole@amwater.com
Date: 10/31/2012 03:34 PM
Subject: RE: Reading/Billing Schedule - Account Volumes

Here you go. Is this what you need?

(Embedded image moved to file: pic19104.gif)

Bryan Siler
Field Operations Supervisor
Kentucky American Water
2300 Richmond Road
Lexington, Kentucky 40502
859-268-6350 Office
859-268-6374 Fax
bryan.siler@amwater.com

From: "John Hoggard" <jhoggard@utiliplan.com>
To: <Bryan.Siler@amwater.com>, <Rachel.Cole@amwater.com>
Cc: "'Candice Deininger'" <cdeining@lexingtonky.gov>
Date: 10/31/2012 03:08 PM
Subject: RE: Reading/Billing Schedule - Account Volumes

Bryan and Rachel,
Can you send Candice an I an updated meter read route schedule like the one you sent that goes through Dec? I'm not sure how far in advance KAW plans this calendar.

Thanks
John

From: Candice Deininger [mailto:cdeining@lexingtonky.gov]
Sent: Tuesday, August 14, 2012 2:48 PM
To: Bryan.Siler@amwater.com

Cc: John Hoggard; marisa@utiliplan.com
Subject: Reading/Billing Schedule - Account Volumes

Hi, Bryan . . . We were on a call today with Bluegrass Mailing, and they were wondering about the volume of the daily billing files for production purposes on their end. Would it be possible for you to get the number of accounts in each of the routes with a total number of accounts for billing for each of the read days? We all would greatly appreciate any assistance you can provide with this request. Thank you!!

Candice J. Deininger
Revenue Supervisor
LFUCG Division of Revenue
200 East Main Street
Lexington, KY 40507
859-258-3364
cdeining@lexingtonky.gov

Janet Graham

From: Bryan.Siler@amwater.com
Sent: Wednesday, October 31, 2012 3:34 PM
To: jhoggard@utiliplan.com
Cc: Rachel.Cole@amwater.com; Candice Deininger
Subject: RE: Reading/Billing Schedule - Account Volumes

Attachments: pic20877.gif



pic20877.gif (6
KB)

Here you go. Is this what you need?

(Embedded image moved to file: pic20877.gif)

Bryan Siler
Field Operations Supervisor
Kentucky American Water
2300 Richmond Road
Lexington, Kentucky 40502
859-268-6350 Office
859-268-6374 Fax
bryan.siler@amwater.com

From: "John Hoggard" <jhoggard@utiliplan.com>
To: <Bryan.Siler@amwater.com>, <Rachel.Cole@amwater.com>
Cc: "'Candice Deininger'" <cdeining@lexingtonky.gov>
Date: 10/31/2012 03:08 PM
Subject: RE: Reading/Billing Schedule - Account Volumes

Bryan and Rachel,
Can you send Candice an I an updated meter read route schedule like the one you sent that goes through Dec? I'm not sure how far in advance KAW plans this calendar.

Thanks
John

From: Candice Deininger [mailto:cdeining@lexingtonky.gov]
Sent: Tuesday, August 14, 2012 2:48 PM
To: Bryan.Siler@amwater.com
Cc: John Hoggard; marisa@utiliplan.com
Subject: Reading/Billing Schedule - Account Volumes

Hi, Bryan . . . We were on a call today with Bluegrass Mailing, and they were wondering about the volume of the daily billing files for production purposes on their end. Would it be possible for you to get the number of accounts in each of the routes with a total number of accounts for billing for each of the read days? We all would greatly appreciate any assistance you can provide with this request. Thank you!!

Candice J. Deininger
Revenue Supervisor
LFUCG Division of Revenue
200 East Main Street
Lexington, KY 40507
859-258-3364
cdeining@lexingtonky.gov

Janet Graham

From: John Hoggard [jhoggard@utiliplan.com]
Sent: Wednesday, October 31, 2012 3:08 PM
To: Rachel.Cole@amwater.com; Bryan.Siler@amwater.com
Cc: Candice Deininger
Subject: RE: Reading/Billing Schedule - Account Volumes

Bryan and Rachel,

Can you send Candice an I an updated meter read route schedule like the one you sent that goes through Dec? I'm not sure how far in advance KAW plans this calendar.

Thanks
John

From: Candice Deininger [mailto:cdeining@lexingtonky.gov]
Sent: Tuesday, August 14, 2012 2:48 PM
To: Bryan.Siler@amwater.com
Cc: John Hoggard; marisa@utiliplan.com
Subject: Reading/Billing Schedule - Account Volumes

Hi, Bryan . . . We were on a call today with Bluegrass Mailing, and they were wondering about the volume of the daily billing files for production purposes on their end. Would it be possible for you to get the number of accounts in each of the routes with a total number of accounts for billing for each of the read days? We all would greatly appreciate any assistance you can provide with this request. Thank you!!

Candice J. Deininger
Revenue Supervisor
LFUCG Division of Revenue
200 East Main Street
Lexington, KY 40507
859-258-3364
cdeining@lexingtonky.gov

Janet Graham

From: MaryEllen.Pugh@amwater.com
Sent: Wednesday, October 31, 2012 12:03 PM
To: Candice Deininger
Subject: Fw: RRS Sewage October 2012
Attachments: SEWAGE_jds.doc

Hi Candice! Hope all is well. Happy Halloween!!!
See attached our usage for October

Mary Ellen Pugh
Kentucky American Water
2300 Richmond Rd
Lexington, KY 40502
859-335-3425
Maryellen.Pugh@amwater.com

----- Forwarded by Mary Ellen Pugh/KAWC/AWWSC on 10/31/2012 12:02 PM -----

From: Justin D Sensabaugh/KAWC/AWWSC
To: Mary Ellen Pugh/KAWC/AWWSC@AWW
Cc: Justin.Sensabaugh@amwater.com
Date: 10/31/2012 10:30 AM
Subject: RRS Sewage October 2012

Justin D. Sensabaugh
Operations Supervisor - Production
Kentucky American Water
2300 Richmond Road
Lexington, KY 40502
Office (859) 268-6342
Internal 7-533-6342
Cell (859) 455-6743
Fax (859) 335-3342
justin.sensabaugh@amwater.com

Janet Graham

From: Bryan.Siler@amwater.com
Sent: Friday, October 26, 2012 10:48 PM
To: Candice Deininger
Subject: AUTO: Bryan Siler/KAWC/AWWSC is out of the office.

I am out of the office until 10/29/2012.

I will respond to your message when I return.

Note: This is an automated response to your message "Out of Office
AutoReply: LEXI - 10/25 Usage file process" sent on 10/26/2012 10:47:23 PM.

This is the only notification you will receive while this person is away.

Janet Graham

From: Rachel.Cole@amwater.com
Sent: Friday, October 26, 2012 2:20 PM
To: Lynne Webb
Cc: Candice Deininger
Subject: Ms. Cole -PSC complaint from 2011

Attachments: pic26803.gif



pic26803.gif (6
KB)

Hi Lynn,

This customer was not on payment terms so she was never on the list of customers that received letters. She filed a formal complaint with the PSC in 2011. Ginny Smith (director at the PSC) actually calls her every month to get a payment. So I'm now looking at her account and thinking that you guys should know about this one. It looks like the only balance transferred to you, is \$141.00. I'll have to look into it a little bit more, but if you get a call from her, please note that she's "special". You may not hear from her at all, since all you have is \$141.00 carryover. Thanks.

(Embedded image moved to file: pic26803.gif)

Rachel S. Cole
Kentucky American Water
Field Services Supervisor
Customer Advocacy Office
Email: rachel.cole@amwater.com
Ph: 859-268-6307
Fax: 859-335-3307

Janet Graham

From: Basu, Sandip [Sandip.Basu@gcww.cincinnati-oh.gov]
Sent: Friday, October 26, 2012 11:44 AM
To: Rachel Cole @ Amwater; Bryan Siler @ Amwater; Candice Deininger; John Hoggard @ UtilPlan; Brian McDonough @ AMWater
Cc: William O'Mara; Wiest, Gary; Cossins, Faye; McGarry, Mimi; Nam, Eileen; Caldwell, Lisa
Subject: FW: LEXI - 10/25 Usage file process
Attachments: 20121025_USAGE_TRX.xlsx; NO_ICS_ACCOUNT_ADJ_NEEDED_20121025.xlsx
Candice - Attached USAGE_TRX_FOR_NON_ICS_OR_CLOSED_ACCOUNT_20121025.xlsx file for your information.

Please note Eileen's below message regarding delayed data delivery of Cycle 1400. Usage data not received on time.

Besides, Cycle 2000 (schedule to bill next Thursday) usage data did not show up in today's weekly file either. We anticipate that may happen next Friday and we can bill Cycle 2000 at that time.

I have copied Brian, Bryan and Rachel regarding your continued concern about lack of regular frequency data delivery. we can only bill as & when we receive the usage file. Besides the customer inconvenience and impact on LFUCG revenue,, the batch schedule routine at GCWW get messed up as well.

Brian, Bryan & Rachel - Please address this and share the latest meter reading schedule for 2012. This is our 3rd request on this topic. Hope you understand the issues.

Thanks everyone,
 Sandip.

From: Nam, Eileen
Sent: Fri 10/26/2012 10:53 AM
To: Caldwell, Lisa; Riegler, Amy; Basu, Sandip
Cc: Wiest, Gary
Subject: LEXI - 10/25 Usage file process

Lisa,
 The attached is transaction exception & address changes from usage file 10/25 and the list of accounts needed adjustments for not converted accounts. There are NO Discount/UCGB account transactions with 1 to 15 DOS. There are no Discount rate accounts move out transactions.

Sandip,
 The 'USAGE_TRX_FOR_NON_ICS_OR_CLOSED_ACCOUNT_20121025.xlsx' may need to be forwarded to Candice. Also we received readings for cycle 1400 (about 800+) accounts, which were scheduled to bill last night, on today's usage file. There will be around 5,200+ accounts billed (4,800+ regular bills for cycle 1400 & 1500 and 300+ Final bills, and 100+ exception bills) for tonight. We are scheduled to bill accounts in cycle 2000 on next Thursday(11/1) but usages were not included in today's usage file. Most likely, we will bill cycle 2000 and 2100 on Friday (11/2).

Thanks.
 Eileen

Janet Graham

From: Candice Deininger [CDEINING@LEXINGTONKY.GOV]
Sent: Wednesday, October 24, 2012 3:58 PM
To: Caldwell, Lisa; cr.coe.ky@amwater.com
Subject: RE: 11073286-2081093: Palomar Hills Association

Thanks, Lisa!!

Candice J. Deininger
Revenue Supervisor
LFUCG Division of Revenue
200 East Main Street
Lexington, KY 40507
859-258-3364
cdeining@lexingtonky.gov

-----Original Message-----

From: Caldwell, Lisa [mailto:Lisa.Caldwell@gcww.cincinnati-oh.gov]
Sent: Wednesday, October 24, 2012 3:49 PM
To: Candice Deininger; cr.coe.ky@amwater.com
Subject: RE: 11073286-2081093: Palomar Hills Association

This has been taken care of.

-----Original Message-----

From: Candice Deininger [mailto:cdeining@lexingtonky.gov]
Sent: Wednesday, October 24, 2012 8:55 AM
To: cr.coe.ky@amwater.com; Caldwell, Lisa
Subject: FW: 11073286-2081093: Palomar Hills Association

Good morning. Please remove sewer billing code and KAWC usage data code for this location. KAWC Premise Number 120094804, 3957-1/2 Rock Ledge Lane. Thank you!!

Candice J. Deininger
Revenue Supervisor
LFUCG Division of Revenue
200 East Main Street
Lexington, KY 40507
859-258-3364
cdeining@lexingtonky.gov

-----Original Message-----

From: Candice Deininger
Sent: Wednesday, October 24, 2012 8:50 AM
To: Moore, Diane; csrgcww.lexserv
Cc: Carolyn E Knoll
Subject: 11073286-2081093: Palomar Hills Association

Good morning, Diane. This is indeed an irrigation system and was not billed sewer by KAWC. Please call the customer back and let them know that KAWC and GCW have been advised to remove sewer billing code information and that I have adjusted off the entire bill. Thank you!

Candice J. Deininger
Revenue Supervisor
LFUCG Division of Revenue
200 East Main Street
Lexington, KY 40507
859-258-3364
cdeining@lexingtonky.gov

-----Original Message-----

From: Moore, Diane [mailto:Diane.Moore@gcww.cincinnati-oh.gov]
Sent: Wednesday, October 24, 2012 8:40 AM
To: Candice Deininger
Subject: RE: Attention Carrie

11073286-2081093 Sorry!

-----Original Message-----

From: Candice Deininger [mailto:cdeining@lexingtonky.gov]
Sent: Wednesday, October 24, 2012 8:03 AM
To: Moore, Diane; csrgcww.lexserv
Subject: RE: Attention Carrie

Account number, please? Thank you!!

Candice J. Deininger
Revenue Supervisor
LFUCG Division of Revenue
200 East Main Street
Lexington, KY 40507
859-258-3364
cdeining@lexingtonky.gov

-----Original Message-----

From: Moore, Diane [mailto:Diane.Moore@gcww.cincinnati-oh.gov]
Sent: Tuesday, October 23, 2012 4:20 PM
To: csrgcww.lexserv
Subject: Attention Carrie

Hi Carrie, I spoke to Mary Sue of Palomar Hills Assoc Sprinkler @3957 ½ Rock Ledge Ln., customer states they have irrigation only, shouldn't be any sewer charges.

Thanks

Diane M

Janet Graham

From: Bryan.Siler@amwater.com
Sent: Sunday, October 21, 2012 9:59 PM
To: jhoggard@utiliplan.com
Cc: Rachel.Cole@amwater.com; Mike Nugent; Candice Deininger
Subject: Re: Data Archiving/look up

John,

I checked with our IT department again. The answer I received is to log into OAM and download the files. That is the best and quickest option to get the data.

Thanks.

Bryan Siler
Field Operations Supervisor
Kentucky American Water
2300 Richmond Road
Lexington, Kentucky 40502
859-268-6350 Office
859-268-6374 Fax
bryan.siler@amwater.com

From: John Hoggard <jhoggard@utiliplan.com>
To: "Bryan.Siler@amwater.com" <Bryan.Siler@amwater.com>
Cc: Candice Deininger <cdeining@lexingtonky.gov>, Mike Nugent <MikeN@lexingtonky.gov>
Date: 10/15/2012 04:33 PM
Subject: Re: Data Archiving/look up

What's the date of the contract? I'm not sure the progress Mike has made. The last exchange between you and Mike I recall was 9/11 where you said you were checking with your IT folks on his questions. Were you able to get Mike those answers?

On Oct 15, 2012, at 3:48 PM, Bryan .Siler@amwater.com wrote:

> 90 days from the date of the contract. What progress has been made?
>
>
>

> *****
> Bryan Siler
> Field Operations Supervisor
> Kentucky American Water
> 2300 Richmond Road
> Lexington, Kentucky 40502
> 859-268-6350 Office
> 859-268-6374 Fax
> bryan.siler@amwater.com
>
>
>

> From: "John Hoggard" <jhoggard@utiliplan.com>
> To: "'Mike Nugent'" <MikeN@lexingtonky.gov>
> Cc: "'Candice Deininger'" <cdeining@lexingtonky.gov>, <Bryan.Siler@amwater.com>
> Date: 10/15/2012 03:18 PM
> Subject: RE: FW: Data Archiving/look up
>
>
>

> Mike
> Did you get what you needed on these answers you sent 9/7 and how is
> it going with backing up all the data?
>
> Bryan, how much longer does LFUCG have access to this data to download?
>
> Thanks
> John
>

> -----Original Message-----
> From: Mike Nugent [mailto:MikeN@lexingtonky.gov]
> Sent: Friday, September 07, 2012 4:08 PM
> To: Bryan.Siler@amwater.com; jhoggard@utiliplan.com
> Cc: Candice Deininger; marisa; William O'Mara
> Subject: RE: FW: Data Archiving/look up
>

> Bryan,
>
> Some questions/comments for you:
>

> 1. I did get logged into your web site and located
> the data
> to download

> 2. I started in the section labeled 'Usage Data
> Services',
> Item 2 - LFUCG

> In this section there are currently 337 links to the
> files that
> Start on 1/3/2006 and continue to 09/04/2012.
> My issue is that each file name is the same, this
> means that each file
> Downloaded via a web browser must be renamed to
> include the date
> Prior to downloading the next file. This will
> increase the amount of
> Time required to download this data significantly as
> well as introduce
> Typing errors when renaming the data files to contain
> a date.

> 3. In checking a few of the files it appears that
> each file
> is stored in its
> Own directory where the directory name is the date in
> YYYYMMDD
> Format. Here is single url for a file

> <http://businesspartners.amwater.com/AWW/KYPR/Usage%20Data/UdRcvrs/FAYTE/Usage%20Data%20Files/20060103/UsqDta.zip>

> 4. I would like to request one of two possible
> solutions to
> allow for us to
> Download load the data quickly and reduce typing
> errors when
>
> Renaming these data files.

> a. Would it be possible for your IT group to create
> zipped files starting
> the /FAYTE/ location in the above URL, this way I
> would get all the files
> and directories contained in the FAYTE directory in
> its proper location
> without downloading each file one at time and then

> renaming it.
>
> b. Creation of a virtual ftp site the starts at the
> /FAYE/ location, this
> allows me the ability to ftp the entire directory
> structure (including
> data) to one of our servers removing the need to
> rename files.

> I have not reviewed all the data files available but just the
> Data Usage and the
> Section 'Aging Files' in the area called 'Contract Billing
> Downloads', the data
> Structure is the same, in the directories have dates but the
> name of the data
> File is the same for each time period covered.

> The actual data structure used to store data probably is
> different for each
> Type of data file that you allow to be downloaded by a
> business partner,
> Which might make option b easier to do.

> Mike

> |
> | Michael J. Nugent
> | Director of Computer Services
> | Lexington-Fayette Urban County Government 200 East Main Street
> | Lexington, KY 40507
> |
> | Phone: 859.258.3730
> | Fax: 859.258.3399
> |

> -----Original Message-----

> From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]
> Sent: Friday, September 07, 2012 09:34
> To: jhoggard@utiliplan.com
> Cc: Candice Deininger; 'marisa'; Mike Nugent
> Subject: RE: FW: Data Archiving/look up

> Yes, he can.

> *****

> Bryan Siler
> Field Operations Supervisor
> Kentucky American Water
> 2300 Richmond Road
> Lexington, Kentucky 40502
> 859-268-6350 Office
> 859-268-6374 Fax
> bryan.siler@amwater.com

> From: "John Hoggard" <jhoggard@utiliplan.com>
> To: <Bryan.Siler@amwater.com>, <MikeN@lexingtonky.gov>
> Cc: "'Candice Deininger'" <cdeining@lexingtonky.gov>, "'marisa'"
> <marisa@utiliplan.com>
> Date: 09/07/2012 09:05 AM
> Subject: RE: FW: Data Archiving/look up

>
> Bryan, I noticed Mike also asked for access to the site. Can't he
> just
> use
> Candice's access information?
>
> Thanks
> John
>
> -----Original Message-----
> From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]
> Sent: Thursday, September 06, 2012 2:09 PM
> To: MikeN@lexingtonky.gov
> Cc: Candice Deininger; John Hoggard; marisa
> Subject: RE: FW: Data Archiving/look up
>
> No, I am sorry but we do not have anything like that. Perhaps you can
> download one and create that setting so it applies to all of the other
> files.
>
> The files will be available for downloading for about 90 days.
>
>
> *****
> Bryan Siler
> Field Operations Supervisor
> Kentucky American Water
> 2300 Richmond Road
> Lexington, Kentucky 40502
> 859-268-6350 Office
> 859-268-6374 Fax
> bryan.siler@amwater.com
>
>
>
> From: "Mike Nugent" <MikeN@lexingtonky.gov>
> To: <Bryan.Siler@amwater.com>, "Candice Deininger"
> <cdeining@lexingtonky.gov>
> Cc: "John Hoggard" <jhoggard@utiliplan.com>, "marisa"
> <marisa@utiliplan.com>
> Date: 09/06/2012 01:49 PM
> Subject: RE: FW: Data Archiving/look up
>
>
> Bryan,
>
> I have been busy with an IT audit the majority of August and I'm
> attempting
> to get caught up as much as possible.
>
> I understand that you do not have record layouts for your data files,
> just
> csv files with column headings. Do you have a document or documents
> that describe what each field actual represents in each file, if it
> should be alpha only, alphanumeric or numeric only?
>
> Also I will need to be able to access the server (web or ftp) where
> the files stored at so that I can begin the download process.
>
> Mike
>
> |
> | Michael J. Nugent
> | Director of Computer Services

> | Lexington-Fayette Urban County Government 200 East Main Street
> | Lexington, KY 40507
> |
> | Phone: 859.258.3730
> | Fax: 859.258.3399
> |
>

> -----Original Message-----
> From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]
> Sent: Monday, August 13, 2012 11:45
> To: Candice Deininger; Mike Nugent
> Cc: John Hoggard; marisa
> Subject: Re: FW: Data Archiving/look up
>

> Candice,
>
> Per my 8/2 email I am unaware of anything I can do to help with this
> project. Please let me know if this is not correct.
>
> Thanks.
>
>
>

> ----- Original Message -----
> From: "Candice Deininger" [cdeining@lexingtonky.gov]
> Sent: 08/13/2012 11:32 AM AST
> To: Bryan Siler; "Mike Nugent" <MikeN@lexingtonky.gov>
> Cc: "John Hoggard" <jhoggard@utiliplan.com>; <marisa@utiliplan.com>
> Subject: RE: FW: Data Archiving/look up
>
>
>

> Good morning. I was just following up on how this was proceeding.
> Will one of you be able to give me an update? Is there anything I can
> do to help expedite? Thank you!!
>

> Candice J. Deininger
> Revenue Supervisor
> LFUCG Division of Revenue
> 200 East Main Street
> Lexington, KY 40507
> 859-258-3364
> cdeining@lexingtonky.gov
>
>

> -----Original Message-----
> From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]
> Sent: Thursday, August 02, 2012 6:30 PM
> To: Candice Deininger
> Cc: John Hoggard; marisa@utiliplan.com; Mike Nugent
> Subject: RE: FW: Data Archiving/look up
>

> Candice & Mike,
>
> We do not have file layouts for these files. Most are CSV files and
> contain column headings that can used to identify the contents.
>

> Is there anything else I can help with on this?
>
>
>

> *****
> Bryan Siler
> Field Operations Supervisor
> Kentucky American Water
> 2300 Richmond Road

> Lexington, Kentucky 40502
> 859-268-6350 Office
> 859-268-6374 Fax
> bryan.siler@amwater.com

>
>
>
>
> From: "Candice Deininger"
> <cdeining@lexingtonky.gov>
> To:
> <Bryan.Siler@amwater.com>
> Cc: "John Hoggard"
> <jhoggard@utiliplan.com>,
> <marisa@utiliplan.com>, "Mike Nugent"
> <MikeN@lexingtonky.gov>
> Date: 08/02/2012 01:37 PM
> Subject: RE: FW: Data
> Archiving/look up

>
>
> Hi, Bryan - thanks for letting me know you and Mike had a chance to talk.
> I appreciate the efforts on behalf of both of you in getting this
> accomplished!!

>
> Candice J. Deininger
> Revenue Supervisor
> LFUCG Division of Revenue
> 200 East Main Street
> Lexington, KY 40507
> 859-258-3364
> cdeining@lexingtonky.gov

>
> -----Original Message-----
> From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]
> Sent: Thursday, August 02, 2012 1:03 PM
> To: Candice Deininger
> Cc: John Hoggard; marisa@utiliplan.com; Mike Nugent
> Subject: Re: FW: Data Archiving/look up

> I am calling Mike now.

>
>
> *****
> Bryan Siler
> Field Operations Supervisor
> Kentucky American Water
> 2300 Richmond Road
> Lexington, Kentucky 40502
> 859-268-6350 Office
> 859-268-6374 Fax
> bryan.siler@amwater.com

>
>
>
> From:
> "Candice Deininger"
> <cdeining@lexingtonky.gov>
> To:
> "Mike
> Nugent"
> <MikeN@lexingtonky.gov>,
> <Bryan.Siler@amwater.com>

> Cc:
> "John
> Hoggard"
> <jhoggard@utiliplan.com>,
> <marisa@utiliplan.com>
> Date:
> 08/02/2012 12:59 PM
> Subject:
> FW: Data
> Archiving/look up
>
>
>
> Mike/Bryan - Is this something you two could coordinate? You know I'm
not
> that savvy with computer issues, so it would probably be best that you
two
> speak directly with one another. If there's anything I can do on my
> end
to
> assist, please let me know. Thanks so much for your help!
>
> Candice J. Deininger
> Revenue Supervisor
> LFUCG Division of Revenue
> 200 East Main Street
> Lexington, KY 40507
> 859-258-3364
> cdeining@lexingtonky.gov
>
>
> From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]
> Sent: Thursday, August 02, 2012 12:36 PM
> To: Candice Deininger
> Subject: Re: Data Archiving/look up
>
>
>
> Candice.
>
> They are all text files. The best thing would be for him to download
> a month's data to see. Info will need to be retrieved from the website.
>
> Let's talk if you like.
>
>
>
> From: "Candice Deininger" [cdeining@lexingtonky.gov]
> Sent: 08/02/2012 12:10 PM AST
> To: Bryan Siler
> Cc: "Mike Nugent" <MikeN@lexingtonky.gov>; <jhoggard@utiliplan.com>;
> <marisa@utiliplan.com>
> Subject: FW: Data Archiving/look up
>
> Good afternoon, Bryan. Marisa and I had a quick meeting with Mike
> about data archiving and bringing over the last 5-7 years of customer
> history from KAWC. Mike does needs the information in the email from
> him that
follows.
> He has no idea of how much information there is and needs to make
> provisions for its storage, etc. Is this information something that
> you can send to him or does he have to go out to retrieve from the
> KAWC site?
> How do we proceed from here to get this accomplished as quickly as
> possible?
>
> Thank you!

>
> Candice J. Deininger
> Revenue Supervisor
> LFUCG Division of Revenue
> 200 East Main Street
> Lexington, KY 40507
> 859-258-3364
> cdeining@lexingtonky.gov
>
>

> From: Mike Nugent
> Sent: Thursday, August 02, 2012 11:45 AM
> To: marisa@utiliplan.com
> Cc: Candice Deininger; John Hoggard
> Subject: RE: Data Archiving/look up
>

> Yes....I will need to know everything about this....the data that we
> want/need to retain, the format of the data, the amount of data per
> month and how we intend to use the data internally.
>

> If we need to schedule a meeting to go over this then please schedule
> one.

> Unless we can address the above issues so that I can fully understand
> what

> this will take I will not be able to develop a project and resource
> plan
> to

> implement this need. Without this info this need is not going to be met.
>

> Mike
>

> |
> | Michael J. Nugent
> | Director of Computer Services
> | Lexington-Fayette Urban County Government 200 East Main Street
> | Lexington, KY 40507
> |

> | Phone: 859.258.3730
> | Fax: 859.258.3399
> |

> From: marisa@utiliplan.com [mailto:marisa@utiliplan.com]
> Sent: Thursday, August 02, 2012 09:41
> To: Mike Nugent
> Cc: Candice Deininger; John Hoggard
> Subject: Data Archiving/look up
>

> Hi Mike,
>

> Just wanted to touch base with you on the data archiving and history
> lookup.

> Do you need anything on my end for that?
>

> Thanks
> Marisa
>
>
>
>
>
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>
>
>

>
>

Janet Graham

From: McGarry, Mimi [Mimi.McGarry@gcww.cincinnati-oh.gov]
Sent: Friday, October 19, 2012 5:04 PM
To: Rachel.Cole@amwater.com
Cc: Candice Deininger; Lynne Webb
Subject: RE: payment term customer

We're in touch with the customer. Thanks!

Have a great weekend all!

Mimi

-----Original Message-----

From: Rachel.Cole@amwater.com [mailto:Rachel.Cole@amwater.com]
Sent: Friday, October 19, 2012 10:44 AM
To: McGarry, Mimi
Cc: cdeining@lfucg.com; Webb, Lynne
Subject: payment term customer

Good Morning Mimi,

This customer has called the PSC and I have called her back and left her a message. She is on this list on row 758. Would you please ask your call handlers to let customers know that original payment terms will be granted? Letters are still in process. Thanks.

(See attached file: KY LFUCG Payment Terms Data v1#payments Brian chg.xlsx)

(Embedded image moved to file: pic06923.gif) (Embedded image moved to file: pic03831.gif)

Rachel S. Cole
Kentucky American Water
Field Services Supervisor
Customer Advocacy Office
Email: rachel.cole@amwater.com
Ph: 859-268-6307
Fax: 859-335-3307

Janet Graham

From: Wiest, Gary [Gary.Wiest@gcww.cincinnati-oh.gov]
Sent: Friday, October 19, 2012 3:54 PM
To: Bryan.Siler@amwater.com
Cc: William O'Mara; Candice Deininger; John Hoggard; Basu, Sandip; Sharon Vanover; Kevin Baumgart
Subject: RE: BIL121018.001.ct1

Please send it to Sandip, Eileen and Gary.

Do you anticipate the schedule to be revised often? We have several processes automated based on the schedule you have provided. I'm sure BGM would be impacted also.

When do you anticipate having next year's schedule?

Thanks,

Gary

-----Original Message-----

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]
Sent: Friday, October 19, 2012 3:22 PM
To: Wiest, Gary
Cc: William O'Mara; Deininger, Candice; John Hoggard; Kevin Baumgart; Basu, Sandip; Sharon Vanover
Subject: RE: BIL121018.001.ct1

Gary,

This is due to a revised reading and billing schedule. Who do you want to receive these schedules going forward? That will ensure they receive any revisions.

Thanks.

Bryan Siler
Field Operations Supervisor
Kentucky American Water
2300 Richmond Road
Lexington, Kentucky 40502
859-268-6350 Office
859-268-6374 Fax
bryan.siler@amwater.com

From: "Wiest, Gary" <Gary.Wiest@gcww.cincinnati-oh.gov>
To: <Bryan.Siler@amwater.com>
Cc: "Deininger, Candice" <cdeining@lexingtonky.gov>, "Sharon Vanover" <sharon.vanover@bgmailing.com>, "Basu, Sandip" <Sandip.Basu@gcww.cincinnati-oh.gov>, "Kevin Baumgart" <kevin.baumgart@bgmailing.com>, "John Hoggard" <jhoggard@utiliplan.com>, "William O'Mara" <billo@lexingtonky.gov>
Date: 10/19/2012 03:05 PM
Subject: RE: BIL121018.001.ct1

Bryan -

According to the KAWC meter reading schedule received from you, KAWC was supposed to read cycle 0900 on 10/9 and charge it on 10/11 (with bill date 10/12) and billed usage to GCWW on 10/11 usage file. However, KAWC read them on 10/10 and charged them on 10/12 (with bill date 10/15) so billed usage was sent to GCWW in today's usage file.

It looks like next week will be the same situation. On today's usage file there were

readings for cycle 0900, 1000, 1100, 1200, and 1300. No readings for cycle 1400, which we are scheduled to bill on 10/25 (Thursday). So next Thursday we will bill very few accounts. On Friday, we may bill 1400 and 1500 together.

Can you please shed some light on this.

Thanks,

Gary

-----Original Message-----

From: Candice Deininger [mailto:cdeining@lexingtonky.gov]
Sent: Friday, October 19, 2012 2:51 PM
To: Wiest, Gary; Sharon Vanover; Basu, Sandip; Kevin Baumgart; John Hoggard; William O'Mara
Subject: RE: BIL121018.001.ct1

Have you, Sandip or Eileen quizzed KAWC as to why the discrepancy . . .
I mean has KAWC given any reason for these 'light' files Thank you!

Candice J. Deininger
Revenue Supervisor
LFUCG Division of Revenue
200 East Main Street
Lexington, KY 40507
859-258-3364
cdeining@lexingtonky.gov

-----Original Message-----

From: Wiest, Gary [mailto:Gary.Wiest@gcww.cincinnati-oh.gov]
Sent: Friday, October 19, 2012 2:47 PM
To: Candice Deininger; Sharon Vanover; Basu, Sandip; Kevin Baumgart; John Hoggard; William O'Mara
Subject: RE: BIL121018.001.ct1

No it has not. We will have the same type of situation next Thursday as route 1400 was not in today's usage file. Next Thursday evening will be light again.

-----Original Message-----

From: Candice Deininger [mailto:cdeining@lexingtonky.gov]
Sent: Friday, October 19, 2012 2:05 PM
To: Wiest, Gary; Sharon Vanover; Basu, Sandip; Kevin Baumgart; John Hoggard; William O'Mara
Subject: RE: BIL121018.001.ct1

Huh - that's not good for our customers. This hasn't happened before has it? Please keep us appraised of future occurrences - thank you much!!

Candice J. Deininger
Revenue Supervisor
LFUCG Division of Revenue
200 East Main Street
Lexington, KY 40507
859-258-3364
cdeining@lexingtonky.gov

-----Original Message-----

From: Wiest, Gary [mailto:Gary.Wiest@gcww.cincinnati-oh.gov]
Sent: Friday, October 19, 2012 2:03 PM
To: Candice Deininger; Sharon Vanover; Basu, Sandip; Kevin Baumgart; John Hoggard; William O'Mara
Subject: RE: BIL121018.001.ct1

Hello - Correct KAWC did not deliver the usage file until this morning.

Gary

-----Original Message-----

From: Candice Deininger [mailto:cdeining@lexingtonky.gov]
Sent: Friday, October 19, 2012 11:24 AM
To: Wiest, Gary; Sharon Vanover; Basu, Sandip; Kevin Baumgart; John Hoggard; William O'Mara
Subject: RE: BIL121018.001.ct1

Good morning, Gary. So, was it KAWC that had problems getting this to you?

Candice J. Deininger
Revenue Supervisor
LFUCG Division of Revenue
200 East Main Street
Lexington, KY 40507
859-258-3364
cdeining@lexingtonky.gov

-----Original Message-----

From: Wiest, Gary [mailto:Gary.Wiest@gcww.cincinnati-oh.gov]
Sent: Friday, October 19, 2012 8:25 AM
To: Sharon Vanover; Basu, Sandip; Candice Deininger; Kevin Baumgart
Subject: RE: BIL121018.001.ct1

Sharon -

We didn't receive the usage file for 0900 until this morning which was supposed to bill last night.

Cycle 0900 & 1000 will bill tonight.

Thanks,

Gary

-----Original Message-----

From: Sharon Vanover [mailto:sharon.vanover@bgmailing.com]
Sent: Thursday, October 18, 2012 8:12 PM
To: Basu, Sandip; Wiest, Gary; Deininger, Candice; Kevin Baumgart
Subject: Fw: BIL121018.001.ct1

Sandip

The file we received this evening matches the total of 83 provided via the email. However the production calendar indicates there should be 5300.

We will process. We just wanted to ask about it to see if there was a problem or just misinformation on the production calendar.

Let me know

Thank you.

-----Original Message-----

From: Kevin Baumgart
To: Sharon Vanover
Cc: Tom Patterson
Subject: FW: BIL121018.001.ct1
Sent: Oct 18, 2012 7:37 PM

This email says 83 and we did receive 83 bills but the calendar shows 5300.

-----Original Message-----

From: CTS-Automated-Email-Notification@gcww.cincinnati-oh.gov
[mailto:CTS-Automated-Email-Notification@gcww.cincinnati-oh.gov]
Sent: Thursday, October 18, 2012 7:11 PM
To: Laser Team
Cc: BanProdSupp@gcww.cincinnati-oh.gov
Subject: BIL121018.001.ct1

File Name: BIL121018.001
Bill Count: 83
Time Stamp: Thu Oct 18 19:10:43 2012

Sharon Vanover

Janet Graham

From: Bryan.Siler@amwater.com
Sent: Friday, October 19, 2012 3:22 PM
To: gary.wiest@gcww.cincinnati-oh.gov
Cc: William O'Mara; Candice Deininger; John Hoggard; Basu, Sandip; Sharon Vanover; Kevin Baumgart
Subject: RE: BIL121018.001.ctf

Gary,

This is due to a revised reading and billing schedule. Who do you want to receive these schedules going forward? That will ensure they receive any revisions.

Thanks.

Bryan Siler
Field Operations Supervisor
Kentucky American Water
2300 Richmond Road
Lexington, Kentucky 40502
859-268-6350 Office
859-268-6374 Fax
bryan.siler@amwater.com

From: "Wiest, Gary" <Gary.Wiest@gcww.cincinnati-oh.gov>
To: <Bryan.Siler@amwater.com>
Cc: "Deininger, Candice" <cdeining@lexingtonky.gov>, "Sharon Vanover" <sharon.vanover@bgmailing.com>, "Basu, Sandip" <Sandip.Basu@gcww.cincinnati-oh.gov>, "Kevin Baumgart" <kevin.baumgart@bgmailing.com>, "John Hoggard" <jhoggard@utiliplan.com>, "William O'Mara" <billo@lexingtonky.gov>
Date: 10/19/2012 03:05 PM
Subject: RE: BIL121018.001.ctf

Bryan -

According to the KAWC meter reading schedule received from you, KAWC was supposed to read cycle 0900 on 10/9 and charge it on 10/11 (with bill date 10/12) and billed usage to GCWW on 10/11 usage file. However, KAWC read them on 10/10 and charged them on 10/12 (with bill date 10/15) so billed usage was sent to GCWW in today's usage file.

It looks like next week will be the same situation. On today's usage file there were readings for cycle 0900, 1000, 1100, 1200, and 1300. No readings for cycle 1400, which we are scheduled to bill on 10/25 (Thursday). So next Thursday we will bill very few accounts. On Friday, we may bill 1400 and 1500 together.

Can you please shed some light on this.

Thanks,

Gary

-----Original Message-----

From: Candice Deininger [mailto:cdeining@lexingtonky.gov]
Sent: Friday, October 19, 2012 2:51 PM
To: Wiest, Gary; Sharon Vanover; Basu, Sandip; Kevin Baumgart; John Hoggard; William O'Mara
Subject: RE: BIL121018.001.ctf

Have you, Sandip or Eileen quizzed KAWC as to why the discrepancy . . .
I mean has KAWC given any reason for these 'light' files Thank you!

Candice J. Deininger
Revenue Supervisor
LFUCG Division of Revenue
200 East Main Street
Lexington, KY 40507
859-258-3364
cdeining@lexingtonky.gov

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Sent: Friday, October 19, 2012 2:47 PM
To: Candice Deininger; Sharon Vanover; Basu, Sandip; Kevin Baumgart; John Hoggard; William O'Mara
Subject: RE: BIL121018.001.ct1

No it has not. We will have the same type of situation next Thursday as route 1400 was not in today's usage file. Next Thursday evening will be light again.

-----Original Message-----

From: Candice Deininger [mailto:cdeining@lexingtonky.gov]
Sent: Friday, October 19, 2012 2:05 PM
To: Wiest, Gary; Sharon Vanover; Basu, Sandip; Kevin Baumgart; John Hoggard; William O'Mara
Subject: RE: BIL121018.001.ct1

Huh - that's not good for our customers. This hasn't happened before has it? Please keep us appraised of future occurrences - thank you much!!

Candice J. Deininger
Revenue Supervisor
LFUCG Division of Revenue
200 East Main Street
Lexington, KY 40507
859-258-3364
cdeining@lexingtonky.gov

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Sent: Friday, October 19, 2012 2:03 PM
To: Candice Deininger; Sharon Vanover; Basu, Sandip; Kevin Baumgart; John Hoggard; William O'Mara
Subject: RE: BIL121018.001.ct1

Hello - Correct KAWC did not deliver the usage file until this morning.

Gary

-----Original Message-----

From: Candice Deininger [mailto:cdeining@lexingtonky.gov]
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Subject: RE: BIL121018.001.ct1

Good morning, Gary. So, was it KAWC that had problems getting this to you?

Candice J. Deininger
Revenue Supervisor
LFUCG Division of Revenue
200 East Main Street
Lexington, KY 40507
859-258-3364
cdeining@lexingtonky.gov

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From: Wiest, Gary [mailto:Gary.Wiest@gcww.cincinnati-oh.gov]

Sent: Friday, October 19, 2012 8:25 AM
To: Sharon Vanover; Basu, Sandip; Candice Deininger; Kevin Baumgart
Subject: RE: BIL121018.001.ct1

Sharon -

We didn't receive the usage file for 0900 until this morning which was supposed to bill last night.

Cycle 0900 & 1000 will bill tonight.

Thanks,

Gary

-----Original Message-----

From: Sharon Vanover [mailto:sharon.vanover@bgmailing.com]
Sent: Thursday, October 18, 2012 8:12 PM
To: Basu, Sandip; Wiest, Gary; Deininger, Candice; Kevin Baumgart
Subject: Fw: BIL121018.001.ct1

Sandip

The file we received this evening matches the total of 83 provided via the email. However the production calendar indicates there should be 5300.

We will process. We just wanted to ask about it to see if there was a problem or just misinformation on the production calendar.

Let me know

Thank you.

-----Original Message-----

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To: Sharon Vanover
Cc: Tom Patterson
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[mailto:CTS-Automated-Email-Notification@gcww.cincinnati-oh.gov]
Sent: Thursday, October 18, 2012 7:11 PM
To: Laser Team
Cc: BanProdSupp@gcww.cincinnati-oh.gov
Subject: BIL121018.001.ct1

File Name: BIL121018.001
Bill Count: 83
Time Stamp: Thu Oct 18 19:10:43 2012

Sharon Vanover

Janet Graham

From: Wiest, Gary [Gary.Wiest@gcww.cincinnati-oh.gov]
Sent: Friday, October 19, 2012 3:05 PM
To: Bryan.Siler@amwater.com
Cc: William O'Mara; Candice Deininger; John Hoggard; Basu, Sandip; Sharon Vanover; Kevin Baumgart
Subject: RE: BIL121018.001.ct1

Bryan -

According to the KAWC meter reading schedule received from you, KAWC was supposed to read cycle 0900 on 10/9 and charge it on 10/11 (with bill date 10/12) and billed usage to GCWW on 10/11 usage file. However, KAWC read them on 10/10 and charged them on 10/12 (with bill date 10/15) so billed usage was sent to GCWW in today's usage file.

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I mean has KAWC given any reason for these 'light' files Thank you!

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Subject: RE: BIL121018.001.ct1

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To: Wiest, Gary; Sharon Vanover; Basu, Sandip; Kevin Baumgart; John Hoggard; William O'Mara
Subject: RE: BIL121018.001.ct1

Huh - that's not good for our customers. This hasn't happened before has it? Please keep

us appraised of future occurrences - thank you much!!

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859-258-3364
cdeining@lexingtonky.gov

-----Original Message-----

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Sent: Friday, October 19, 2012 2:03 PM
To: Candice Deininger; Sharon Vanover; Basu, Sandip; Kevin Baumgart; John Hoggard; William O'Mara
Subject: RE: BIL121018.001.ct1

Hello - Correct KAWC did not deliver the usage file until this morning.

Gary

-----Original Message-----

From: Candice Deininger [mailto:cdeining@lexingtonky.gov]
Sent: Friday, October 19, 2012 11:24 AM
To: Wiest, Gary; Sharon Vanover; Basu, Sandip; Kevin Baumgart; John Hoggard; William O'Mara
Subject: RE: BIL121018.001.ct1

Good morning, Gary. So, was it KAWC that had problems getting this to you?

Candice J. Deininger
Revenue Supervisor
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200 East Main Street
Lexington, KY 40507
859-258-3364
cdeining@lexingtonky.gov

-----Original Message-----

From: Wiest, Gary [mailto:Gary.Wiest@gcww.cincinnati-oh.gov]
Sent: Friday, October 19, 2012 8:25 AM
To: Sharon Vanover; Basu, Sandip; Candice Deininger; Kevin Baumgart
Subject: RE: BIL121018.001.ct1

Sharon -

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Cycle 0900 & 1000 will bill tonight.

Thanks,

Gary

-----Original Message-----

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Sent: Thursday, October 18, 2012 8:12 PM
To: Basu, Sandip; Wiest, Gary; Deininger, Candice; Kevin Baumgart
Subject: Fw: BIL121018.001.ct1

Sandip

The file we received this evening matches the total of 83 provided via the email. However the production calendar indicates there should be

5300.

We will process. We just wanted to ask about it to see if there was a problem or just misinformation on the production calendar.

Let me know

Thank you.

-----Original Message-----

From: Kevin Baumgart

To: Sharon Vanover

Cc: Tom Patterson

Subject: FW: BIL121018.001.ctl

Sent: Oct 18, 2012 7:37 PM

This email says 83 and we did receive 83 bills but the calendar shows 5300.

-----Original Message-----

From: CTS-Automated-Email-Notification@gcww.cincinnati-oh.gov

[mailto:CTS-Automated-Email-Notification@gcww.cincinnati-oh.gov]

Sent: Thursday, October 18, 2012 7:11 PM

To: Laser Team

Cc: BanProdSupp@gcww.cincinnati-oh.gov

Subject: BIL121018.001.ctl

File Name: BIL121018.001

Bill Count: 83

Time Stamp: Thu Oct 18 19:10:43 2012

Sharon Vanover

Janet Graham

From: McGarry, Mimi [Mimi.McGarry@gcww.cincinnati-oh.gov]
Sent: Friday, October 19, 2012 3:01 PM
To: Rachel.Cole@amwater.com; Candice Deininger
Cc: Cossins, Faye; John Hoggard; Basu, Sandip; Pickens, Patty; Harrison, Tricia
Subject: RE: FW: KAWC-payment arrangements

That's great. Thanks all!

Mimi

-----Original Message-----

From: Candice Deininger [mailto:cdeining@lexingtonky.gov]
Sent: Friday, October 19, 2012 3:00 PM
To: McGarry, Mimi; Rachel.Cole@amwater.com
Cc: Cossins, Faye; Pickens, Patty; Basu, Sandip; Harrison, Tricia; John Hoggard
Subject: RE: FW: KAWC-payment arrangements

Hi, Mimi - I was talking with Rachel just a bit ago on another matter and she's removing any reference to balances and to keep the signatory line just to KAWC; she's also corrected the hours of operation.

Candice J. Deininger
Revenue Supervisor
LFUCG Division of Revenue
200 East Main Street
Lexington, KY 40507
859-258-3364
cdeining@lexingtonky.gov

-----Original Message-----

From: McGarry, Mimi [mailto:Mimi.McGarry@gcww.cincinnati-oh.gov]
Sent: Friday, October 19, 2012 2:56 PM
To: Rachel.Cole@amwater.com
Cc: Candice Deininger; Cossins, Faye; Pickens, Patty; Basu, Sandip; Harrison, Tricia
Subject: RE: FW: KAWC-payment arrangements

Hi Rachel,

We continue to have a significant number of calls about balance discrepancies between KAWC and LEXserv. We're concerned that including these balances in writing may further illustrate discrepancies and result in more issues and calls.

I also made a notation on the signature line on the letter. It would probably be best, much cleaner, if the letter is sent from Kentucky American Water versus both KAWC and LEXserv.

We do not plan to send out communication regarding the payment arrangements. We are handling these calls as they come in and re-setting their payment plans.

Thanks much!

Mimi

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To: McGarry, Mimi
Cc: Deininger, Candice; Cossins, Faye; Pickens, Patty; Basu, Sandip; Harrison, Tricia
Subject: RE: FW: KAWC-payment arrangements

Hi Mimi,

Why didn't you want the LEXServe balance on the letter? Wouldn't this help the customer to know where payment needs to be made? Will LEXServe also be sending out communication?

Rachel S. Cole
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Field Services Supervisor
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Email: rachel.cole@amwater.com
Ph: 859-268-6307
Fax: 859-335-3307

"McGarry, Mimi"
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To ov> <Rachel.Cole@amwater.com>

cc 10/16/2012 06:24 "Deining, Candice"
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Subject RE: FW: KAWC-payment arrangements

The attachment would help. Sorry!! :)

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From: Rachel.Cole@amwater.com [mailto:Rachel.Cole@amwater.com]
Sent: Tuesday, October 16, 2012 6:16 PM

To: McGarry, Mimi
Cc: Deininger, Candice; Cossins, Faye; Pickens, Patty; Basu, Sandip; Harrison, Tricia
Subject: RE: FW: KAWC-payment arrangements

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Thank you very much for the help!

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(See attached file: Payment Terms Letterdoc.doc)

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[attachment "KY LFUCG Payment Terms Data v1#payments.xlsx" deleted by Rachel Cole/KAWC/AWWSC] (See attached file: Payment Terms Letterdoc.docx)

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,
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" cc
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Attachments: Payment Terms Letterdoc (2).docx



Payment Terms
Letterdoc (2).do...

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Letterdoc.docx (...)

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Subject: RE: FW: KAWC-payment arrangements

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Please let me know where I should correct the typo and I can add the other information. I believe we can mail in stages. I'll double check and let you know. Thanks.

Rachel S. Cole
Kentucky American Water
Field Services Supervisor
Customer Advocacy Office
Email: rachel.cole@amwater.com
Ph: 859-268-6307
Fax: 859-335-3307

"McGarry, Mimi"
<Mimi.McGarry@gcw
w.cincinnati-oh.g
ov> To
<Rachel.Cole@amwater.com>
cc
10/16/2012 06:08 "Deining, Candice"
PM <cdeining@lexingtonky.gov>,
"Cossins, Faye"
<Faye.Cossins@gcww.cincinnati-oh.go
v>, "Pickens, Patty"
<Patty.Pickens@gcww.cincinnati-oh.g
ov>, "Basu, Sandip"
<Sandip.Basu@gcww.cincinnati-oh.gov
>, "Harrison, Tricia"
<Tricia.Harrison@gcww.cincinnati-oh
.gov>
Subject
RE: FW: KAWC-payment arrangements

Hi Rachel,

Thanks for your message. The letter looks good. I've suggested one edit (just a small typo).

We would request that the LEXserv balance not be included in the letter. Given the issues we've had with balance discrepancies between KAWC and LEXserv I'm concerned that this would invite more problems. I also noted on the document LEXserv hours of operation as they are different than KAWC.

We can expect a significant number of calls in response to this letter, I'd imagine at both LEXserv and KAWC. Therefore, we would ask that the mailing of the letter be staged, ideally over 10 - 14 days. This would allow both of our contact centers to manage the resulting call volume. I hope you agree with this approach.

Thank you very much for the help!

Mimi McGarry
Customer Contact Center Manager
Commercial Division
Greater Cincinnati Water Works
(513) 591-7701
(513) 591-7985 fax
mimi.mcgarry@gcww.cincinnati-oh.gov

-----Original Message-----

From: Rachel.Cole@amwater.com [mailto:Rachel.Cole@amwater.com]
Sent: Tuesday, October 16, 2012 12:05 PM
To: McGarry, Mimi
Cc: Deining, Candice; Cossins, Faye; Pickens, Patty; Basu, Sandip; Harrison, Tricia
Subject: Re: FW: KAWC-payment arrangements

Hi Mimi,

Attached is the customer communication to be mailed and as far as verifying our the remaining number of payments, for the most part, I think the calculation works.

Please take a look at this letter and we can discuss. Thanks!

(See attached file: Payment Terms Letterdoc.doc)

Rachel S. Cole
Kentucky American Water
Field Services Supervisor
Customer Advocacy Office
Email: rachel.cole@amwater.com
Ph: 859-268-6307
Fax: 859-335-3307

"McG
arry
,
Mimi <Rachel.Cole@amwater.com> To
" cc
<Mim "Pickens, Patty"
i.Mc <Patty.Pickens@gcww.cincinnati-oh.gov>, "Basu,
Garr Sandip" <Sandip.Basu@gcww.cincinnati-oh.gov>,
y@gc "Deininger, Candice" <cdeining@lexingtonky.gov>,
ww.c "Harrison, Tricia"
inci <Tricia.Harrison@gcww.cincinnati-oh.gov>,
nnat "Cossins, Faye"
i-oh <Faye.Cossins@gcww.cincinnati-oh.gov>
.gov Subject
> FW: KAWC-payment arrangements

10/1
5/20
12
03:0
5 PM

Hi Rachel,

Were you able to review the installment calculations we included on the attached document, based on what you had sent us last week? We're hopeful that if we're correct in our calculations this will provide the information we need to establish our procedure here for honoring the payment plans for those 100 accounts. You had indicated you would also be looking at the remaining accounts on the spreadsheet to assist us with the understanding the terms of the payment plan installments on these accounts as well. Do you have an update?

Are you still planning to send communication to these customers?

Thank you,

Mimi McGarry
Customer Contact Center Manager
Commercial Division
Greater Cincinnati Water Works
(513) 591-7701
(513) 591-7985 fax
mimi.mcgarry@gcww.cincinnati-oh.gov

From: McGarry, Mimi
Sent: Wednesday, October 10, 2012 5:11 PM
To: Rachel.Cole@amwater.com
Cc: Pickens, Patty; Deininger, Candice; Basu, Sandip; Harrison, Tricia; Cossins, Faye
Subject: KAWC-payment arrangements

Rachel,

I've attached the spreadsheet you had sent yesterday along with our calculation of number of installments for 20 accounts (see column Q), as we discussed. Used the calculation of dividing column L by column P. Could you please check to see if the numbers match the terms you show for these payment plans?

Also, could you please send a copy of your draft communication intended for customers regarding their existing payment plans?

We really need to have a good understanding of the terms of these 1000+ accounts before communication is sent so we can respond appropriately.

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Thank you for your help!

Mimi McGarry
Customer Contact Center Manager
Commercial Division
Greater Cincinnati Water Works
(513) 591-7701
(513) 591-7985 fax
mimi.mcgarry@gcww.cincinnati-oh.gov

[attachment "KY LFUCG Payment Terms Data v1#payments.xlsx" deleted by Rachel Cole/KAWC/AWWSC] (See attached file: Payment Terms Letterdoc.docx)

Janet Graham

From: Rachel.Cole@amwater.com
Sent: Friday, October 19, 2012 10:44 AM
To: McGarry, Mimi
Cc: Candice Deininger; Lynne Webb
Subject: payment term customer

Attachments: KY LFUCG Payment Terms Data v1#payments Brian chg.xlsx; pic06923.gif; pic03831.gif



KY LFUCG
ment Terms Data



pic06923.gif (6
KB)



pic03831.gif (6
KB)

Good Morning Mimi,

This customer has called the PSC and I have called her back and left her a message. She is on this list on row 758. Would you please ask your call handlers to let customers know that original payment terms will be granted? Letters are still in process. Thanks.

(See attached file: KY LFUCG Payment Terms Data v1#payments Brian chg.xlsx)

(Embedded image moved to file: pic06923.gif) (Embedded image moved to file: pic03831.gif)

Rachel S. Cole
Kentucky American Water
Field Services Supervisor
Customer Advocacy Office
Email: rachel.cole@amwater.com
Ph: 859-268-6307
Fax: 859-335-3307

10/17/2012 08:52 AM

<Lisa.Caldwell@gcww.cincinnati-oh.gov>

cc

Subject 430 W Third St

Good morning!

KAWC premise #120030889

LEXserv Acct #11094027-2026766

This is an irrigation account. Please remove all sewer codings. If you have any questions, please let me know.

Thanks!

Hilori

Thank you,

Hilori Morgan

LFUCG Division of Water Quality

125 Lisle Industrial Avenue, Suite 180

Lexington, KY 40511

859.425.2507 direct line

hmorgan@lexingtonky.gov

04/28/2013

Janet Graham

From: Rachel.Cole@amwater.com
Sent: Wednesday, October 17, 2012 10:21 AM
To: Hilori Morgan
Cc: Candice Deininger; Caldwell, Lisa; Lynne Webb; cr.coe.ky@amwater.com
Subject: Re: 430 W Third St

Hello Hilori,

To make sure that I don't drop the ball on these requests, please send removal of sewer codings to cr.coe.ky@amwater.com. You may continue to copy me as well, but this group will ensure that all sewer codings are turned off as appropriate. Thanks.

Rachel S. Cole
Kentucky American Water
Field Services Supervisor
Customer Advocacy Office
Email: rachel.cole@amwater.com
Ph: 859-268-6307
Fax: 859-335-3307

"Hilori Morgan"
<hmorgan@lexingtonky.gov>
10/17/2012 08:52 AM
To
<Rachel.Cole@amwater.com>,
"Caldwell, Lisa"
<Lisa.Caldwell@gcww.cincinnati-oh.gov>
cc
Subject
430 W Third St

Good morning!

KAWC premise #120030889
LEXserv Acct #11094027-2026766

This is an irrigation account. Please remove all sewer codings. If you have any questions, please let me know.

Thanks!
Hilori

Thank you,

Hilori Morgan
LFUCG Division of Water Quality
125 Lisle Industrial Avenue, Suite 180
Lexington, KY 40511
859.425.2507 direct line
hmorgan@lexingtonky.gov

Janet Graham

From: Candice Deininger [CDEINING@LEXINGTONKY.GOV]
Sent: Wednesday, October 17, 2012 8:01 AM
To: Rachel.Cole@amwater.com
Cc: Carolyn E Knoll
Subject: RE: Georgia-Pacific Sewer Credits - Acct# 12-0098440-7

Thank you, Rachel - that would be great!

Candice J. Deininger
Revenue Supervisor
LFUCG Division of Revenue
200 East Main Street
Lexington, KY 40507
859-258-3364
cdeining@lexingtonky.gov

-----Original Message-----

From: Rachel.Cole@amwater.com [mailto:Rachel.Cole@amwater.com]
Sent: Tuesday, October 16, 2012 6:22 PM
To: Candice Deininger
Cc: Carolyn E Knoll
Subject: RE: Georgia-Pacific Sewer Credits - Acct# 12-0098440-7

Thanks, Candice.

I will convey to Georgia Pacific that they would need to apply for the exclusion. My impression is, that they believe the exclusion to be an automatic process.

Rachel S. Cole
Kentucky American Water
Field Services Supervisor
Customer Advocacy Office
Email: rachel.cole@amwater.com
Ph: 859-268-6307
Fax: 859-335-3307

"Candice
Deininger"
<cdeining@lexingt
onky.gov> To
<Rachel.Cole@amwater.com> cc
10/16/2012 05:07 "Carolyn E Knoll"
PM <cknoll@lexingtonky.gov>
Subject
RE: Georgia-Pacific Sewer Credits -
Acct# 12-0098440-7

Hi, Rachel - due to the lateness in my receiving information from the Division of Water Quality and then the conversion, I'm behind a couple of months on extra-strength charges; exclusions are pretty much up to date.

I've copied Carrie Wetherington on this email, as she is the person who receives requests for exclusions. If the customer does not submit the required documentation to her and requests an exclusion, then they do not receive any - it is not an automatic credit.

Carrie - when you get a chance, would you kindly research this account and document the exclusions and/or extra-strength charges that have been posted to it for the past 12 months and let Rachel know - I'd greatly appreciate it!! Thank you!!!

Candice J. Deininger
Revenue Supervisor
LFUCG Division of Revenue
200 East Main Street
Lexington, KY 40507
859-258-3364
cdeining@lexingtonky.gov

-----Original Message-----

From: Rachel.Cole@amwater.com [mailto:Rachel.Cole@amwater.com]
Sent: Tuesday, October 16, 2012 4:28 PM
To: Candice Deininger
Subject: Fw: Georgia-Pacific Sewer Credits - Acct# 12-0098440-7

Hi Candice,

I'm not sure what triggers exclusion credits on this account. They had an extra strength charge in May of this year. They haven't had any since last year. Do they request that annually?

Rachel S. Cole
Kentucky American Water
Field Services Supervisor
Customer Advocacy Office
Email: rachel.cole@amwater.com
Ph: 859-268-6307
Fax: 859-335-3307

----- Forwarded by Rachel Cole/KAWC/AWWSC on 10/16/2012 04:25 PM -----

"Abdul-Hafiz,

Sandra (LEX)"

<SANDRA.Abdul-Haf

To iz@GAPAC.com> "Rachel.Cole@amwater.com"
<Rachel.Cole@amwater.com>,
10/16/2012 12:03 "Charles.Boland@amwater.com"
PM <Charles.Boland@amwater.com>

cc "Gallt, Jill M. (LEX)"
<Jill.Gallt@gapac.com>, "Wood,
Precia (LEX)"
<PRECIA.WOOD@GAPAC.com>

Subject Georgia-Pacific Sewer Credits -
Acct# 12-0098440-7

Hi Rachel,

Thank you for providing the sewer credit amounts from Feb. thru May, 2012, however the credits are not reflected on any of the water bills; could you please research. I

understand that credits for June through September, 2012 should be reflected on the sewer bill coming to us directly from the city.

The last credits I see on any of our bills, came through in 2011 as adjustments, but nothing in 2012.

Thanks.

Sandra Abdul-Hafiz
GP Finance
Lexington Plant
(859) 259-9104

-----Original Message-----

From: Rachel.Cole@amwater.com [mailto:Rachel.Cole@amwater.com]
Sent: Monday, October 15, 2012 4:45 PM
To: Charles.Boland@amwater.com
Cc: Gallt, Jill M. (LEX); Wood, Precia (LEX); Abdul-Hafiz, Sandra (LEX)
Subject: RE: Georgia-Pacific Est. Meter reading - Acct# 12-0098440-7

Charlie,

You are correct. LexServe will receive the usage data and will bill for the prior months based on that usage.

Thank you.

Rachel S. Cole
Kentucky American Water
Field Services Supervisor
Customer Advocacy Office
Email: rachel.cole@amwater.com
Ph: 859-268-6307
Fax: 859-335-3307

Charles E
Boland/KAWC/AWWSC

To
10/15/2012 04:42 PM "Abdul-Hafiz, Sandra (LEX)"
<SANDRA.Abdul-Hafiz@GAPAC.com>@AWX

cc
"Gallt, Jill M. (LEX)"
<Jill.Gallt@gapac.com>, "Wood,
Precia (LEX)"
<PRECIA.WOOD@GAPAC.com>, Rachel
Cole/KAWC/AWWSC@AWW

Subject
RE: Georgia-Pacific Est. Meter
reading - Acct# 12-0098440-7
(Document link: Rachel Cole)

Hi Sandra, I believe the correct answer is that LexServ will send a bill for the entire period based on usage. The \$25,314 should cover water usage only for the period of June - September 30. Now that we have turned all accounts over to LexServ, any bill (including a backbill) for LFUCG user fees will need to be generated by them. Rachel, if this is incorrect, please let us both know, and thanks!

Charlie Boland
Major Accounts / External Affairs Specialist Kentucky American Water Company 2300 Richmond
Road Lexington, KY 40502 Office (859) 268-6314 Internal 7-533-6314 Fax (859) 268-6315
Charles.Boland@amwater.com

For quality and value, tap water is the clear choice.

From: "Abdul-Hafiz, Sandra (LEX)"
<SANDRA.Abdul-Hafiz@GAPAC.com>
To: "Charles.Boland@amwater.com"
<Charles.Boland@amwater.com>
Cc: "Gallt, Jill M. (LEX)" <Jill.Gallt@gapac.com>,
"Wood,
Precia
(LEX)" <PRECIA.WOOD@GAPAC.com>
Date: 10/15/2012 04:34 PM
Subject: RE: Georgia-Pacific Est. Meter reading -
Acct#
12-0098440-7

Hi Charlie,

I spoke to Rachael this morning and she quoted a total water usage cost of \$25,214.00 for June - Sept. 30th.

Rachael said the sewer portion would be sent from the city, but we just changed over to the split billing last month, so will the city send a prorated bill back through June, or does Rachael's amount include sewer charges up to city takeover in September?

Thanks for all of your assistance with this matter.

Sandra Abdul-Hafiz
GP Finance
Lexington Plant
(859) 259-9104

From: Charles.Boland@amwater.com [mailto:Charles.Boland@amwater.com]
Sent: Monday, October 15, 2012 4:27 PM
To: Abdul-Hafiz, Sandra (LEX)
Cc: Gallt, Jill M. (LEX); Wood, Precia (LEX)
Subject: RE: Georgia-Pacific Est. Meter reading - Acct# 12-0098440-7

Hi Sandra, I wanted to follow-up with you and ensure that someone has gotten back with you regarding the billing issue. Hopefully this is resolved, and I appreciate your patience, and any feedback you would like to offer..thanks and have a good rest of your day.

Charlie Boland
Major Accounts / External Affairs Specialist Kentucky American Water Company 2300 Richmond Road Lexington, KY 40502 Office (859) 268-6314 Internal 7-533-6314 Fax (859) 268-6315
Charles.Boland@amwater.com

For quality and value, tap water is the clear choice.

From: "Abdul-Hafiz, Sandra (LEX)" <SANDRA.Abdul-Hafiz@GAPAC.com>
To: "charles.boland@amwater.com" <charles.boland@amwater.com>
Cc: "Gallt, Jill M. (LEX)" <Jill.Gallt@gapac.com>, "Wood, Precia (LEX)" <PRECIA.WOOD@GAPAC.com>
Date: 10/12/2012 01:40 PM
Subject: RE: Georgia-Pacific Est. Meter reading - Acct#
12-0098440-7

Oops, the correct account is in the subject line , but the wrong account is listed below; the unmetered account is 12-0098440-7.

Thanks.

Sandra Abdul-Hafiz
GP Finance
Lexington Plant
(859) 259-9104

From: Abdul-Hafiz, Sandra (LEX)
Sent: Friday, October 12, 2012 11:43 AM

To: 'charles.boland@amwater.com'
Cc: Gallt, Jill M. (LEX); Wood, Precia (LEX)
Subject: Georgia-Pacific Est. Meter reading - Acct# 12-0098440-7

Good morning Charles,

I received your message and attached is an analytical expense projection for non-metered usage and expense on account 12-0098439-9.

I used actual billed usage through May to achieve daily average gallons used and cost per gallon. I also adjusted billed days for plant shutdowns, that occurred this year, other than normal. I have also adjusted monthly usage and expense for amounts already billed and paid.

Please give me a call if you have any questions.

Thanks.

Sandra Abdul-Hafiz
GP Finance
Lexington Plant
(859) 259-9104

Janet Graham

From: Candice Deininger [CDEINING@LEXINGTONKY.GOV]
Sent: Wednesday, October 17, 2012 8:01 AM
To: Rachel.Cole@amwater.com; Mimi.McGarry@gcww.cincinnati-oh.gov
Cc: William O'Mara; Cossins, Faye; John Hoggard; Basu, Sandip; Pickens, Patty; Harrison, Tricia
Subject: RE: FW: KAWC-payment arrangements

Good morning, Rachel! Thanks so much for working with Mimi and her group on the payment plan communication. May I get a copy of the letter to be mailed out to keep my group here and LexCall up to speed? Again, thank you!!

Candice J. Deininger
Revenue Supervisor
LFUCG Division of Revenue
200 East Main Street
Lexington, KY 40507
859-258-3364
cdeining@lexingtonky.gov

-----Original Message-----

From: Rachel.Cole@amwater.com [mailto:Rachel.Cole@amwater.com]
Sent: Tuesday, October 16, 2012 6:16 PM
To: Mimi.McGarry@gcww.cincinnati-oh.gov
Cc: Candice Deininger; Cossins, Faye; Pickens, Patty; Basu, Sandip; Harrison, Tricia
Subject: RE: FW: KAWC-payment arrangements

Thanks, Mimi.

Please let me know where I should correct the typo and I can add the other information. I believe we can mail in stages. I'll double check and let you know. Thanks.

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Field Services Supervisor
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Fax: 859-335-3307

"McGarry, Mimi" <Mimi.McGarry@gcww.cincinnati-oh.gov>	<Rachel.Cole@amwater.com>	To
10/16/2012 06:08 PM	"Deininger, Candice" <cdeining@lexingtonky.gov>, "Cossins, Faye" <Faye.Cossins@gcww.cincinnati-oh.gov>, "Pickens, Patty" <Patty.Pickens@gcww.cincinnati-oh.gov>, "Basu, Sandip" <Sandip.Basu@gcww.cincinnati-oh.gov>, "Harrison, Tricia" <Tricia.Harrison@gcww.cincinnati-oh.gov>	cc
	Subject RE: FW: KAWC-payment arrangements	

Hi Rachel,

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We would request that the LEXserv balance not be included in the letter. Given the issues we've had with balance discrepancies between KAWC and LEXserv I'm concerned that this would invite more problems. I also noted on the document LEXserv hours of operation as they are different than KAWC.

We can expect a significant number of calls in response to this letter, I'd imagine at both LEXserv and KAWC. Therefore, we would ask that the mailing of the letter be staged, ideally over 10 - 14 days. This would allow both of our contact centers to manage the resulting call volume. I hope you agree with this approach.

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Customer Contact Center Manager
Commercial Division
Greater Cincinnati Water Works
(513) 591-7701
(513) 591-7985 fax
mimi.mcgarry@gcww.cincinnati-oh.gov

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Sent: Tuesday, October 16, 2012 12:05 PM
To: McGarry, Mimi
Cc: Deininger, Candice; Cossins, Faye; Pickens, Patty; Basu, Sandip; Harrison, Tricia
Subject: Re: FW: KAWC-payment arrangements

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Attached is the customer communication to be mailed and as far as verifying our the remaining number of payments, for the most part, I think the calculation works.

Please take a look at this letter and we can discuss. Thanks!

(See attached file: Payment Terms Letterdoc.doc)

Rachel S. Cole
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Field Services Supervisor
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Email: rachel.cole@amwater.com
Ph: 859-268-6307
Fax: 859-335-3307

"McG
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y.gov>, "Harrison,
Tricia" <Tricia.Harrison@gcww.cincinnati-oh.gov>, "Cossins, Faye" <Faye.Cossins@gcww.cincinnati-oh.gov>

.gov
>

FW: KAWC-payment arrangements

Subject

10/1
5/20
12
03:0
5 PM

Hi Rachel,

Were you able to review the installment calculations we included on the attached document, based on what you had sent us last week? We're hopeful that if we're correct in our calculations this will provide the information we need to establish our procedure here for honoring the payment plans for those 100 accounts. You had indicated you would also be looking at the remaining accounts on the spreadsheet to assist us with the understanding the terms of the payment plan installments on these accounts as well. Do you have an update?

Are you still planning to send communication to these customers?

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Mimi McGarry
Customer Contact Center Manager
Commercial Division
Greater Cincinnati Water Works
(513) 591-7701
(513) 591-7985 fax
mimi.mcgarry@gcww.cincinnati-oh.gov

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Sent: Wednesday, October 10, 2012 5:11 PM
To: Rachel.Cole@amwater.com
Cc: Pickens, Patty; Deininger, Candice; Basu, Sandip; Harrison, Tricia; Cossins, Faye
Subject: KAWC-payment arrangements

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Customer Contact Center Manager
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Greater Cincinnati Water Works
(513) 591-7701
(513) 591-7985 fax
mimi.mcgarry@gcww.cincinnati-oh.gov

[attachment "KY LFUCG Payment Terms Data v1#payments.xlsx" deleted by Rachel Cole/KAWC/AWWSC]

Janet Graham

From: McGarry, Mimi [Mimi.McGarry@gcww.cincinnati-oh.gov]
Sent: Tuesday, October 16, 2012 6:24 PM
To: Rachel.Cole@amwater.com
Cc: Candice Deininger; Cossins, Faye; Basu, Sandip; Pickens, Patty; Harrison, Tricia
Subject: RE: FW: KAWC-payment arrangements

Attachments: Payment Terms Letterdoc.docx



Payment Terms
Letterdoc.docx (...)

The attachment would help. Sorry!! :)

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To: McGarry, Mimi
Cc: Deininger, Candice; Cossins, Faye; Pickens, Patty; Basu, Sandip; Harrison, Tricia
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Rachel S. Cole
Kentucky American Water
Field Services Supervisor
Customer Advocacy Office
Email: rachel.cole@amwater.com
Ph: 859-268-6307
Fax: 859-335-3307

"McGarry, Mimi"
<Mimi.McGarry@gcww.cincinnati-oh.gov>

<Rachel.Cole@amwater.com> To

10/16/2012 06:08 PM

"Deininger, Candice"
<cdeining@lexingtonky.gov>,
"Cossins, Faye"
<Faye.Cossins@gcww.cincinnati-oh.gov>,
"Pickens, Patty"
<Patty.Pickens@gcww.cincinnati-oh.gov>,
"Basu, Sandip"
<Sandip.Basu@gcww.cincinnati-oh.gov>,
"Harrison, Tricia"
<Tricia.Harrison@gcww.cincinnati-oh.gov>

cc

Subject

RE: FW: KAWC-payment arrangements

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Customer Contact Center Manager
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Please take a look at this letter and we can discuss. Thanks!

(See attached file: Payment Terms Letterdoc.doc)

Rachel S. Cole
Kentucky American Water
Field Services Supervisor
Customer Advocacy Office
Email: rachel.cole@amwater.com
Ph: 859-268-6307
Fax: 859-335-3307

"McG
arry
,
Mimi <Rachel.Cole@amwater.com>
"
<Mim
i.Mc
Garr
y@gc
ww.c
inci
nnat
i-oh
.gov
>
"Pickens, Patty"
<Patty.Pickens@gcww.cincinnati-oh.gov>, "Basu,
Sandip" <Sandip.Basu@gcww.cincinnati-oh.gov>,
"Deininger, Candice" <cdeining@lexingtonky.gov>,
"Harrison, Tricia"
<Tricia.Harrison@gcww.cincinnati-oh.gov>,
"Cossins, Faye"
<Faye.Cossins@gcww.cincinnati-oh.gov>
Subject
FW: KAWC-payment arrangements

10/1

5/20
12
03:0
5 PM

Hi Rachel,

Were you able to review the installment calculations we included on the attached document, based on what you had sent us last week? We're hopeful that if we're correct in our calculations this will provide the information we need to establish our procedure here for honoring the payment plans for those 100 accounts. You had indicated you would also be looking at the remaining accounts on the spreadsheet to assist us with the understanding the terms of the payment plan installments on these accounts as well. Do you have an update?

Are you still planning to send communication to these customers?

Thank you,

Mimi McGarry
Customer Contact Center Manager
Commercial Division
Greater Cincinnati Water Works
(513) 591-7701
(513) 591-7985 fax
mimi.mcgarry@gcww.cincinnati-oh.gov

From: McGarry, Mimi
Sent: Wednesday, October 10, 2012 5:11 PM
To: Rachel.Cole@amwater.com
Cc: Pickens, Patty; Deininger, Candice; Basu, Sandip; Harrison, Tricia; Cossins, Faye
Subject: KAWC-payment arrangements

Rachel,

I've attached the spreadsheet you had sent yesterday along with our calculation of number of installments for 20 accounts (see column Q), as we discussed. Used the calculation of dividing column L by column P. Could you please check to see if the numbers match the terms you show for these payment plans?

Also, could you please send a copy of your draft communication intended for customers regarding their existing payment plans?

We really need to have a good understanding of the terms of these 1000+ accounts before communication is sent so we can respond appropriately. Also, it will be critical that the letters be sent out in intervals (ie. 100/day is best) so as not to inundate LEXserv or KAWC with calls from customers in response.

Thank you for your help!

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Customer Contact Center Manager
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Greater Cincinnati Water Works
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(513) 591-7985 fax
mimi.mcgarry@gcww.cincinnati-oh.gov

[attachment "KY LFUCG Payment Terms Data v1#payments.xlsx" deleted by Rachel Cole/KAWC/AWWSA]

Janet Graham

From: Rachel.Cole@amwater.com
Sent: Tuesday, October 16, 2012 6:22 PM
To: Candice Deininger
Cc: Carolyn E Knoll
Subject: RE: Georgia-Pacific Sewer Credits - Acct# 12-0098440-7

Thanks, Candice.

I will convey to Georgia Pacific that they would need to apply for the exclusion. My impression is, that they believe the exclusion to be an automatic process.

Rachel S. Cole
Kentucky American Water
Field Services Supervisor
Customer Advocacy Office
Email: rachel.cole@amwater.com
Ph: 859-268-6307
Fax: 859-335-3307

"Candice
Deininger"
<cdeining@lexingt
onky.gov> To
<Rachel.Cole@amwater.com> cc
10/16/2012 05:07 "Carolyn E Knoll"
PM <cknoll@lexingtonky.gov>
Subject
RE: Georgia-Pacific Sewer Credits -
Acct# 12-0098440-7

Hi, Rachel - due to the lateness in my receiving information from the Division of Water Quality and then the conversion, I'm behind a couple of months on extra-strength charges; exclusions are pretty much up to date.

I've copied Carrie Wetherington on this email, as she is the person who receives requests for exclusions. If the customer does not submit the required documentation to her and requests an exclusion, then they do not receive any - it is not an automatic credit.

Carrie - when you get a chance, would you kindly research this account and document the exclusions and/or extra-strength charges that have been posted to it for the past 12 months and let Rachel know - I'd greatly appreciate it!! Thank you!!!

Candice J. Deininger
Revenue Supervisor
LFUCG Division of Revenue
200 East Main Street
Lexington, KY 40507
859-258-3364
cdeining@lexingtonky.gov

-----Original Message-----

From: Rachel.Cole@amwater.com [mailto:Rachel.Cole@amwater.com]
Sent: Tuesday, October 16, 2012 4:28 PM
To: Candice Deininger
Subject: Fw: Georgia-Pacific Sewer Credits - Acct# 12-0098440-7

Hi Candice,

I'm not sure what triggers exclusion credits on this account. They had an extra strength charge in May of this year. They haven't had any since last year. Do they request that annually?

Rachel S. Cole
Kentucky American Water
Field Services Supervisor
Customer Advocacy Office
Email: rachel.cole@amwater.com
Ph: 859-268-6307
Fax: 859-335-3307

----- Forwarded by Rachel Cole/KAWC/AWWSC on 10/16/2012 04:25 PM -----

"Abdul-Hafiz,

Sandra (LEX)"

<SANDRA.Abdul-Haf

To

iz@GAPAC.com>

"Rachel.Cole@amwater.com"

<Rachel.Cole@amwater.com>,

10/16/2012 12:03

"Charles.Boland@amwater.com"

PM

<Charles.Boland@amwater.com>

cc

"Gallt, Jill M. (LEX)"

<Jill.Gallt@gapac.com>, "Wood,

Precia (LEX)"

<PRECIA.WOOD@GAPAC.com>

Subject

Georgia-Pacific Sewer Credits -

Acct# 12-0098440-7

Hi Rachel,

Thank you for providing the sewer credit amounts from Feb. thru May, 2012, however the credits are not reflected on any of the water bills; could you please research. I understand that credits for June through September, 2012 should be reflected on the sewer bill coming to us directly from the city.

The last credits I see on any of our bills, came through in 2011 as adjustments, but nothing in 2012.

Thanks.

Sandra Abdul-Hafiz
GP Finance
Lexington Plant
(859) 259-9104

-----Original Message-----

From: Rachel.Cole@amwater.com [mailto:Rachel.Cole@amwater.com]

Sent: Monday, October 15, 2012 4:45 PM

To: Charles.Boland@amwater.com

Cc: Gallt, Jill M. (LEX); Wood, Precia (LEX); Abdul-Hafiz, Sandra (LEX)

Subject: RE: Georgia-Pacific Est. Meter reading - Acct# 12-0098440-7

Charlie,

You are correct. LexServe will receive the usage data and will bill for the prior months based on that usage.

Thank you.

Rachel S. Cole
Kentucky American Water
Field Services Supervisor
Customer Advocacy Office
Email: rachel.cole@amwater.com
Ph: 859-268-6307
Fax: 859-335-3307

Charles E
Boland/KAWC/AWWS

To 10/15/2012 04:42 "Abdul-Hafiz, Sandra (LEX)"
PM
<SANDRA.Abdul-Hafiz@GAPAC.com>@AWX

cc "Gallt, Jill M. (LEX)"
<Jill.Gallt@gapac.com>, "Wood,
Precia (LEX)"
<PRECIA.WOOD@GAPAC.com>, Rachel
Cole/KAWC/AWWS@AWW

Subject RE: Georgia-Pacific Est. Meter
reading - Acct# 12-0098440-7
(Document link: Rachel Cole)

Hi Sandra, I believe the correct answer is that LexServ will send a bill for the entire period based on usage. The \$25,314 should cover water usage only for the period of June - September 30. Now that we have turned all accounts over to LexServ, any bill (including a backbill) for LFUCG user fees will need to be generated by them. Rachel, if this is incorrect, please let us both know, and thanks!

Charlie Boland
Major Accounts / External Affairs Specialist Kentucky American Water Company 2300 Richmond
Road Lexington, KY 40502 Office (859) 268-6314 Internal 7-533-6314 Fax (859) 268-6315
Charles.Boland@amwater.com

For quality and value, tap water is the clear choice.

From: "Abdul-Hafiz, Sandra (LEX)"
<SANDRA.Abdul-Hafiz@GAPAC.com>
To: "Charles.Boland@amwater.com"
<Charles.Boland@amwater.com>
Cc: "Gallt, Jill M. (LEX)" <Jill.Gallt@gapac.com>,
"Wood,
Precia
(LEX)" <PRECIA.WOOD@GAPAC.com>
Date: 10/15/2012 04:34 PM
Subject: RE: Georgia-Pacific Est. Meter reading -
Acct#
12-0098440-7

Hi Charlie,

I spoke to Rachael this morning and she quoted a total water usage cost of \$25,214.00 for June - Sept. 30th.

Rachael said the sewer portion would be sent from the city, but we just changed over to the split billing last month, so will the city send a prorated bill back through June, or does Rachael's amount include sewer charges up to city takeover in September?

Thanks for all of your assistance with this matter.

Sandra Abdul-Hafiz
GP Finance
Lexington Plant
(859) 259-9104

From: Charles.Boland@amwater.com [mailto:Charles.Boland@amwater.com]
Sent: Monday, October 15, 2012 4:27 PM
To: Abdul-Hafiz, Sandra (LEX)
Cc: Gallt, Jill M. (LEX); Wood, Precia (LEX)
Subject: RE: Georgia-Pacific Est. Meter reading - Acct# 12-0098440-7

Hi Sandra, I wanted to follow-up with you and ensure that someone has gotten back with you regarding the billing issue. Hopefully this is resolved, and I appreciate your patience, and any feedback you would like to offer..thanks and have a good rest of your day.

Charlie Boland
Major Accounts / External Affairs Specialist Kentucky American Water Company 2300 Richmond Road Lexington, KY 40502 Office (859) 268-6314 Internal 7-533-6314 Fax (859) 268-6315
Charles.Boland@amwater.com

For quality and value, tap water is the clear choice.

From: "Abdul-Hafiz, Sandra (LEX)" <SANDRA.Abdul-Hafiz@GAPAC.com>
To: "charles.boland@amwater.com" <charles.boland@amwater.com>
Cc: "Gallt, Jill M. (LEX)" <Jill.Gallt@gapac.com>, "Wood, Precia (LEX)" <PRECIA.WOOD@GAPAC.com>
Date: 10/12/2012 01:40 PM
Subject: RE: Georgia-Pacific Est. Meter reading - Acct# 12-0098440-7

Oops, the correct account is in the subject line , but the wrong account is listed below; the unmetered account is 12-0098440-7.

Thanks.

Sandra Abdul-Hafiz
GP Finance
Lexington Plant
(859) 259-9104

From: Abdul-Hafiz, Sandra (LEX)
Sent: Friday, October 12, 2012 11:43 AM
To: 'charles.boland@amwater.com'
Cc: Gallt, Jill M. (LEX); Wood, Precia (LEX)
Subject: Georgia-Pacific Est. Meter reading - Acct# 12-0098440-7

Good morning Charles,

I received your message and attached is an analytical expense projection for non-metered usage and expense on account 12-0098439-9.

I used actual billed usage through May to achieve daily average gallons used and cost per gallon. I also adjusted billed days for plant shutdowns, that occurred this year, other than normal. I have also adjusted monthly usage and expense for amounts already billed and paid.

Please give me a call if you have any questions.

Thanks.

Sandra Abdul-Hafiz
GP Finance
Lexington Plant
(859) 259-9104

Janet Graham

From: Rachel.Cole@amwater.com
Sent: Tuesday, October 16, 2012 6:16 PM
To: Mimi.McGarry@gcww.cincinnati-oh.gov
Cc: Candice Deininger; Cossins, Faye; Basu, Sandip; Pickens, Patty; Harrison, Tricia
Subject: RE: FW: KAWC-payment arrangements

Thanks, Mimi.

Please let me know where I should correct the typo and I can add the other information. I believe we can mail in stages. I'll double check and let you know. Thanks.

Rachel S. Cole
Kentucky American Water
Field Services Supervisor
Customer Advocacy Office
Email: rachel.cole@amwater.com
Ph: 859-268-6307
Fax: 859-335-3307

"McGarry, Mimi"
<Mimi.McGarry@gcww.cincinnati-oh.gov>
To: <Rachel.Cole@amwater.com>
Cc: <Rachel.Cole@amwater.com>
10/16/2012 06:08 PM
"Deininger, Candice"
<cdeining@lexingtonky.gov>,
"Cossins, Faye"
<Faye.Cossins@gcww.cincinnati-oh.gov>,
"Pickens, Patty"
<Patty.Pickens@gcww.cincinnati-oh.gov>,
"Basu, Sandip"
<Sandip.Basu@gcww.cincinnati-oh.gov>,
"Harrison, Tricia"
<Tricia.Harrison@gcww.cincinnati-oh.gov>
Subject: RE: FW: KAWC-payment arrangements

Hi Rachel,

Thanks for your message. The letter looks good. I've suggested one edit (just a small typo).

We would request that the LEXserv balance not be included in the letter. Given the issues we've had with balance discrepancies between KAWC and LEXserv I'm concerned that this would invite more problems. I also noted on the document LEXserv hours of operation as they are different than KAWC.

We can expect a significant number of calls in response to this letter, I'd imagine at both LEXserv and KAWC. Therefore, we would ask that the mailing of the letter be staged, ideally over 10 - 14 days. This would allow both of our contact centers to manage the resulting call volume. I hope you agree with this approach.

Thank you very much for the help!

Mimi McGarry
Customer Contact Center Manager
Commercial Division
Greater Cincinnati Water Works
(513) 591-7701
(513) 591-7985 fax
mimi.mcgarry@gcww.cincinnati-oh.gov

-----Original Message-----

From: Rachel.Cole@amwater.com [mailto:Rachel.Cole@amwater.com]
Sent: Tuesday, October 16, 2012 12:05 PM
To: McGarry, Mimi
Cc: Deininger, Candice; Cossins, Faye; Pickens, Patty; Basu, Sandip; Harrison, Tricia
Subject: Re: FW: KAWC-payment arrangements

Hi Mimi,

Attached is the customer communication to be mailed and as far as verifying our the remaining number of payments, for the most part, I think the calculation works.

Please take a look at this letter and we can discuss. Thanks!

(See attached file: Payment Terms Letterdoc.doc)

Rachel S. Cole
Kentucky American Water
Field Services Supervisor
Customer Advocacy Office
Email: rachel.cole@amwater.com
Ph: 859-268-6307
Fax: 859-335-3307

"McG
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,
Mimi <Rachel.Cole@amwater.com> To
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<Patty.Pickens@gcww.cincinnati-oh.gov>, "Basu,
Sandip" <Sandip.Basu@gcww.cincinnati-oh.gov>,
"Deininger, Candice" <cdeining@lexingtonky.gov>,
"Harrison, Tricia"
<Tricia.Harrison@gcww.cincinnati-oh.gov>,
"Cossins, Faye"
<Faye.Cossins@gcww.cincinnati-oh.gov>
Subject
FW: KAWC-payment arrangements

10/1
5/20
12
03:0
5 PM

Hi Rachel,

Were you able to review the installment calculations we included on the attached document, based on what you had sent us last week? We're hopeful that if we're correct in our calculations this will provide the information we need to establish our procedure here for honoring the payment plans for those 100 accounts. You had indicated you would also be looking at the remaining accounts on the spreadsheet to assist us with the understanding the terms of the payment plan installments on these accounts as well. Do you have an update?

Are you still planning to send communication to these customers?

Thank you,

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(513) 591-7701
(513) 591-7985 fax
mimi.mcgarry@gcww.cincinnati-oh.gov

From: McGarry, Mimi
Sent: Wednesday, October 10, 2012 5:11 PM
To: Rachel.Cole@amwater.com
Cc: Pickens, Patty; Deininger, Candice; Basu, Sandip; Harrison, Tricia; Cossins, Faye
Subject: KAWC-payment arrangements

Rachel,

I've attached the spreadsheet you had sent yesterday along with our calculation of number of installments for 20 accounts (see column Q), as we discussed. Used the calculation of dividing column L by column P. Could you please check to see if the numbers match the terms you show for these payment plans?

Also, could you please send a copy of your draft communication intended for customers regarding their existing payment plans?

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Thank you for your help!

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(513) 591-7985 fax
mimi.mcgarry@gcww.cincinnati-oh.gov
[attachment "KY LFUCG Payment Terms Data v1#payments.xlsx" deleted by Rachel Cole/KAWC/AWWS]

Janet Graham

From: McGarry, Mimi [Mimi.McGarry@gcww.cincinnati-oh.gov]
Sent: Tuesday, October 16, 2012 6:09 PM
To: Rachel.Cole@amwater.com
Cc: Candice Deininger; Cossins, Faye; Basu, Sandip; Pickens, Patty; Harrison, Tricia
Subject: RE: FW: KAWC-payment arrangements

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Sent: Tuesday, October 16, 2012 12:05 PM
To: McGarry, Mimi
Cc: Deininger, Candice; Cossins, Faye; Pickens, Patty; Basu, Sandip; Harrison, Tricia
Subject: Re: FW: KAWC-payment arrangements

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(See attached file: Payment Terms Letterdoc.doc)

Rachel S. Cole
Kentucky American Water
Field Services Supervisor
Customer Advocacy Office
Email: rachel.cole@amwater.com
Ph: 859-268-6307
Fax: 859-335-3307

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y@gc "Deininge, Candice" <cdeining@lexingtonky.gov>,
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inci <Tricia.Harrison@gcww.cincinnati-oh.gov>,
nnat "Cossins, Faye"
i-oh <Faye.Cossins@gcww.cincinnati-oh.gov>
.gov Subject
> FW: KAWC-payment arrangements

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03:0
5 PM

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Greater Cincinnati Water Works
(513) 591-7701
(513) 591-7985 fax
mimi.mcgarry@gcww.cincinnati-oh.gov

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To: Rachel.Cole@amwater.com
Cc: Pickens, Patty; Deininge, Candice; Basu, Sandip; Harrison, Tricia; Cossins, Faye
Subject: KAWC-payment arrangements

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Mimi McGarry

Customer Contact Center Manager

Commercial Division

Greater Cincinnati Water Works

(513) 591-7701

(513) 591-7985 fax

mimi.mcgarry@gcww.cincinnati-oh.gov

{attachment "KY LFUCG Payment Terms Data v1#payments.xlsx" deleted by Rachel Cole/KAWC/AWWSC}

Janet Graham

From: Candice Deininger [CDEINING@LEXINGTONKY.GOV]
Sent: Tuesday, October 16, 2012 5:07 PM
To: Rachel.Cole@amwater.com
Cc: Carolyn E Knoll
Subject: RE: Georgia-Pacific Sewer Credits - Acct# 12-0098440-7

Hi, Rachel - due to the lateness in my receiving information from the Division of Water Quality and then the conversion, I'm behind a couple of months on extra-strength charges; exclusions are pretty much up to date.

I've copied Carrie Wetherington on this email, as she is the person who receives requests for exclusions. If the customer does not submit the required documentation to her and requests an exclusion, then they do not receive any - it is not an automatic credit.

Carrie - when you get a chance, would you kindly research this account and document the exclusions and/or extra-strength charges that have been posted to it for the past 12 months and let Rachel know - I'd greatly appreciate it!! Thank you!!!

Candice J. Deininger
Revenue Supervisor
LFUCG Division of Revenue
200 East Main Street
Lexington, KY 40507
859-258-3364
cdeining@lexingtonky.gov

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Rachel S. Cole
Kentucky American Water
Field Services Supervisor
Customer Advocacy Office
Email: rachel.cole@amwater.com
Ph: 859-268-6307
Fax: 859-335-3307

----- Forwarded by Rachel Cole/KAWC/AWWS on 10/16/2012 04:25 PM -----

"Abdul-Hafiz,
Sandra (LEX)"
<SANDRA.Abdul-Hafiz@GAPAC.com>

10/16/2012 12:03
PM

"Rachel.Cole@amwater.com"
<Rachel.Cole@amwater.com>,
"Charles.Boland@amwater.com"
<Charles.Boland@amwater.com>

To

cc

"Gallt, Jill M. (LEX)"
<Jill.Gallt@gapac.com>, "Wood,
Precia (LEX)"

<PRECIA.WOOD@GAPAC.com>

Subject

Georgia-Pacific Sewer Credits -
Acct# 12-0098440-7

Hi Rachel,

Thank you for providing the sewer credit amounts from Feb. thru May, 2012, however the credits are not reflected on any of the water bills; could you please research. I understand that credits for June through September, 2012 should be reflected on the sewer bill coming to us directly from the city.

The last credits I see on any of our bills, came through in 2011 as adjustments, but nothing in 2012.

Thanks.

Sandra Abdul-Hafiz
GP Finance
Lexington Plant
(859) 259-9104

-----Original Message-----

From: Rachel.Cole@amwater.com [mailto:Rachel.Cole@amwater.com]
Sent: Monday, October 15, 2012 4:45 PM
To: Charles.Boland@amwater.com
Cc: Gallt, Jill M. (LEX); Wood, Precia (LEX); Abdul-Hafiz, Sandra (LEX)
Subject: RE: Georgia-Pacific Est. Meter reading - Acct# 12-0098440-7

Charlie,

You are correct. LexServe will receive the usage data and and will bill for the prior months based on that usage.

Thank you.

Rachel S. Cole
Kentucky American Water
Field Services Supervisor
Customer Advocacy Office
Email: rachel.cole@amwater.com
Ph: 859-268-6307
Fax: 859-335-3307

Charles E
Boland/KAWC/AWWSC

10/15/2012 04:42
PM

To
"Abdul-Hafiz, Sandra (LEX)"
<SANDRA.Abdul-Hafiz@GAPAC.com>@AWX

cc
"Gallt, Jill M. (LEX)"
<Jill.Gallt@gapac.com>, "Wood,
Precia (LEX)"
<PRECIA.WOOD@GAPAC.com>, Rachel
Cole/KAWC/AWWSC@AWW

Subject
RE: Georgia-Pacific Est. Meter
reading - Acct# 12-0098440-7
(Document link: Rachel Cole)

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period based on usage. The \$25,314 should cover water usage only for the period of June - September 30. Now that we have turned all accounts over to LexServ, any bill (including a backbill) for LFUCG user fees will need to be generated by them. Rachel, if this is incorrect, please let us both know, and thanks!

Charlie Boland

Major Accounts / External Affairs Specialist Kentucky American Water Company 2300 Richmond Road Lexington, KY 40502 Office (859) 268-6314 Internal 7-533-6314 Fax (859) 268-6315 Charles.Boland@amwater.com

For quality and value, tap water is the clear choice.

From: "Abdul-Hafiz, Sandra (LEX)" <SANDRA.Abdul-Hafiz@GAPAC.com>
To: "Charles.Boland@amwater.com" <Charles.Boland@amwater.com>
Cc: "Gallt, Jill M. (LEX)" <Jill.Gallt@gapac.com>, "Wood, Precia (LEX)" <PRECIA.WOOD@GAPAC.com>
Date: 10/15/2012 04:34 PM
Subject: RE: Georgia-Pacific Est. Meter reading - Acct# 12-0098440-7

Hi Charlie,

I spoke to Rachael this morning and she quoted a total water usage cost of \$25,214.00 for June - Sept. 30th.

Rachael said the sewer portion would be sent from the city, but we just changed over to the split billing last month, so will the city send a prorated bill back through June, or does Rachael's amount include sewer charges up to city takeover in September?

Thanks for all of your assistance with this matter.

Sandra Abdul-Hafiz
GP Finance
Lexington Plant
(859) 259-9104

From: Charles.Boland@amwater.com [mailto:Charles.Boland@amwater.com]
Sent: Monday, October 15, 2012 4:27 PM
To: Abdul-Hafiz, Sandra (LEX)
Cc: Gallt, Jill M. (LEX); Wood, Precia (LEX)
Subject: RE: Georgia-Pacific Est. Meter reading - Acct# 12-0098440-7

Hi Sandra, I wanted to follow-up with you and ensure that someone has gotten back with you regarding the billing issue. Hopefully this is resolved, and I appreciate your patience, and any feedback you would like to offer..thanks and have a good rest of your day.

Charlie Boland

Major Accounts / External Affairs Specialist Kentucky American Water Company 2300 Richmond Road Lexington, KY 40502 Office (859) 268-6314 Internal 7-533-6314 Fax (859) 268-6315 Charles.Boland@amwater.com

For quality and value, tap water is the clear choice.

From: "Abdul-Hafiz, Sandra (LEX)" <SANDRA.Abdul-Hafiz@GAPAC.com>
To: "charles.boland@amwater.com" <charles.boland@amwater.com>
Cc: "Gallt, Jill M. (LEX)" <Jill.Gallt@gapac.com>, "Wood, Precia (LEX)" <PRECIA.WOOD@GAPAC.com>
Date: 10/12/2012 01:40 PM
Subject: RE: Georgia-Pacific Est. Meter reading - Acct# 12-0098440-7

Oops, the correct account is in the subject line , but the wrong account is listed below; the unmetered account is 12-0098440-7.

Thanks.

Sandra Abdul-Hafiz

GP Finance
Lexington Plant
(859) 259-9104

From: Abdul-Hafiz, Sandra (LEX)
Sent: Friday, October 12, 2012 11:43 AM
To: 'charles.boland@amwater.com'
Cc: Gallt, Jill M. (LEX); Wood, Precia (LEX)
Subject: Georgia-Pacific Est. Meter reading - Acct# 12-0098440-7

Good morning Charles,

I received your message and attached is an analytical expense projection for non-metered usage and expense on account 12-0098439-9.

I used actual billed usage through May to achieve daily average gallons used and cost per gallon. I also adjusted billed days for plant shutdowns, that occurred this year, other than normal. I have also adjusted monthly usage and expense for amounts already billed and paid.

Please give me a call if you have any questions.

Thanks.

Sandra Abdul-Hafiz
GP Finance
Lexington Plant
(859) 259-9104

Janet Graham

From: Rachel.Cole@amwater.com
Sent: Tuesday, October 16, 2012 4:28 PM
To: Candice Deininger
Subject: Fw: Georgia-Pacific Sewer Credits - Acct# 12-0098440-7

Hi Candice,

I'm not sure what triggers exclusion credits on this account. They had an extra strength charge in May of this year. They haven't had any since last year. Do they request that annually?

Rachel S. Cole
Kentucky American Water
Field Services Supervisor
Customer Advocacy Office
Email: rachel.cole@amwater.com
Ph: 859-268-6307
Fax: 859-335-3307

----- Forwarded by Rachel Cole/KAWC/AWWSC on 10/16/2012 04:25 PM -----

"Abdul-Hafiz,
Sandra (LEX)"
<SANDRA.Abdul-Hafiz@GAPAC.com>

10/16/2012 12:03
PM

"Rachel.Cole@amwater.com"
<Rachel.Cole@amwater.com>,
"Charles.Boland@amwater.com"
<Charles.Boland@amwater.com>

To

cc

"Gallt, Jill M. (LEX)"
<Jill.Gallt@gapac.com>, "Wood,
Precia (LEX)"
<PRECIA.WOOD@GAPAC.com>

Subject
Georgia-Pacific Sewer Credits -
Acct# 12-0098440-7

Hi Rachel,

Thank you for providing the sewer credit amounts from Feb. thru May, 2012, however the credits are not reflected on any of the water bills; could you please research. I understand that credits for June through September, 2012 should be reflected on the sewer bill coming to us directly from the city.

The last credits I see on any of our bills, came through in 2011 as adjustments, but nothing in 2012.

Thanks.

Sandra Abdul-Hafiz
GP Finance
Lexington Plant
(859) 259-9104

-----Original Message-----

From: Rachel.Cole@amwater.com [mailto:Rachel.Cole@amwater.com]
Sent: Monday, October 15, 2012 4:45 PM
To: Charles.Boland@amwater.com
Cc: Gallt, Jill M. (LEX); Wood, Precia (LEX); Abdul-Hafiz, Sandra (LEX)
Subject: RE: Georgia-Pacific Est. Meter reading - Acct# 12-0098440-7

Charlie,

You are correct. LexServe will receive the usage data and will bill for the prior months based on that usage.

Thank you.

Rachel S. Cole
Kentucky American Water
Field Services Supervisor
Customer Advocacy Office
Email: rachel.cole@amwater.com
Ph: 859-268-6307
Fax: 859-335-3307

Charles E
Boland/KAWC/AWWSC

10/15/2012 04:42
PM

To
"Abdul-Hafiz, Sandra (LEX)"
<SANDRA.Abdul-Hafiz@GAPAC.com>@AWX
cc

"Gallt, Jill M. (LEX)"
<Jill.Gallt@gapac.com>, "Wood,
Precia (LEX)"
<PRECIA.WOOD@GAPAC.com>, Rachel
Cole/KAWC/AWWSC@AWW

Subject
RE: Georgia-Pacific Est. Meter
reading - Acct# 12-0098440-7
(Document link: Rachel Cole)

Hi Sandra, I believe the correct answer is that LexServ will send a bill for the entire period based on usage. The \$25,314 should cover water usage only for the period of June - September 30. Now that we have turned all accounts over to LexServ, any bill (including a backbill) for LFUCG user fees will need to be generated by them. Rachel, if this is incorrect, please let us both know, and thanks!

Charlie Boland
Major Accounts / External Affairs Specialist Kentucky American Water Company 2300 Richmond
Road Lexington, KY 40502 Office (859) 268-6314 Internal 7-533-6314 Fax (859) 268-6315
Charles.Boland@amwater.com

For quality and value, tap water is the clear choice.

From: "Abdul-Hafiz, Sandra (LEX)" <SANDRA.Abdul-Hafiz@GAPAC.com>
To: "Charles.Boland@amwater.com" <Charles.Boland@amwater.com>
Cc: "Gallt, Jill M. (LEX)" <Jill.Gallt@gapac.com>, "Wood, Precia
(LEX)" <PRECIA.WOOD@GAPAC.com>
Date: 10/15/2012 04:34 PM
Subject: RE: Georgia-Pacific Est. Meter reading - Acct#
12-0098440-7

Hi Charlie,

I spoke to Rachael this morning and she quoted a total water usage cost of \$25,214.00 for June - Sept. 30th.

Rachael said the sewer portion would be sent from the city, but we just changed over to the split billing last month, so will the city send a prorated bill back through June, or does Rachael's amount include sewer charges up to city takeover in September?

Thanks for all of your assistance with this matter.

Sandra Abdul-Hafiz
GP Finance
Lexington Plant
(859) 259-9104

From: Charles.Boland@amwater.com [mailto:Charles.Boland@amwater.com]
Sent: Monday, October 15, 2012 4:27 PM
To: Abdul-Hafiz, Sandra (LEX)
Cc: Gallt, Jill M. (LEX); Wood, Precia (LEX)
Subject: RE: Georgia-Pacific Est. Meter reading - Acct# 12-0098440-7

Hi Sandra, I wanted to follow-up with you and ensure that someone has gotten back with you regarding the billing issue. Hopefully this is resolved, and I appreciate your patience, and any feedback you would like to offer..thanks and have a good rest of your day.

Charlie Boland
Major Accounts / External Affairs Specialist Kentucky American Water Company 2300 Richmond Road Lexington, KY 40502 Office (859) 268-6314 Internal 7-533-6314 Fax (859) 268-6315
Charles.Boland@amwater.com

For quality and value, tap water is the clear choice.

From: "Abdul-Hafiz, Sandra (LEX)" <SANDRA.Abdul-Hafiz@GAPAC.com>
To: "charles.boland@amwater.com" <charles.boland@amwater.com>
Cc: "Gallt, Jill M. (LEX)" <Jill.Gallt@gapac.com>, "Wood, Precia (LEX)" <PRECIA.WOOD@GAPAC.com>
Date: 10/12/2012 01:40 PM
Subject: RE: Georgia-Pacific Est. Meter reading - Acct# 12-0098440-7

Oops, the correct account is in the subject line , but the wrong account is listed below; the unmetered account is 12-0098440-7.

Thanks.

Sandra Abdul-Hafiz
GP Finance
Lexington Plant
(859) 259-9104

From: Abdul-Hafiz, Sandra (LEX)
Sent: Friday, October 12, 2012 11:43 AM
To: 'charles.boland@amwater.com'
Cc: Gallt, Jill M. (LEX); Wood, Precia (LEX)
Subject: Georgia-Pacific Est. Meter reading - Acct# 12-0098440-7

Good morning Charles,

I received your message and attached is an analytical expense projection for non-metered usage and expense on account 12-0098439-9.

I used actual billed usage through May to achieve daily average gallons used and cost per gallon. I also adjusted billed days for plant shutdowns, that occurred this year, other than normal. I have also adjusted monthly usage and expense for amounts already billed and paid.

Please give me a call if you have any questions.

Thanks.

Sandra Abdul-Hafiz
GP Finance
Lexington Plant
(859) 259-9104

Janet Graham

From: Rachel.Cole@amwater.com
Sent: Tuesday, October 16, 2012 12:05 PM
To: Mimi.McGarry@gcww.cincinnati-oh.gov
Cc: Candice Deininger; Cossins, Faye; Basu, Sandip; Pickens, Patty; Harrison, Tricia
Subject: Re: FW: KAWC-payment arrangements

Attachments: Payment Terms Letterdoc.doc



Payment Terms
Letterdoc.doc (6...

Hi Mimi,

Attached is the customer communication to be mailed and as far as verifying our the remaining number of payments, for the most part, I think the calculation works.

Please take a look at this letter and we can discuss. Thanks!

(See attached file: Payment Terms Letterdoc.doc)

Rachel S. Cole
Kentucky American Water
Field Services Supervisor
Customer Advocacy Office
Email: rachel.cole@amwater.com
Ph: 859-268-6307
Fax: 859-335-3307

"McG
arry
'
Mimi <Rachel.Cole@amwater.com> To
"
" <Mim <Pickens, Patty" cc
i.Mc <Patty.Pickens@gcww.cincinnati-oh.gov>, "Basu,
Garr <Sandip.Basu@gcww.cincinnati-oh.gov>,
y@gc "Deininger, Candice" <cdeining@lexingtonky.gov>,
ww.c "Harrison, Tricia"
inci <Tricia.Harrison@gcww.cincinnati-oh.gov>,
nnat "Cossins, Faye"
i-oh <Faye.Cossins@gcww.cincinnati-oh.gov>
.gov Subject
> FW: KAWC-payment arrangements

10/1
5/20
12
03:0
5 PM

Hi Rachel,

Were you able to review the installment calculations we included on the attached document, based on what you had sent us last week? We're hopeful that if we're correct in our calculations this will provide the information we need to establish our procedure here for honoring the payment plans for those 100 accounts. You had indicated you would also be looking at the remaining accounts on the spreadsheet to assist us with the understanding

the terms of the payment plan installments on these accounts as well. Do you have an update?

Are you still planning to send communication to these customers?

Thank you,

Mimi McGarry
Customer Contact Center Manager
Commercial Division
Greater Cincinnati Water Works
(513) 591-7701
(513) 591-7985 fax
mimi.mcgarry@gcww.cincinnati-oh.gov

From: McGarry, Mimi
Sent: Wednesday, October 10, 2012 5:11 PM
To: Rachel.Cole@amwater.com
Cc: Pickens, Patty; Deininger, Candice; Basu, Sandip; Harrison, Tricia; Cossins, Faye
Subject: KAWC-payment arrangements

Rachel,

I've attached the spreadsheet you had sent yesterday along with our calculation of number of installments for 20 accounts (see column Q), as we discussed. Used the calculation of dividing column L by column P. Could you please check to see if the numbers match the terms you show for these payment plans?

Also, could you please send a copy of your draft communication intended for customers regarding their existing payment plans?

We really need to have a good understanding of the terms of these 1000+ accounts before communication is sent so we can respond appropriately.

Also, it will be critical that the letters be sent out in intervals (ie. 100/day is best) so as not to inundate LEXserv or KAWC with calls from customers in response.

Thank you for your help!

Mimi McGarry
Customer Contact Center Manager
Commercial Division
Greater Cincinnati Water Works
(513) 591-7701
(513) 591-7985 fax
mimi.mcgarry@gcww.cincinnati-oh.gov

[attachment "KY LFUCG Payment Terms Data v1#payments.xlsx" deleted by Rachel Cole/KAWC/AWWSC]

Janet Graham

From: John Hoggard [jhoggard@utiliplan.com]
Sent: Monday, October 15, 2012 4:33 PM
To: Bryan.Siler@amwater.com
Cc: Mike Nugent; Candice Deininger
Subject: Re: Data Archiving/look up

What's the date of the contract? I'm not sure the progress Mike has made. The last exchange between you and Mike I recall was 9/11 where you said you were checking with your IT folks on his questions. Were you able to get Mike those answers?

On Oct 15, 2012, at 3:48 PM, Bryan .Siler@amwater.com wrote:

> 90 days from the date of the contract. What progress has been made?

>
>
>

> *****

> Bryan Siler
> Field Operations Supervisor
> Kentucky American Water
> 2300 Richmond Road
> Lexington, Kentucky 40502
> 859-268-6350 Office
> 859-268-6374 Fax
> bryan.siler@amwater.com

>
>
>
>

> From: "John Hoggard" <jhoggard@utiliplan.com>
> To: "'Mike Nugent'" <MikeN@lexingtonky.gov>
> Cc: "'Candice Deininger'" <cdeining@lexingtonky.gov>,
> <Bryan.Siler@amwater.com>
> Date: 10/15/2012 03:18 PM
> Subject: RE: FW: Data Archiving/look up

>
>
>

> Mike
> Did you get what you needed on these answers you sent 9/7 and how is
> it going with backing up all the data?
>
> Bryan, how much longer does LFUCG have access to this data to download?

>
> Thanks
> John

> -----Original Message-----
> From: Mike Nugent [mailto:MikeN@lexingtonky.gov]
> Sent: Friday, September 07, 2012 4:08 PM
> To: Bryan.Siler@amwater.com; jhoggard@utiliplan.com
> Cc: Candice Deininger; marisa; William O'Mara
> Subject: RE: FW: Data Archiving/look up

>
>

> Bryan,

>
>
>

> Some questions/comments for you:

>
>

> 1. I did get logged into your web site and located
> the data
> to download

>

> 2. I started in the section labeled 'Usage Data
> Services',
> Item 2 - LFUCG
> In this section there are currently 337 links to the
> files that
> Start on 1/3/2006 and continue to 09/04/2012.
> My issue is that each file name is the same, this
> means that each file
> Downloaded via a web browser must be renamed to
> include the date
> Prior to downloading the next file. This will
> increase the amount of
> Time required to download this data significantly as
> well as introduce
> Typing errors when renaming the data files to contain
> a date.
>
> 3. In checking a few of the files it appears that
> each file
> is stored in its
> Own directory where the directory name is the date in
> YYYYMMDD
> Format. Here is single url for a file
>
>
> [http://businesspartners.amwater.com/AWW/KYPR/Usage%20Data/UdRcvrs/FAYTE/](http://businesspartners.amwater.com/AWW/KYPR/Usage%20Data/UdRcvrs/FAYTE/Usage%20Data%20Files/20060103/UsqDta.zip)
> [E/ Usage%20Data%20Files/20060103/UsqDta.zip](http://businesspartners.amwater.com/AWW/KYPR/Usage%20Data/UdRcvrs/FAYTE/Usage%20Data%20Files/20060103/UsqDta.zip)
>
> 4. I would like to request one of two possible
> solutions to
> allow for us to
> Download load the data quickly and reduce typing
> errors when
>
> Renaming these data files.
>
> a. Would it be possible for your IT group to create
> zipped files starting
> the /FAYTE/ location in the above URL, this way I
> would get all the files
> and directories contained in the FAYTE directory in
> its proper location
> without downloading each file one at time and then
> renaming it.
>
> b. Creation of a virtual ftp site the starts at the
> /FAYE/ location, this
> allows me the ability to ftp the entire directory
> structure (including
> data) to one of our servers removing the need to
> rename files.
>
> I have not reviewed all the data files available but just the
> Data Usage and the
> Section 'Aging Files' in the area called 'Contract Billing
> Downloads', the data
> Structure is the same, in the directories have dates but the
> name of the data
> File is the same for each time period covered.
>
> The actual data structure used to store data probably is
> different for each
> Type of data file that you allow to be downloaded by a
> business partner,
> Which might make option b easier to do.
>
> Mike

>
> |
> | Michael J. Nugent
> | Director of Computer Services
> | Lexington-Fayette Urban County Government 200 East Main Street
> | Lexington, KY 40507
> |
> | Phone: 859.258.3730
> | Fax: 859.258.3399
> |
>

> -----Original Message-----
> From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]
> Sent: Friday, September 07, 2012 09:34
> To: jhoggard@utiliplan.com
> Cc: Candice Deininger; 'marisa'; Mike Nugent
> Subject: RE: FW: Data Archiving/look up
>

> Yes, he can.
>
>
>

> *****

> Bryan Siler
> Field Operations Supervisor
> Kentucky American Water
> 2300 Richmond Road
> Lexington, Kentucky 40502
> 859-268-6350 Office
> 859-268-6374 Fax
> bryan.siler@amwater.com
>
>
>
>

> From: "John Hoggard" <jhoggard@utiliplan.com>
> To: <Bryan.Siler@amwater.com>, <MikeN@lexingtonky.gov>
> Cc: "'Candice Deininger'" <cdeining@lexingtonky.gov>, "'marisa'"
> <marisa@utiliplan.com>
> Date: 09/07/2012 09:05 AM
> Subject: RE: FW: Data Archiving/look up
>
>
>

> Bryan, I noticed Mike also asked for access to the site. Can't he
> just use Candice's access information?
>

> Thanks
> John
>

> -----Original Message-----
> From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]
> Sent: Thursday, September 06, 2012 2:09 PM
> To: MikeN@lexingtonky.gov
> Cc: Candice Deininger; John Hoggard; marisa
> Subject: RE: FW: Data Archiving/look up
>

> No, I am sorry but we do not have anything like that. Perhaps you can
> download one and create that setting so it applies to all of the other
> files.
>

> The files will be available for downloading for about 90 days.
>
>
>

> *****

> Bryan Siler

> Field Operations Supervisor
> Kentucky American Water
> 2300 Richmond Road
> Lexington, Kentucky 40502
> 859-268-6350 Office
> 859-268-6374 Fax
> bryan.siler@amwater.com

>
>
>
>
> From: "Mike Nugent" <MikeN@lexingtonky.gov>
> To: <Bryan.Siler@amwater.com>, "Candice Deininger"
> <cdeining@lexingtonky.gov>
> Cc: "John Hoggard" <jhoggard@utiliplan.com>, "marisa"
> <marisa@utiliplan.com>
> Date: 09/06/2012 01:49 PM
> Subject: RE: FW: Data Archiving/look up

> Bryan,

> I have been busy with an IT audit the majority of August and I'm
> attempting to get caught up as much as possible.

> I understand that you do not have record layouts for your data files,
> just csv files with column headings. Do you have a document or
> documents that describe what each field actual represents in each
> file, if it should be alpha only, alphanumeric or numeric only?

> Also I will need to be able to access the server (web or ftp) where
> the files stored at so that I can begin the download process.

> Mike

> |
> | Michael J. Nugent
> | Director of Computer Services
> | Lexington-Fayette Urban County Government 200 East Main Street
> | Lexington, KY 40507
> |
> | Phone: 859.258.3730
> | Fax: 859.258.3399
> |

> -----Original Message-----

> From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]
> Sent: Monday, August 13, 2012 11:45
> To: Candice Deininger; Mike Nugent
> Cc: John Hoggard; marisa
> Subject: Re: FW: Data Archiving/look up

> Candice,

> Per my 8/2 email I am unaware of anything I can do to help with this
> project. Please let me know if this is not correct.

> Thanks.

> ----- Original Message -----

> From: "Candice Deininger" [cdeining@lexingtonky.gov]
> Sent: 08/13/2012 11:32 AM AST
> To: Bryan Siler; "Mike Nugent" <MikeN@lexingtonky.gov>

> Cc: "John Hoggard" <jhoggard@utiliplan.com>; <marisa@utiliplan.com>
> Subject: RE: FW: Data Archiving/look up
>
>
>
> Good morning. I was just following up on how this was proceeding.
> Will one of you be able to give me an update? Is there anything I can
> do to help expedite? Thank you!!

> Candice J. Deininger
> Revenue Supervisor
> LFUCG Division of Revenue
> 200 East Main Street
> Lexington, KY 40507
> 859-258-3364
> cdeining@lexingtonky.gov

> -----Original Message-----

> From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]
> Sent: Thursday, August 02, 2012 6:30 PM
> To: Candice Deininger
> Cc: John Hoggard; marisa@utiliplan.com; Mike Nugent
> Subject: RE: FW: Data Archiving/look up

> Candice & Mike,

> We do not have file layouts for these files. Most are CSV files and
> contain column headings that can used to identify the contents.

> Is there anything else I can help with on this?

> *****

> Bryan Siler
> Field Operations Supervisor
> Kentucky American Water
> 2300 Richmond Road
> Lexington, Kentucky 40502
> 859-268-6350 Office
> 859-268-6374 Fax
> bryan.siler@amwater.com

> From: "Candice Deininger"
> <cdeining@lexingtonky.gov>
> To: <Bryan.Siler@amwater.com>
> Cc: "John Hoggard"
> <jhoggard@utiliplan.com>,
> <marisa@utiliplan.com>, "Mike Nugent"
> <MikeN@lexingtonky.gov>
> Date: 08/02/2012 01:37 PM
> Subject: RE: FW: Data
> Archiving/look up

> Hi, Bryan - thanks for letting me know you and Mike had a chance to talk.
> I appreciate the efforts on behalf of both of you in getting this
> accomplished!!

> Candice J. Deininger
> Revenue Supervisor

> LFUCG Division of Revenue
> 200 East Main Street
> Lexington, KY 40507
> 859-258-3364
> cdeining@lexingtonky.gov

> -----Original Message-----

> From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]
> Sent: Thursday, August 02, 2012 1:03 PM
> To: Candice Deininger
> Cc: John Hoggard; marisa@utiliplan.com; Mike Nugent
> Subject: Re: FW: Data Archiving/look up

> I am calling Mike now.

> *****

> Bryan Siler
> Field Operations Supervisor
> Kentucky American Water
> 2300 Richmond Road
> Lexington, Kentucky 40502
> 859-268-6350 Office
> 859-268-6374 Fax
> bryan.siler@amwater.com

> From:
> "Candice Deininger"
> <cdeining@lexingtonky.gov>
> To:
> "Mike
> Nugent"
> <MikeN@lexingtonky.gov>,
> <Bryan.Siler@amwater.com>
> Cc:
> "John
> Hoggard"
> <jhoggard@utiliplan.com>,
> <marisa@utiliplan.com>
> Date:
> 08/02/2012 12:59 PM
> Subject:
> FW: Data
> Archiving/look up

> Mike/Bryan - Is this something you two could coordinate? You know I'm
> not that savvy with computer issues, so it would probably be best that
> you two speak directly with one another. If there's anything I can do
> on my end to assist, please let me know. Thanks so much for your help!

> Candice J. Deininger
> Revenue Supervisor
> LFUCG Division of Revenue
> 200 East Main Street
> Lexington, KY 40507
> 859-258-3364
> cdeining@lexingtonky.gov

> From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]

> Sent: Thursday, August 02, 2012 12:36 PM
> To: Candice Deininger
> Subject: Re: Data Archiving/look up

>
>
>
> Candice.

> They are all text files. The best thing would be for him to download
> a month's data to see. Info will need to be retrieved from the website.

> Let's talk if you like.

>
>
> From: "Candice Deininger" [cdeining@lexingtonky.gov]
> Sent: 08/02/2012 12:10 PM AST
> To: Bryan Siler
> Cc: "Mike Nugent" <MikeN@lexingtonky.gov>; <jhoggard@utiliplan.com>;
> <marisa@utiliplan.com>
> Subject: FW: Data Archiving/look up

> Good afternoon, Bryan. Marisa and I had a quick meeting with Mike
> about data archiving and bringing over the last 5-7 years of customer
> history from KAWC. Mike does needs the information in the email from
> him that follows.

> He has no idea of how much information there is and needs to make
> provisions for its storage, etc. Is this information something that
> you can send to him or does he have to go out to retrieve from the
> KAWC site?

> How do we proceed from here to get this accomplished as quickly as
> possible?

> Thank you!

>
> Candice J. Deininger
> Revenue Supervisor
> LFUCG Division of Revenue
> 200 East Main Street
> Lexington, KY 40507
> 859-258-3364
> cdeining@lexingtonky.gov

>
> From: Mike Nugent
> Sent: Thursday, August 02, 2012 11:45 AM
> To: marisa@utiliplan.com
> Cc: Candice Deininger; John Hoggard
> Subject: RE: Data Archiving/look up

> Yes....I will need to know everything about this....the data that we
> want/need to retain, the format of the data, the amount of data per
> month and how we intend to use the data internally.

> If we need to schedule a meeting to go over this then please schedule one.
> Unless we can address the above issues so that I can fully understand
> what this will take I will not be able to develop a project and
> resource plan to implement this need. Without this info this need is not going to be
met.

> Mike

> |
> | Michael J. Nugent
> | Director of Computer Services
> | Lexington-Fayette Urban County Government 200 East Main Street
> | Lexington, KY 40507

> |
> | Phone: 859.258.3730
> | Fax: 859.258.3399
> |
> From: marisa@utiliplan.com [mailto:marisa@utiliplan.com]
> Sent: Thursday, August 02, 2012 09:41
> To: Mike Nugent
> Cc: Candice Deininger; John Hoggard
> Subject: Data Archiving/look up
>
> Hi Mike,
>
> Just wanted to touch base with you on the data archiving and history
> lookup.
> Do you need anything on my end for that?
>
> Thanks
> Marisa
>
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>

Janet Graham

From: Bryan.Siler@amwater.com
Sent: Monday, October 15, 2012 3:49 PM
To: jhoggard@utiliplan.com
Cc: Mike Nugent; Candice Deininger
Subject: RE: FW: Data Archiving/look up

90 days from the date of the contract. What progress has been made?

Bryan Siler
Field Operations Supervisor
Kentucky American Water
2300 Richmond Road
Lexington, Kentucky 40502
859-268-6350 Office
859-268-6374 Fax
bryan.siler@amwater.com

From: "John Hoggard" <jhoggard@utiliplan.com>
To: "'Mike Nugent'" <MikeN@lexingtonky.gov>
Cc: "'Candice Deininger'" <cdeining@lexingtonky.gov>, <Bryan.Siler@amwater.com>
Date: 10/15/2012 03:18 PM
Subject: RE: FW: Data Archiving/look up

Mike
Did you get what you needed on these answers you sent 9/7 and how is it going with backing up all the data?

Bryan, how much longer does LFUCG have access to this data to download?

Thanks
John

-----Original Message-----

From: Mike Nugent [mailto:MikeN@lexingtonky.gov]
Sent: Friday, September 07, 2012 4:08 PM
To: Bryan.Siler@amwater.com; jhoggard@utiliplan.com
Cc: Candice Deininger; marisa; William O'Mara
Subject: RE: FW: Data Archiving/look up

Bryan,

Some questions/comments for you:

1. I did get logged into your web site and located the data to download
2. I started in the section labeled 'Usage Data Services', Item 2 - LFUCG
In this section there are currently 337 links to the files that Start on 1/3/2006 and continue to 09/04/2012.
My issue is that each file name is the same, this means that each file
Downloaded via a web browser must be renamed to include the date
Prior to downloading the next file. This will increase the amount of
Time required to download this data significantly as well as
introduce
Typing errors when renaming the data files to contain a date.

3. each file
is stored in its

In checking a few of the files it appears that

Own directory where the directory name is the date in YYYYMMDD
Format. Here is single url for a file

<http://businesspartners.amwater.com/AWW/KYPR/Usage%20Data/UdRcvrs/FAYTE/Usage%20Data%20Files/20060103/UsqDta.zip>

4. solutions to
allow for us to

I would like to request one of two possible

Download load the data quickly and reduce typing errors when
Renaming these data files.

starting
the files
location

a. Would it be possible for your IT group to create zipped files
the /FAYTE/ location in the above URL, this way I would get all
and directories contained in the FAYTE directory in its proper
without downloading each file one at time and then renaming it.

location, this
(including

b. Creation of a virtual ftp site the starts at the /FAYE/
allows me the ability to ftp the entire directory structure
data) to one of our servers removing the need to rename files.

the
data

I have not reviewed all the data files available but just the Data Usage and
Section 'Aging Files' in the area called 'Contract Billing Downloads', the
Structure is the same, in the directories have dates but the name of the data
File is the same for each time period covered.

The actual data structure used to store data probably is different for each
Type of data file that you allow to be downloaded by a business partner,
Which might make option b easier to do.

Mike

|
| Michael J. Nugent
| Director of Computer Services
| Lexington-Fayette Urban County Government 200 East Main Street
| Lexington, KY 40507
|
| Phone: 859.258.3730
| Fax: 859.258.3399
|

-----Original Message-----

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]
Sent: Friday, September 07, 2012 09:34
To: jhoggard@utiliplan.com
Cc: Candice Deininger; 'marisa'; Mike Nugent
Subject: RE: FW: Data Archiving/look up

Yes, he can.

Bryan Siler
Field Operations Supervisor
Kentucky American Water

2300 Richmond Road
Lexington, Kentucky 40502
859-268-6350 Office
859-268-6374 Fax
bryan.siler@amwater.com

From: "John Hoggard" <jhoggard@utiliplan.com>
To: <Bryan.Siler@amwater.com>, <MikeN@lexingtonky.gov>
Cc: "'Candice Deininger'" <cdeining@lexingtonky.gov>, "'marisa'"
<marisa@utiliplan.com>
Date: 09/07/2012 09:05 AM
Subject: RE: FW: Data Archiving/look up

Bryan, I noticed Mike also asked for access to the site. Can't he just use Candice's access information?

Thanks
John

-----Original Message-----

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]
Sent: Thursday, September 06, 2012 2:09 PM
To: MikeN@lexingtonky.gov
Cc: Candice Deininger; John Hoggard; marisa
Subject: RE: FW: Data Archiving/look up

No, I am sorry but we do not have anything like that. Perhaps you can download one and create that setting so it applies to all of the other files.

The files will be available for downloading for about 90 days.

Bryan Siler
Field Operations Supervisor
Kentucky American Water
2300 Richmond Road
Lexington, Kentucky 40502
859-268-6350 Office
859-268-6374 Fax
bryan.siler@amwater.com

From: "Mike Nugent" <MikeN@lexingtonky.gov>
To: <Bryan.Siler@amwater.com>, "Candice Deininger"
<cdeining@lexingtonky.gov>
Cc: "John Hoggard" <jhoggard@utiliplan.com>, "marisa"
<marisa@utiliplan.com>
Date: 09/06/2012 01:49 PM
Subject: RE: FW: Data Archiving/look up

Bryan,

I have been busy with an IT audit the majority of August and I'm attempting to get caught up as much as possible.

I understand that you do not have record layouts for your data files, just csv files with column headings. Do you have a document or documents that describe what each field actual represents in each file, if it should be alpha only, alphanumeric or numeric only?

Also I will need to be able to access the server (web or ftp) where the files stored at so that I can begin the download process.

Mike

|
| Michael J. Nugent
| Director of Computer Services
| Lexington-Fayette Urban County Government 200 East Main Street

| Lexington, KY 40507
|
| Phone: 859.258.3730
| Fax: 859.258.3399
|

-----Original Message-----

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]
Sent: Monday, August 13, 2012 11:45
To: Candice Deininger; Mike Nugent
Cc: John Hoggard; marisa
Subject: Re: FW: Data Archiving/look up

Candice,

Per my 8/2 email I am unaware of anything I can do to help with this project. Please let me know if this is not correct.

Thanks.

----- Original Message -----

From: "Candice Deininger" [cdeining@lexingtonky.gov]
Sent: 08/13/2012 11:32 AM AST
To: Bryan Siler; "Mike Nugent" <MikeN@lexingtonky.gov>
Cc: "John Hoggard" <jhoggard@utiliplan.com>; <marisa@utiliplan.com>
Subject: RE: FW: Data Archiving/look up

Good morning. I was just following up on how this was proceeding. Will one of you be able to give me an update? Is there anything I can do to help expedite? Thank you!!

Candice J. Deininger
Revenue Supervisor
LFUCG Division of Revenue
200 East Main Street
Lexington, KY 40507
859-258-3364
cdeining@lexingtonky.gov

-----Original Message-----

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]
Sent: Thursday, August 02, 2012 6:30 PM
To: Candice Deininger
Cc: John Hoggard; marisa@utiliplan.com; Mike Nugent
Subject: RE: FW: Data Archiving/look up

Candice & Mike,

We do not have file layouts for these files. Most are CSV files and contain column headings that can be used to identify the contents.

Is there anything else I can help with on this?

Bryan Siler
Field Operations Supervisor
Kentucky American Water
2300 Richmond Road
Lexington, Kentucky 40502
859-268-6350 Office
859-268-6374 Fax
bryan.siler@amwater.com

From: <cdeining@lexingtonky.gov>
To: <Bryan.Siler@amwater.com>
Cc:

"Candice Deininger"

"John Hoggard"

<jhoggard@utiliplan.com>,
<marisa@utiliplan.com>, "Mike Nugent"
<MikeN@lexingtonky.gov>

Date:
Subject:
Archiving/look up

08/02/2012 01:37 PM
RE: FW: Data

Hi, Bryan - thanks for letting me know you and Mike had a chance to talk.
I appreciate the efforts on behalf of both of you in getting this accomplished!!

Candice J. Deininger
Revenue Supervisor
LFUCG Division of Revenue
200 East Main Street
Lexington, KY 40507
859-258-3364
cdeining@lexingtonky.gov

-----Original Message-----

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]
Sent: Thursday, August 02, 2012 1:03 PM
To: Candice Deininger
Cc: John Hoggard; marisa@utiliplan.com; Mike Nugent
Subject: Re: FW: Data Archiving/look up

I am calling Mike now.

Bryan Siler
Field Operations Supervisor
Kentucky American Water
2300 Richmond Road
Lexington, Kentucky 40502
859-268-6350 Office
859-268-6374 Fax
bryan.siler@amwater.com

From:
"Candice Deininger"
<cdeining@lexingtonky.gov>
To:
"Mike
Nugent"
<MikeN@lexingtonky.gov>,
<Bryan.Siler@amwater.com>

Cc:
"John
Hoggard"
<jhoggard@utiliplan.com>,
<marisa@utiliplan.com>
Date:
08/02/2012 12:59 PM
Subject:
FW: Data
Archiving/look up

Mike/Bryan - Is this something you two could coordinate? You know I'm not that savvy with computer issues, so it would probably be best that you two speak directly with one another. If there's anything I can do on my end to assist, please let me know. Thanks so much for your help!

Candice J. Deininger
Revenue Supervisor
LFUCG Division of Revenue
200 East Main Street
Lexington, KY 40507
859-258-3364

cdeining@lexingtonky.gov

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]
Sent: Thursday, August 02, 2012 12:36 PM
To: Candice Deininger
Subject: Re: Data Archiving/look up

Candice.

They are all text files. The best thing would be for him to download a month's data to see. Info will need to be retrieved from the website.

Let's talk if you like.

From: "Candice Deininger" [cdeining@lexingtonky.gov]
Sent: 08/02/2012 12:10 PM AST
To: Bryan Siler
Cc: "Mike Nugent" <MikeN@lexingtonky.gov>; <jhoggard@utiliplan.com>;
<marisa@utiliplan.com>
Subject: FW: Data Archiving/look up

Good afternoon, Bryan. Marisa and I had a quick meeting with Mike about data archiving and bringing over the last 5-7 years of customer history from KAWC. Mike does needs the information in the email from him that follows.

He has no idea of how much information there is and needs to make provisions for its storage, etc. Is this information something that you can send to him or does he have to go out to retrieve from the KAWC site?

How do we proceed from here to get this accomplished as quickly as possible?

Thank you!

Candice J. Deininger
Revenue Supervisor
LFUCG Division of Revenue
200 East Main Street
Lexington, KY 40507
859-258-3364
cdeining@lexingtonky.gov

From: Mike Nugent
Sent: Thursday, August 02, 2012 11:45 AM
To: marisa@utiliplan.com
Cc: Candice Deininger; John Hoggard
Subject: RE: Data Archiving/look up

Yes....I will need to know everything about this....the data that we want/need to retain, the format of the data, the amount of data per month and how we intend to use the data internally.

If we need to schedule a meeting to go over this then please schedule one. Unless we can address the above issues so that I can fully understand what this will take I will not be able to develop a project and resource plan to implement this need. Without this info this need is not going to be met.

Mike

|
| Michael J. Nugent
| Director of Computer Services
| Lexington-Fayette Urban County Government 200 East Main Street
| Lexington, KY 40507
|
| Phone: 859.258.3730
| Fax: 859.258.3399
|

From: marisa@utiliplan.com [mailto:marisa@utiliplan.com]
Sent: Thursday, August 02, 2012 09:41

To: Mike Nugent
Cc: Candice Deininger; John Hoggard
Subject: Data Archiving/look up

Hi Mike,

Just wanted to touch base with you on the data archiving and history lookup.
Do you need anything on my end for that?

Thanks
Marisa

Janet Graham

From: John Hoggard [jhoggard@utiliplan.com]
Sent: Monday, October 15, 2012 3:18 PM
To: Mike Nugent
Cc: Bryan.Siler@amwater.com; Candice Deininger
Subject: RE: FW: Data Archiving/look up

Importance: High

Mike
Did you get what you needed on these answers you sent 9/7 and how is it going with backing up all the data?

Bryan, how much longer does LFUCG have access to this data to download?

Thanks
John

-----Original Message-----

From: Mike Nugent [mailto:MikeN@lexingtonky.gov]
Sent: Friday, September 07, 2012 4:08 PM
To: Bryan.Siler@amwater.com; jhoggard@utiliplan.com
Cc: Candice Deininger; marisa; William O'Mara
Subject: RE: FW: Data Archiving/look up

Bryan,

Some questions/comments for you:

1. I did get logged into your web site and located the data to download

2. I started in the section labeled 'Usage Data Services',
Item 2 - LFUCG

In this section there are currently 337 links to the files that Start on 1/3/2006 and continue to 09/04/2012. My issue is that each file name is the same, this means that each file Downloaded via a web browser must be renamed to include the date Prior to downloading the next file. This will increase the amount of Time required to download this data significantly as well as introduce Typing errors when renaming the data files to contain a date.

3. In checking a few of the files it appears that each file is stored in its Own directory where the directory name is the date in YYYYMMDD Format. Here is single url for a file

<http://businesspartners.amwater.com/AWW/KYPR/Usage%20Data/UdRcvrs/FAYTE/Usage%20Data%20Files/20060103/UsgDta.zip>

4. I would like to request one of two possible solutions to allow for us to Download load the data quickly and reduce typing errors when

Renaming these data files.

a. Would it be possible for your IT group to create zipped files starting the /FAYTE/ location in the above URL, this way I would get all the files and directories contained in the FAYTE directory in its proper location without downloading each file one at time and then renaming it.

b. Creation of a virtual ftp site the starts at the /FAYE/ location, this

allows me the ability to ftp the entire directory structure (including data) to one of our servers removing the need to rename files.

I have not reviewed all the data files available but just the Data Usage and the Section 'Aging Files' in the area called 'Contract Billing Downloads', the data Structure is the same, in the directories have dates but the name of the data File is the same for each time period covered.

The actual data structure used to store data probably is different for each Type of data file that you allow to be downloaded by a business partner, Which might make option b easier to do.

Mike

|
| Michael J. Nugent
| Director of Computer Services
| Lexington-Fayette Urban County Government 200 East Main Street
| Lexington, KY 40507
|
| Phone: 859.258.3730
| Fax: 859.258.3399
|

-----Original Message-----

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]
Sent: Friday, September 07, 2012 09:34
To: jhoggard@utiliplan.com
Cc: Candice Deininger; 'marisa'; Mike Nugent
Subject: RE: FW: Data Archiving/look up

Yes, he can.

Bryan Siler
Field Operations Supervisor
Kentucky American Water
2300 Richmond Road
Lexington, Kentucky 40502
859-268-6350 Office
859-268-6374 Fax
bryan.siler@amwater.com

From: "John Hoggard" <jhoggard@utiliplan.com>
To: <Bryan.Siler@amwater.com>, <MikeN@lexingtonky.gov>
Cc: "'Candice Deininger'" <cdeining@lexingtonky.gov>, "'marisa'" <marisa@utiliplan.com>
Date: 09/07/2012 09:05 AM
Subject: RE: FW: Data Archiving/look up

Bryan, I noticed Mike also asked for access to the site. Can't he just use Candice's access information?

Thanks
John

-----Original Message-----

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]
Sent: Thursday, September 06, 2012 2:09 PM
To: MikeN@lexingtonky.gov
Cc: Candice Deininger; John Hoggard; marisa
Subject: RE: FW: Data Archiving/look up

No, I am sorry but we do not have anything like that. Perhaps you can download one and create that setting so it applies to all of the other files.

The files will be available for downloading for about 90 days.

Bryan Siler
Field Operations Supervisor
Kentucky American Water
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Lexington, Kentucky 40502
859-268-6350 Office
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bryan.siler@amwater.com

From: "Mike Nugent" <MikeN@lexingtonky.gov>
To: <Bryan.Siler@amwater.com>, "Candice Deininger"
<cdeining@lexingtonky.gov>
Cc: "John Hoggard" <jhoggard@utiliplan.com>, "marisa"
<marisa@utiliplan.com>
Date: 09/06/2012 01:49 PM
Subject: RE: FW: Data Archiving/look up

Bryan,

I have been busy with an IT audit the majority of August and I'm attempting to get caught up as much as possible.

I understand that you do not have record layouts for your data files, just csv files with column headings. Do you have a document or documents that describe what each field actual represents in each file, if it should be alpha only, alphanumeric or numeric only?

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| Director of Computer Services
| Lexington-Fayette Urban County Government 200 East Main Street
| Lexington, KY 40507
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| Phone: 859.258.3730
| Fax: 859.258.3399
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-----Original Message-----

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]
Sent: Monday, August 13, 2012 11:45
To: Candice Deininger; Mike Nugent
Cc: John Hoggard; marisa
Subject: Re: FW: Data Archiving/look up

Candice,

Per my 8/2 email I am unaware of anything I can do to help with this project. Please let me know if this is not correct.

Thanks.

----- Original Message -----

From: "Candice Deininger" [cdeining@lexingtonky.gov]
Sent: 08/13/2012 11:32 AM AST
To: Bryan Siler; "Mike Nugent" <MikeN@lexingtonky.gov>
Cc: "John Hoggard" <jhoggard@utiliplan.com>; <marisa@utiliplan.com>
Subject: RE: FW: Data Archiving/look up

Good morning. I was just following up on how this was proceeding. Will one of you be able to give me an update? Is there anything I can do to help expedite? Thank you!!

Candice J. Deininger
Revenue Supervisor
LFUCG Division of Revenue
200 East Main Street
Lexington, KY 40507
859-258-3364
cdeining@lexingtonky.gov

-----Original Message-----

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]
Sent: Thursday, August 02, 2012 6:30 PM
To: Candice Deininger
Cc: John Hoggard; marisa@utiliplan.com; Mike Nugent
Subject: RE: FW: Data Archiving/look up

Candice & Mike,

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Bryan Siler
Field Operations Supervisor
Kentucky American Water
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859-268-6350 Office
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bryan.siler@amwater.com

From: "Candice Deininger"
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To: <Bryan.Siler@amwater.com>
Cc: "John Hoggard"
<jhoggard@utiliplan.com>, "Mike Nugent"
<marisa@utiliplan.com>, "Mike Nugent"
<MikeN@lexingtonky.gov>
Date: 08/02/2012 01:37 PM
Subject: RE: FW: Data Archiving/look up

Hi, Bryan - thanks for letting me know you and Mike had a chance to talk. I appreciate the efforts on behalf of both of you in getting this accomplished!!

Candice J. Deininger
Revenue Supervisor
LFUCG Division of Revenue
200 East Main Street
Lexington, KY 40507
859-258-3364
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From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]
Sent: Thursday, August 02, 2012 1:03 PM
To: Candice Deininger
Cc: John Hoggard; marisa@utiliplan.com; Mike Nugent
Subject: Re: FW: Data Archiving/look up

I am calling Mike now.

Bryan Siler
Field Operations Supervisor
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2300 Richmond Road

Lexington, Kentucky 40502
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From:
"Candice Deininger"
<cdeining@lexingtonky.gov>
To: "Mike
Nugent"
<MikeN@lexingtonky.gov>,
<Bryan.Siler@amwater.com>
Cc: "John
Hoggard"
<jhoggard@utiliplan.com>,
<marisa@utiliplan.com>
Date:
08/02/2012 12:59 PM
Subject:
FW: Data
Archiving/look up

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Candice J. Deininger
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LFUCG Division of Revenue
200 East Main Street
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859-258-3364
cdeining@lexingtonky.gov

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]
Sent: Thursday, August 02, 2012 12:36 PM
To: Candice Deininger
Subject: Re: Data Archiving/look up

Candice.

They are all text files. The best thing would be for him to download a month's data to see. Info will need to be retrieved from the website.

Let's talk if you like.

From: "Candice Deininger" [cdeining@lexingtonky.gov]
Sent: 08/02/2012 12:10 PM AST
To: Bryan Siler
Cc: "Mike Nugent" <MikeN@lexingtonky.gov>; <jhoggard@utiliplan.com>;
<marisa@utiliplan.com>
Subject: FW: Data Archiving/look up

Good afternoon, Bryan. Marisa and I had a quick meeting with Mike about data archiving and bringing over the last 5-7 years of customer history from KAWC. Mike does needs the information in the email from him that follows. He has no idea of how much information there is and needs to make provisions for its storage, etc. Is this information something that you can send to him or does he have to go out to retrieve from the KAWC site? How do we proceed from here to get this accomplished as quickly as possible?

Thank you!

Candice J. Deininger
Revenue Supervisor
LFUCG Division of Revenue

200 East Main Street
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cdeining@lexingtonky.gov

From: Mike Nugent
Sent: Thursday, August 02, 2012 11:45 AM
To: marisa@utiliplan.com
Cc: Candice Deininger; John Hoggard
Subject: RE: Data Archiving/look up

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If we need to schedule a meeting to go over this then please schedule one. Unless we can address the above issues so that I can fully understand what this will take I will not be able to develop a project and resource plan to implement this need. Without this info this need is not going to be met.

Mike

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| Michael J. Nugent
| Director of Computer Services
| Lexington-Fayette Urban County Government 200 East Main Street
| Lexington, KY 40507
|
| Phone: 859.258.3730
| Fax: 859.258.3399
|

From: marisa@utiliplan.com [mailto:marisa@utiliplan.com]
Sent: Thursday, August 02, 2012 09:41
To: Mike Nugent
Cc: Candice Deininger; John Hoggard
Subject: Data Archiving/look up

Hi Mike,

Just wanted to touch base with you on the data archiving and history lookup. Do you need anything on my end for that?

Thanks
Marisa

Janet Graham

From: McGarry, Mimi [Mimi.McGarry@gcww.cincinnati-oh.gov]
Sent: Monday, October 15, 2012 3:05 PM
To: Rachel.Cole@amwater.com
Cc: Candice Deininger; Cossins, Faye; Basu, Sandip; Pickens, Patty; Harrison, Tricia
Subject: FW: KAWC-payment arrangements
Importance: High
Attachments: KY LFUCG Payment Terms Data v1#payments.xlsx

Hi Rachel,

Were you able to review the installment calculations we included on the attached document, based on what you had sent us last week? We're hopeful that if we're correct in our calculations this will provide the information we need to establish our procedure here for honoring the payment plans for those 100 accounts. You had indicated you would also be looking at the remaining accounts on the spreadsheet to assist us with the understanding the terms of the payment plan installments on these accounts as well. Do you have an update?

Are you still planning to send communication to these customers?

Thank you,

Mimi McGarry
 Customer Contact Center Manager
 Commercial Division
 Greater Cincinnati Water Works
 (513) 591-7701
 (513) 591-7985 fax
 mimi.mcgarry@gcww.cincinnati-oh.gov

From: McGarry, Mimi
Sent: Wednesday, October 10, 2012 5:11 PM
To: Rachel.Cole@amwater.com
Cc: Pickens, Patty; Deininger, Candice; Basu, Sandip; Harrison, Tricia; Cossins, Faye
Subject: KAWC-payment arrangements

Rachel,

I've attached the spreadsheet you had sent yesterday along with our calculation of number of installments for 20 accounts (see column Q), as we discussed. Used the calculation of dividing column L by column P. Could you please check to see if the numbers match the terms you show for these payment plans?

Also, could you please send a copy of your draft communication intended for customers regarding their existing payment plans?

We really need to have a good understanding of the terms of these 1000+ accounts before communication is sent so we can respond appropriately. Also, it will be critical that the letters be sent out in intervals (ie. 100/day is best) so as not to inundate LEXserv or KAWC with calls from customers in response.

Thank you for your help!

Mimi McGarry

Customer Contact Center Manager

Commercial Division

Greater Cincinnati Water Works

(513) 591-7701

(513) 591-7985 *fax*

mimi.mcgarry@gcww.cincinnati-oh.gov

Janet Graham

From: Candice Deininger [CDEINING@LEXINGTONKY.GOV]

Sent: Monday, October 15, 2012 1:31 PM

To: Rachel.Cole@amwater.com

Subject: 4100 Old Frankort Pike

Hi, Rachel. Just wanted to let you know that I've advised GCW that this location is not sewered; it wasn't billed sewer by KAWC so not quite sure what happened there. Anyway, just wanted to confirm to you the correct status of the account so note could be placed if need be . . . hope you're doing okay – I'm thinking about you . . .

Candice J. Deininger
Revenue Supervisor
LFUCG Division of Revenue
200 East Main Street
Lexington, KY 40507
859-258-3364
cdeining@lexingtonky.gov

Janet Graham

From: Basu, Sandip [mailto:Sandip.Basu@gcwv.cincinnati-oh.gov]
Sent: Thursday, October 11, 2012 9:33 AM
To: Nam, Eileen; Lynne Webb
Cc: Rachel.Cole@amwater.com; Candice Deininger; Tonia Walters; John Hoggard; Caldwell, Lisa; Brian.McDonough@amwater.com
Subject: RE: 120096016 -4753 Agape

Thanks for the clarification Lynne. Let me get back with you as soon as I get chance to review with Lisa & Eileen.

Sandip

From: Lynne Webb [mailto:lwebb@lexingtonky.gov]
Sent: Thu 10/11/2012 9:26 AM
To: Basu, Sandip; Nam, Eileen
Cc: Caldwell, Lisa; Deininger, Candice; Walters, Tonia; John Hoggard; Brian.McDonough@amwater.com; Rachel.Cole@amwater.com
Subject: RE: 120096016 -4753 Agape

Sandip - -

The amounts were brought over to Customer Suite. However they were brought over as debits to the accounts INSTEAD of credits like they should have been. On the LEXserv bills it is showing that customers owe these amounts and in fact they do not.

What is your recommended solution to this problem?

Lynne
859.258.3363

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To: Lynne Webb; Nam, Eileen
Cc: Caldwell, Lisa; Candice Deininger; Tonia Walters; John Hoggard; Brian.McDonough@amwater.com; Rachel.Cole@amwater.com
Subject: RE: 120096016 -4753 Agape

Lynne - This is based on guidelines we followed (see email dialogues attached).

What Brian explained below about the payment type '50' (adjusted Accts Receivable) is exactly why those payments were not applied to Customer Suite. The CASHTRN payment processing has been picking up payments with transaction type '20', '21', '22' and '25' only to apply to Customer Suite.

Do we need to review this together and make additional updates? Please let us know.

Thank you,
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To: Nam, Eileen
Cc: Basu, Sandip; Caldwell, Lisa; Deininger, Candice; Walters, Tonia; John Hoggard; Brian.McDonough@amwater.com; Rachel.Cole@amwater.com
Subject: FW: 120096016 -4753 Agape

Eileen -

Can you please read the email below from Brian at KAWC and let us know why these did not transfer to Customer Suite? I have a customer who has gone to the Mayor's office because he made the payment to KAWC but we billed him on his LEXserv bill. Thanks for looking into this and letting us know what needs to be done.

Lynne
859.258.3363

From: Brian.McDonough@amwater.com [mailto:Brian.McDonough@amwater.com]
Sent: Wednesday, October 10, 2012 9:40 AM
To: Rachel.Cole@amwater.com
Cc: Lynne Webb
Subject: RE: 120096016 -4753 Agape

Lynne and Rachel,

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Lynne, if you have access to the cash transaction report can you check some other '50' payment types to see if they are being applied, or instead maybe just see if Eileen could figure out why the cash transaction payment did not get posted for this account.

04/28/2013

Brian McDonough
(856)-782-2833 Office
(609)-933-2212 Cell

Rachel Cole/KAWC/AWWSC

10/10/2012 08:51 AM

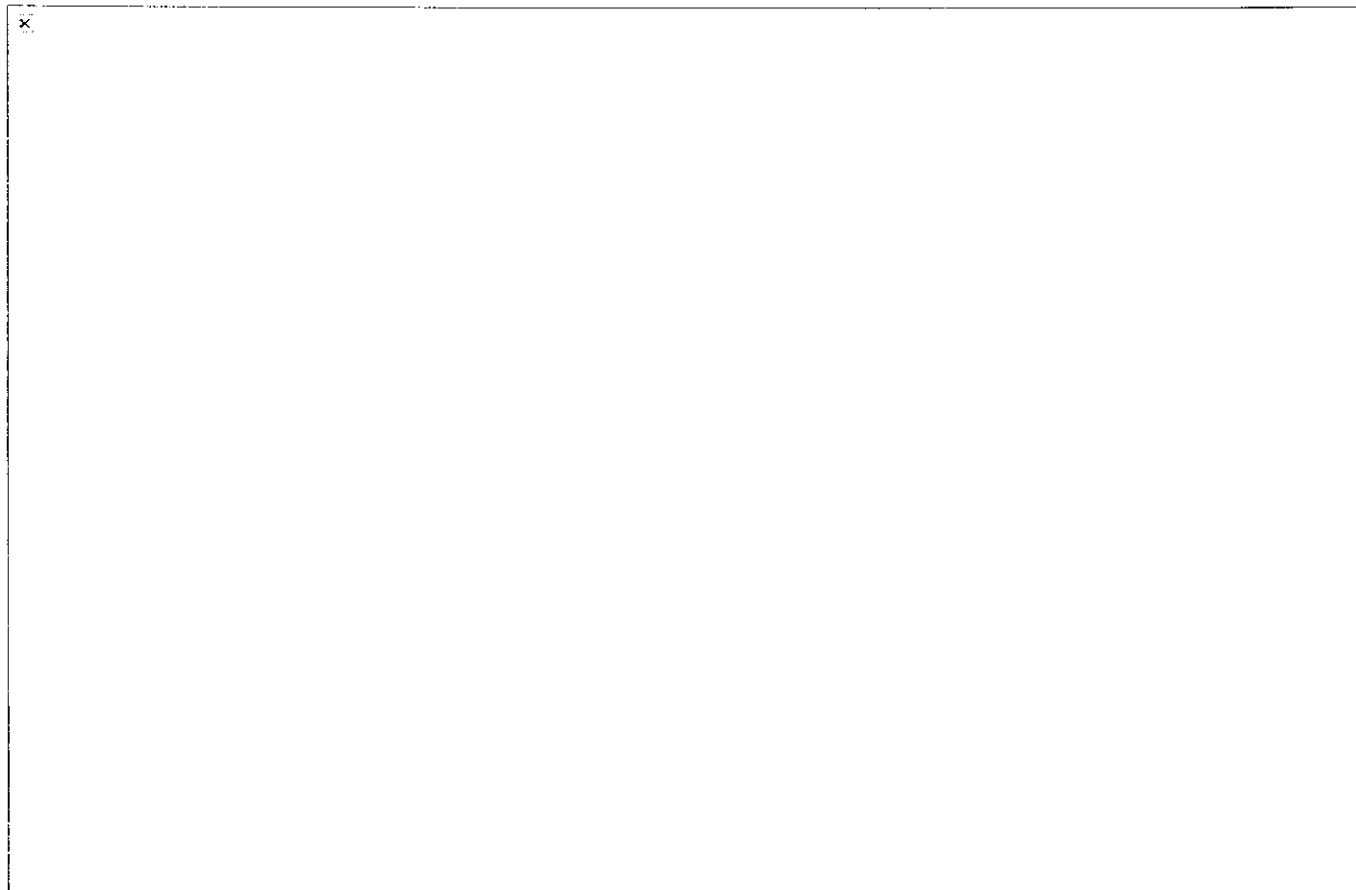
To "Lynne Webb" <lwebb@lexingtonky.gov>@AWX
cc Brian T McDonough/CONSULT/AWWSC@AWW
Subject RE: 120096016 -4753 Agape [Link](#)

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His balance with LexServe should be \$187.55 instead of \$174.40.

Brian, Any thoughts?



Rachel S. Cole
Kentucky American Water
Field Services Supervisor
Customer Advocacy Office
Email: rachel.cole@amwater.com
Ph: 859-268-6307
Fax: 859-335-3307

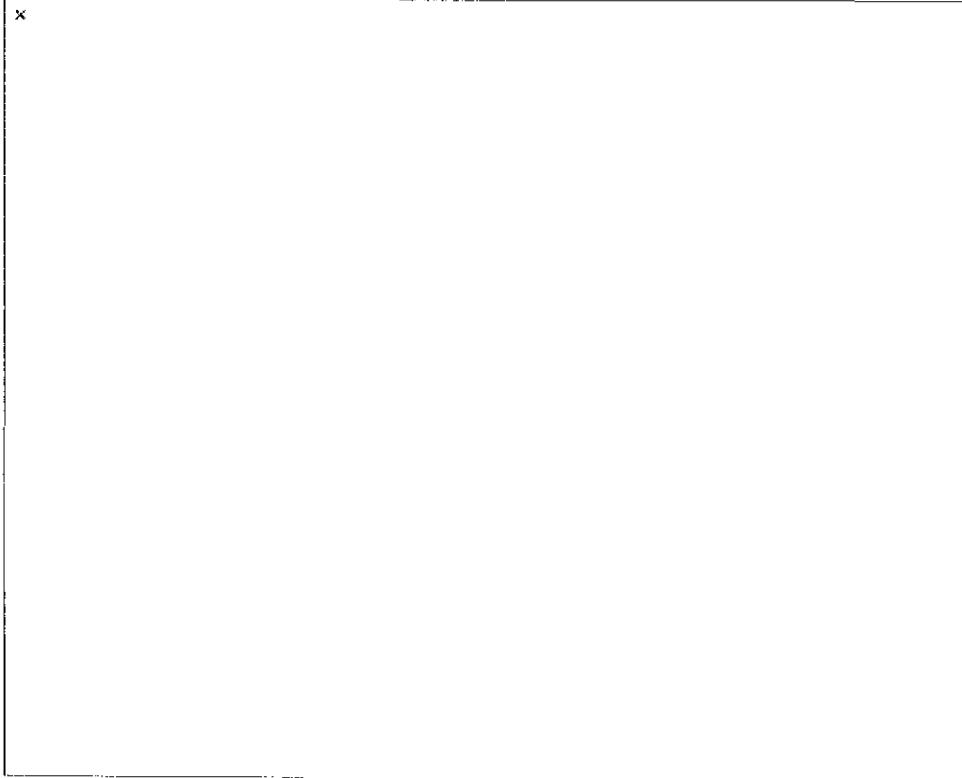
"Lynne Webb" <lwebb@lexingtonky.gov>

10/10/2012 07:44 AM

To <Rachel.Cole@amwater.com>
cc
Subject RE: 120096016 -4753 Agape

Rachel -
Here is a copy of his ledger card in our new system. As you can see we have posted a payment of \$200 and he has a credit balance of \$174.40. Is this what you needed to know?

04/28/2013



Lynne
859.258.3363

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From: Rachel.Cole@amwater.com [mailto:Rachel.Cole@amwater.com]
Sent: Tuesday, October 09, 2012 6:33 PM
To: Lynne Webb
Subject: 120096016 -4753 Agape

Hi Lynn,

Would you please check to see if Mr. Clark's payment has been applied for his August bill? Without his big payment in advance, is he current on his LexServe bill? Just need reassurance-he has such a large credit balance here, I just want to make sure his account didn't get messed up. He said he had quite a lengthy conversation with the folks down there yesterday.

120096016

Thanks.

Rachel S. Cole
Kentucky American Water
Field Services Supervisor
Customer Advocacy Office
Email: rachel.cole@amwater.com
Ph: 859-268-6307
Fax: 859-335-3307

Janet Graham

From: Lynne Webb [lwebb@lexingtonky.gov]
Sent: Thursday, October 11, 2012 2:43 PM
To: Stephen Mulligan; Basu, Sandip
Cc: Rachel.Cole@amwater.com; Candice Deininger; Tonia Walters; John Hoggard; Nam, Eileen; Caldwell, Lisa; Brian.McDonough@amwater.com
Subject: RE: 120096016 -4753 Agape

That is fine on the 50's... What is your plan of action on the 70's?

Lynne
 859.258.3363

From: Basu, Sandip [mailto:Sandip.Basu@gcww.cincinnati-oh.gov]
Sent: Thursday, October 11, 2012 2:37 PM
To: Lynne Webb; Stephen Mulligan
Cc: Nam, Eileen; Caldwell, Lisa; Candice Deininger; Tonia Walters; John Hoggard; Brian.McDonough@amwater.com; Rachel.Cole@amwater.com
Subject: RE: 120096016 -4753 Agape

Lynne-

We have identified the that type '50' payments have never been converted into Customer Suite. This was done based on mutual decision between GCWW & LFUCG during conversion & testing (per attached email that I share earlier).

Anyhow, going forward -- as these are true credits to customer accounts, Eileen is running some analysis on the database, re-downloading KAWC CASHTRAN files, identifying type '50' payments, generating a verification report and eventually, upload/convert these payment into Customer Suite.

All steps up to upload/convert might be done by tonight. However, for upload/convert steps, we need to ask Stephen couple of questions.

Stephen -- Have you already received type '50' payments from KAWC? Do you see any issues if GCWW now update these payments into Customer Suite with current date (say, sometime next week)? Obviously, Customer Suite will apply these credits to these accounts appropriately. All these payments will be reflected on your weekly & Monthly GL reports and GURFEED extract, as usual. Please confirm this is OK with you.

If I have confused you, let's talk over the phone sometime tomorrow. Let me know ...

Thank you,
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04/28/2013

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Sent: Wednesday, October 10, 2012 9:40 AM
To: Rachel.Cole@amwater.com
Cc: Lynne Webb
Subject: RE: 120096016 -4753 Agape

Lynne and Rachel,

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Rachel Cole/KAWC/AWWSC

10/10/2012 08:51 AM

To "Lynne Webb" <lwebb@lexingtonky.gov>@AWX
 cc Brian T McDonough/CONSULT/AWWSC@AWW
 Subject RE: 120096016 -4753 Agape [Link](#)

Thanks, Lynn.

I was really looking for the payment which would have been applied in August to wipe out the Aug charge of \$13.15. This man pays in advance so I would think that his carryover balance to LFUCG would have been \$0.00 at 8/31. So my concern, is that \$13.15 flowed through instead of \$0.00.

His balance with LexServe should be \$187.55 instead of \$174.40.

Brian, Any thoughts?

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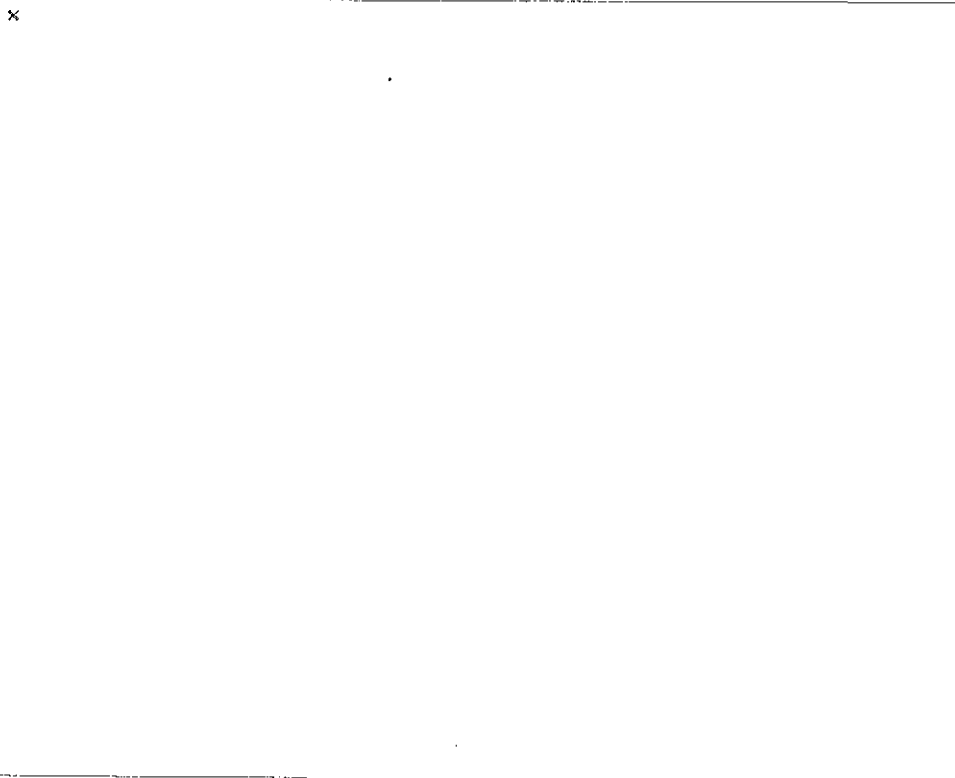
Rachel S. Cole
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Field Services Supervisor
Customer Advocacy Office
Email: rachel.cole@amwater.com
Ph: 859-268-6307
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"Lynne Webb" <lwebb@lexingtonky.gov>

To: <Rachel.Cole@amwater.com>
cc
Subject RE: 120096018 -4753 Agape

10/10/2012 07:44 AM

Rachel -
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Lynne
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-----Original Message-----

From: Rachel.Cole@amwater.com [mailto:Rachel.Cole@amwater.com]
Sent: Tuesday, October 09, 2012 6:33 PM
To: Lynne Webb
Subject: 120096016 -4753 Agape

Hi Lynn,

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120096016

Thanks.

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04/28/2013

LFC_R_PSC_EX_#4(1)
 Page 216 of 397

Subject: FW: 120096016 -4753 Agape

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10/10/2012 08:51 AM

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cc Brian T McDonough/CONSULT/AWWSC@AWW

Subject RE: 120096016 -4753 Agape [Link](#)

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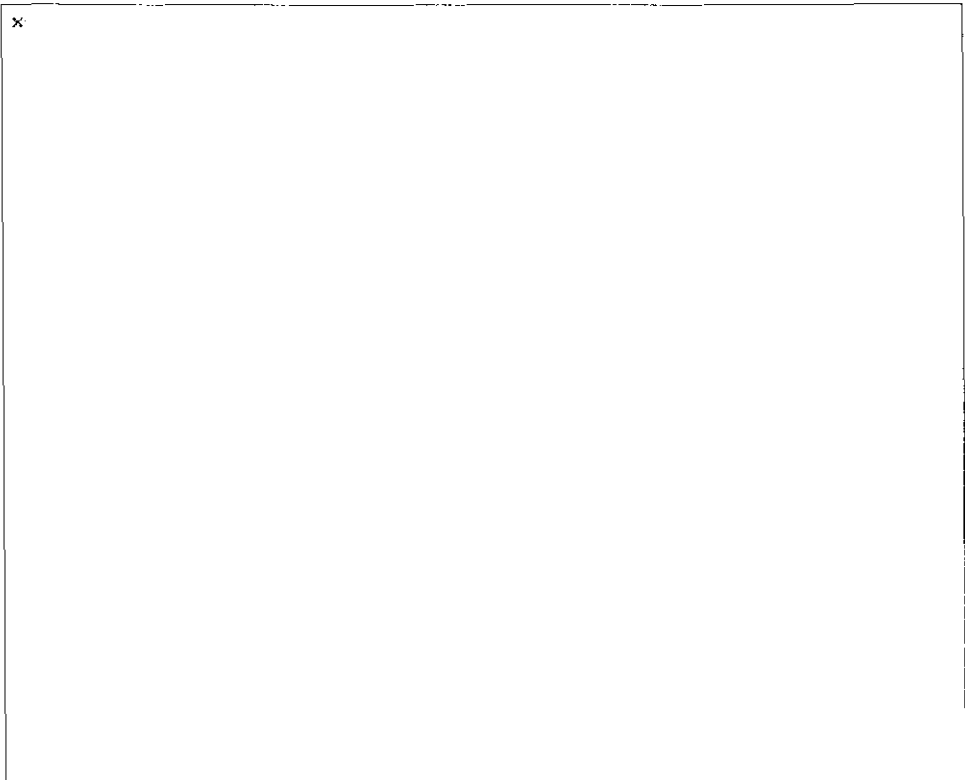
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His balance with LexServe should be \$187.55 instead of \$174.40.

Brian, Any thoughts?

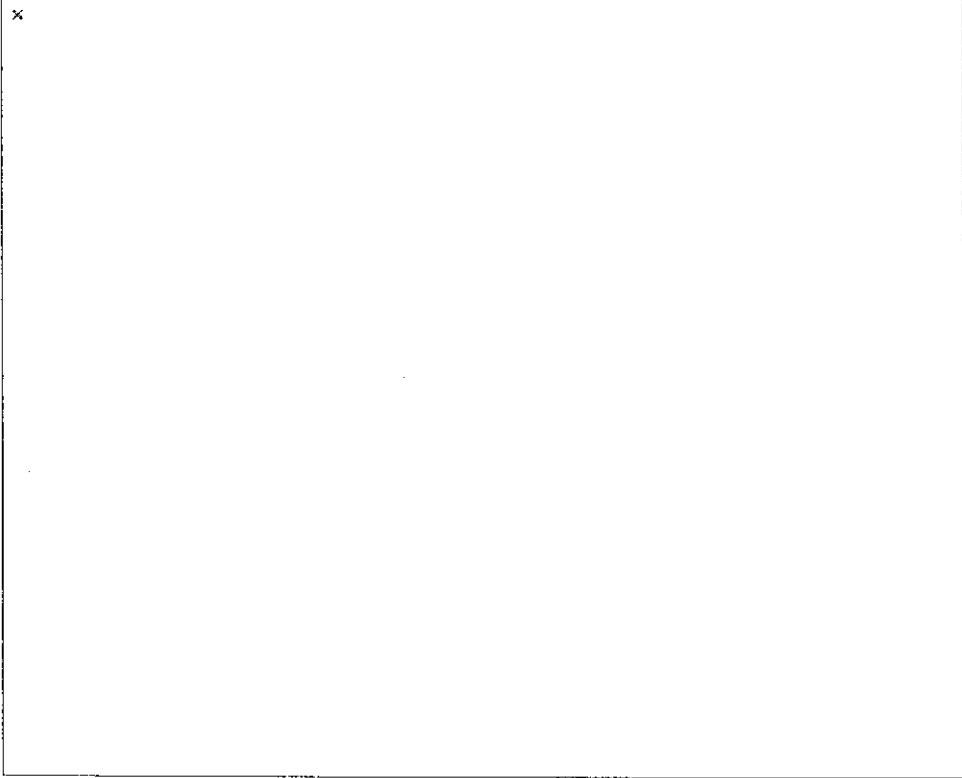
x

Rachel S. Cole
Kentucky American Water
Field Services Supervisor
Customer Advocacy Office
Email: rachel.cole@amwater.com
Ph: 859-268-6307
Fax: 859-335-3307

"Lynne Webb" <lwebb@lexingtonky.gov>
10/10/2012 07:44 AM

To: <Rachel.Cole@amwater.com>
cc:
Subject RE: 120096018 -4753 Agape

Rachel -
Here is a copy of his ledger card in our new system. As you can see we have posted a payment of \$200 and he has a credit balance of \$174.40. Is this what you needed to know?



Lynne
859.258.3363

-----Original Message-----
From: Rachel.Cole@amwater.com [mailto:Rachel.Cole@amwater.com]
Sent: Tuesday, October 09, 2012 6:33 PM
To: Lynne Webb
Subject: 120096016 -4753 Agape

Hi Lynn,

Would you please check to see if Mr. Clark's payment has been applied for his August bill? Without his big payment in advance, is he current on his LexServe bill? Just need reassurance-he has such a large credit balance here, I just want to make sure his account didn't get messed up. He said he had quite a lengthy conversation with the folks down there yesterday.

120096016

Thanks.

Rachel S. Cole
Kentucky American Water
Field Services Supervisor
Customer Advocacy Office
Email: rachel.cole@amwater.com
Ph: 859-268-6307
Fax: 859-335-3307

Janet Graham

From: Basu, Sandip [Sandip.Basu@gcww.cincinnati-oh.gov]
Sent: Wednesday, October 10, 2012 5:54 PM
To: Rachel.Cole@amwater.com; Bryan Siler @ Amwater; Brian.McDonough@amwater.com
Cc: Candice Deininger; Hilori Morgan; Wiest, Gary; Cossins, Faye; jhoggard@utiliplan.com; Lynne Webb; Nam, Eileen; Caldwell, Lisa
Subject: RE: LFUCG: WQ-Only Accounts to excluded?

Attachments: Move In_Lex Exceptions_Hilori 3.xlsx

KAWC/AW Team – Attached is another list of ~30 some accounts having a similar issue.

How shall we address this issue? Is a phone is warranted?

Please advise.

Thank you.
 Sandip.

From: Basu, Sandip
Sent: Tuesday, October 09, 2012 1:30 PM
To: 'Brian.McDonough@amwater.com'; 'Rachel.Cole@amwater.com'; 'Bryan Siler @ Amwater'
Cc: Nam, Eileen; Morgan, Hilori; Caldwell, Lisa; Deininger, Candice; Webb, Lynne; Wiest, Gary; 'jhoggard@utiliplan.com'; Cossins, Faye
Subject: LFUCG: WQ-Only Accounts to excluded?

Brian, Rachel & Bryan – Please see attached list of accounts and conversation thread between Lisa (GCWW) & Hilori (LFUCG).

Does this mean that KAWC should be excluding 'outside the urban service area' accounts from the water consumption that is being sent to GCWW?

We are having to go through lots of manual diagnosis process ... consuming lots of unplanned time on the staff members side. At some point of time, these extra work can result in affecting service quality and service cost to LFUCG.

Please let us know what you find and action plan on your side.

Thank you,
 Sandip.

From: Hilori Morgan [mailto:hmorgan@lexingtonky.gov]
Sent: Monday, October 08, 2012 11:36 AM
To: Caldwell, Lisa
Cc: Deininger, Candice; Webb, Lynne; Basu, Sandip; Wiest, Gary; jhoggard@utiliplan.com
Subject: RE:

I checked through the accounts on the spreadsheet and determined that they should not be coded for sewer. The majority of the accounts are active water accounts that are outside of the urban service area, so they don't have sewer. There is not a way for you to determine if the account needs the sewer service added; it has to be verified through LFUCG. I would be happy to review any questionable accounts prior to adding service.

As for the landfill service, it is my understanding that this will be updated in the weekly file.

I hope this helps. If you have any other questions, please let me know.

Thank you,

Hilori Morgan

LFUCG Division of Water Quality
125 Lisle Industrial Avenue, Suite 180
Lexington, KY 40511
859.425.2507 direct line
hmorgan@lexingtonky.gov

From: Caldwell, Lisa [mailto:Lisa.Caldwell@gcww.cincinnati-oh.gov]
Sent: Monday, October 08, 2012 8:35 AM
To: Hilori Morgan
Cc: Candice Deininger; Lynne Webb; Basu, Sandip; Wiest, Gary; jhoggard@utiliplan.com
Subject:
Importance: High

Good Morning Hilori and welcome back.

Please find attached a list of accounts that are Water Quality only, however; they are in the usage file and most of them show usage. Please verify these accounts to ensure they are not Non-mutual accounts. Is there a way for me to make the determination of what is non-mutual and what accounts should have the sewer service added? Or, do you prefer to preview these accounts prior to the sewer service being added? Is it correct that the landfill service will be added from the weekly update file? The last account on the spreadsheet highlighted in blue, should this have an OPA sewer service? Thanks for your prompt attention to this matter.

Lisa
513-591-6535

Janet Graham

From: Basu, Sandip [Sandip.Basu@gcww.cincinnati-oh.gov]
Sent: Wednesday, October 10, 2012 5:46 PM
To: Rachel.Cole@amwater.com; jhoggard@utiliplan.com
Cc: Candice Deininger; Lynne Webb; Brian.McDonough@amwater.com
Subject: RE: FW: "TRF" payments

Thanks all ... we have sent our observations to LFUCG team. We can catch up on this tomorrow to see what next step is suggested.

Thank you,
Sandip.

-----Original Message-----

From: Rachel.Cole@amwater.com [mailto:Rachel.Cole@amwater.com]
Sent: Wednesday, October 10, 2012 3:27 PM
To: jhoggard@utiliplan.com
Cc: Brian.McDonough@amwater.com; Deininger, Candice; Webb, Lynne; Basu, Sandip
Subject: Re: FW: "TRF" payments

Sandip,

I believe the cash is being sent, but is not recognized in the cash posting process. Elaine needs to see why it's not posting to the LFUCG ledgers.

Please advise

Rachel S. Cole
Kentucky American Water
Field Services Supervisor
Customer Advocacy Office
Email: rachel.cole@amwater.com
Ph: 859-268-6307
Fax: 859-335-3307

"John Hoggard"

<jhoggard@utiliplan.com>

To <Brian.McDonough@amwater.com>,

10/10/2012 03:15 "'Basu, Sandip'"

PM

<Sandip.Basu@gcww.cincinnati-oh.gov

>

cc

"'Deininger, Candice'"

<cdeining@lexingtonky.gov>, "'Lynne Webb'" <lwebb@lexingtonky.gov>,

<Rachel.Cole@amwater.com>

Subject

FW: "TRF" payments

Brian/Rachel/Sandip,

This problems seems to be growing, with a person complaining to the Mayor's office and another in the KAW office this afternoon.

It seems to be occurring not only on code 50s but also code 70s. For code 50, the example for James Clark on Agape drive was brought to the Mayor's office. For code 70, take a look at the customer below. On that one, when we look at the KAW screen we see the code 70 for -\$60.16...and that should have come over to CS as a credit. But we then look at the CS screen and see that it added the 60.16 to the 28.47 and \$88.63 is what came over. (Lynne, thanks for this good example!)

Can somebody tell us how widespread this problem is and the suggestion for resolution? We do not know what to do.

Sandip, can you work directly with Brian to assess and sort this out?

More issues at the Mayor's office is never good :)

Thanks
John

cid:image002.png@01CDA6F4.EE0F8D00

-----Original Message-----

From: Rachel.Cole@amwater.com [mailto:Rachel.Cole@amwater.com]
Sent: Wednesday, October 10, 2012 12:13 PM
To: Bethany.Hungate@amwater.com; Stephanie.Padgett@amwater.com;
Travis.Rodgers@amwater.com; Deidra.Hayden@amwater.com; Patricia.A.Lee@amwater.com;
Kenneth.Evans@amwater.com; Candice Deininger; Lynne Webb; McGarry, Mimi
Subject: Fw: "TRF" payments

All,

Please be aware of this issue when talking with customers about their LFUCG balances.

LexServe is investigating as to why "TRF" payments are not getting posted to LFUCG accounts. Please reassure the customer that we are working on it and it will be resolved as soon as possible.

Thanks, everyone!

Rachel S. Cole
Kentucky American Water
Field Services Supervisor
Customer Advocacy Office
Email: rachel.cole@amwater.com
Ph: 859-268-6307
Fax: 859-335-3307

----- Forwarded by Rachel Cole/KAWC/AWWS on 10/10/2012 11:47 AM -----

Brian T

McDonough/CONSULT

To /AWWSC
Rachel Cole/KAWC/AWWSC@AWW
10/10/2012 09:39
cc AM "Lynne Webb"
<lwebb@lexingtonky.gov>
Subject RE: 120096016 -4753 Agape (Document
link: Rachel Cole)

Lynne and Rachel,

The credit balance for this customer (120096016 -4753 Agape) sits on a Kentucky American Utility Type O (Other) and when we ran the conversion his most recent charge on 8/28/12 had not been reallocated to pay off the LFUCG balances so he got converted with a balance (LexServ shows correctly)

A	4.49
2	8.66

On 9/3/12 the account in KAWC was reallocated to pay the LFUCG balances. This customer is on the 9/8/12 cash transaction report with those payments, but I don't see them hitting in LexServe. I don't want to assume anything but I'm worried that maybe it's not being applied because the payment type is 50 (adjusted Accts Receivable).

Lynne, if you have access to the cash transaction report can you check some other '50' payment types to see if they are being applied, or instead maybe just see if Eileen could figure out why the cash tran payment did not get posted for this account.

Brian McDonough
(856)-782-2833 Office
(609)-933-2212 Cell

Rachel
Cole/KAWC/AWWSC

To 10/10/2012 08:51 "Lynne Webb"
AM <lwebb@lexingtonky.gov>@AWX
cc Brian T McDonough/CONSULT/AWWSC@AWW
Subject RE: 120096016 -4753 Agape (Document
link: Brian T McDonough)

Thanks, Lynn.

I was really looking for the payment which would have been applied in August to wipe out the Aug charge of \$13.15. This man pays in advance so I would think that his carryover balance to LFUCG would have been \$0.00 at 8/31. So my concern, is that \$13.15 flowed through instead of \$0.00.

His balance with LexServe should be \$187.55 instead of \$174.40.

Brian, Any thoughts?

(Embedded image moved to file: pic01860.gif)

Rachel S. Cole
Kentucky American Water
Field Services Supervisor

Customer Advocacy Office
Email: rachel.cole@amwater.com
Ph: 859-268-6307
Fax: 859-335-3307

"Lynne Webb"

<lwebb@lexingtonk

y.gov>

To <Rachel.Cole@amwater.com>

10/10/2012 07:44

cc AM

Subject RE: 120096016 -4753 Agape

Rachel -
Here is a copy of his ledger card in our new system. As you can see we have posted a payment of \$200 and he has a credit balance of \$174.40. Is this what you needed to know?

Lynne
859.258.3363

-----Original Message-----

From: Rachel.Cole@amwater.com [mailto:Rachel.Cole@amwater.com]
Sent: Tuesday, October 09, 2012 6:33 PM
To: Lynne Webb
Subject: 120096016 -4753 Agape

Hi Lynn,

Would you please check to see if Mr. Clark's payment has been applied for his August bill? Without his big payment in advance, is he current on his LexServe bill? Just need reassurance-he has such a large credit balance here, I just want to make sure his account didn't get messed up. He said he had quite a lengthy conversation with the folks down there yesterday.

120096016

Thanks.

Rachel S. Cole
Kentucky American Water
Field Services Supervisor
Customer Advocacy Office
Email: rachel.cole@amwater.com
Ph: 859-268-6307
Fax: 859-335-3307

Janet Graham

From: Basu, Sandip [Sandip.Basu@gcww.cincinnati-oh.gov]
Sent: Wednesday, October 10, 2012 5:24 PM
To: Nam, Eileen; Lynne Webb
Cc: Rachel.Cole@amwater.com; Candice Deininger; Tonia Walters; John Hoggard; Caldwell, Lisa; Brian.McDonough@amwater.com
Subject: RE: 120096016 -4753 Agape
Attachments: RE: CASHTRN transaction type

Lynne -- This is based on guidelines we followed (see email dialogues attached).

What Brian explained below about the payment type '50' (adjusted Accts Receivable) is exactly why those payments were not applied to Customer Suite. The CASHTRN payment processing has been picking up payments with transaction type '20', '21', '22' and '25' only to apply to Customer Suite.

Do we need to review this together and make additional updates? Please let us know.

Thank you,
 Sandip.

From: Lynne Webb [mailto:lwebb@lexingtonky.gov]
Sent: Wednesday, October 10, 2012 10:11 AM
To: Nam, Eileen
Cc: Basu, Sandip; Caldwell, Lisa; Deininger, Candice; Walters, Tonia; John Hoggard; Brian.McDonough@amwater.com; Rachel.Cole@amwater.com
Subject: FW: 120096016 -4753 Agape

Eileen --

Can you please read the email below from Brian at KAWC and let us know why these did not transfer to Customer Suite? I have a customer who has gone to the Mayor's office because he made the payment to KAWC but we billed him on his LEXServ bill. Thanks for looking into this and letting us know what needs to be done.

Lynne
 859.258.3363

From: Brian.McDonough@amwater.com [mailto:Brian.McDonough@amwater.com]
Sent: Wednesday, October 10, 2012 9:40 AM
To: Rachel.Cole@amwater.com
Cc: Lynne Webb
Subject: RE: 120096016 -4753 Agape

Lynne and Rachel,

The credit balance for this customer (120096016 -4753 Agape) sits on a Kentucky American Utility Type O (Other) and when we ran the conversion his most recent charge on 8/28/12 had not been reallocated to pay off the LFUCG balances so he got converted with a balance (LexServ shows correctly)

A	4.49
2	8.66

On 9/3/12 the account in KAWC was reallocated to pay the LFUCG balances. This customer is on the 9/8/12 cash transaction report with those payments, but I don't see them hitting in LexServe. I don't want to assume anything but I'm worried that maybe it's not being applied because the payment type is 50 (adjusted Accts Receivable).

Lynne, if you have access to the cash transaction report can you check some other '50' payment types to see if they are being applied, or instead maybe just see if Eileen could figure out why the cash transaction payment did not get posted for this account.

Brian McDonough
 (856)-782-2833 Office
 (609)-933-2212 Cell

Rachel Cole/KAWC/AWWSC

10/10/2012 08:51 AM

To: "Lynne Webb" <lwebb@lexingtonky.gov>@AWX
 cc: Brian T McDonough/CONSULT/AWWSC@AWW
 Subject: RE: 120096016 -4753 Agape [Link](#)

Thanks, Lynn.

I was really looking for the payment which would have been applied in August to wipe out the Aug charge of \$13.15. This man pays in advance so I would think that his carryover balance to LFUCG would have been \$0.00 at 8/31. So my concern, is that \$13.15 flowed through instead of \$0.00.

His balance with LexServe should be \$187.55 instead of \$174.40.

Brian, Any thoughts?

x:

Rachel S. Cole
Kentucky American Water
Field Services Supervisor
Customer Advocacy Office
Email: rachel.cole@amwater.com
Ph: 859-268-6307
Fax: 859-335-3307

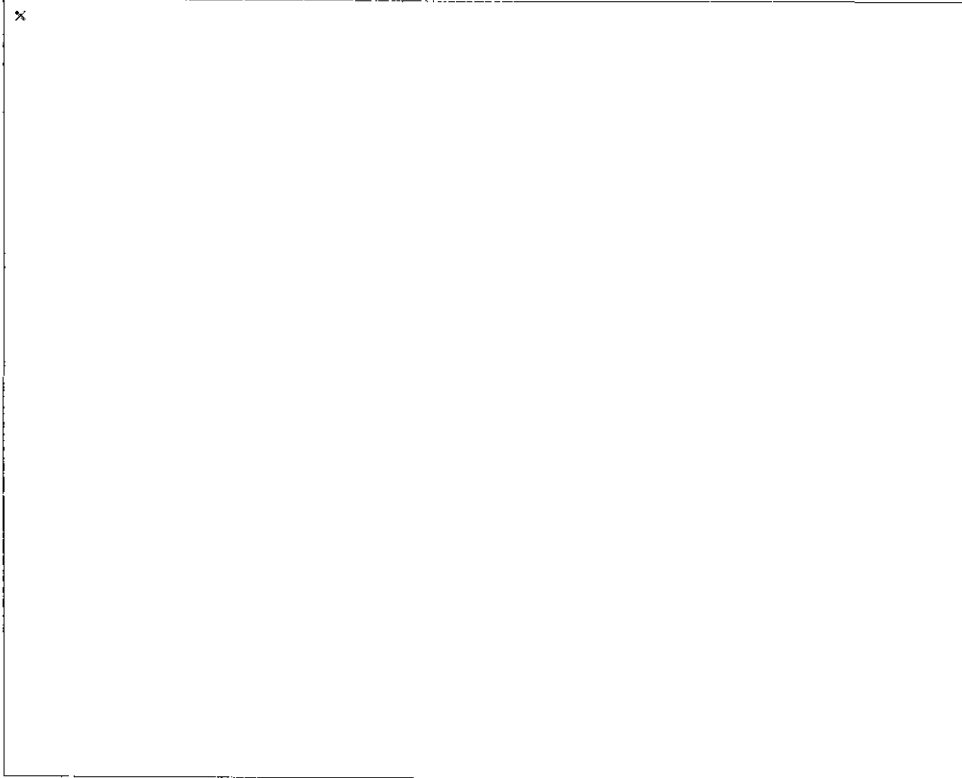
"Lynne Webb" <lwebb@lexingtonky.gov>

10/10/2012 07:44 AM

To: <Rachel.Cole@amwater.com>
cc:
Subject RE: 12006016 -4753 Agape

Rachel -

Here is a copy of his ledger card in our new system. As you can see we have posted a payment of \$200 and he has a credit balance of \$174.40. Is this what you needed to know?



Lynne
859.258.3363

-----Original Message-----
From: Rachel.Cole@amwater.com [mailto:Rachel.Cole@amwater.com]
Sent: Tuesday, October 09, 2012 6:33 PM
To: Lynne Webb
Subject: 120096016 -4753 Agape

Hi Lynn,

Would you please check to see if Mr. Clark's payment has been applied for his August bill? Without his big payment in advance, is he current on his LexServe bill? Just need reassurance-he has such a large credit balance here, I just want to make sure his account didn't get messed up. He said he had quite a lengthy conversation with the folks down there yesterday.

120096016

Thanks.

Rachel S. Cole
Kentucky American Water
Field Services Supervisor
Customer Advocacy Office
Email: rachel.cole@amwater.com
Ph: 859-268-6307
Fax: 859-335-3307

Janet Graham

From: McGarry, Mimi [Mimi.McGarry@gcww.cincinnati-oh.gov]
Sent: Wednesday, October 10, 2012 5:11 PM
To: Rachel.Cole@amwater.com
Cc: Candice Deininger; Cossins, Faye; Basu, Sandip; Pickens, Patty; Harrison, Tricia
Subject: KAWC-payment arrangements
Attachments: KY LFUCG Payment Terms Data v1#payments.xlsx

Rachel,

I've attached the spreadsheet you had sent yesterday along with our calculation of number of installments for 20 accounts (see column Q), as we discussed. Used the calculation of dividing column L by column P. Could you please check to see if the numbers match the terms you show for these payment plans?

Also, could you please send a copy of your draft communication intended for customers regarding their existing payment plans?

We really need to have a good understanding of the terms of these 1000+ accounts before communication is sent so we can respond appropriately. Also, it will be critical that the letters be sent out in intervals (ie. 100/day is best) so as not to inundate LEXserv or KAWC with calls from customers in response.

Thank you for your help!

Mimi McGarry

Customer Contact Center Manager
Commercial Division
Greater Cincinnati Water Works
(513) 591-7701
(513) 591-7985 fax
mimi.mcgarry@gcww.cincinnati-oh.gov

Janet Graham

From: Rachel.Cole@amwater.com
Sent: Wednesday, October 10, 2012 12:13 PM
To: bethany.hungate@amwater.com; Patricia.A.Lee@amwater.com; Candice Deininger; Deidra.Hayden@amwater.com; Travis.Rodgers@amwater.com; stephanie.padgett@amwater.com; Kenneth.Evans@amwater.com; Lynne Webb; McGarry, Mimi
Subject: Fw: "TRF" payments
Attachments: pic01860.gif



pic01860.gif (6 KB)

All,
Please be aware of this issue when talking with customers about their LFUCG balances.

LexServe is investigating as to why "TRF" payments are not getting posted to LFUCG accounts. Please reassure the customer that we are working on it and it will be resolved as soon as possible.

Thanks, everyone!

Rachel S. Cole
Kentucky American Water
Field Services Supervisor
Customer Advocacy Office
Email: rachel.cole@amwater.com
Ph: 859-268-6307
Fax: 859-335-3307

----- Forwarded by Rachel Cole/KAWC/AWWSC on 10/10/2012 11:47 AM -----

Brian T McDonough/CONSULT /AWWSC		To
10/10/2012 09:39 AM	Rachel Cole/KAWC/AWWSC@AWW	cc
	"Lynne Webb" <lwebb@lexingtonky.gov>	Subject
	RE: 120096016 -4753 Agape (Document link: Rachel Cole)	

Lynne and Rachel,

The credit balance for this customer (120096016 -4753 Agape) sits on a Kentucky American Utility Type O (Other) and when we ran the conversion his most recent charge on 8/28/12 had not been reallocated to pay off the LFUCG balances so he got converted with a balance (LexServ shows correctly)

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Lynne, if you have access to the cash transaction report can you check some other '50' payment types to see if they are being applied, or instead maybe just see if Eileen could figure out why the cash tran payment did not get posted for this account.

Brian McDonough
(856)-782-2833 Office
(609)-933-2212 Cell

Rachel
Cole/KAWC/AWWSC

10/10/2012 08:51
AM

"Lynne Webb"
<lwebb@lexingtonky.gov>@AWX

To

cc
Brian T McDonough/CONSULT/AWWSC@AWW
Subject
RE: 120096016 -4753 Agape (Document
link: Brian T McDonough)

Thanks, Lynn.

I was really looking for the payment which would have been applied in August to wipe out the Aug charge of \$13.15. This man pays in advance so I would think that his carryover balance to LFUCG would have been \$0.00 at 8/31. So my concern, is that \$13.15 flowed through instead of \$0.00.

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Brian, Any thoughts?

(Embedded image moved to file: pic01860.gif)

Rachel S. Cole
Kentucky American Water
Field Services Supervisor
Customer Advocacy Office
Email: rachel.cole@amwater.com
Ph: 859-268-6307
Fax: 859-335-3307

"Lynne Webb"
<lwebb@lexingtonky.gov>

10/10/2012 07:44
AM

<Rachel.Cole@amwater.com>

To

cc

Subject

RE: 120096016 -4753 Agape

Rachel -

Here is a copy of his ledger card in our new system. As you can see we have posted a payment of \$200 and he has a credit balance of \$174.40. Is this what you needed to know?

Lynne
859.258.3363

-----Original Message-----

From: Rachel.Cole@amwater.com [mailto:Rachel.Cole@amwater.com]
Sent: Tuesday, October 09, 2012 6:33 PM
To: Lynne Webb
Subject: 120096016 -4753 Agape

Hi Lynn,

Would you please check to see if Mr. Clark's payment has been applied for his August bill? Without his big payment in advance, is he current on his LexServe bill? Just need reassurance-he has such a large credit balance here, I just want to make sure his account didn't get messed up. He said he had quite a lengthy conversation with the folks down there yesterday.

120096016

Thanks.

Rachel S. Cole
Kentucky American Water
Field Services Supervisor
Customer Advocacy Office
Email: rachel.cole@amwater.com
Ph: 859-268-6307
Fax: 859-335-3307

Janet Graham

From: Rachel.Cole@amwater.com
Sent: Tuesday, October 09, 2012 10:36 AM
To: Candice Deininger
Subject: Fw: Payment arrangement set up TODAY from KAWC, Prem #2077700
Attachments: KY LFUCG Payment Terms Data v1.xlsx

Candice,

When you have a moment, would you want to discuss what I will put in the letter to address customers with remaining water balances on payment plans? My first thought is to allocate the remaining water and sewer balance over the remaining life of the payment term. However, some of the water balances are so small, it doesn't make sense to say that to the general population.

I don't want to delay sending the information to you so you can review this file while I take a look at a few more accounts. Thanks!

Rachel S. Cole
Kentucky American Water
Field Services Supervisor
Customer Advocacy Office
Email: rachel.cole@amwater.com
Ph: 859-268-6307
Fax: 859-335-3307

----- Forwarded by Rachel Cole/KAWC/AWWSC on 10/09/2012 10:03 AM -----

Brian T McDonou gh/CONS ULT/AWW SC	Rachel Cole/KAWC/AWWSC@AWW	To
	Bryan Siler/KAWC/AWWSC@AWW, Douglas Brock/KAWC/AWWSC@AWW	cc
10/05/2 012 08:12 AM	Re: Fw: Payment arrangement set up TODAY from KAWC, Prem #2077700(Document link: Rachel Cole)	Subject

Hey Rachel,

Sorry this took so long, the payment terms data is attached, I had to separate ones where I could not match up the utility type total to the payment terms totals, but it was only about 50 out of 950. There are a reasonable number of accounts where they don't owe for water anymore so they can have the payment terms ended on our side. I know GCWW has kind of gotten started with setting up new terms just using the balance forward so I think they are okay but this data might still be useful for Candice.
(See attached file: KY LFUCG Payment Terms Data v1.xlsx)

Brian McDonough
(856)-782-2833 Office
(609)-933-2212 Cell

Rachel
Cole/KA
WC/AWWS
C
10/01/2
012
05:42
PM

Brian T McDonough/CONSULT/AWWSC@AWW
Bryan Siler/KAWC/AWWSC@AWW, Douglas
Brock/KAWC/AWWSC@AWW
Subject
Re: Fw: Payment arrangment set up TODAY from
KAWC, Prem #2077700(Document link: Brian T
McDonough)

To
cc

Thanks, Brian.

I know this one is not as easy to produce as one would like. However, based on the information that you provide, we will generate some customer communication. It's kind of hard to be proactive at this point, but I believe there is some value to letting the customers know our intention and plan of action.

When do you think we can have this list?

Rachel S. Cole
Kentucky American Water
Field Services Supervisor
Customer Advocacy Office
Email: rachel.cole@amwater.com
Ph: 859-268-6307
Fax: 859-335-3307

Brian T
McDonou
gh/CONS
ULT/AWW
SC
10/01/2
012
03:26
PM

Rachel Cole/KAWC/AWWSC@AWW
Subject
Re: Fw: Payment arrangment set up TODAY from
KAWC, Prem #2077700(Document link: Rachel
Cole)

To
cc

Hey Rachel,

I'm going to try, but I'm working on this now and it's even harder than I originally thought to try and figure out the remaining payment terms balances.

Brian McDonough
(856)-782-2833 Office
(609)-933-2212 Cell

Rachel
Cole/KA
WC/AWWS
C
Brian T McDonough/CONSULT/AWWSC@AWW

To

10/01/2
012
03:00
PM

cc

Subject
Fw: Payment arrangment set up TODAY from
KAWC, Prem #2077700

Hi Brian,

Candice is requesting the list of payment term customers with sewer balances. Is this a possibility?

Rachel S. Cole
Kentucky American Water
Field Services Supervisor
Customer Advocacy Office
Email: rachel.cole@amwater.com
Ph: 859-268-6307
Fax: 859-335-3307

----- Forwarded by Rachel Cole/KAWC/AWWSO on 10/01/2012 02:57 PM -----

"Candice Deining er"	<Rachel.Cole@amwater.com>, <Mimi.McGarry@gcww.cincinnati-oh.gov>	To
<cdeining@lexingtonky.gov>	"Basu, Sandip"	cc
10/01/2012 02:37 PM	<Sandip.Basu@gcww.cincinnati-oh.gov>, "John Hoggard" <jhoggard@utiliplan.com>, "William O'Mara" <billo@lexingtonky.gov>, "Lynne Webb" <lwebb@lexingtonky.gov>, "Tonia Walters" <twalters2@lexingtonky.gov>, "Hilori Morgan" <hmorgan@lexingtonky.gov>, "Laura Harris" <lharris@lexingtonky.gov>, <Brian.McDonough@amwater.com>	
		Subject
	RE: Payment arrangment set up TODAY from KAWC, Prem #2077700	

Good afternoon, Ladies. I apologize for my unavailability this morning; these days, mornings are never good for me since I'm reviewing the daily bill file.

On behalf of LFUCG, I am approving the use of the payment plans established by KAWC before conversion. With that being said, there is one very important item I need and that is a list of the payment plans with all water amounts excluded. Rachel - this will confirm our conversation last Friday in which you would request Brian McDonough to run an updated list of payment plan accounts with any water amounts removed.

Now that you have your approval, I'll leave it up to you two to work out the details with regard to developing appropriate language suitable for use by both call centers. Both John Hoggard and I want a copy of the final dialogue to be used.

So, as Tim Gunn from Project Runway would say, 'make it work'

Candice J. Deininger
Revenue Supervisor
LFUCG Division of Revenue
200 East Main Street
Lexington, KY 40507
859-258-3364
cdeining@lexingtonky.gov

-----Original Message-----

From: Rachel.Cole@amwater.com [mailto:Rachel.Cole@amwater.com]
Sent: Monday, October 01, 2012 10:11 AM
To: Mimi.McGarry@gcww.cincinnati-oh.gov
Cc: kawc.fieldservices@amwater.com; Douglas.Brock@amwater.com; Candice Deininger
Subject: Fw: Payment arrangment set up TODAY from KAWC, Prem #2077700

Good Morning again!

We have a couple of calls where customers are stating that they being directed back to KAW to set up sewer payment plans. We cannot set up any sewer payment plans, but if a payment plan already exists that at one time affected a water and sewer balance, then I believe those payment term agreements would continue.

This agreement is yet to be approved by LFUCG for all existing payment terms, but I hope to be able to discuss with them tomorrow.

Thank you!

Rachel S. Cole
Kentucky American Water
Field Services Supervisor
Customer Advocacy Office
Email: rachel.cole@amwater.com
Ph: 859-268-6307
Fax: 859-335-3307

----- Forwarded by Rachel Cole/KAWC/AWWS on 10/01/2012 09:58 AM -----

Rachel

Cole/KAWC/AWWS

To

10/01/2012 07:51

"McGarry, Mimi"

AM

<Mimi.McGarry@gcww.cincinnati-oh.gov

v>@AWX

cc

"Deininger, Candice"

<cdeining@lexingtonky.gov>

Subject

Re: FW: Payment arrangment set up

TODAY from KAWC, Prem #2077700

(Document link: Rachel Cole)

Good Morning, Mimi,

I will certainly clarify with our team here. Candice and I discussed this very subject last Friday afternoon! I wanted to be able to communicate that existing payment plans will be honored by LexServe going forward. With that understanding, I hope that we can both ease the customer confusion.

Thanks and have a great week!

Rachel S. Cole
Kentucky American Water
Field Services Supervisor
Customer Advocacy Office
Email: rachel.cole@amwater.com
Ph: 859-268-6307
Fax: 859-335-3307

"McGarry, Mimi"

<Mimi.McGarry@gcw

w.cincinnati-oh.g

To

ov>

<Rachel.Cole@amwater.com>

cc

09/25/2012 06:01

"Deining, Candice"

PM

<cdeining@lexingtonky.gov>

Subject

FW: Payment arrangment set up TODAY
from KAWC, Prem #2077700

Hi Rachel,

We had a call from a customer today stating that she had just set up a payment arrangement with KAWC today for sewer charges. She may certainly be confused, however, I wanted you to be aware in the event that a clarification may be needed for your staff that requests for payment arrangements (payment extension) for these balances should be referred to LEXserv. I'm sure this will help manage customer's expectations.

Thanks much for the help!!

Mimi McGarry
Customer Contact Center Manager
Commercial Division
Greater Cincinnati Water Works
(513) 591-7701
(513) 591-7985 fax
mimi.mcgarry@gcww.cincinnati-oh.gov

From: Harrison, Tricia
Sent: Tuesday, September 25, 2012 4:11 PM
To: McGarry, Mimi
Cc: Pickens, Patty
Subject: Payment arrangment set up TODAY from KAWC, Prem #2077700

Mimi,

This is the account I was speaking to you about that KAWC set up a payment arrangement on today for prior balance of \$199.55 which will be credited off her account on 9/29/12.

Trish

Janet Graham

From: Candice Deininger [CDEINING@LEXINGTONKY.GOV]
Sent: Friday, October 05, 2012 7:55 AM
To: Lynne Webb
Subject: FW: LexServ Daily Bills

Attachments: LexServ_20121004.csv

Candice J. Deininger
Revenue Supervisor
LFUCG Division of Revenue
200 East Main Street
Lexington, KY 40507
859-258-3364
cdeining@lexingtonky.gov

-----Original Message-----

From: ftpadmin@bgmailing.com [mailto:ftpadmin@bgmailing.com]
Sent: Thursday, October 04, 2012 8:59 PM
To: tom.patterson@bgmailing.com; sharon.vanover@bgmailing.com; Candice Deininger; Hilori Morgan; jhoggard@utiliplan.com; julie.moran@bgmailing.com
Subject: LexServ Daily Bills

The daily bill log is attached.

Thanks!

Janet Graham

From: ftpadmin@bgmailing.com
Sent: Thursday, October 04, 2012 8:59 PM
To: Candice Deininger; Hilori Morgan; tom.patterson@bgmailing.com; jhoggard@utiliplan.com; julie.moran@bgmailing.com; sharon.vanover@bgmailing.com
Subject: LexServ Daily Bills
Attachments: LexServ_20121004.csv

The daily bill log is attached.

Thanks!

Janet Graham

From: Candice Deininger [CDEINING@LEXINGTONKY.GOV]
Sent: Thursday, October 04, 2012 7:40 AM
To: Lynne Webb
Subject: FW: LexServ Daily Bills

Attachments: LexServ_20121003.csv

Candice J. Deininger
Revenue Supervisor
LFUCG Division of Revenue
200 East Main Street
Lexington, KY 40507
859-258-3364
cdeining@lexingtonky.gov

-----Original Message-----

From: ftpadmin@bgmailing.com [mailto:ftpadmin@bgmailing.com]
Sent: Wednesday, October 03, 2012 8:59 PM
To: tom.patterson@bgmailing.com; sharon.vanover@bgmailing.com; Candice Deininger; Hilori Morgan; jhoggard@utiliplan.com; julie.moran@bgmailing.com
Subject: LexServ Daily Bills

The daily bill log is attached.

Thanks!

Janet Graham

From: ftpadmin@bgmailing.com
Sent: Wednesday, October 03, 2012 8:59 PM
To: Candice Deininger; Hilori Morgan; tom.patterson@bgmailing.com; jhoggard@utiliplan.com; julie.moran@bgmailing.com; sharon.vanover@bgmailing.com
Subject: LexServ Daily Bills
Attachments: LexServ_20121003.csv

The daily bill log is attached.

Thanks!

Janet Graham

From: Rachel.Cole@amwater.com
Sent: Wednesday, October 03, 2012 3:04 PM
To: Candice Deininger
Subject: RE: Credit balance file

Hi Candice,

Was Bethany able to answer your question? I am check with Brian McDonough to see the transfer status of these credits. Thanks.

Rachel S. Cole
Kentucky American Water
Field Services Supervisor
Customer Advocacy Office
Email: rachel.cole@amwater.com
Ph: 859-268-6307
Fax: 859-335-3307

"Candice
Deininger"
<cdeining@lexingt
onky.gov> To
<Rachel.Cole@amwater.com>
cc
10/03/2012 02:13
PM "Hilori Morgan"
<hmorgan@lexingtonky.gov>,
"McGarry, Mimi"
<Mimi.McGarry@gcww.cincinnati-oh.go
v>, "Pickens, Patty"
<Patty.Pickens@gcww.cincinnati-oh.g
ov>, "Becky Irwin"
<birwin@lexingtonky.gov>
Subject
RE: Credit balance file

Hi, Rachel . . . we're trying to figure out the mysterious credit balance issue that is(was) apparently seen on KAWC side but not brought over during conversion. Would Bethany have a little time to look up the accounts I've highlighted below in yellow to help us out? Thank you!!

Candice J. Deininger
Revenue Supervisor
LFUCG Division of Revenue
200 East Main Street
Lexington, KY 40507
859-258-3364
cdeining@lexingtonky.gov

From: Pickens, Patty [mailto:Patty.Pickens@gcww.cincinnati-oh.gov]
Sent: Monday, October 01, 2012 4:50 PM
To: Candice Deininger; Becky Irwin
Cc: Hilori Morgan; McGarry, Mimi
Subject: RE: Credit balance file

Maybe we could send some of this list to Rachel and have her look them up in KAWC's billing system. Most of the customer's stated that KAWC could see the credit balance when

Janet Graham

From: Candice Deininger [CDEINING@LEXINGTONKY.GOV]
Sent: Wednesday, October 03, 2012 11:12 AM
To: Rachel.Cole@amwater.com
Cc: Elizabeth.Pfleger@amwater.com
Subject: RE: Cintas

Hi, Rachel - I can understand and appreciate your position!!! My concern was the fact that on 02/23 and 02/29 there was usage charged in 1000 gallons, not ccfs.

Candice J. Deininger
Revenue Supervisor
LFUCG Division of Revenue
200 East Main Street
Lexington, KY 40507
859-258-3364
cdeining@lexingtonky.gov

-----Original Message-----

From: Rachel.Cole@amwater.com [mailto:Rachel.Cole@amwater.com]
Sent: Tuesday, October 02, 2012 4:21 PM
To: Candice Deininger
Cc: Elizabeth.Pfleger@amwater.com
Subject: Cintas

Candice,

So much has happened...I can't remember your question for this account!
The backbill was due to the wrong register being on a 2 " meter. This customer is on a payment plan to pay that off.

Rachel S. Cole
Kentucky American Water
Field Services Supervisor
Customer Advocacy Office
Email: rachel.cole@amwater.com
Ph: 859-268-6307
Fax: 859-335-3307

----- Forwarded by Rachel Cole/KAWC/AWWS on 10/02/2012 04:19 PM -----

"Candice
Deininger"
<cdeining@lexingt
onky.gov>

<Rachel.Cole@amwater.com>

To

cc

09/28/2012 01:04
PM

Subject

(Embedded image moved to file: pic20594.jpg)

Candice J. Deininger
Revenue Supervisor
LFUCG Division of Revenue
200 East Main Street

Lexington, KY 40507
859-258-3364
cdeining@lexingtonky.gov

Janet Graham

From: Candice Deininger [CDEINING@LEXINGTONKY.GOV]
Sent: Wednesday, October 03, 2012 8:18 AM
To: Lynne Webb
Subject: FW: LexServ Daily Bills

Attachments: LexServ_20121002.csv

Here ya go . . .

Candice J. Deininger
Revenue Supervisor
LFUCG Division of Revenue
200 East Main Street
Lexington, KY 40507
859-258-3364
cdeining@lexingtonky.gov

-----Original Message-----

From: ftpadmin@bgmailing.com [mailto:ftpadmin@bgmailing.com]
Sent: Tuesday, October 02, 2012 8:59 PM
To: tom.patterson@bgmailing.com; sharon.vanover@bgmailing.com; Candice Deininger; Hilori Morgan; jhoggard@utiliplan.com; julie.moran@bgmailing.com
Subject: LexServ Daily Bills

The daily bill log is attached.

Thanks!

Janet Graham

From: ftpadmin@bgmailing.com
Sent: Tuesday, October 02, 2012 8:59 PM
To: Candice Deininger; Hilori Morgan; tom.patterson@bgmailing.com; jhoggard@utiliplan.com; julie.moran@bgmailing.com; sharon.vanover@bgmailing.com
Subject: LexServ Daily Bills
Attachments: LexServ_20121002.csv

The daily bill log is attached.

Thanks!

Janet Graham

From: Candice Deininger [CDEINING@LEXINGTONKY.GOV]
Sent: Tuesday, October 02, 2012 4:52 PM
To: Laura Harris; Tonia Walters; Hilori Morgan; Lynne Webb; McGarry, Mimi; Pickens, Patty; Harrison, Tricia
Cc: Rachel.Cole@amwater.com; Bryan.Siler@amwater.com; William O'Mara; Wiest, Gary; John Hoggard; Basu, Sandip
Subject: FW: LFUCG balances on KAW bills
Importance: High

Good afternoon, everyone. Kindly refer to Rachel's email immediately following.

This should take care of the balances showing on KAWC records that converted to LEXserv.

Kindly let me know if you have any questions.

Candice J. Deininger
Revenue Supervisor
LFUCG Division of Revenue
200 East Main Street
Lexington, KY 40507
859-258-3364
cdeining@lexingtonky.gov

-----Original Message-----

From: Rachel.Cole@amwater.com [mailto:Rachel.Cole@amwater.com]
Sent: Tuesday, October 02, 2012 4:29 PM
To: Candice Deininger
Cc: William O'Mara; Brian.McDonough@amwater.com; Bryan.Siler@amwater.com; John Hoggard
Subject: RE: LFUCG balances on KAW bills

Hi Candice,

Just wanted to let you know, all balances will be transferred over tonight and we will no longer be able to take payments for LFUCG at KAW starting tomorrow. So if by chance, the customer mails in a payment for sewer and water, the water account will have a credit balance.

Please let me know if you have any questions. Thanks!

Rachel S. Cole
Kentucky American Water
Field Services Supervisor
Customer Advocacy Office
Email: rachel.cole@amwater.com
Ph: 859-268-6307
Fax: 859-335-3307

"Candice
Deininger"
<cdeining@lexingt
onky.gov>

10/01/2012 04:13
PM

<Rachel.Cole@amwater.com>,
<Brian.McDonough@amwater.com>,
<Bryan.Siler@amwater.com>

To

cc

"John Hoggard"
<jhoggard@utiliplan.com>, "William
O'Mara" <billo@lexingtonky.gov>

Subject

Hi, Rachel. We are all in concurrence with your stated approach.
Please proceed however necessary to make this happen ASAP. Thank you!!

Candice J. Deininger
Revenue Supervisor
LFUCG Division of Revenue
200 East Main Street
Lexington, KY 40507
859-258-3364
cdeining@lexingtonky.gov

-----Original Message-----

From: William O'Mara
Sent: Monday, October 01, 2012 4:11 PM
To: Candice Deininger
Cc: John Hoggard
Subject: Re: LFUCG balances on KAW bills

Agree. Bill O

Sent from my iPhone

On Oct 1, 2012, at 3:53 PM, "Candice Deininger"
<cdeining@lexingtonky.gov> wrote:

> I would advocate the same approach as well.

>
> Candice J. Deininger
> Revenue Supervisor
> LFUCG Division of Revenue
> 200 East Main Street
> Lexington, KY 40507
> 859-258-3364
> cdeining@lexingtonky.gov

> -----Original Message-----

> From: John Hoggard [mailto:jhoggard@utiliplan.com]
> Sent: Monday, October 01, 2012 3:36 PM
> To: Candice Deininger; William O'Mara
> Subject: RE: LFUCG balances on KAW bills

> My vote is for the way Rachel recommends because it is the cleanest
> approach....

> -----Original Message-----

> From: Candice Deininger [mailto:cdeining@lexingtonky.gov]
> Sent: Monday, October 01, 2012 3:26 PM
> To: William O'Mara; John Hoggard
> Subject: FW: LFUCG balances on KAW bills
> Importance: High

> We need to make a decision on which way we want to go with this ASAP.
> Thoughts?

>
> Candice J. Deininger
> Revenue Supervisor
> LFUCG Division of Revenue
> 200 East Main Street

> Lexington, KY 40507
> 859-258-3364
> cdeining@lexingtonky.gov
>
>
> -----Original Message-----
> From: Rachel.Cole@amwater.com [mailto:Rachel.Cole@amwater.com]
> Sent: Monday, October 01, 2012 2:53 PM
> To: Candice Deininger
> Cc: Brian.McDonough@amwater.com; Bryan.Siler@amwater.com
> Subject: LFUCG balances on KAW bills
>
>
> Candice,
>
> I have been informed that the stripping of LFUCG balances and
receiving
> LFUCG payments have to coincide, in order for the current CIS system
to
> work.
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> KAW is contractually obligated to receive LFUCG payments until mid
> October; however, practically speaking, LFUCG would prefer that
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> through the payment matrix to avoid confusion.
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> I agree and recommend that the call handlers could more easily explain
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> month end cutoff of balances and payments. It would be cleanest to
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> cut-off at September month end. Please advise as to LFUCG's
preference.
>
> Thank you!
> *****
> Rachel S. Cole
> Kentucky American Water
> Field Services Supervisor
> Customer Advocacy Office
> Email: rachel.cole@amwater.com
> Ph: 859-268-6307
> Fax: 859-335-3307
>
>
>
>
>

Janet Graham

From: Candice Deininger [CDEINING@LEXINGTONKY.GOV]
Sent: Tuesday, October 02, 2012 4:48 PM
To: Rachel.Cole@amwater.com
Cc: Bryan.Siler@amwater.com; William O'Mara; John Hoggard; Brian.McDonough@amwater.com
Subject: RE: LFUCG balances on KAW bills

Hi, Rachel, and thank you. Understand about the payment application. I'll let GCW know as well as the folks here.

Candice J. Deininger
Revenue Supervisor
LFUCG Division of Revenue
200 East Main Street
Lexington, KY 40507
859-258-3364
cdeining@lexingtonky.gov

-----Original Message-----

From: Rachel.Cole@amwater.com [mailto:Rachel.Cole@amwater.com]
Sent: Tuesday, October 02, 2012 4:29 PM
To: Candice Deininger
Cc: William O'Mara; Brian.McDonough@amwater.com; Bryan.Siler@amwater.com; John Hoggard
Subject: RE: LFUCG balances on KAW bills

Hi Candice,

Just wanted to let you know, all balances will be transferred over tonight and we will no longer be able to take payments for LFUCG at KAW starting tomorrow. So if by chance, the customer mails in a payment for sewer and water, the water account will have a credit balance.

Please let me know if you have any questions. Thanks!

Rachel S. Cole
Kentucky American Water
Field Services Supervisor
Customer Advocacy Office
Email: rachel.cole@amwater.com
Ph: 859-268-6307
Fax: 859-335-3307

"Candice
Deininger"
<cdeining@lexingt
onky.gov>

10/01/2012 04:13
PM

To
<Rachel.Cole@amwater.com>,
<Brian.McDonough@amwater.com>,
<Bryan.Siler@amwater.com>

cc

"John Hoggard"
<jhoggard@utiliplan.com>, "William
O'Mara" <billo@lexingtonky.gov>
Subject
RE: LFUCG balances on KAW bills

Hi, Rachel. We are all in concurrence with your stated approach.
Please proceed however necessary to make this happen ASAP. Thank you!!

Candice J. Deininger
Revenue Supervisor
LFUCG Division of Revenue
200 East Main Street
Lexington, KY 40507
859-258-3364
cdeining@lexingtonky.gov

-----Original Message-----

From: William O'Mara
Sent: Monday, October 01, 2012 4:11 PM
To: Candice Deininger
Cc: John Hoggard
Subject: Re: LFUCG balances on KAW bills

Agree. Bill O

Sent from my iPhone

On Oct 1, 2012, at 3:53 PM, "Candice Deininger"
<cdeining@lexingtonky.gov> wrote:

> I would advocate the same approach as well.

>

> Candice J. Deininger
> Revenue Supervisor
> LFUCG Division of Revenue
> 200 East Main Street
> Lexington, KY 40507
> 859-258-3364
> cdeining@lexingtonky.gov

>

>

> -----Original Message-----

> From: John Hoggard [mailto:jhoggard@utiliplan.com]
> Sent: Monday, October 01, 2012 3:36 PM
> To: Candice Deininger; William O'Mara
> Subject: RE: LFUCG balances on KAW bills

>

> My vote is for the way Rachel recommends because it is the cleanest
> approach....

>

> -----Original Message-----

> From: Candice Deininger [mailto:cdeining@lexingtonky.gov]
> Sent: Monday, October 01, 2012 3:26 PM
> To: William O'Mara; John Hoggard
> Subject: FW: LFUCG balances on KAW bills
> Importance: High

>

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> Thoughts?

>

> Candice J. Deininger
> Revenue Supervisor
> LFUCG Division of Revenue
> 200 East Main Street
> Lexington, KY 40507
> 859-258-3364
> cdeining@lexingtonky.gov

>

>

> -----Original Message-----

> From: Rachel.Cole@amwater.com [mailto:Rachel.Cole@amwater.com]
> Sent: Monday, October 01, 2012 2:53 PM

> To: Candice Deininger
> Cc: Brian.McDonough@amwater.com; Bryan.Siler@amwater.com
> Subject: LFUCG balances on KAW bills
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> *****
> Rachel S. Cole
> Kentucky American Water
> Field Services Supervisor
> Customer Advocacy Office
> Email: rachel.cole@amwater.com
> Ph: 859-268-6307
> Fax: 859-335-3307
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>

Janet Graham

From: Rachel.Cole@amwater.com
Sent: Tuesday, October 02, 2012 4:29 PM
To: Candice Deininger
Cc: Bryan.Siler@amwater.com; William O'Mara; John Hoggard; Brian.McDonough@amwater.com
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Kentucky American Water
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10/01/2012 04:13
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"John Hoggard"
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RE: LFUCG balances on KAW bills

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> Candice J. Deininger
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> LFUCG Division of Revenue
> 200 East Main Street
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> 859-258-3364
> cdeining@lexingtonky.gov

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> To: Candice Deininger
> Cc: Brian.McDonough@amwater.com; Bryan.Siler@amwater.com
> Subject: LFUCG balances on KAW bills

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>
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Janet Graham

From: Rachel.Cole@amwater.com
Sent: Tuesday, October 02, 2012 4:21 PM
To: Candice Deininger
Cc: Elizabeth.Pfleger@amwater.com
Subject: Cintas

Attachments: pic20594.jpg

Candice,

So much has happened...I can't remember your question for this account!
The backbill was due to the wrong register being on a 2 " meter. This customer is on a
payment plan to pay that off.

Rachel S. Cole
Kentucky American Water
Field Services Supervisor
Customer Advocacy Office
Email: rachel.cole@amwater.com
Ph: 859-268-6307
Fax: 859-335-3307

----- Forwarded by Rachel Cole/KAWC/AWWS on 10/02/2012 04:19 PM -----

"Candice
Deininger"
<cdeining@lexingt
onky.gov>

<Rachel.Cole@amwater.com>

To

cc

09/28/2012 01:04
PM

Subject

(Embedded image moved to file: pic20594.jpg)

Candice J. Deininger
Revenue Supervisor
LFUCG Division of Revenue
200 East Main Street
Lexington, KY 40507
859-258-3364
cdeining@lexingtonky.gov

Janet Graham

From: Candice Deininger [CDEINING@LEXINGTONKY.GOV]
Sent: Tuesday, October 02, 2012 12:37 PM
To: Rachel.Cole@amwater.com; McGarry, Mimi
Cc: William O'Mara; Laura Harris; Tonia Walters; Hilori Morgan; Cossins, Faye; John Hoggard; Lynne Webb; Basu, Sandip; Pickens, Patty; Brian.McDonough@amwater.com; Harrison, Tricia
Subject: RE: Payment arrangment set up TODAY from KAWC, Prem #2077700

Good afternoon, Mimi. With regard to your questions:

1. The preliminary list I went over with Rachel last week indicated both the start and end date of the payment plan. Please honor the length of time and termination date of the plan as it existed with KAWC.
2. I would like GCW to handle the establishment/concurrence of payment plans as they existed with KAWC when customers call in.
3. Yes - sounds right!!

Thanks very much, Ladies!!!

Candice J. Deininger
Revenue Supervisor
LFUCG Division of Revenue
200 East Main Street
Lexington, KY 40507
859-258-3364
cdeining@lexingtonky.gov

-----Original Message-----

From: McGarry, Mimi [mailto:Mimi.McGarry@gcww.cincinnati-oh.gov]
Sent: Tuesday, October 02, 2012 10:43 AM
To: Candice Deininger; Rachel.Cole@amwater.com
Cc: Basu, Sandip; John Hoggard; William O'Mara; Lynne Webb; Tonia Walters; Hilori Morgan; Laura Harris; Brian.McDonough@amwater.com; Pickens, Patty; Harrison, Tricia; Cossins, Faye
Subject: RE: Payment arrangment set up TODAY from KAWC, Prem #2077700

Hi Candice,

Yes, we will definitely make it work! We'll develop the necessary language around the payment plan resets and ensure the reps are prepared to respond accordingly. There are just a few outstanding decisions we'll need, once you've reviewed the updated list of payment plan accounts from KAW:

1. Assuming the terms (number of installments) are included in the report, will we honor same? If terms are not included, we can take your direction regarding reasonable terms or make a recommendation based on what we see in the report.
2. Would you prefer that we handle the payment plan resets based on customer requests received through LEXserv calls or does LFUCG want to communicate by letter, with the affected customers, asking that they follow-up with a call to LEXserv?
3. I assume we will honor only one installment repayment plan, that defaulted plans would limit the customer to the established "one 2week extension per year". Sound right?

Once we have these decisions hammered out, we'll take it from there!!

Thanks,
Mimi

-----Original Message-----

From: Candice Deininger [mailto:cdeining@lexingtonky.gov]
Sent: Monday, October 01, 2012 2:37 PM
To: Rachel.Cole@amwater.com; McGarry, Mimi
Cc: Basu, Sandip; John Hoggard; William O'Mara; Webb, Lynne; Walters, Tonia; Morgan, Hilori; Harris, Laura; Brian.McDonough@amwater.com
Subject: RE: Payment arrangment set up TODAY from KAWC, Prem #2077700
Importance: High

Good afternoon, Ladies. I apologize for my unavailability this morning; these days, mornings are never good for me since I'm reviewing the daily bill file.

On behalf of LFUCG, I am approving the use of the payment plans established by KAWC before conversion. With that being said, there is one very important item I need and that is a list of the payment plans with all water amounts excluded. Rachel - this will confirm our conversation last Friday in which you would request Brian McDonough to run an updated list of payment plan accounts with any water amounts removed.

Now that you have your approval, I'll leave it up to you two to work out the details with regard to developing appropriate language suitable for use by both call centers. Both John Hoggard and I want a copy of the final dialogue to be used.

So, as Tim Gunn from Project Runway would say, 'make it work'

Candice J. Deininger
Revenue Supervisor
LFUCG Division of Revenue
200 East Main Street
Lexington, KY 40507
859-258-3364
cdeining@lexingtonky.gov

-----Original Message-----

From: Rachel.Cole@amwater.com [mailto:Rachel.Cole@amwater.com]
Sent: Monday, October 01, 2012 10:11 AM
To: Mimi.McGarry@gcww.cincinnati-oh.gov
Cc: kawc.fieldservices@amwater.com; Douglas.Brock@amwater.com; Candice Deininger
Subject: Fw: Payment arrangment set up TODAY from KAWC, Prem #2077700

Good Morning again!

We have a couple of calls where customers are stating that they being directed back to KAW to set up sewer payment plans. We cannot set up any sewer payment plans, but if a payment plan already exists that at one time affected a water and sewer balance, then I believe those payment term agreements would continue.

This agreement is yet to be approved by LFUCG for all existing payment terms, but I hope to be able to discuss with them tomorrow.

Thank you!

Rachel S. Cole
Kentucky American Water
Field Services Supervisor
Customer Advocacy Office
Email: rachel.cole@amwater.com

Ph: 859-268-6307
Fax: 859-335-3307

----- Forwarded by Rachel Cole/KAWC/AWWSC on 10/01/2012 09:58 AM -----

Rachel
Cole/KAWC/AWWSC

To 10/01/2012 07:51 AM "McGarry, Mimi"
<Mimi.McGarry@gcww.cincinnati-oh.gov v>@AWX

cc "Deining, Candice"
<cdeining@lexingtonky.gov>

Subject Re: FW: Payment arrangment set up
TODAY from KAWC, Prem #2077700
(Document link: Rachel Cole)

Good Morning, Mimi,

I will certainly clarify with our team here. Candice and I discussed this very subject last Friday afternoon! I wanted to be able to communicate that existing payment plans will be honored by LexServe going forward. With that understanding, I hope that we can both ease the customer confusion.

Thanks and have a great week!

Rachel S. Cole
Kentucky American Water
Field Services Supervisor
Customer Advocacy Office
Email: rachel.cole@amwater.com
Ph: 859-268-6307
Fax: 859-335-3307

"McGarry, Mimi"
<Mimi.McGarry@gcw
w.cincinnati-oh.g
To ov> <Rachel.Cole@amwater.com>
cc 09/25/2012 06:01 PM "Deining, Candice"
<cdeining@lexingtonky.gov>
Subject
TODAY FW: Payment arrangment set up
from KAWC, Prem #2077700

Hi Rachel,

We had a call from a customer today stating that she had just set up a payment arrangement with KAWC today for sewer charges. She may certainly be confused, however, I wanted you to be aware in the event that a clarification may be needed for your staff that requests for payment arrangements (payment extension) for these balances should be referred to LEXserv. I'm sure this will help manage customer's expectations.

Thanks much for the help!!

Mimi McGarry
Customer Contact Center Manager
Commercial Division
Greater Cincinnati Water Works
(513) 591-7701
(513) 591-7985 fax
mimi.mcgarry@gcww.cincinnati-oh.gov

From: Harrison, Tricia
Sent: Tuesday, September 25, 2012 4:11 PM
To: McGarry, Mimi
Cc: Pickens, Patty

Subject: Payment arrangment set up TODAY from KAWC, Prem #2077700

Mimi,

This is the account I was speaking to you about that KAWC set up a payment arrangement on today for prior balance of \$199.55 which will be credited off her account on 9/29/12.

Trish

Janet Graham

From: McGarry, Mimi [Mimi.McGarry@gcww.cincinnati-oh.gov]
Sent: Tuesday, October 02, 2012 10:43 AM
To: Rachel.Cole@amwater.com; Candice Deininger
Cc: William O'Mara; Laura Harris; Tonia Walters; Hilori Morgan; Cossins, Faye; John Hoggard; Lynne Webb; Basu, Sandip; Pickens, Patty; Brian.McDonough@amwater.com; Harrison, Tricia
Subject: RE: Payment arrangement set up TODAY from KAWC, Prem #2077700

Hi Candice,

Yes, we will definitely make it work! We'll develop the necessary language around the payment plan resets and ensure the reps are prepared to respond accordingly. There are just a few outstanding decisions we'll need, once you've reviewed the updated list of payment plan accounts from KAW:

1. Assuming the terms (number of installments) are included in the report, will we honor same? If terms are not included, we can take your direction regarding reasonable terms or make a recommendation based on what we see in the report.
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3. I assume we will honor only one installment repayment plan, that defaulted plans would limit the customer to the established "one 2week extension per year". Sound right?

Once we have these decisions hammered out, we'll take it from there!!

Thanks,
Mimi

-----Original Message-----

From: Candice Deininger [mailto:cdeining@lexingtonky.gov]
Sent: Monday, October 01, 2012 2:37 PM
To: Rachel.Cole@amwater.com; McGarry, Mimi
Cc: Basu, Sandip; John Hoggard; William O'Mara; Webb, Lynne; Walters, Tonia; Morgan, Hilori; Harris, Laura; Brian.McDonough@amwater.com
Subject: RE: Payment arrangement set up TODAY from KAWC, Prem #2077700
Importance: High

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So, as Tim Gunn from Project Runway would say, 'make it work'

Candice J. Deininger
Revenue Supervisor
LFUCG Division of Revenue
200 East Main Street
Lexington, KY 40507
859-258-3364
cdeining@lexingtonky.gov

-----Original Message-----

From: Rachel.Cole@amwater.com [mailto:Rachel.Cole@amwater.com]
Sent: Monday, October 01, 2012 10:11 AM
To: Mimi.McGarry@gcww.cincinnati-oh.gov
Cc: kawc.fieldservices@amwater.com; Douglas.Brock@amwater.com; Candice Deininger
Subject: Fw: Payment arrangment set up TODAY from KAWC, Prem #2077700

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This agreement is yet to be approved by LFUCG for all existing payment terms, but I hope to be able to discuss with them tomorrow.

Thank you!

Rachel S. Cole
Kentucky American Water
Field Services Supervisor
Customer Advocacy Office
Email: rachel.cole@amwater.com
Ph: 859-268-6307
Fax: 859-335-3307

----- Forwarded by Rachel Cole/KAWC/AWWS on 10/01/2012 09:58 AM -----

Rachel
Cole/KAWC/AWWS

To 10/01/2012 07:51 AM "McGarry, Mimi"
<Mimi.McGarry@gcww.cincinnati-oh.gov v>@AWX
cc "Deininger, Candice"
<cdeining@lexingtonky.gov>
Subject Re: FW: Payment arrangment set up
TODAY from KAWC, Prem #2077700
(Document link: Rachel Cole)

Good Morning, Mimi,

I will certainly clarify with our team here. Candice and I discussed this very subject last Friday afternoon! I wanted to be able to communicate that existing payment plans will be honored by LexServe going forward. With that understanding, I hope that we can both ease the customer confusion.

Thanks and have a great week!

Rachel S. Cole
Kentucky American Water
Field Services Supervisor
Customer Advocacy Office
Email: rachel.cole@amwater.com
Ph: 859-268-6307
Fax: 859-335-3307

"McGarry, Mimi"
<Mimi.McGarry@gcw
w.cincinnati-oh.g
ov> <Rachel.Cole@amwater.com>
cc 09/25/2012 06:01 "Deining, Candice"
PM <cdeining@lexingtonky.gov>
Subject FW: Payment arrangment set up TODAY
from KAWC, Prem #2077700

Hi Rachel,

We had a call from a customer today stating that she had just set up a payment arrangement with KAWC today for sewer charges. She may certainly be confused, however, I wanted you to be aware in the event that a clarification may be needed for your staff that requests for payment arrangements (payment extension) for these balances should be referred to LEXserv. I'm sure this will help manage customer's expectations.

Thanks much for the help!!

Mimi McGarry
Customer Contact Center Manager
Commercial Division
Greater Cincinnati Water Works

(513) 591-7701
(513) 591-7985 fax
mimi.mcgarry@gcww.cincinnati-oh.gov

From: Harrison, Tricia
Sent: Tuesday, September 25, 2012 4:11 PM
To: McGarry, Mimi
Cc: Pickens, Patty
Subject: Payment arrangment set up TODAY from KAWC, Prem #2077700

Mimi,

This is the account I was speaking to you about that KAWC set up a payment arrangement on today for prior balance of \$199.55 which will be credited off her account on 9/29/12.

Trish

Janet Graham

From: Candice Deininger [CDEINING@LEXINGTONKY.GOV]
Sent: Tuesday, October 02, 2012 7:53 AM
To: Lynne Webb
Subject: FW: LexServ Daily Bills

Attachments: LexServ_20121001.csv

FYI . . .

Candice J. Deininger
Revenue Supervisor
LFUCG Division of Revenue
200 East Main Street
Lexington, KY 40507
859-258-3364
cdeining@lexingtonky.gov

-----Original Message-----

From: ftpadmin@bgmailing.com [mailto:ftpadmin@bgmailing.com]
Sent: Monday, October 01, 2012 8:59 PM
To: tom.patterson@bgmailing.com; sharon.vanover@bgmailing.com; Candice Deininger; Hilori Morgan; jhoggard@utiliplan.com; julie.moran@bgmailing.com
Subject: LexServ Daily Bills

The daily bill log is attached.

Thanks!

Janet Graham

From: ftpadmin@bgmailing.com
Sent: Monday, October 01, 2012 8:59 PM
To: Candice Deininger; Hilori Morgan; tom.patterson@bgmailing.com; jhoggard@utiliplan.com; julie.moran@bgmailing.com; sharon.vanover@bgmailing.com
Subject: LexServ Daily Bills
Attachments: LexServ_20121001.csv

The daily bill log is attached.

Thanks!

Janet Graham

From: Rachel.Cole@amwater.com
Sent: Monday, October 01, 2012 5:13 PM
To: Candice Deininger
Subject: RE: LFUCG balances on KAW bills

Thanks, Candice. I'll be talking with Brian to get this to happen! (both issues)

Rachel S. Cole
Kentucky American Water
Field Services Supervisor
Customer Advocacy Office
Email: rachel.cole@amwater.com
Ph: 859-268-6307
Fax: 859-335-3307

"Candice
Deininger"
<cdeining@lexingt
onky.gov> To

10/01/2012 04:13
PM <Rachel.Cole@amwater.com>,
<Brian.McDonough@amwater.com>,
<Bryan.Siler@amwater.com> cc

"John Hoggard"
<jhoggard@utiliplan.com>, "William
O'Mara" <billo@lexingtonky.gov>
Subject
RE: LFUCG balances on KAW bills

Hi, Rachel. We are all in concurrence with your stated approach. Please proceed however necessary to make this happen ASAP. Thank you!!

Candice J. Deininger
Revenue Supervisor
LFUCG Division of Revenue
200 East Main Street
Lexington, KY 40507
859-258-3364
cdeining@lexingtonky.gov

-----Original Message-----
From: William O'Mara
Sent: Monday, October 01, 2012 4:11 PM
To: Candice Deininger
Cc: John Hoggard
Subject: Re: LFUCG balances on KAW bills

Agree. Bill O

Sent from my iPhone

On Oct 1, 2012, at 3:53 PM, "Candice Deininger"
<cdeining@lexingtonky.gov> wrote:

> I would advocate the same approach as well.

>
> Candice J. Deininger
> Revenue Supervisor
> LFUCG Division of Revenue
> 200 East Main Street
> Lexington, KY 40507
> 859-258-3364
> cdeining@lexingtonky.gov
>
>
> -----Original Message-----
> From: John Hoggard [mailto:jhoggard@utiliplan.com]
> Sent: Monday, October 01, 2012 3:36 PM
> To: Candice Deininger; William O'Mara
> Subject: RE: LFUCG balances on KAW bills
>
> My vote is for the way Rachel recommends because it is the cleanest
> approach....
>
> -----Original Message-----
> From: Candice Deininger [mailto:cdeining@lexingtonky.gov]
> Sent: Monday, October 01, 2012 3:26 PM
> To: William O'Mara; John Hoggard
> Subject: FW: LFUCG balances on KAW bills
> Importance: High
>
> We need to make a decision on which way we want to go with this ASAP.
> Thoughts?
>
> Candice J. Deininger
> Revenue Supervisor
> LFUCG Division of Revenue
> 200 East Main Street
> Lexington, KY 40507
> 859-258-3364
> cdeining@lexingtonky.gov
>
>
> -----Original Message-----
> From: Rachel.Cole@amwater.com [mailto:Rachel.Cole@amwater.com]
> Sent: Monday, October 01, 2012 2:53 PM
> To: Candice Deininger
> Cc: Brian.McDonough@amwater.com; Bryan.Siler@amwater.com
> Subject: LFUCG balances on KAW bills
>
>
> Candice,
>
> I have been informed that the stripping of LFUCG balances and
> receiving
> LFUCG payments have to coincide, in order for the current CIS system
> to
> work.
>
> KAW is contractually obligated to receive LFUCG payments until mid
> October; however, practically speaking, LFUCG would prefer that
> payments not
> run
> through the payment matrix to avoid confusion.
>
> I agree and recommend that the call handlers could more easily explain
> a
> month end cutoff of balances and payments. It would be cleanest to
> date
> a
> cut-off at September month end. Please advise as to LFUCG's
> preference.

>
> Thank you!
> *****
> Rachel S. Cole
> Kentucky American Water
> Field Services Supervisor
> Customer Advocacy Office
> Email: rachel.cole@amwater.com
> Ph: 859-268-6307
> Fax: 859-335-3307
>
>
>
>
>

Janet Graham

From: Candice Deininger [CDEINING@LEXINGTONKY.GOV]
Sent: Monday, October 01, 2012 3:09 PM
To: Rachel.Cole@amwater.com
Cc: Bryan.Siler@amwater.com; John Hoggard; Brian.McDonough@amwater.com
Subject: RE: LFUCG balances on KAW bills

Hi, Rachel, and thank you. Bit of a disappointment but I do understand. Will probably have to run by Bill; but if up to me, I agree with you. I'll let you know ASAP.

Candice J. Deininger
Revenue Supervisor
LFUCG Division of Revenue
200 East Main Street
Lexington, KY 40507
859-258-3364
cdeining@lexingtonky.gov

-----Original Message-----

From: Rachel.Cole@amwater.com [mailto:Rachel.Cole@amwater.com]
Sent: Monday, October 01, 2012 2:53 PM
To: Candice Deininger
Cc: Brian.McDonough@amwater.com; Bryan.Siler@amwater.com
Subject: LFUCG balances on KAW bills

Candice,

I have been informed that the stripping of LFUCG balances and receiving LFUCG payments have to coincide, in order for the current CIS system to work.

KAW is contractually obligated to receive LFUCG payments until mid October; however, practically speaking, LFUCG would prefer that payments not run through the payment matrix to avoid confusion.

I agree and recommend that the call handlers could more easily explain a month end cutoff of balances and payments. It would be cleanest to date a cut-off at September month end. Please advise as to LFUCG's preference.

Thank you!

Rachel S. Cole
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From: Candice Deininger [CDEINING@LEXINGTONKY.GOV]
Sent: Monday, October 01, 2012 2:37 PM
To: Rachel.Cole@amwater.com; Mimi.McGarry@gcww.cincinnati-oh.gov
Cc: William O'Mara; Laura Harris; Tonia Walters; Hilori Morgan; John Hoggard; Basu, Sandip; Lynne Webb; Brian.McDonough@amwater.com
Subject: RE: Payment arrangement set up TODAY from KAWC, Prem #2077700
Importance: High

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cdeining@lexingtonky.gov

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Sent: Monday, October 01, 2012 10:11 AM
To: Mimi.McGarry@gcww.cincinnati-oh.gov
Cc: kawc.fieldservices@amwater.com; Douglas.Brock@amwater.com; Candice Deininger
Subject: Fw: Payment arrangement set up TODAY from KAWC, Prem #2077700

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----- Forwarded by Rachel Cole/KAWC/AWSC on 10/01/2012 09:58 AM -----

Rachel
Cole/KAWC/AWWSC

10/01/2012 07:51
AM

To
"McGarry, Mimi"
<Mimi.McGarry@gcw.cincinnati-oh.gov>
>@AWX

cc
"Deining, Candice"
<cdeining@lexingtonky.gov>

Subject
Re: FW: Payment arrangement set up
TODAY from KAWC, Prem #2077700
(Document link: Rachel Cole)

Good Morning, Mimi,

I will certainly clarify with our team here. Candice and I discussed this very subject last Friday afternoon! I wanted to be able to communicate that existing payment plans will be honored by LexServe going forward. With that understanding, I hope that we can both ease the customer confusion.

Thanks and have a great week!

Rachel S. Cole
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"McGarry, Mimi"
<Mimi.McGarry@gcw.cincinnati-oh.gov>

<Rachel.Cole@amwater.com>

To

cc

09/25/2012 06:01
PM

"Deining, Candice"
<cdeining@lexingtonky.gov>

Subject
FW: Payment arrangement set up TODAY
from KAWC, Prem #2077700

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Sent: Monday, October 01, 2012 2:25 PM
To: Rachel.Cole@amwater.com; Brian McDonough @ AMWater
Cc: Bryan.Siler@amwater.com; Candice Deininger; Wiest, Gary; Douglas.Brock@amwater.com; John Hoggard @ UtilPlan; McGarry, Mimi
Subject: RE: KAWC Accounts - Credits for prior balances

Rachel - GCWW team is referring to stripping of LFUCG balances as of end of September.

Meaning, the carry forward non-water (only sewer, WQ, LF) charges that was converted into Customer Suite and was billed to customers as 'previous balance' amounts. Now the customers are seeing the same charge in their LEXserv sewer bills as well as KAWC water bills.

Moreover, below are additional items that direct consequences from KAWC data/systems. Brian is aware of these items and we need to address them at your earliest. I have requested Brian to send us a time to go over these items ASAP - Brian is looking at his calendar for his time availability on Tuesday Oct 2nd.

Hope you can join and help us through these items.

1. WQ Credits
2. Carry forward non-water account balance adjustment
3. Payment Plans
5. Filter out/exclude other water services consumption data from weekly files (ex: irrigation, septic, etc.)
6. Automation of Sewer Adjustment
7. Negative Payments (manual)

Thank you,
Sandip.

-----Original Message-----

From: Rachel.Cole@amwater.com [mailto:Rachel.Cole@amwater.com]
Sent: Monday, October 01, 2012 2:11 PM
To: Basu, Sandip
Cc: Bryan.Siler@amwater.com; Douglas.Brock@amwater.com
Subject: Fw: KAWC Accounts - Credits for prior balances

Sandip,

Please clarify what you mean regarding credits for prior balances. I will speak with Brian McDonough as well to resolve the stripping of LFUCG balances as of the end of September.

Thanks.

Rachel S. Cole
Kentucky American Water
Field Services Supervisor
Customer Advocacy Office
Email: rachel.cole@amwater.com
Ph: 859-268-6307
Fax: 859-335-3307

----- Forwarded by Rachel Cole/KAWC/AWWS on 10/01/2012 02:07 PM -----

"Candice
Deininger"
<cdeiningt@lexingt
onky.gov>

To
<Rachel.Cole@amwater.com>,
<Brian.McDonough@amwater.com>

10/01/2012 01:58
PM

cc

"John Hoggard"
<jhoggard@utiliplan.com>, "Basu,
Sandip"
<Sandip.Basu@gcww.cincinnati-oh.gov
>, "William O'Mara"
<billo@lexingtonky.gov>

Subject

FW: KAWC Accounts - Credits for
prior balances

Rachel and Brian - will you please follow up with Sandip today?

Candice J. Deininger
Revenue Supervisor
LFUCG Division of Revenue
200 East Main Street
Lexington, KY 40507
859-258-3364
cdeining@lexingtonky.gov

From: Basu, Sandip [mailto:Sandip.Basu@gcww.cincinnati-oh.gov]
Sent: Monday, October 01, 2012 12:58 PM
To: Candice Deininger; John Hoggard @ UtilPlan; Marisa Miralles @ UtiliPlan
Cc: Pickens, Patty; McGarry, Mimi; Wiest, Gary; Cossins, Faye
Subject: FW: KAWC Accounts - Credits for prior balances

Candice & John - This issue has not been resolved by KAWC as of this morning. We do not know what is KAWC commitment to resolve.

At GCWW contact center, LEXserv call volume, customer frustration, distrust and anxiety keeps on rising.
Mimi has spoken to Rachel and I have contacted Brian McDonough. No words of resolutions yet.

Can you please follow up and let us know what KAWC's plans are? We appreciate it.

Thank you,
Sandip.

From: Harrison, Tricia
Sent: Monday, October 01, 2012 10:48 AM
To: Basu, Sandip
Cc: McGarry, Mimi; Pickens, Patty
Subject: KAWC Accounts - Credits for prior balances

Sandip,

Mimi asked that I send you an email regarding our call this morning. Just a recap...on 9/20/12, Mimi, Gary, Eileen and myself had a conference call with Brian, and Candice regarding the miscellaneous issue account email I had sent (see below), that is when we found out from Brian that KAWC was not going to credit any accounts (prior balances sent to us on 9/1/12 for conversion) until 9/29/12. Then on 9/21/12, Mimi, Patty, Faye and myself had a follow-up conference call with Brian, KAWC staff and LFUCG staff regarding the issues and verbiage KAWC was going to get out to their call center staff. We have been explaining to customers that the prior balance we are showing is suppose to be credited off of their KAWC account on 9/29/12 and then it will only be owed to LEXserv City Services. We have spoken with several customers today who have stated KAWC told them TODAY they still owe prior balances

to KAWC and not LEXserv. Did their conversion/crediting of accounts NOT happen over the weekend? If so, do we know when it will happen? Any help would be greatly appreciated!

Thanks,
Trish

From: Harrison, Tricia
Sent: Thu 9/20/2012 8:54 AM
To: Basu, Sandip; Wiest, Gary; Caldwell, Lisa; Nam, Eileen
Cc: McGarry, Mimi; LEXserv Assist
Subject: KAWC issues
Good Morning,

Patty advised me to email everyone regarding this issue with KAWC (Patty is out today). It appears that KAWC is not giving customers correct information. We have been speaking to many frustrated and angry customers. We are advising the customer to call KAWC regarding days of service for prior balances. We have many customers who have been told by KAWC that they did not transfer prior balances to us.

We are also advising customers that if they already made a payment to KAWC for a prior balance that they will forward the payment to us but it appears KAWC is only sending partial payments to us. We have then been advising these customers to call KAWC and request at least 6 months history of charges and payments. This will allow the customer to see how much of a payment was applied to KAWC account balances and that KAWC did in fact send prior balances for Sewer, Water Quality and Landfill to us.

I'm not sure if this is a matter of explaining to KAWC staff/call center regarding balances or what, but someone needs to speak with KAWC. These customers are calling back and forth 3 and 4 times. Many times we have been asked to call KAWC for them or participate in a 3 way call with customer and KAWC, which of course we decline. I think our representatives would be able handle these calls faster if the customer was receiving correct information from both KAWC and LEXserv staff.

Any help would be greatly appreciated!

Trish H.

That is when we found out from Brian that KAWC was not going to credit any accounts (prior balances sent to us on 9/1/12 for conversion) until 9/29/12. Then on 9/21/12, Mimi, Patty, Faye and myself had a follow-up conference call with Brian, KAWC staff and LFUCG staff regarding the issues and verbiage KAWC was going to get out to their call center staff. We have been explaining to customers that the prior balance we are showing is suppose to be credited off of their KAWC account on 9/29/12 and then it will only be owed to LEXserv City Services. We have spoken with several customers today who have stated KAWC told them TODAY they still owe prior balances to KAWC and not LEXserv. Did their conversion/crediting of accounts NOT happen over the weekend? If so, do we know when it will happen? Any help would be greatly appreciated!

Thanks,
Trish

Janet Graham

From: Rachel.Cole@amwater.com
Sent: Monday, October 01, 2012 10:28 AM
To: Candice Deininger
Cc: William O'Mara; Laura Harris; Douglas.Brock@amwater.com; John Hoggard
Subject: RE: Customer Referrals

Thanks, Candice. How about tomorrow morning? Should we also include Mimi McGarry?

Rachel S. Cole
Kentucky American Water
Field Services Supervisor
Customer Advocacy Office
Email: rachel.cole@amwater.com
Ph: 859-268-6307
Fax: 859-335-3307

"Candice
Deininger"
<cdeining@lexingt
onky.gov>

10/01/2012 09:56
AM

To
<Rachel.Cole@amwater.com>, "John
Hoggard" <jhoggard@utiliplan.com>
cc
"William O'Mara"
<billo@lexingtonky.gov>, "Laura
Harris" <lharris@lexingtonky.gov>,
<Douglas.Brock@amwater.com>
Subject
RE: Customer Referrals

Hi, Rachel - I can't this morning . . . still looking over billing file.
Bill is out today and Laura is out all week . . .

Candice J. Deininger
Revenue Supervisor
LFUCG Division of Revenue
200 East Main Street
Lexington, KY 40507
859-258-3364
cdeining@lexingtonky.gov

-----Original Message-----

From: Rachel.Cole@amwater.com [mailto:Rachel.Cole@amwater.com]
Sent: Monday, October 01, 2012 9:54 AM
To: Candice Deininger; John Hoggard
Cc: William O'Mara; Laura Harris; Douglas.Brock@amwater.com
Subject: Re: Customer Referrals

Hi Candice and John,

Could we get everyone on a quick call to discuss customer communication regarding payment plan arrangements? We are receiving some calls stating that customers are being directed back to KAW to determine the payment plan.

With the existing payment plans, I recommend that written communication be mailed to the customers stating that if a customer already has an agreement in place, LexServe will

continue to honor the agreement until all balances are paid in full.

Your thoughts?

Rachel S. Cole
Kentucky American Water
Field Services Supervisor
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Email: rachel.cole@amwater.com
Ph: 859-268-6307
Fax: 859-335-3307

"Candice

Deininger"

<cdeining@lexingt

To

onky.gov>

<Rachel.Cole@amwater.com>

cc

09/18/2012 02:38

"John Hoggard"

PM

<jhoggard@utiliplan.com>, "Laura

Harris"

<lharris@lexingtonky.gov>,

"William O'Mara"

<billo@lexingtonky.gov>

Subject

Customer Referrals

Hi, Rachel. Laura, the payment processing supervisor, just advised me that a customer who had gone to your lobby was advised to go to the County Clerk's office to pay her bill. Don't know where that came from, but you might want to update the tellers to have them advise people that to pay their LEXserv bill they have to come to the Government Center, 200 East Main Street. Thanks so much!!!

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200 East Main Street
Lexington, KY 40507
859-258-3364
cdeining@lexingtonky.gov

Janet Graham

From: John Hoggard [jhoggard@utiliplan.com]
Sent: Monday, October 01, 2012 10:07 AM
To: Candice Deininger
Subject: FW: Customer Referrals

Here's how I normally would approach this....

I suggest you simply forward Rachel's email to Gary/Lisa (cc Sandip and Rachel) and say: "Please review this issue with Rachel and come back to me with a brief written suggestion (bullet points preferred) on how to approach this."

You can include any expectations you have as well, or not. Then THEY take it from there.

End of story.

-----Original Message-----

From: Rachel.Cole@amwater.com [mailto:Rachel.Cole@amwater.com]
Sent: Monday, October 01, 2012 9:54 AM
To: cdeining@lexingtonky.gov; John Hoggard
Cc: William O'Mara; Laura Harris; Douglas.Brock@amwater.com
Subject: Re: Customer Referrals

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Ph: 859-268-6307
Fax: 859-335-3307

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<cdeining@lexingt
onky.gov>

09/18/2012 02:38
PM

<Rachel.Cole@amwater.com>

"John Hoggard"
<jhoggard@utiliplan.com>, "Laura
Harris" <lharris@lexingtonky.gov>,
"William O'Mara"
<billo@lexingtonky.gov>

To

cc

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cdeining@lexingtonky.gov

Janet Graham

From: Candice Deininger [CDEINING@LEXINGTONKY.GOV]
Sent: Monday, October 01, 2012 9:57 AM
To: Rachel.Cole@amwater.com; John Hoggard
Cc: William O'Mara; Laura Harris; Douglas.Brock@amwater.com
Subject: RE: Customer Referrals

Hi, Rachel - I can't this morning . . . still looking over billing file. Bill is out today and Laura is out all week . . .

Candice J. Deininger
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LFUCG Division of Revenue
200 East Main Street
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09/18/2012 02:38
PM

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859-258-3364
cdeining@lexingtonky.gov

Janet Graham

From: Bryan.Siler@amwater.com
Sent: Thursday, September 27, 2012 4:45 PM
To: William O'Mara
Cc: Candice Deininger; Charles.Boland@amwater.com; Phyllis A Cooper; Douglas.Brock@amwater.com
Subject: RE: FW: Open LFUCG Confirmations

Okay, I called Kelly Jowski but got her voice mail. I will get with Charlie in the morning.

Bryan

From: "William O'Mara" <billo@lexingtonky.gov>
To: <Bryan.Siler@amwater.com>
Cc: "Candice Deininger" <cdeining@lexingtonky.gov>, <charles.boland@amwater.com>, <Douglas.Brock@amwater.com>, "Phyllis A Cooper" <pcooper@lexingtonky.gov>
Date: 09/27/2012 04:41 PM
Subject: RE: FW: Open LFUCG Confirmations

I have asked the auditors to send a copy to Charlie. I have not actually seen the request.

Bill O

-----Original Message-----

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]
Sent: Thursday, September 27, 2012 4:41 PM
To: William O'Mara
Cc: Candice Deininger; charles.boland@amwater.com; Douglas.Brock@amwater.com
Subject: Re: FW: Open LFUCG Confirmations

Hi Bill.

Is this for sewer, landfill and water quality fees?

Can someone send me the paperwork? If I have it tonight or tomorrow I can get it back to you tomorrow.

Bryan Siler
Field Operations Supervisor
Kentucky American Water
2300 Richmond Road
Lexington, Kentucky 40502
859-268-6350 Office
859-268-6374 Fax
bryan.siler@amwater.com

From: "William O'Mara" <billo@lexingtonky.gov>
To: <Bryan.Siler@amwater.com>, <Douglas.Brock@amwater.com>
Cc: <charles.boland@amwater.com>, "Candice Deininger" <cdeining@lexingtonky.gov>
Date: 09/27/2012 03:53 PM
Subject: FW: Open LFUCG Confirmations

Doug & Bryan-

I realize American Water is very busy with multiple projects, but I would appreciate any help you can furnish to have the confirmation mailed to KAWC from our outside auditors, Dean-Dorton-Allen-Ford completed and returned to them. Our Vice Mayor, Linda Gorton is asking each month how our yearend audit is progressing and if there are any delays. This confirmation is the only remaining one out there. Appreciate any assistance-

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bryan.siler@amwater.com

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Bill O

From: Phyllis A Cooper
Sent: Thursday, September 27, 2012 3:36 PM
To: William O'Mara
Subject: FW: Open Confirmations

Bill

Can someone on your staff follow up with KAWC and advise on mailing date for the confirmation?

Thanks!

Phyllis

From: Jowski, Kelly [mailto:kjowski@ddafcpa.com]
Sent: Thursday, September 27, 2012 3:29 PM

To: Phyllis A Cooper
Subject: Open Confirmations

Below are the confirmations we have not received back (we've sent 3rd requests).
Can your staff follow up with the appropriate contact? Thank you!

Revenue:

Kentucky American Water Company
KAWC - franchise fees

Kelly Jowski
Specialist in Accounting & Business Compliance Services

106 W. Vine St., Ste 600
Lexington, KY 40507
ph (859) 425-7671 fax (859) 425-3671
kjowski@ddafcpa.com

IRS Circular 230 Notice: unless indicated otherwise, if this communication constitutes a covered opinion, any tax advice it contains cannot be used to avoid tax penalties.

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Janet Graham

From: Candice Deininger [CDEINING@LEXINGTONKY.GOV]
Sent: Wednesday, September 26, 2012 8:45 AM
To: Hilori Morgan
Subject: RE: Transy

Thanks!

Candice J. Deininger
Revenue Supervisor
LFUCG Division of Revenue
200 East Main Street
Lexington, KY 40507
859-258-3364
cdeining@lexingtonky.gov

-----Original Message-----

From: Hilori Morgan
Sent: Wednesday, September 26, 2012 8:43 AM
To: Candice Deininger
Subject: Transy

Charged taxed - should be tax exempt

TRANSYLVANIA UNIVERSITY	11097615-2025359	Commercial	2423.43
TRANSYLVANIA UNIVERSITY	11097620-2026197	Commercial	7374.78
TRANSYLVANIA UNIVERSITY	11097622-2026198	Commercial	546.11
TRANSYLVANIA UNIVERSITY	11097624-2028332	Commercial	1210.9
TRANSYLVANIA UNIVERSITY	11097625-2091679	Commercial	15.62
TRANSYLVANIA UNIVERSITY	11097626-2028335	Commercial	71.82
TRANSYLVANIA UNIVERSITY	11097626-2028438	Commercial	74.86
TRANSYLVANIA UNIVERSITY	11097627-2033761	Commercial	63.43
TRANSYLVANIA UNIVERSITY	11097628-2028187	Commercial	57.81
TRANSYLVANIA UNIVERSITY	11097629-2028439	Commercial	1120.23

These were charged tax, but they were also charged tax through KAWC.

TRANSYLVANIA UNIVERSITY	11097630-2028062	Commercial	24.31
TRANSYLVANIA UNIVERSITY	11097630-2028063	Commercial	24.31
TRANSYLVANIA UNIVERSITY	11097617-2028195	Commercial	212.89

Thank you,

Hilori Morgan
LFUCG Division of Water Quality
125 Lisle Industrial Avenue, Suite 180
Lexington, KY 40511
859.425.2507 direct line
hmorgan@lexingtonky.gov

-----Original Message-----

From: ftpadmin@bgmailing.com [mailto:ftpadmin@bgmailing.com]
Sent: Tuesday, September 25, 2012 8:59 PM
To: tom.patterson@bgmailing.com; sharon.vanover@bgmailing.com; Candice Deininger; Hilori Morgan; jhoggard@utiliplan.com
Subject: LexServ Daily Bills

The daily bill log is attached.

Thanks!

Janet Graham

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TRANSYLVANIA UNIVERSITY	11097620-2026197	Commercial	7374.78
TRANSYLVANIA UNIVERSITY	11097622-2026198	Commercial	546.11
TRANSYLVANIA UNIVERSITY	11097624-2028332	Commercial	1210.9
TRANSYLVANIA UNIVERSITY	11097625-2091679	Commercial	15.62
TRANSYLVANIA UNIVERSITY	11097626-2028335	Commercial	71.82
TRANSYLVANIA UNIVERSITY	11097626-2028438	Commercial	74.86
TRANSYLVANIA UNIVERSITY	11097627-2033761	Commercial	63.43
TRANSYLVANIA UNIVERSITY	11097628-2028187	Commercial	57.81
TRANSYLVANIA UNIVERSITY	11097629-2028439	Commercial	1120.23

These were charged tax, but they were also charged tax through KAWC.

TRANSYLVANIA UNIVERSITY	11097630-2028062	Commercial	24.31
TRANSYLVANIA UNIVERSITY	11097630-2028063	Commercial	24.31
TRANSYLVANIA UNIVERSITY	11097617-2028195	Commercial	212.89

Thank you,

Hilori Morgan
LFUCG Division of Water Quality
125 Lisle Industrial Avenue, Suite 180
Lexington, KY 40511
859.425.2507 direct line
hmorgan@lexingtonky.gov

-----Original Message-----

From: ftpadmin@bgmailing.com [mailto:ftpadmin@bgmailing.com]
Sent: Tuesday, September 25, 2012 8:59 PM
To: tom.patterson@bgmailing.com; sharon.vanover@bgmailing.com; Candice Deininger; Hilori Morgan; jhoggard@utiliplan.com
Subject: LexServ Daily Bills

The daily bill log is attached.

Thanks!

Janet Graham

From: ftpadmin@bgmailing.com
Sent: Tuesday, September 25, 2012 8:59 PM
To: Candice Deininger; Hilori Morgan; tom.patterson@bgmailing.com; jhoggard@utiliplan.com; sharon.vanover@bgmailing.com
Subject: LexServ Daily Bills
Attachments: LexServ_20120925.csv

The daily bill log is attached.

Thanks!

Janet Graham

From: ftpadmin@bgmailing.com
Sent: Friday, September 21, 2012 8:59 PM
To: Candice Deininger; Hilori Morgan; tom.patterson@bgmailing.com; jhoggard@utiliplan.com
sharon.vanover@bgmailing.com
Subject: LexServ Daily Bills
Attachments: LexServ_20120921.csv

The daily bill log is attached.

Thanks!

X cid:image002.png@01CDA6F4.EE0F8D00

-----Original Message-----

From: Rachel.Cole@amwater.com [<mailto:Rachel.Cole@amwater.com>]

Sent: Wednesday, October 10, 2012 12:13 PM

To: Bethany.Hungate@amwater.com; Stephanie.Padgett@amwater.com; Travis.Rodgers@amwater.com; Deidra.Hayden@amwater.com; Patricia.A.Lee@amwater.com; Kenneth.Evans@amwater.com; Candice Deininger; Lynne Webb; McGarry, Mimi

Subject: Fw: "TRF" payments

All,

Please be aware of this issue when talking with customers about their LFUCG balances.

LexServe is investigating as to why "TRF" payments are not getting posted to LFUCG accounts. Please reassure the customer that we are working on it and it will be resolved as soon as possible.

Thanks, everyone!

Rachel S. Cole
Kentucky American Water
Field Services Supervisor

Customer Advocacy Office
 Email: rachel.cole@amwater.com
 Ph: 859-268-6307
 Fax: 859-335-3307

----- Forwarded by Rachel Cole/KAWC/AWWSO on 10/10/2012 11:47 AM -----

Brian T
 McDonough/CONSULT
 /AWWSO

To Rachel Cole/KAWC/AWWSO@AWW

cc 10/10/2012 09:39 AM "Lynne Webb"
 <lwebb@lexingtonky.gov>

Subject RE: 120096016 -4753
 Agape(Document link: Rachel Cole)

Lynne and Rachel,

The credit balance for this customer (120096016 -4753 Agape) sits on a Kentucky American Utility Type 0 (Other) and when we ran the conversion his most recent charge on 8/28/12 had not been reallocated to pay off the LFUCG

balances so he got converted with a balance (LexServ shows correctly)

A	4.49
2	8.66

On 9/3/12 the account in KAWC was reallocated to pay the LFUCG balances. This customer is on the 9/8/12 cash transaction report with those payments, but I don't see them hitting in LexServe. I don't want to assume anything but I'm worried that maybe it's not being applied because the payment type is 50 (adjusted Accts Receivable).

Lynne, if you have access to the cash transaction report can you check some other '50' payment types to see if they are being applied, or instead maybe just see if Eileen could figure out why the cash tran payment did not get posted for this account.

Brian McDonough
 (856)-782-2833 Office
 (609)-933-2212 Cell

04/28/2013

Rachel

Cole/KAWC/AWSC

To 10/10/2012 08:51 AM "Lynne Webb" <lwebb@lexingtonky.gov>@AWX

cc Brian T McDonough/CONSULT/AWSC@AWW

Subject RE: 120096016 -4753
Agape(Document link: Brian T McDonough)

Thanks, Lynn.

I was really looking for the payment which would have been applied in August to wipe out the Aug charge of \$13.15. This man pays in advance so I would think that his carryover balance to LFUCG would have been \$0.00 at 8/31. So my concern, is that \$13.15 flowed through instead of \$0.00.

His balance with LexServe should be \$187.55 instead of \$174.40.

Brian, Any thoughts?

(Embedded image moved to file: pic01860.gif)

Rachel S. Cole
Kentucky American Water
Field Services Supervisor
Customer Advocacy Office
Email: rachel.cole@amwater.com
Ph: 859-268-6307
Fax: 859-335-3307

"Lynne Webb"
<lwebb@lexingtonky.gov>

To <Rachel.Cole@amwater.com>

Janet Graham

From: Rachel.Cole@amwater.com
Sent: Friday, September 28, 2012 12:55 PM
To: Candice Deininger
Subject: Fw: payment plan list

Attachments: KY LFUCG Payment Terms Data v1.xlsx; pic10946.gif



KY LFUCG
ment Terms Data



pic10946.gif (6
KB)

----- Forwarded by Rachel Cole/KAWC/AWWSOC on 09/28/2012 12:54 PM -----

Brian T
McDonough/CONSULT
/AWWSOC

09/24/2012 04:15
PM

Rachel Cole/KAWC/AWWSOC@AWW

To

cc

Subject

Re: payment plan list (Document
link: Rachel Cole)

Hi Rachel,

Here's the list of open payment terms, I haven't had a chance to add in the LFUCG bals vs water bals, but I'll send you another file when I have that done.
(See attached file: KY LFUCG Payment Terms Data v1.xlsx)

Brian McDonough
(856)-782-2833 Office
(609)-933-2212 Cell

Rachel
Cole/KAWC/AWWSOC

09/24/2012 02:45
PM

Brian T McDonough/CONSULT/AWWSOC@AWW

To

cc

Subject

payment plan list

Hi Brian,

I need a list of all customers that are on an existing payment plan. This particular customer has had all her payments applied to water. The balance left, is all sewer and Candice and I will need to review the volume of customers affected. Will it be possible

to see this list today?

(Embedded image moved to file: pic10946.gif)

Rachel S. Cole
Kentucky American Water
Field Services Supervisor
Customer Advocacy Office
Email: rachel.cole@amwater.com
Ph: 859-268-6307
Fax: 859-335-3307

Janet Graham

From: Rachel.Cole@amwater.com
Sent: Friday, September 28, 2012 8:28 AM
To: Candice Deininger
Cc: Bryan.Siler@amwater.com; John Hoggard
Subject: Re: KAWC New Services

Thanks, Candice. We'll take care of this!

Rachel S. Cole
Kentucky American Water
Field Services Supervisor
Customer Advocacy Office
Email: rachel.cole@amwater.com
Ph: 859-268-6307
Fax: 859-335-3307

"Candice
Deininger"
<cdeining@lexingt
onky.gov> To
<Rachel.Cole@amwater.com>
cc
09/27/2012 12:08
PM <Bryan.Siler@amwater.com>, "John
Hoggard" <jhoggard@utiliplan.com>
Subject
KAWC New Services

Good afternoon, Rachel. I'm attaching monthly files of new KAWC services for July and August for the purpose of sewer coding new water accounts. I've copied Bryan on this email as well since he used to handle this and could be of assistance to you if you are unfamiliar with this process. Kindly let me know if you have any questions - thanks very much!!

Candice J. Deininger
Revenue Supervisor
LFUCG Division of Revenue
200 East Main Street
Lexington, KY 40507
859-258-3364
cdeining@lexingtonky.gov

[attachment "ONSET-NEW TAPS FOR AUGUST 2012.xls" deleted by Rachel Cole/KAWC/AWWSC]
[attachment "ONSET-NEW TAPS JULY 2012.xls" deleted by Rachel Cole/KAWC/AWWSC]

Janet Graham

From: Bryan.Siler@amwater.com
Sent: Thursday, September 27, 2012 4:45 PM
To: William O'Mara
Cc: Candice Deininger; Charles.Boland@amwater.com; Phyllis A Cooper; Douglas.Brock@amwater.com
Subject: RE: FW: Open LFUCG Confirmations

Okay, I called Kelly Jowski but got her voice mail. I will get with Charlie in the morning.

Bryan

From: "William O'Mara" <billo@lexingtonky.gov>
To: <Bryan.Siler@amwater.com>
Cc: "Candice Deininger" <cdeining@lexingtonky.gov>, <charles.boland@amwater.com>, <Douglas.Brock@amwater.com>, "Phyllis A Cooper" <pcooper@lexingtonky.gov>
Date: 09/27/2012 04:41 PM
Subject: RE: FW: Open LFUCG Confirmations

I have asked the auditors to send a copy to Charlie. I have not actually seen the request.

Bill O

-----Original Message-----

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]
Sent: Thursday, September 27, 2012 4:41 PM
To: William O'Mara
Cc: Candice Deininger; charles.boland@amwater.com; Douglas.Brock@amwater.com
Subject: Re: FW: Open LFUCG Confirmations

Hi Bill.

Is this for sewer, landfill and water quality fees?

Can someone send me the paperwork? If I have it tonight or tomorrow I can get it back to you tomorrow.

Bryan Siler
Field Operations Supervisor
Kentucky American Water
2300 Richmond Road
Lexington, Kentucky 40502
859-268-6350 Office
859-268-6374 Fax
bryan.siler@amwater.com

From: "William O'Mara" <billo@lexingtonky.gov>
To: <Bryan.Siler@amwater.com>, <Douglas.Brock@amwater.com>
Cc: <charles.boland@amwater.com>, "Candice Deininger" <cdeining@lexingtonky.gov>
Date: 09/27/2012 03:53 PM
Subject: FW: Open LFUCG Confirmations

Doug & Bryan-

I realize American Water is very busy with multiple projects, but I would appreciate any help you can furnish to have the confirmation mailed to KAWC from our outside auditors, Dean-Dorton-Allen-Ford completed and returned to them. Our Vice Mayor, Linda Gorton is asking each month how our yearend audit is progressing and if there are any delays. This confirmation is the only remaining one out there. Appreciate any assistance-

Bill O
From: Phyllis A Cooper
Sent: Thursday, September 27, 2012 3:36 PM
To: William O'Mara
Subject: FW: Open Confirmations

Bill
Can someone on your staff follow up with KAWC and advise on mailing date for the confirmation?

Thanks!

Phyllis

From: Jowski, Kelly [mailto:kjowski@ddafcpa.com]
Sent: Thursday, September 27, 2012 3:29 PM
To: Phyllis A Cooper
Subject: Open Confirmations

Below are the confirmations we have not received back (we've sent 3rd requests). Can your staff follow up with the appropriate contact? Thank you!

Revenue:

Kentucky American Water Company
KAWC - franchise fees

Kelly Jowski
Specialist in Accounting & Business Compliance Services

106 W. Vine St., Ste 600
Lexington, KY 40507
ph (859) 425-7671 fax (859) 425-3671
kjowski@ddafcpa.com

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Janet Graham

From: William O'Mara [billo@lexingtonky.gov]
Sent: Thursday, September 27, 2012 4:41 PM
To: Bryan.Siler@amwater.com
Cc: Candice Deininger; Charles.Boland@amwater.com; Phyllis A Cooper;
Douglas.Brock@amwater.com
Subject: RE: FW: Open LFUCG Confirmations

I have asked the auditors to send a copy to Charlie. I have not actually seen the request.

Bill O

-----Original Message-----

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]
Sent: Thursday, September 27, 2012 4:41 PM
To: William O'Mara
Cc: Candice Deininger; charles.boland@amwater.com; Douglas.Brock@amwater.com
Subject: Re: FW: Open LFUCG Confirmations

Hi Bill.

Is this for sewer, landfill and water quality fees?

Can someone send me the paperwork? If I have it tonight or tomorrow I can get it back to you tomorrow.

Bryan Siler
Field Operations Supervisor
Kentucky American Water
2300 Richmond Road
Lexington, Kentucky 40502
859-268-6350 Office
859-268-6374 Fax
bryan.siler@amwater.com

From: "William O'Mara" <billo@lexingtonky.gov>
To: <Bryan.Siler@amwater.com>, <Douglas.Brock@amwater.com>
Cc: <charles.boland@amwater.com>, "Candice Deininger"
<cdeining@lexingtonky.gov>
Date: 09/27/2012 03:53 PM
Subject: FW: Open LFUCG Confirmations

Doug & Bryan-

I realize American Water is very busy with multiple projects, but I would appreciate any help you can furnish to have the confirmation mailed to KAWC from our outside auditors, Dean-Dorton-Allen-Ford completed and returned to them. Our Vice Mayor, Linda Gorton is asking each month how our yearend audit is progressing and if there are any delays. This confirmation is the only remaining one out there.

Appreciate any assistance-

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From: Phyllis A Cooper
Sent: Thursday, September 27, 2012 3:36 PM
To: William O'Mara
Subject: FW: Open Confirmations

Bill

Can someone on your staff follow up with KAWC and advise on mailing date for the confirmation?

Thanks!

Phyllis

From: Jowski, Kelly [mailto:kjowski@ddafcpa.com]
Sent: Thursday, September 27, 2012 3:29 PM

To: Phyllis A Cooper
Subject: Open Confirmations

Below are the confirmations we have not received back (we've sent 3rd requests).
Can your staff follow up with the appropriate contact? Thank you!

Revenue:

Kentucky American Water Company
KAWC - franchise fees

Kelly Jowski
Specialist in Accounting & Business Compliance Services

106 W. Vine St., Ste 600
Lexington, KY 40507
ph (859) 425-7671 fax (859) 425-3671
kjowski@ddafcpa.com

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Janet Graham

From: William O'Mara [billo@lexingtonky.gov]
Sent: Thursday, September 27, 2012 3:53 PM
To: Bryan.Siler@amwater.com; Douglas.Brock@amwater.com
Cc: Candice Deininger; Charles.Boland@amwater.com
Subject: FW: Open LFUCG Confirmations

Doug & Bryan-

I realize American Water is very busy with multiple projects, but I would appreciate any help you can furnish to have the confirmation mailed to KAWC from our outside auditors, Dean-Dorton-Allen-Ford completed and returned to them. Our Vice Mayor, Linda Gorton is asking each month how our yearend audit is progressing and if there are any delays. This confirmation is the only remaining one out there.

Appreciate any assistance-

Bill O

From: Phyllis A Cooper
Sent: Thursday, September 27, 2012 3:36 PM
To: William O'Mara
Subject: FW: Open Confirmations

Bill

Can someone on your staff follow up with KAWC and advise on mailing date for the confirmation?

Thanks!

Phyllis

From: Jowski, Kelly [mailto:kjowski@ddafcpa.com]
Sent: Thursday, September 27, 2012 3:29 PM
To: Phyllis A Cooper
Subject: Open Confirmations

Below are the confirmations we have not received back (we've sent 3rd requests). Can your staff follow up with the appropriate contact? Thank you!

Revenue:
Kentucky American Water Company
KAWC - franchise fees

04/29/2013

DEAN||DORTON||ALLEN||FORD
PLLC

Kelly Jowski
Specialist in Accounting & Business Compliance Services

106 W. Vine St., Ste 600
Lexington, KY 40507
ph (859) 425-7671 fax (859) 425-3671
kjowski@ddafcpa.com

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Janet Graham

From: Candice Deininger [CDEINING@LEXINGTONKY.GOV]
Sent: Thursday, September 27, 2012 3:30 PM
To: bethany.hungate@amwater.com
Cc: Rachel.Cole@amwater.com
Subject: RE: customer bills

Thanks for your help, Bethany – much appreciated!

Candice J. Deininger
Revenue Supervisor
LFUCG Division of Revenue
200 East Main Street
Lexington, KY 40507
859-258-3364
cdeining@lexingtonky.gov

From: Bethany.Hungate@amwater.com [mailto: Bethany.Hungate@amwater.com]
Sent: Thursday, September 27, 2012 3:29 PM
To: Candice Deininger
Cc: KAWC_-_Field_Services_Team@amwater.net
Subject: customer bills

~~~~~  
Bethany Hungate  
Customer Advocate Office  
Kentucky American Water  
2300 Richmond Rd  
Lexington, KY 40502  
(859)269-2386 phone Opt. 6  
(859)268-6315 Fax

**Janet Graham**

---

**From:** McGarry, Mimi [Mimi.McGarry@gcww.cincinnati-oh.gov]  
**Sent:** Tuesday, September 25, 2012 6:02 PM  
**To:** Rachel.Cole@amwater.com  
**Cc:** Candice Deininger  
**Subject:** FW: Payment arrangement set up TODAY from KAWC, Prem #2077700

Hi Rachel,

We had a call from a customer today stating that she had just set up a payment arrangement with KAWC today for sewer charges. She may certainly be confused, however, I wanted you to be aware in the event that a clarification may be needed for your staff that requests for payment arrangements (payment extension) for these balances should be referred to LEXserv. I'm sure this will help manage customer's expectations.

Thanks much for the help!!

*Mimi McGarry*  
Customer Contact Center Manager  
Commercial Division  
Greater Cincinnati Water Works  
(513) 591-7701  
(513) 591-7985 fax  
mimi.mcgarry@gcww.cincinnati-oh.gov

---

**From:** Harrison, Tricia  
**Sent:** Tuesday, September 25, 2012 4:11 PM  
**To:** McGarry, Mimi  
**Cc:** Pickens, Patty  
**Subject:** Payment arrangement set up TODAY from KAWC, Prem #2077700

Mimi,

This is the account I was speaking to you about that KAWC set up a payment arrangement on today for prior balance of \$199.55 which will be credited off her account on 9/29/12.

Trish





**Janet Graham**

---

**From:** Candice Deininger [CDEINING@LEXINGTONKY.GOV]  
**Sent:** Thursday, September 27, 2012 12:08 PM  
**To:** Rachel.Cole@amwater.com  
**Cc:** Bryan.Sifer@amwater.com; John Hoggard  
**Subject:** KAWC New Services

**Attachments:** ONSET-NEW TAPS FOR AUGUST 2012.xls; ONSET-NEW TAPS JULY 2012.xls

Good afternoon, Rachel. I'm attaching monthly files of new KAWC services for July and August for the purpose of sewer coding new water accounts. I've copied Bryan on this email as well since he used to handle this and could be of assistance to you if you are unfamiliar with this process. Kindly let me know if you have any questions – thanks very much!!

Candice J. Deininger  
Revenue Supervisor  
LFUCG Division of Revenue  
200 East Main Street  
Lexington, KY 40507  
859-258-3364  
[cdeining@lexingtonky.gov](mailto:cdeining@lexingtonky.gov)

**Janet Graham**

---

**From:** Candice Deininger [CDEINING@LEXINGTONKY.GOV]  
**Sent:** Monday, September 24, 2012 4:00 PM  
**To:** Rachel.Cole@amwater.com; Laura Harris; Basu, Sandip; Carroll, Jim; McGarry, Mimi  
**Cc:** William O'Mara; Tonia Walters; Hilori Morgan; John Hoggard; Lynne Webb; Pickens, Patty; Harrison, Tricia  
**Subject:** KAWC Payment Location

Laura and I spoke with Rachel at KAWC. Rachel has confirmed that she has been trying to get their location removed from the list of approved payment locations, and it has not yet been done. As an FYI for everyone, she will be advising her tellers NOT to accept LEXserv payments and to direct customers either to 200 East Main Street or another method of payment.

Candice J. Deininger  
Revenue Supervisor  
LFUCG Division of Revenue  
200 East Main Street  
Lexington, KY 40507  
859-258-3364  
[cdeining@lexingtonky.gov](mailto:cdeining@lexingtonky.gov)

**Janet Graham**

---

**From:** Candice Deininger [CDEINING@LEXINGTONKY.GOV]  
**Sent:** Monday, September 24, 2012 9:48 AM  
**To:** Rachel.Cole@amwater.com  
**Cc:** Charles.Boland@amwater.com; Wiest, Gary; John Hoggard; Caldwell, Lisa  
**Subject:** RE: The Trane Company - Prem 2026281

Hi, Rachel, and thanks very much!!

Candice J. Deininger  
Revenue Supervisor  
LFUCG Division of Revenue  
200 East Main Street  
Lexington, KY 40507  
859-258-3364  
cdeining@lexingtonky.gov

-----Original Message-----

From: Rachel.Cole@amwater.com [mailto:Rachel.Cole@amwater.com]  
Sent: Friday, September 21, 2012 6:37 PM  
To: Candice Deininger  
Cc: Wiest, Gary; John Hoggard; Caldwell, Lisa; Charles.Boland@amwater.com  
Subject: RE: The Trane Company - Prem 2026281

Hi Candice,

This bill has been held in an exception bill batch. It should go out on Monday so you will have usage data from which to bill. Thanks!

\*\*\*\*\*

Rachel S. Cole  
Kentucky American Water  
Field Services Supervisor  
Customer Advocacy Office  
Email: rachel.cole@amwater.com  
Ph: 859-268-6307  
Fax: 859-335-3307

"Candice  
Deininger"  
<cdeining@lexingt  
onky.gov>

<Rachel.Cole@amwater.com> To

cc

09/21/2012 02:14  
PM

"Wiest, Gary"  
<Gary.Wiest@gcww.cincinnati-oh.gov>  
, "Caldwell, Lisa"  
<Lisa.Caldwell@gcww.cincinnati-oh.g  
ov>, "John Hoggard"  
<jhoggard@utiliplan.com>

Subject

RE: The Trane Company - Prem  
2026281

Hi, Rachel . . . . I had a call from a gentleman at Trane expressing concern that he had not received his bill yet. Our records indicate (kindly refer to the following string of emails) that no meter readings have come over from KAWC for us to bill . . . did KAWC bill

them? And if so, was it an estimated bill? Pretty big industrial customer not to have an actual meter reading. Thanks for checking!!

Candice J. Deininger  
Revenue Supervisor  
LFUCG Division of Revenue  
200 East Main Street  
Lexington, KY 40507  
859-258-3364  
cdeining@lexingtonky.gov

From: Caldwell, Lisa [mailto:Lisa.Caldwell@gcww.cincinnati-oh.gov]  
Sent: Friday, September 21, 2012 12:52 PM  
To: Candice Deininger  
Cc: Wiest, Gary  
Subject: RE: The Trane Company - Prem 2026281

Candice,

We have not received usage from AW to bill. I checked through the file we received today and the usage is not in there as well. Is there someone you can check with at AW?

Lisa

From: Candice Deininger [mailto:cdeining@lexingtonky.gov]  
Sent: Friday, September 21, 2012 12:14 PM  
To: Caldwell, Lisa  
Cc: Wiest, Gary  
Subject: The Trane Company - Prem 2026281

Received a call from this customer about when he could expect their bill; looked on CS and see where there's a billing exception due to no meter reading . . . has any usage come in for them? Do we have an idea when the bill will go out? Sorry for the 20 questions; wanted to try to get back to him asap. Thank you!

Candice J. Deininger  
Revenue Supervisor  
LFUCG Division of Revenue  
200 East Main Street  
Lexington, KY 40507  
859-258-3364  
cdeining@lexingtonky.gov

## Janet Graham

---

**From:** Rachel.Cole@amwater.com  
**Sent:** Friday, September 21, 2012 6:37 PM  
**To:** Candice Deininger  
**Cc:** Charles.Boland@amwater.com; Wiest, Gary; John Hoggard; Caldwell, Lisa  
**Subject:** RE: The Trane Company - Prem 2026281

Hi Candice,

This bill has been held in an exception bill batch. It should go out on Monday so you will have usage data from which to bill. Thanks!

\*\*\*\*\*

Rachel S. Cole  
Kentucky American Water  
Field Services Supervisor  
Customer Advocacy Office  
Email: rachel.cole@amwater.com  
Ph: 859-268-6307  
Fax: 859-335-3307

"Candice  
Deininger"  
<cdeining@lexingt  
onky.gov> To  
<Rachel.Cole@amwater.com>  
cc  
09/21/2012 02:14 "Wiest, Gary"  
PM <Gary.Wiest@gcww.cincinnati-oh.gov>  
, "Caldwell, Lisa"  
<Lisa.Caldwell@gcww.cincinnati-oh.g  
ov>, "John Hoggard"  
<jhoggard@utiliplan.com>  
Subject  
RE: The Trane Company - Prem  
2026281

Hi, Rachel . . . . I had a call from a gentleman at Trane expressing concern that he had not received his bill yet. Our records indicate (kindly refer to the following string of emails) that no meter readings have come over from KAWC for us to bill . . . did KAWC bill them? And if so, was it an estimated bill? Pretty big industrial customer not to have an actual meter reading. Thanks for checking!!

Candice J. Deininger  
Revenue Supervisor  
LFUCG Division of Revenue  
200 East Main Street  
Lexington, KY 40507  
859-258-3364  
cdeining@lexingtonky.gov

From: Caldwell, Lisa [mailto:Lisa.Caldwell@gcww.cincinnati-oh.gov]  
Sent: Friday, September 21, 2012 12:52 PM  
To: Candice Deininger  
Cc: Wiest, Gary  
Subject: RE: The Trane Company - Prem 2026281

Candice,

We have not received usage from AW to bill. I checked through the file we received today and the usage is not in there as well. Is there someone you can check with at AW?

Lisa

From: Candice Deininger [mailto:cdeining@lexingtonky.gov]  
Sent: Friday, September 21, 2012 12:14 PM  
To: Caldwell, Lisa  
Cc: Wiest, Gary  
Subject: The Trane Company - Prem 2026281

Received a call from this customer about when he could expect their bill; looked on CS and see where there's a billing exception due to no meter reading . . . . has any usage come in for them? Do we have an idea when the bill will go out? Sorry for the 20 questions; wanted to try to get back to him asap. Thank you!

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LFUCG Division of Revenue  
200 East Main Street  
Lexington, KY 40507  
859-258-3364  
cdeining@lexingtonky.gov

**Janet Graham**

---

**From:** Rachel.Cole@amwater.com  
**Sent:** Friday, September 21, 2012 4:48 PM  
**To:** kawc.fieldservices@amwater.com; Kenneth.Evans@amwater.com;  
Laura.Graham@amwater.com  
**Cc:** Candice Deininger; Susan.Lancho@amwater.com; Bryan.Siler@amwater.com;  
Charles.Boland@amwater.com; jhoggard@utiliplan.com; Kari.Bettorf@amwater.com;  
Brian.McDonough@amwater.com; Tricia.Lindley@amwater.com  
**Subject:** LFUCG Transition Communication  
**Attachments:** Billing Switchover Issues Rev.doc



Billing Switchover  
Issues Rev....

Team,

Please see the attached talking points distributed to the Call Center and posted on IDA.

(See attached file: Billing Switchover Issues Rev.doc)

Please let me know if you have further questions. I appreciate your patience and help!  
Have a great weekend!

\*\*\*\*\*

Rachel S. Cole  
Kentucky American Water  
Field Services Supervisor  
Customer Advocacy Office  
Email: rachel.cole@amwater.com  
Ph: 859-268-6307  
Fax: 859-335-3307

**Janet Graham**

---

**From:** Candice Deininger [CDEINING@LEXINGTONKY.GOV]  
**Sent:** Friday, September 21, 2012 2:35 PM  
**To:** Rachel.Cole@amwater.com  
**Subject:** RE: The Trane Company - Prem 2026281

Thanks much, Rachel!!

Candice J. Deininger  
Revenue Supervisor  
LFUCG Division of Revenue  
200 East Main Street  
Lexington, KY 40507  
859-258-3364  
cdeining@lexingtonky.gov

-----Original Message-----

**From:** Rachel.Cole@amwater.com [mailto:Rachel.Cole@amwater.com]  
**Sent:** Friday, September 21, 2012 2:17 PM  
**To:** Candice Deininger  
**Subject:** RE: The Trane Company - Prem 2026281

Hi Candice,

I'm looking into it. Will let you know as soon I find out!  
\*\*\*\*\*

Rachel S. Cole  
Kentucky American Water  
Field Services Supervisor  
Customer Advocacy Office  
Email: rachel.cole@amwater.com  
Ph: 859-268-6307  
Fax: 859-335-3307

"Candice  
Deininger"  
<cdeining@lexingt  
onky.gov> To  
<Rachel.Cole@amwater.com> cc  
09/21/2012 02:14 "Wiest, Gary"  
PM <Gary.Wiest@gcww.cincinnati-oh.gov>  
, "Caldwell, Lisa"  
<Lisa.Caldwell@gcww.cincinnati-oh.g  
ov>, "John Hoggard"  
<jhoggard@utiliplan.com> Subject  
RE: The Trane Company - Prem  
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Field Services Supervisor  
Customer Advocacy Office  
Email: rachel.cole@amwater.com  
Ph: 859-268-6307  
Fax: 859-335-3307

"Candice  
Deininger"  
<cdeining@lexingt  
onky.gov> To  
<Rachel.Cole@amwater.com>  
cc  
09/21/2012 02:14 "Wiest, Gary"  
PM <Gary.Wiest@gcww.cincinnati-oh.gov>  
, "Caldwell, Lisa"  
<Lisa.Caldwell@gcww.cincinnati-oh.g  
ov>, "John Hoggard"  
<jhoggard@utiliplan.com>  
Subject  
RE: The Trane Company - Prem  
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Sent: Friday, September 21, 2012 12:14 PM  
To: Caldwell, Lisa  
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Revenue Supervisor  
LFUCG Division of Revenue  
200 East Main Street  
Lexington, KY 40507  
859-258-3364  
cdeining@lexingtonky.gov

**Janet Graham**

---

**From:** Bryan.Siler@amwater.com  
**Sent:** Friday, September 21, 2012 10:44 AM  
**To:** Candice Deininger; James Hoskins; William O'Mara; Deborah Gerardi; Rachel.Cole@amwater.com; Stephen Mulligan; Takisha.Walker@amwater.com; Lori Vahle; Cecily Chan; Renee Wallingford; Kimberly Bryan; Robin Adams; Susan.Lee@amwater.com  
**Subject:** August Reports  
**Attachments:** LFUCG 0812 Report.xls



LFUCG 0812  
Report.xls (6 KB)

Hello,

Attached are the sewer, landfill and water quality management fee monthly reports for your review. There were 14 OPA accounts and 1 residential account that were billed \$3,249.33 in taxes. These will be corrected.

Please let me know if you have any questions.

Thank you.

(See attached file: LFUCG 0812 Report.xls)

\*\*\*\*\*

Bryan Siler  
Field Operations Supervisor  
Kentucky American Water  
2300 Richmond Road  
Lexington, Kentucky 40502  
859-268-6350 Office  
859-268-6374 Fax  
bryan.siler@amwater.com

## Janet Graham

---

**From:** Kari.Bettorf@amwater.com  
**Sent:** Friday, September 21, 2012 10:33 AM  
**To:** Brian.McDonough@amwater.com  
**Cc:** Candice Deininger; Bryan.Siler@amwater.com; jhoggard@utiliplan.com; Lynne Webb; Brian.McDonough@amwater.com  
**Subject:** Re: List of KY Turn Off Notices with Sewer balances  
**Attachments:** KYAW Notice Issue with Sewer Balances v1.xlsx



KYAW Notice  
Issue with Sewer B.

Brian can you compare the current account balance to this list so we can narrow down the impact to customer's who have not already satisfied the account.

Kari

Best Regards,

Kari Bettorf  
Collection Supervisor  
P: 618.433.4633  
F: 618.433.4552

**From:** Brian T McDonough/CONSULT/AWWSC  
**To:** Brian T McDonough/CONSULT/AWWSC@AWW, cdeining@lfucg.com, jhoggard@utiliplan.com, Kari A Bettorf/CALLCTR/CORP/AWWSC@AWW, lwebb@lexingtonky.gov, Bryan Siler/KAWC/AWWSC@AWW  
**Date:** 09/21/2012 08:59 AM  
**Subject:** List of KY Turn Off Notices with Sewer balances

All,

This is a detailed list of accounts that got a Notice between 9/5/12 and when we made the correction to the collection setup that incorrectly included a sewer balance. (See attached file: KYAW Notice Issue with Sewer Balances v1.xlsx)

Brian McDonough  
(856)-782-2833 Office  
(609)-933-2212 Cell

**Janet Graham**

**From:** Candice Deininger [CDEINING@LEXINGTONKY.GOV]  
**Sent:** Friday, September 21, 2012 2:14 PM  
**To:** Rachel.Cole@amwater.com  
**Cc:** Wiest, Gary; John Hoggard; Caldwell, Lisa  
**Subject:** RE: The Trane Company - Prem 2026281

Hi, Rachel . . . I had a call from a gentleman at Trane expressing concern that he had not received his bill yet. Our records indicate (kindly refer to the following string of emails) that no meter readings have come over from KAWC for us to bill . . . did KAWC bill them? And if so, was it an estimated bill? Pretty big industrial customer not to have an actual meter reading. Thanks for checking!!

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 200 East Main Street  
 Lexington, KY 40507  
 859-258-3364  
[cdeining@lexingtonky.gov](mailto:cdeining@lexingtonky.gov)

**From:** Caldwell, Lisa [mailto:Lisa.Caldwell@gcww.cincinnati-oh.gov]  
**Sent:** Friday, September 21, 2012 12:52 PM  
**To:** Candice Deininger  
**Cc:** Wiest, Gary  
**Subject:** RE: The Trane Company - Prem 2026281

Candice,

We have not received usage from AW to bill. I checked through the file we received today and the usage is not in there as well. Is there someone you can check with at AW?

Lisa

**From:** Candice Deininger [mailto:cdeining@lexingtonky.gov]  
**Sent:** Friday, September 21, 2012 12:14 PM  
**To:** Caldwell, Lisa  
**Cc:** Wiest, Gary  
**Subject:** The Trane Company - Prem 2026281

Received a call from this customer about when he could expect their bill; looked on CS and see where there's a billing exception due to no meter reading . . . has any usage come in for them? Do we have an idea when the bill will go out? Sorry for the 20 questions; wanted to try to get back to him asap. Thank you!

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 LFUCG Division of Revenue  
 200 East Main Street  
 Lexington, KY 40507  
 859-258-3364  
[cdeining@lexingtonky.gov](mailto:cdeining@lexingtonky.gov)

**Janet Graham**

**From:** Candice Deininger [CDEINING@LEXINGTONKY.GOV]  
**Sent:** Friday, September 21, 2012 9:22 AM  
**To:** John Hoggard  
**Subject:** FW: Example of Kentucky Settlement for written off account

Candice J. Deininger  
Revenue Supervisor  
LFUCG Division of Revenue  
200 East Main Street  
Lexington, KY 40507  
859-258-3364  
[cdeining@lexingtonky.gov](mailto:cdeining@lexingtonky.gov)

---

**From:** Brian.McDonough@amwater.com [mailto:Brian.McDonough@amwater.com]  
**Sent:** Thursday, September 20, 2012 10:32 PM  
**To:** Candice Deininger; Rachel.Cole@amwater.com  
**Cc:** Kari.Bettorf@amwater.com  
**Subject:** Example of Kentucky Settlement for written off account

Hey Candice,

KAWC Acct# 634937 is the example we referring to on the call today. This customer was written off for a total balance of \$230.57 including water and sewer, they paid a settlement with the collection agency for part of the balance, and now we would normally adjust off the remaining balance to show the account as paid in full. Our Collections group can't adjust the account unless we open the sewer utility. We just want to confirm it's okay to complete the adjustment on this account including the remaining LFUCG balances. We also want to find out if we should recall the sewer balances, but keeping in mind many collections letters are already in customers hands. Also note that this would only continue until the end of the month, at that point all balances including written off balances will be removed from our system. Let me know if you have questions, or we can discuss this on the call tomorrow again if you would like.

x

---

Brian McDonough  
(856)-782-2833 Office  
(609)-933-2212 Cell

04/29/2013

LFC\_R\_PSC\_EX\_#4(1)  
Page 327 of 397

**Janet Graham**

---

**From:** Rachel.Cole@amwater.com  
**Sent:** Thursday, September 20, 2012 5:00 PM  
**To:** Candice Deininger; Charles.Boland@amwater.com; gary.wiest@gcww.cincinnati-oh.gov; Kenneth.Evans@amwater.com; jhoggard@utiliplan.com; Lynne Webb; Kari.Bettorf@amwater.com; Brian.McDonough@amwater.com; Tricia.Lindley@amwater.com  
**Cc:** Bryan.Siler@amwater.com  
**Subject:** Sewer Collections customer notification

Sorry, sent invite without this crucial piece of information!

Call in number: 1-866-528-2256; Access code 5253998

\*\*\*\*\*

Rachel S. Cole  
Kentucky American Water  
Field Services Supervisor  
Customer Advocacy Office  
Email: rachel.cole@amwater.com  
Ph: 859-268-6307  
Fax: 859-335-3307



**Janet Graham**

---

**From:** Candice Deininger [CDEINING@LEXINGTONKY.GOV]  
**Sent:** Thursday, September 20, 2012 12:57 PM  
**To:** Rachel.Cole@amwater.com  
**Cc:** John Hoggard  
**Subject:** RE: Quick Question Re: Premise 120044957 - A Good Place For Fun

Great!! That's all I needed to know . . . thanks much, Rachel!

Candice J. Deininger  
Revenue Supervisor  
LFUCG Division of Revenue  
200 East Main Street  
Lexington, KY 40507  
859-258-3364  
cdeining@lexingtonky.gov

-----Original Message-----

From: Rachel.Cole@amwater.com [mailto:Rachel.Cole@amwater.com]  
Sent: Thursday, September 20, 2012 12:45 PM  
To: Candice Deininger  
Cc: John Hoggard  
Subject: Re: Quick Question Re: Premise 120044957 - A Good Place For Fun

Hi Candice,

I missed this one from yesterday.....

This account did not receive an edit or dollar edit check because they historically have higher usage in August and September. I believe this is the ice rink.

|      | Last year | This year |
|------|-----------|-----------|
| Aug  | 113       | 16        |
| Sept | 132       | 195       |

Let me know if you have other questions!  
\*\*\*\*\*

Rachel S. Cole  
Kentucky American Water  
Field Services Supervisor  
Customer Advocacy Office  
Email: rachel.cole@amwater.com  
Ph: 859-268-6307  
Fax: 859-335-3307

"Candice  
Deininger"  
<cdeining@lexingt  
onky.gov> To  
<Rachel.Cole@amwater.com> cc  
09/19/2012 09:07 "John Hoggard"  
AM <jhoggard@utiliplan.com>  
Subject  
Quick Question Re: Premise  
120044957 - A Good Place For Fun

Good morning . . . I'm looking at the usage for their most recent billing, and it looks very high. Is there anything on their account that would indicate problems with their readings? This bill won't be fun for them if there has been - lol!!!

Candice J. Deininger  
Revenue Supervisor  
LFUCG Division of Revenue  
200 East Main Street  
Lexington, KY 40507  
859-258-3364  
cdeining@lexingtonky.gov

**Janet Graham**

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**From:** Rachel.Cole@amwater.com  
**Sent:** Thursday, September 20, 2012 12:45 PM  
**To:** Candice Deininger  
**Cc:** John Hoggard  
**Subject:** Re: Quick Question Re: Premise 120044957 - A Good Place For Fun

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Kentucky American Water  
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"Candice  
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<Rachel.Cole@amwater.com> cc  
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LFUCG Division of Revenue  
200 East Main Street  
Lexington, KY 40507  
859-258-3364  
cdeining@lexingtonky.gov

## Janet Graham

---

**From:** Bryan.Siler@amwater.com  
**Sent:** Thursday, September 20, 2012 10:30 AM  
**To:** gary.wiest@gcww.cincinnati-oh.gov  
**Cc:** Rachel.Cole@amwater.com; Candice Deininger; John Hoggard; Basu, Sandip; Nam, Eileen; Caldwell, Lisa; Brian.McDonough@amwater.com; Neil.Ofenick@amwater.com  
**Subject:** RE: Credit Balance Acct # 11035913-2111764

Gary,

I am checking with Brian M and Neil for an update. We will be in touch.

\*\*\*\*\*

Bryan Siler  
Field Operations Supervisor  
Kentucky American Water  
2300 Richmond Road  
Lexington, Kentucky 40502  
859-268-6350 Office  
859-268-6374 Fax  
bryan.siler@amwater.com

**From:** "Wiest, Gary" <Gary.Wiest@gcww.cincinnati-oh.gov>  
**To:** <Brian.McDonough@amwater.com>, <Bryan.Siler@amwater.com>  
**Cc:** "Deininger, Candice" <cdeining@lexingtonky.gov>, "John Hoggard" <jhoggard@utiliplan.com>, "Basu, Sandip" <Sandip.Basu@gcww.cincinnati-oh.gov>, "Caldwell, Lisa" <Lisa.Caldwell@gcww.cincinnati-oh.gov>, "Nam, Eileen" <Eileen.Nam@gcww.cincinnati-oh.gov>  
**Date:** 09/19/2012 09:53 AM  
**Subject:** RE: Credit Balance Acct # 11035913-2111764

Hi Brian & Bryan -

Any word on this issue below?

Thanks,

Gary

**From:** Caldwell, Lisa  
**Sent:** Monday, September 17, 2012 12:15 PM  
**To:** Deininger, Candice; Wiest, Gary; Nam, Eileen  
**Cc:** John Hoggard; Morgan, Hilori; McGarry, Mimi; Harrison, Tricia; Pickens, Patty  
**Subject:** RE: Credit Balance Acct # 11035913-2111764

Sandip forwarded several examples of these accounts to KAWC, Brian M & Bryan S since we did not receive the credit balance with the conversion. We have not received a response at this time.

**From:** Candice Deininger [mailto:cdeining@lexingtonky.gov]  
**Sent:** Monday, September 17, 2012 12:11 PM  
**To:** Wiest, Gary; Nam, Eileen; Caldwell, Lisa  
**Cc:** John Hoggard; Morgan, Hilori; McGarry, Mimi; Harrison, Tricia; Pickens, Patty  
**Subject:** FW: Credit Balance Acct # 11035913-2111764  
**Importance:** High

Okay folks - anything happening with this issue? We need to be able to answer the calls being transferred to us . . . .

Candice J. Deininger  
Revenue Supervisor

LFUCG Division of Revenue  
200 East Main Street  
Lexington, KY 40507  
859-258-3364  
cdeining@lexingtonky.gov

From: Hilori Morgan  
Sent: Monday, September 17, 2012 11:57 AM  
To: Candice Deininger  
Subject: Credit Balance Acct # 11035913-2111764

Any word on what is going to be done? Are the credits coming over, or do people need to pay the bill?

Thank you,

Hilori Morgan  
LFUCG Division of Water Quality  
125 Lisle Industrial Avenue, Suite 180  
Lexington, KY 40511  
859.425.2507 direct line  
hmorgan@lexingtonky.gov

From: Johnson, Lakeita [mailto:Lakeita.Johnson@gcww.cincinnati-oh.gov]  
Sent: Monday, September 17, 2012 11:36 AM  
To: csrgcww.lexserv  
Cc: Harrison, Tricia; Pickens, Patty  
Subject: Credit Balance Acct # 11035913-2111764

Good Morning!!

Karen Hardin said she made payment at the beginning of year to pay water quality fee for the whole year and wanted to know if credit would apply to balance. Contact number 859-273-0450.

Thanks,

LaKeita M. Johnson  
Customer Service Representative  
Phone 513-591-6792  
Fax 513-591-7950

**Janet Graham**

---

**From:** Rachel.Cole@amwater.com  
**Sent:** Thursday, September 20, 2012 9:31 AM  
**To:** Candice Deininger; jhoggard@utiliplan.com; Kari.Bettorf@amwater.com; Lynne Webb; Brian.McDonough@amwater.com  
**Cc:** Bryan.Siler@amwater.com  
**Subject:** Sewer Collections questions Call in number: 1-866-528-2256; Access code 5253998

Sorry, for the delay with the number.. Conference call at 10:00. Thanks!  
\*\*\*\*\*

Rachel S. Cole  
Kentucky American Water  
Field Services Supervisor  
Customer Advocacy Office  
Email: rachel.cole@amwater.com  
Ph: 859-268-6307  
Fax: 859-335-3307

**Janet Graham**

---

**From:** Brian.McDonough@amwater.com  
**Sent:** Thursday, September 20, 2012 10:32 PM  
**To:** Rachel.Cole@amwater.com; Candice Deininger  
**Cc:** Kari.Bettorf@amwater.com  
**Subject:** Example of Kentucky Settlement for written off account

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Brian McDonough  
(856)-782-2833 Office  
(609)-933-2212 Cell

**Janet Graham**

---

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**Sent:** Thursday, September 20, 2012 4:48 PM  
**To:** Candice Deininger; jhoggard@utiliplan.com; Kari.Bettorf@amwater.com; Lynne Webb; Brian.McDonough@amwater.com  
**Cc:** Bryan.Siler@amwater.com  
**Subject:** Rescheduled: Sewer Collections questions (Sep 21 10:00 AM EDT)  
**Attachments:** ATT2762070.htm; c164752.ics

**Description****Concerns:**

1. Charged off and Agency Accounts are still being pursued at Third Party Agencies. This has been the process until settle up occurs with other divestitures. Since they are pursuing, they are also offering settlement adjustments under the standard guidelines of account placed with them greater than 60 days and 80% of the total balance. We can pull these balances now, and closed account collections will cease but we will still have customer's who may pay the settlement amount going forward. We also have a few in our hands now where they have already paid the settlement amount and we need to be able to adjust the account for that offering.
2. We have accounts where customer's may have had balance transfers that are being requested as reversals for various reasons ( other customer took over bill, amount billed incorrect, misapplied payment) Since these UT Types are closed on both the billing side and our side we are unable to reconcile these accounts through the settle up period. We also have no way to provide these updates to LFUCG at this time.
3. NSF checks- how would it get processed and who collects?



## Janet Graham

---

**From:** Rachel.Cole@amwater.com  
**Sent:** Thursday, September 20, 2012 4:54 PM  
**To:** Candice Deininger; jhoggard@utiliplan.com; Kari.Bettorf@amwater.com; Lynne Webb; Brian.McDonough@amwater.com  
**Cc:** Bryan.Siler@amwater.com  
**Subject:** Information Update - There are multiple changes: Sewer Collections Communications  
**Attachments:** ATT2762126.htm; c165337.ics

### Description

Discuss:

Customer communication regarding shut off notices, carryforward sewer balances and payment term arrangements.

## Janet Graham

---

**From:** Candice Deininger [CDEINING@LEXINGTONKY.GOV]  
**Sent:** Thursday, September 20, 2012 2:07 PM  
**To:** Brian.McDonough@amwater.com  
**Subject:** FW: KAWC issues  
**Attachments:** KAWC ISSUES092012.docx

Candice J. Deininger  
Revenue Supervisor  
LFUCG Division of Revenue  
200 East Main Street  
Lexington, KY 40507  
859-258-3364  
[cdeining@lexingtonky.gov](mailto:cdeining@lexingtonky.gov)

---

**From:** Wiest, Gary [mailto:Gary.Wiest@gcww.cincinnati-oh.gov]  
**Sent:** Thursday, September 20, 2012 1:59 PM  
**To:** Candice Deininger  
**Subject:** FW: KAWC issues

This may help....

**Janet Graham**

**From:** Nam, Eileen [Eileen.Nam@gcww.cincinnati-oh.gov]  
**Sent:** Thursday, September 20, 2012 11:47 AM  
**To:** Bryan.Siler@amwater.com; Brian.McDonough@amwater.com  
**Cc:** Rachel.Cole@amwater.com; Candice Deininger; Wiest, Gary; John Hoggard; Basu, Sandip; Caldwell, Lisa; Neil.Olenick@amwater.com  
**Subject:** RE: Credit Balance Acct # 11035913-2111764  
**Attachments:** RE: Customer has credit with KAWC; RE: CREDIT; FW: Credit Balances on Non-Mutuals

Brian,

The attached was e-mail sent by Sandip.

Thanks.  
 Eileen

---

**From:** Brian.McDonough@amwater.com [mailto:Brian.McDonough@amwater.com]  
**Sent:** Thursday, September 20, 2012 11:40 AM  
**To:** Bryan.Siler@amwater.com  
**Cc:** Deininger, Candice; Nam, Eileen; Wiest, Gary; John Hoggard; Caldwell, Lisa; Neil.Olenick@amwater.com; Rachel.Cole@amwater.com; Basu, Sandip  
**Subject:** RE: Credit Balance Acct # 11035913-2111764

Gary,

Can you send me the service address for the customer again, I'm having a hard time finding it in my email history.

Brian McDonough  
 (856)-782-2833 Office  
 (609)-933-2212 Cell

**Bryan Siler/KAWC/AWWSC**

09/20/2012 10:30 AM

To "Wiest, Gary" <Gary.Wiest@gcww.cincinnati-oh.gov>@AWX

cc Brian.McDonough@amwater.com, "Deininger, Candice" <cdeining@lexingtonky.gov>, "Nam, Eileen" <Eileen.Nam@gcww.cincinnati-oh.gov>, "John Hoggard" <jhoggard@utiliplan.com>, "Caldwell, Lisa" <Lisa.Caldwell@gcww.cincinnati-oh.gov>, "Basu, Sandip" <Sandip.Basu@gcww.cincinnati-oh.gov>, Rachel

Cole/KAWC/AWWSC@AWW, Neil Olenick/IS/CORP/AWWSC@AWW

Subject RE: Credit Balance Acct # 11035913-2111764 [Link](#)

Gary,

I am checking with Brian M and Neil for an update. We will be in touch.

\*\*\*\*\*

Bryan Siler

04/29/2013

Field Operations Supervisor  
 Kentucky American Water  
 2300 Richmond Road  
 Lexington, Kentucky 40502  
 859-268-6350 Office  
 859-268-6374 Fax  
 bryan.siler@amwater.com

From: "Wiest, Gary" <Gary.Wiest@gcww.cincinnati-oh.gov>  
 To: <Brian.McDonough@amwater.com>, <Bryan.Siler@amwater.com>  
 Cc: "Deining, Candice" <cdeining@lexingtonky.gov>, "John Hoggard" <jhoggard@utiliplan.com>, "Basu, Sandip" <Sandip.Basu@gcww.cincinnati-oh.gov>, "Caldwell, Lisa" <Lisa.Caldwell@gcww.cincinnati-oh.gov>, "Nam, Eileen" <Eileen.Nam@gcww.cincinnati-oh.gov>  
 Date: 09/19/2012 09:53 AM  
 Subject: RE: Credit Balance Acct # 11035913-2111764

Hi Brian & Bryan –

Any word on this issue below?

Thanks,

Gary

**From:** Caldwell, Lisa  
**Sent:** Monday, September 17, 2012 12:15 PM  
**To:** Deining, Candice; Wiest, Gary; Nam, Eileen  
**Cc:** John Hoggard; Morgan, Hilori; McGarry, Mimi; Harrison, Tricia; Pickens, Patty  
**Subject:** RE: Credit Balance Acct # 11035913-2111764

Sandip forwarded several examples of these accounts to KAWC, Brian M & Bryan S since we did not receive the credit balance with the conversion. We have not received a response at this time.

**From:** Candice Deining [mailto:[cdeining@lexingtonky.gov](mailto:cdeining@lexingtonky.gov)]  
**Sent:** Monday, September 17, 2012 12:11 PM  
**To:** Wiest, Gary; Nam, Eileen; Caldwell, Lisa  
**Cc:** John Hoggard; Morgan, Hilori; McGarry, Mimi; Harrison, Tricia; Pickens, Patty  
**Subject:** FW: Credit Balance Acct # 11035913-2111764  
**Importance:** High

Okay folks – anything happening with this issue? We need to be able to answer the calls being transferred to us .

...

Candice J. Deining  
 Revenue Supervisor  
 LFUCG Division of Revenue

04/29/2013

LFC\_R\_PSC\_EX\_#4(1)  
 Page 340 of 397

200 East Main Street  
Lexington, KY 40507  
859-258-3364  
[cdeining@lexingtonky.gov](mailto:cdeining@lexingtonky.gov)

---

**From:** Hilori Morgan  
**Sent:** Monday, September 17, 2012 11:57 AM  
**To:** Candice Deininger  
**Subject:** Credit Balance Acct # 11035913-2111764

Any word on what is going to be done? Are the credits coming over, or do people need to pay the bill?

Thank you,

*Hilori Morgan*

LFUCG Division of Water Quality  
125 Lisle Industrial Avenue, Suite 180  
Lexington, KY 40511  
859.425.2507 direct line  
[hmorgan@lexingtonky.gov](mailto:hmorgan@lexingtonky.gov)

---

**From:** Johnson, Lakeita [<mailto:Lakeita.Johnson@gcww.cincinnati-oh.gov>]  
**Sent:** Monday, September 17, 2012 11:36 AM  
**To:** csrgcww.lexserv  
**Cc:** Harrison, Tricia; Pickens, Patty  
**Subject:** Credit Balance Acct # 11035913-2111764

Good Morning!!

Karen Hardin said she made payment at the beginning of year to pay water quality fee for the whole year and wanted to know if credit would apply to balance. Contact number 859-273-0450.

Thanks,

LaKeita M. Johnson  
Customer Service Representative  
Phone 513-591-6792  
Fax 513-591-7950

**Janet Graham**

**From:** Brian.McDonough@amwater.com  
**Sent:** Thursday, September 20, 2012 11:40 AM  
**To:** Bryan.Siler@amwater.com  
**Cc:** Rachel.Cole@amwater.com; Candice Deining; Wiest, Gary; John Hoggard; Basu, Sandip; Nam, Eileen; Caldwell, Lisa; Neil.Olenick@amwater.com  
**Subject:** RE: Credit Balance Acct # 11035913-2111764

Gary,

Can you send me the service address for the customer again, I'm having a hard time finding it in my email history.

Brian McDonough  
(856)-782-2833 Office  
(609)-933-2212 Cell

**Bryan Siler/KAWC/AWWSC**

09/20/2012 10:30 AM

To "Wiest, Gary" <Gary.Wiest@gcww.cincinnati-oh.gov>@AWX  
cc Brian.McDonough@amwater.com, "Deining, Candice" <cdeining@lexingtonky.gov>, "Nam, Eileen" <Eileen.Nam@gcww.cincinnati-oh.gov>, "John Hoggard" <jhoggard@utiliplan.com>, "Caldwell, Lisa" <Lisa.Caldwell@gcww.cincinnati-oh.gov>, "Basu, Sandip" <Sandip.Basu@gcww.cincinnati-oh.gov>, Rachel Cole/KAWC/AWWSC@AWW, Neil Olenick/IS/CORP/AWWSC@AWW

Subject RE: Credit Balance Acct # 11035913-2111764 [Link](#)

Gary,

I am checking with Brian M and Neil for an update. We will be in touch.

\*\*\*\*\*

Bryan Siler  
Field Operations Supervisor  
Kentucky American Water  
2300 Richmond Road  
Lexington, Kentucky 40502  
859-268-6350 Office  
859-268-6374 Fax  
bryan.siler@amwater.com

From: "Wiest, Gary" <Gary.Wiest@gcww.cincinnati-oh.gov>  
To: <Brian.McDonough@amwater.com>, <Bryan.Siler@amwater.com>

04/29/2013

Cc: "Deining, Candice" <cdeining@lexingtonky.gov>, "John Hoggard" <jhoggard@utiliplan.com>, "Basu, Sandip" <Sandip.Basu@gcww.cincinnati-oh.gov>, "Caldwell, Lisa" <Lisa.Caldwell@gcww.cincinnati-oh.gov>, "Nam, Eileen" <Eileen.Nam@gcww.cincinnati-oh.gov>  
Date: 09/19/2012 09:53 AM  
Subject: RE: Credit Balance Acct # 11035913-2111764

Hi Brian & Bryan –

Any word on this issue below?

Thanks,

Gary

**From:** Caldwell, Lisa  
**Sent:** Monday, September 17, 2012 12:15 PM  
**To:** Deining, Candice; Wiest, Gary; Nam, Eileen  
**Cc:** John Hoggard; Morgan, Hilori; McGarry, Mimi; Harrison, Tricia; Pickens, Patty  
**Subject:** RE: Credit Balance Acct # 11035913-2111764

Sandip forwarded several examples of these accounts to KAWC, Brian M & Bryan S since we did not receive the credit balance with the conversion. We have not received a response at this time.

**From:** Candice Deining [<mailto:cdeining@lexingtonky.gov>]  
**Sent:** Monday, September 17, 2012 12:11 PM  
**To:** Wiest, Gary; Nam, Eileen; Caldwell, Lisa  
**Cc:** John Hoggard; Morgan, Hilori; McGarry, Mimi; Harrison, Tricia; Pickens, Patty  
**Subject:** FW: Credit Balance Acct # 11035913-2111764  
**Importance:** High

Okay folks – anything happening with this issue? We need to be able to answer the calls being transferred to us . . .

Candice J. Deining  
Revenue Supervisor  
LFUCG Division of Revenue  
200 East Main Street  
Lexington, KY 40507  
859-258-3364  
[cdeining@lexingtonky.gov](mailto:cdeining@lexingtonky.gov)

---

**From:** Hilori Morgan  
**Sent:** Monday, September 17, 2012 11:57 AM  
**To:** Candice Deining  
**Subject:** Credit Balance Acct # 11035913-2111764

Any word on what is going to be done? Are the credits coming over, or do people need to pay the bill?

Thank you,

*Hilori Morgan*

LFUCG Division of Water Quality  
125 Lisle Industrial Avenue, Suite 180  
Lexington, KY 40511  
859.425.2507 direct line  
[hmorgan@lexingtonky.gov](mailto:hmorgan@lexingtonky.gov)

---

**From:** Johnson, Lakeita [<mailto:Lakeita.Johnson@gcww.cincinnati-oh.gov>]  
**Sent:** Monday, September 17, 2012 11:36 AM  
**To:** csrgcww.lexserv  
**Cc:** Harrison, Tricia; Pickens, Patty  
**Subject:** Credit Balance Acct # 11035913-2111764

Good Morning!!

Karen Hardin said she made payment at the beginning of year to pay water quality fee for the whole year and wanted to know if credit would apply to balance. Contact number 859-273-0450.

Thanks,

LaKeita M. Johnson  
Customer Service Representative  
Phone 513-591-6792  
Fax 513-591-7950



**Janet Graham**

---

**From:** Lynne Webb [lwebb@lexingtonky.gov]  
**Sent:** Wednesday, September 19, 2012 4:36 PM  
**To:** Rachel.Cole@amwater.com  
**Cc:** Candice Deininger; John Hoggard  
**Subject:** RE: Conference Call

Rachel -  
I tried to accept but it won't let me open the request...

Lynne  
859.258.3363

-----Original Message-----  
From: Rachel.Cole@amwater.com [mailto:Rachel.Cole@amwater.com]  
Sent: Wednesday, September 19, 2012 4:35 PM  
To: Lynne Webb  
Cc: Candice Deininger; John Hoggard  
Subject: Re: Conference Call

Hi Lynn,

I have sent all of you the meeting invitation. Please accept and I will send the conference call number tomorrow.

Thanks.  
\*\*\*\*\*  
Rachel S. Cole  
Kentucky American Water  
Field Services Supervisor  
Customer Advocacy Office  
Email: rachel.cole@amwater.com  
Ph: 859-268-6307  
Fax: 859-335-3307

|                                         |                                                                                               |         |
|-----------------------------------------|-----------------------------------------------------------------------------------------------|---------|
| "Lynne Webb"<br><lwebb@lexingtonky.gov> |                                                                                               | To      |
| 09/19/2012 01:52<br>PM                  | "Rachel Cole @ Amwater"<br><Rachel.Cole@amwater.com>                                          |         |
|                                         |                                                                                               | cc      |
|                                         | "Candice Deininger"<br><cdeining@lexingtonky.gov>, "John<br>Hoggard" <jhoggard@utiliplan.com> | Subject |
|                                         | Conference Call                                                                               |         |

Rachel -  
We can't all get together here until 10 tomorrow morning. Will that work for you guys?

Lynne Webb  
Lexington-Fayette Urban County Government lwebb@lexingtonky.gov  
859.258.3363

**Janet Graham**

---

**From:** Rachel.Cole@amwater.com  
**Sent:** Wednesday, September 19, 2012 4:35 PM  
**To:** Lynne Webb  
**Cc:** Candice Deininger; John Hoggard  
**Subject:** Re: Conference Call

Hi Lynn,

I have sent all of you the meeting invitation. Please accept and I will send the conference call number tomorrow.

Thanks.

\*\*\*\*\*

Rachel S. Cole  
Kentucky American Water  
Field Services Supervisor  
Customer Advocacy Office  
Email: rachel.cole@amwater.com  
Ph: 859-268-6307  
Fax: 859-335-3307

"Lynne Webb"  
<lwebb@lexingtonky.gov>

09/19/2012 01:52  
PM

"Rachel Cole @ Amwater"  
<Rachel.Cole@amwater.com>

To

cc

"Candice Deininger"  
<cdeining@lexingtonky.gov>, "John  
Hoggard" <jhoggard@utiliplan.com>  
Subject  
Conference Call

Rachel --

We can't all get together here until 10 tomorrow morning. Will that work for you guys?

Lynne Webb  
Lexington-Fayette Urban County Government lwebb@lexingtonky.gov  
859.258.3363

**Janet Graham**

**From:** Candice Deininger [CDEINING@LEXINGTONKY.GOV]  
**Sent:** Wednesday, September 19, 2012 3:59 PM  
**To:** John Hoggard  
**Subject:** FW: Invitation: Sewer Collections questions (Sep 20 10:00 AM EDT)  
**Attachments:** ATT7331375.htm; c151710.ics

Okay . . . . am I really gonna have to *think* on this call? I'm about ready to take a long walk off a short pier . . . . .

Candice J. Deininger  
 Revenue Supervisor  
 LFUCG Division of Revenue  
 200 East Main Street  
 Lexington, KY 40507  
 859-258-3364  
[cdeining@lexingtonky.gov](mailto:cdeining@lexingtonky.gov)

**From:** Rachel.Cole@amwater.com [mailto:Rachel.Cole@amwater.com]  
**Sent:** Wednesday, September 19, 2012 3:17 PM  
**To:** Brian.McDonough@amwater.com; Candice Deininger; jhoggard@utiliplan.com;  
 Kari.Bettorf@amwater.com; Lynne Webb  
**Cc:** Bryan.Siler@amwater.com  
**Subject:** Invitation: Sewer Collections questions (Sep 20 10:00 AM EDT)

**Description**

## Concerns:

1. Charged off and Agency Accounts are still being pursued at Third Party Agencies. This has been the process until settle up occurs with other divestitures. Since they are pursuing, they are also offering settlement adjustments under the standard guidelines of account placed with them greater than 60 days and 80% of the total balance. We can pull these balances now, and closed account collections will cease but we will still have customer's who may pay the settlement amount going forward. We also have a few in our hands now where they have already paid the settlement amount and we need to be able to adjust the account for that offering.
2. We have accounts where customer's may have had balance transfers that are being requested as reversals for various reasons ( other customer took over bill, amount billed incorrect, misapplied payment) Since these UT Types are closed on both the billing side and our side we are unable to reconcile these accounts through the settle up period. We also have no way to provide these updates to LFUCG at this time.
3. NSF checks- how would it get processed and who collects?

**Janet Graham**

---

**From:** Rachel.Cole@amwater.com  
**Sent:** Wednesday, September 19, 2012 3:17 PM  
**To:** Candice Deininger; jhoggard@utiliplan.com; Kari.Bettorf@amwater.com; Lynne Webb; Brian.McDonough@amwater.com  
**Cc:** Bryan.Siler@amwater.com  
**Subject:** Invitation: Sewer Collections questions (Sep 20 10:00 AM EDT)  
**Attachments:** ATT2690637.htm; c151710.ics

**Description**

## Concerns:

1. Charged off and Agency Accounts are still being pursued at Third Party Agencies. This has been the process until settle up occurs with other divestitures. Since they are pursuing, they are also offering settlement adjustments under the standard guidelines of account placed with them greater than 60 days and 80% of the total balance. We can pull these balances now, and closed account collections will cease but we will still have customer's who may pay the settlement amount going forward. We also have a few in our hands now where they have already paid the settlement amount and we need to be able to adjust the account for that offering.
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3. NSF checks- how would it get processed and who collects?

**Janet Graham**

---

**From:** Rachel.Cole@amwater.com  
**Sent:** Tuesday, September 18, 2012 2:48 PM  
**To:** Candice Deininger  
**Cc:** William O'Mara; Laura Harris; John Hoggard  
**Subject:** Re: Customer Referrals

Thanks for the update. I will definitely take care of it.

\*\*\*\*\*

Rachel S. Cole  
Kentucky American Water  
Field Services Supervisor  
Customer Advocacy Office  
Email: rachel.cole@amwater.com  
Ph: 859-268-6307  
Fax: 859-335-3307

|                                                          |                                                                                                                                         |         |
|----------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------|---------|
| "Candice<br>Deininger"<br><cdeining@lexingt<br>onky.gov> | <Rachel.Cole@amwater.com>                                                                                                               | To      |
| 09/18/2012 02:38<br>PM                                   | "John Hoggard"<br><jhoggard@utiliplan.com>, "Laura<br>Harris" <lharris@lexingtonky.gov>,<br>"William O'Mara"<br><billo@lexingtonky.gov> | cc      |
|                                                          | Customer Referrals                                                                                                                      | Subject |

Hi, Rachel. Laura, the payment processing supervisor, just advised me that a customer who had gone to your lobby was advised to go to the County Clerk's office to pay her bill. Don't know where that came from, but you might want to update the tellers to have them advise people that to pay their LEXserv bill they have to come to the Government Center, 200 East Main Street. Thanks so much!!!

Candice J. Deininger  
Revenue Supervisor  
LFUCG Division of Revenue  
200 East Main Street  
Lexington, KY 40507  
859-258-3364  
cdeining@lexingtonky.gov

**Janet Graham**


---

**From:** Wiest, Gary [Gary.Wiest@gcww.cincinnati-oh.gov]  
**Sent:** Wednesday, September 19, 2012 9:53 AM  
**To:** Bryan.Siler@amwater.com; Brian.McDonough@amwater.com  
**Cc:** Candice Deininger; John Hoggard; Basu, Sandip; Nam, Eileen; Caldwell, Lisa  
**Subject:** RE: Credit Balance Acct # 11035913-2111764

Hi Brian & Bryan –

Any word on this issue below?

Thanks,

Gary

---

**From:** Caldwell, Lisa  
**Sent:** Monday, September 17, 2012 12:15 PM  
**To:** Deininger, Candice; Wiest, Gary; Nam, Eileen  
**Cc:** John Hoggard; Morgan, Hilori; McGarry, Mimi; Harrison, Tricia; Pickens, Patty  
**Subject:** RE: Credit Balance Acct # 11035913-2111764

Sandip forwarded several examples of these accounts to KAWC, Brian M & Bryan S since we did not receive the credit balance with the conversion. We have not received a response at this time.

---

**From:** Candice Deininger [mailto:cdeining@lexingtonky.gov]  
**Sent:** Monday, September 17, 2012 12:11 PM  
**To:** Wiest, Gary; Nam, Eileen; Caldwell, Lisa  
**Cc:** John Hoggard; Morgan, Hilori; McGarry, Mimi; Harrison, Tricia; Pickens, Patty  
**Subject:** FW: Credit Balance Acct # 11035913-2111764  
**Importance:** High

Okay folks – anything happening with this issue? We need to be able to answer the calls being transferred to us . . . .

Candice J. Deininger  
Revenue Supervisor  
LFUCG Division of Revenue  
200 East Main Street  
Lexington, KY 40507  
859-258-3364  
[cdeining@lexingtonky.gov](mailto:cdeining@lexingtonky.gov)

---

**From:** Hilori Morgan  
**Sent:** Monday, September 17, 2012 11:57 AM  
**To:** Candice Deininger  
**Subject:** Credit Balance Acct # 11035913-2111764

Any word on what is going to be done? Are the credits coming over, or do people need to pay the bill?

Thank you,

04/29/2013

**Janet Graham**

---

**From:** Bryan.Siler@amwater.com  
**Sent:** Friday, September 14, 2012 5:39 PM  
**To:** Cecily Chan  
**Cc:** Rachel.Cole@amwater.com; Candice Deininger; James Hoskins; Renee Wallingford  
**Subject:** Re: Aging Files

I wish it was vacation. I was out of town for work. I will send these reports on Monday. As always, the aging files are on the OAM.

----- Original Message -----

**From:** "Cecily Chan" [cecilyc@lexingtonky.gov]  
**Sent:** 09/14/2012 04:38 PM AST  
**To:** Bryan Siler  
**Cc:** "Candice Deininger" <cdeining@lexingtonky.gov>; Rachel Cole; "James Hoskins" <jhoskins@lexingtonky.gov>; "Renee Wallingford" <reneew2@lexingtonky.gov>  
**Subject:** FW: Aging Files

Bryan,

I know you have been gone on vacation, welcome back! I understand you will need to play catch up for a while.

We need your help to provide August data as soon as possible, aging report; sewer receivable and sales tax are all depend on your report.

Please let us know as soon as possible. Thanks!

Cecily Chan  
Accountant Sr.  
Division of Accounting  
(859) 258-3318

-----Original Message-----

**From:** Rachel.Cole@amwater.com [mailto:Rachel.Cole@amwater.com]  
**Sent:** Friday, September 14, 2012 4:06 PM  
**To:** Candice Deininger  
**Cc:** Cecily Chan  
**Subject:** Re: Aging Files

Hi Candice.

It will be next week before Brian can get the aging file for the last week of August. Will that be ok?

\*\*\*\*\*

Rachel S. Cole  
Kentucky American Water  
Field Services Supervisor  
Customer Advocacy Office  
Email: rachel.cole@amwater.com  
Ph: 859-268-6307  
Fax: 859-335-3307

"Candice  
Deininger"  
<cdeining@lexingt  
onky.gov>

09/14/2012 12:46  
PM

<Rachel.Cole@amwater.com>

"Cecily Chan"  
<cecilyc@lexingtonky.gov>

Aging Files

To

cc

Subject

Hi, Rachel . . . I was getting ready to prepare the aging reports and noticed on OAM that the files were only through 08/24/12 - do you know if we'll be getting the last week's file (08/31/12) so as to have the full month of August?

Candice J. Deininger  
Revenue Supervisor  
LFUCG Division of Revenue  
200 East Main Street  
Lexington, KY 40507  
859-258-3364  
cdeining@lexingtonky.gov



**Janet Graham**

**From:** Candice Deininger [CDEINING@LEXINGTONKY.GOV]  
**Sent:** Monday, September 17, 2012 4:52 PM  
**To:** MaryEllen.Pugh@amwater.com  
**Subject:** RE: RRS Sewage August 2012

Hello there and thank you! Guess you could say I'm doing as well as can be expected in light of all the changes – lol!!! How you doing? I keep thinking that I might run into you or Peggy or Pam at Cotton's, but guess we're all on different schedules these days . . . as busy as I am, that's one appointment I won't miss!

Looking forward to us keeping in touch each month – take care and say hello to any of the remaining old-timers for me!!!

Candice J. Deininger  
 Revenue Supervisor  
 LFUCG Division of Revenue  
 200 East Main Street  
 Lexington, KY 40507  
 859-258-3364  
[cdeining@lexingtonky.gov](mailto:cdeining@lexingtonky.gov)

---

**From:** MaryEllen.Pugh@amwater.com [mailto:MaryEllen.Pugh@amwater.com]  
**Sent:** Monday, September 17, 2012 7:40 AM  
**To:** Candice Deininger  
**Subject:** RE: RRS Sewage August 2012

Hi Candice! How the heck are ya? Here is the usage for August. I will send one to you the first week of each month. Let me know if you have any questions. Thanks

Mary Ellen Pugh  
 Kentucky American Water  
 2300 Richmond Rd  
 Lexington, KY 40502  
 859-335-3425  
[Maryellen.Pugh@amwater.com](mailto:Maryellen.Pugh@amwater.com)

**From:** "Candice Deininger" <cdeining@lexingtonky.gov>  
**To:** <Rachel.Cole@amwater.com>  
**Cc:** <MaryEllen.Pugh@amwater.com>, "John Hoggard" <jhoggard@utiliplan.com>  
**Date:** 09/14/2012 12:10 PM  
**Subject:** RE: RRS Sewage August 2012

Hi, Rachel!! Kindly send the monthly invoice to me - I'll take care of

04/29/2013

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 Page 353 of 397

it here. Since the account was converted into our new system, I believe there is a way I can add the usage to the account so a bill can produced automatically. I'll check with GCW to be sure and get back to you.

Candice J. Deininger  
Revenue Supervisor  
LFUCG Division of Revenue  
200 East Main Street  
Lexington, KY 40507  
859-258-3364  
cdeining@lexingtonky.gov

-----Original Message-----

From: Rachel.Cole@amwater.com [<mailto:Rachel.Cole@amwater.com>]  
Sent: Tuesday, September 11, 2012 4:02 PM  
To: Candice Deininger  
Cc: MaryEllen.Pugh@amwater.com  
Subject: Fw: RRS Sewage August 2012

Hi Candice,

I have a question for you! We have this bill that was processed in house so that we could pay sewer charges. Should we send you the usage information so that you can bill us?

How should we process this bill?

(Embedded image moved to file: pic14769.gif)

\*\*\*\*\*  
Rachel S. Cole  
Kentucky American Water  
Field Services Supervisor  
Customer Advocacy Office  
Email: rachel.cole@amwater.com  
Ph: 859-268-6307  
Fax: 859-335-3307

----- Forwarded by Rachel Cole/KAWC/AWWS on 09/11/2012 03:59 PM -----

Mary Ellen

Pugh/KAWC/AWWS

To 09/11/2012 03:58 Rachel Cole/KAWC/AWWS@AWW

cc PM

Subject Fw: RRS Sewage August 2012

Mary Ellen Pugh  
Kentucky American Water  
2300 Richmond Rd  
Lexington, KY 40502  
859-335-3425  
Maryellen.Pugh@amwater.com

----- Forwarded by Mary Ellen Pugh/KAWC/AWWSC on 09/11/2012 03:58 PM  
-----

From: Justin D Sensabaugh/KAWC/AWWSC  
To: Mary Ellen Pugh/KAWC/AWWSC@AWW  
Cc: Justin.Sensabaugh@amwater.com  
Date: 09/10/2012 10:20 AM  
Subject: RRS Sewage August 2012

(See attached file: SEWAGE\_jds.doc)

\*\*\*\*\*

Justin D. Sensabaugh  
Operations Supervisor - Production  
Kentucky American Water  
2300 Richmond Road  
Lexington, KY 40502  
Office (859) 268-6342  
Internal 7-533-6342  
Cell (859) 455-6743  
Fax (859) 335-3342  
justin.sensabaugh@amwater.com

**Janet Graham**

**From:** Candice Deininger [CDEINING@LEXINGTONKY.GOV]  
**Sent:** Monday, September 17, 2012 4:48 PM  
**To:** Wiest, Gary; Nam, Eileen; Caldwell, Lisa  
**Cc:** jhoggard@utiliplan.com  
**Subject:** FW: RRS Sewage August 2012  
**Attachments:** August.doc

Lisa – here's the way the sewer usage information for billing will come in from KAWC for their account: 11052681-2100392. Thank you!

Candice J. Deininger  
 Revenue Supervisor  
 LFUCG Division of Revenue  
 200 East Main Street  
 Lexington, KY 40507  
 859-258-3364  
[cdeining@lexingtonky.gov](mailto:cdeining@lexingtonky.gov)

**From:** MaryEllen.Pugh@amwater.com [mailto:MaryEllen.Pugh@amwater.com]  
**Sent:** Monday, September 17, 2012 7:40 AM  
**To:** Candice Deininger  
**Subject:** RE: RRS Sewage August 2012

Hi Candice! How the heck are ya? Here is the usage for August. I will send one to you the first week of each month. Let me know if you have any questions. Thanks

Mary Ellen Pugh  
 Kentucky American Water  
 2300 Richmond Rd  
 Lexington, KY 40502  
 859-335-3425  
[Maryellen.Pugh@amwater.com](mailto:Maryellen.Pugh@amwater.com)

**From:** "Candice Deininger" <cdeining@lexingtonky.gov>  
**To:** <Rachel.Cole@amwater.com>  
**Cc:** <MaryEllen.Pugh@amwater.com>, "John Hoggard" <jhoggard@utiliplan.com>  
**Date:** 09/14/2012 12:10 PM  
**Subject:** RE: RRS Sewage August 2012

Hi, Rachel!! Kindly send the monthly invoice to me - I'll take care of it here. Since the account was converted into our new system, I believe there is a way I can add the usage to the account so a bill can produced

04/29/2013

LFC\_R\_PSC\_EX\_#4(1)  
Page 356 of 397

automatically. I'll check with GCW to be sure and get back to you.

Candice J. Deininger  
Revenue Supervisor  
LFUCG Division of Revenue  
200 East Main Street  
Lexington, KY 40507  
859-258-3364  
cdeining@lexingtonky.gov

-----Original Message-----

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Sent: Tuesday, September 11, 2012 4:02 PM  
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Cc: MaryEllen.Pugh@amwater.com  
Subject: Fw: RRS Sewage August 2012

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Rachel S. Cole  
Kentucky American Water  
Field Services Supervisor  
Customer Advocacy Office  
Email: rachel.cole@amwater.com  
Ph: 859-268-6307  
Fax: 859-335-3307

----- Forwarded by Rachel Cole/KAWC/AWWSC on 09/11/2012 03:59 PM -----

Mary Ellen  
Pugh/KAWC/AWWSC

To 09/11/2012 03:58 Rachel Cole/KAWC/AWWSC@AWW  
PM  
cc  
Subject Fw: RRS Sewage August 2012

Mary Ellen Pugh  
Kentucky American Water  
2300 Richmond Rd  
Lexington, KY 40502  
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Maryellen.Pugh@amwater.com

----- Forwarded by Mary Ellen Pugh/KAWC/AWWSC on 09/11/2012 03:58 PM  
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From: Justin D Sensabaugh/KAWC/AWWSC  
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(See attached file: SEWAGE\_jds.doc)

\*\*\*\*\*

Justin D. Sensabaugh  
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Internal 7-533-6342  
Cell (859) 455-6743  
Fax (859) 335-3342  
justin.sensabaugh@amwater.com

**Janet Graham**

**From:** Cecily Chan [CECILYC@LEXINGTONKY.GOV]  
**Sent:** Tuesday, September 18, 2012 10:17 AM  
**To:** Rachel.Cole@amwater.com; Brian.McDonough@amwater.com  
**Cc:** Bryan.Siler@amwater.com; Candice Deininger  
**Subject:** RE: Aging Files

Could you also send us the August LFUCG Sewer Report; we need the Sales Tax information.

Thanks!

*Cecily Chan*  
*Division of Accounting*  
*(859) 258-3318*

---

**From:** Brian.McDonough@amwater.com [mailto:Brian.McDonough@amwater.com]  
**Sent:** Monday, September 17, 2012 10:47 AM  
**To:** Rachel.Cole@amwater.com  
**Cc:** Bryan.Siler@amwater.com; Candice Deininger; Cecily Chan  
**Subject:** Re: Aging Files

Hi All,

I was able to generate the aging files for LFUCG for the end of August and place them on the Online Account Manager. Please let me know if you have any issues with downloading the files, I tried and was able to download successfully but it's not the same when logging in within our network, thanks.

Brian McDonough  
(856)-782-2833 Office  
(609)-933-2212 Cell

**Rachel Cole/KAWC/AWWSC**

09/14/2012 01:58 PM

To "Candice Deininger" <cdeining@lexingtonky.gov>@AWX  
cc "Cecily Chan" <cecilyc@lexingtonky.gov>, Brian T  
McDonough/CONSULT/AWWSC@AWW, Bryan  
Siler/KAWC/AWWSC@AWW

Subject Re: Aging Files [Link](#)

Hi Candice,

I will check, but I would definitely think so!  
\*\*\*\*\*

Rachel S. Cole  
Kentucky American Water  
Field Services Supervisor  
Customer Advocacy Office

04/29/2013

Email: [rachel.cole@amwater.com](mailto:rachel.cole@amwater.com)  
Ph: 859-268-6307  
Fax: 859-335-3307

"Candice Deininger" <[cdeining@lexingtonky.gov](mailto:cdeining@lexingtonky.gov)>

To <[Rachel.Cole@amwater.com](mailto:Rachel.Cole@amwater.com)>

09/14/2012 12:46 PM

CC "Cecily Chan" <[cecilyc@lexingtonky.gov](mailto:cecilyc@lexingtonky.gov)>

Subject Aging Files

Hi, Rachel . . . I was getting ready to prepare the aging reports and noticed on OAM that the files were only through 08/24/12 – do you know if we'll be getting the last week's file (08/31/12) so as to have the full month of August?

Candice J. Deininger  
Revenue Supervisor  
LFUCG Division of Revenue  
200 East Main Street  
Lexington, KY 40507  
859-258-3364  
[cdeining@lexingtonky.gov](mailto:cdeining@lexingtonky.gov)



**Janet Graham**

**From:** Candice Deininger [CDEINING@LEXINGTONKY.GOV]  
**Sent:** Monday, September 17, 2012 1:55 PM  
**To:** Rachel.Cole@amwater.com; Brian.McDonough@amwater.com  
**Cc:** Bryan.Siler@amwater.com; Cecily Chan  
**Subject:** RE: Aging Files

Hi, Brian, and thanks very much!!!

Candice J. Deininger  
Revenue Supervisor  
LFUCG Division of Revenue  
200 East Main Street  
Lexington, KY 40507  
859-258-3364  
cdeining@lexingtonky.gov

**From:** Brian.McDonough@amwater.com [mailto:Brian.McDonough@amwater.com]  
**Sent:** Monday, September 17, 2012 10:47 AM  
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**Cc:** Bryan.Siler@amwater.com; Candice Deininger; Cecily Chan  
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Brian McDonough  
(856)-782-2833 Office  
(609)-933-2212 Cell

Rachel Cole/KAWC/AWWSC

09/14/2012 01:58 PM

To "Candice Deininger" <cdeining@lexingtonky.gov>@AWX  
cc "Cecily Chan" <cecilyc@lexingtonky.gov>, Brian T  
McDonough/CONSULT/AWWSC@AWW, Bryan  
Siler/KAWC/AWWSC@AWW

Subject Re: Aging Files [Link](#)

Hi Candice,

I will check, but I would definitely think so!  
\*\*\*\*\*

Rachel S. Cole  
Kentucky American Water  
Field Services Supervisor  
Customer Advocacy Office  
Email: rachel.cole@amwater.com

Ph: 859-268-6307  
Fax: 859-335-3307

"Candice Deininger" <cdeining@lexingtonky.gov>

To <Rachel.Cole@amwater.com>

09/14/2012 12:46 PM

cc "Cecily Chan" <cecilyc@lexingtonky.gov>  
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**Janet Graham**

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**Sent:** Monday, September 17, 2012 10:47 AM  
**To:** Rachel.Cole@amwater.com  
**Cc:** Bryan.Siler@amwater.com; Candice Deininger; Cecily Chan  
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(856)-782-2833 Office  
(609)-933-2212 Cell

**Rachel Cole/KAWC/AWWSC**

09/14/2012 01:58 PM

To "Candice Deininger" <cdeining@lexingtonky.gov>@AWX  
cc "Cecily Chan" <cecilyc@lexingtonky.gov>, Brian T  
McDonough/CONSULT/AWWSC@AWW, Bryan  
Siler/KAWC/AWWSC@AWW

Subject Re: Aging Files [Link](#)

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Rachel S. Cole  
Kentucky American Water  
Field Services Supervisor  
Customer Advocacy Office  
Email: rachel.cole@amwater.com  
Ph: 859-268-6307  
Fax: 859-335-3307

**"Candice Deininger" <cdeining@lexingtonky.gov>**

09/14/2012 12:46 PM

To <Rachel.Cole@amwater.com>  
cc "Cecily Chan" <cecilyc@lexingtonky.gov>  
Subject Aging Files

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**Janet Graham**

**From:** MaryEllen.Pugh@amwater.com  
**Sent:** Monday, September 17, 2012 7:40 AM  
**To:** Candice Deininger  
**Subject:** RE: RRS Sewage August 2012  
**Attachments:** August.doc

Hi Candice! How the heck are ya? Here is the usage for August. I will send one to you the first week of each month. Let me know if you have any questions. Thanks

Mary Ellen Pugh  
 Kentucky American Water  
 2300 Richmond Rd  
 Lexington, KY 40502  
 859-335-3425  
 Maryellen.Pugh@amwater.com

**From:** "Candice Deininger" <cdeining@lexingtonky.gov>  
**To:** <Rachel.Cole@amwater.com>  
**Cc:** <MaryEllen.Pugh@amwater.com>, "John Hoggard" <jhoggard@utiliplan.com>  
**Date:** 09/14/2012 12:10 PM  
**Subject:** RE: RRS Sewage August 2012

Hi, Rachel!! Kindly send the monthly invoice to me - I'll take care of it here. Since the account was converted into our new system, I believe there is a way I can add the usage to the account so a bill can produced automatically. I'll check with GCW to be sure and get back to you.

Candice J. Deininger  
 Revenue Supervisor  
 LFUCG Division of Revenue  
 200 East Main Street  
 Lexington, KY 40507  
 859-258-3364  
 cdeining@lexingtonky.gov

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**To:** Candice Deininger  
**Cc:** MaryEllen.Pugh@amwater.com  
**Subject:** Fw: RRS Sewage August 2012

Hi Candice,

04/29/2013

LFC\_R\_PSC\_EX\_#4(1)  
 Page 365 of 397

I have a question for you! We have this bill that was processed in house so that we could pay sewer charges. Should we send you the usage information so that you can bill us?

How should we process this bill?

(Embedded image moved to file: pic14769.gif)

\*\*\*\*\*

Rachel S. Cole  
Kentucky American Water  
Field Services Supervisor  
Customer Advocacy Office  
Email: rachel.cole@amwater.com  
Ph: 859-268-6307  
Fax: 859-335-3307

----- Forwarded by Rachel Cole/KAWC/AWWSC on 09/11/2012 03:59 PM -----

Mary Ellen

Pugh/KAWC/AWWSC

To

09/11/2012 03:58

Rachel Cole/KAWC/AWWSC@AWW

PM

cc

Subject

Fw: RRS Sewage August 2012

Mary Ellen Pugh  
Kentucky American Water  
2300 Richmond Rd  
Lexington, KY 40502  
859-335-3425

04/29/2013

Maryellen.Pugh@amwater.com

----- Forwarded by Mary Ellen Pugh/KAWC/AWWSC on 09/11/2012 03:58 PM  
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From: Justin D Sensabaugh/KAWC/AWWSC  
To: Mary Ellen Pugh/KAWC/AWWSC@AWW  
Cc: Justin.Sensabaugh@amwater.com  
Date: 09/10/2012 10:20 AM  
Subject: RRS Sewage August 2012

(See attached file: SEWAGE\_jds.doc)

\*\*\*\*\*

Justin D. Sensabaugh  
Operations Supervisor - Production  
Kentucky American Water  
2300 Richmond Road  
Lexington, KY 40502  
Office (859) 268-6342  
Internal 7-533-6342  
Cell (859) 455-6743  
Fax (859) 335-3342  
justin.sensabaugh@amwater.com

**Janet Graham**

---

**From:** Rachel.Cole@amwater.com  
**Sent:** Friday, September 14, 2012 4:33 PM  
**To:** Candice Deininger  
**Subject:** RE: Aging Files

Same to you! I'll follow up with the Brians (Bryan and Brian) next week!  
Thanks.

\*\*\*\*\*  
Rachel S. Cole  
Kentucky American Water  
Field Services Supervisor  
Customer Advocacy Office  
Email: rachel.cole@amwater.com  
Ph: 859-268-6307  
Fax: 859-335-3307

"Candice  
Deininger"  
<cdeining@lexingt  
onky.gov> To  
<Rachel.Cole@amwater.com>  
cc  
09/14/2012 04:30 "Cecily Chan"  
PM <cecilyc@lexingtonky.gov>  
Subject  
RE: Aging Files

If we could get it ASAP next week, we'll just have to make it work - Accounting needs it for its month-end closing. I also remember Bryan saying in a call last week(?) that he was going to get the last monthly report for August done, and we haven't seen that yet either.

As always, your help is most appreciated - thanks, Rachel, and have a good weekend!!

Candice J. Deininger  
Revenue Supervisor  
LFUCG Division of Revenue  
200 East Main Street  
Lexington, KY 40507  
859-258-3364  
cdeining@lexingtonky.gov

-----Original Message-----

From: Rachel.Cole@amwater.com [mailto:Rachel.Cole@amwater.com]  
Sent: Friday, September 14, 2012 4:06 PM  
To: Candice Deininger  
Cc: Cecily Chan  
Subject: Re: Aging Files

Hi Candice.

It will be next week before Brian can get the aging file for the last week of August. Will that be ok?

\*\*\*\*\*  
Rachel S. Cole  
Kentucky American Water



Field Services Supervisor  
Customer Advocacy Office  
Email: rachel.cole@amwater.com  
Ph: 859-268-6307  
Fax: 859-335-3307

"Candice  
Deininger"  
To: <cdeining@lexingt  
onky.gov> <Rachel.Cole@amwater.com>  
cc: 09/14/2012 12:46 "Cecily Chan"  
PM <cecilyc@lexingtonky.gov>  
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Candice J. Deininger  
Revenue Supervisor  
LFUCG Division of Revenue  
200 East Main Street  
Lexington, KY 40507  
859-258-3364  
cdeining@lexingtonky.gov

**Janet Graham**

---

**From:** Rachel.Cole@amwater.com  
**Sent:** Friday, September 14, 2012 3:43 PM  
**To:** Candice Deininger  
**Cc:** bethany.hungate@amwater.com; Hilori Morgan  
**Subject:** RE: Lexserv billing question

Thanks, Candice. That helps!

\*\*\*\*\*

Rachel S. Cole  
Kentucky American Water  
Field Services Supervisor  
Customer Advocacy Office  
Email: rachel.cole@amwater.com  
Ph: 859-268-6307  
Fax: 859-335-3307

"Candice  
Deininger"  
<cdeining@lexingt  
onky.gov> To  
<Rachel.Cole@amwater.com>  
cc  
09/14/2012 03:15  
PM <Bethany.Hungate@amwater.com>,  
"Hilori Morgan"  
<hmorgan@lexingtonky.gov>  
Subject  
RE: Lexserv billing question

Hello . . . The standard billing period consists of 25-35 days; charges that fall within that span are billed at non-prorated rates. Anything less than or more than this billing period are prorated. KAWC does this now with their bills. The normal charge (\$4.49) is divided by 30 (days) and then multiplied by the number of days in the billing period (36). So, in your example of a 26-day bill, this is a 'normal' bill and would bill at the regular rate . . . does this help?

Candice J. Deininger  
Revenue Supervisor  
LFUCG Division of Revenue  
200 East Main Street  
Lexington, KY 40507  
859-258-3364  
cdeining@lexingtonky.gov

-----Original Message-----

From: Rachel.Cole@amwater.com [mailto:Rachel.Cole@amwater.com]  
Sent: Friday, September 14, 2012 3:10 PM  
To: Candice Deininger  
Cc: Bethany.Hungate@amwater.com; Hilori Morgan  
Subject: RE: Lexserv billing question

Hi Candice,

Is it always pro rated so that if a 26 day bill, would be smaller? I guess I thought it worked more like a flat monthly fee.

\*\*\*\*\*

Rachel S. Cole

Kentucky American Water  
Field Services Supervisor  
Customer Advocacy Office  
Email: rachel.cole@amwater.com  
Ph: 859-268-6307  
Fax: 859-335-3307

"Candice  
Deininger"  
To: <cdeining@lexingt  
onky.gov> <Rachel.Cole@amwater.com>  
cc: 09/14/2012 02:32 <Bethany.Hungate@amwater.com>,  
PM "Hilori Morgan"  
<hmorgan@lexingtonky.gov>  
Subject RE: Lexserv billing question

It's for stormwater and it was for a 36-day bill which means it was pro-rated by CS . . .

Candice J. Deininger  
Revenue Supervisor  
LFUCG Division of Revenue  
200 East Main Street  
Lexington, KY 40507  
859-258-3364  
cdeining@lexingtonky.gov

-----Original Message-----

From: Rachel.Cole@amwater.com [mailto:Rachel.Cole@amwater.com]  
Sent: Friday, September 14, 2012 2:28 PM  
To: Candice Deininger  
Cc: Bethany.Hungate@amwater.com  
Subject: Fw: Lexserv billing question

Hi Candice,

Would you please take a look at this account and let us know what \$5.39 should be for?  
Did the stormwater fee increase for this customer? I didn't think that stormwater fees  
had changed, but let us know if it has.

Thanks.

\*\*\*\*\*

Rachel S. Cole  
Kentucky American Water  
Field Services Supervisor  
Customer Advocacy Office  
Email: rachel.cole@amwater.com  
Ph: 859-268-6307  
Fax: 859-335-3307

----- Forwarded by Rachel Cole/KAWC/AWWS on 09/14/2012 02:24 PM -----

Bethany G  
Hungate/KAWC/AWWS

To C  
Rachel Cole/KAWC/AWWS@AWW

09/14/2012 02:15

cc

PM

Subject

Lexserv billing question

This customer had a few questions and issues she needed solved.

1. She wants to know why the KAW Storm water fee was \$4.49 and the Lexserv bill was \$5.39 and what caused the increase?
2. She stated it was explained to her that her Storm water fee was based on her City water usage. She wants to know how that is possible that her bill went up and she has no water usage at this address due to being on well water?
3. Based on the above explanation, If her billing is based on water usage she wants to know if she should have been paying the Storm water fee at all?

I explained to customer that Sewer charges are based on water usage but Storm water fees have to due with the property you own in the city. I told her I would clarify that and have her questions followed up on.

(Embedded image moved to file: pic31107.gif)

~~~~~

Bethany Hungate
Customer Advocate Office
Kentucky American Water
2300 Richmond Rd
Lexington, KY 40502
(859)269-2386 phone Opt. 6
(859)268-6315 Fax

Janet Graham

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Sent: Friday, September 14, 2012 3:15 PM
To: Rachel.Cole@amwater.com
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"Candice Deininger" <cdeining@lexingt onky.gov>	<Rachel.Cole@amwater.com>	To
09/14/2012 02:32 PM	<Bethany.Hungate@amwater.com>, "Hilori Morgan" <hmorgan@lexingtonky.gov>	cc
	RE: Lexserv billing question	Subject

It's for stormwater and it was for a 36-day bill which means it was pro-rated by CS . . .

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200 East Main Street
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Rachel S. Cole
Kentucky American Water
Field Services Supervisor
Customer Advocacy Office
Email: rachel.cole@amwater.com
Ph: 859-268-6307
Fax: 859-335-3307

----- Forwarded by Rachel Cole/KAWC/AWWS on 09/14/2012 02:24 PM -----

Bethany G

Hungate/KAWC/AWWS

C

To Rachel Cole/KAWC/AWWS@AWW

09/14/2012 02:15

cc PM

Subject Lexserv billing question

This customer had a few questions and issues she needed solved.

1. She wants to know why the KAW Storm water fee was \$4.49 and the Lexserv bill was \$5.39 and what caused the increase?
2. She stated it was explained to her that her Storm water fee was based on her City water usage. She wants to know how that is possible that her bill went up and she has no water usage at this address due to being on well water?
3. Based on the above explanation, If her billing is based on water usage she wants to know if she should have been paying the Storm water fee at all?

I explained to customer that Sewer charges are based on water usage but Storm water fees have to due with the property you own in the city. I told her I would clarify that and have her questions followed up on.

(Embedded image moved to file: pic31107.gif)

~~~~~  
Bethany Hungate  
Customer Advocate Office

Kentucky American Water  
2300 Richmond Rd  
Lexington, KY 40502  
(859)269-2386 phone Opt. 6  
(859)268-6315 Fax

**Janet Graham**

---

**From:** Rachel.Cole@amwater.com  
**Sent:** Friday, September 14, 2012 3:10 PM  
**To:** Candice Deininger  
**Cc:** bethany.hungate@amwater.com; Hilori Morgan  
**Subject:** RE: Lexserv billing question

Hi Candice,

Is it always pro rated so that if a 26 day bill, would be smaller? I guess I thought it worked more like a flat monthly fee.

\*\*\*\*\*

Rachel S. Cole  
Kentucky American Water  
Field Services Supervisor  
Customer Advocacy Office  
Email: rachel.cole@amwater.com  
Ph: 859-268-6307  
Fax: 859-335-3307

"Candice  
Deininger"  
<cdeining@lexingt  
onky.gov> To  
<Rachel.Cole@amwater.com>  
cc  
09/14/2012 02:32 <Bethany.Hungate@amwater.com>,  
PM "Hilori Morgan"  
<hmorgan@lexingtonky.gov>  
Subject  
RE: Lexserv billing question

It's for stormwater and it was for a 36-day bill which means it was pro-rated by CS . . .

Candice J. Deininger  
Revenue Supervisor  
LFUCG Division of Revenue  
200 East Main Street  
Lexington, KY 40507  
859-258-3364  
cdeining@lexingtonky.gov

-----Original Message-----

From: Rachel.Cole@amwater.com [mailto:Rachel.Cole@amwater.com]  
Sent: Friday, September 14, 2012 2:28 PM  
To: Candice Deininger  
Cc: Bethany.Hungate@amwater.com  
Subject: Fw: Lexserv billing question

Hi Candice,

Would you please take a look at this account and let us know what \$5.39 should be for? Did the stormwater fee increase for this customer? I didn't think that stormwater fees had changed, but let us know if it has.

Thanks.

\*\*\*\*\*



Rachel S. Cole  
Kentucky American Water  
Field Services Supervisor  
Customer Advocacy Office  
Email: rachel.cole@amwater.com  
Ph: 859-268-6307  
Fax: 859-335-3307

----- Forwarded by Rachel Cole/KAWC/AWWS on 09/14/2012 02:24 PM -----

Bethany G  
Hungate/KAWC/AWWS

To C  
Rachel Cole/KAWC/AWWS@AWW

cc 09/14/2012 02:15  
PM

Subject Lexserv billing question

This customer had a few questions and issues she needed solved.

1. She wants to know why the KAW Storm water fee was \$4.49 and the Lexserv bill was \$5.39 and what caused the increase?
2. She stated it was explained to her that her Storm water fee was based on her City water usage. She wants to know how that is possible that her bill went up and she has no water usage at this address due to being on well water?
3. Based on the above explanation, If her billing is based on water usage she wants to know if she should have been paying the Storm water fee at all?

I explained to customer that Sewer charges are based on water usage but Storm water fees have to due with the property you own in the city. I told her I would clarify that and have her questions followed up on.

(Embedded image moved to file: pic31107.gif)

~~~~~  
Bethany Hungate
Customer Advocate Office
Kentucky American Water
2300 Richmond Rd
Lexington, KY 40502
(859)269-2386 phone Opt. 6
(859)268-6315 Fax

Janet Graham

From: Rachel.Cole@amwater.com
Sent: Friday, September 14, 2012 3:05 PM
To: Candice Deininger
Subject: RE: Lex Clinic-120028047

Hi Candice,

Billing adjusted and gave the customer credit for \$7,003.61 without taxes.
Thanks.

Rachel S. Cole
Kentucky American Water
Field Services Supervisor
Customer Advocacy Office
Email: rachel.cole@amwater.com
Ph: 859-268-6307
Fax: 859-335-3307

"Candice
Deininger"
<cdeining@lexingt
onky.gov>

<Rachel.Cole@amwater.com>

To

cc

09/14/2012 02:43
PM

Subject

RE: Lex Clinic-120028047

Hi, Rachel - sorry to take so long in getting back to you on this!! Has anything been done with this account yet?

Candice J. Deininger
Revenue Supervisor
LFUCG Division of Revenue
200 East Main Street
Lexington, KY 40507
859-258-3364
cdeining@lexingtonky.gov

-----Original Message-----

From: Rachel.Cole@amwater.com [mailto:Rachel.Cole@amwater.com]
Sent: Wednesday, August 29, 2012 10:56 AM
To: Candice Deininger
Subject: Lex Clinic-120028047

Hi Candice,

Billing is trying to process a refund for Lexington Clinic's irrigation account because the customer says they were billed for sewer. I don't think it started as an irrigation account in 2004 since there was usage from 2004-2007 in the winter. Are you ok with a sewer credit for the last two years for \$8685.29?

(Embedded image moved to file: pic30308.gif)

Rachel S. Cole

Kentucky American Water
Field Services Supervisor
Customer Advocacy Office
Email: rachel.cole@amwater.com
Ph: 859-268-6307
Fax: 859-335-3307

Janet Graham

From: Candice Deininger [CDEINING@LEXINGTONKY.GOV]
Sent: Friday, September 14, 2012 2:43 PM
To: Rachel.Cole@amwater.com
Subject: RE: Lex Clinic-120028047

Hi, Rachel - sorry to take so long in getting back to you on this!! Has anything been done with this account yet?

Candice J. Deininger
Revenue Supervisor
LFUCG Division of Revenue
200 East Main Street
Lexington, KY 40507
859-258-3364
cdeining@lexingtonky.gov

-----Original Message-----

From: Rachel.Cole@amwater.com [mailto:Rachel.Cole@amwater.com]
Sent: Wednesday, August 29, 2012 10:56 AM
To: Candice Deininger
Subject: Lex Clinic-120028047

Hi Candice,

Billing is trying to process a refund for Lexington Clinic's irrigation account because the customer says they were billed for sewer. I don't think it started as an irrigation account in 2004 since there was usage from 2004-2007 in the winter. Are you ok with a sewer credit for the last two years for \$8685.29?

(Embedded image moved to file: pic30308.gif)

Rachel S. Cole
Kentucky American Water
Field Services Supervisor
Customer Advocacy Office
Email: rachel.cole@amwater.com
Ph: 859-268-6307
Fax: 859-335-3307

Janet Graham

From: Candice Deininger [CDEINING@LEXINGTONKY.GOV]
Sent: Friday, September 14, 2012 2:33 PM
To: Rachel.Cole@amwater.com
Cc: bethany.hungate@amwater.com; Hilori Morgan
Subject: RE: Lexserv billing question

It's for stormwater and it was for a 36-day bill which means it was pro-rated by CS . . .

Candice J. Deininger
Revenue Supervisor
LFUCG Division of Revenue
200 East Main Street
Lexington, KY 40507
859-258-3364
cdeining@lexingtonky.gov

-----Original Message-----

From: Rachel.Cole@amwater.com [mailto:Rachel.Cole@amwater.com]
Sent: Friday, September 14, 2012 2:28 PM
To: Candice Deininger
Cc: Bethany.Hungate@amwater.com
Subject: Fw: Lexserv billing question

Hi Candice,

Would you please take a look at this account and let us know what \$5.39 should be for? Did the stormwater fee increase for this customer? I didn't think that stormwater fees had changed, but let us know if it has.
Thanks.

Rachel S. Cole
Kentucky American Water
Field Services Supervisor
Customer Advocacy Office
Email: rachel.cole@amwater.com
Ph: 859-268-6307
Fax: 859-335-3307

----- Forwarded by Rachel Cole/KAWC/AWWS on 09/14/2012 02:24 PM -----

Bethany G
Hungate/KAWC/AWWS
C

09/14/2012 02:15
PM

Rachel Cole/KAWC/AWWS@AWW

Lexserv billing question

To
cc
Subject

This customer had a few questions and issues she needed solved.

1. She wants to know why the KAW Storm water fee was \$4.49 and the Lexserv bill was \$5.39 and what caused the increase?
2. She stated it was explained to her that her Storm water fee was based on her City water

usage. She wants to know how that is possible that her bill went up and she has no water usage at this address due to being on well water?

3. Based on the above explanation, If her billing is based on water usage she wants to know if she should have been paying the Storm water fee at all?

I explained to customer that Sewer charges are based on water usage but Storm water fees have to due with the property you own in the city. I told her I would clarify that and have her questions followed up on.

(Embedded image moved to file: pic31107.gif)

~~~~~  
Bethany Hungate  
Customer Advocate Office  
Kentucky American Water  
2300 Richmond Rd  
Lexington, KY 40502  
(859)269-2386 phone Opt. 6  
(859)268-6315 Fax

**Janet Graham**

---

**From:** Rachel.Cole@amwater.com  
**Sent:** Friday, September 14, 2012 2:28 PM  
**To:** Candice Deininger  
**Cc:** bethany.hungate@amwater.com  
**Subject:** Fw: Lexserv billing question

**Attachments:** pic31107.gif



pic31107.gif (6 KB)

Hi Candice,

Would you please take a look at this account and let us know what \$5.39 should be for? Did the stormwater fee increase for this customer? I didn't think that stormwater fees had changed, but let us know if it has.

Thanks.

\*\*\*\*\*

Rachel S. Cole  
Kentucky American Water  
Field Services Supervisor  
Customer Advocacy Office  
Email: rachel.cole@amwater.com  
Ph: 859-268-6307  
Fax: 859-335-3307

----- Forwarded by Rachel Cole/KAWC/AWWS on 09/14/2012 02:24 PM -----

Bethany G  
Hungate/KAWC/AWWS  
C  
09/14/2012 02:15  
PM

Rachel Cole/KAWC/AWWS@AWW

To

cc

Subject

Lexserv billing question

This customer had a few questions and issues she needed solved.

1. She wants to know why the KAW Storm water fee was \$4.49 and the Lexserv bill was \$5.39 and what caused the increase?
2. She stated it was explained to her that her Storm water fee was based on her City water usage. She wants to know how that is possible that her bill went up and she has no water usage at this address due to being on well water?
3. Based on the above explanation, If her billing is based on water usage she wants to know if she should have been paying the Storm water fee at all?

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(Embedded image moved to file: pic31107.gif)

~~~~~

Bethany Hungate
Customer Advocate Office
Kentucky American Water
2300 Richmond Rd
Lexington, KY 40502
(859)269-2386 phone Opt. 6
(859)268-6315 Fax

Janet Graham

From: Rachel.Cole@amwater.com
Sent: Friday, September 14, 2012 1:58 PM
To: Candice Deininger
Cc: Bryan.Siler@amwater.com; Cecily Chan; Brian.McDonough@amwater.com
Subject: Re: Aging Files

Hi Candice,

I will check, but I would definitely think so!

Rachel S. Cole
Kentucky American Water
Field Services Supervisor
Customer Advocacy Office
Email: rachel.cole@amwater.com
Ph: 859-268-6307
Fax: 859-335-3307

"Candice Deininger" <cdeining@lexingt onky.gov>	<Rachel.Cole@amwater.com>	To
09/14/2012 12:46 PM	"Cecily Chan" <cecilyc@lexingtonky.gov>	cc
	Aging Files	Subject

Hi, Rachel . . . I was getting ready to prepare the aging reports and noticed on OAM that the files were only through 08/24/12 - do you know if we'll be getting the last week's file (08/31/12) so as to have the full month of August?

Candice J. Deininger
Revenue Supervisor
LFUCG Division of Revenue
200 East Main Street
Lexington, KY 40507
859-258-3364
cdeining@lexingtonky.gov

Janet Graham

From: John Hoggard [jhoggard@utiliplan.com]
Sent: Thursday, September 13, 2012 2:32 PM
To: Brian.McDonough@amwater.com
Cc: Rachel.Cole@amwater.com; Bryan.Siler@amwater.com; Candice Deininger; Lynne Webb
Subject: Re: Sewer Charges

Thanks Brian!

Sent from my iPhone

On Sep 13, 2012, at 12:58 PM, Brian.McDonough@amwater.com wrote:

> Hey John,
>
> Collection notified me about this issue and we should be making
> changes today to address it and prevent accounts from being shut off
> due to the sewer balance.
>
> Brian McDonough
> (856)-782-2833 Office
> (609)-933-2212 Cell
>
>
>
> jhoggard@utiliplan.com
>
>
> 09/13/2012 12:11 PM
>
> Brian.McDonough@amwater.com
>
> cc
> Rachel.Cole@amwater.com,
> Bryan.Siler@amwater.com,
> "Candice
> Deininger"
> <cdeining@lexingtonky.gov>,
> "Lynne
> Webb" <lwebb@lexingtonky.gov>
>
> Subject
>
> Re: Sewer Charges
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>
> Brian,
> We now have 4 customers that have called because they have shutoff
> notices resulting from sewer charges. We need to stop these from
> happening asap, as nobody should be on a shutoff list for sewer (yet).
> Can you change your cutoff list threshold calculation to just account
> for water, not sewer? It is causing a lot of confusion because some
> of these customers have even paid sewer which is reflected in Customer
> Suite.
>
> Below is the information Lynne put together on these.

>
> Thanks
> John
>

> KAWC Premise # | Situation
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> 120138641|\$86.78 Swr charge transferred to CS; credit given for
> full amount also keyed in CS. 0 balance in CS.
Notice from KAWC.

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> 120139333|\$18.79 swr charge transferred to CS; credit given for
> full amount also keyed in CS. 0 balance in CS.
> |Past due notice from KAWC..

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> 120138175|\$97.94 swr charge transferred to CS; credit given for
> \$63.24 also keyed in CS. Got shut off notice from
> |KAWC.

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> 120041164|\$78.45 swr charge transferred to CS; credit given for
> \$52.08 also keyed in CS. Paid full balance to
> |keep from getting shut off by KAWC.

Janet Graham

From: Bryan.Siler@amwater.com
Sent: Tuesday, September 11, 2012 10:23 PM
To: Mike Nugent
Cc: William O'Mara; Candice Deininger; jhoggard@utiliplan.com; Marisa
Subject: RE: FW: Data Archiving/look up

Mike,

I sent this to our IT department for a feasibility review. I will let you know what I am told.

Bryan Siler
Field Operations Supervisor
Kentucky American Water
2300 Richmond Road
Lexington, Kentucky 40502
859-268-6350 Office
859-268-6374 Fax
bryan.siler@amwater.com

From: "Mike Nugent" <MikeN@lexingtonky.gov>
To: <Bryan.Siler@amwater.com>, <jhoggard@utiliplan.com>
Cc: "Candice Deininger" <cdeining@lexingtonky.gov>, "marisa"
<marisa@utiliplan.com>, "William O'Mara"
<billo@lexingtonky.gov>
Date: 09/07/2012 04:07 PM
Subject: RE: FW: Data Archiving/look up

Bryan,

Some questions/comments for you:

1. I did get logged into your web site and located the data to download
2. I started in the section labeled 'Usage Data Services', Item 2 - LFUCG
In this section there are currently 337 links to the files that Start on 1/3/2006 and continue to 09/04/2012. My issue is that each file name is the same, this means that each file Downloaded via a web browser must be renamed to include the date Prior to downloading the next file. This will increase the amount of Time required to download this data significantly as well as introduce Typing errors when renaming the data files to contain a date.
3. In checking a few of the files it appears that each file is stored in its Own directory where the directory name is the date in YYYYMMDD Format. Here is single url for a file
<http://businesspartners.amwater.com/AWW/KYPR/Usage%20Data/UdRcvrs/FAYTE/Usage%20Data%20Files/20060103/UsgDta.zip>
4. I would like to request one of two possible solutions to

allow for us to

Download load the data quickly and reduce typing errors when Renaming these data files.

starting
the files
location

a. Would it be possible for your IT group to create zipped files the /FAYTE/ location in the above URL, this way I would get all and directories contained in the FAYTE directory in its proper without downloading each file one at time and then renaming it.

location, this
(including

b. Creation of a virtual ftp site the starts at the /FAYE/ allows me the ability to ftp the entire directory structure data) to one of our servers removing the need to rename files.

the
data

I have not reviewed all the data files available but just the Data Usage and Section 'Aging Files' in the area called 'Contract Billing Downloads', the Structure is the same, in the directories have dates but the name of the data File is the same for each time period covered.

The actual data structure used to store data probably is different for each Type of data file that you allow to be downloaded by a business partner, Which might make option b easier to do.

Mike

|
| Michael J. Nugent
| Director of Computer Services
| Lexington-Fayette Urban County Government 200 East Main Street
| Lexington, KY 40507
|
| Phone: 859.258.3730
| Fax: 859.258.3399
|

-----Original Message-----

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]
Sent: Friday, September 07, 2012 09:34
To: jhoggard@utiliplan.com
Cc: Candice Deininger; 'marisa'; Mike Nugent
Subject: RE: FW: Data Archiving/look up

Yes, he can.

Bryan Siler
Field Operations Supervisor
Kentucky American Water
2300 Richmond Road
Lexington, Kentucky 40502
859-268-6350 Office
859-268-6374 Fax
bryan.siler@amwater.com

From: "John Hoggard" <jhoggard@utiliplan.com>
To: <Bryan.Siler@amwater.com>, <MikeN@lexingtonky.gov>
Cc: "'Candice Deininger'" <cdeining@lexingtonky.gov>, "'marisa'" <marisa@utiliplan.com>
Date: 09/07/2012 09:05 AM
Subject: RE: FW: Data Archiving/look up

Bryan, I noticed Mike also asked for access to the site. Can't he just use Candice's access information?

Thanks
John

-----Original Message-----

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]
Sent: Thursday, September 06, 2012 2:09 PM
To: MikeN@lexingtonky.gov
Cc: Candice Deininger; John Hoggard; marisa
Subject: RE: FW: Data Archiving/look up

No, I am sorry but we do not have anything like that. Perhaps you can download one and create that setting so it applies to all of the other files.

The files will be available for downloading for about 90 days.

Bryan Siler
Field Operations Supervisor
Kentucky American Water
2300 Richmond Road
Lexington, Kentucky 40502
859-268-6350 Office
859-268-6374 Fax
bryan.siler@amwater.com

From: "Mike Nugent" <MikeN@lexingtonky.gov>
To: <Bryan.Siler@amwater.com>, "Candice Deininger"
<cdeining@lexingtonky.gov>
Cc: "John Hoggard" <jhoggard@utiliplan.com>, "marisa"
<marisa@utiliplan.com>
Date: 09/06/2012 01:49 PM
Subject: RE: FW: Data Archiving/look up

Bryan,

I have been busy with an IT audit the majority of August and I'm attempting to get caught up as much as possible.

I understand that you do not have record layouts for your data files, just csv files with column headings. Do you have a document or documents that describe what each field actual represents in each file, if it should be alpha only, alphanumeric or numeric only?

Also I will need to be able to access the server (web or ftp) where the files stored at so that I can begin the download process.

Mike

|
| Michael J. Nugent
| Director of Computer Services
| Lexington-Fayette Urban County Government 200 East Main Street
| Lexington, KY 40507
|
| Phone: 859.258.3730
| Fax: 859.258.3399
|

-----Original Message-----

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]
Sent: Monday, August 13, 2012 11:45
To: Candice Deininger; Mike Nugent
Cc: John Hoggard; marisa
Subject: Re: FW: Data Archiving/look up

Candice,

Per my 8/2 email I am unaware of anything I can do to help with this project. Please let me know if this is not correct.

Thanks.

----- Original Message -----

From: "Candice Deininger" [cdeining@lexingtonky.gov]
Sent: 08/13/2012 11:32 AM AST
To: Bryan Siler; "Mike Nugent" <MikeN@lexingtonky.gov>
Cc: "John Hoggard" <jhoggard@utiliplan.com>; <marisa@utiliplan.com>
Subject: RE: FW: Data Archiving/look up

Good morning. I was just following up on how this was proceeding. Will one of you be able to give me an update? Is there anything I can do to help expedite? Thank you!!

Candice J. Deininger
Revenue Supervisor
LFUCG Division of Revenue
200 East Main Street
Lexington, KY 40507
859-258-3364
cdeining@lexingtonky.gov

-----Original Message-----

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]
Sent: Thursday, August 02, 2012 6:30 PM
To: Candice Deininger
Cc: John Hoggard; marisa@utiliplan.com; Mike Nugent
Subject: RE: FW: Data Archiving/look up

Candice & Mike,

We do not have file layouts for these files. Most are CSV files and contain column headings that can be used to identify the contents.

Is there anything else I can help with on this?

Bryan Siler
Field Operations Supervisor
Kentucky American Water
2300 Richmond Road
Lexington, Kentucky 40502
859-268-6350 Office
859-268-6374 Fax
bryan.siler@amwater.com

From: "Candice Deininger"
<cdeining@lexingtonky.gov>
To: <Bryan.Siler@amwater.com>
Cc: "John Hoggard"
<jhoggard@utiliplan.com>, <marisa@utiliplan.com>, "Mike Nugent"
<MikeN@lexingtonky.gov>
Date: 08/02/2012 01:37 PM
Subject: RE: FW: Data
Archiving/look up

Hi, Bryan - thanks for letting me know you and Mike had a chance to talk. I appreciate the efforts on behalf of both of you in getting this accomplished!!

Candice J. Deininger
Revenue Supervisor
LFUCG Division of Revenue

200 East Main Street
Lexington, KY 40507
859-258-3364
cdeining@lexingtonky.gov

-----Original Message-----

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]
Sent: Thursday, August 02, 2012 1:03 PM
To: Candice Deininger
Cc: John Hoggard; marisa@utiliplan.com; Mike Nugent
Subject: Re: FW: Data Archiving/look up

I am calling Mike now.

Bryan Siler
Field Operations Supervisor
Kentucky American Water
2300 Richmond Road
Lexington, Kentucky 40502
859-268-6350 Office
859-268-6374 Fax
bryan.siler@amwater.com

From:
"Candice Deininger"
<cdeining@lexingtonky.gov>
To:
"Mike
Nugent"
<MikeN@lexingtonky.gov>,
<Bryan.Siler@amwater.com>

Cc:
"John
Hoggard"
<jhoggard@utiliplan.com>,
<marisa@utiliplan.com>
Date:
08/02/2012 12:59 PM
Subject:
FW: Data
Archiving/look up

Mike/Bryan - Is this something you two could coordinate? You know I'm not that savvy with computer issues, so it would probably be best that you two speak directly with one another. If there's anything I can do on my end to assist, please let me know. Thanks so much for your help!

Candice J. Deininger
Revenue Supervisor
LFUCG Division of Revenue
200 East Main Street
Lexington, KY 40507
859-258-3364
cdeining@lexingtonky.gov

From: Bryan.Siler@amwater.com [mailto:Bryan.Siler@amwater.com]
Sent: Thursday, August 02, 2012 12:36 PM
To: Candice Deininger
Subject: Re: Data Archiving/look up

Candice.

They are all text files. The best thing would be for him to download a month's data to see. Info will need to be retrieved from the website.

Let's talk if you like.

From: "Candice Deininger" [cdeining@lexingtonky.gov]
Sent: 08/02/2012 12:10 PM AST
To: Bryan Siler
Cc: "Mike Nugent" <MikeN@lexingtonky.gov>; <jhoggard@utiliplan.com>;
<marisa@utiliplan.com>
Subject: FW: Data Archiving/look up

Good afternoon, Bryan. Marisa and I had a quick meeting with Mike about data archiving and bringing over the last 5-7 years of customer history from KAWC. Mike does needs the information in the email from him that follows. He has no idea of how much information there is and needs to make provisions for its storage, etc. Is this information something that you can send to him or does he have to go out to retrieve from the KAWC site? How do we proceed from here to get this accomplished as quickly as possible?

Thank you!

Candice J. Deininger
Revenue Supervisor
LFUCG Division of Revenue
200 East Main Street
Lexington, KY 40507
859-258-3364
cdeining@lexingtonky.gov

From: Mike Nugent
Sent: Thursday, August 02, 2012 11:45 AM
To: marisa@utiliplan.com
Cc: Candice Deininger; John Hoggard
Subject: RE: Data Archiving/look up

Yes....I will need to know everything about this....the data that we want/need to retain, the format of the data, the amount of data per month and how we intend to use the data internally.

If we need to schedule a meeting to go over this then please schedule one. Unless we can address the above issues so that I can fully understand what this will take I will not be able to develop a project and resource plan to implement this need. Without this info this need is not going to be met.

Mike

|
| Michael J. Nugent
| Director of Computer Services
| Lexington-Fayette Urban County Government 200 East Main Street
| Lexington, KY 40507
|
| Phone: 859.258.3730
| Fax: 859.258.3399
|

From: marisa@utiliplan.com [mailto:marisa@utiliplan.com]
Sent: Thursday, August 02, 2012 09:41
To: Mike Nugent
Cc: Candice Deininger; John Hoggard
Subject: Data Archiving/look up

Hi Mike,

Just wanted to touch base with you on the data archiving and history lookup. Do you need anything on my end for that?

Thanks
Marisa

Janet Graham

From: Rachel.Cole@amwater.com
Sent: Tuesday, September 11, 2012 4:02 PM
To: Candice Deininger
Cc: MaryEllen.Pugh@amwater.com
Subject: Fw: RRS Sewage August 2012

Attachments: pic14769.gif; SEWAGE_jds.doc



pic14769.gif (6 KB)



SEWAGE_jds.doc (6 KB)

Hi Candice,

I have a question for you! We have this bill that was processed in house so that we could pay sewer charges. Should we send you the usage information so that you can bill us?

How should we process this bill?

(Embedded image moved to file: pic14769.gif)

Rachel S. Cole
Kentucky American Water
Field Services Supervisor
Customer Advocacy Office
Email: rachel.cole@amwater.com
Ph: 859-268-6307
Fax: 859-335-3307

----- Forwarded by Rachel Cole/KAWC/AWWSC on 09/11/2012 03:59 PM -----

Mary Ellen
Pugh/KAWC/AWWSC

09/11/2012 03:58 PM

Rachel Cole/KAWC/AWWSC@AWW

To

cc

Subject

Fw: RRS Sewage August 2012

Mary Ellen Pugh
Kentucky American Water
2300 Richmond Rd
Lexington, KY 40502
859-335-3425
Maryellen.Pugh@amwater.com

----- Forwarded by Mary Ellen Pugh/KAWC/AWWSC on 09/11/2012 03:58 PM -----

From: Justin D Sensabaugh/KAWC/AWWSC
To: Mary Ellen Pugh/KAWC/AWWSC@AWW
Cc: Justin.Sensabaugh@amwater.com
Date: 09/10/2012 10:20 AM

Subject: RRS Sewage August 2012

(See attached file: SEWAGE_jds.doc)

Justin D. Sensabaugh
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